



Toronto Transit Commission

2010

System Quick Facts

Daily Trips

(Average Business Day)

- Revenue Passengers (Fares Collected) ... 1,512,000
- Revenue Passengers and Transfer Fares ... 2,508,000
- Of the 152 bus and streetcar routes, 149 make 247 connections with the Subway/Scarborough RT system during the A.M. rush period (Surface routes increased by 1 in 2010 - 199 Finch Rocket).
- Wednesday, October 27, 2010: highest 1-day ridership ... 1,677,000

Rail Transit Quick Facts

Subway, Scarborough Rapid Transit, Streetcar

Daily Trips

(Average Business Day)

- Revenue Passengers (Fares Collected) ... 812,000
- Revenue Passengers and Transfer Fares ... 1,246,000

Busiest Stations

(Estimated passenger trips to and from trains daily)

- Bloor (Yonge-University-Spadina) ... 206,400
- Yonge (Bloor-Danforth) ... 182,300
- St George (Bloor-Danforth) ... 126,500
- St George (Yonge-University-Spadina) ... 120,500
- Finch ... 96,200
- Union ... 87,900
- Eglinton ... 81,400
- Dundas ... 77,000
- Sheppard-Yonge (Yonge-University-Spadina) ... 74,100

- Kennedy (Bloor-Danforth) ... 69,800
- Number of Stations ... 69 (subway interchanges counted once).
- Number of Escalators ... 294
- Number of Elevators ... 78
(In service at: Bathurst, Bayview, Bessarion, Bloor-Yonge, Broadview, Davisville, Don Mills, Downsview, Dundas West, Eglinton, Eglinton West, Finch, Jane, Kennedy, Kipling, Leslie, Main Street, North York Centre, Queen, Scarborough Centre, Sheppard-Yonge, Spadina, St Clair, St Clair West (serves mezzanine level only), St George, Osgoode, Queen's Park, Queens Quay, Union, York Mills.)
- Number of Commuter Parking Lots - 30 (13,977 spaces). (Parking lots increased by 1 in 2010 - Islington-Fieldway).

Entire System

	2010	2009	Increase/(Decrease)
Passenger Trips¹	477,357,000	471,233,000	6,124,000

Number of Routes/Lines

Bus Routes	141	140	1
Streetcar Routes	11	11	-
Subway Lines	3	3	-
ICTS (Intermediate Capacity Transit System) (Scarborough RT Line)	1	1	-
Total	156 ²	155 ²	1

Kilometres of Routes/Lines³

Bus Routes	7,153.4	7,206.1	(52.7)
Streetcar Routes	304.6	304.6	-

Subway/SRT Lengths⁴

Yonge-University-Spadina	30.2	30.2	-
Bloor-Danforth	26.2	26.2	-
Sheppard	5.5	5.5	-
Scarborough RT	6.4	6.4	-

1 Excludes Wheel-Trans.

2 Excludes Blue Night Network (24 routes) and seasonal service (1 route).

3 Includes round trip length of routes and their branches along shared roadways.

4 Subway/Scarborough RT lengths are given in one-way kilometres.

	2010	2009	Increase/(Decrease)
Passenger Vehicle Fleet¹			
Buses (kneeling; lift/ramp; wheelchair positions)			
Accessible 12-metre (40-foot)	1,764	1,644	120

Conventional 12-metre (40-foot)	47	138	(91)
Total	1,811	1,782	29
Streetcars			
Canadian Light Rail Vehicle (CLRV)	195	196	(1)
Articulated Light Rail Vehicle (ALRV)	52	52	-
Total	247	248	(1)
Subway/RT Cars²			
Subway Cars	676	678	(2)
Scarborough RT Cars	28	28	-
Total	704	706	(2)
Kilometres Operated³ (In thousands)			
Bus	123,973	123,652	321
Streetcar	12,693	12,337	356
Subway	75,705	75,512	193

Scarborough RT (ICTS)	3,260	3,246	14
Total	215,631	214,747	884

1 Includes in-service vehicles only.

2 All Subway/RT trains are accessible. 370 T-1 subway cars are also equipped with a wheelchair/scooter position.

3 Includes inside Toronto regular revenue services only.

Carrying Capacity

(planned number of customers per vehicle)

Bus ... 36 seated; 48 maximum



Streetcar ... 46 seated; 74 maximum



SRT ... 30 seated; 55 maximum (220 for a 4-car train)



Subway ... 66 seated; 167 maximum (1,000 for a 6-car train)



Wheel-Trans

As part of the TTC, Wheel-Trans is responsible for door-to-door accessible transit service for people with physical functional mobility limitations who have the most difficulty using conventional transit services. Service is provided beyond City limits to the airport, and to established boundary transfer points in order to co-ordinate trips with other accessible door-to-door transit services within the Greater Toronto Area (GTA).

	2010	2009	Increase/(Decrease)
Passenger Trips ¹	2,698,142	2,416,699	281,443
Average Daily Trips ¹	7,392	6,621	771
Kilometres Operated ¹	18,849,030	16,801,854	2,047,176
Scheduled Vehicle Service Hours ¹	788,877	700,515	88,362
Revenue Vehicles ¹	453	394	59
Number of Registrants	64,124	59,395	4,729

Community Bus

Accessible, fixed-route bus service primarily focused on individuals who have some difficulty accessing the conventional transit system. Wheel-Trans registrants and seniors comprise the majority of customers served. However, all individuals are eligible for the service.

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	2010	2009	Increase/(Decrease)
Passenger Trips	72,709	81,031	(8,322)
Average Daily Trips ²	279	310	(31)
Kilometres Operated	153,203	153,203	-
Scheduled Vehicle Service Hours	10,269	10,269	-
Revenue Vehicles	7	5	2
Number of Routes	5	5	-

1 Includes contract vehicles (accessible taxis and sedan taxis).

2 Community Bus does not operate on weekends or holidays.

Easier Access

For getting around Toronto, the better way is becoming the easier way for seniors and persons with disabilities. The TTC is committed to improving access to the conventional system for all its customers. The TTC is everyone's transit system.

1,764

Number of accessible buses. These are kneeling buses equipped with a flip-ramp or lift. They are identified by blue lights on either side of the front destination sign, and the blue international wheelchair symbol displayed above the front right bumper next to the entrance door. All fully accessible buses include 2 wheelchair/scooter positions.

370

Number of fully accessible T-1 subway cars. Each of these cars has 1 wheelchair/scooter position. T-1 trains run on all three subway lines: B-D, Y-U-S and Sheppard. All Subway/RT cars can be boarded by people using wheelchairs, scooters or other mobility devices.

161

Number of accessible bus routes, which includes 20 Blue Night routes and 5 Community Bus routes. These routes are served by kneeling buses equipped with a flip-ramp or lift. All fully accessible buses include 2 wheelchair/scooter positions.

29

Number of accessible Subway/RT stations, which are equipped with elevators specifically for people using wheelchairs, scooters, walkers, other mobility devices or baby strollers. These stations are:

- Yonge-University-Spadina Subway: Downsview, Eglinton West, St George, Queen's Park, Osgoode, Union, Queen, Dundas, Bloor-Yonge, St Clair, Davisville, Eglinton, York Mills, Sheppard-Yonge, North York Centre, Finch
- Bloor-Danforth Subway: Kipling, Jane, Dundas West, Bathurst, Spadina, St George, Bloor-Yonge, Broadview, Main Street, Kennedy
- Sheppard Subway: Sheppard-Yonge, Bayview, Bessarion, Leslie, Don Mills
- Scarborough RT: Kennedy, Scarborough Centre

Note: Subway interchanges counted once.

Key Facts

- In 2010, the TTC set an all-time record of 477.3 million rides, surpassing 2009's record of 471.2 million.
- In 2011, the TTC is projected to carry its 28 billionth rider. One billion customers are carried approximately every 26 months.
- The TTC is Toronto's transit system. It's the better way. More than 12,000 employees serve over 475 million customers annually. With more than 1.5 million passengers on a typical weekday, the TTC has one of the highest per capita ridership rates in North America.
- The TTC serves some 4.5 million people in the Greater Toronto Area, with a network of subways, streetcars, buses, and a specialized service, Wheel-Trans, for people who require accessible transportation.
- Estimated number of cars that a TTC vehicle replaces during a typical morning rush hour:
 - Bus: 45
 - CLRV: 65
 - ALRV: 95
 - SRT train (4 cars): 195
 - Subway train (6 cars): 890
 (Figures are based on TTC loading standards for each mode divided by A.M. rush average automobile occupancy (1.12) for inbound trips to the city of Toronto).
- The Internet [Trip Planner](#), provides TTC users a self-serve means of planning their transit trips using route information, timing points and walking distances. A mobile trip planner can be accessed at: [m.ttc.ca](#) or [mobile.ttc.ca](#) or [mymobile.ttc.ca](#).
- The TTC's website gets more than 12 million visits annually – about half of those are to the TTC schedules directory.
- Total number of TTC employees as of December 31, 2010 – 12,517

Busiest Bus and Streetcar Routes

(Estimated daily usage on average business day)

- 504 King (streetcar) ... 56,700
- 510 Spadina (streetcar) ... 43,800
- 501 Queen (streetcar) ... 43,500
- 25 Don Mills (bus) ... 41,800
- 32 Eglinton West (bus) ... 41,600
- 39 Finch East (bus) ... 41,400
- 506 Carlton (streetcar) ... 40,900
- 35 Jane (bus) ... 40,700
- 29 Dufferin (bus) ... 39,700
- 36 Finch West (bus) ... 38,100

Subway Station Defibrillators

Automated External Defibrillators (AEDs) are installed within line of sight of Collector Booths at 47 subway stations. The AEDs can be used in the event of cardiac emergency. Each unit is encased in appropriately labelled, glass-fronted white cabinets, 15 by 13 inches in size. Those stations are:

- Bathurst, Bay, Bloor-Yonge, Broadview, College, Coxwell, Don Mills, Downsview, Dundas, Dundas West, Dufferin, Eglinton, Eglinton West, Finch, Jane, Islington, Keele, Kennedy, King, Kipling, Lawrence, Lawrence West, Main, North York Centre, Osgoode, Ossington, Pape, Queen, Queen's Park, Royal York, Runnymede, Scarborough Centre, Sheppard-Yonge, Sherbourne, Spadina, St Andrew, St Clair, St Clair West, St George, St Patrick, Union, Victoria Park, Warden, Wellesley, Wilson, Yorkdale, York Mills.



This is the TTC's official Work Safe-Home Safe logo. It identifies the program of safety culture transformation in the workplace. Safety is a core value entrenched in the TTC's corporate motto: Safety. Service. Courtesy.

Spadina Subway Extension

The Toronto-York Spadina Subway Extension (TYSSE) is a six-station, 8.6-km extension of the Yonge-University-Spadina Subway from Downsview Station, north west through York University, and north into York Region.

The TYSSE will be the first subway expansion crossing the municipal boundary of Toronto. The official groundbreaking took place in 2009. The extension is scheduled to be completed in 2015. The extension will cost approximately \$2.6 billion and will create up to 20,000 jobs.

Station at Vaughan Metropolitan Centre: will be located north of Highway 7 to the west side of the relocated Millway Avenue. The terminal station will be a multi-modal transportation hub with an on-street passenger-pick-up-and-drop-off area, and connections to York Region Transit (YRT) Bus Terminal and to Viva Bus Transit running along Highway 7. Includes: YRT bus terminal, future connection for VIVA Rapidway.

Station at Highway 407/Jane Street: will be located west of Jane Street and south of Hwy. 407, west of Black Creek. Includes: Inter-regional bus terminal, 600-space commuter lot, connection to future Hwy. 407 Transitway.

Station at Steeles Avenue/York University: will be diagonally located under the intersection of Steeles Avenue West and Northwest Gate. Includes: TTC and YRT bus terminals, 1,900-space commuter lot.

Station at York University: will be located entirely on York University Campus, crossing underneath Ian Macdonald Boulevard in the heart of the Keele Campus below the Harry W. Arthurs Common.

Station at Finch Avenue/Keele Street: will be located under Keele Street, north of Finch Avenue West. Includes: TTC bus terminal, 400-space commuter lot.

Station at Sheppard Avenue/Parc Downsview Park: will be located on Parc Downsview Park on the south side of Sheppard Avenue West, centred under the GO Barrie rail line. Includes: connection to Barrie GO Train Line.

Website: spadina.ttc.ca

Construction Information Line: 1-800-223-6192

Email: TYSSE@ttc.ca

The Toronto-York Spadina Subway Extension project is jointly funded by the Government of Canada, the Province of Ontario, the City of Toronto and The Regional Municipality of York.

Toronto Rocket Subway Trains



The first new Toronto Rocket subway train car was delivered to Wilson Subway Yard on October 1, 2010.

Delivery of 70 fully accessible train sets (420 cars), from Bombardier Transportation in Thunder Bay, is scheduled to take up to three years to complete.

These trains will replace the TTC's oldest subway cars, most of which date from the 1970s, and will allow the TTC to meet future ridership demands once the Spadina Subway Extension opens for revenue service.

The Toronto Rockets, and the re-signalling of the Yonge-University-Spadina Subway, will ultimately allow the TTC to improve subway train headways (time between trains) up to 90 seconds, as well as carry more people.

The TTC's new subway trains are a six-car-fixed configuration with open gangways, and will enable riders to move freely from one end of the train to the other. Each train is comprised of two cab cars (one at each end) plus four non-cab cars.

Toronto Rocket trains are equipped with evacuation ramps at each end of the train. These detrainment devices can be easily deployed in a matter of seconds to allow for quick and easy evacuation.

Principle specifications

- Fleet class ... Toronto Rocket
- Number of cars ... 420
- Fleet numbers ... 5381-6076
- Seating (perch seat included) ... 64 seated (cab car), 68 (non-cab car)
- Standing ... 199 (average)
- Length ... 23.190 m
- Height ... 3.137 m
- Weight ... 205,000 kg
- Maximum design speed ... 88 km/h

What's inside the Toronto Rockets

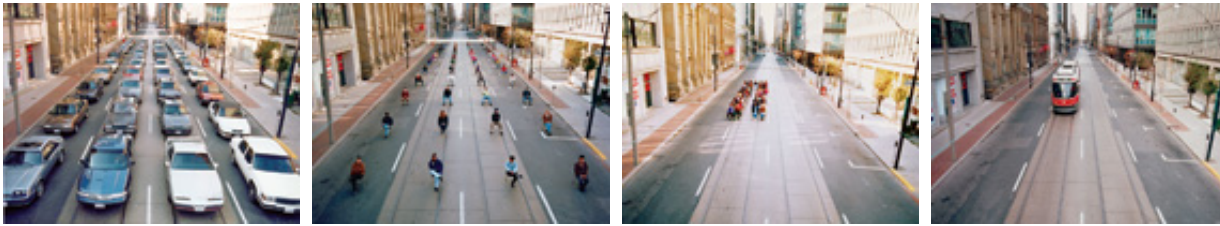
- Passenger alarm intercoms: these are located in every alternate doorway and multi-purpose area (six per car; 36 per train). The intercoms allow for voice communication with either the Operator or Guard. Five-foot doorways will include stanchions on either side. All stanchions will have an anti-bacterial coating and will be colour-coated to help the visually impaired.
- Multi-purpose areas: each car will include two accessible areas (12 per train). The space includes three individual, user-friendly fold-down seats.
- Electronic information displays: flashing Subway/RT route maps to visually announce the next station will work in conjunction with ceiling-mounted visual displays. Synchronized audio and visual announcements will be provided together with additional LED/LCD displays for broadcasting operational messages (i.e. disruptions).
- Closed circuit cameras: (four per car; 24 per train) are strategically located to cover the interior of each car. The Operator and Guard will have access to live images only when the passenger alarm is activated.
- Passenger Assistance Alarms: commonly known as the yellow strip with black lettering that customers can press in the event of an emergency, these will continue to be a well-recognized feature in the new

trains.

- Multi-media, colour video screens: (three per car; 18 per train) will display mainly stations and destination information for subway passengers in text and video format, as well as safety and emergency information.

The new fleet of Toronto Rocket subway trains is jointly funded by the Government of Canada, the Province of Ontario and the City of Toronto.

Eco-Friendly Facts



A simple solution to unlocking gridlock

In the A.M. rush, it takes 55 cars (average 1.12 automobile occupancy for inbound trips to the city of Toronto) to carry 61 commuters who can otherwise be comfortably seated on 1 articulated streetcar heading downtown.

TTC Environmental Plan

The TTC Environmental Policy is committed to reducing the environmental impacts from the Commission's facility and vehicle operations, and will comply with all legal and applicable requirements. The TTC's Environmental Plan addresses all aspects of the business, including:

- Transit ridership
- Greenhouse gas reduction
- Energy efficiency
- The 3Rs: reduce, reuse, recycle
- Responsible purchasing
- Green design and buildings

Factoids

- Each work day, more than 1.5 million people ride the system, which results in nearly one million fewer trips by car – that equals less greenhouse gas emissions.
- In 2010, the TTC operated 694 diesel/electric hybrid buses. Hybrid buses make up close to 40 per cent of the fleet.
- In 2010, the TTC diverted 77 per cent of its solid waste from landfills.
- More than 97 per cent of the TTC bus fleet is equipped with bicycle racks.
- The TTC has a Green Procurement Policy that considers the environmental footprint of a product or service that is being purchased, without sacrificing safety standards.

TTC Stop Stats

10,201

Total number of service stops served by TTC vehicles in Toronto and the GTA.

9,370

Total number of bus stops (inside Toronto).

831

Total number of bus stops (outside of Toronto served by contracted TTC vehicles).

671

Total number of streetcar stops (all inside Toronto).

6,447

Total number of accessible stops.

4,221

Total number of stops with shelters.

Request Stop Program

Women who are travelling alone by bus, between 9 p.m. and 5 a.m., can take advantage of the TTC's Request Stop Program. Request Stop allows a female rider to exit the bus at a location between regular TTC stops. Here's how it works:

- When the customer is at least one TTC stop ahead of where she would like to exit the bus, she will advise the Operator that a Request Stop is being made. Please note that the Operator must be able to stop the bus safely to meet the request.
- The customer will exit the bus by the front doors. The rear doors will remain closed. No other person will be able to leave the bus at the requested stop.

Reminder: Request Stop is not available on streetcars. Streetcars travel in the middle of the roadway too far from the sidewalk to let customers exit the vehicle safely at an unmarked stop.

Stops Between Stops

TTC Operators may exercise discretion when it comes to stopping their bus between regular TTC stops for any customers expressing a genuine need to exit the vehicle, regardless of gender or time of day. The only

restrictions are:

- Whatever the location, the TTC vehicle must be able to stop in a safe manner.
- Whatever the reason to stop between stops, the person making the request must truly be in need (i.e. personal safety or disabled).

Official Opening Dates

- Yonge Subway (Eglinton to Union): March 30, 1954
- University Subway (Union to St George): February 28, 1963
- Bloor-Danforth Subway (Keele to Woodbine): February 25, 1966
- Bloor-Danforth Subway Extensions to Islington and Warden: May 10, 1968
- Yonge Subway Extension to York Mills: March 30, 1973
- Yonge Subway Extension to Finch: March 29, 1974
- Spadina Subway (St George to Wilson): January 27, 1978
- Bloor-Danforth Subway Extensions to Kipling and Kennedy: November 21, 1980
- Scarborough RT: March 22, 1985
- North York Centre Subway Station: June 18, 1987
- Harbourfront Light Rail Transit: June 22, 1990
- Spadina Subway Extension to Downsview: March 31, 1996
- Spadina Streetcar: July 27, 1997
- Harbourfront Extension: July 21, 2000
- Sheppard Subway (Sheppard-Yonge to Don Mills): November 22, 2002
- York University Busway: November 20, 2009

Governance

The TTC is responsible for establishing, operating and maintaining all forms of local passenger transportation within the urban area of Toronto, unless otherwise exempted pursuant to the City of Toronto Act, 2006.

The TTC is governed by a nine-member board currently comprised of elected City Councillors. The Commission establishes service and fare levels to ensure that customer demand is met and budgets are balanced. Commission meetings are held monthly in public to review policy and operating matters of the TTC.

The TTC is responsible for presenting the Commission with a balanced budget each year.

Toronto City Council approves the annual operating subsidy it makes to the TTC. Decisions on fare and service levels are made by the Commission.

Serving Toronto Since 1921

The TTC celebrates its 90th anniversary in 2011. On September 1, 1921, the TTC took over a mix of private and municipal street railways comprising the central system of the Toronto Railway Company (TRC); the Toronto Civic Railways' five municipal routes; and three routes of the Toronto & York Radial Railway

(T&YRR) within the city. Adult fares were set at seven cents and tickets were four for 25 cents. Operators were paid a starting wage of 60 cents an hour.

TTC Riding Tips

- The TTC is a pay-as-you-enter, pay-as-you-board transit system, with seamless connections between buses, streetcars and the subway. Entry is by cash, token, ticket, valid pass or valid transfer. You can pay your fare and purchase tokens, tickets and passes at the Collector Booths at all Subway/RT stations. Check the fare card posted at your point of payment for the most up-to-date fare information. Exact fare is required on buses and streetcars.
- Tickets, tokens, passes, transfers or exact change is required on buses and streetcars. They can be purchased at all subway station Collector Booths. TTC fares are also available at more than 1,200 authorized Fare Media Sellers in Toronto.
- Transfers are free and must be obtained where you pay your fare. You can get a transfer from a TTC Operator, or from an automated transfer machine at any Subway/RT station, after paying your fare. Transfers are good for a one-way trip only; stopovers are not permitted.
- TTC accessible buses serve many regular TTC routes in Toronto. You will recognize an accessible bus stop by the blue international wheelchair symbol on the bus stop pole. Not all stops along accessible routes are accessible.
- You will recognize an accessible bus by the blue international wheelchair symbol displayed above the front right bumper next to the entrance door, and by the blue lights on either side of the route destination sign above the windshield.
- When boarding and exiting a subway train, mind the gap in the floor between the platform edge and the subway car.
- Never rush towards the doors of a subway car, especially when the door chimes are sounding and the orange light in the doorway is flashing, as this indicates that the doors are closing.
- Proceed carefully if using stairs or escalators. Always hold the handrail securely.
- Use elevators where available for wheeled devices (i.e. baby strollers).
- Public telephones are located on all subway and Scarborough RT station platforms, at station entrances and in many bus and streetcar transfer areas. Calling 9-1-1 is always free from a public telephone.
- To plan your trip in advance use the TTC Internet [Trip Planner](#).
- The TTC recognizes and values the diversity of its riders and employees by showing everyone the respect and dignity they deserve.
- The TTC is everyone's transit system. We hope you enjoy your ride on the better way!
- The Ride Guide is the TTC's official map for transit routes and information. The Ride Guide is free! Copies are available at all Subway/RT Collector Booths, TTC Head Office at 1900 Yonge St., or by viewing portions of it online under TTC [Maps](#). A condensed version is also available in the Toronto Area Yellow Pages Directory.
- The TTC offers a variety of value-added passes and single-trip fares geared to different travel needs. Metropasses and Weekly Passes are not only transferable, they are eligible for a Federal Tax Credit. For more details – and to calculate your tax credit – please visit the Government of Canada website at www.transitpass.ca.

Contact The TTC

TTC Routes, Schedules & Fares (24-hour recorded voice/faxback service; operator-assisted service from 8 a.m. to 6 p.m. daily, except statutory holidays):
416-393-INFO (4636)

TTY Teletypewriter Line for deaf/hearing impaired:
416-481-2523

Lost & Found (Bay Subway Station): Monday-Friday walk-in service, 8 a.m. to 5 p.m. Phone inquiries: Monday-Friday, noon to 5 p.m., closed weekends and holidays, 416-393-4100

Customer Complaints/Compliments: Monday-Friday, 8 a.m. to 5 p.m., closed weekends and holidays, 416-393-3030

TTY Teletypewriter Line for Complaints/Compliments: 416-481-2523

Metropass Discount Plan Office: Monday-Friday, 8:30 a.m. to 5 p.m., closed weekends and holidays: 416-397-8827

Elevator Service Status: 416-539-LIFT (5438) or 416-393-4636, Press 5, then 2

Toronto Coach Terminal: Monday-Friday, 8:30 a.m. to 4:30 p.m.: 416-393-7911.
Bell Relay 1-800-267-6511

TTC online: The TTC is continually expanding its ability to communicate critical information to its customers. Anyone can receive information about disruptions, route changes and events at twitter.com/TTCnotices or become a fan of TTC at www.facebook.com. To receive Subway/RT service disruption notifications by email, register online under [Service Advisories](#). Email alerts include a route filtering feature.

Wheel-Trans: Trip booking: mywheel-trans.ttc.ca, 5 a.m. to 11 p.m.; RideLine 416-397-8000, 5 a.m. to 11 p.m.; Reservations 416-393-4222, 7 a.m. to 11 p.m.; TTY 416-393-4555; Priority Line 416-393-4311, 7 a.m. to 11 p.m.; Customer Service 416-393-4111, Monday-Friday, 7 a.m. to 4 p.m.

TTC mailing address:
1900 Yonge Street, Toronto, Ontario, Canada, M4S 1Z2
Switchboard: 416-393-4000

Operating Statistics are compiled by the TTC Corporate Communications Department.