

TORONTO TRANSIT COMMISSION



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TTC Comments and Complaints Process

If you have a TTC comment, compliment or complaint, please contact the TTC directly:

- Fill in the online TTC form: <http://bit.ly/4l0G1>
- Call: 416-393-3030 (Weekdays, 8:00am - 5:00pm, closed holidays)
- Mail: Customer Service, Toronto Transit Commission, 1900 Yonge Street, Toronto, Ontario, M4S 1Z2
- In person: Customer Centre, 1900 Yonge Street (Weekdays, 8:30am - 5:00pm, closed holidays)

In order for the TTC or our Office to properly address a compliment or complaint regarding TTC employees, one of several pieces of information is needed. If your comment is regarding a **Driver/Operator**, please provide one or more of the following (date/time alone is not necessarily good enough):

- Employee's name
- Employee's badge number
- Vehicle number
- Vehicle's run number (the white 2-digit number facing out at front-left of vehicle, near the door)

If your comment is regarding **Maintenance Staff** or **Station Collectors**, please provide one of the following:

- Employee's name
- Employee's badge number
- Location of occurrence (subway booth, if applicable)
- Date and/or time of occurrence

For comments regarding the conduct of **Transit Enforcement Unit Officers** (formerly TTC Special Constables) only, please contact their unit's Complaints Coordinator at 416-393-3111.

If our Office can be of further assistance please contact us and we will follow up:

- Call: 416-392-9022
- Fax: 416-392-9228
- Email: Click here [TTC Complaint Follow-up](#) or email directly to councillor_stintz@toronto.ca with "TTC" somewhere in the email's Subject Line

In the body of your message please include all details of previous correspondence with TTC staff.

Sincerely,

Karen Stintz
Chair, Toronto Transit Commission

