

Toronto's Travel Information Phone Line (416-599-9090)

Frequently Asked Questions

What is TriplInfo?



TriplInfo (416-599-9090) is Toronto's traveller information phone line providing live traffic information for City's Expressways and a major arterial route including Don Valley Parkway, Gardiner Expressway, Allen Road, and Lake Shore Boulevard. The system also provides scheduled road closure information for City's Expressways and other major arterial routes within the City of Toronto and for Ontario Ministry of Transportation highways.

TriplInfo makes it easy to access the information you need! You can simply say the road name or the three digit program code. The system will direct you to where you are interested.

How do I use TriplInfo?

TriplInfo is controlled by your voice or by using the touchtone keypad of your telephone. TriplInfo will prompt you to make decisions concerning the information you want, and you can just say (speak) the choice you are interested in hearing.

If you want to use your telephone keypad, or if the system is having difficulty understanding your selections, it is possible to switch from **'voice instructions'** to **'keypad instructions'**. Just press 9 on your keypad at any time, and the voice command feature will be turned-off. By pressing 9 again, the voice command feature will resume.

What if I want to hear information that was not offered?

TriplInfo offers a number of **'Action Words'** that help callers to move around in the system. If at any time you want to hear information that wasn't offered, hear a menu of choices again, or exit the system, the caller has the following choices by saying corresponding words:

"Back"	Returns to the previous selection.
"Repeat"	Repeats the current message / menu.
"Main menu" or "Home"	Goes to the main menu.
"Help" or "Customer service"	Goes to the help menu, more information or transfers to a live operator (depending on the information requested and availability).
"Goodbye"	Ends the call.

How can I get to the information I want faster?

There are a number of **'shortcuts'** you can use at any point in the TriplInfo menu. At any time, you can say one of the following shortcuts, and the system will take you to that information:

"DVP" or "Don Valley Parkway"	Jumps to the DVP traffic information menu.
"Gardiner" or "Lake Shore"	Jumps to the combined Gardiner/Lake Shore traffic information menu.
"Allen Road" or "Black Creek" or "Highway 27"	Jumps to the Allen Road/Black Creek Drive/Highway 27 road closures program.

Also, all programs can be accessed by pressing the # key followed by the program's three digit code. Following are the three digit codes for several Tripinfo programs:

#905	Toronto and Area Expressways Menu
#120	DVP Traffic Information Menu
#920	Northbound DVP Traffic Information
#921	Southbound DVP Traffic Information
#123	DVP Scheduled Road Construction Information
#125	Gardiner/Lake Shore Traffic Information Menu
#922	Eastbound Gardiner/Lake Shore Traffic Information
#923	Westbound Gardiner/Lake Shore Traffic Information
#123	Gardiner/Lake Shore Scheduled Road Construction Information
#140	Allen Road/Black Creek Drive/Highway 27 Scheduled Road Construction Information
#460	QEW Scheduled Road Construction Information
#400	Highway 400 Scheduled Road Construction Information
#401	Highway 401 Scheduled Road Construction Information Menu
#450	Highway 401 (Durham Region) Scheduled Road Construction Information Menu
#451	Highway 401 (Toronto) Scheduled Road Construction Information Menu
#453	Highway 401 (Peel-Halton Region) Scheduled Road Construction Information Menu
#403	Highway 403 Scheduled Road Construction Information
#404	Highway 404 Scheduled Road Construction Information
#409	Highway 409 Scheduled Road Construction Information
#410	Highway 410 Scheduled Road Construction Information
#427	Highway 427 Scheduled Road Construction Information
#916	City Arterial Routes Daily Road Closures Menu
#112	City Arterial Routes - District 1 (South) - Daily Road Closures Report

#115	City Arterial Routes - District 2 (West) - Daily Road Closures Report
#114	City Arterial Routes - District 3 (North) - Daily Road Closures Report
#113	City Arterial Routes - District 4 (East) - Daily Road Closures Report
#470	Highway 7 Scheduled Road Construction Information Menu
#471	Highway 7 (West) Scheduled Road Construction Information Menu
#472	Highway 7 (Central) Scheduled Road Construction Information Menu
#473	Highway 7 (East) Scheduled Road Construction Information Menu
#474	Highway 7A Scheduled Road Construction Information
#475	Highway 9 Scheduled Road Construction Information
#476	Highway 10 Scheduled Road Construction Information
#477	Highway 12 Scheduled Road Construction Information
#478	Highway 48 Scheduled Road Construction Information
#555	Special Events