2012

TTC Operating Statistics

System Quick Facts

Daily Trips

(Average Business Day)

- Revenue Passengers (Fares Collected): 1,621,000
- Revenue Passengers and Transfer Fares: 2,683,000
- Of the 152 bus and streetcar routes, 148 make 245 connections with the Subway/Scarborough RT system during the A.M. rush period.
- Thursday, September 13, 2012: highest 1-day ridership: 1,795,009

Rail Transit Quick Facts

Subway, Scarborough Rapid Transit, Streetcar

Daily Trips

(Average Business Day)

- Revenue Passengers (Fares Collected): 882,000
- Revenue Passengers and Transfer Fares: 1,329,000

Busiest Stations

(Estimated passenger trips to and from trains daily)

- Bloor (Yonge-University-Spadina): 211,300
- Yonge (Bloor-Danforth): 190,000
- St George (Bloor-Danforth): 129,400
- St George (Yonge-University-Spadina): 124,000
- Union: 100,000
- Finch: 97,500
- Eglinton: 80,000
- Sheppard-Yonge (Yonge-University-Spadina): 76,400
- Kennedy (Bloor-Danforth): 71,100
- Dundas: 61,700
• Number of Stations*: 69
• Number of Escalators: 291**
• Number of Elevators: 80*** (St Andrew Station now accessible with 1 elevator)
  (In service at: Bathurst, Bayview, Bessarion, Bloor-Yonge, Broadview, Davisville, Don Mills, 
  Downsview, Dundas West, Eglinton, Eglinton West, Finch, Jane, Kennedy, Kipling, Leslie, Main 
  Street, North York Centre, Queen, Scarborough Centre, Sheppard-Yonge, Spadina, St Clair, *St 
  Clair West, St George, Osgoode, St Andrew, Queen’s Park, Queens Quay, Union, Victoria Park, 
  York Mills.) *Serves mezzanine level only
• Number of Commuter Parking Lots: 28**** (13,553 spaces)

* Subway interchanges counted once.
** Escalator at Union Station to Harbourfront streetcars was removed due to construction.
*** St Andrew Station now accessible with 1 elevator.
**** Parking lots decreased by 2 in 2012 (both at Eglinton West Station) due to construction.

Entire System

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
<th>Increase/(Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Trips 1</td>
<td>514,007,000</td>
<td>500,219,000</td>
<td>13,788,000</td>
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Number of Routes/Lines

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
<th>Increase/(Decrease)</th>
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<tbody>
<tr>
<td>Bus Routes</td>
<td>141</td>
<td>141</td>
<td>-</td>
</tr>
<tr>
<td>Streetcar Routes</td>
<td>11</td>
<td>11</td>
<td>-</td>
</tr>
<tr>
<td>Subway Lines</td>
<td>3</td>
<td>3</td>
<td>-</td>
</tr>
<tr>
<td>Scarborough RT Line*</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>156</td>
<td>156</td>
<td>-</td>
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Kilometres of Routes/Lines 3
<table>
<thead>
<tr>
<th></th>
<th>Length</th>
<th>Length</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus Routes</strong></td>
<td>7,120.0</td>
<td>7,212.3</td>
<td>(92.3)</td>
</tr>
<tr>
<td><strong>Streetcar Routes</strong></td>
<td>304.6</td>
<td>304.6</td>
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**Subway/SRT Lengths**

<table>
<thead>
<tr>
<th>Route</th>
<th>Length</th>
<th>Length</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Yonge-University-Spadina</td>
<td>30.2</td>
<td>30.2</td>
<td>-</td>
</tr>
<tr>
<td>Bloor-Danforth</td>
<td>26.2</td>
<td>26.2</td>
<td>-</td>
</tr>
<tr>
<td>Sheppard</td>
<td>5.5</td>
<td>5.5</td>
<td>-</td>
</tr>
<tr>
<td>Scarborough RT</td>
<td>6.4</td>
<td>6.4</td>
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**Passengers by Vehicle Mode**

<table>
<thead>
<tr>
<th>Mode</th>
<th>Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buses (accessible 12-metre)</td>
<td>234,582,107</td>
</tr>
<tr>
<td>Subway Trains</td>
<td>216,101,496</td>
</tr>
<tr>
<td>Streetcars</td>
<td>58,657,125</td>
</tr>
<tr>
<td>Scarborough RT Trains</td>
<td>4,666,691</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>514,007,419</td>
</tr>
</tbody>
</table>

1 Excludes Wheel-Trans.
2 Excludes Blue Night Network (24 routes) and seasonal service (1 route).
3 Includes round trip length of routes and their branches along shared roadways.
Subway/Scarborough RT lengths are given in one-way kilometres.

* Intermediate Capacity Transit System.

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
<th>Increase/(Decrease)</th>
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</thead>
<tbody>
<tr>
<td><strong>Passenger Vehicle Fleet</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Buses (kneeling; lift/ramp; wheelchair positions)</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Accessible 12-metre (40-foot)</td>
<td>1,857</td>
<td>1,797</td>
<td>60</td>
</tr>
<tr>
<td>Conventional 12-metre (40-foot)</td>
<td>0</td>
<td>22</td>
<td>(22)</td>
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<tr>
<td>Total</td>
<td>1,857</td>
<td>1,819</td>
<td>38</td>
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<tr>
<td><strong>Streetcars</strong></td>
<td></td>
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<tr>
<td>Canadian Light Rail Vehicle (CLRV)</td>
<td>195</td>
<td>195</td>
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<tr>
<td>Articulated Light Rail Vehicle (ALRV)</td>
<td>52</td>
<td>52</td>
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</tr>
<tr>
<td>Total</td>
<td>247</td>
<td>247</td>
<td>-</td>
</tr>
<tr>
<td><strong>Subway/RT Cars</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subway Cars</td>
<td>708</td>
<td>712</td>
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<tr>
<td>Scarborough RT Cars</td>
<td>28</td>
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<tr>
<td>Total</td>
<td>736</td>
<td>740</td>
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<tr>
<td>Kilometres Operated (In thousands)</td>
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<td></td>
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<tr>
<td>-----------------------------------</td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Bus</strong></td>
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<tr>
<td>Kilometres Operated</td>
<td></td>
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<tr>
<td>124,996</td>
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<tr>
<td>123,613</td>
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<tr>
<td>1,383</td>
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</tr>
<tr>
<td><strong>Streetcar</strong></td>
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</tr>
<tr>
<td>Kilometres Operated</td>
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<tr>
<td>12,562</td>
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<td>13,141</td>
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<tr>
<td>(579)</td>
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<tr>
<td><strong>Subway</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Kilometres Operated</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>78,628</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>76,101</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2,527</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Scarborough RT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kilometres Operated</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3,112</td>
<td></td>
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<tr>
<td>3,257</td>
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<td></td>
<td></td>
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<tr>
<td>(145)</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kilometres Operated</td>
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<tr>
<td>219,298</td>
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<tr>
<td>216,112</td>
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<td></td>
</tr>
<tr>
<td>3,186</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 Includes in-service vehicles only.
2 All Subway/RT trains are accessible. 370 T-1 subway cars are equipped with 1 multi-purpose area; 66 Toronto Rocket subway cars are equipped with 2 multi-purpose areas.
3 Includes inside Toronto regular revenue services only.
*Intermediate Capacity Transit System.

**Carrying Capacity**

(Planned number of customers per vehicle)

30 seated; 55 maximum (220 for a 4-car train)

36 seated; 48 maximum

46 seated; 74 maximum
Wheel-Trans

As a division of the TTC, Wheel-Trans is responsible for door-to-door accessible transit service for people with physical functional mobility limitations who have the most difficulty using conventional transit services. Service is provided beyond City limits to the airport, and to established boundary transfer points in order to co-ordinate trips with other accessible door-to-door transit services within the Greater Toronto Area.

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
<th>Increase/(Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Trips</td>
<td>2,882,197</td>
<td>2,711,003</td>
<td>171,914</td>
</tr>
<tr>
<td>Average Daily Trips</td>
<td>7,877</td>
<td>7,427</td>
<td>450</td>
</tr>
<tr>
<td>Kilometres Operated</td>
<td>19,982,104</td>
<td>19,368,690</td>
<td>613,414</td>
</tr>
<tr>
<td>Scheduled Vehicle Service Hours</td>
<td>896,391</td>
<td>834,678</td>
<td>61,713</td>
</tr>
<tr>
<td>Revenue Vehicles</td>
<td>506</td>
<td>443</td>
<td>63</td>
</tr>
</tbody>
</table>
## Community Bus

Accessible, fixed-route bus service primarily focused on individuals who have some difficulty accessing the conventional transit system. Wheel-Trans registrants and seniors comprise the majority of customers served. However, all individuals are eligible for the service.

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
<th>Increase/(Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Trips</td>
<td>62,800</td>
<td>62,661</td>
<td>139</td>
</tr>
<tr>
<td>Average Daily Trips</td>
<td>241</td>
<td>240</td>
<td>1</td>
</tr>
<tr>
<td>Kilometres Operated</td>
<td>152,628</td>
<td>152,594</td>
<td>34</td>
</tr>
<tr>
<td>Scheduled Vehicle</td>
<td>10,351</td>
<td>10,228</td>
<td>123</td>
</tr>
<tr>
<td>Service Hours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue Vehicles</td>
<td>7</td>
<td>7</td>
<td>-</td>
</tr>
<tr>
<td>Number of Routes</td>
<td>5</td>
<td>5</td>
<td>-</td>
</tr>
</tbody>
</table>

1 Includes contract vehicles (267 accessible taxis and sedan taxis).
2 Community Bus does not operate on weekends or holidays.
* Customers who have used Wheel-Trans in past 2 years.

## Easier Access

The TTC is committed to improving access to the conventional system for all its customers.

1,857

The entire TTC bus fleet is accessible with kneeling buses equipped with a flip-ramp or lift; 85 per cent of the fleet is of a low-floor design. Buses are identified by blue lights on either side of the front destination sign, and the blue international wheelchair symbol displayed above the front right bumper next to the entrance door. All buses include 2 wheelchair/scooter positions.

538

Number of accessible T-1 subway cars (370) and Toronto Rocket (TR) subway cars (168). Each T-1 car
has 1 multi-purpose area; each TR car has 2 multi-purpose areas. T-1 trains run on all three subway lines: B-D, Y-U-S and Sheppard; TR trains run on the Y-U-S line only. All Subway/RT cars can be boarded by people using wheelchairs, scooters or other mobility devices.

170
Number of accessible bus routes, which includes 22 Blue Night routes and 5 Community Bus routes. These routes are served by kneeling buses equipped with a flip-ramp or lift. All TTC bus routes are wheelchair and scooter friendly.

31
Number of accessible Subway/RT stations, that are equipped with elevators specifically for people using wheelchairs, scooters, walkers, other mobility devices or baby strollers. These stations are:

- **Yonge-University-Spadina Subway**: Downsview, Eglinton West, St George, Queen’s Park, Osgoode, St Andrew, Union, Queen, Dundas, Bloor-Yonge, St Clair, Davisville, Eglington, York Mills, Sheppard-Yonge, North York Centre, Finch
- **Bloor-Danforth Subway**: Kipling, Jane, Dundas West, Bathurst, Spadina, St George, Bloor-Yonge, Broadview, Main Street, Victoria Park, Kennedy
- **Sheppard Subway**: Sheppard-Yonge, Bayview, Bessarion, Leslie, Don Mills
- **Scarborough RT**: Kennedy, Scarborough Centre

Note: Subway interchanges counted once.

**Key Facts**

**Busiest Bus and Streetcar Routes**

(Estimated daily usage on average business day)

- 504 King (streetcar) … 56,700
- 32 Eglinton West (bus) … 48,700
- 35 Jane (bus) … 45,700
- 36 Finch West (bus) … 44,000
- 510 Spadina (streetcar) … 43,800
- 501 Queen (streetcar) … 43,500
- 25 Don Mills (bus) … 41,800
- 39 Finch East (bus) … 41,400
- 29 Dufferin (bus) … 39,700
- 506 Carlton (streetcar) … 39,600

**Subway Station Defibrillators**

Automated External Defibrillators (AEDs) were installed within line of sight of Collector Booths at all 69 Subway/RT stations in 2011. The AEDs can be used in the event of cardiac emergency. Each unit is encased in appropriately labelled, glass-fronted white cabinets.

**Platform Video Screens**

Digital video screens are located above the platforms in the majority of subway stations. A great source of information, these flat screens show TTC service updates, next-train arrival times, the date and time, as well
as news, weather, advertising, charity and community messages. During emergencies, key information will appear on these screens. Additional flat screens are being installed in the subway system to improve customer communications by showing the status of subway and surface routes that serve each station, as well as providing important updates that customers would require before paying their fare.

Customers can also use Station Information and Next-Vehicle-Arrival screens and monitors at various subway stations and transit shelters to help them make more informed decisions about their transit trips.

- After more than 90 years in service – and at 28 billion customers carried – the TTC has grown to become one of the most visible and vital public service organizations in the Greater Toronto Area (GTA).
- In 2012, the TTC set an all-time record of 514 million rides, surpassing 2011’s record ridership total of 500.2 million.
- The TTC carries one billion customers approximately every 24 months. The TTC is expected to welcome its 29 billionth rider in 2013.
- More than 12,000 employees serve half-a-billion customers annually. With more than 1.6 million passengers on a typical weekday, the TTC has one of the highest per-capita ridership rates in North America.
- The TTC serves some 5.5 million people in the Greater Toronto Area, with a network of subways, streetcars, buses, and a specialized service, Wheel-Trans, for people who require accessible transportation.
- Estimated number of cars that a TTC vehicle replaces during a typical morning rush hour:
  - **Bus:** 45
  - **CLRV streetcar:** 65
  - **ALRV streetcar:** 95
  - **SRT train (4 cars):** 195
  - **T-1/H-Series train (6 cars):** 900
  - **Toronto Rocket train (6 cars):** 970
  [Figures are based on TTC loading standards for each mode divided by A.M. rush average automobile occupancy (1.11) for inbound trips to the city of Toronto.]
- The Internet **Trip Planner** provides TTC users a self-serve means of planning their transit trips using route information, timing points and walking distances. A mobile trip planner can be accessed at: m.ttc.ca or mobile.ttc.ca or mymobile.ttc.ca.
- The TTC’s website gets more than 16 million visits annually – about half of those are to the TTC schedules directory.
- Total number of TTC employees as of December 31, 2012 – 12,600

**Spadina Subway Extension**

The Toronto-York Spadina Subway Extension (TYSSE) is a six-station, 8.6-km extension of the Yonge-University-Spadina Subway from the current Downsview Station (to be renamed Sheppard West Station), northwest through York University, and north into York Region.

The TYSSE will be the first subway expansion crossing the municipal boundary of Toronto. The official groundbreaking took place in 2009. The extension is scheduled to be completed in fall 2016. The extension will cost about $2.6 billion and will generate thousands of jobs during its construction, which is well under way. Here are the six stations:

- **Vaughan Metropolitan Centre**: will be located north of Highway 7 to the west side of the relocated Millway Avenue. The terminal station will be a multi-modal transportation hub with an off-street passenger-pick-up-and-drop-off area, and connections to York Region Transit (YRT) Bus
Terminal and to the Viva Bus Rapidway, which will run in the centre of Highway 7.

- **Highway 407***: will be located west of Jane Street and south of Highway 407, west of Black Creek. Includes: inter-regional bus terminal, 600-space commuter lot, connection to future Highway 407 Transitway.

- **Black Creek Pioneer Village***: will be located diagonally below the intersection of Steeles Avenue West and Northwest Gate. Includes: TTC and YRT bus terminals, 1,900-space commuter lot.

- **York University***: will be located at York University, crossing underneath Ian Macdonald Boulevard in the heart of the Keele Campus below the Harry W. Arthurs Common.

- **Finch West***: will be located under Keele Street, north of Finch Avenue West. Includes: TTC bus terminal, 400-space commuter lot, future connection to Finch West LRT.

- **Downsview Park***: will be located at Downsview Park on the south side of Sheppard Avenue West, centred under GO Transit’s Barrie Train Line. Includes: connection to Barrie GO rail service.

Website: spadina.ttc.ca
Construction Information Line: 1-800-223-6192
Email: TYSSE@ttc.ca

*Station names formally approved by the TTC Board (*) Feb. 29, 2012 and (**) Sept. 27, 2012.

The Toronto-York Spadina Subway Extension project is jointly funded by the Government of Canada, the Province of Ontario, the City of Toronto and The Regional Municipality of York.

### Toronto Rocket Subway Trains

- The TTC had 28 new Toronto Rocket subway trains in service in 2012.
- The first new Toronto Rocket car was delivered to Wilson Subway Yard on October 1, 2010. The first Toronto Rocket train was officially launched into revenue service on July 21, 2012.
- Delivery of 70 fully accessible train sets (420 cars), from Bombardier Transportation in Thunder Bay, is scheduled to take more than three years to complete.
- These trains will replace the TTC’s oldest subway cars, most of which date from the 1970s, and will allow the TTC to meet future ridership demands once the Spadina Subway Extension opens for revenue service.
- The Toronto Rockets, and the re-signalling of the Yonge-University-Spadina Subway, will ultimately allow the TTC to improve subway train headways (time between trains) up to 90 seconds, as well as carry more people.
- The TTC’s new subway trains are a six-car-fixed configuration with open gangways, and enable riders to move freely from one end of the train to the other. Each train is comprised of two cab cars
(one at each end) plus four non-cab cars.

Principal fleet specifications

- Fleet class – Toronto Rocket
- Number of cars – 420
- Fleet numbers – 5381-6076
- Seating (perch seat included) – 64 seated (cab car), 68 (non-cab car)
- Standing – 199 (average per car)
- Length – 23.190 m
- Height – 3.137 m
- Weight – 205,000 kg (per train)
- Maximum design speed – 88 km/h

What’s inside the Toronto Rockets

- **Passenger alarm intercoms:** these are located in every alternate doorway and multi-purpose area (six per car; 36 per train). The intercoms allow for voice communication with either the Operator or Guard. 1.5 metre doorways include stanchions on either side. All stanchions have an anti-bacterial coating and are colour-coated to help the visually impaired.
- **Multi-purpose areas:** each car includes two accessible areas (12 per train). The space includes three individual, user-friendly fold-down seats.
- **Electronic information displays:** flashing Subway/RT route maps to visually announce the next station work in conjunction with ceiling-mounted visual displays. Synchronized audio and visual announcements are provided together with additional LED/LCD displays for broadcasting operational messages (i.e. disruptions).
- **Closed circuit cameras:** (four per car; 24 per train) are strategically located to cover the interior of each car. The Operator and Guard have access to live images only when the passenger alarm is activated.
- **Passenger Assistance Alarms:** commonly known as the yellow strip with black lettering. Customers can press these in the event of an emergency. PAAs are available on all of the TTC’s subway trains.
- **Multi-media, colour video screens:** (three per car; 18 per train) these will display mainly stations and destination information for subway passengers in text and video format, as well as safety and emergency information.

The new fleet of Toronto Rocket subway trains is jointly funded by the Government of Canada, the Province of Ontario and the City of Toronto.

Next-Generation Streetcars

- The TTC’s first, low-floor streetcar arrived in Toronto by rail from Bombardier Transportation in Thunder Bay on September 25, 2012.
- The first test vehicle (#4400) was loaded on to a truck/trailer flatbed and delivered to the TTC’s Hillcrest Complex on September 29, 2012.
- Officials from all three orders of government attended an official reveal of car #4400 at TTC’s Harvey Shop on November 15, 2012.
- Car #4400 is the first of three test vehicles that will be used for extensive vehicle reliability, performance and technology verification testing in 2013. System compatibility tests include: accessibility features, platform- and on-street boarding interface with the vehicle, noise and vibration, farecard system and overhead power interface.
The TTC’s next-generation streetcars are scheduled to enter revenue service in 2014. Delivery of all 204, 100-per-cent low-floor, wheelchair accessible streetcars from Bombardier Transportation is scheduled for completion in 2019.

The next-generation fleet will replace the aging fleet of CLRVs and ALRVs, be fully accessible, and provide for ridership growth and congestion relief efforts.

The new vehicles are just over 30 metres long. They have four doors, 64 fixed seats and six flip-down seats. They have many user friendly features, including: air conditioning, large windows, airy interior design, interior bike racks and a PRESTO fare card system.

The TTC entered into a contract with Bombardier after a competitive procurement process for the design and supply of 204 new, accessible low-floor streetcars in June 2009.

**Principal fleet specifications**

- **LFLRV**
  - Type – multi-articulated, six-axle
  - Fleet number – 4400-4603
  - Seats – 70
  - Length – 30.20 m
  - Width – 2.54 m
  - Height – 3.84 m
  - Weight – 48,200 kg
  - Speed – max 70 km/h

Photo of first new test streetcar #4400 parked beside iconic PCC streetcar #4549 after the official unveiling of the new vehicle at Harvey Shop in 2012. The TTC will receive 204 accessible, low-floor streetcars to replace the aging fleet of CLRVs and ALRVs, and provide for ridership growth and congestion relief efforts. The new streetcars are scheduled to enter revenue service in 2014.

**514 Million Riders**

- In 2012, the TTC set an all-time record of 514 million rides, surpassing its previous all-time total of 500.2 million set in 2011.
- TTC ridership has increased each year for the last nine years. Total ridership in 2003 was 405.4
The TTC is projecting a new all-time-high ridership level of 528 million in 2013.

The TTC also set a new record for single-day ridership with 1.8 million customers on Sept. 13, 2012 (excluding 2002 World Youth Days/Papal Visit). 2011’s one-day record of 1.75 million customers was surpassed 19 times last year.

On Oct. 15, 2011, the TTC carried its 28 billionth customer – or four times the world’s population – since its inception in 1921. With one billion customers carried approximately every 24 months, the TTC’s 29 billionth customer is expected in fall 2013.

Wheel-Trans also achieved its highest-ever ridership total with 2.9 million customers carried in 2012 (includes Community Bus).

Nearly 85 per cent of all local transit trips in the GTA are made on the TTC. With more than 1.6 million customers on an average weekday, the TTC maintains a cost-recovery rate of more than 70 per cent from the farebox – one of the highest on the continent.

The TTC has the third largest ridership in North America, after Mexico City and New York City – cities with populations greater than eight million people.

2012 At a Glance

- **January 31**: The TTC Board unanimously approved a contract award for the construction of the Ashbridges Maintenance and Storage Facility (renamed The Leslie Barns).
- **February 8**: Toronto City Council held a special meeting and voted 25-18 to affirm its support for a Light Rail Transit (LRT) priority plan for Toronto.
- **March 2**: The TTC launched end-of-line train cleaning at Kennedy and Finch terminal stations.
- **March 5**: Toronto City Council dissolved the sitting nine-member Board and created a new governing board comprising of seven elected Councillors and four private citizens.
- **March 13**: Andy Byford became the TTC’s new Chief Executive Officer.
- **March 30**: The TTC Board introduced 11 members of the Customer Liaison Panel, established to provide a mechanism for ongoing customer participation and feedback on transit in Toronto.
- **May 22**: Prince Charles hopped aboard a TTC bus while in Toronto to mark the Queen’s Diamond Jubilee.
- **June 11**: The TTC officially marked the completion of the first leg of tunnelling on the Spadina Subway Extension. The first TBM (Holey) broke through its extraction shaft near Keele and Finch on May 1. The second TBM (Moley) broke through its extraction shaft on June 4.
- **July 4**: The Daily Customer Service report score card was introduced to the TTC website.
- **September 25**: The TTC’s first low-floor streetcar test vehicle arrived in Toronto by rail from Bombardier’s Thunder Bay plant.
- **September 27**: The TTC Board approved a contract for articulated, low-floor, clean-diesel buses to begin arriving in 2013.
- **October 3**: The TTC and Metrolinx reached an agreement that will see the TTC operate the four new LRT lines being built and financed by the Province of Ontario.
- **October 24**: The TTC Board unanimously endorsed the findings of a report detailing the demand and benefits of a Downtown Relief Line.
- **November 15**: Officials from all three orders of government came to Harvey Shop for the official reveal of low-floor streetcar test vehicle #4400.

Unlocking Gridlock

A simple solution to unlocking gridlock: in the A.M. rush it takes 55 cars* to carry 61 commuters who can otherwise be comfortably seated on one articulated streetcar heading downtown.
*Average 1.11 automobile occupancy for inbound trips to the city of Toronto.

**Modernizing The TTC**

**Our Vision**

A transit system that makes Toronto proud.

**Our Mission**

To provide a reliable, efficient and integrated bus, streetcar and subway network that draws its high standards of customer care from our rich traditions of Safety, Service and Courtesy.

**Our Challenge**

To keep Toronto moving as we transform public transit and modernize the TTC.
Our Core Value

Valuing time. For most, public transit represents the fastest and most cost-effective way to move around Toronto. At the TTC, this means valuing both the quality and quantity of time our customers spend with us. Valuing time lies at the heart of everything we do and everything we measure – it’s a strong and deep-seated principle that will guide us forward.

Key Performance Indicators (KPIs)

Among the tools and targets that will help in the drive to modernize the TTC are the Key Performance Indicators. The TTC measures critical items, such as punctuality, reliability, financials, and safety and security. A daily report shows at a glance how the TTC did on the previous business day to meet its commitment to provide punctual Subway/RT, bus and streetcar service, as well as reliable up-time availability of elevator and escalator service in subway stations. The KPIs also include a Customer Satisfaction Survey/Mystery Shopper Survey, which is valuable for measuring what customers are saying and feeling about the TTC.

As well, each month the CEO Report presented to the TTC Board and public provides greater detail on performance, creating greater accountability to our customers.

TTC Stop Stats

10,173
Total number of service stops served by TTC vehicles in Toronto and the GTA.

8,683
Total number of bus stops (inside Toronto).

782
Total number of bus stops (outside of Toronto served by contracted TTC vehicles).

708
Total number of streetcar stops (all inside Toronto).

7,280
Total number of accessible stops.

4,181
Total number of stops with shelters.

Request Stop Program

Any TTC customer who is travelling alone by bus, between 9 p.m. and 5 a.m., can take advantage of the TTC’s Request Stop Program. Request Stop allows a customer who may be feeling vulnerable to exit the bus at a location between regular TTC stops. Here’s how it works:

- When the customer is at least one TTC stop ahead of where he or she would like to exit the bus, he or she advises the Operator that a Request Stop is being made. The Operator must be able to stop the bus safely to meet the request.
- The customer exits the bus by the front doors. The rear doors remain closed. Request Stop is not
available on streetcars. Streetcars travel in the middle of the roadway too far from the sidewalk to let customers exit the vehicle safely at an unmarked stop.

Stops Between Stops

TTC Operators may exercise discretion when it comes to stopping their bus between regular TTC stops for any customers expressing a genuine need to exit the vehicle, regardless of gender or time of day. The only restrictions are:

- Whatever the location, the TTC vehicle must be able to stop in a safe manner.
- The Operator must have an unobstructed view out of the front doors and must be able to inspect the bus mirrors.
- Whatever the reason to stop between stops, the person making the request must truly be in need (i.e. personal safety or disabled).

Official Opening Dates

- Yonge Subway (Eglinton to Union): March 30, 1954
- University Subway (Union to St George): February 28, 1963
- Bloor-Danforth Subway (Keele to Woodbine): February 25, 1966
- Bloor-Danforth Subway Extensions to Islington and Warden: May 10, 1968
- Yonge Subway Extension to York Mills: March 30, 1973
- Yonge Subway Extension to Finch: March 29, 1974
- Spadina Subway (St George to Wilson): January 27, 1978
- Bloor-Danforth Subway Extensions to Kipling and Kennedy: November 21, 1980
- Scarborough RT: March 22, 1985
- North York Centre Subway Station: June 18, 1987
- Harbourfront Light Rail Transit: June 22, 1990
- Spadina Subway Extension to Downsview: March 31, 1996
- Spadina Streetcar: July 27, 1997
- Harbourfront Extension: July 21, 2000
- Sheppard Subway (Sheppard-Yonge to Don Mills): November 22, 2002
- York University Busway: November 20, 2009

Governance

- The TTC is responsible for establishing, operating and maintaining a local passenger transportation system within the urban area of the city of Toronto.
- The TTC is a city of Toronto board and a body corporate. The TTC is currently governed by an 11-member board consisting of both City Councillors and members of the general public.
- The Board establishes service and fare levels to ensure that customer demand is met and budgets are balanced. The Board also: approves corporate policies relating to the operations of the TTC and its employees; directs labour and employee relations matters; and provides oversight in relation to the establishment, operation and maintenance of the transit system.
- The TTC is responsible for presenting its Board with a balanced budget each year. City Council approves the annual operating subsidy it makes to the TTC. Decisions on fare and service levels are made by the Board.
- Board meetings are generally held monthly in public to review policy and operating matters of the TTC. All members of the Board serve at the pleasure of City Council.
- On March 5, 2012, Toronto City Council dissolved the sitting nine-member board of all-elected City
Councillors and created a new Board consisting of seven elected Councillors and the addition of four citizen representatives.
- On October 30, 2012, City Council approved four citizen members to the Board, increasing the TTC Board to 11 members.
- On November 21, 2012, the four citizen Board Members attended their first TTC Board meeting; Maureen Adamson (CEO of Cystic Fibrosis Canada) was elected as Vice-Chair.

**TTC Riding Tips**

- The TTC is a pay-as-you-enter, pay-as-you-board transit system, with seamless connections between buses, streetcars and the subway. Entry is by cash, token, ticket, valid pass or valid transfer. You can pay your fare and purchase tokens, tickets and passes at the Collector Booths at all Subway/RT stations.
- Check the fare card posted at your point of payment for the most up-to-date fare information. Exact fare is required on buses and streetcars.
- Tickets, tokens, passes, transfers or exact change is required on buses and streetcars. Fare media can be purchased at all subway station Collector Booths. TTC fares are also available at more than 1,100 authorized Fare Media Sellers in Toronto.
- Transfers are free and must be obtained where you pay your fare. You can get a transfer from a TTC Operator, or from an automated transfer machine at any Subway/RT station, after paying your fare. Transfers are good for a one-way trip only; stopovers are not permitted.
- Use a debit card or credit card to purchase a monthly Metropass at any Collector Booth. Use a debit card to purchase a selection of passes at Pass Vending Machines.
- The Ride Guide is the TTC’s official map for transit routes and information. The Ride Guide is free and copies are available at all Subway/RT Collector Booths and at TTC Head Office at 1900 Yonge St. You can also view the TTC’s official maps on the TTC’s website at ttc.ca.
- The TTC offers a variety of value-added passes and single-trip fares geared to different travel needs. Metropasses and Weekly Passes are not only transferable, they are eligible for a Federal Tax Credit. For more details – and to calculate your tax credit – please visit the Government of Canada website at transitpass.ca.
- All TTC buses are accessible via lift or ramp and serve all regular TTC routes in Toronto. You will recognize an accessible bus stop by the blue international wheelchair symbol on the bus stop pole. Not all stops along accessible routes are accessible.
- You will recognize an accessible bus by the blue international wheelchair symbol displayed above the front right bumper next to the entrance door, and by the blue lights on either side of the route destination sign above the windshield.
- When boarding and exiting a subway train, mind the gap in the floor between the platform edge and the subway car.
- Never rush towards the doors of a subway car, especially when the door chimes are sounding and the orange light in the doorway is flashing, as this indicates that the doors are closing.
- Proceed carefully if using stairs or escalators. Always hold the handrail securely.
- Use elevators where available for wheeled devices (i.e. baby strollers).
- Public telephones are located on all Subway/RT station platforms, at station entrances and in many bus and streetcar transfer areas. Calling 9-1-1 is always free from a public telephone.
- Visit ttc.ca to plan your trip in advance using the TTC Internet Trip Planner.
- The TTC recognizes and values the diversity of its riders and employees by showing everyone the respect and dignity they deserve.

**Crisis Link**
Crisis Link is a unique program available on every subway platform. It’s designed to encourage anyone contemplating suicide to use the payphone at the Designated Waiting Area at each platform. The direct-dial button connects callers with a trained counsellor at the Distress Centres of Toronto. The TTC, in partnership with Distress Centres and Bell Canada, provides Crisis Link to offer hope to those at risk of suicide. The phone call is free and confidential. Counsellors will talk with the caller and assess the risk to the individual who is considering suicide. Distress Centres staff will contact the TTC’s Transit Control Centre to implement the appropriate measures to ensure the individual remains safe.

In 2012, Crisis Link earned the TTC a Corporate Leadership Award from the Canadian Urban Transit Association. The TTC was also the 2011 recipient of the Arnold Devlin Community Service Award, presented by the Ontario Association for Suicide Prevention, in recognition of its suicide prevention programs: Crisis Link, Gatekeeper and Acute Psychological Trauma.

Contact The TTC

- TTC Routes, Schedules & Fares: 416 393-INFO (4636) (for 24-hour recorded voice service; operator-assisted service from 8 a.m. to 6 p.m. daily, except statutory holidays).
- Lost & Found (Bay Subway Station): 416-393-4100 (for Monday-Friday walk-in service, 8 a.m. to 5 p.m. Phone inquiries: Monday-Friday, noon to 5 p.m., closed weekends and holidays). TTY 416 338-0358.
- Customer Complaints/Compliments: 416 393-3030 (7 days a week, 7 a.m. to 10 p.m. Walk-in service to Customer Service Centre [above Davisville Station] Monday-Friday, 8:30 a.m. to 5 p.m., closed holidays; extended hours, 7 a.m. to 7 p.m. every Thursday and the first and last business day of each month). TTY 416 338-0357.
- Metropass Discount Plan Office: 416 397-8827 (Monday-Friday, 8:30 a.m. to 5 p.m., closed weekends and holidays. Walk-in service for MDP Office [above Davisville Station] Monday-Friday, 8:30 a.m. to 5 p.m.; extended hours, 7 a.m. to 7 p.m. every Thursday and the first and last business day of each month).
- Elevator Service Status: 416-539-LIFT (5438) or 416-393-4636, press 5, then 2.
- TTC online: The TTC is continually expanding its ability to communicate critical information to its customers. Anyone can receive information about disruptions, route changes and events at twitter.com/TTCnotices or like the TTC on Facebook (facebook.com/TTCnotices) or post a comment or suggestion at twitter.com/TTChelps. To receive Subway/RT service disruption notifications by email, go to ttc.ca and register under Service Advisories. Email alerts include a route filtering feature and elevator status updates.
- Wheel-Trans: Trip booking: mywheel-trans.ttc.ca, 5 a.m. to 11 p.m.; RideLine 416 397-8000, 5 a.m. to 11 p.m.; Reservations 416 393-4222, 7 a.m. to 11 p.m.; TTY 416 393-4555; Priority Line 416 393-4311, 24 hours; Customer Service 416 393-4111, Monday-Friday, 8 a.m. to 4 p.m.
- TTC mailing address: 1900 Yonge Street, Toronto, Ontario, Canada, M4S 1Z2
- Switchboard: 416-393-4000
- Website: ttc.ca

Social Media

www.youtube.com/officialttcchannel
twitter.com/ttcnotices
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