

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: November 26, 2008

SUBJECT: PRESENTATION – TTC/EMS PILOT PROJECT INFORMATION
(VIDEO)

INFORMATION ITEM

RECOMMENDATION

The TTC and Emergency Medical Services (EMS) commenced a Pilot Project on August 25, 2008 to assist with medical emergencies on the subway lines during the A.M. Peak Period and P.M. Peak Period to reduce wait times for customers and to further reduce delay time associated with medical emergencies. The Pilot Project is scheduled to end on January 3, 2009.

DISCUSSION

Since the implementation of the TTC/Medic team who are in a central location at Yonge and Bloor Station, they have attended 80% of all medical emergencies during the peak periods. Feedback from TTC employees, EMS employees and customers has been very positive with recommendations to implement this project full-time in 2009.

The video presentation provided was produced by EMS staff and is available on their web site. The video presents delay statistics, actual footage of customers being attended to and testimonials from TTC and EMS employees.

Communication campaigns by both the TTC and EMS were launched to ensure public awareness of the pilot project.

November 12, 2008
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