



# Travel Training Handbook

Cover page: A TTC Travel Trainer shows a customer using a wheelchair how to use the PRESTO machine while travelling on a bus.

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A TTC Travel Trainer interacting with two Wheel-Trans customers in front of a streetcar.







## Introduction

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Welcome to the Toronto Transit Commission's (TTC's) Travel Training Handbook. This handbook has important travel information on how to use the TTC's accessible network safely and independently. It will help you prepare and plan a trip, tell you where to find accessible services, and give you helpful tips to make your journey easier.

As you gain experience on the TTC, your travel skills and confidence will increase. This will allow you to enjoy the freedom and flexibility of independent travel, connect with your community, and improve your quality of life.

**Thank you for travelling on the TTC.**

A man, using a wheelchair, with a bus in the background.



Women using a mobility device, driving away from a bus.



# What is Travel Training?

Travel Training is a free program available to Wheel-Trans customers who want to learn how to use the TTC's conventional system (bus, subway, and streetcar), which operates on fixed routes and schedules. This program is also a great way to help you learn how to travel using the Family of Services. A Family of Services trip means travelling to your destination using a family of TTC vehicles, which can include a combination of Wheel-Trans, bus, subway, and streetcar.

During your travel training session, you will learn how to:

- plan accessible routes,
- locate and use the accessibility features that you need in TTC stations and vehicles,
- board vehicles with or without mobility devices (e.g. wheelchairs, scooters, walkers) and;
- use the PRESTO fare payment system.

You will also learn:

- how to understand TTC maps and signage,
- how to recognize landmarks,
- how to plan for the unexpected during your journey, and more,
- how to interact with our transit operators (what/how to ask to deploy ramps, create space for mobility devices, etc.).

The goal is to help you improve your travel skills, increase your comfort and confidence when travelling on the TTC, and teach you about all of your travel options. The Travel Training program can be customized to meet your needs.

**Note:** Travel Training does not determine Wheel-Trans eligibility.

**To arrange for Travel Training with a Travel Training Specialist, please call [416-472-2393](tel:416-472-2393) or email [traveltraining@ttc.ca](mailto:traveltraining@ttc.ca)**

## About the TTC

The TTC has three subway lines (Lines 1, 2, 4, and Line 5 in 2024) with a total of 75 subway stations, 11 streetcar routes, more than 170 bus routes, and 70 Community Bus routes.

The TTC provides service within the City of Toronto and connects customers to neighbouring transit agencies such as GO Transit, York Region Transit (YRT), VIVA, Mississauga Transit (MiWay), Brampton Transit (Zum) and Durham Region Transit (DRT).

All TTC operators have completed Accessibility for Ontarians with Disabilities Act (AODA) training to be able to provide all customers with the level of customer service and accommodations they need.



A TTC Travel Trainer assisting a customer using a wheelchair while she uses the PRESTO machine inside a streetcar.

# TTC hours of operation

The TTC operates seven days a week. During holidays, the schedule and hours may change. Always check the route schedule you need before travelling.

Find scheduling information:

- **Online:** Visit [ttc.ca](http://ttc.ca) on your web browser. Click on the *Routes & schedules* tab at the top left of the homepage.
- **Phone:** TTC Customer Information at 416-393-4636.

The table below shows the regular hours of operation.

Type of transit	Hours of operation
<b>Buses and streetcars</b>	<p>Most operate from about 6 a.m. (8 a.m. on Sundays) until 1 a.m.</p> <p>Major routes have night service, called <b>Blue Night Routes</b>, between 1:30 a.m. to 5 a.m.</p>
<b>Community Buses</b>	<p>Monday to Friday, from about 9 a.m. to 6 p.m.</p> <p>Schedule and time varies by route.</p>
<b>Subways</b>	<p>Operate from about 6 a.m. (8 a.m. on Sundays) until 1:30 a.m.</p>



# Planning your trip

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Planning your conventional transit trip before you travel will help make sure you have a smooth journey.

You can use the information below to help you plan your trip.

- **Online:** ttc.ca – Use the Triplinx trip planner which can be accessed through the Trip Planner link at the top of the homepage, or visit [www.triplinx.ca](http://www.triplinx.ca).
- **Transit apps:** Transit, Triplinx, Citymapper, Transit Now, Moovit, and Google Maps are apps that can be download onto your electronic devices.



- **Phone:** TTC Customer Information at 416-393-4636
- **TTC Ride Guide:** This is a paper guide that is available in subway stations, at the TTC Customer Service Centre above Davisville Station.
- **To arrange for Travel Training:** To arrange for Travel Training, email [traveltraining@ttc.ca](mailto:traveltraining@ttc.ca) or call 416-472-2393.

## Booking a Family of Services trip

A Family of Services trip is when a conditionally eligible Wheel-Trans customer travels to their destination using a family of TTC vehicles, which can include a combination of Wheel-Trans, bus, subway, and streetcar. An example of a Family of Services trip may be using Wheel-Trans from your home to an accessible subway station, and then using the subway to travel to your destination.

Book a Family of Services trip:

- **Online:** [mywheel-trans.ttc.ca](http://mywheel-trans.ttc.ca)
- **Phone:** Wheel-Trans Reservations at 416-393-4222

If you are a conditionally eligible Wheel-Trans customer, you may be required to use the Family of Services when your conditions are not present. If you would like more information about your conditions, contact Wheel-Trans Customer Service by:

- **Phone:** 416-393-4111
- **Email:** wtcs@ttc.ca

## Travel planning worksheet

To help you plan your trip, answer the questions below. There are extra pages at the back of this handbook if you need them.

What is your starting address?

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What is your destination address?

---

What time do you need to be at your destination?

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Will you be using a mobility device (wheelchair, walker, scooter)?

No

Yes. Type of device:

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After you have answered these questions, you can plan your trip.

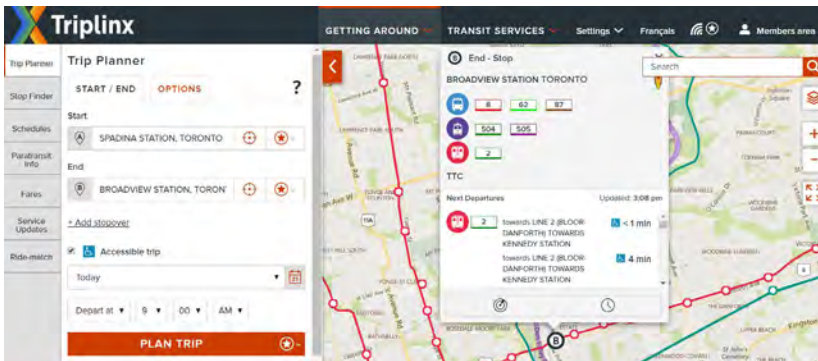
You will need to decide which of the three options you want to use to plan your trip – online trip planner, over the phone, or by map.

# Online Triplinx trip planner

The TTC's online trip planner is called Triplinx. You can use Triplinx to plan your trips within the City of Toronto, as well as trips that are connecting to other transit systems in the Greater Toronto Area. Find Triplinx on the homepage of [ttc.ca](http://ttc.ca), under the black heading titled *Trip Planner* on the left side. Click on Triplinx and it will bring you to the Triplinx website.

## Follow the steps below to plan your trip.

1. Enter the addresses of your starting location and destination.
2. For an accessible route, click the box beside *Accessible Trip*. This feature will make sure your trip includes only accessible locations and vehicles.
3. Use the drop down boxes to choose the date you want to travel. Next, decide the time you want to leave (depart), or the time you want to arrive at your destination.
4. If you click on *More Options* (found beside Accessible trip), you can customize your trip to better meet your needs and abilities.

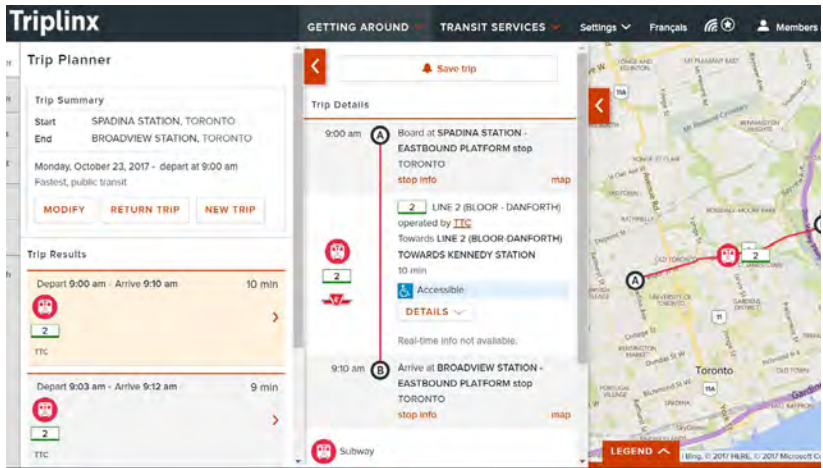


Screenshot of a trip as it appears on Triplinx.

5. Click the *Plan Trip* button in red. The trip planner will give you route options and information, including:
  - Which bus, subway or streetcar routes to take and towards which direction.
  - Arrival time of the vehicle at the location.
  - Length of the trip.
  - Your arrival time at the destination.



Here is an example of what a Triplinx trip looks like.

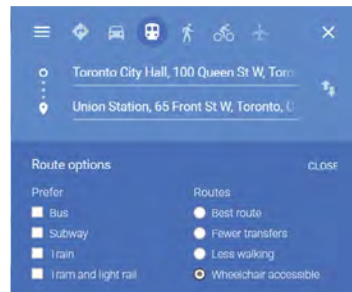


Screenshot of a trip as it appears on Triplinx.

## Online Google Maps trip planner

If you are using Google Maps, you should follow the steps below to plan your trip.

1. Enter the address of your destination and press *Enter*. Click *Directions* and add the starting address.
2. Above the starting addresses, select the *transit* icon.
3. Use the *drop down box* to choose the time you want to travel.
4. For an accessible route, click *Options*. Under *Prefer* you can select the vehicles you want to use for your trip. Under *Routes*, select *Wheelchair Accessible*. This feature will make sure your trip includes only accessible locations and vehicles.
5. After making your selections, click *Close*, and select the option that works best for you.



Screenshot of a trip as it appears on Google Maps.

## TTC customer information

A TTC Customer Information agent can help you plan your trip over the phone, and provide route, schedule and fare information. Before you call, answer the questions in the *Travel planning worksheet* (page 11). The agent will need this information to help plan a trip that meets your needs. The agent will tell you about any service changes or closures, or if any elevators are out of service.

### Customer Information

- **Daily:** 8 a.m. to 6 p.m. (except statutory holidays).  
Recorded information is available 24 hours a day.
- **Phone:** 416-393-4636

### TTC Customer Service

A TTC Customer Service agent can help you with submitting feedback, including complaints, compliments, and suggestions.

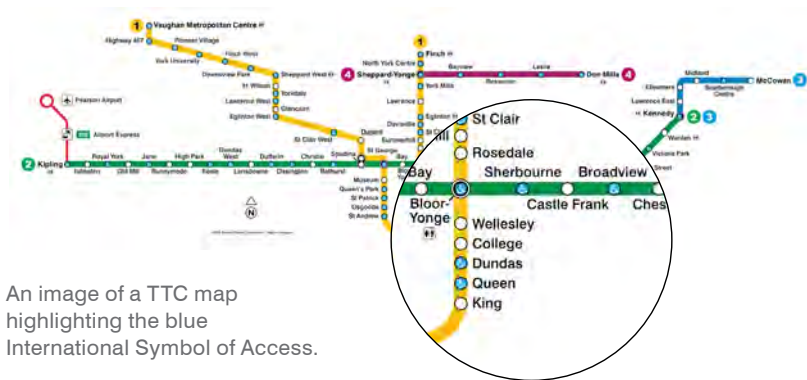
### Customer Service

- **Phone:** 416-393-3030  
Open daily: 7 a.m. to 10 p.m. (except statutory holidays).
- **Customer Service Centre:** 1900 Yonge Street, Toronto (above Davisville Station).  
Weekdays: 8:30 a.m. to 5 p.m. (except statutory holidays).

## System maps

TTC system maps are available online at [ttc.ca](https://www.ttc.ca), by selecting *Routes & schedules* at the top left of the homepage. You can also get a paper TTC Ride Guide inside subway stations, or at the TTC's Customer Service Centre. Ride Guides include maps, route information, and important TTC phone numbers.

Throughout the TTC system, the blue International Symbol of Access (ISA) will show which vehicles and locations are accessible.



An image of a TTC map highlighting the blue International Symbol of Access.

## Schedules

You can find all route schedules online at [ttc.ca](https://www.ttc.ca), by clicking on the *Routes & schedules* icon at the top left of the screen. Type in the route number or station name to begin your search or scroll down on the web page to find your route. You can also have schedules mailed to you by contacting TTC Customer Information by phone at 416-393-4636.

## Real-time information

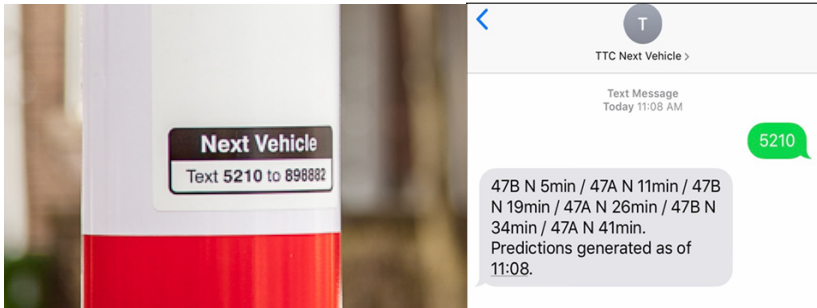
You can find information about when the next TTC vehicle will be arriving by using the following:

- The screens inside subway station bus terminals and select bus shelters.
- Transit apps, including Transit, Triplinx, Citymapper, Transit Now, Moovit, and Google Maps.



Each transit pole has an identification number that represents the location. Send a text message to the phone number **898882**, with the identification number of the pole in the body of the message. You will get an automatic response with the arrival time of the next few vehicles. The information is real-time, which means it is information collected from GPS on board the vehicles.

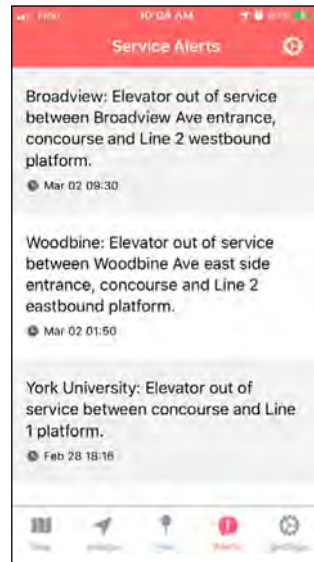
Here is an example:



A stop pole showing the number to text for an update on a bus or streetcar's location status.

## Service alerts

If there are service changes, including if any elevators or escalators are scheduled to be out of service, the TTC will post this information online at [ttc.ca](http://ttc.ca) under Service advisories near the top of the home page. Live accessibility alerts are also available on the TTC home page. Navigate to the yellow banner titled *Live service alerts* found at the top of the page, and then click *Accessibility alerts*. To receive service alerts by email, register for **MyTTC e-services** at [ttc.ca](http://ttc.ca). On the homepage below the Triplinx app, there is a link to MyTTC e-Services to register. Email service alerts are available for all transit routes and for elevators.



The TTC service change information is available on various free mobile apps such as "TTC Watch" which can be downloaded from the Apple App Store.

Escalators are reported as out of service only when the service interruption is planned.

## Lift Line

If you require the use of an elevator, call **416-539-5438 (LIFT)** before you travel to make sure the elevator(s) you need are in service. Elevator status is monitored regularly, and updates are made as they become available.

At certain stations, customers may need to use elevators that are not on TTC property to travel to and from street level. This information is available online at [ttc.ca](http://ttc.ca), under the *Elevators & Escalators* tab of each subway station page. Updated alerts impacting elevators and escalators can be found at the bottom right of any [ttc.ca](http://ttc.ca) web page by clicking the yellow bar titled *Live Service alerts* and then clicking *Accessibility alerts*.

## Social media

The TTC uses  $\times$  to communicate information with customers. Real-time service alerts are available at **@TTCnotices**. For customer questions, comments, complaints or compliments, please tag **@TTChelps**.



A bus stop pole marked as an accessible stop.

## A checklist to use before your journey

On the day you are travelling, go through this checklist so your journey is as smooth as possible.

- If you are using a mobility device, make sure it is in good working condition (fully charged, with a good braking system).
- Check the weather. Make sure you are able to travel in those weather conditions and temperatures. Prepare the items you may need, for example, coat, gloves, umbrella, rain boots, etc.
- Check if there are any service changes along your route. This information can be found using the following ways:
  - **Online:** [ttc.ca](http://ttc.ca)
  - **Email:** Subscribe to MyTTC e-Services alerts
  - **Phone:** TTC Customer Information at 416-393-4636
  - **ℳ:** @TTCnotices
- Check if there are any out-of-service elevators by checking **ttc.ca** or calling the Lift Line at **416-539-5438**.
- Bring photo identification. Youth (ages 16–19), post-secondary students, and seniors 65+ can show one of the following:
  - High school photo ID
  - TTC post-secondary photo ID
  - Driver's license
  - Ontario photo card
- Make sure you are prepared if there is an emergency by having your emergency contact information with you. Bring your cell phone, medication, water and money, if needed.
- Make sure you have your fare payment (PRESTO card, one-ride, two-ride or day pass PRESTO Ticket, cash or TTC CNIB pass).





# Understanding TTC subway lines

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The TTC has 70 subway stations on three subway lines (Lines 1, 2 and 4). Each subway line is represented by a number, and a colour.

## Line 1

Line 1 has 38 stations, and is a “U-shaped” route that travels generally in a **south and then north direction**. Line 1 is represented by the colour yellow.

## Line 2

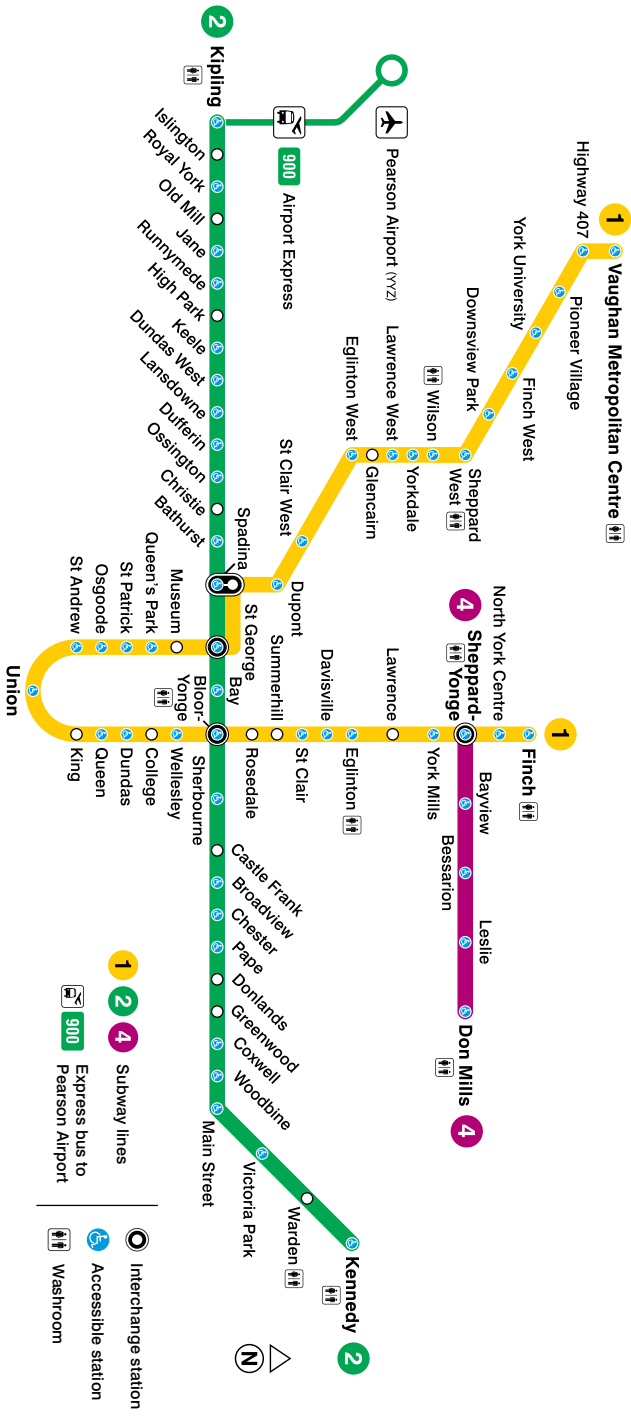
Line 2 has 31 stations, and travels generally in an **east–west direction**. Line 2 is represented by the colour green.

## Line 4

Line 4 has five stations, and travels in an **east–west direction** along Sheppard Avenue East. Line 4 is represented by the colour purple.



A Travel Trainer standing on a subway platform speaking to two Wheel-Trans customers using wheelchairs.



A map of the TTC subway system.

©2023 Toronto Transit Commission 11/23 - Map not to scale







## Bus and streetcar route branches

All bus and streetcar routes have a route number and a route name. For example, *24 Victoria Park*. Some bus and streetcar routes also have a letter after the route number. This means that vehicles on the route have different start or end points.

Here is a list of examples for the 24 Victoria Park route:

- **24A Victoria Park:** This bus travels between Victoria Park Station and Steeles Avenue.
- **24B Victoria Park:** This bus travels between Victoria Park Station, Consumers Road and Don Mills Station.

## TTC vehicles

The TTC network includes buses, subways, streetcars, Community Buses, and Wheel-Trans vehicles. Here are photos of what they look like



A TTC bus



A TTC subway train



A TTC streetcar



A TTC streetcar



A Wheel-Trans bus



A Wheel-Trans bus



A customer using a wheelchair waits at a bus stop.



A customer using a cane boards a TTC bus using a ramp.

## Paying your fare

On buses and streetcars, you pay your fare when you board the vehicle. If you are using the subway, you pay your fare when you enter the station.

You can pay your fare using a PRESTO card, one-ride, two-ride or day pass PRESTO ticket, paper transfer, exact change, or TTC CNIB card. Visit [ttc.ca](http://ttc.ca) to view a list of the prices, or contact TTC Customer Information to connect with an agent.

If you are using a PRESTO card or PRESTO ticket, you must tap your card when you board a vehicle or enter a station. Your fare is automatically deducted or your monthly pass is verified. Your tapped PRESTO card and PRESTO ticket is your Proof-of-Payment (POP). You must carry your tapped PRESTO card and PRESTO ticket with you, and be prepared to show it to TTC staff at any point in your journey.

You can buy PRESTO cards and PRESTO tickets from the Fare Vending Machines at all subway stations, at any Shoppers Drug Mart location, the TTC Customer Service Centre, online at [prestocard.ca](http://prestocard.ca), or through the PRESTO app.

### Benefits of PRESTO include:

- Able to set up autoload or auto-renew, so you never have to worry about not having enough money on your card.

An image of a PRESTO card reader at the fare gate.





- Registering your card to protect your balance or monthly pass if you lose your card.
- Can check your balance or trip history online, in the PRESTO app, or at a Fare Vending Machine.
- No longer need a paper transfer.
- Can use it to pay your fare on ten other transit systems in the Greater Toronto and Hamilton Area and Ottawa.
- Taking advantage of the TTC's two-hour transfer. The two-hour transfer means that once you tap your PRESTO card on TTC, you can use the TTC unlimitedly for two hours, on one fare.



If you are paying your fare by cash, TTC ticket or token, you must get a paper transfer. Your paper transfer is your **Proof-of-Payment (POP)**. Carry your paper transfer with you and be prepared to show it to TTC staff at any point in your journey.

### You can get a paper transfer from:

- the bus driver when you board a bus,
- the Fares and Transfers Machine on board the streetcar, and
- the red transfer machines inside the subway station fare gates at main entrances.

Not paying your fare is illegal and could result in a fine of up to \$425.

An image of a PRESTO card reader at the entrance of the streetcar.





A Wheel-Trans driver secures a customer's wheelchair inside the bus.

## Priority seating

All TTC vehicles have priority seating for people with disabilities, seniors, and pregnant women. These seats are blue and have a Priority Seating sign above them.

**On buses**, priority seating is found near the front of the bus. If you need a priority seat, tell the bus operator when boarding. The bus operator can help you find a seat, and can use on-board bus announcements to remind all customers who the blue priority seating is for.

The blue priority seats behind the bus operator are fixed seats. The blue priority seats on the same side of the bus as the doors, will flip upwards. The flip-up seats allow for two customers using mobility devices to park in a safe and secure place, and are called multipurpose positions.

The two multipurpose positions on each bus are designed to fit mobility devices that are 1,220 mm long (48 inches) and 760 mm wide (30 inches).



Priority seating in a streetcar.

When a customer is boarding using a mobility device, the bus operator will prepare the seating area by flipping up the seats and asking the customer if they would like their mobility device to be secured. Securement on the conventional bus is the customer's choice. TTC uses a four-point securement system and has an "all or nothing" policy. The "all or nothing" policy means customers receive full securement on their mobility device with a shoulder belt, or nothing.

**On streetcars**, there are priority seats on the inside of the first three doors. The second door, which is the accessible door with a ramp, has the largest number of priority seats. In this area there are fixed seats on one side of the vehicle, and flip-up seats on the other. Customers using mobility devices should park their device where the flip-up seats are, and on top of one of the light grey rectangles that are marked on the floor. There are two multipurpose positions on each streetcar, and each position is designed to fit mobility devices that are 1,220 mm long (48 inches) and 760 mm wide (30 inches).

**Note:** There is no securement for a mobility device on a streetcar.

**On subway trains**, priority seats are found inside the doors that have the blue International Symbol of Access.

On **Lines 1 and 4**, when you enter a door that has the blue International Symbol of Access and a blue light, there are blue flip-up seats for customers using mobility devices. Blue floor markings outline the area where a customer should park their mobility device, and an accessible emergency alarm with a pull-down handle is nearby if needed.



A subway train at a station with doors opened.

On **Line 2**, when you enter a door that has the blue International Symbol of Access, there are priority seats inside. There will be three blue seats in a row that do not have a silver pole in the middle, and those seats can flip-up. If you are not able to flip-up the seats, ask a nearby passenger to help.

**Note:** Subway trains do not have mobility device securement.

If you are unable to find an available priority seat, ask the bus or streetcar operator for assistance. If you feel comfortable, ask if another customer can move, if they are able to do so. Keep in mind that other customers may have invisible disabilities and they may need a priority seat also.



Image of the blue priority seats.



TTC's **Please Offer Me a Seat Program** is another way to create awareness and get assistance with finding a seat. Customers can voluntarily express that they need a seat by showing a card or wearing a blue button that reads Please Offer Me a Seat. Please Offer Me a Seat buttons and cards are available at all TTC subway stations. Wheel-Trans customers will receive a Please Offer Me a Seat card in their welcome package. Customers can also call Wheel-Trans Customer Service at 416-393-4111 to request one be sent to them via mail.



A "Please offer me a seat" on someone's vest.

## Support Person Assistance Card

A support person is someone who assists a person with a disability, with communication, mobility, personal care/medical needs, or with access to goods, services or facilities. Customers with disabilities who travel on the TTC with a support person can apply for the TTC Support Person Assistance Card. This card allows a customer with a disability to travel on the TTC with one (1) support person on a single fare. The support person does not have to be the same person for each trip.

**The Support Person Assistance Card can only be used when the person with the disability (cardholder) is present.** It is fraud if an individual travels on the TTC using a Support Person Assistance Card without the person with a disability.



A man holding a Support Person Assistance Card.



Having a Support Person Assistance Card does not mean always having to travel with a support person. When able, customers with disabilities can travel independently.

Apply for the Support Person Assistance Card by completing and submitting an application. You can request for an application in the following ways:

- **Online:** [ttc.ca/Fares-and-passes/Other-passes/Support-Person-Assistance-Card](http://ttc.ca/Fares-and-passes/Other-passes/Support-Person-Assistance-Card)
- **Phone:** TTC Customer Service at 416-393-3030 or Wheel-Trans Customer Service at 416-393-4111
- **Email:** [wtcs@ttc.ca](mailto:wtc@ttc.ca)

## Bus

### Boarding

TTC buses have verbal announcements both inside (internal) and outside (external) the vehicles. When a bus arrives, the external announcement will mention the route name, route number, and final destination. This will allow you to confirm if you are boarding the right vehicle. Inside the bus, verbal announcements will mention the name of the next stop. The same information is displayed in text on the next stop screen overhead. If you need assistance ask the operator.

All TTC buses are accessible, and anyone can request the ramp or have the bus kneeled (lowered). For assistance with boarding, use an **Accessible Flashcard**. On one side of the flashcard it reads *Please kneel the bus*, and on the other side it reads *Please lower ramp*. When boarding, show the bus operator the flashcard to tell them the accommodation you need.



Accessibility Flashcards

Request an Accessible Flashcard through:

- **TTC Customer Service:** 416-393-3030.
- **Wheel-Trans Customer Service:** 416-393-4111 or email at [wtcs@ttc.ca](mailto:wtc@ttc.ca).
- Customer Service Agents or Fare Collectors at subway stations.



A woman holding up an accessibility flashcard outside of a streetcar.

**Note:** Not every bus stop is accessible with space for the ramp. If you need the ramp, make sure you are boarding at an accessible location.

To find accessible bus stops:

- Look for the blue International Symbol of Access on the stop pole.
- View the accessible stop list for the route you are taking on [ttc.ca](https://www.ttc.ca).
- Contact TTC Customer Information at 416-393-4636.

Follow these steps for boarding the bus using the ramp:

1. Let exiting customers get off the bus first.
2. Ask the operator to kneel the bus and/or lower the ramp. There is a “first on, last off” policy, which means customers using mobility devices board the vehicle first and exit the vehicle last. This gives customers more space to turn and position their device in the bus.

### Tips

If you would like the operator to wait until you are seated before moving the bus, inform them when boarding.



Two women wait for the bus in a highly visible location while it pulls up to the curb.

yourself in the multipurpose area facing forward. **Turn off all power and apply the brakes.**

Remember, the multipurpose positions can accommodate mobility devices that are 1,220 mm long (48 inches) and 760 mm wide (30 inches). Each model of bus is slightly different but all of them will accommodate the above measurements.

If you are using a large mobility device, for example, an extra-large wheelchair or scooter, you will need to do a 3-point turn on the inside of the bus so that you are facing forward. Review the above measurements, and if you need to, practice doing a 3-point turn before boarding. Mobility device accessories, including baskets and mirrors, can also make your device wider and more difficult to turn inside the bus.

### **Accessible features**

Throughout the inside of the bus, there are grab bars for customers needing support. These grab bars are bright yellow and some have red stop request buttons on them.

### **Requesting a stop**

When you see or hear your stop announced, request the stop by pressing a red stop request button or pulling down on the yellow stop request cord. The buttons and cords are found throughout the

If you are using a **white cane**, hold the cane in a position where the operator can see it. This will inform the operator that you may need extra verbal instruction. The operator may also stop the bus in an area where it is easier for you to board.

If you are using a **mobility device**, wait for the bus in an area where the operator can easily see you. This will help inform the operator that you may need the ramp. When boarding the bus using a mobility device, you must enter the bus and position

bus and are in high colour contrast. Any time a stop request button is pressed, a *Stop Requested* will be displayed on the next stop screen.

When you press the red stop request button or pull the yellow stop request cord, you will hear a single chime. The chime will inform the operator that a customer will be getting off at the next stop. In the multipurpose area, under the middle flip-up seat, there is a yellow stop request button or strip. When you press this button or strip, you will hear two chimes. This will inform the operator that a customer will be getting off at the next stop and needs the ramp. The bus operator can also use on-board bus announcements to inform customers when the ramp is requested for the next stop. The announcement will encourage other customers to keep clear of the front door and exit out the back.



A stop request button.

### Tip

If you are unsure about which stop you need, or if you would like a reminder when you have arrived at your stop, ask the operator for assistance.

## Request Stop Program

The Request Stop program is available to all customers. If you are travelling on the bus between 9 p.m. and 5 a.m. and feel vulnerable, you may ask the operator to let you off in-between stops. Ask the operator at least one stop in advance of where you wish to exit, and exit at the front doors. The operator can only stop where it is safe. The Request Stop Program is only available on buses.

# Community Bus

TTC's Community Bus is a fully accessible service that connects customers to a variety of popular destinations along unique neighbourhood routes. The buses stop at the front door of various buildings and landmarks, including community centres, hospitals, grocery stores, and seniors' residences. The Community Bus service is available for everyone and uses the same type of vehicles that Wheel-Trans customers are familiar with. The buses operate on fixed routes and serve all TTC and Wheel-Trans identified bus stops.

Community Buses have an image of a waving hand on the side of the vehicles. **If you are not able to travel to the nearest Community Bus stop, you can flag down the bus anywhere along the route by waving at the bus.**

The service operates on weekdays, and the schedule varies between routes. Community Bus routes include:

- 400 Lawrence Manor
- 402 Parkdale
- 403 South Don Mills
- 404 East York
- 405 Etobicoke

## Boarding

On Community Bus routes, operators are available to assist with boarding. Follow these steps for boarding the bus:

1. Let exiting customers get off the bus.
2. If needed, ask the operator to kneel the bus and/or lower the ramp. Customers using mobility devices board first.
3. If you need assistance travelling up/down the ramp, ask the operator.
4. If you are using a mobility device, the operator will secure your device.
5. If you need additional assistance, ask the operator.

The benefits of the Community Bus service includes:

- **Flexibility:** You do not need to book a trip in advance. The buses run on a schedule.



- Convenience: You can either board at a stop along the above routes or flag the bus at any point in between stops by waving. You can also get dropped off at any point in between stops as long as it is safe to do so, please speak to the operator ahead of time.
- Cost: TTC fares are the same on Community Buses as they are across the system.



To identify Community Bus stops, look for the Community Bus route number on the stop poles in grey. More information about the Community Bus routes can be found at [ttc.ca/wheel-trans/learn-more-about-community-bus](https://www.ttc.ca/wheel-trans/learn-more-about-community-bus). You can also request paper schedules through TTC Customer Information.

A customer waves at the Community Bus.

## Streetcar

### Boarding

**All TTC streetcars are accessible.**

Before you board a streetcar, check the route name, route number and destination on the front of the vehicle, or listen to the external announcement. This will help confirm if you are boarding to the right vehicle.

**Many streetcar stops are accessible.** Where stops are not yet accessible and you require the ramp, you will need to use the closest accessible stop to your destination.

To find accessible streetcar stops:

- Look for the blue International Symbol of Access on the stop pole.
- View the accessible stop list for the route you are taking on [ttc.ca](https://www.ttc.ca).
- Contact TTC Customer Information by phone at 416-393-4636.

Follow these steps when boarding a streetcar using the ramp:

1. When the streetcar arrives at the stop, go to the second door and press the blue stop and ramp request button. The button will be flashing blue.
2. The operator will exit the streetcar to operate the ramp. The second door will remain closed while the ramp is in motion. If you need physical assistance while boarding, or need help finding a seat, ask the operator. Customers who do not require the ramp may board independently using any door.

### **Tip**

On the outside of the second door, the red stop request button is circular with tactile outward facing arrows. The blue stop and ramp request button is a smooth surface circular button.

## **Requesting a stop and getting off the streetcar**

Similar to buses, all streetcars have internal announcements that mention the name of the next stop. The same information is displayed in text on the next stop screen overhead. When you identify your stop, press a stop request button. If you do not need the ramp, press a red stop request button. The red stop request buttons are found throughout the streetcar on grab bars as well as on the doors. If you are requesting a stop and need the ramp, press the blue stop and ramp request button. The blue stop and ramp request buttons are found inside the second door next to the flip-up seats as well as on the doors. When the ramp is requested, the second door will stay closed until the ramp is ready. On-board streetcar announcements will encourage customers that do not need the ramp, to use other doors.

If you need to communicate with the operator when on the vehicle, press the yellow passenger assistance button marked with a bell. This button is found on the inside of the second door next to the flip-up seats.

Follow these steps for exiting the streetcar using the ramp:

1. When inside the second door, press the flashing blue stop and ramp request button when you hear or see your stop announced.



An operator assisting a Wheel-Trans customer using a walker as she enters a streetcar using the ramp.

2. When the streetcar arrives at the stop, position yourself near the door.
3. The operator will exit the streetcar to operate the ramp. If you need assistance travelling down the ramp, ask the operator.



Image of customers entering and exiting the Eglinton subway station.

## Subway stations

The TTC has 70 subway stations on three subway lines (Lines 1, 2 and 4). Many of the 70 subway stations are accessible with elevators and the TTC plans to have elevators in all subway stations. For a current list of stations that are accessible with elevators, visit [ttc.ca](http://ttc.ca), call TTC Customer Information at **416-393-3646**. If using a TTC Ride Guide or looking at a system map, the accessible stations are identified by the blue International Symbol of Access.

Every accessible subway station has at least one accessible entrance with either automatic sliding doors or doors with push buttons. The International Symbol of Access will be displayed on the signage outside the station. On the street, the accessible subway station entrance is marked by a silver pole with the TTC logo on top, and the International Symbol of Access underneath. For more information, visit [ttc.ca](http://ttc.ca), select subway and the station you need, and read about station descriptions under *Descriptions*.

There is at least one accessible PRESTO fare gate at the entrance of every accessible station. Accessible fare gates are wider and have two PRESTO card readers available at different heights.



If the station has a Fare Collector, they can be found at the main entrance of the subway station, near the fare gates. Customer Services Agents (CSA) are available beside the fare gates at all stations from Vaughan Metropolitan Centre to Lawrence West. They can answer questions and assist customers throughout the station. Customer Service Representatives are also available in most subway stations to assist customers, and can be identified by their red vests.

## Signs

While travelling inside the station, hanging and wall-posted signage with the International Symbol of Access will guide you on an accessible path. Signage will be posted above each entrance and on the walls throughout the station. The signage is a large print and has colour contrast. Maps be displayed on walls and pillars with a “You Are Here” marker. Here is a photo:



An image of a TTC subway map displayed on a pillar.

## Information screens

There are video screens at subway station entrances and above the platforms in most of the subway stations. These screens show TTC service updates, next train arrival times, the date and time, as well as news, weather, advertising, charity and community messages. If there is an emergency, important customer information will also be displayed on these screens.

## Accessible features

Accessible stations have elevators between the accessible street entrance, bus and/or streetcar platforms, and subway platforms. Some stations require you to transfer between more than one elevator. If you are unable to find the elevator, ask a TTC staff member to assist you.

All subway platforms have a yellow tactile edge which means that you are close to the edge of the platform. Do not walk on or stand on this yellow edge unless you are getting on or off a train.

## Designated Waiting Area (DWA)

Every subway platform has a Designated Waiting Area (DWA) that is identified by a black and white sign that reads DWA.



An empty view of the Designated Waiting Area (DWA) at Dufferin Station.



The DWA has many important features:

- An Assistance Intercom with a camera overhead. This device can be used if there is an emergency or if information is needed. Pressing the button on the intercom will immediately connect you to a TTC staff member. The overhead camera will allow for a TTC staff member to see the platform, and send help right away if needed (police, fire, paramedics).
- Increased lighting.
- A payphone with a blue button that can connect you to a mental health crisis line if you need to talk to someone.
- A bench or grab bar for support.
- The accessible subway door will open beside this area. You will find blue priority seating inside the accessible door.



Image of an Assistance Intercom.



Image of a payphone with a blue button.

## Boarding a train

Before you get on a train, check the destination on the front or side of the train, or listen for the external announcement. This will help confirm if you are boarding to the train in the direction you need.

If you are boarding a train while using a mobility device, follow these steps:

1. Locate and travel to the Designated Waiting Area (DWA).
2. Give yourself enough time to board the train safely. Do not rush. If you hear chimes or see an orange light flashing, the doors are closing. Wait for the next train.

3. If you see wide gap space signs on the platform floor, it is recommended that you board elsewhere along the platform where the gap between the door and platform is smaller.
4. Prepare to board by facing the platform edge.
5. When the train arrives, let all customers exit first.
6. Board through an accessible door and travel safely over the gap.
7. Locate the priority seating area.
8. Position yourself facing the direction in which the train is travelling. This will be helpful when the train announcement mentions which side the doors are opening.

### Travelling over the gap

When travelling from the subway platform into the subway train, a gap will be present. The gap can be horizontal, or horizontal and vertical. The gap can vary by station, by location on the platform, and/or by train.

When stepping over the gap, be careful of your footing. If using a walker, you may need to lift your walker over the gap.

When preparing to travel over the gap using a wheelchair or scooter, position the wheels so they are facing forward toward the platform edge and not at an angle. When the train comes to a stop and the doors open, travel over the gap at a medium speed. This will ensure the device has the power and momentum to go over the gap.



A customer using a wheelchair entering a subway train.

## Getting off the subway

Verbal and text announcements mention the name of the next station, to keep the customers inside the train informed. The verbal announcements are shared over the speaker, and on Line 1 and Line 4 trains, the text is displayed on the screen above the train aisle, as well as on an LED screen found on the side of the train.



A text announcement displayed on an LED screen inside a subway train.

When you identify your stop, prepare your exit plan. Identify which side of the train the doors are opening, and move towards the door when either the vehicle is travelling slowly, or when it stops. On Line 1 and 4, the overhead screen will display arrows pointing to the doors that will open. Exit the train before other customers board. For customers using mobility devices, travel over the gap in the same way you entered, with wheels straight and at a medium speed.

For white cane users, on Line 1 and Line 4 trains there are tactile guidance indicators that run along the centre aisle of the train and branch off to each doorway. These tactile floor markings are red and can assist with travelling along the train and with locating doors.

After exiting the train, follow the signage or tactile wayfinding to reach your intended destination.

# Staying safe

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## General safety

Your safety is TTC's biggest priority. This section gives you general safety tips, as well as procedures to follow if there is an emergency.

### When you are travelling at street level:

- Be aware of your surroundings.
- Cross the street at crosswalks or lighted intersections only.
- Stay in areas with good lighting. Do not travel between parked vehicles.
- If you are confused or lost, don't be afraid to ask for help. Find a pedestrian, pay phone, police station, restaurant, or a store.
- Pay attention to horns and sirens.

### Personal safety on the TTC:

- Before you travel, tell someone where you are going and what time you will return.
- Never give out personal information to strangers.
- Only carry items and money that you need. Do not travel with lots of money or expensive items.
- Change seats and tell the operator if you feel uncomfortable or threatened.

Always travel with:

- Your personal identification.
- Emergency contact information.
- A fully charged cell phone or enough change for a couple of phone calls.



A TTC Travel Trainer showing a Wheel-Trans customer using a wheelchair how to use the elevator at a subway station.

## Station safety

### Reporting emergencies

When possible, report emergencies to any TTC employee.

### Elevator safety

If you arrive at an elevator that is out of service, there is a blue and white poster that will explain how to continue your journey on an accessible route. If you need assistance, press the Assistance Intercom button on the outside of the elevator it will connect you to a TTC staff member on site.

If you need help while inside the elevator, press the Push & Talk, Help, or Telephone symbol buttons that will connect you to a TTC staff member on site.

### Escalator safety

When riding escalators, follow these safety tips:

- Step on and off carefully.
- Stand to the right and hold the handrail.
- Do not rest bags on the handrail.
- Do not push or rush other customers.
- Never take a mobility device or service animal on an escalator. Use the elevator or stairs, if possible.

If someone falls on or gets caught in an escalator, push the red button at the top or bottom of the escalator to stop it.

# Bus and streetcar safety

## Reporting emergencies

Report any emergency on a bus or streetcar to the operator. The operator is able to call for help using the onboard communications system. If necessary, the operator can also turn on an alarm to attract help.

On buses, you may ask the operator for help directly. On streetcars, press the yellow emergency alarm strip above most seating areas. You can also use the yellow passenger assistance intercom button in the multipurpose areas, or use the Emergency Intercom button near all doorways.



A TTC Travel Trainer showing a Wheel-Trans customer using a wheelchair how to report an emergency on a streetcar.

## Evacuating the vehicle

If there is an emergency, the operator may tell everyone to evacuate the vehicle. Follow the operator's instructions.

When you are leaving the vehicle:

- Stay calm and do not rush.
- Leave any large items behind.
- Use the route identified by the operator.
- Watch for traffic and go to a safe location.



## Evacuating the station

In an emergency, you may be asked to leave the station. Listen or watch information screens for announcements and follow the instructions. If you are unable to understand the instructions, find a TTC staff member. If you need help leaving the station, use the Assistance Intercom (at the elevator or Designated Waiting Area) to connect with a TTC staff member.

## Turning off track power

In certain emergencies, you can turn off the power to the subway tracks (for example, if someone falls onto the tracks). To cut the power, proceed towards the blue light that is at either end of the subway platform. Follow the posted instructions to turn off the track power.

### Tip

Never go down onto the subway tracks for any reason. It is dangerous and illegal. If you accidentally drop something on the tracks, leave it and tell TTC staff who will assist with retrieving your item.

## Subway train safety

### Using the passenger assistance intercom

If there is an emergency on the subway platform, use the Assistance Intercom at the Designated Waiting Area (DWA).

### Using the emergency alarm

If there is a situation on a train that requires emergency medical, fire or police services, press the emergency alarm. The alarm is a long, yellow strip with black lettering. Alarms are located above the windows of the car, and at each end of the car and under priority seating flip-up seats on Line 2. Line 1 and Line 4 trains are also equipped with red emergency alarm handles near doorways and near priority seating. The alarm will sound in your train car and in the operator's car. The operator will call for emergency assistance, stop the train at the next station, and hold there with the doors open. EMS, fire services and/or police services will be contacted.

There is a \$500 fine for misuse of the alarm.

## Evacuation from a train between stations

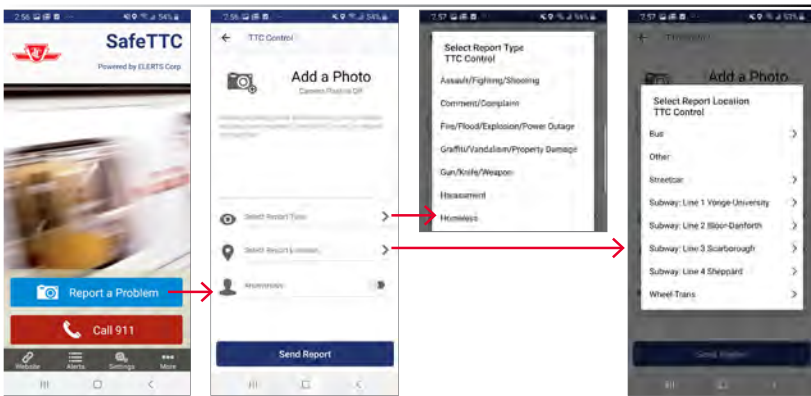
In a serious emergency, customers may need to be evacuated from a train that has stopped between stations. If this happens, listen carefully to the train staff and follow their instructions.

TTC or emergency services staff will determine the best evacuation method for customers unable to independently exit the train, including persons who use a mobility device, and/or have mobility restrictions or other disabilities.

Some customers may be evacuated from the train to a safe location without their mobility devices. In these circumstances, the devices will be retrieved and returned to the customers as soon as possible after the emergency situation has ended.

## Reporting incidents

**Safe TTC** is an app that can be downloaded to an iOS or Android device and used to report harassment, safety concerns, or suspicious activity. The app will allow you to make a detailed report about your observations – whether on a TTC vehicle, in a subway station, or at a bus or streetcar stop. Here is a photo of what the Safe TTC App looks like:



Screenshots of the Safe TTC app.

## Handling the unexpected

Being informed can help prepare you for handling the unexpected. In general, stay calm and ask for help if you need it.

## What if I miss my bus?

If you miss your bus, wait for the next one. Prepare for this situation by looking at the route schedule before you leave, and make note of the next few arriving vehicles. You can find out when the next vehicle will be arriving by using the Next Vehicle Program, transit apps, or by contacting TTC Customer Information at **416-393-4636**.

### What if I miss the last bus of the day?

If you miss the last vehicle, stay calm. Carry a mobile phone if possible and call one of the following for help:

- A friend or family member who could pick you up.
- Directory assistance by dialing **411** who can provide the number of a taxi.
- The Wheel-Trans Priority line **416-393-4311**, available 24 hours a day, seven days a week.
- The Toronto Police Services' non-emergency number **416-808-2222**.
- Emergency Services **911**, if necessary.

### What if I miss my stop?

As soon as you notice that you have missed your bus or streetcar stop, press the stop request and tell the operator. The operator will let you off at the next stop and give you a transfer to travel back to your stop. If you miss your subway stop, get off at the next station, or the next accessible station if you need an elevator. Take the train heading in the opposite direction to travel back to the stop you need.

## What if I lose something on a vehicle?

Lost articles found on TTC property are sent to the Lost Articles Office by 2 p.m. the next business day. The Lost Articles Office is at Bay Station and is open from 8 a.m. until 5 p.m. on weekdays (excluding holidays). You can call the office at 416-393-4100 between noon and 5 p.m. on weekdays.

Lost items on Wheel-Trans vehicles may also be reported to Wheel-Trans Customer Service by phone at **416-393-4111** or email at **wtcs@ttc.ca**.

## What if there's a service delay?

If there is a service delay, stay calm. The TTC asks for your patience and understanding. Unfortunately, there are many conditions (such as heavy traffic or bad weather) that our operators cannot control. If you have questions or need help, ask the vehicle operator, or any TTC employee.

## What if there's a change in the route?

Planned route changes are posted at the station and on **ttc.ca**. You can also call TTC Customer Information at **416-393-4636** if you have any questions and to get up-to-date information. If there is an unexpected problem that affects a route, the station staff will be able to assist you. If you are on a vehicle that is experiencing a route change, the operator will make an announcement. Ask the operator if you need assistance.

## What if the subway isn't running?

### Planned closures

Planned subway closures are always advertised well in advance on the TTC website, on signs and announcements in subway stations, and in the news. Use an online trip planner, a route map, or TTC Customer Service to find an alternate route. During planned subway closures, the TTC will use shuttle buses. Keep in mind that shuttle service is accessible, but will not be as fast as the subway service.

### Unplanned closures

During unplanned or emergency subway closures, the subway trains may need to turn-back before the end of the line. Internal announcements will be made throughout the vehicle to tell you about the service changes.

When the subway needs to turn-back, it is a priority to try and have the subway turn-back at an accessible station with an elevator. When it is not possible, the subway will need to turn-back at a station that is not accessible, without an elevator. If the turn-back

is at a non-accessible station, listen for an announcement that will tell you what the last accessible station is. If you need an elevator, be sure to get off the subway at an accessible station before reaching the turn-back location. If you need an elevator and missed the last accessible station, exit at a station with a centre platform. Travel to the platform for the train heading in the opposite direction, and travel back to the last accessible station.

Before the subway turns back at the last stop, TTC staff will travel through the vehicle to make sure all customers have exited. If you did not exit at the last accessible station, and arrive at a non-accessible turn-back station with a side platform, stay on the train.

**Note:** Generally, if a delay is expected to be longer than 15 minutes, shuttle buses will be dispatched. Remember, if it is an unplanned closure, it may take some time for the shuttle buses to arrive.

## What if there's an emergency situation?

If there is an emergency on a vehicle, stay calm and follow the operator's instructions. In a station, use the assistance intercom to connect to a TTC staff member who can help you, find a Customer Service Representative in a red vest, or ask a member of the public for assistance if needed.

## What if a bus or streetcar ramp isn't working?

In this situation, the operator will inform you that the ramp is not working. The operator will call a supervisor to find out when the next bus or streetcar (with a working ramp) will arrive and the operator will communicate that information to you.

## What if my mobility device breaks down?

If your mobility device breaks down on a vehicle, tell the operator. They will contact a supervisor to help you. If you're at a TTC stop when your mobility device breaks down, signal the next bus and ask the operator for help. If your device breaks down on the



subway platform, on or near an elevator, or at an unstaffed subway entrance, try to get to a passenger assistance intercom. Ask another customer for help if you are not near an intercom.

## What if there's a snowbank between me and the bus?

If a snowbank is blocking you from getting on a bus safely, the operator may suggest an alternative, such as picking you up at a cleared driveway or curb.

## What if the bus, streetcar or subway train is full?

Public transit is operated on a first-come, first-served basis. Generally, service levels are set to ensure that all customers can board. However, this may not be the case during rush hour, or when construction, weather, or other circumstances delay transit. If the bus, streetcar, or subway train is full, you will need to wait for the next vehicle.

If you are using a mobility device and the next bus or streetcar is also full, ask the operator for assistance. The operator will contact Transit Control and guide you through the next steps.

## Connecting to other regions

To find the easiest way to travel to a destination in the surrounding regions of Peel, York and Durham, use the online trip planner at **[ttc.ca](http://ttc.ca)**. TTC Customer Information can also assist you by phone at **416-393-4636**.

# Travel Training customer testimonials

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*By the end of our time together, I had a chance to go on buses, subways, and a streetcar in my power wheelchair. It was an exciting and at times scary task for me, but I could not have asked for better support. There was SO much I did not know!*

**– Kim**

*I highly recommend the TTC Travel Training. I know there are individuals out there with disabilities who may be anxious to ride the TTC or who are pretty skeptical – I encourage you to just try it once. The sense of independence and freedom you will gain will eliminate those fears.*

**– Robert**

*Thanks to the Travel Trainer for their techniques and tips, they were all needed and completely well thought through. I made it to my destination pretty much on time and now I am 100% confident I can redo it.*

**– Mohammad**

*I always thought that I knew the subway system very well, until I met up with a Travel Trainer. I now know about the huge transformations in the subway system and have complete knowledge of how safety and security are part of the subway system. I am so very happy that my travel on the TTC has become much more of a joy and learning experience than I can ever express.*

**– Susan**

# Resources

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Department	Number
<b>Requesting Travel Training</b> To arrange for Travel Training, email <a href="mailto:traveltraining@ttc.ca">traveltraining@ttc.ca</a> .	416-472-2393
<b>Customer Information</b> Monday to Sunday, 8 a.m. to 6 p.m. (except holidays)  For information on routes and schedules (voice/faxback service), elevator/escalator status, and an automated multi-language option.	416-393-4636 (INFO)
<b>Customer Service</b> Monday to Sunday, 7 a.m. to 10 p.m. (except holidays)	416-393-3030
<b>Elevator and escalator status</b> 24 hours a day, seven days a week	416-539-5438 (LIFT) or 416-393-4636 (press 5)
<b>Lost articles</b> Monday to Friday, 8 a.m. to 5 p.m. (except holidays)  Phone representatives are available between noon and 5 p.m.	Bay Station 416-393-4100
<b>Wheel-Trans Customer Service</b> Monday to Friday, 8:00 a.m. to 4:00 p.m.	416-393-4111
<b>Wheel-Trans Reservations</b> Monday to Sunday, 5:30 a.m. to 11:00 p.m.	416-393-4222
<b>Wheel-Trans Priority line</b> 24 hours-a-day, seven days-a-week	416-393-4311













