

# TTC COVID-19 Response



May 21, 2020

The following is an overview of measures TTC continues to take to keep our customers safe and well informed. Please share any of the following with your colleagues.

## Vehicle and station disinfection

Since January, the TTC has been performing significant additional cleaning and disinfection of all public places with a focus on touch and grab points, such as buttons, railings, handles and straps. All stations, buses, streetcars, trains are receiving extra attention.



## TTC website links and resources

The safety of our customers and employees is our first priority. Our [website](https://www.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](#)

## TTC Customer Service

**General TTC information**

416-393-4636

**Customer Service**

416-393-3030

**TTY Hearing**

**Challenged Service**

416-338-0357

[Online](#) for complaints or compliments

[www.ttc.ca](https://www.ttc.ca)





## Reminders to keep everyone safe when travelling on public transit:

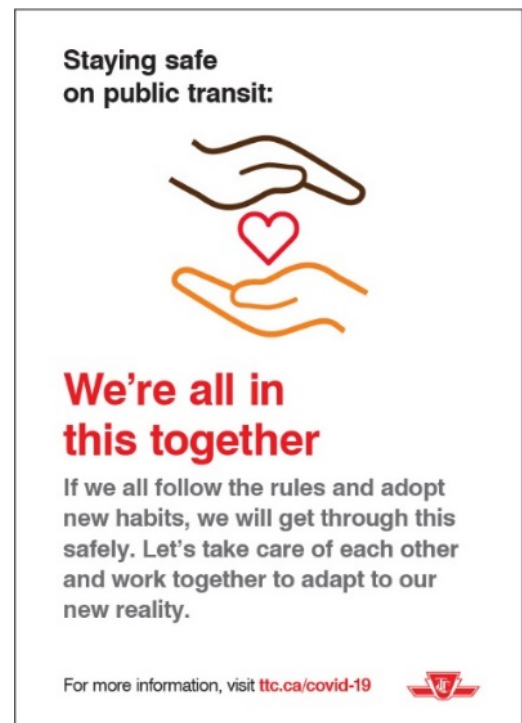
- **TTC and Toronto Public Health strongly recommend that all customers wear a face covering when taking transit.**
- If you're sick, stay home.
- Wash your hands when you get to your destination.
- **We're all in this together.**

To further support the important message about wearing a face mask or face covering, TTC CEO Rick Leary wrote an Op-Ed in the Toronto Star. The full article can be read [here](#):

## Safety on the TTC

The TTC looks a lot different these days. A number of measures have been taken to enhance safety for our customers:

- hand sanitizers are installed at all subway stations;
- cash, token and TTC ticket fares are suspended – pay fares with your PRESTO card;
- COVID-19 screening posters are up at the entrances to all stations;
- disinfecting our vehicles twice a day including hand holds and touch points;
- supporting our vulnerable communities with additional special constable patrols on vehicles and in stations;
- providing additional service on our busiest routes;
- providing masks, face shields, gloves and hand sanitizers to all our frontline employees;
- partnering with the City in promoting COVID-19 public health messaging on all of our communication channels.



Thank you for your support of our essential service to Toronto.

**Richard Leary**  
**CEO**  
**Toronto Transit Commission**