

Important information about your new Support Person Assistance Card



Your Support Person Assistance Card allows you to travel with one support person, who does not need to pay a fare, when assisting you during your journey. Your support person can be different each time you travel. That's because your Support Person Assistance Card is tied to you and not the person providing support to you.

Frequently Asked Questions

Q: How do I use my Support Person Assistance Card?

A: You use your Support Person Assistance Card any time you are travelling on the TTC and have someone supporting you.

At a station

At a station you or your support person can show the card to a Collector or Customer Service Agent (CSA) prior to or after paying your fare. If you are paying by PRESTO, debit or credit card, you or your support person will need to tap your card, PRESTO Ticket, mobile phone or smartwatch on a fare gate to enter the station. If you will be transferring at any point in your journey take a paper transfer from the red transfer machine. Your tapped PRESTO, debit or credit card is your Proof-of-Payment. Keep your transfer or tapped method of payment with you and be prepared to show it to a TTC employee at any point in your journey.

You or your support person must show your Support Person Assistance Card to the Collector or CSA so they know your support person does not have to pay a fare.

On a bus

When travelling on a bus have your support person show your Support Person Assistance Card to the operator after you have tapped on a PRESTO reader or deposited your fare in the fare box. If you will be transferring at any point in your journey and have paid by cash, TTC ticket or token ask the operator for a paper transfer. Your tapped PRESTO, debit or credit card is your Proof-of-Payment. Keep your transfer or tapped method of payment with you and be prepared to show it to a TTC employee at any point in your journey.

On a streetcar

When travelling on a streetcar your support person should be prepared to show your Support Person Assistance Card to a fare inspector along with your tapped PRESTO, debit or credit card, or paper transfer as your Proof-of-Payment.

On Wheel-Trans

When travelling on Wheel-Trans have your support person show your Support Person Assistance Card to the operator after you have tapped on the PRESTO reader or provided your TTC ticket, token or cash to pay your fare.

Q: Can I bring more than one support person with me?

A: You can, but only one person is eligible to travel for free when supporting you during your journey on the TTC.

Q: Are there any restrictions on the times or days when the Support Person Assistance Card can be used?

A: The Support Person Assistance Card is accepted any time. There are no specific time or day restrictions tied to its use.

Q: Do children who travel with a support person need to pay a fare?

A: As long as they are 12 years or younger, they are free. Otherwise, they will need to pay a fare.

Q: Can I lend my Support Person Assistance Card to someone else?

A: No. You cannot lend your Support Person Assistance Card to someone else. You are able to travel with a different support person each time you travel, but you cannot lend your card to someone else to use when you are not travelling. Fraudulent use of this and other TTC photo identification cards is an offence under TTC By-law No. 1 and is subject to a fine and permanent loss of the card.

Q: Can my support person travel for free when they are not travelling with me?

A: No. The Support Person Assistance Card can only be used when someone is supporting you when you are travelling on the TTC. Fraudulent use of this and other TTC photo identification cards is an offence under TTC By-law No. 1 and is subject to a fine and permanent loss of the card.

Q: I lost my Support Person Assistance Card. Can I get another one?

A: Please call TTC Customer Service at 416-393-3030 and they will assist.

The Bathurst Photo ID Office is not able to replace a lost Support Person Assistance Card, or renew an expired Support Person Assistance card unless a completed application is provided.

Q: Why do I have to renew my Support Person Assistance Card every three years?

A: Renewing your card every three years ensures that the information on the Support Person Assistance Card is accurate and up-to-date. Changes in personal circumstances or medical needs may occur and the renewal process allows us to better serve you by maintaining current records. It also ensures that the cardholder continues to meet the eligibility criteria for the fare exemption program.

For more information about the Support Person Assistance Card visit ttc.ca.