



Handbook for **Accessible Travel**

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Welcome



Welcome to the TTC Handbook for Accessible Travel.

This handbook is your guide to travelling safely and independently on Toronto’s transit system. Use it to help you plan your trip, locate accessible services, or contact us. Take it with you when you travel as a handy reference.

Thank you for choosing to ride with the TTC.



About the TTC

Introduction

Every day, the Toronto Transit Commission (TTC) moves millions of people around the city, using four subway lines, 11 streetcar routes, and more than 170 bus routes. The TTC operates within the Greater Toronto Area and connects to transit systems outside the city.

Accessible TTC

The TTC is becoming increasingly accessible for people with disabilities. This section describes the accessible features of the TTC's vehicles and stations. Accessible buses and streetcars are identified by the international symbol of access and by the blue lights on either side of the destination sign.

Buses

Accessible low-floor ramp-equipped buses now run on all TTC bus routes. All buses have two mobility device seating areas and are equipped with audible and visual stop announcements.

Subway Stations

Over half of the TTC's stations have elevators. The TTC plans to have elevators in all stations by 2025. Other accessible features include accessible doors and fare gates. To improve accessibility for customers who are visually-impaired, blind or blind/deaf, the following features have been added throughout the subway system:

- Platform edge tiles and wayfinding paths.
- Subway door chimes and flashing lights.
- Station stop announcements on trains and public address announcements in the subway system.

- Stair upgrades and colour-contrasted stair edges.
- Signs in Braille and raised lettering at elevators and designated waiting areas.

Subway Trains

All of the TTC's subway cars are accessible. The New Toronto Rocket trains have additional accessibility features such as: extra handholds; two-way intercoms; textured floor guides; visual stop announcements (in addition to the existing audible announcements); and the removal of centre poles. The Toronto Rocket trains also have an open design, allowing customers to move along the length of the train.

Streetcars

Toronto's streetcar routes are becoming increasingly accessible for customers using mobility devices with the introduction of new low-floor accessible streetcars. These vehicles feature a ramp that is deployed by the operator when requested. The ramp can be requested by pressing the illuminated blue accessibility button located by the second set of doors on both the interior and exterior of the streetcar. There is a designated Priority Area to accommodate customers using wheelchairs or other mobility devices.

As with all TTC vehicles, priority seating areas are located near all doors. These areas, identified by blue seats, are for people with disabilities and those who are elderly or pregnant.

New low-floor accessible streetcars are planned for all TTC streetcar routes. It will take several years to complete the transition. To find out which routes operate using low-floor accessible streetcars and for the complete roll-out schedule, visit **ttc.ca**.

TTC Hours of Operation

The TTC operates seven days a week. Holiday service varies; always check the route schedule before travelling. The table below lists the general hours of operation.

| Type of Transit | Hours of Operation |
|-----------------------------|---|
| Buses and Streetcars | Most run from about 6 a.m. (8 a.m. on Sundays) until 1 a.m. Major routes have night service between 1:30 a.m. and 5 a.m. |
| Subways | Run from about 6 a.m. (8 a.m. on Sundays) until 1:30 a.m. |

TTC Fares and Passes

Fare system. Pay your fares as you enter the system. Take a transfer if your trip involves connecting to a different route.

Types of fares. You can pay for your ride using a ticket, token, pass, transfer, PRESTO or exact change. At subway stations, you can buy tickets, tokens, or passes from the collector's booth or from vending machines. You can also buy fares from authorized sellers throughout the city. Passes are available for a day, week, or month.

Discounted fares. The TTC offers free travel for children 12 and under, and special rates for students and seniors. Post-secondary students must show a TTC Student Photo ID and seniors must show proof of age.

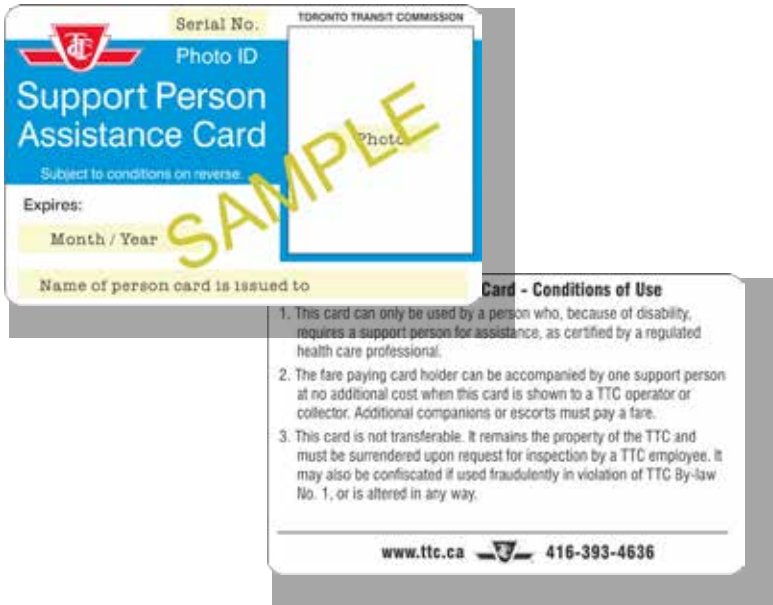
PRESTO cards. PRESTO electronic fare cards can be used on the TTC and other transit systems in the Greater Toronto Area. When you tap your card on the PRESTO reader your fare is automatically deducted. These cards are the responsibility of PRESTO (prestocard.ca).

For more info about fares or current fare rates, ttc.ca or call our Customer Service line at **416-393-3030**.

Support Person Assistance Card

Customers with disabilities who travel with a support person on the TTC may apply for a Support Person Assistance Card.

- A support person is someone who assists the card holder with communication, mobility, personal care/medical needs or with access to goods, services or facilities.
- Support Person Assistance Card permits one (1) support person to travel with the card holder on the TTC on a single fare.
- Card holder must still pay a fare.
- Card holder may travel with different support persons at different times.



Proof of Purchase

All streetcar routes run on a proof-of-payment (POP) system at all times.

- Customers can board through any door and will be required to have POP (valid transfer, Metropass, Day Pass, Weekly Pass, validated TTC ticket, POP receipt or tapped PRESTO card).
- Streetcars are marked with a special POP decal as a reminder that POP is in effect.
- Transit fare inspectors enforce the POP system. They make random checks to insure that customers have proof-of-payment on POP routes.





SUBWAY

PHYSICIAN'S OFFICES

OPEN

24 hr



Planning your trip

Introduction

A smooth journey begins before you leave home. Use one or more of these TTC sources to plan your trip:

- Online trip planner.
- Customer Service or Customer Information phone lines.
- Route schedules and maps.

Before You Leave

To plan your trip, you will need to answer these questions.

Where will I start the trip (address)? _____

Where am I going (address)? _____

When do I need to be there? _____

Date: _____ Arrival time: _____

Do I use a mobility device (wheelchair or scooter)? _____

When you have the answers to these questions, you are ready to plan your trip.

How to Plan Your Trip

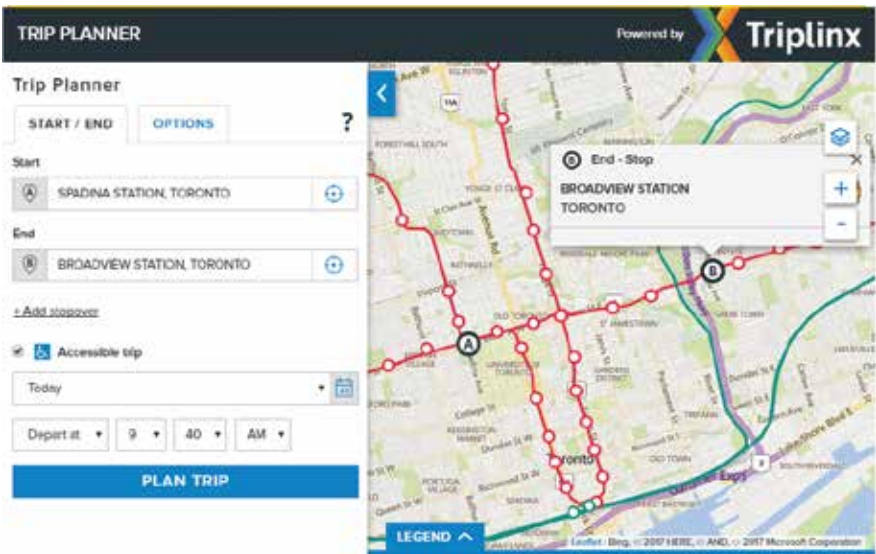
This section tells you how to use the TTC's online trip planner, customer phone lines, route schedules, and maps to plan your trip.

Online Trip Planner

The TTC's online trip planner is available 24 hours a day. Go to ttc.ca and look for the trip planner link on the left.

Follow these steps to use the trip planner:

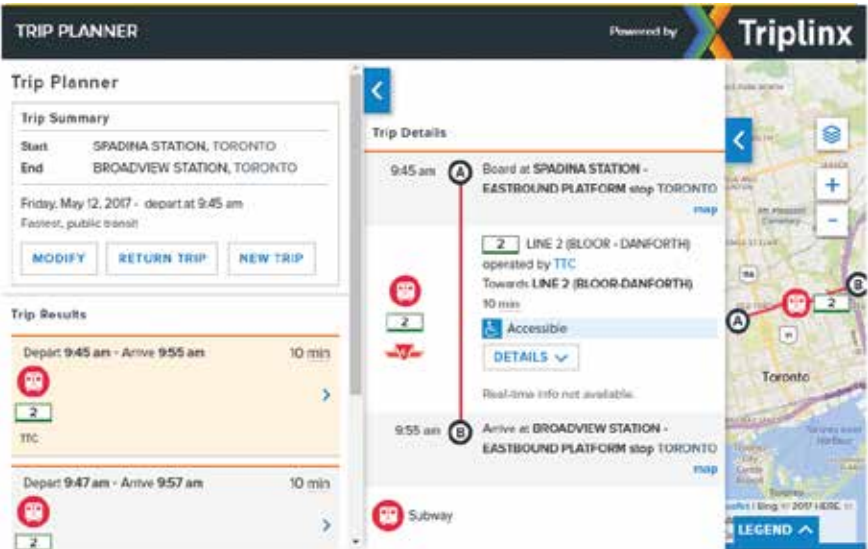
1. Enter your starting and ending addresses in the Start and End lines.
2. Use the drop-down boxes to choose the date and time you will depart at or arrive by.
3. If you need an accessible route, click the Accessible Trip box.
4. Click Plan Trip.



The trip planner will suggest several options for your trip. For each option, the results tell you:

- The bus, subway, or streetcar routes to take, and in which direction.
- What time the vehicle leaves.
- How long the trip will take.
- Your estimated arrival time.
- Whether any service advisories are in effect for your route.

Here is an example of the trip planner results page:



Customer Service and Customer Information Lines

A TTC Customer Service representative can help you plan your trip over the phone. Before you call, answer the questions in the “Before You Leave” section. The representative will need that information to plan your trip.

When planning your trip, the representative will tell you about any service advisories that affect your route.

You can contact the TTC’s Customer Service line, daily (except statutory holidays) from 7 a.m. to 10 p.m. at **416-393-3030** or TTY **416-481-2523**.

The Customer Information Office can also provide route, schedule, and fare information. Recorded information is available 24 hours a day. Operator-assisted service is available from 8 a.m. to 6 p.m. daily (except statutory holidays) at **416-393-4636 (INFO)** or TTY **416-338-0357**.

System Maps

TTC system maps are available at **ttc.ca**. You can also get TTC Ride Guides from operators or collectors. Ride Guides provide maps, routes, and phone numbers.

To plan your trip using a system map, find your starting point and your destination on the map. Find the route or routes that connect your two points on the map.



Schedules

If you know which TTC route you need to take, you can find route schedules at ttc.ca. Click on the bus, subway, or streetcar icon at the top left of the screen. Choose the route you want and select the tab for the direction you will be travelling.

Real-time next vehicle arrival information is now available at:

- nextbus.com
- via smartphone apps including Transit App,
- on screens at subway station bus terminals and select bus shelters
- by texting the bus stop number to 898882 (TXTTTC)

If you do not have internet access, you can have schedules mailed to you by calling a TTC Customer Information representative at 416-393-4636.

Please note that all schedules are subject to change.

Travelling Tips

Transferring to Another Route

When planning your trip, keep in mind that you may need to transfer from one route to another, or from one type of vehicle to another (e.g. from a bus to a subway). If you use a mobility device, make sure any transfer points, such as stations, are accessible.

When you transfer to a different vehicle, always make sure that the direction of travel and the route number are correct. This is especially important if you are transferring due to an unexpected event, such as a short turn or a detour.

Recognizing Landmarks

Sometimes landmarks can be used as a way to recognize a transfer point or a destination. Try to identify any landmarks that could help you on your trip.

Avoiding Travel Delays

TTC services are sometimes delayed by situations such as bad weather, road construction, or heavy traffic. The TTC makes every reasonable effort to keep customers informed about delays. Check the Service Advisories section on ttc.ca, [@ttcnotices](https://twitter.com/ttcnotices) on Twitter, on information screens at subway stations, or sign up for e-Alerts.

Elevator and Escalator Status Updates

The Service Advisories section also includes a page about elevators and escalators. If you use a mobility device, avoid delays by checking the elevators and escalators page or calling **416-539-5438 (LIFT)** for updates on elevators and escalators that are under construction. You can also find elevator outage information on information screens at subway stations, or you can sign up for e-Alerts.

Information on elevators is updated daily and throughout the day as necessary. Escalators are noted to be out of service only when the service interruption is long-term.

At certain stations, customers may need to use elevators that are not on TTC property to get to ground level. The TTC provides phone numbers you can call to check the status of non-TTC elevators.

TTC e-Services

By registering with My TTC e-Services, you can choose to receive convenient and important service alerts by email.

- Real time email notices that keep you informed of all major service disruptions and elevator outages.
- Customize e-Alerts to your usual surface or subway routes and days/times that you typically travel.

More information at ttc.ca.

Your Trip Plan

When planning your trip, answer the questions in the chart below to make sure you have all the information you need for each leg of the trip. If you use a mobility device, confirm that all stops, stations, and routes are accessible. Make sure that any elevators or escalators you will need are working.

| Step 1 | Step 2 | Step 3 | Step 4 |
|--|---|--|---|
| What route do I need to take, and in what direction? | Where do I get on (stop or station)? | What time does the vehicle arrive at my stop or station? Do I need a transfer? | Where do I get off? |
| Accessible? <input type="checkbox"/> | Accessible? <input type="checkbox"/> | | Accessible? <input type="checkbox"/> |
| 1st Leg _____ | | | |
| 2nd Leg _____ | | | |
| 3rd Leg _____ | | | |
| 4th Leg _____ | | | |

The Return Trip

| Step 1 | Step 2 | Step 3 | Step 4 |
|--|---|--|---|
| What route do I need to take, and in what direction? | Where do I get on (stop or station)? | What time does the vehicle arrive at my stop or station? Do I need a transfer? | Where do I get off? |
| Accessible? <input type="checkbox"/> | Accessible? <input type="checkbox"/> | | Accessible? <input type="checkbox"/> |

1st Leg _____

2nd Leg _____

3rd Leg _____

4th Leg _____





Riding the TTC

This section provides instructions on riding accessible vehicles when using a mobility device. You will also find tips for finding help and interacting with others while riding the TTC.

Riding an Accessible Bus

Boarding

Accessible buses run on all of the TTC's bus routes. Look for the international symbol of access to identify accessible buses and bus stops. Note that not all bus stops are designated as accessible.

Before you get on a bus, check the route name, number, and destination by looking at the destination sign or listening to the audible route and destination announcement.. If necessary, ask the operator to confirm this information.

Follow these steps for boarding the bus with the aid of a ramp:

1. Let exiting customers get off the bus.
2. Ask the operator to lower the bus and/or deploy the ramp. Operators should board customers with mobility aids first.

If you do not use a mobility aid or device, you can still ask the operator to lower the bus or deploy the ramp if you have difficulty stepping up onto the bus.



You may wish to request an accessible flashcard from TTC Customer Service (416-393-3030). The card lets operators know that you need to use the ramp.

Note that operators are not responsible for helping customers board. You must be able to board on your own, or with the help of someone travelling with you.

Finding a Seat

All TTC buses have Priority Seating for customers with a disability, and those who are elderly or pregnant. These seats are marked with a Priority Seating decal and blue seat fabric.



If you need a seat and they are all taken, you may request another customer move if they are able to do so, keeping in mind that other customers may have disabilities not easily recognized by others and may also require a seat. A customer who doesn't need a priority seat and refuses to leave it can be fined under TTC By-law No. 1.

Positioning in Securement Area

Accessible buses have two wheelchair or scooter locations (called securement positions) near the door with the ramp.

The operator will ask if you want to have your mobility device secured (this is recommended, but not required). You must use all of the securements or none of them.

Please note that securement positions are designed to accommodate mobility devices 1,220 mm long (48 inches) by 760 mm wide (30 inches).

Finding Your Stop

All buses have automatic systems that audibly announce each stop and display it on a screen. You can also ask the operator to help you find your stop.

Buses and streetcars have stop-request cords running the length of the vehicles, plus stop-request buttons on the poles. Bus securement positions have a separate stop-request system, which activates a dashboard light. When you see or hear your stop announced, press the stop-request strip on the underside of the flipped-up seat.

Request Stop Program

Any customer travelling by bus between 9 p.m. and 5 a.m. and feeling vulnerable may ask to be let off between stops. Ask the operator at least one stop ahead of where you wish to exit and leave by the front doors. Note that the operator can only stop where it is safe to do so.

TTC operators can use their discretion about letting any customer off between stops at any time of day, as long as the customer has a genuine need and it is safe to stop. The Request Stop program is not available on streetcars.

Getting Off the Bus

If you use a mobility device, wait in the securement position until other customers have left and the operator has prepared the ramp.





Riding an Accessible Streetcar

Boarding

Accessible low-floor streetcars are now starting to operate on TTC streetcar routes. Get the latest information online at ttc.ca or call 416-393-3030. Other routes operate with high-floor streetcars. Accessible streetcars can be identified by the blue international symbol of access on the side of the vehicle at the second door, and by the blue lights on the front of the streetcar.

Before you get on a streetcar, check the route number and destination on the vehicle's destination sign, or listen for the audible route and destination announcement when the doors open.

Many streetcar stops are now accessible. At stops without streetcar platforms, accessible curb ramps are being installed for easier access to the second door of the streetcar. Where stops are not yet accessible, customers who need the ramp must use the stops before or after.

Follow these steps for boarding the accessible low-floor streetcar using the ramp:

1. Press the flashing blue button at the second door of the vehicle when boarding.
2. At on-street stops or if you are using a manual wheelchair and require assistance, the Operator will exit the vehicle and deploy the ramp for you. Otherwise, the Operator will remain inside the vehicle.
3. The second door of the streetcar will remain closed while the ramp deploys. When fully deployed, the doors will open and you may enter.

Customers who do not require the ramp may use any door to board. Note that high-floor streetcars are not accessible and do not have ramps or lifts.

Paying Fares

All streetcars operate on the Proof-of-Payment fare system. Customers may board at any door. On accessible streetcars, fare vending machines are available on-board at the second and third doors of the vehicle.

Finding a seat

Accessible streetcars have Priority Seating available at every door. High-floor streetcars have priority seats at the front door only. These seats are marked with a Priority Seating decal and blue seat fabric.



Positioning in Multi-Purpose Area

Accessible streetcars have two onboard multi-purpose positions for wheelchairs and scooters. Look for the blue flipped-up seats and Priority Seating decals after boarding using the ramp at the second door. Please note that multi-purpose seating areas are designed to accommodate mobility devices 1,220 mm long (48 inches) by 760 mm wide (30 inches) and that securement devices are not available.

Need Assistance Onboard?

Emergency assistance is available. On low-floor streetcars press the yellow Emergency Alarm strip above most seating areas, the yellow Emergency Intercom button marked with a bell symbol at the multi-purpose areas, or use the Emergency Intercom button near all doorways. On high-floor streetcars, you may ask the Operator directly.

Getting off the Streetcar

All streetcars are equipped with automatic systems to verbally announce and visually display the next stop. When you see or hear your stop announced, pull the stop request cord on high-floor streetcars, or on low-floor streetcars, press one of the stop-request buttons found on poles throughout the vehicle. The “door open” buttons on every accessible streetcar door also function as stop-request buttons.

If you require the ramp, press the blue button on the second door, or one of the blue buttons at the multi-purpose areas, to request the ramp at the next streetcar stop. When the streetcar stops, the other three doors will open first, and the second door will remain closed while the ramp deploys. Operator assistance is also available for manual wheelchair users when getting off the streetcar.

Note that in the event that your chosen stop is not accessible, the Operator will advise you to exit the vehicle at the next stop.





199

BOMBARDIER



STAND CLEAR OF DOOR

00C

Riding an Accessible Subway Train

Entering the Station

All of the TTC's trains are accessible, but not all stations are. Check ttc.ca or call Customer Service for a current list of stations with elevators.

Be aware that most unstaffed entrances are not accessible. However, some unstaffed entrances do have accessible fare gates: look for the International Symbol of Access. The station collector monitors these units using cameras and can communicate with customers through an intercom.

Boarding

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

1. Give yourself enough time to board the train safely. Do not rush to get on the train if you hear chimes or see an orange light flashing. The chimes and the light tell you that the doors are about to close.
2. Let exiting customers off first.
3. Face directly towards the doors and ensure that you have enough room to approach the train so that your front wheels do not turn sideways.
4. Move into the train so that the doorway is clear.
5. Position yourself facing down the length of the train (in either direction).

You may wish to consider boarding the train at the designated waiting area (DWA). If the guard knows you are there, he or she will allow you enough time to board or exit before closing the doors.



Finding a Seat

All of the TTC's subway trains have locations designated for mobility devices. Use of these locations is optional. Look for the international symbol of access on the outside of the car and at the designated location.

On the older subway cars, seats marked with the symbol can be flipped up to accommodate a mobility device.

On the Toronto Rocket trains, designated seats are already flipped up.

Each location is equipped with a handhold and a passenger assistance alarm strip. On some trains, there is a wheelchair lock (with a release button and lever) for use with spoke wheelchairs. Note that on subways, TTC operators or guards are not available to help you to secure your mobility device.



Getting Off the Subway

If you are using a mobility device, you may wish to move toward the door before you arrive at your stop. Use caution when going across the gap.

Who Can Help?

When you ride the TTC, there are a number of employees available to answer questions or provide help. Look for the employees described below, wearing a TTC uniform or crest.

Transit operators and supervisors: All TTC operators and supervisors are trained to provide the safest service possible. If you need help or have a safety concern, just ask.

Station collectors and station managers: Station collectors are on duty at the main entrance of each subway and RT station. Collectors can't leave the booth, but they can provide information or call for additional help. Station managers can be found at the busier TTC stations. They are available to answer questions and provide help.

Transit Community Watch: All TTC employees are part of the Transit Community Watch and are trained to help customers and report crimes.

Transit enforcement and City of Toronto police officers: These officers patrol the TTC to protect the safety and security of customers. They enforce fare payment, give tickets to anyone violating the TTC By-law, and arrest anyone caught committing a crime on TTC property.

In subway stations, another source of information are the digital information screens, which show train arrival times and service updates. In the event of an emergency, these screens provide information and instructions.



How to Call for Help

In the event of an emergency on the TTC, there are a number of ways you can call for help.



Public telephones: Pay phones are located on all subway platforms, at station entrances, and in many bus and streetcar transfer areas. Calling 911 is always free. Tell the 911 operator what is happening and where you are. You can find your exact location on a sign near the pay phone.

Intercoms: Throughout the TTC, two-way voice intercoms are located in designated waiting areas, unstaffed entrances, and elevator cabs and landings. You can use an intercom to talk to a station collector in the event of a fire, accident, illness, or a threat to your personal safety.

Designated Waiting Area (DWA): There is a DWA on every subway platform, marked by a sign and bright lighting. The collector monitors the DWA using a closed-circuit TV. You can call the collector using the intercom. Each DWA also has a pay phone.

On subway platforms, DWAs are located where the second-last car stops. On Line 3, the DWA is located by the first car (the operator's car).

Courtesy and Communication

Riding transit is a more pleasant experience when passengers treat each other with courtesy and respect. Here are a few basic rules to follow.

When you are getting on or off a vehicle:

- Have your fare ready before you get on.
- Allow customers to exit before you board.
- If you require extra time to get off a vehicle, let others exit first.
- Never put yourself in danger by rushing to catch a vehicle.
- Take your trash with you and put it in the bin.

When you are riding a TTC vehicle:

- Keep bags or items on your lap or by your feet to prevent others from tripping.
- Don't get up while the vehicle is moving.
- Keep the volume low when using phones, games, or media players.
- Don't smoke on any TTC vehicle or property.



↑ Buses



Staying Safe

Introduction

Your safety is our biggest concern. This section provides general safety tips, as well as procedures to follow in the event of an emergency.

If you are in a situation that makes you feel unsafe, tell a TTC employee. He or she will call for additional help and stay with you until it arrives.

General Safety

The TTC has many safety features and programs. Look for the green Your Safety Partner symbol.

When riding the TTC, there are a number of things you can do to stay safe and prepare for unexpected situations.

When you are travelling through streets or stations:

- Avoid walking between parked vehicles or groups of people.
- Cross the street only at a crosswalk or light.
- Stay in well-lit areas.

While travelling, be aware of your surroundings by:

- Staying alert and looking as if you know where you are going.
- Knowing where the closest phone, police station, restaurant, or store is located.
- Paying attention to horns and sirens.

To protect your personal safety:

- Tell someone where you are going.
- Never give out personal information.
- Keep your bag or other belongings on your lap, under your arm, or between your feet.

- Only carry items and money that you need.
- Change seats and alert the operator if you feel uneasy or threatened.

In case of emergency, travel with:

- A cell phone or enough change for a couple of phone calls.
- Emergency phone numbers.
- Your identification.

Bus or Streetcar Safety

Reporting Emergencies

Report any emergency situation on a bus or streetcar to the operator. They can call for help using the on-board communications system. If necessary, they can also turn on an alarm to attract help. If you notice a TTC vehicle with lights flashing and a horn sounding, call 911 to report it.

Evacuating the Vehicle

In the event of an emergency, the operator may 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 as you leave.
- Go to a safe location, as instructed by the operator.

If you use a mobility device or are not able to exit the vehicle on your own, ask the operator for help. The operator will deploy the ramp if it is possible and safe to do so.

Station Safety

Reporting Emergencies

Report any emergencies to the collector or station manager. If you are on the platform, use the intercom at the designated waiting area (DWA).

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 on an escalator; use the elevator.

In the event that someone falls on or gets caught in an escalator, push the red button at the top or bottom to stop it. Customers travelling with pets or service animals should use the stairs or the elevator for the safety of their animals.

Elevator Safety

If you rely on elevators to get around, check their operating status before you start your trip. If an elevator is out of service when you arrive, or breaks down while you are on board, press the intercom button to call the station collector for help.



Evacuating the Station

In an emergency, you may be asked to leave the station. Listen for announcements and follow the instructions. If you need help leaving the station, use the intercom (at the elevator or designated waiting area) to call the collector.

Turning Off Track Power

In certain emergencies, you can turn off the power on the tracks (for example, if someone falls onto the tracks, or if the train starts moving while someone is caught in the doors).

To cut the power, go to the nearest emergency power cut cabinet. There is one at each end of every subway platform, marked by a blue light. Follow the instructions on the cabinet to turn off the track power.

Subway or RT Train Safety

Using the Emergency Alarm

If there is an emergency 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, along the securement location, and at each end of the car.

The alarm will sound in your train car and in the operator's and guard's cars. The operator will call for emergency assistance, stop the train at the next station, and hold it there with the doors open. The guard will come to the car to see what has happened and EMS, Fire and/or Police will be alerted.

Using the Emergency Stop Device

If the train starts moving while a customer is caught in the doors, you can use the emergency stop device to stop the train. Do not use this device to stop the train in the tunnel, except in extreme emergencies.

There is an emergency stop device at the end of each car. Pull down on the red handle to stop the train.

The Toronto Rocket trains do not have an emergency stop device. Instead, they are equipped with a red passenger alarm emergency handle. When the handle is pulled, the train guard is notified who will then contact you and will stop the train if needed.

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 operator and guard and follow their instructions.

For customers with disabilities and customers unable to self-evacuate:

TTC or emergency services personnel will determine the best evacuation method for customers unable to self-evacuate from 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.



Handling the Unexpected

Introduction

Being prepared can help you to deal with the unexpected. This section provides some tips for preparing for unexpected situations on the TTC. In general, stay calm and ask TTC employees for help if you need it.

What if I miss my bus?

Prepare for this situation by looking at the route schedule before you leave. If you miss your bus, wait for the next one. If necessary, call Customer Information at **416-393-4636** to find out when the next bus is due to arrive.

What if I miss the last bus of the day?

Try to avoid this situation by checking the schedule to find out when the last bus leaves. Allow yourself plenty of time to catch it.

If you do miss the last bus, stay calm. Carry a cell phone if possible, or find the nearest pay phone. Call one of the following for help:

- A friend or family member who could pick you up.
- Directory assistance (411) for the number of a taxi.
- The Wheel-Trans Priority Line (416-393-4311), which is 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've missed your bus or streetcar stop, press the stop request and let the operator know. He or she will let you off at the next stop and give you a transfer to travel back to your stop. If you don't feel comfortable crossing the street, ask the operator for help.

If you miss your stop on the subway, get off at the next station. If you use a mobility device, get off at the next station that has either a centre platform or an elevator. Either cross the platform (if the platform is in the centre) or go up to a level where you can cross over to the opposite platform.

What if I lose my fare?

Explain politely to the operator or collector that you have lost your fare. They should let you ride the system and pay the fare next time you ride. Keep in mind that you will not be given a transfer if you do not pay a fare.

What if I lose something on a vehicle?

Lost articles found on TTC property are logged and 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.

Note that Bay Station is not accessible. If you use a mobility device, please call the office in advance for help.

What if there's a service delay?

If there is a service delay, we ask 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, please ask your operator.

What if there's a change in the route?

Scheduled route changes are posted at the station and on our website. You can also call the Customer Service line to get updates on route changes.

If there is an unexpected problem that affects a route, TTC supervisors will find the safest and most efficient detour. The operator will announce the route changes. Ask the operator if you are not sure how to get to your destination.

What if the subway isn't running?

Planned subway closures are always advertised well in advance on the TTC website and in the news. Try using our online trip planner, a route map, or our Customer Service line to find an alternate route.

During any subway closure, the TTC runs shuttle buses. Keep in mind that shuttle service may not be as fast as subway service.

What if there's an emergency situation?

In an emergency on a vehicle, stay calm and follow the operator's instructions. In a station, the collector or station manager will instruct you. You may need to leave the vehicle or station.

What if a bus ramp isn't working?

In this situation, the operator will politely let you know that the bus can't accommodate you. Ask the operator to call a supervisor to find out when the next accessible bus (with a working ramp) will be there.

What if all the priority seats are taken?

All TTC buses, streetcars and subway trains have priority seating for persons with disabilities or physical limitations, and those who are elderly or pregnant. These seats are marked with a Priority Seating decal.

If you need a seat and they are all taken, you may request that another customer move if they are able to do so, keeping in mind that other customers may have disabilities not easily recognized by others and may also require a seat. A rider who doesn't need a priority seat and refuses to leave it can be fined under TTC By-law No. 1.

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 fails, flag down 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 an intercom to contact the collector. 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 elevator or escalator isn't working?

Before you travel, call one of our 24-hour information lines for recorded updates on the working status of elevators and escalators:

- For elevators, call the Elevator Service Status Line at 416-539-5438 (LIFT).
- For escalators, call the TTC Information Line at 416-393-4636 (INFO) and press 5 (or TTY 416-481-2523).
- Customers may also sign up for automated email elevator outage e-Alerts on ttc.ca.
- View elevator outage service alerts on ttc.ca.

If an elevator is out of service when you try to use it, or if it breaks down while you are on board, use the two-way voice intercom to call the collector for help



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Resources

TTC Phone Directory






| Department | Number |
|---|--|
| Customer Information line For information on routes and schedules (voice/faxback service), elevator/escalator status, and an automated multi-language option. Representatives are available 8 a.m. to 6 p.m. daily (except holidays). | 416-393-4636 (INFO) TTY 416-338-0307 |
| Customer Service line Representatives are available every day, 7 a.m. to 10 p.m. (except statutory holidays). | 416-393-3030 TTY 416 481-2523 |
| Elevator and Escalator Status (24-hour) | 416-539-5438 (LIFT) or 416-393-4636 (press 5) |
| Lost Articles Open Monday to Friday, 8 a.m. to 5 p.m. (except holidays). Phone representatives are available between noon and 5 p.m. | 416-393-4100 |
| Wheel-Trans Customer Service | 416-393-4111 |
| Wheel-Trans Priority Line Available 24 hours-a-day, seven days-a-week. | 416-393-4311 |

General Phone Directory

| Service | Number |
|--|--------------|
| Emergency Services | 911 |
| Toronto Police non-emergency number | 416-808-2222 |
| Directory Assistance | 411 |

Travel Checklist

Before leaving home, tell someone else where you're going and when you will return. Make sure you take:

| Item | Description |
|--|---|
|  | TTC fare for each trip you will make (cash, tickets, tokens, a pass or PRESTO). |
|  | Identification cards for use with fares, if necessary (proof of age for seniors, TTC Post-Secondary Student Card for students). |
|  RIDE GUIDE | This handbook, Ride Guide, trip plan, or any other resources you need to get to your destination. |
|  | A bag to keep your belongings secure. |
|  | A watch. |

Item**Description**

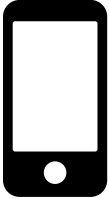
Money (for emergencies).



Medication (if necessary).



Keys.



Mobile phone (for emergencies).