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.

The TTC has been preparing for the next stage of reopening. Here’s what you need to know about changes coming to the TTC starting July 2:

- **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. Information on where to get a mask on the TTC, instructions for wearing a mask and making your own simple face covering are available [here](#).
- Customers will be able to board TTC buses through both the front and rear doors.
- Cash, TTC ticket and token payment return to buses and paper transfers will be available. Consider purchasing a PRESTO card – it’s faster and easier than cash, TTC tickets or tokens.
- The TTC has partnered with the City of Toronto’s Poverty Reduction Office to distribute one million complimentary masks to TTC customers in the community. For the next month, you will see TTC ambassadors at our busier stations and bus stops handing out masks and information postcards.

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**Instructions for use of disposable face coverings**

**How to safely wear a disposable face covering**

- Wash your hands or use alcohol-based hand sanitizer before putting it on and taking it off.
- Secure the elastic loops of the covering around your ears.
- Make sure it fits to cover your mouth and nose.

- Avoid touching your face and face covering while using it.
- Do not leave your face covering hanging from your ear, or from your chin.

**How to safely take a disposable face covering off**

1. Remove the face covering without touching the side that faces outwards.
2. Remove the elastic loops of the face covering around your ears.
3. Hold only the loops or strings and place the face covering in the garbage.
4. Wash your hands or use alcohol-based hand sanitizer.

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*For information about how to make a no-sew mask, go to [ttc.ca/masks](#)*
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;
- equipping stations with floor markings and directional arrows to help direct customer movement and remind customers about mandatory use of masks/face coverings in the system; 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.

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

Richard Leary
CEO
Toronto Transit Commission

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