

# TTC COVID-19 Response



June 18, 2020

The following is an overview of measures the TTC continues to take to keep our customers safe and well informed. Please share any of the following with your friends and colleagues.

**Effective July 2, 2020 masks or face coverings will be mandatory on the TTC.** Children under two and those with medical conditions will be exempt. Instructions for wearing a mask and making your own simple face covering are available [here](#).

## Mandatory Face Masks on the TTC



**Effective July 2, 2020, it is mandatory for customers to wear masks or face coverings on the TTC.**

Wearing a face covering helps to reduce the spread of germs. It's a simple step that protects others.

Exemptions include children under 2 years of age and those with medical or other conditions that prevent use.

TTC By-law No. 1, s. 3.13(a)

For information about how to make a no-sew mask, go to [ttc.ca/masks](http://ttc.ca/masks)



Mandatory face coverings are one element of a number of safety measures that the TTC has put in place since the beginning of January, to help keep the system safe for customers and employees. As Toronto continues to slowly reopen, maintaining physical distancing on mass public transit becomes more challenging.



## TTC website links and resources

The safety of our customers and employees is our first priority. Our [website](#), TTC.ca, provides guidance for riding the TTC during the COVID-19 pandemic.

## Quick links

[Coronavirus updates](#)

[Wearing a mask or face covering](#)

[Frequently Asked Questions about COVID-19](#)

[Extra buses added to key routes](#)

[Wheel-Trans updates](#)

## TTC Customer Service

**General TTC information**

416-393-4636

**Customer Service**

416-393-3030

**TTY Hearing**

**Challenged Service**

416-338-0357

[Online](#) for complaints or compliments



## Safety on the TTC

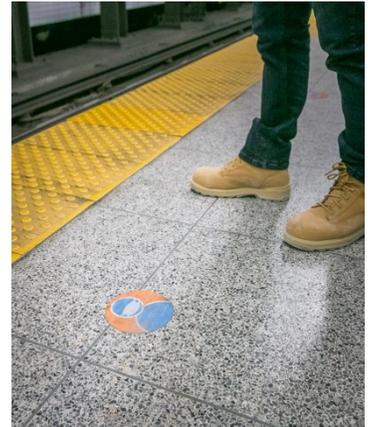


The TTC looks a lot different these days.

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. All stations, buses, streetcars, and trains are receiving extra attention.

### A number of measures have been taken to enhance safety for our customers:

- hand sanitizers are installed at all subway stations;
- COVID-19 screening posters are up at the entrances to all stations;
- disinfecting our vehicles twice a day, including hand holds and touch points;
- supporting our vulnerable communities with additional special constable patrols on vehicles and in stations;
- installing decals in our stations and on our vehicles to promote the wearing of masks or face coverings;
- providing additional service on our busiest routes;
- providing masks, face shields, gloves and hand sanitizers to all our frontline employees; and
- partnering with the City in promoting COVID-19 public health messaging on all of our communication channels.



### Reminders for staying safe on the TTC

- If you're sick, stay home.
- Wash your hands when you get to your destination.
- **We're all in this together.**

Staying safe  
on public transit:



**We're all in  
this together**

If we all follow the rules and adopt new habits, we will get through this safely. Let's take care of each other and work together to adapt to our new reality.

For more information, visit [ttc.ca/covid-19](https://www.ttc.ca/covid-19) 

Thank you for your support of our essential service to Toronto.

**Richard Leary**  
**CEO**  
**Toronto Transit Commission**