TTC System Quick Facts – 2015

Taken from the official TTC website (http://ttc.ca/), but not an official TTC Document

Daily Trips (Average Business Day)

• Revenue Passengers (Fares Collected) ... 1,688,000
• Revenue Passengers and Transfer Fares ... 2,706,000
• Of the 154 conventional bus and streetcar routes, 150 make 247 connections with the Subway/Scarborough RT system during the A.M. rush period.
• Friday, November 27, 2015: highest 1-day ridership ... 1,863,330

Rail Transit Quick Facts (Subway, Scarborough Rapid Transit, Streetcar)

Daily Trips (Average Business Day)

• Revenue Passengers (Fares Collected) ... 933,000
• Revenue Passengers and Transfer Fares ... 1,339,000

Busiest Stations (Estimated passenger trips to and from trains daily)

• Bloor (Yonge-University) ... 216,200
• Yonge (Bloor-Danforth) ... 193,000
• St George (Bloor-Danforth) ... 140,500
• St George (Yonge-University) ... 134,900
• Union ... 125,200
• Finch ... 90,900
• Eglinton ... 77,500
• Sheppard-Yonge (Yonge-University) ... 76,800
• Dundas ... 75,800
• Kennedy (Bloor-Danforth) ... 71,400

Number of Stations ... 69

• (subway interchanges counted once)

Number of Escalators ... 293

• (2 escalators opened at Union station)

Number of Elevators ... 82

• (In service at: Bathurst, Bayview, Bessarion, Bloor-Yonge, Broadview, Davisville, Don Mills, Downsview, Dufferin, Dundas West, Eglinton, Eglinton West, Finch, Jane, Kennedy, Kipling, Lawrence West, Leslie, Main Street, North York Centre, Pape, 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 ... 26 (12,074 spaces)

• Parking lots decreased by 1 in 2015 (at Yorkdale Station).
(Yorkdale lot scheduled to reopen in 2016.)
### Conventional System

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
<th>Increase/(Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Trips(^1)</td>
<td>537,595,000</td>
<td>534,815,000</td>
<td>2,780</td>
</tr>
<tr>
<td>Number of Routes/Lines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Routes</td>
<td>143</td>
<td>143</td>
<td>0</td>
</tr>
<tr>
<td>Streetcar Routes</td>
<td>11</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Subway Lines</td>
<td>3</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>ICTS* (Scarborough RT Line)</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>158(^2)</td>
<td>158(^2)</td>
<td>0</td>
</tr>
<tr>
<td>Kilometres of Routes/Lines(^3)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Routes</td>
<td>7,120.0</td>
<td>7,008.1</td>
<td>111.9</td>
</tr>
<tr>
<td>Streetcar Routes</td>
<td>323.8</td>
<td>304.6</td>
<td>19.2</td>
</tr>
<tr>
<td>Subway/SRT Lengths(^4)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yonge-University</td>
<td>30.2</td>
<td>30.2</td>
<td>0</td>
</tr>
<tr>
<td>Bloor-Danforth</td>
<td>26.2</td>
<td>26.2</td>
<td>0</td>
</tr>
<tr>
<td>Sheppard</td>
<td>5.5</td>
<td>5.5</td>
<td>0</td>
</tr>
<tr>
<td>Scarborough RT</td>
<td>6.4</td>
<td>6.4</td>
<td>0</td>
</tr>
<tr>
<td>Passengers by Vehicle Mode</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buses</td>
<td></td>
<td>240,582,571</td>
<td></td>
</tr>
<tr>
<td>Subway Trains</td>
<td></td>
<td>229,617,058</td>
<td></td>
</tr>
<tr>
<td>Streetcars</td>
<td></td>
<td>64,020,105</td>
<td></td>
</tr>
<tr>
<td>Scarborough RT Trains</td>
<td></td>
<td>3,375,067</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>537,594,801</td>
<td></td>
</tr>
</tbody>
</table>

1. Excludes Wheel-Trans. Includes Pan Am/Parapan Am Games free rides allowance.
2. Excludes Community Bus (6 routes), Blue Night Network (31 routes) and seasonal service (1 route).
3. Includes round trip length of routes and their branches along shared roadways.
4. Subway/Scarborough RT lengths are given in one-way kilometres.
   • Intermediate Capacity Transit System.
Passenger Vehicle Fleet\(^1\)

<table>
<thead>
<tr>
<th>Buses (kneeling; lift/ramp; wheelchair positions)</th>
<th>2015</th>
<th>2014</th>
<th>Increase/(Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible 12-metre (40-foot)</td>
<td>1,708</td>
<td>1,735</td>
<td>(27)</td>
</tr>
<tr>
<td>Accessible 18.3-metre (60-foot)</td>
<td>153</td>
<td>134</td>
<td>19</td>
</tr>
<tr>
<td>Total</td>
<td>1,861</td>
<td>1,869</td>
<td>(8)</td>
</tr>
</tbody>
</table>

| Streetcars                                      |      |      |                    |
| Canadian Light Rail Vehicle (CLRV)              | 188  | 195  | (7)                |
| Articulated Light Rail Vehicle (ALRV)           | 47   | 52   | (5)                |
| New Low-Floor Articulated                       | 14   | 3    | 11                 |
| Total                                           | 249  | 250  | (1)                |

| Subway/RT Cars\(^2\)                            |      |      |                    |
| Subway Cars                                     | 796  | 724  | 72                 |
| Scarborough RT Cars                             | 28   | 28   | 0                  |
| Total                                           | 824  | 752  | 72                 |

| Kilometres Operated\(^3\) (In thousands)        |      |      |                    |
| Bus                                             | 131,579 | 131,287 | 292              |
| Subway                                          | 82,177  | 80,846  | 1,331            |
| Streetcar                                       | 13,936  | 12,801  | 1,135            |
| Scarborough RT (ICTS*)                          | 3,447   | 3,498   | (51)             |
| Total                                           | 231,139 | 228,432 | 2,707            |

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; 426 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 in service)

- 30 seated; 55 maximum (220 for a 4-car train)
- 36 seated; 51 maximum
- 46 seated; 74 maximum
- 61 seated; 108 maximum
- 66 seated; 167 maximum (1,000 for a 6-car train)
- 64-68 seated; 180 maximum (1,080 for a 6-car train)

• NOTE: Crush load capacities are significantly higher.
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 24 hours 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>2015</th>
<th>2014</th>
<th>Increase/(Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Trips¹</td>
<td>3,487,526</td>
<td>3,077,181</td>
<td>410,345</td>
</tr>
<tr>
<td>Average Daily Trips¹</td>
<td>9,555</td>
<td>8,431</td>
<td>1,124</td>
</tr>
<tr>
<td>Kilometres Operated¹</td>
<td>23,950,607</td>
<td>21,325,840</td>
<td>72,754</td>
</tr>
<tr>
<td>Scheduled Vehicle Service Hours¹</td>
<td>1,009,518</td>
<td>936,764</td>
<td>72,754</td>
</tr>
<tr>
<td>Revenue Vehicles¹</td>
<td>558</td>
<td>498</td>
<td>60</td>
</tr>
<tr>
<td>Number of Active Registrants*</td>
<td>45,127</td>
<td>34,867</td>
<td>10,260</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>2015</th>
<th>2014</th>
<th>Increase/(Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Trips</td>
<td>47,807</td>
<td>49,321</td>
<td>(1,514)</td>
</tr>
<tr>
<td>Average Daily Trips²</td>
<td>183</td>
<td>189</td>
<td>(6)</td>
</tr>
<tr>
<td>Kilometres Operated</td>
<td>153,236</td>
<td>152,019</td>
<td>1,217</td>
</tr>
<tr>
<td>Scheduled Vehicle Service Hours</td>
<td>10,269</td>
<td>10,188</td>
<td>81</td>
</tr>
<tr>
<td>Revenue Vehicles</td>
<td>7</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Number of Routes</td>
<td>5</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>

1. Includes contract vehicles (includes 210 accessible taxis and 150 sedan taxis operating during peak hours).
2. Community Bus does not operate on weekends or holidays.
   • Customers who have used Wheel-Trans at least once in 2015 (as per Auditor General’s new definition).
Easier Access

The TTC is committed to improving access to the conventional system for all its customers. The TTC is everyone’s transit system.

1,861 - The entire TTC bus fleet is accessible with low-floor, ramp-equipped, kneeling buses. All buses include 2 mobility device positions and priority seating for customers with disabilities, seniors and pregnant women.

796 - Number of fully accessible T-1 subway cars (370) and Toronto Rocket (TR) subway cars (426). Each T-1 car has 1 multi-purpose area; each TR car has 2 multi-purpose areas. T-1 trains run on Lines 2 and 4; TR trains run on Line 1 only. All Subway/RT cars can be boarded by people using wheelchairs, scooters or other mobility devices.

14 - Number of new low-floor accessible streetcars in service on the 510 Spadina and 509 Harbourfront routes at year-end 2015.

176 - All 176 bus routes are accessible. This includes 27 Blue Night routes and 5 Community Bus routes.

34 - Number of accessible subway stations, which are equipped with elevators that make travel easier for people using wheelchairs, scooters, walkers, other mobility devices or baby strollers. These stations are:

- **Line 1 (Yonge-University):** Downsview, Lawrence West, Eglinton West, St George, Queen’s Park, Osgoode, St Andrew, Union, Queen, Dundas, Bloor-Yonge, St Clair, Davisville, Eglinton, York Mills, Sheppard-Yonge, North York Centre, Finch
- **Line 2 (Bloor-Danforth):** Kipling, Jane, Dundas West, Dufferin, Bathurst, Spadina, St George, Bloor-Yonge, Broadview, Pape, Main Street, Victoria Park, Kennedy
- **Line 3 (Sheppard):** Sheppard-Yonge, Bayview, Bessarion, Leslie, Don Mills
- **Line 4 (Scarborough RT):** Kennedy, Scarborough Centre

**Note:** Subway interchanges counted once.

All stations are planned to be made accessible by 2025.

Subway stations with centre platforms

- **Line 1 (Yonge-University):** Downsview, Wilson, Yorkdale, Lawrence West, Glencairn, St George, Museum, Queen’s Park, St Patrick, Osgoode, St Andrew, Eglinton, Lawrence, York Mills, Sheppard-Yonge, Finch
- **Line 2 (Bloor-Danforth):** Kipling, Islington, St George, Bay, Bloor-Yonge, Warden, Kennedy
- **Line 3 (Sheppard):** Bayview, Bessarion, Leslie, Don Mills
- **Line 4 (Scarborough RT):** none
Key Facts

Busiest Bus and Streetcar Routes

(Estimated daily usage on average business day)

- 504 King (streetcar) ... 64,600
- 32 Eglinton West (bus) ... 48,700
- 35 Jane (bus) ... 45,700
- 36 Finch West (bus) ... 44,000
- 52 Lawrence West (bus) ... 43,900
- 510 Spadina (streetcar) ... 43,800
- 501 Queen (streetcar) ... 43,500
- 29 Dufferin (bus) ... 39,700
- 506 Carlton (streetcar) ... 39,600
- 25 Don Mills (bus) ... 39,100

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, 38 centimetres by 33 centimetres in size.

Customer Facing Information Screens

Digital video screens are located above the platforms in the majority of subway stations. A great source of information, these 101-centimetre, 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 a growing number of subway stations and transit shelters to help them make more informed decisions about their transit trips.

Additional Facts

- After 95 years in service – and at 30 billion customers carried – the TTC has grown to become one of the most visible and vital public service organizations in the Greater Toronto Area.
- In 2015, the TTC set an all-time record of 538 million rides, surpassing 2014’s record ridership total of 535 million.
- The TTC carries one billion customers approximately every 22 months. The TTC is expected to welcome its 31 billionth rider in the summer of 2017.
- More than 13,000 employees serve well over half-a-billion customers annually. With more than 1.8 million customer journeys 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.
- In 2013, the TTC launched its Five-Year Corporate Plan. The Plan outlines seven key objectives and a delivery strategy for each. Those objectives are: Safety. Customer. People. Assets. Growth. Financial Stability. Reputation. These are the things that the TTC must get right in order to achieve its vision of a transit system that makes Toronto proud.
- Total number of TTC employees as of December 31, 2015 – 13,681.
• Estimated number of cars that a TTC vehicle replaces during a typical morning rush hour:
  - Low-floor bus (12 metre): 45
  - Low-floor articulated bus (18 metre): 70
  - CLRV streetcar: 65
  - ALRV streetcar: 95
  - New low-floor articulated streetcar: 115
  - SRT train (4 cars): 195
  - T-1 train (6 cars): 900
  - Toronto Rocket train (6 cars): 990
• [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.]
Spadina Subway Extension

The Toronto-York Spadina Subway Extension (TYSSE) is a six-station, 8.6-km extension of the Line 1 Yonge-University 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 by the end of 2017. The extension will cost approximately $3.18 billion (approval was obtained in February 2016) and has generated thousands of jobs during its construction, which was about 80 per cent complete at the end of 2015. Here are the six stations:

**Vaughan Metropolitan Centre**: is located north of Highway 7 to the west side of the relocated Millway Avenue. The terminal station is 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**: is 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.

**Pioneer Village**: is located diagonally below Steeles Avenue West. Includes: TTC and YRT bus terminals, 1,900-space commuter lot.

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

**Finch West**: is 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**: is 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 📞

E-mail: TYSSE@ttc.ca

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.

**Project Stats**

- 1,400,000 m³ - Amount of excavated material (enough to fill Rogers Centre).
- 400,000 m³ - Amount of concrete used (equal to 10 CN Towers).
- 70,000 - Total tons of rebar required for construction.
- 9,000 rings - Total number of precast tunnel liners (54,000 segments).
- 430,000 - Total kilograms of earth each tunnel boring machine dug (equivalent to 280 cars).
- 11,000 - Total number of precast double ties.
Toronto Rocket Subway Trains

• The TTC had 71 new Toronto Rocket subway trains in service in 2015.
• 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, 2011.
• Delivery of 82 fully accessible train sets (480 cars), from Bombardier Transportation in Thunder Bay, is scheduled to be completed by the end of 2016.
• These trains 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 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.

Principle specifications

• Fleet class – Toronto Rocket
• Number of cars – 480
• Fleet numbers – 5381-6196
• Seating (perch seat included) – 64 seated (cab car), 68 (non-cab car)
• Standing – 199 (average)
• Length – 23.190 m
• Height – 3.137 m
• Weight – 205,000 kg
• 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 people with impaired vision.
• 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.
• Emergency Alarms: emergency alarms are available on all of the TTC’s subway trains. Customers can press these yellow alarm strips in the event of an emergency. Train crews will call for emergency responders.
• Multi-media, colour video screens: (three per car; 18 per train) these 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 had 14 new low-floor streetcars in revenue service in 2015.
- The TTC’s first, low-floor streetcar, a prototype test vehicle, arrived in Toronto by rail at CP’s Lambdon Yard from Bombardier Transportation in Thunder Bay on September 25, 2012. Car No. 4400 was loaded on to a tractor/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 was the first of three test vehicles that were used for extensive vehicle reliability, performance and technology verification testing in 2013. System compatibility tests included: accessibility features, platform- and on-street boarding interface with the vehicle, noise and vibration, fare card system and overhead power interface.
- Delivery of all 204 low-floor streetcars from Bombardier Transportation is scheduled for completion in 2019. These vehicles will replace the aging fleet of CLRVs and ALRVs, and provide for ridership growth and congestion relief efforts.
- The new vehicles are just over 30 metres long. They have four doors, 70 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.

Principle specifications

- LFLRV
- Type – multi-articulated, six-axle
- Seats – 70
- Length – 30.20 m
- Width – 2.54 m
- Height – 3.84 m
- Weight – 48,200 kg
- Speed – max 70 km/h
- Planned Service Loads: 70 seated; 130 maximum
Next-Generation Buses

- The TTC had 153 new low-floor, articulated buses in service in 2015.
- The TTC’s first low-floor, articulated bus (bendy bus #9000) arrived on property on July 18, 2013. Test bus #9000 was delivered to Wilson Garage from Nova Bus in St. Eustache, Quebec.
- The TTC’s next-generation articulated buses are 18.3 metres (60 feet) long, low-floor with a front-door ramp and equipped with clean-diesel technology.
- Articulated buses officially made their return to revenue service (bendy bus #9001) on the 7 Bathurst route on December 20, 2013.
- In September 2012, the TTC Board approved an initial contract for 27 articulated buses with Nova Bus (a division of Volvo Group Canada Inc.). On March 27, the Board approved a contract amendment worth $119.4 million for the purchase of an additional 126 articulated vehicles for delivery starting in 2014.
- These new vehicles will be the third generation of 18-metre articulated buses operated by the TTC. A small fleet of 12 demonstrator buses – manufactured by General Motors in London, Ontario – were operated from 1982 to 1987. A fleet of 90 Orion-Ikarus buses – frame and body manufactured in Hungary and finished by Ontario Bus Industries in Mississauga – were operated from 1987 to 2003.

Principal fleet specifications

- Type – low-floor articulated
- Number of buses – 153
- Fleet numbers – 9000-9152
- Seats – 46
- Length – 18.3 m
- Width – 2.6 m
- Height – 3.2 m
- Weight – 18,960 kg (curb weight)
- Speed – limited to 100 km/h
- Planned Service Loads: 46 seated; 77 maximum
538 Million Riders

- In 2015, the TTC set an all-time record of 538 million rides, surpassing its previous all-time total of 535 million set in 2014.
- TTC ridership has increased each year for the last 12 years. Total ridership in 2003 was 405.4 million.
- The TTC is projecting a new annual record ridership of 553 million in 2016. Ridership broke the half-billion plateau for the first time in 2011.
- The TTC’s highest single-day ridership in 2015 was 1.863 million customers on Nov. 27. In 2015, there were 22 days in which the TTC carried more than 1.8 million rides in a single day.
- On Aug. 3, 2015, the TTC carried its 30 billionth customer – or four times the world’s population – since its inception in 1921. With one billion customers carried approximately every 22 months, the TTC’s 31 billionth customer is expected in late May/early June 2017.
- Nearly 85 per cent of all local transit trips in the GTA are made on the TTC. With more than 1.7 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.

Rider Stats (in millions)

- 2015: 537.6
- 2014: 534.8
- 2013: 525.2
- 2012: 514.0
- 2011: 500.2
- 2010: 477.4
- 2009: 471.2
- 2008: 466.7
- 2007: 459.8
- 2006: 444.5
- 2005: 431.2
- 2004: 418.1
- 2003: 405.4
2015 at a Glance

- **January 19:** Toronto Mayor John Tory and TTC Chair Josh Colle announced a $95-million investment to significantly expand and enhance transit service, reduce wait times and crowding and reverse the service cuts that were imposed on the TTC in 2011. The Mayor and Chair also announced that children 12 and under will ride the TTC for free starting on March 1.

- **February 2:** The TTC Board approved the 2015 Operating Budget with $95-million worth of new and enhanced service priorities to meet ridership demand across the city, such as: more bus and streetcar service at off-peak periods to reduce crowding and benefit 55 million customer trips and add 1.8 million new customer trips; a city-wide network of 10-minutes or better service frequency to benefit 48 million customer trips and add 1.8 million new customer trips; new express bus services at off-peak periods; phased-in restoration of all-day, every day service on the vast majority of bus and streetcar routes; and expand the overnight Blue Night Network with 12 additional bus and streetcar routes and add 300,000 new customer trips.

- **March 1:** New fare rates in line with the rate of inflation took effect. The pricing change saw a 10-cent increase in the price of a single Adult token ($2.80 from $2.70) and a proportionate increase to all other fares, plus a one-trip increase in the price of the Adult Metropass. Cash fares remained unchanged while the Child fare was eliminated.

- **April 13:** The TTC announced a new agreement with Bechtel Canada Co. for the project management of the Toronto-York Spadina Subway Extension, which reset the opening of the subway line into York Region to the end of 2017.

- **June:** The TTC’s Employee Support and Court Advocate Program won the Canadian Urban Transit Association’s Leadership Award for Safety and Security.

- **June 7:** The TTC removed its 41 remaining Sunday-only streetcar stops that had been in place since the 1920s.

- **June 17:** St George, Bay and Bloor-Yonge and the entire ‘U’ on Line 1 became the first stations to provide customers with cellular phone service as WIND Mobile signed on to the TTC’s cellular network. TTC riders with WIND had access to unlimited talk, text and data service underground.

- **July 2:** Federal Finance Minister Joe Oliver, Provincial Tourism, Culture and Sport Minister Michael Coteau, TTC Chair Josh Colle and TTC CEO Andy Byford officially marked the completion of major renovations at Union Station.

- **July 8:** TTC riders and Pan Am spectators were able to purchase a Day or Group Pass using their iOS and Android devices. The e-Ticketing option was introduced in advance of the Pan Am/Parapan Am Games.

- **July 9:** The TTC’s massive and highly successful Pan Am/Parapan Am Games transit service got underway. Frequent and convenient transit service was provided to all Games venues in Toronto. The TTC enlisted more than 1,600 employees as customer ambassadors. Pan Am service ran until July 27. Parapan Am service operated from Aug. 6-15.

- **July 19 & July 26:** Sunday subway service started at 6 a.m. as part of the TTC’s commitment to keep the city moving during Pan Am Games.

- **August 3:** The TTC carried its 30 billionth customer. To mark the ridership milestone, longtime MDP subscriber, Grant Scott of Toronto, was selected to receive a free Metropasses for a year. It was presented to him by TTC Chair Josh Colle and CEO Andy Byford at Davisville Station on Aug. 24.

- **August 21:** Subway Musicians’ Auditions kicked off at the CNE. The three-day event to award 74 licences takes place every three years.

- **September:** The installation of PRESTO smart card readers began in mid-September on the legacy CLRV and ALRV streetcar fleet. The entire fleet was PRESTO-enabled by the end of the year.

- **September 28:** The 10th new low-floor streetcar (#4411) entered service on the 509 Harbourfront route.
• **September 29:** TTC Chair Josh Colle and Deputy CEO Chris Upfold introduced the first bike repair stop outside Davisville Station. The bike stands were installed at 10 stations.

• **October:** The TTC’s focus on continuous improvement began to show dividends as customer satisfaction rose to an all-time high of 81 per cent, according to the Q3 Customer Satisfaction Survey.

• **October 15:** The first rebuilt ALRV (#4217) re-entered service on the 501 Queen route. In total, 30 ALRVs will undergo a major life-extension overhaul to improve reliability and ensure continuous and safe operation.

• **November 22:** New streetcar #4405, operated by Russell’s Joseph Martinez, became the first vehicle to run out of Leslie Barns, the newest carhouse at the corner of Leslie Street and Lake Shore Boulevard East. The Barns, still under construction, is expected to be fully occupied in early 2016.

• **December 14:** Proof of payment (POP) and all-door boarding went into effect on all 11 streetcar routes. TTC riders with POP could board any streetcar through any door.

• **December 31/January 1, 2016:** For the third consecutive year, the TTC offered free New Year’s Eve rides courtesy of Corby Spirit and Wine.
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 7 Strategic Objectives
To keep the TTC moving in the right direction, the TTC has defined seven strategic objectives to help realize Our Vision. They are: Safety, Customer, People, Assets, Growth, Financial Sustainability and Reputation.

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 is 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 KPI also includes 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’s Report presented to the TTC Board and public provides greater detail on performance, creating greater accountability to our customers.
TTC Stop Stats

- **10,175** – Total number of service stops served by TTC vehicles in Toronto and the GTA.
- **8,721** – Total number of bus stops (inside Toronto).
- **802** – Total number of bus stops (outside of Toronto served by contracted TTC vehicles).
- **652** – Total number of streetcar stops (all inside Toronto).
- **7,618** – Total number of accessible stops.
- **4,135** – Total number of stops with shelters.
- **7,791** – Total number of accessible stops served by TTC vehicles in Toronto and the GTA (7,288 within Toronto [7,259 bus/29 streetcar stops], 503 bus stops outside Toronto).

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 will advise the Operator that a Request Stop is being made. Please note that the Operator must be able to stop the bus safely to meet the request.
- The customer will exit the bus by the front doors. The rear doors will remain closed. **Reminder:** 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 has a disability).
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 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.

Councillors are appointed to the TTC Board by City Council on recommendation of the City of Toronto Striking Committee. Citizen members are appointed to the TTC Board by City Council through the City's Public Appointments process. The TTC Chair is elected representative appointed by a vote of City Council. The TTC Vice-Chair is a citizen member appointed by a vote of the TTC Board.
Crisis Link

- Crisis Link is a 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. In 2011, the TTC received 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.
Growth and Expansion on the TTC

ATC
The TTC is installing a state-of-the-art subway signalling system that will pave the way for an Automatic Train Control system, which is a Communications Based Train Control system. The new signalling system, which will provide for 25 per cent additional train capacity, is scheduled for full operation on Line 1 (Yonge-University) by 2020.

Leslie Barns
In 2015, new streetcar #4405 was the first vehicle to run out of Leslie Barns, the TTC’s new streetcar maintenance and storage facility at Leslie Street and Lake Shore Boulevard East. The Leslie Barns will house the new fleet of accessible streetcars. The modern 26,000-square-metre carhouse is built to Toronto Green Standard and is equipped with up to 30 service bays. The new carhouse has a green roof, a streetcar simulator training room, storage tracks, a substation and a storm water management pond.

PRESTO
The TTC is working jointly with Metrolinx to adopt the PRESTO fare card system across the transit system. In 2015, PRESTO payment was available at 26 stations and on all new, low-floor and legacy streetcars. Expansion to the TTC bus fleet, and the remainder of the subway system, is scheduled to occur in 2016. The first two new streetcars activated with PRESTO smart card technology entered revenue service on November 30, 2014. When fully deployed the TTC will be the largest transit system in Canada using PRESTO, with more than 10,000 devices on more than 1,900 vehicles and in all subway stations (including the Spadina Extension). The TTC and Metrolinx signed a master agreement to supply the PRESTO smart card technology across the system in November 2012.
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). **TTY Line:** 416-481-2523.

**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 Line:** 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 Line:** 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).

**TTC Photo ID Facility:** Sherbourne Station, in-person visits weekdays, 3 p.m. to 7 p.m., Saturdays 10 a.m. to 4 p.m., closed Sunday and holidays. Not accessible by elevators.

**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 [www.twitter.com/TTCnotices](http://www.twitter.com/TTCnotices) or like the TTC on Facebook at [www.facebook.com/TTCnotices](http://www.facebook.com/TTCnotices) or post a comment or suggestion at [www.twitter.com/TTChelps](http://www.twitter.com/TTChelps). To receive Subway/RT service disruption notifications by e-mail, go to ttc.ca and register under Service Advisories. E-mail 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, same day: 5:30 a.m. to 11 p.m., advanced: 7 a.m. to 11 p.m.; TTY 416-393-4555, 7 a.m. to 11 p.m.; 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