

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: SEPTEMBER 27, 2012

SUBJECT: CHIEF EXECUTIVE OFFICER'S REPORT -
PERIOD 6 & 7
(MAY 27 TO JULY 28, 2012)

ACTION ITEM

RECOMMENDATION

It is recommended that the Commission forward a copy of this report to (1) each City of Toronto Councillor and (2) the City Deputy Manager and Chief Financial Officer, for information.

DISCUSSION

The attached report provides a corporate-level focus on the organization's Key Performance Indicators (KPI).

These KPIs are presented in a performance "dashboard" format that allows the reader to view periodic performance in all of these areas at a glance. Targets for each KPI are provided although some are yet to be finalized. In addition, a "traffic light" indicates whether the organization is ahead of target (green), at risk (yellow) or below target (red) for the KPI in question and the trend arrows show whether performance is trending up or down.

In the balance of the report, detailed comments are provided highlighting and explaining issues concerning each of the KPIs.

September 14, 2012

42-81

Attachment: Chief Executive Officer's Report



TORONTO TRANSIT COMMISSION

CHIEF EXECUTIVE OFFICER'S REPORT



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TORONTO TRANSIT COMMISSION – MONTHLY SCORECARD



Key Performance Indicator	Description	Frequency	Latest Measure	Current	Target	Current Status	Trend	Ref. #
CSS	Customer Satisfaction Survey	Quarter	Q2	74%	TBD			2.2
Customer Journeys	Customer Trips	Period	P8	36.8M	35.7M			2.3
Subway Punctuality								
Yonge-University-Spadina	On schedule +/- 3 minutes	Period	P7	94.9%	96.0%			2.4
Bloor-Danforth	On schedule +/- 3 minutes	Period	P7	98.2%	96.0%			2.4
Sheppard	On schedule +/- 3 minutes	Period	P7	99.2%	96.0%			2.4
Reliability								
Scarborough Rapid Transit	Headway +/- 3 minutes	Period	P7	89.6%	90.0%			2.5.1
Bus	Headway +/- 3 minutes	Period	P7	62.9%	65.0%			2.5.2
Wheel-Trans	Within 10 minutes of schedule	Period	P8	85.0%	90.0%			2.5.3
Streetcar	Headway +/- 3 minutes	Period	P7	67.1%	70.0%			2.5.4
Safety and Security								
Lost Time Injuries	Injuries / 100 Employees	Period	P7	4.01	TBD			2.6.1
Customer Injuries	Injury incidents /1M Vehicle Boardings	Period	P6	1.90	NA			2.6.2
Behavioural Safety Index	Safety Focussed Behaviour	Period						2.6.3
Offences against customers	Serious offences	Period	P7	32	NA			2.6.4
Offences against staff	Assaults, threats, other	Period	P7	36	NA			2.6.5
People								
Attendance	Employee Absence	Period	P7	6.9%	< 6.5%			2.7.1
Operator Hires	Actual versus budget	Period	P7	56	50			2.7.2

TORONTO TRANSIT COMMISSION – MONTHLY SCORECARD



Key Performance Indicator	Description	Frequency	Latest Measure	Current	Target	Current Status	Trend	Ref. #
Device Availability								
Elevators	% Elevators Available	Period	P7	98.7%	97.0%			2.8.1
Escalators	% Escalators Available	Period	P7	96.9%	97.0%			2.8.2
Fare Purchase Opportunity	% TVM's / PVM's Available	Period	P7	93.5%	TBD			2.8.3
Mystery Shopping and Audits								
Station Cleanliness	Cleanliness Audit Score	Quarter	Q2	72.0%	70.0%			2.9.1
Vehicle Cleanliness	Cleanliness Audit Score	Quarter	Q2	67.5%	70.0%			2.9.2
Information MSS	Customer Announcements Score	Quarter						
Staff Helpfulness MSS	Welcoming Staff Score	Quarter						
Financials								
TTC Revenue	Actual vs. Budget	Period	P1-7	\$619.9M	\$611.5M			4.1
TTC Operating Expenditure	Actual vs. Budget	Period	P1-7	\$818.1M	\$821.5M			4.1
Wheel-Trans Revenue	Actual vs. Budget	Period	P1-7	\$3.18M	\$3.14M			4.2
W-T Operating Expenditure	Actual vs. Budget	Period	P1-7	\$56.0M	\$58.2M			4.2
Capital Expenditure	Actual vs. Budget	Period	P1-7	\$576M	\$946M			4.3

Key to Symbols



On target



Target at risk at current trend



Off target



Positive up from last



Positive down from last



Negative up from last



Negative down from last



No change from last

Part 2 – Commentary and Current Issues

2.1 – Chief Executive Officer’s Commentary

Customer journeys (ridership) continue to exceed budget and are projected to surpass the 2012 target of 503 million by 11 million. Additional service (costing \$2.1 million) was approved by the Commission at its meeting of May 30th to accommodate these additional customer journeys.

Subway punctuality is generally ahead of target with the exception of the Yonge-University-Spadina line which fell slightly below. This line continues to be affected by issues relating to Toronto Rocket integration, all of which are being addressed with the train manufacturer. SRT reliability (a revised measure) is below target. This is expected to improve in September with the implementation of a new schedule which more closely matches the reduced capability of the system as it nears the end of its useful life. Bus, streetcar and Wheel-Trans reliability is below target, largely due to the impact of the summer construction season.

Employee absence is worse than target after having steadily improved since the beginning of 2012.

Elevator availability is better than target and escalator availability is marginally below target. Token Vending and Pass Vending Machine availability has increased for two consecutive periods.

On the financial side, TTC conventional system revenues were better than target while operating expenses were below budget as explained in Sections 4.1 and 4.2 of this report. Capital expenditures are currently tracking below budget for a host of reasons as discussed in Section 4.3.

2.2 – Customer Satisfaction Survey

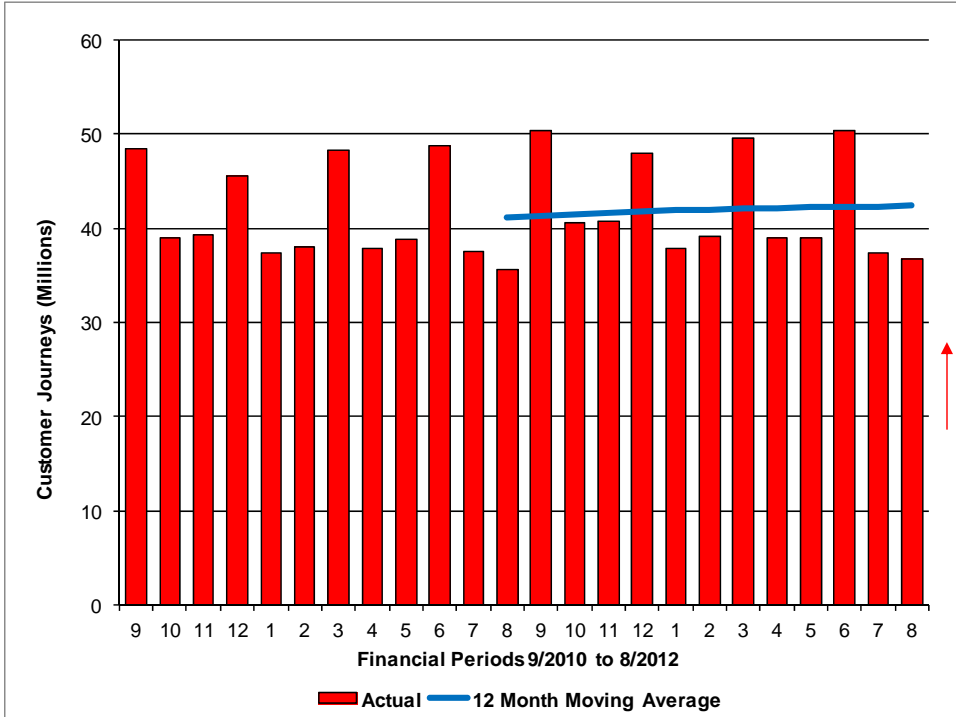
The CSS measures customer perception of twelve station and ten vehicle attributes ranging from the quality of information, personal safety and security, value for money and help and appearance of staff. Data for the CSS survey will be gathered continuously and reported on a quarterly basis.

Averages are reported separately for vehicle and station measures in addition to an *overall average*, which is a numerical average of the measures. Analysis of the Q2 2012 Customer Satisfaction Survey results has been completed. Although the overall score fell from 76/100 in Q1 to 74/100 in Q2, these differing results are within the margin of error for a study of this kind. While average ratings of service quality have changed little from Q1 to Q2, Q2 respondents show a greater preference for using the middle of the 10-point rating scales.

Additionally, an *overall evaluation* score is also reported. The overall evaluation question allows for self-weighting of individual measures.

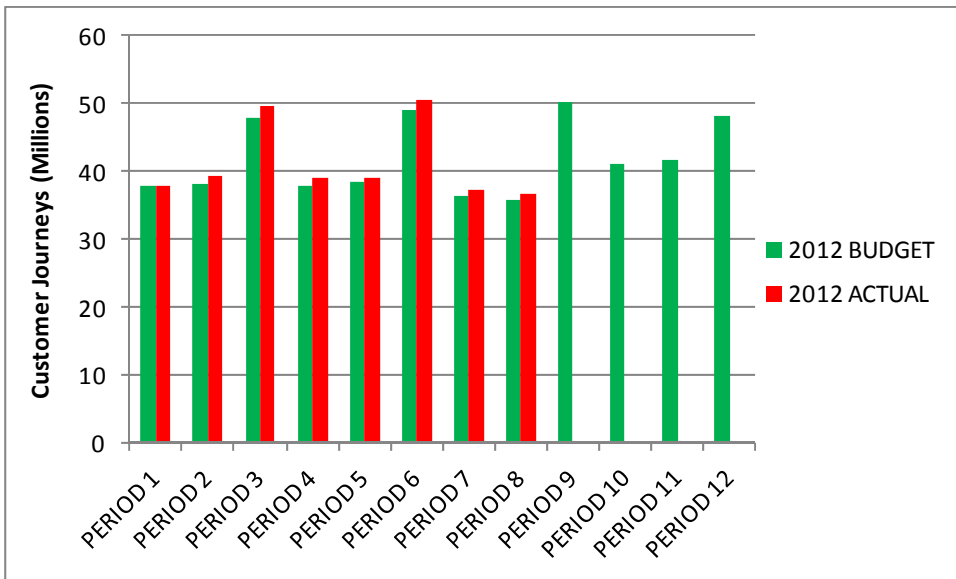
An appropriate target for this KPI will be developed over the course of 2012 as more data becomes available and appropriate analysis can be conducted.

2.3 – Customer Journeys



There were 36.8M customer journeys (ridership) taken during Period 8 2012, which was 1.2M (+3%) more than the 35.6M journeys taken during Period 8, 2011.

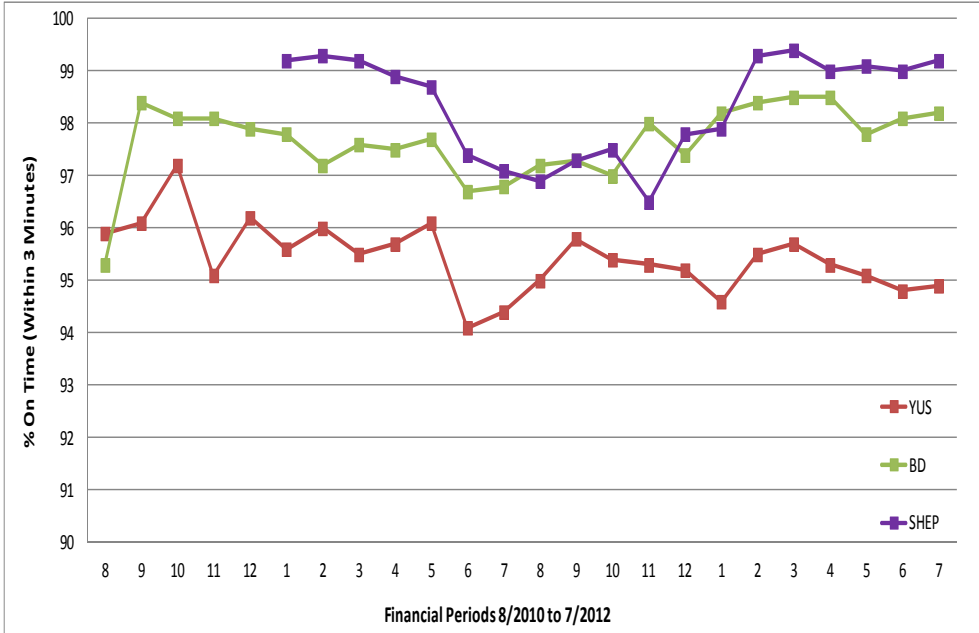
The moving annual number of customer journeys to the end of Period 8 2012 was 508.8M, which was 14.5M (+3%) more than the 494.3M annual journeys taken to the end of Period 8 2011.



There were 36.8M customer journeys taken during Period 8 2012 which was 1.1M (+3%) more than the budget of 35.7M journeys.

The number of customer journeys taken year-to-date to the end of Period 8 2012 was 329.1M, which was 7.6M (+2%) more than the budget of 321.6M journeys.

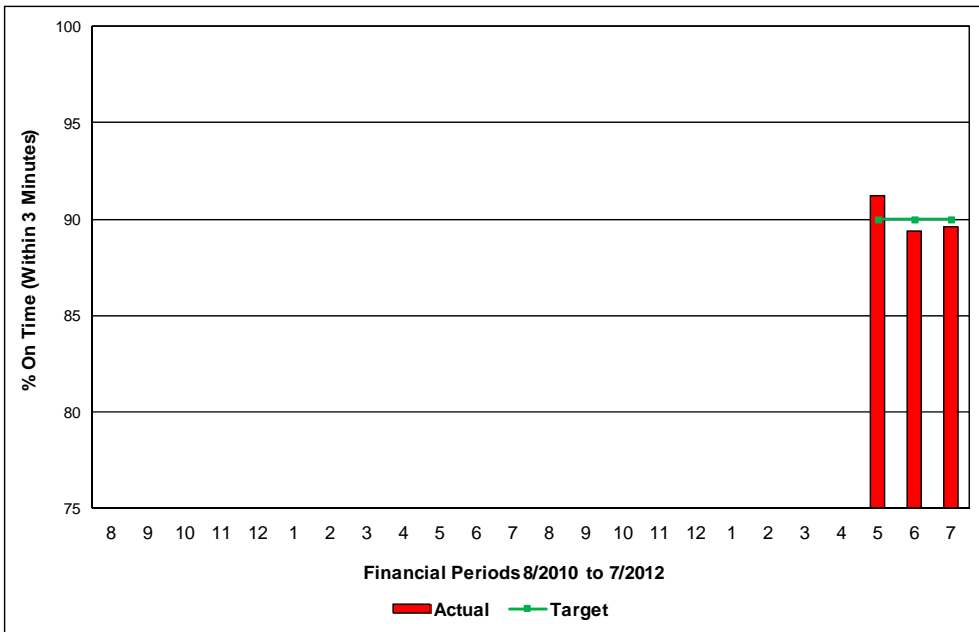
2.4 – Subway Punctuality



YUS Line: Implementation of Speed Control and Integration of new Toronto Rockets trains with attendant teething problems along with line over-capacity issues continue to challenge our ability to deliver service at the same levels as on the BD or Sheppard lines.

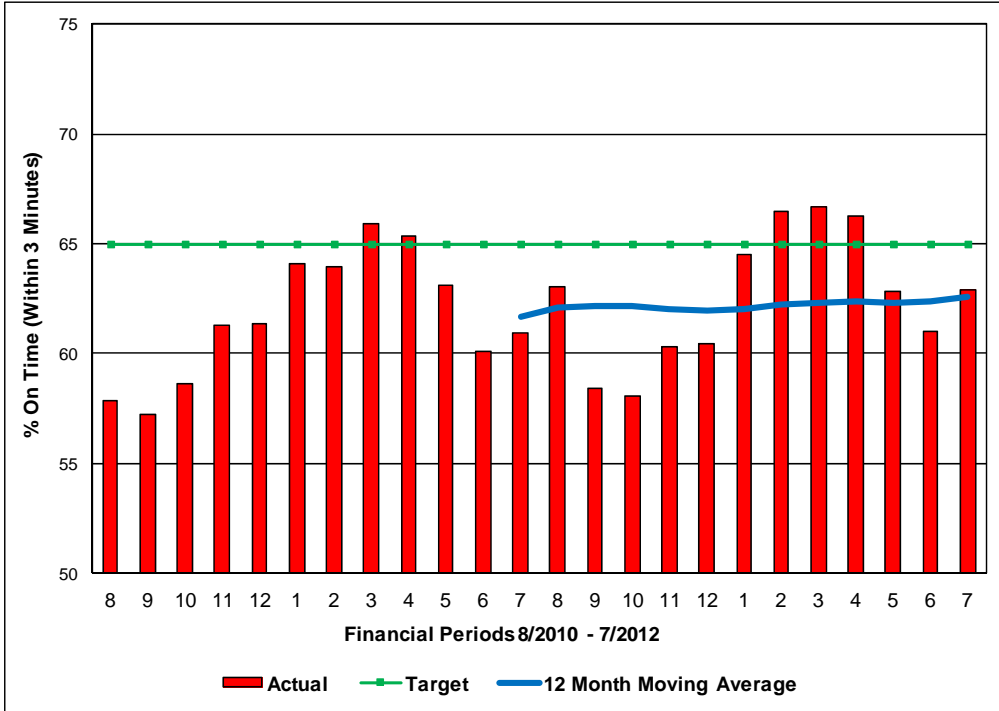
2.5 – Reliability

2.5.1 – Scarborough Rapid Transit Reliability (Revised)



This revised metric which now measures the % of service within 3 minutes of design headway is expected to improve with the September implementation of a new schedule which more closely matches the reduced capability of the system as it nears the end of its useful life.

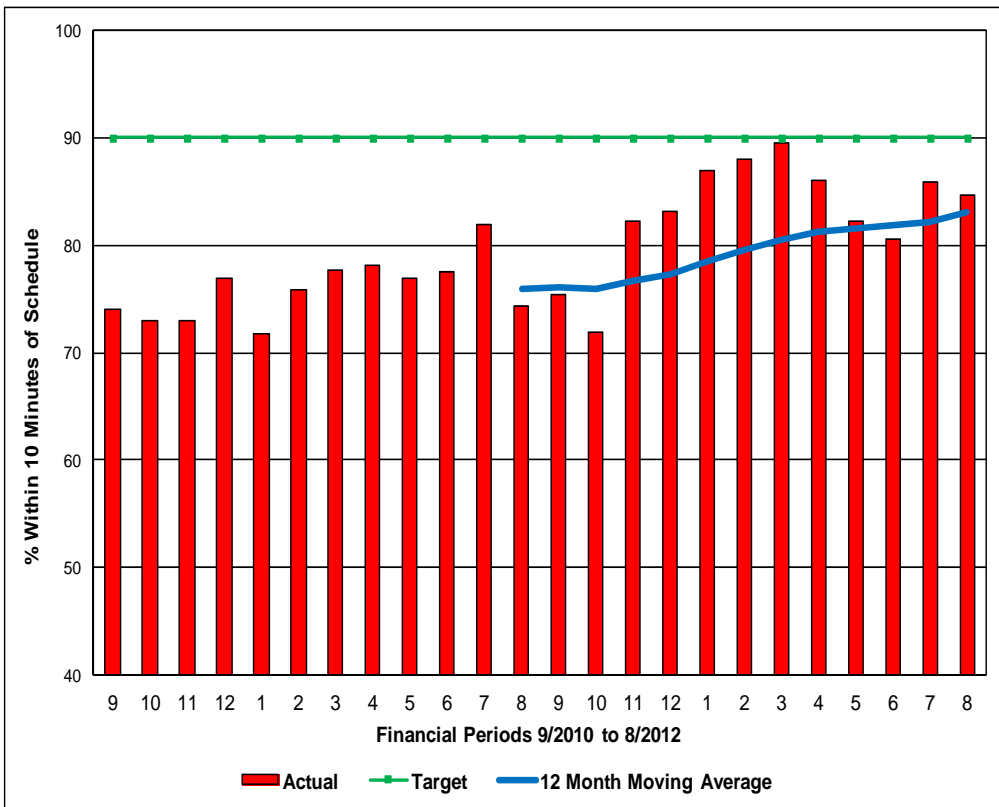
2.5.2 – Bus Reliability



While below target, results for Period 7 show improvement over both Period 6 2012 and Period 7 2011.

A comprehensive training program is to be delivered to all Bus Route Supervisors starting in Period 8. This will improve supervisory skills and competence in proactive route management.

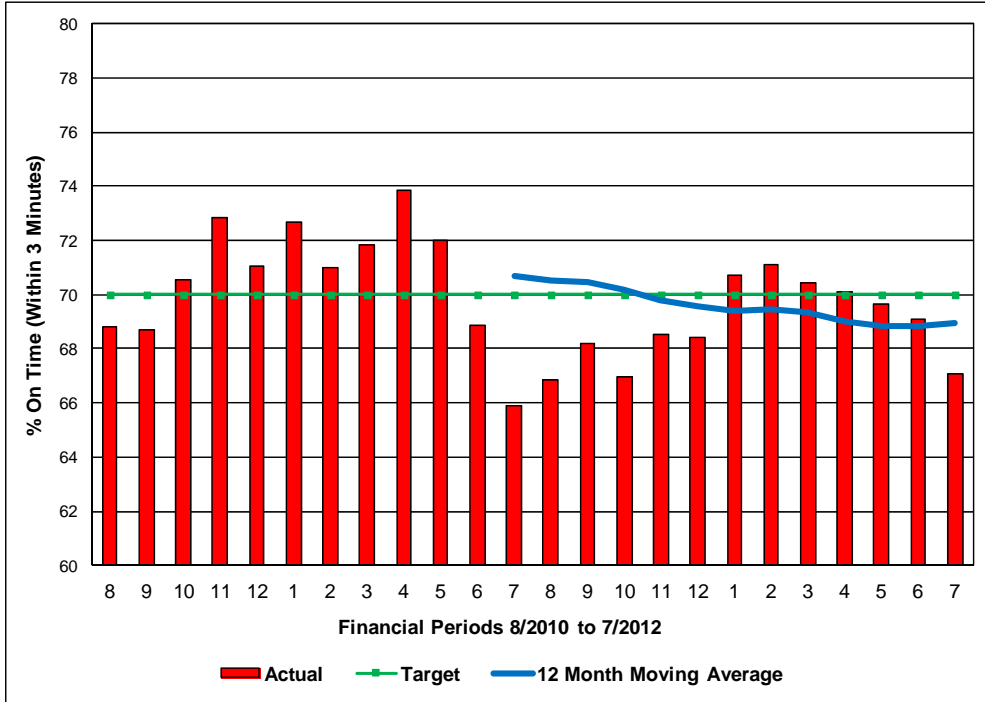
2.5.3 – Wheel-Trans Reliability



Period 8 performance fell short of target but results show a sustained improvement over the last 12 months.

Efforts continue to improve punctuality on weekends.

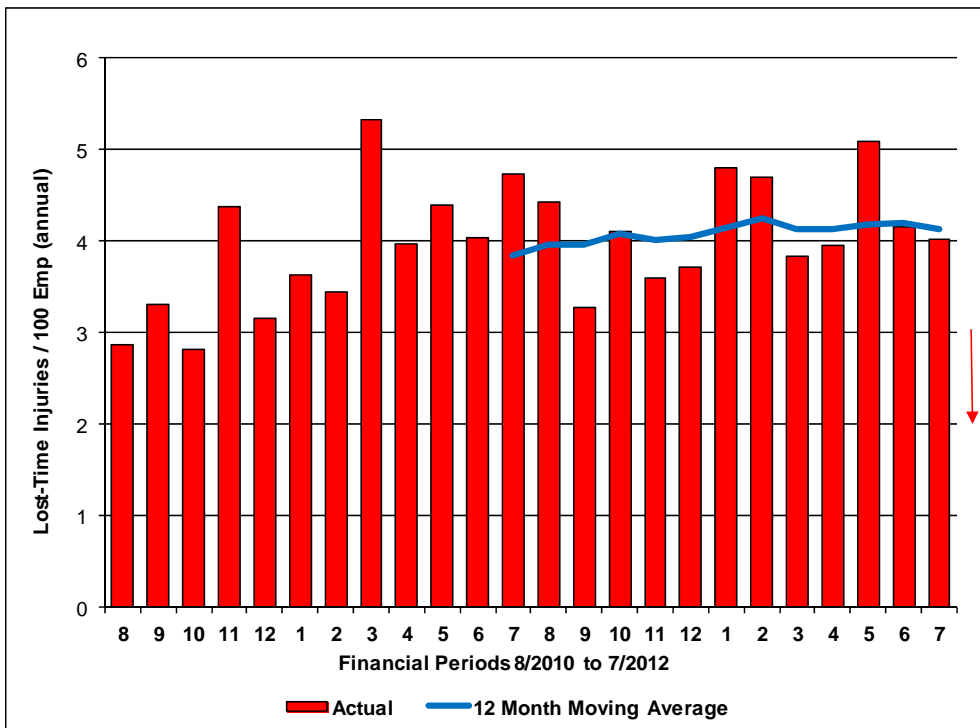
2.5.4 – Streetcar Reliability



Construction related route diversions and partial conversion to bus operation on the 509 Harbourfront and 510 Spadina routes had a major impact on punctuality in Period 7.

2.6 – Safety

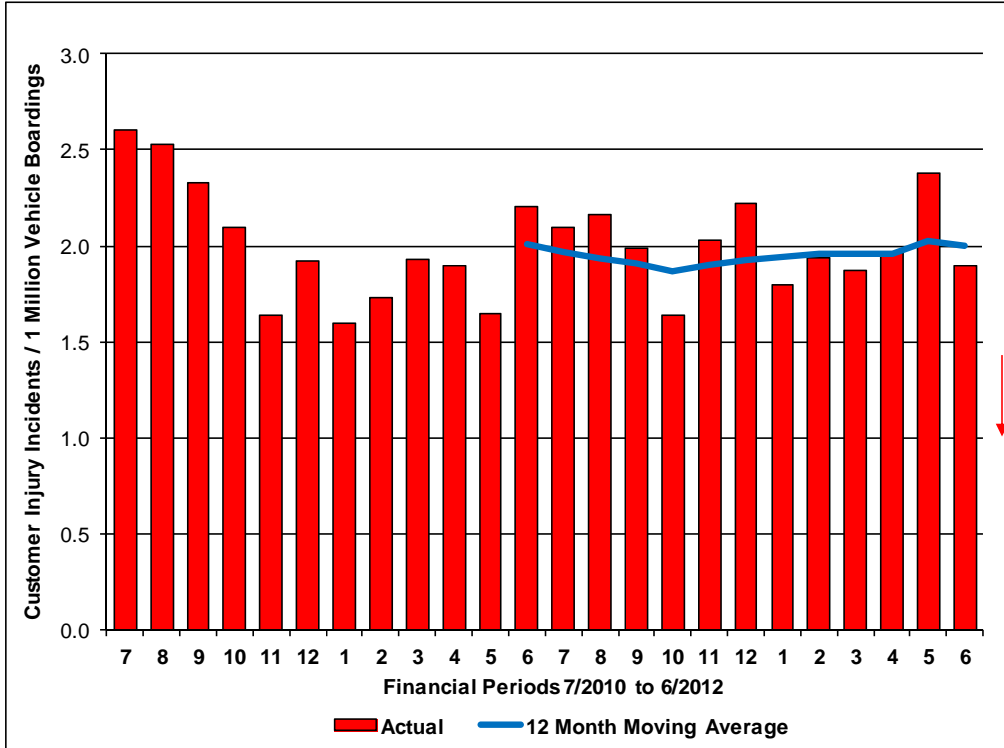
2.6.1 – Lost-Time Injuries (Annual Injuries / 100 Employees)



The annualized lost-time injury rate (LTIR) for Period 7 2012 was 4.01 lost-time injuries per 100 employees, which was 15% lower than the LTIR of 4.73 for Period 7 2011.

The moving annual LTIR to the end of Period 7 2012 was 4.10, which was 7% higher than the corresponding rate of 3.84 to the end of Period 7 2011.

2.6.2 – Customer Injury Incidents (Injury Incidents / 1m vehicle boardings)



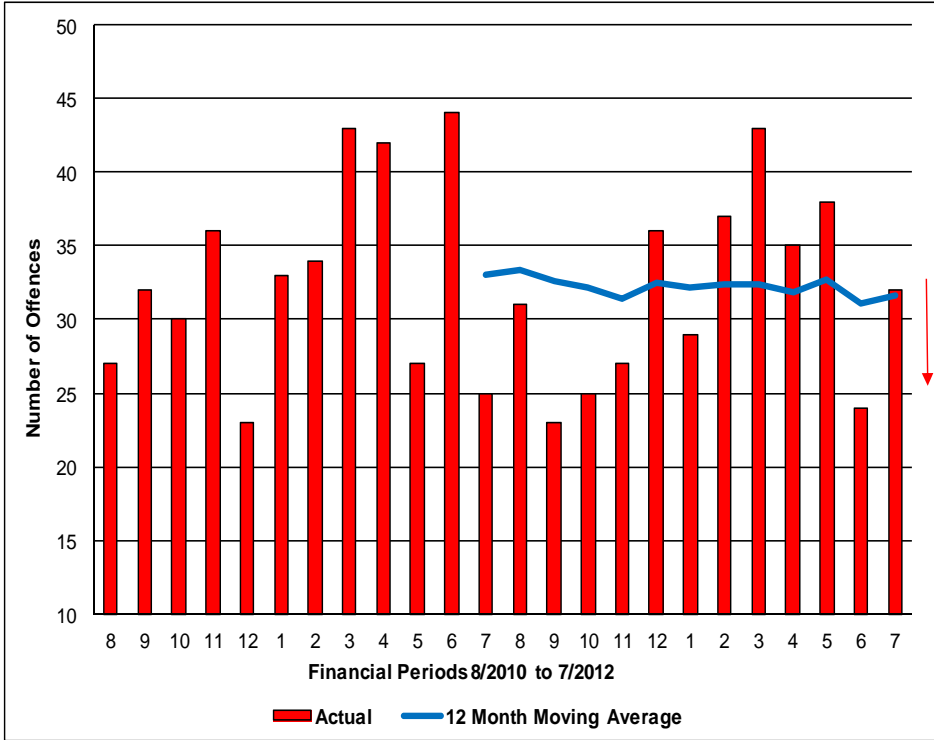
The customer injury incident rate for Period 6 2012 was 1.90 injury incidents per 1 million vehicle boardings, which was 14% lower than the corresponding rate of 2.21 for Period 6 2011.

The moving annual customer injury incident rate to the end of Period 6 2012 was 1.99, which was 1% lower than the corresponding rate of 2.01 to the end of Period 6 2011.

2.6.3 – Behavioural Safety Index

The data for this index is being gathered and calculated. This information will be presented in a future CEO Report.

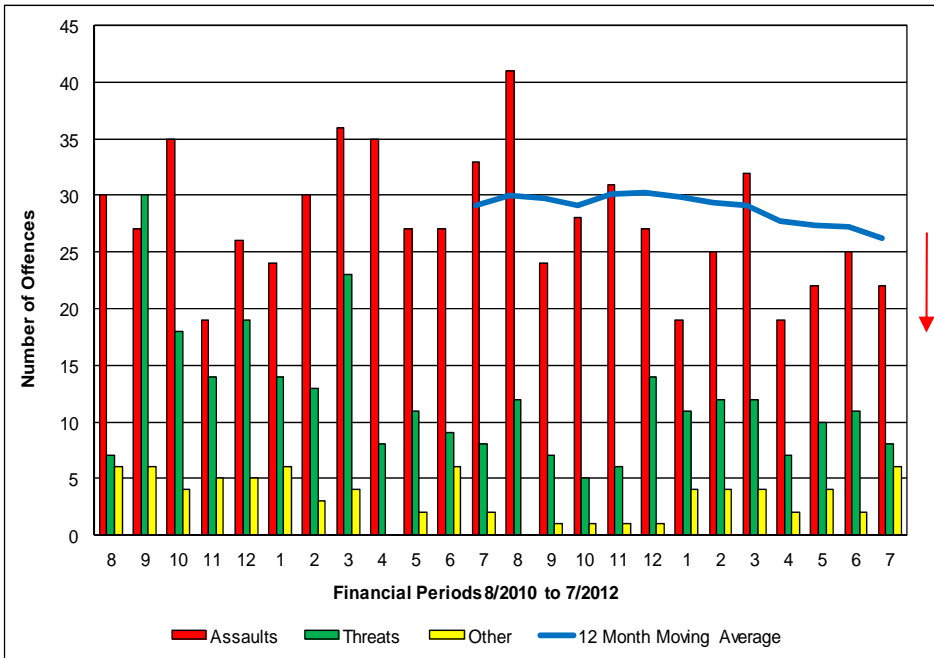
2.6.4 – Offences against Customers



Total offences against customers increased in Period 7.

Year-to-date to Period 7, there were 10 fewer offences (238 vs. 248) compared with the corresponding period in 2011. This includes five fewer theft and robbery offences (86 vs. 91), 15 fewer assault offences (122 vs. 137), and 15 more sex-related offences (24 vs. 9).

2.6.5 – Offences against Staff

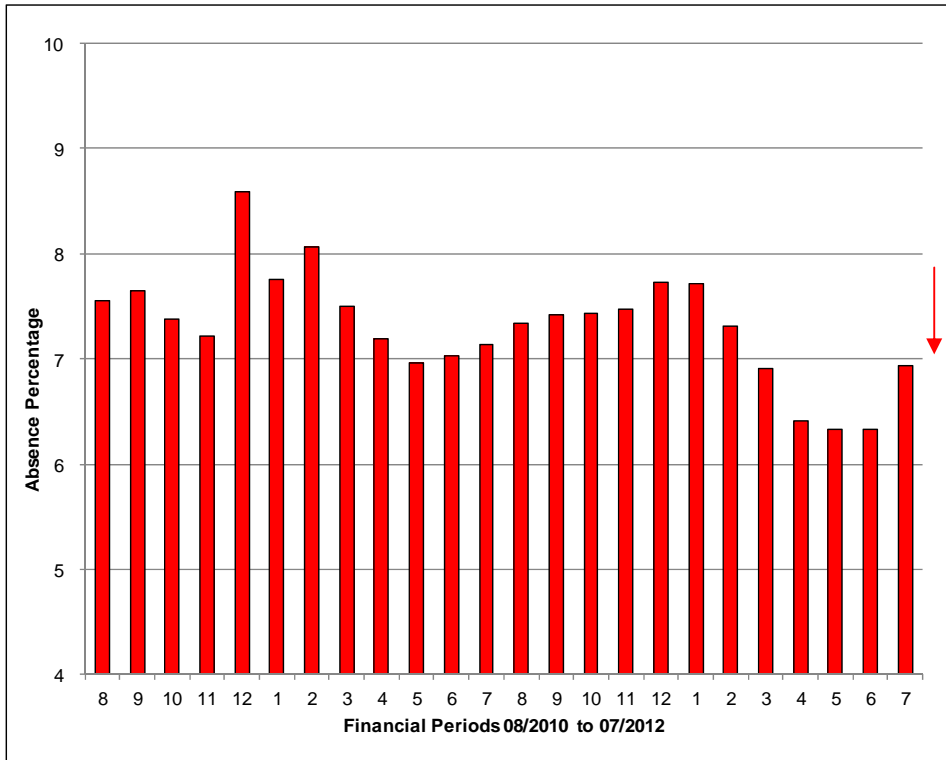


Total offences against staff decreased in Period 7.

Year-to-date to Period 7, there were 60 fewer offences (261 vs. 321) compared with the corresponding period in 2011. This includes 55 fewer Operator assaults (142 vs. 197) and 15 fewer threats (71 vs. 86).

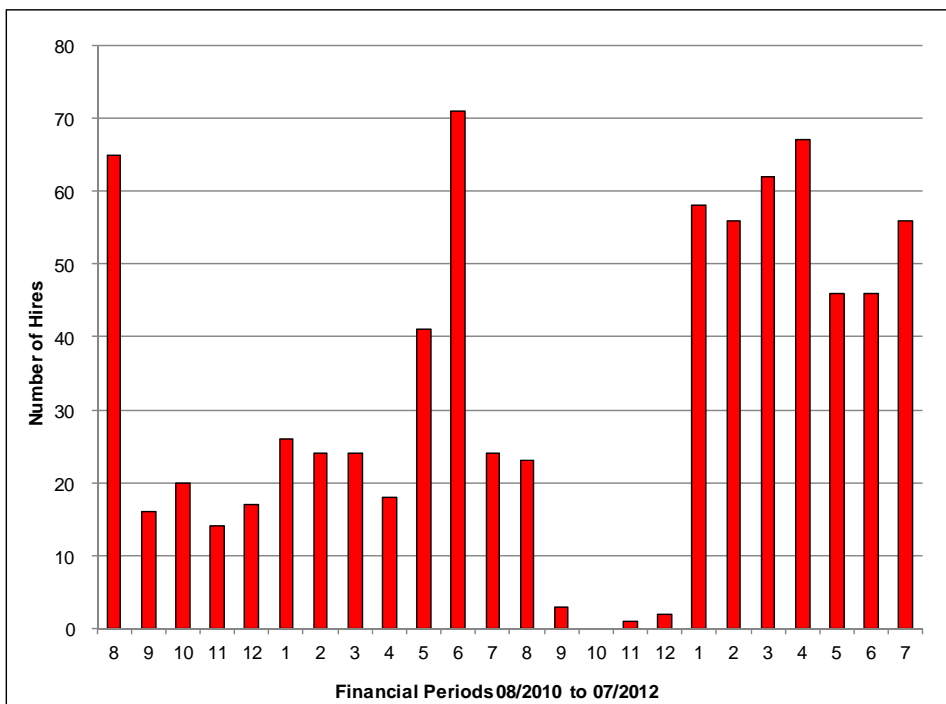
2.7 – People

2.7.1 – Attendance



The Period 7 absence rate is 6.93%, up from Period 6 2012 but still below Period 7 2011. This is disappointing given recent sustained improvement but the focus remains on getting staff to maintain good attendance.

2.7.2 – Operator Hires

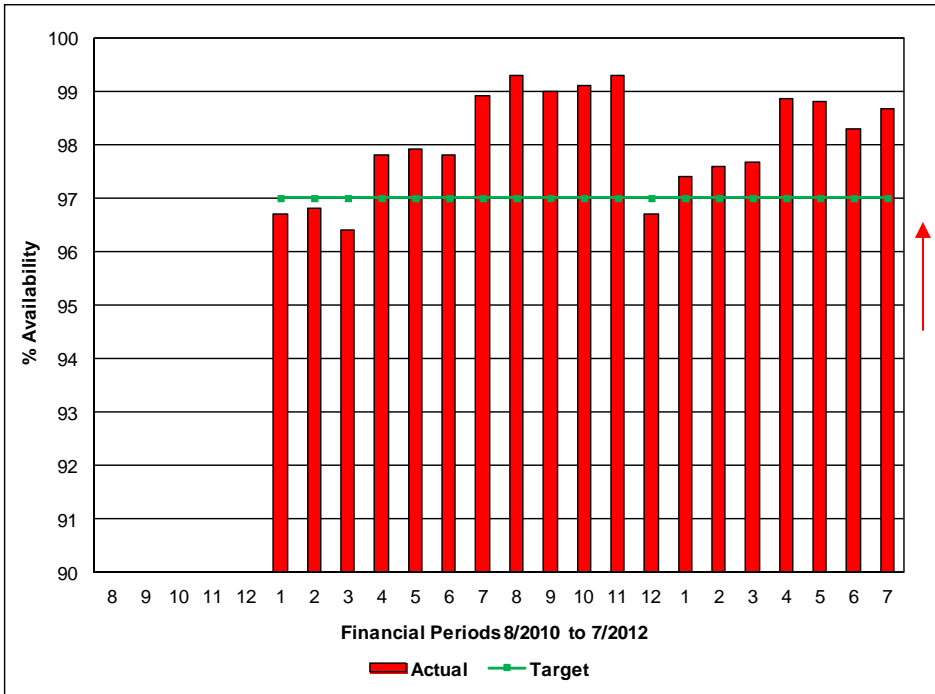


A total of 391 Operators have been hired so far this year.

Year-to-date, the number of operators hired is slightly above the target of 382.

2.8 – Device Availability

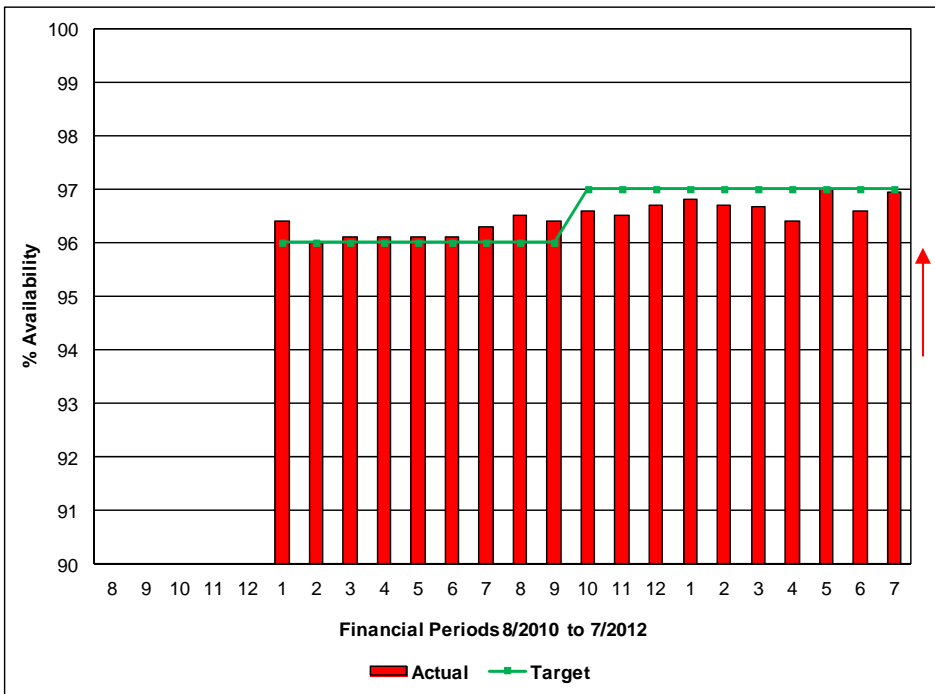
2.8.1 – Elevator Availability



Elevator availability continues to be well above target.

The elevator maintenance contractor has assigned well-qualified technicians and as a result, preventative maintenance quality continues to improve and consequently component failure is reducing. This in turn increases availability.

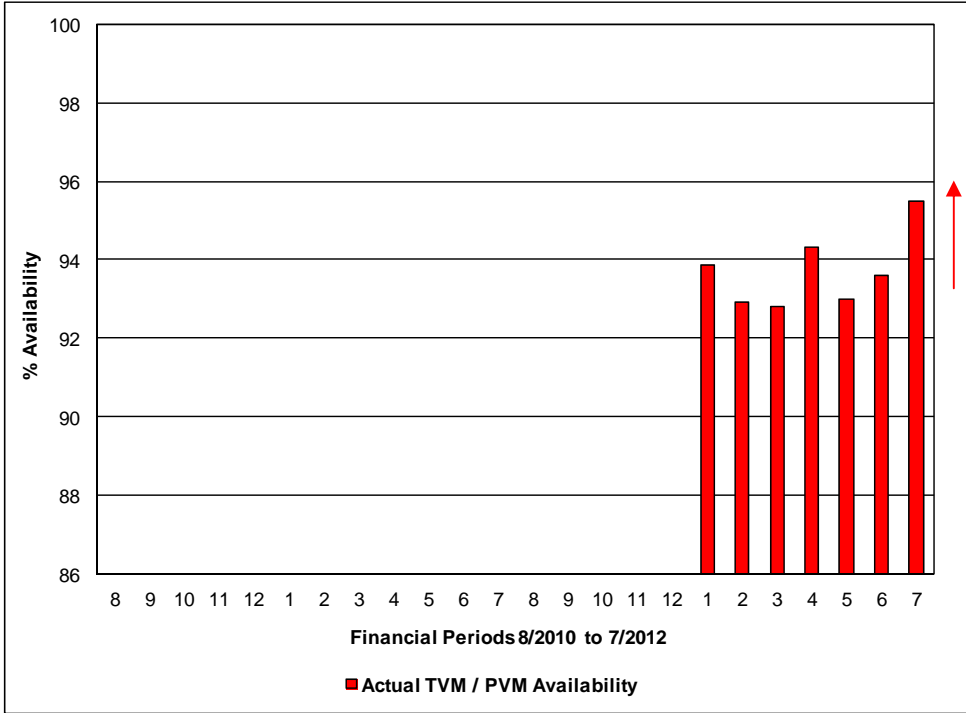
2.8.2 – Escalator Availability



Escalator availability has almost attained the increased target of 97%.

General improvement is the result of the implementation of root cause analysis meetings with supervisory and technical staff and the implementation of detailed quality inspection of preventative maintenance work by Escalator Mechanics.

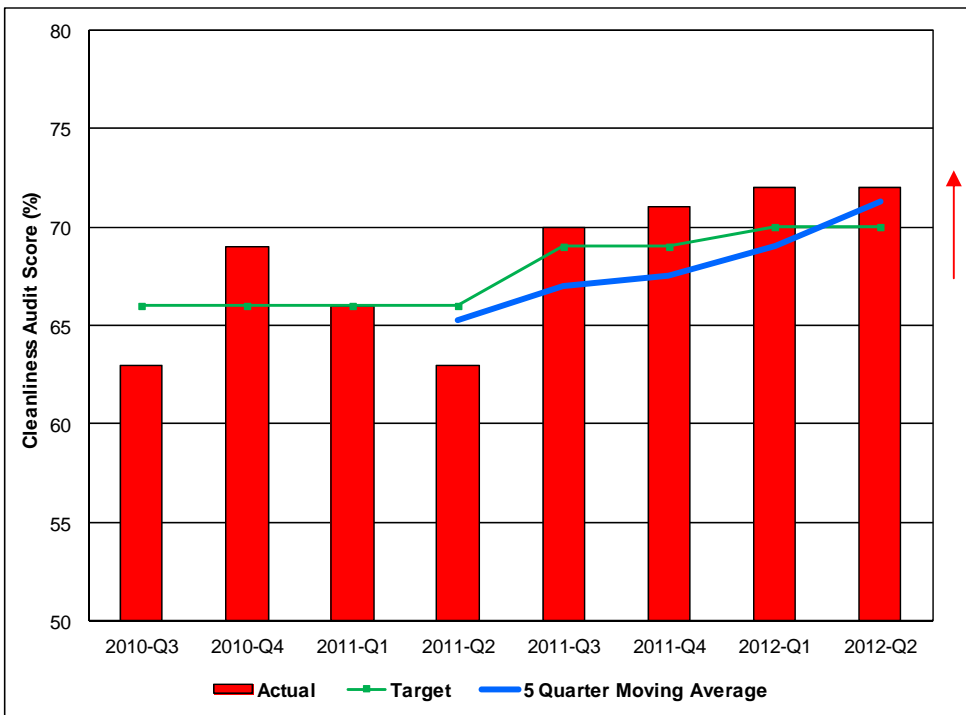
2.8.3 – Fare Purchase Opportunity



Re-supply and repair remediation strategies have been modified to place as much importance on Pass Vending and Token Vending Machines at multiple machine locations as at single machine locations. This has resulted in a reduction of downtime and improved customer service.

2.9 – Mystery Shopping and Audits

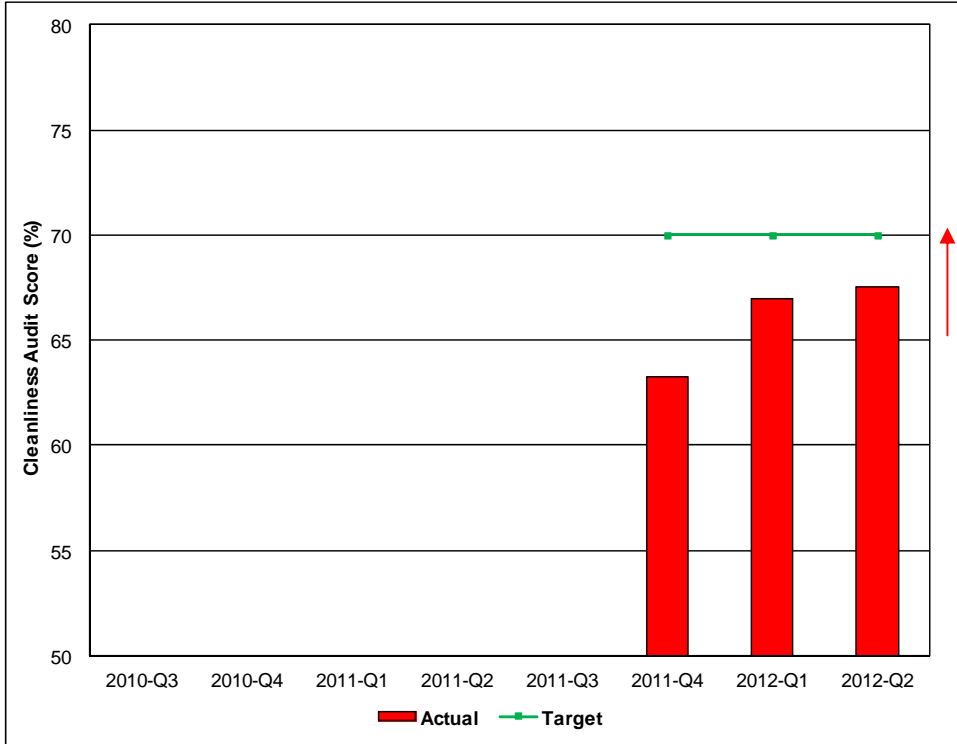
2.9.1 – Station Cleanliness



Station cleanliness continues to exceed target as a result of improvements to public washroom cleaning and increased quality inspections by supervisory staff.

In addition, further deep cleans were undertaken to trackside walls and other public areas of TTC stations.

2.9.2 – Vehicle Cleanliness

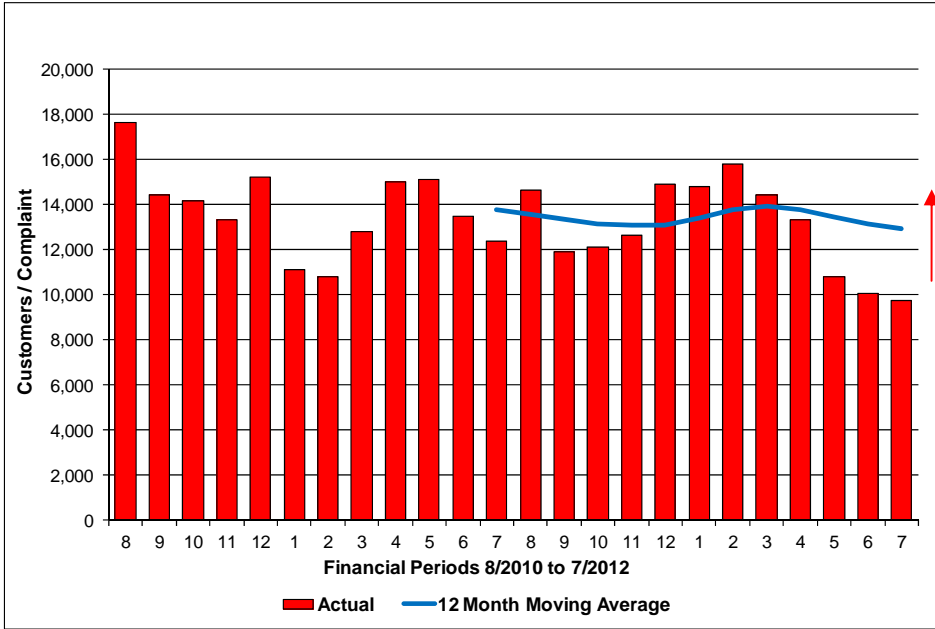


Programs are being established to consistently raise performance (e.g. end-of-line cleaning).

Part 3 – Customer Measures and Improvement Program Progress

This section provides additional information on a series of customer-related issues such as major upcoming events and specific results for customer complaints and compliments.

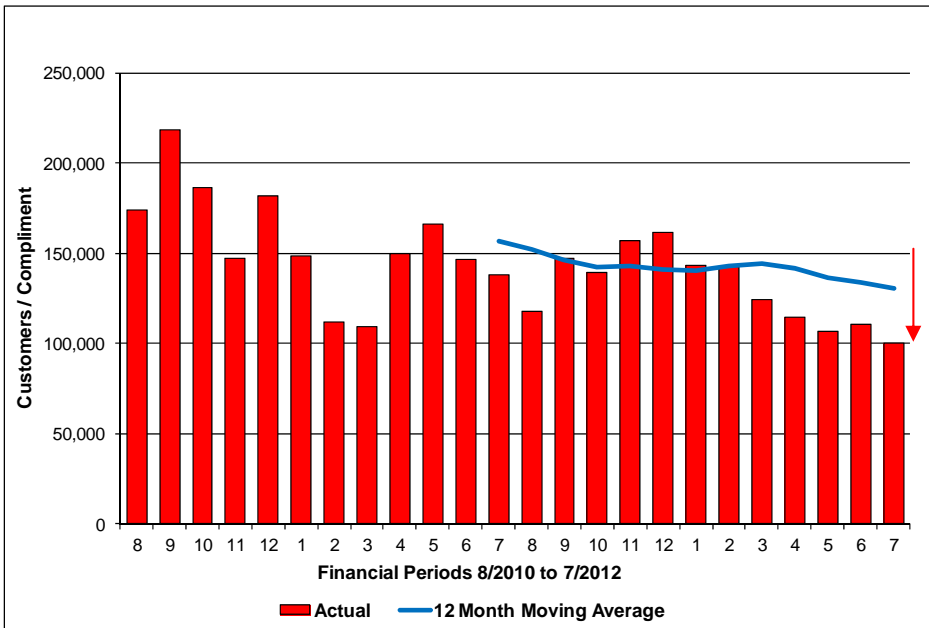
3.1 – Customers / Complaint



Customers per complaint was at its lowest level in the past two years.

This trend is, however, leveling off at a new threshold given the new hours of the Customer Service Centre and the additional ways for customers to contact us.

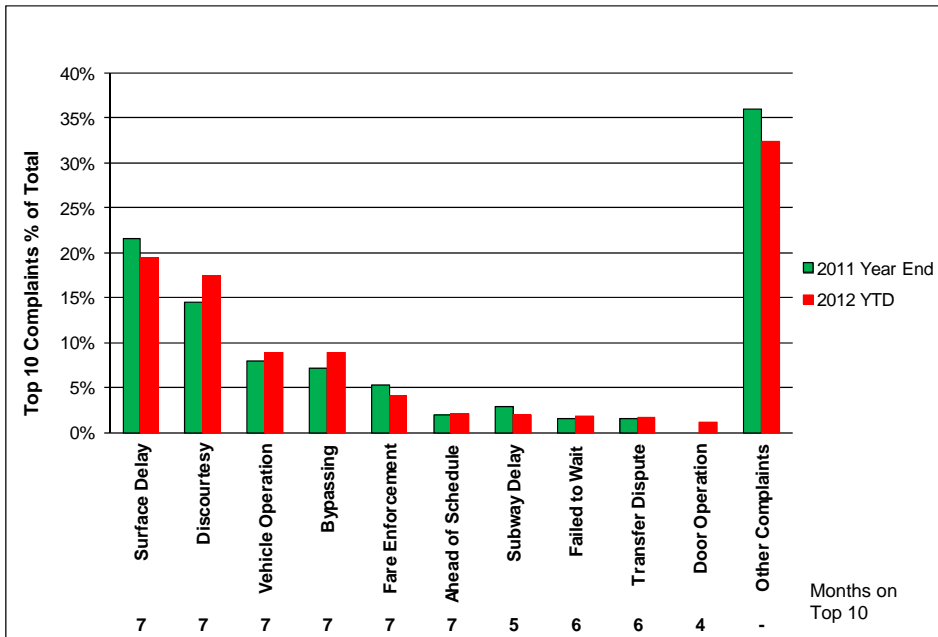
3.2 – Customers / Compliment



Customers per compliment was at its best level in the past two years.

This measure also appears to be finding a new threshold although on a relative basis we are receiving more compliments, compared to complaints, than ever before.

3.3 – Top Ten Complaints



The top 10 types of complaints remained largely unchanged.

Bypassing complaints are typically received on very busy routes given demand for service and full buses and streetcars especially at peak.

Door operations has appeared recently and seems to relate to known challenges with Toronto Rockets. There is an action plan to address this issue.

3.4 – Commentary on Customer Satisfaction Improvement

In line with both increasing demand following summer and increasing demand overall, service was expanded on 34 routes on the 4th of September. Further increases will be made in October in line with record numbers of customers being carried.

Analysis of the Q2 2012 Customer Satisfaction Survey results has been completed. Although the overall score fell from 76/100 in Q1 to 74/100 in Q2, these differing results are within the margin of error for a study of this kind. While average ratings of service quality have changed little from Q1 to Q2, Q2 respondents show a greater preference for using the middle of the 10-point rating scales.

Customers continue to be broadly satisfied with announcements made on vehicles but with clear room for improvement possible in stations and in the helpfulness of the information provided.

Cleanliness of vehicles and stations also continues to be an area where customers are less satisfied than the TTC would like. Recent improvements to station and vehicle cleanliness should begin to show in Q3 results as customer perception tends to lag by several periods to actual changes in service. The appearance of collector booths also constitutes an area where customers are less than satisfied although the wraps currently being rolled out should help in this area. A full presentation will be given to the Commission at a later date – likely at the same time as the Q3 results that are now being collected.

3.5 – Current Major Closures / Diversions

Y-U-S Service North of Eglinton – Revenue subway service on the Yonge Subway north of Eglinton Station will end early at night, at approximately 12:30 a.m., Sunday through Friday service, for necessary tunnel structural repair work. Regular subway service will be maintained from Downsview Station to Eglinton Station.

A frequent accessible shuttle bus service will replace the subway between Eglinton Station and Finch Station. The replacement buses will serve the bus terminals at Eglinton Station, Lawrence Station, York Mills Station, Sheppard-Yonge Station, and Finch Station. This temporary service will operate until late 2013.

Mode	Area Affected	Dates	Reason	Purpose
Streetcar	Queen (Greenwood to Coxwell)	May 6 to Sept 24, 2012	Track Replacement	State of Good Repair
Streetcar	Kingston Road (Queen to Victoria Park)	May 6 to Oct 6, 2012	City of Toronto water main replacement	State of Good Repair (City)
Streetcar	McCaul (Queen to McCaul Loop)	June 17 to Nov 17, 2012	Track Replacement and City of Toronto water main replacement	State of Good Repair (TTC and City)
Streetcar	Dufferin (Queen W to Dufferin Loop)	June 17 to Nov 17, 2012	Track Replacement	State of Good Repair
Streetcar	Spadina (King to north of Lake Shore)	June 17 to Dec 22, 2012	Platform Upgrades & Track Replacement	Improvement & State of Good Repair
Streetcar	Queen & Spadina	June 17 to Nov 17, 2012	Intersection Replacement	State of Good Repair
Streetcar	Adelaide & Spadina	June 17 to Nov 17, 2012	Intersection Replacement	State of Good Repair
Streetcar	Spadina (College to Bloor)	June 17 to Nov 17, 2012	Platform Upgrades & Track Replacement	Improvement & State of Good Repair
Streetcar	Queens Quay (Union Stn to Spadina)	July 29, 2012 to mid-2013	Waterfront Toronto Queens Quay reconstruction	Improvement (Waterfront Toronto) State of Good Repair

Frequent shuttle bus service is replacing streetcars on the affected portion of Kingston Road. The works on Queen Street were completed two weeks ahead of schedule.

Streetcar service that normally operates on McCaul Street is replaced with shuttle buses because of Kingston Road project.

Bus service on 29 Dufferin is being diverted around the streetcar track construction on Dufferin Street. Frequent bus service is replacing streetcars on the entire length of Spadina Avenue for the entire duration of all four Spadina projects. Diversion of bus and east-west streetcar services will be required for short periods of time during the project.

Frequent bus service is replacing streetcars on the entire length of the 509 Harbourfront route for this phase of the Queens Quay Waterfront Toronto reconstruction.

3.6 – Pending Planned Closures

Significant planned closures for 2012 consist of:

Mode	Area Affected	Dates	Reason	Purpose
YUS Subway	Union Station to St. Andrew Station	November 10 to 11, 2012	Union Station Second Platform Project	Improvement
		December 8 to 9, 2012		
BD Subway	Kipling Station to Keele Station	September 21 to 24, 2012	Jane Cross-over Replacement	State of Good Repair
		October 27 to 29, 2012		
		November 24 to 26, 2012		

Part 4 – Financial Commentary

This section provides detailed information about the TTC and Wheel-Trans Operating Budgets. In addition, progress on the Commission’s Capital Program and specific information about the major capital projects is also provided.

4.1 – TTC Operating Budget

2012 Year-to-Date Results

To the end of Period 7 (July 28), total revenues were \$8.4 million (1.4%) better than budget primarily due to 6.5 million more customer journeys than budgeted. Over the same period, expenses were \$3.4 million (0.4%) below budget primarily due to more favourable rates paid for diesel, hydro, and natural gas so far this year as well as reduced consumption owing to the warmer winter weather.

The above-noted results include the retroactive pay related to the recent arbitration award for ATU Local 113. Retroactive pay for the remaining employees will be processed later in the year. In accordance with the City of Toronto’s direction, these Collective Bargaining Agreement (CBA) expenses will be offset by additional subsidy from the City which it provided for in its operating budget. Consequently, these CBA expenses will have no impact on year-end results.

2012 Year-End Projections

Ridership continues to grow with year-to-date (to Period 8) results 2.4% above budget. This growth is being driven by strong Adult Monthly Metropass sales, which are 4.3% above budget. It is anticipated that this favourable trend will continue throughout the remainder of 2012 and the ridership projection for the year has been increased to 514 million from the previous forecast of 511 million. It should be noted that additional service (costing \$2.1 million) was approved by the Commission at its meeting of May 30th to accommodate these additional 2012 customer journeys.

(millions)	Projection	Budget	Variance
2012 TTC Operating Budget			
Customer Journeys (Ridership)	514	503	11
Revenue*	\$1,082.2	\$1,069.9	\$12.3
Expenses*	\$1,442.5	\$1,444.0	(\$1.5)
Subsidy Required	\$ 360.3	\$374.1	(\$13.8)
Subsidy Available	\$374.1	\$374.1	-
Surplus	\$13.8	-	\$13.8

*the 2012 Revenue and Expenses budgets have been increased by \$2.1M each as a result of City Council’s June 6, 7 and 8, 2012 approval of the additional service to accommodate higher-than-anticipated ridership which will be funded by higher passenger revenues.

The projected year-end subsidy surplus of \$13.8 million reflects the following significant budget variances:

- **Passenger Revenues: \$13.4 million increase.** This favourable variance reflects an anticipated additional 2.2% or 11 million rides over the budgeted level of 503 million partially offset by a declining average fare stemming from increased monthly pass sales.

- **Bus Maintenance: \$1.6 million increase.** Increased costs are associated with bus turbocharger replacements coming off warranty, higher than anticipated contracted repair rates for surface vehicle camera system components, and higher than expected engine failures.
- **Operator Wage Rates: \$2 million increase.** An arbitration decision earlier this year related to the collective agreement provision that TTC Operators will receive 5¢ more on an hourly basis than the highest paid property in the GTA will increase labour expenses by \$2 million.
- **Diesel Fuel: \$4 million decrease.** Year-to-date, the market price of diesel fuel has been lower than budget resulting in approximately \$4 million in cost savings.

4.2 - Wheel-Trans Operating Budget

2012 Year-to-Date Results

To the end of Period 7 (July 28), revenues were slightly (1.3%) above budget. Over the same period, expenses fell \$2.1 million (3.7%) below budget primarily due to the lower diesel prices, lower demand for trips and shorter average trip lengths on the contracted taxi service. To date, the unaccommodated rate (i.e. trip requests which cannot be serviced) has been about 2.2%, compared with the targeted rate of 2%. These results include the retroactive pay related to the recent arbitration award for ATU Local 113. Retroactive pay for the remaining employees will be processed later in the year. In accordance with the City of Toronto's direction, these Collective Bargaining Agreement (CBA) expenses will be offset by additional subsidy from the City which it provided for in its operating budget. Consequently, these CBA expenses will have no impact on year-end results.

2012 Year-End Projections

(millions)	Projection	Budget	Variance
2012 Wheel-Trans Operating Budget			
Customer Journeys (Ridership)	3.0	3.1	(0.1)
Revenue	\$5.6	\$5.3	\$0.3
Expenses	\$99.5	\$100.2	(\$0.7)
Subsidy Required	\$93.9	\$94.9	(\$1.0)
Subsidy Available	\$ 94.9	\$94.9	-
Surplus	\$1.0	-	\$1.0

The \$1 million projected year-end subsidy surplus reflects the combination of slightly higher revenues and savings from lower diesel prices and lower demand for trips and shorter average trip lengths on the contracted taxi service partially offset by higher maintenance costs for both the ELF and Friendly bus fleets.

4.3 – Capital Program

2012 Year-to-Date Results

The financial results for capital expenditures to Period 7 include significant project work activity and should be indicative of the level of expenditures anticipated for the year. Activities typically involve award of new tenders and progression of construction, vehicle and other supply activity on all contracts in place for capital project work. Under spending on vehicle delivery milestones and on delayed facility contract work are the most significant variances in the current period results.

2012 Year-End Projections

(millions)	Projection	Budget	Variance
2012 Capital Program Budget*			
Base Program Total Costs	\$1,034.7	\$1,079.8	(\$45.1)
TYSSE Project	\$604.7	\$685.5	(\$80.8)

*Excludes carry forward spending on the base capital program (\$199.1 million) and on the YYSSE project (\$95.5 million).

Base Capital Expenditures: \$45.1 million under spent. The budget of \$1,079.8 million approved by Council in January 2012 was increased by an additional carry forward adjustment of \$199.1 million in June 2012. The current projected spending on the base capital program currently reflects expectations of being basically on budget (minor under spending of \$45.1 million before the application of the carry forward). Variances on selected major programs are as follows:

Legacy LRVs - \$20.0 million; revised project milestones and deferral impacts on contingency allowance, escalation and PST cashflow timing;

ATC Resignalling Project - (\$30.6) million; schedule slippage of work on various contracts;

Purchase of Subway Cars - \$69.0 million; timing difference for PST, escalation and contingency requirements;

Bridges & Tunnels - (\$11.6) million; delayed work and reduced scope in structure rehabilitation programs;

Ashbridges Bay Maintenance & Storage Facility - (\$74.2) million; currently projected to be significantly delayed in 2012 due to delay in award of facility contract;

Toronto Rocket/T1 Rail Yard Accommodation - (\$13.8) million; currently projected slippage based on schedule refinement and reassessment of 2012 cashflow.

TYSSE Project Expenditures: \$80.7 million under spent. The project is largely on schedule with the exception of the northern tunnels and Highway 407 contract which is significantly behind schedule on all sites. Work is now progressing on most sites with the exception of the tunnelling operation which is held up at York University as a result of continuing delays with installing of compensation grouting. The southern tunnels and Sheppard West contract is behind schedule in the tunnelling operation; however, the contractor is continuing with efforts to recover schedule.

Part 5 – Critical Projects

5.1 Toronto Rockets and Rail Yard Accommodation

Under the TR/T1 Rail Yard Accommodation project, major expansions are planned to address storage and maintenance of the Toronto Rocket on the YUS line and consolidated storage of the T1 trains on the BD line. The work includes:

- Wilson Yard: carhouse expansion, storage tracks and corresponding ladder tracks, runaround tracks, signal system, substation, T&S building renovation;
- Davisville Yard: carhouse expansion, consolidation of T&S facility;
- Keele Yard: facility rehabilitation for storage of T1 trains;
- Kipling Station: storage track; and
- Greenwood Yard: conversion of CN delivery track to storage and T&S building renovation.

Twenty-three trainsets have been accepted for revenue service to date. A delivery gap exists due to technical issues at commissioning. A recovery plan is in place to meet the year-end quantity target. On average, two trainsets are scheduled for FAC (Final Acceptance Certificates) per month until completion in Q1 2014 for all 70 trainsets in the Toronto Rocket subway train order. The 70 trainsets comprise of 39 trainsets for replacement of H4 and H5 series cars, 21 trainsets for replacement of H6 cars, and 10 trainsets for the Toronto-York Spadina Subway Extension project.

5.2 LRT Program and Maintenance & Storage Facility

The low floor light rail vehicle procurement project is partway through the Final Design phase. The first of the three prototype LRVs is scheduled for delivery in September, with the other two scheduled for delivery before year end. The prototype vehicles will undergo extensive vehicle reliability, performance and technology verification tests. System compatibility tests including accessibility features, platform and on-street boarding interface with the vehicle, its bridgeplate and ramp deployment, farecard system if available, and overhead power interface, etc. will be conducted.

Based on the prototype tests, a baseline vehicle configuration will be established for production vehicles, scheduled for delivery beginning in the fall of 2013.

Ashbridges Bay Maintenance & Storage Facility Project

This project has two main components: the facility and the Leslie Street connection track. At its meeting of January 31, 2012, the Commission approved the award of the facility construction contract. The TTC received the Notice of Approval Conditions (NOAC) associated with site plan approval on April 4, 2012, which allowed essential building permits to be issued. Staff awarded the main facility contract on April 12, 2012 and are working closely with staff from the City of Toronto to fulfill the terms and conditions associated with the NOAC. The contractor has mobilized on site and construction has commenced with excavation and foundation work. Substantial performance of facility construction is currently scheduled for June 2014.

Construction of a duct bank for the relocation of a Hydro One Networks Inc. (HONI) transmission cable that runs around the perimeter of the facility site is expected to commence in September by a HONI contractor. The relocation of this cable is necessary for the construction of the main facility.

Regarding the Leslie Street connection, staff have achieved agreement with the City on the scope for utility work in this corridor. Acceptance of the design of streetscape elements on Leslie Street, including utility poles, is a prominent condition of the NOAC and staff are working with City staff and local Councillors to achieve agreement. Due to the complexity of this work, the schedule is currently six months delayed. The Review of the 60% design package was completed and comments are being addressed to incorporate, as applicable, in the "Construction Review" design package which will be circulated for review and sign off early September. Substantial performance of the Leslie Street connection is scheduled for fall 2014.

5.3 Station Enhancements

Union Station

Construction of the second platform for the Union Station subway station is proceeding toward completion in 2014.

Dufferin Station

The Dufferin Station Modernization project is expected to be completed by summer 2014.

Pape Station

The Pape Station Modernization project is expected to be completed by fall 2013.

5.4 Easier Access

To date, 31 subway stations have been made accessible. The Easier Access III project will make the remaining stations accessible by 2025.

The elevators at St. Andrew station were opened for service on June 20, 2012. Pape and Dufferin stations are expected to be completed by 2013 and 2014 respectively.

Construction at Lawrence West station is expected to start this year with completion slated for 2014. Construction at St. Clair West station is expected to start in early 2013 with completion in 2015.

5.5 Toronto-York Spadina Subway Extension Project

To date, the TYSSE project is on budget with a total budget of \$2,634 M including inflation.

The project is largely on schedule with the exception of the northern tunnels and Highway 407 contract which is seriously behind schedule on all sites. Work is now progressing on most sites with the exception of the tunnelling operation which is held up at York University as a result of continuing delays with installing of compensation grouting. The southern tunnels and Sheppard West contract is behind schedule in the tunnelling operation; however, the contractor is continuing with efforts to recover schedule.

Safety performance has improved since the start of the year, but continues to be a focus. TYSSE staff are working with contractors to emphasize the need to exercise a diligent duty of care in their practices and procedures.

5.6 PRESTO / TTC Farecard Project

Discussions continue with Metrolinx to finalize the legal agreements for implementing PRESTO at the TTC. The outstanding issues are expected to be resolved and the agreements finalized by the end of October.

PRESTO and TTC have agreed on the design changes to the Legacy LRV necessary to support the implementation of PRESTO on these new vehicles. These design changes are currently being reviewed with the LRV manufacturer to identify the potential impact on the overall LRV project schedule and any added costs that may be incurred. TTC is also working with PRESTO to determine how to incorporate the PRESTO system into the test schedule for the LRV's.

TTC and PRESTO continue to work on developing a schedule for the overall project through to final implementation and operation, including details regarding civil works at TTC facilities. Work is also being initiated on developing designs for PRESTO devices at TTC turnstiles and on TTC vehicles. TTC is currently supporting a limited test of a PRESTO open payments device at College Station. The pilot test is being conducted with a small group of pre-selected participants. If successful, a test device would also be implemented at Dundas and Bloor/Yonge stations by the end of the year. The test would continue until early 2013. PRESTO devices that are currently installed at TTC stations and accept only PRESTO card payments would continue to operate. TTC continues to work with PRESTO to improve the reliability of these devices.