



# TTC Councillor update

Issued: June 2020

## Councillor Karygiannis

Ward 22 – Scarborough-Agincourt



### A message from Rick Leary, TTC CEO

Dear Councillor Karygiannis,

*People have been asking when will the TTC be at 100 per cent again and what will that look like? There are a number of factors that will determine that, many are out of the TTC’s control, but what we do know is how important customer health and safety is during these uncertain times. For a detailed breakdown of the safety measures we are taking at the TTC please visit our website or follow this [link](#).*

*Despite the current challenges of COVID-19 on the economy and transit services, we’re still moving hundreds of thousands of customers daily, as safely and effectively as possible and we have been responding by making dynamic changes throughout the TTC.*

*As well, the TTC is working closely with the City’s new Office of Recovery and Rebuild and will be putting forward a full report on the TTC’s Recovery Plan at the next Board meeting on Wednesday, June 17, 2020.*

*Beginning this month, we will be sending you regular updates about TTC service and projects to keep your constituents informed. These past few months have been like nothing we’ve ever experienced, and I am proud of the resilience and dedication of our excellent people to keep Toronto moving.*

*Our new Chief of Corporate Affairs, Natalie Poole-Moffatt, and Head of Community & Stakeholder Relations David Nagler look forward to meeting with you (virtually), to discuss your Ward update.*

Sincerely,

**Richard J. Leary**

Chief Executive Officer

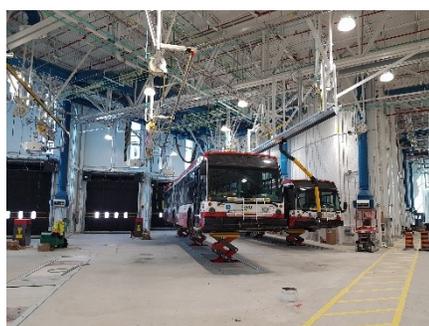


## Major initiatives/construction project updates - ward specific

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### McNicoll Bus Garage

The facility reached a significant milestone this month, reaching substantial performance. TTC staff will now begin a multi-phased move-in as well as begin to commission equipment. Plans are in place to have the facility fully operational by the end of the year.



The new garage will have the capacity to store and maintain 250 buses.

### [Accessible Bus Pad Improvements](#)

The TTC is continuing to upgrade its bus stop waiting area pads to ensure they are accessible to meet our commitment to the *Accessibility for Ontarians with Disabilities Act* (AODA). This summer, work will begin at an additional 110 bus stops across the city. Councillors will be notified of stops that will be completed in their ward.

## Service changes

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With ridership levels down by approximately 80%, the TTC has had to adjust service levels. As you know, our demand-based service framework was presented to the May 2020 Board meeting and is available [here](#).

- The TTC's overall objective is to maintain service on all corridors. Commuter and express services are temporarily suspended where other routes are available.
- Regular scheduled service is protected where possible on high-ridership corridors, near healthcare facilities, essential employment, shopping, and neighbourhood improvement areas.

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*Seasonal bus service to Bluffer's Park is planned to start later this year, on June 21, but may change based on advice from Toronto Public Health.*

## Did you know?

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The TTC installed hand sanitizers in every subway station in April.

Additional stand-by buses are available to be deployed to respond to any changes in ridership and crowding.

## We're here to help

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### Routes/schedules/fares

416-393-4636

### Customer Service

(daily 7 a.m. to 8 p.m.)

416-393-3030

(daily 8 a.m. to 5 p.m., closed holidays)

TTY line: 416-481-2523

 [ttc.ca](http://ttc.ca)

 [@TTCHELPS](https://twitter.com/TTCHELPS)

 [@takethettc](https://www.instagram.com/takethettc)



The next virtual TTC Board Meeting will be held on Wednesday, June 17, 2020. [TTC YOUTUBE](#)



Staying safe on public transit:

### **Wear a face covering**

We strongly recommend customers wear a cloth mask or face covering when travelling or the TTC.

For more information, visit [ttc.ca/covid-19](http://ttc.ca/covid-19)



## **Customer communication updates**

### **TTC website links and resources**

The safety of our customers and employees is our first priority.

Our [website](http://ttc.ca), TTC.ca, provides guidance for riding the TTC during the COVID-19 pandemic.



#### **Quick links**

[Coronavirus updates](#)

[Frequently Asked Questions about COVID-19](#)

[Extra buses added to key routes](#)

[TTC COVID-19 case update](#)

[Wheel-Trans updates](#)

## **We're open**

The Customer Service Centre at 1900 Yonge Street, above Davisville Station has reopened with modified hours of operation. We strongly suggest that customers wear a face covering or mask if visiting the office.

Only two customers will be permitted in the office at a time.

Hours of operation: Monday to Friday 8:30 a.m. - 4:30 p.m.

The following alternate service options remain available:

PRESTO cards may be purchased at Fare Vending Machines at subway stations, Shoppers Drug Mart locations or online at [prestocard.ca](http://prestocard.ca).

Photo ID Services are not available at this time.