

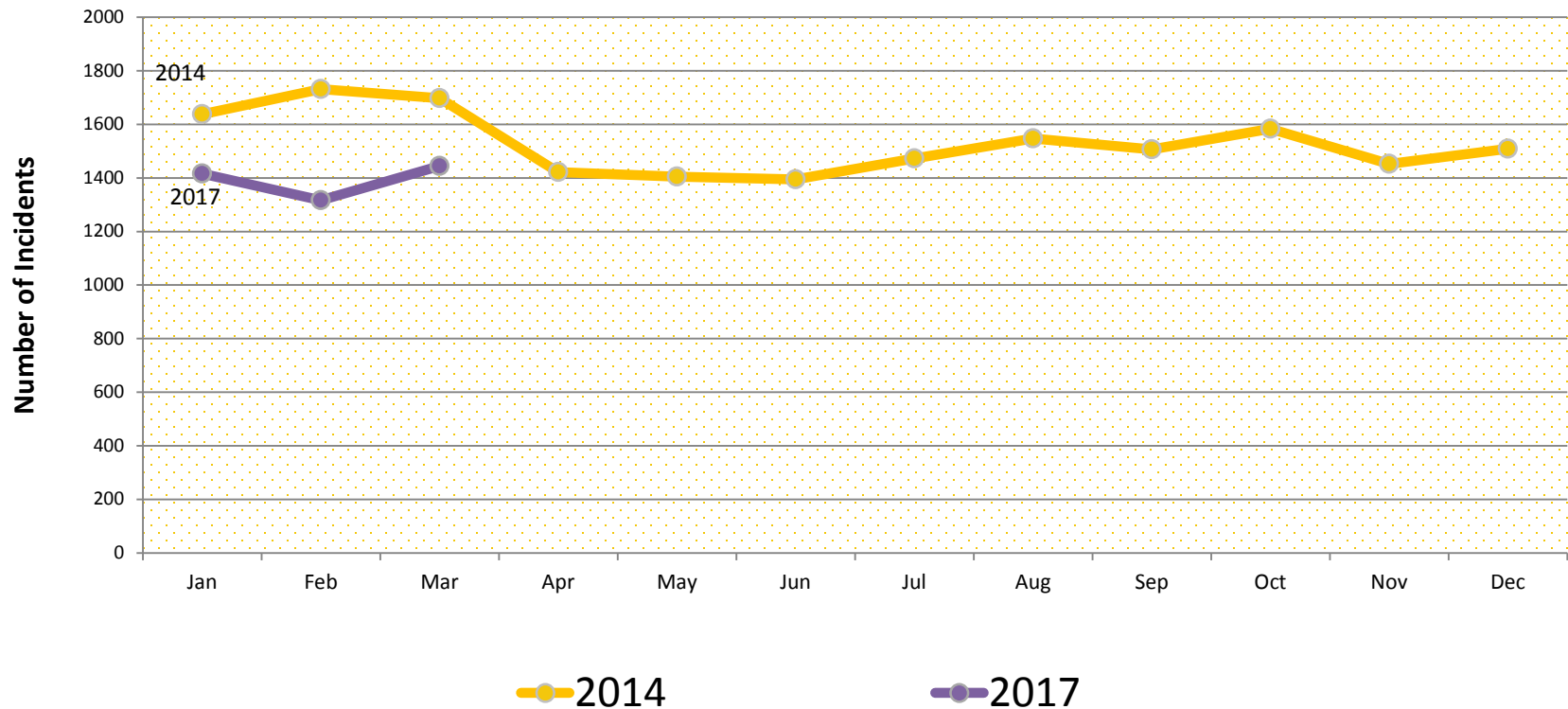


- **Total number of incidents**
 - in Q1 of 2014 = 5068
 - In Q1 of 2017 = 4176
 - **892** fewer incidents or **17.6%** reduction
- **Total number of minutes**
 - in Q1 of 2014 = 12628
 - In Q1 of 2017 = 7863
 - **4765** few minutes of delay or **37.7%** reduction
- **Average length of delay**
 - 2.49 mins in 2014
 - 1.88 mins in 2017



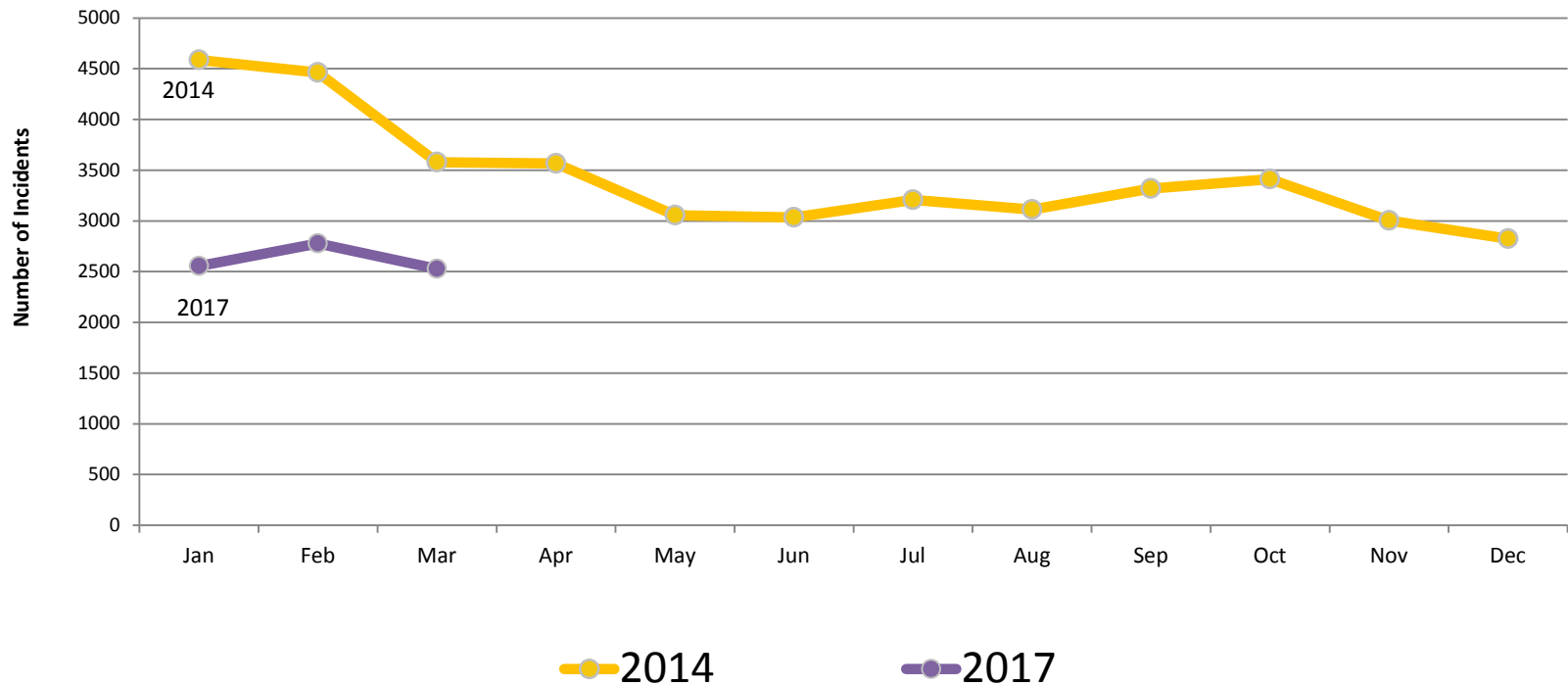


Subway & SRT Delay Incidents (All Lines)





Subway & SRT Delay Minutes (All Lines) – 2017 YTD



Q1 2014 VS Q1 2017 BY LINE



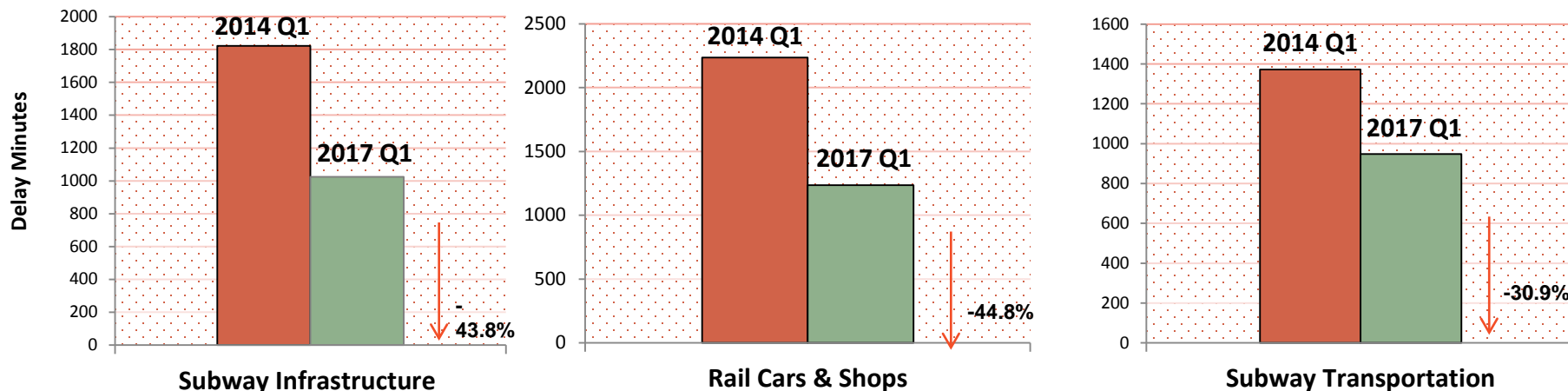
- **Line 1 – YU**
 - 2454 incidents down to 1727 or **29.6%** reduction
 - 4992 minutes down to 2898 or **41.9%** reduction
- **Line 2 - BD**
 - 2115 incidents down to 2112 or **0.1%** reduction
 - 4132 minutes down to 3728 or **9.8%** reduction
- **Line 3 - SRT**
 - 354 incidents down to 160 or **54.8%** reduction
 - 2928 minutes down to 610 or **79.2%** reduction
- **Line 4 – Sheppard**
 - 145 incidents up to 177 or **22.1%** increase
 - 629 minutes down to 576 or **9.2%** reduction



SOURCE OF DELAYS



Subway Operations - Delay Minutes

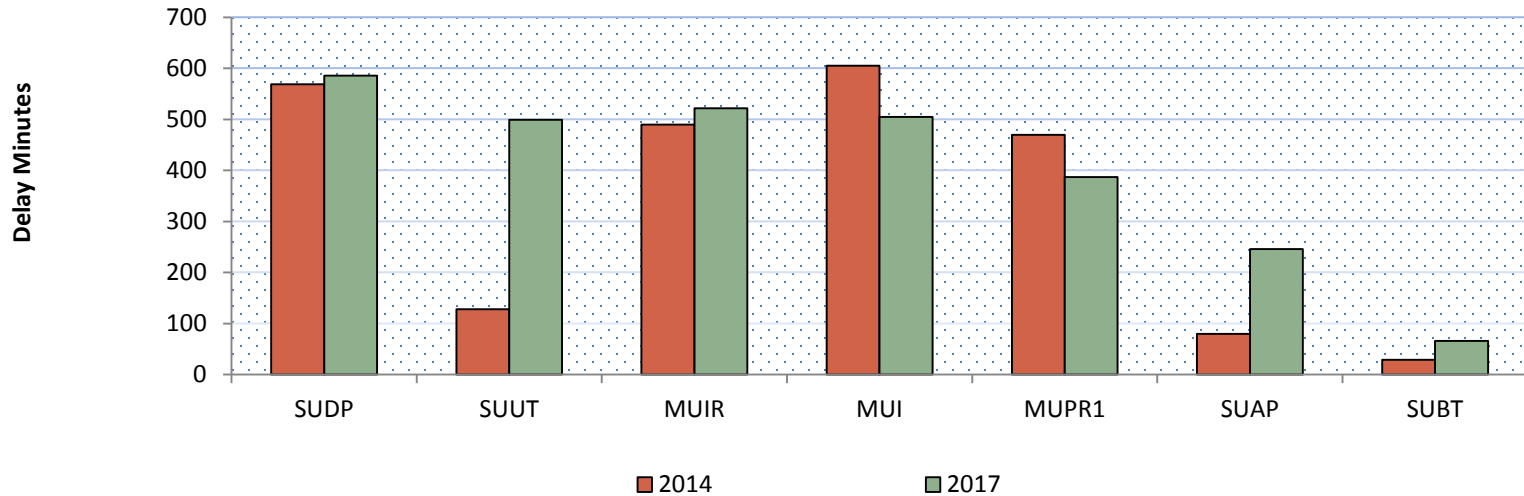


- **Subway Infrastructure**
 - 1251 incidents down to 1165 or **6.9%** reduction
 - 12628 minutes down to 7863 or **37.7%** reduction
- **Subway Transportation**
 - 1182 incidents down to 770 or **34.9%** reduction
 - 1372 minutes down to 948 or **30.9%** reduction
- **Rail Cars and Shops**
 - 503 incidents down to 322 or **36%** reduction
 - 2236 minutes down to 1235 or **44.8%** reduction

SOURCE OF DELAYS



Q1 2014 vs Q1 2017
NON-TTC DELAY MINUTES



- **Trespasser at Track Level (SUUT)**
 - 1259 minutes up to 1424 or **13.1%** increase
- **Customer Assaults (SUAP)**
 - 1028 minutes down to 361 or **64.9%** increase
- **Other (weather, 3rd party, etc)**
 - 627 incidents down to 270 or **56.8%** reduction
 - 2472 minutes down to 627 or **87.5%** reduction

