COVID-19 FAQs

Q: Where can I get information and updates on the coronavirus (COVID-19)?

A: **Toronto Public Health is the best source of information. Please visit www.toronto.ca/coronavirus**

Toronto Public Health Hotline
Monday to Friday
8:30 a.m. – 8 p.m.
(closed on statutory holidays)
Saturday and Sunday:
10 a.m. – 6 p.m.
Translation is available in many languages.
Telephone: 416-338-7600
TTY: 416-392-0658
Email: PublicHealth@toronto.ca

Q: Are TTC passengers and employees safe to ride the TTC?

A: Yes. Toronto Public Health has advised that the risk of contracting COVID-19 on public transit is low. Currently, there is no evidence of local transmission of COVID-19 in Toronto.

Q: What advice does the Medical Officer of Health offer the general public, including those who use public transit?

A: Most cases of the flu will run their course without medical intervention. If you are sick, stay at home, get plenty of rest and fluids to let your body recover. Only seek medical attention if your condition is not improving or if you experience severe symptoms. If you have questions, contact your physician or Toronto Public Health at 416-338-7600 to discuss your condition and history.

Q: Which routes did the TTC customer with COVID-19 travel on and when?

A: Today, Toronto Public Health announced that a patient who has tested positive for COVID-19 travelled on the TTC on Mon., Mar. 2, Tues., Mar. 3 and Wed., Mar. 4.

Based on information gathered, Toronto Public Health was able to put together the individual's travel patterns, and in the interest of transparency with our employees and customers, we are including detailed route information below. We encourage you to follow Toronto Public Health's guidelines around good infection prevention practices to help guard against getting sick and the spread of illness. Any further questions related to exposure or symptoms should be directed to Toronto Public Health via: 416-338-7600. More information about COVID-19 is available on their website at: https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/.

March 2

- **Initiated TTC travel on Line 2 at Bathurst Station westbound to Islington Station shortly before 9 a.m. MiWay services were used after the individual arrived at Islington Station.**

- **Initiated TTC travel on Line 1 at Yorkdale Station after transfer from GO service. Individual boarded subway around 6:45 p.m. southbound to St George Station. Individual transferred to Line 2 at St George Station and headed westbound to Bathurst Station. The individual boarded the 7 Bathurst bus around 7:10 p.m.**

March 3

- **Initiated TTC travel on Line 2 at Bathurst Station westbound to Islington Station shortly before 9 a.m. MiWay services were used after the individual arrived at Islington Station.**

- **Initiated TTC travel on Line 1 at Yorkdale Station after transfer from GO service. Individual boarded subway around 6:45 p.m. southbound to St George Station. Individual transferred to Line 2 at St George Station and headed westbound to Bathurst Station. The individual boarded the 7 Bathurst bus around 7:15p.m.**

March 4

- **Initiated TTC travel on Line 2 at Bathurst Station westbound to Islington Station – no confirmed time. MiWay services were used after the individual arrived at Islington Station.**
- **Initiated TTC travel on Line 1 at Yorkdale Station after transfer from GO service. Boarded subway around 6:45 p.m. headed southbound to St George Station. The individual transferred to Line 2 at St George Station and headed westbound to Bathurst Station. The individual boarded the 511 streetcar route around 7:20 p.m.**
- **Initiated TTC travel on the 511 streetcar route from Dundas and Bathurst northbound to Bathurst Station around 10:15pm. Boarded the 7 Bathurst bus around 10:20 p.m. from Bathurst Station.**

Q: If I travelled on or operated one of the routes identified, what should I do?

A: **No further action is required at this time. The route information was released for transparency. Any further direction will come from Toronto Public Health.**

Q: When was TTC notified and what actions were taken?

A: TTC was notified late night of March 5th. Thorough proactive cleaning and disinfecting has already been underway since late January. Any further required actions will be taken from direction by Toronto Public Health.

Q: How does TTC coordinate with Toronto Public Health?

A: We have daily calls with TPH.

Q: Were the vehicles the TTC customer travelled on cleaned and have they received any extra special cleaning treatment?

A: All TTC vehicles go through a disinfection process every night – an enhanced program in place since late January.

While we are still trying to identify specific vehicles this individual may have traveled on, customers can feel assured that all vehicles continue to get nightly disinfecting.

Q: Do I need to wear a mask on TTC?

A: No. TPH has advised against wearing masks for healthy individuals and has noted that masks may in fact increase risk as they can lead to individuals touching their face more often than necessary.

Q: Is TTC planning on any additional safety measures to protect its employees and customers?

A: Safety is our number one priority at the TTC. We are taking direction on this matter from Toronto Public Health.

Q: Is TTC coordinating with other transit agencies on safety measures?

A: We are in touch with other transit agencies and TPH regularly and as required.

Q: Where can I go to get the latest updates on COVID 19 and recommended safety measures?

A: Please visit: https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/

Q. Have public areas within stations been wiped down (transfer machines, PRESTO, etc)?

A: Since January, the TTC has been performing significant additional cleaning and disinfection of all public places with a focus on touch and grab points, such as buttons, railings, handles and straps. Every station, bus, streetcar, Wheel-Trans vehicle and train are receiving extra attention.