



COVID-19 Transitioning from Response to Restart and Recovery

Presentation to the TTC Board

June 17, 2020



| Outline

- 1. Introduction**
- 2. Service and Customer Experience**
- 3. Key Actions**
- 4. Updated Financial Outlook**
- 5. Conclusion**



Coordination with the City of Toronto

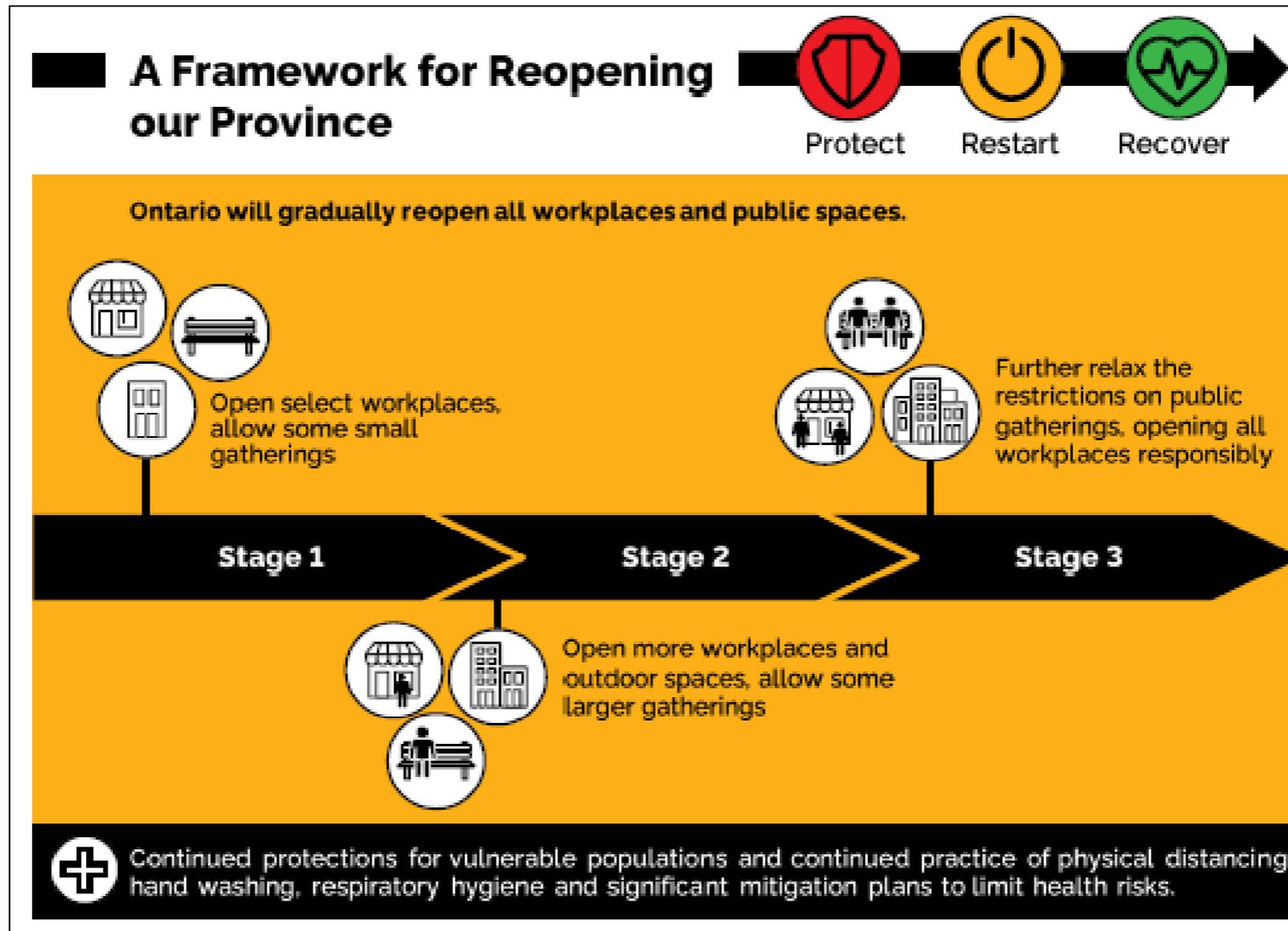
- TTC has been working in partnership with the City's Emergency Management since the pandemic began; also consulting Toronto's Office of Recovery and Rebuild (TORR)
- The TTC has consulted Toronto's Medical Officer of Health on the health and safety measures identified in this report.



 **TORONTO** Public Health

Province's Framework for Reopening

- Phase 1: Protect & Support
- Phase 2: Restart
- Phase 3: Recover

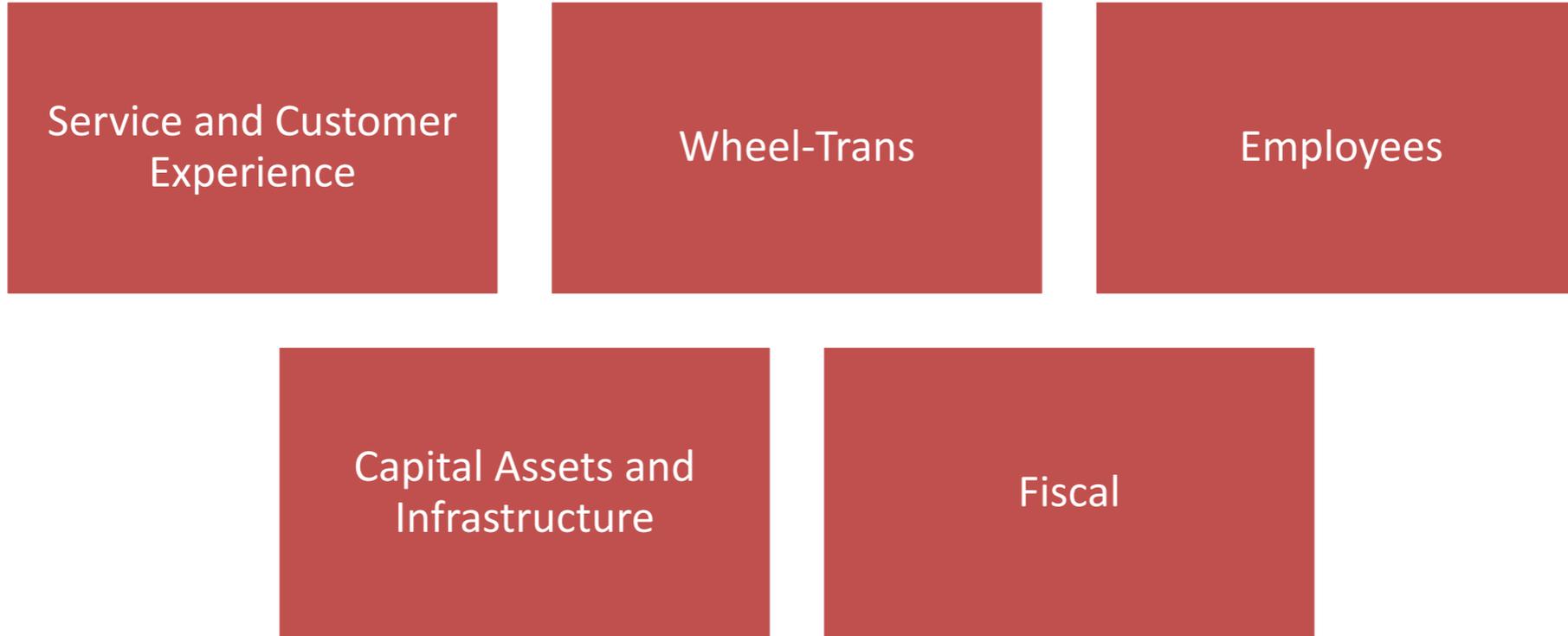


TTC Restart and Recovery Plan - Context

- Ridership dependent on pace of reopening;
- Public confidence in the safety of public transit will factor into customer decisions;
- Low income/vulnerable communities most reliant on TTC;
- Physical distancing guidelines will be difficult to meet as ridership increases;
- Ridership and revenues not expected to recover to pre-COVID levels by year end.



TTC Restart and Recovery Plan



Attachment 1 of report provides a summary of top 12 key actions



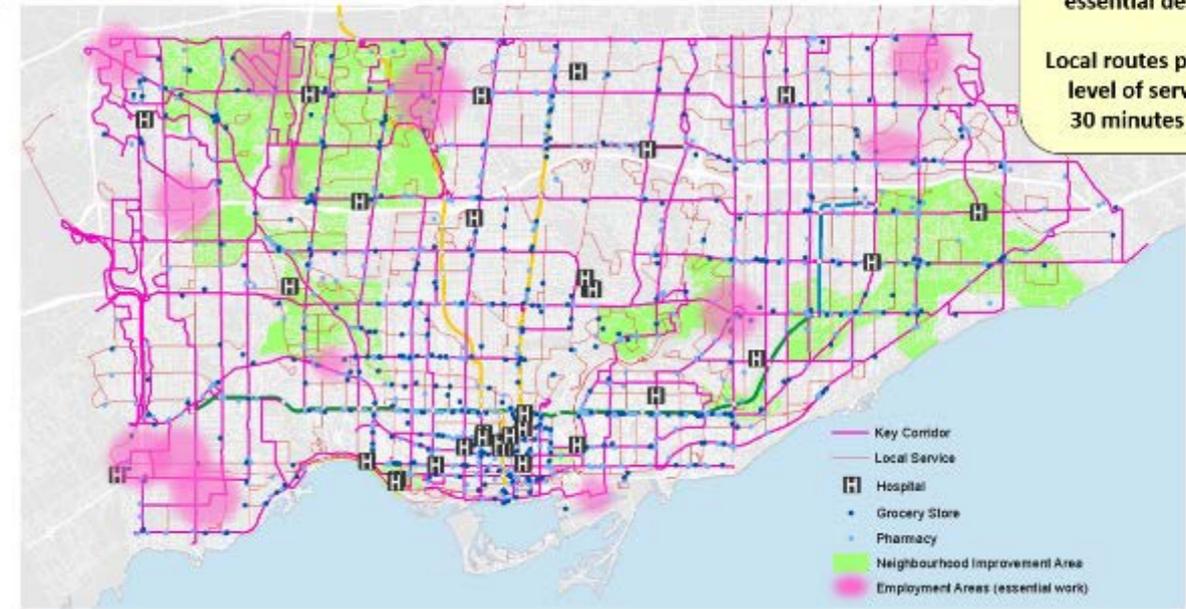


Service and Customer Experience

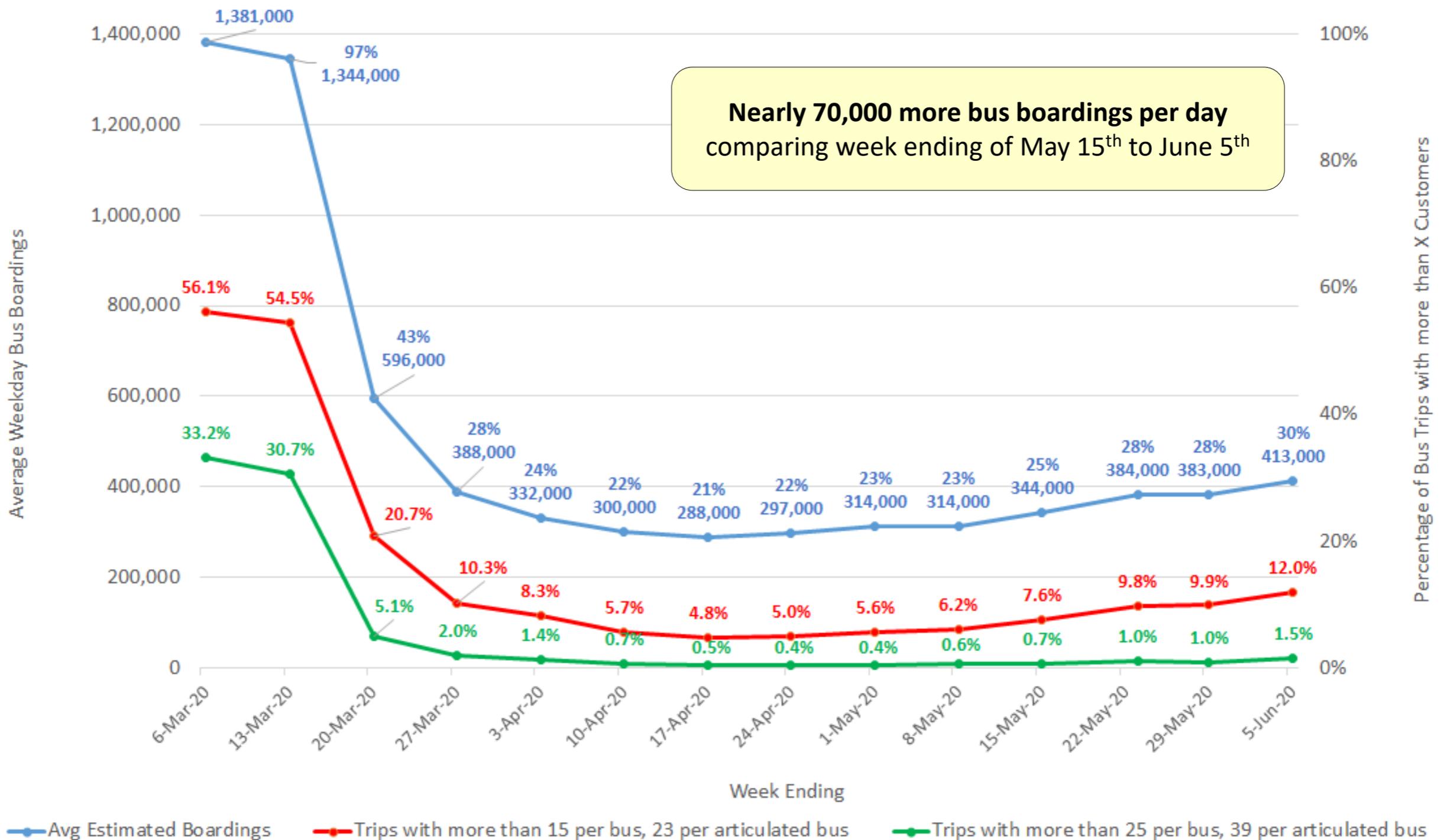
Service Recovery Plan

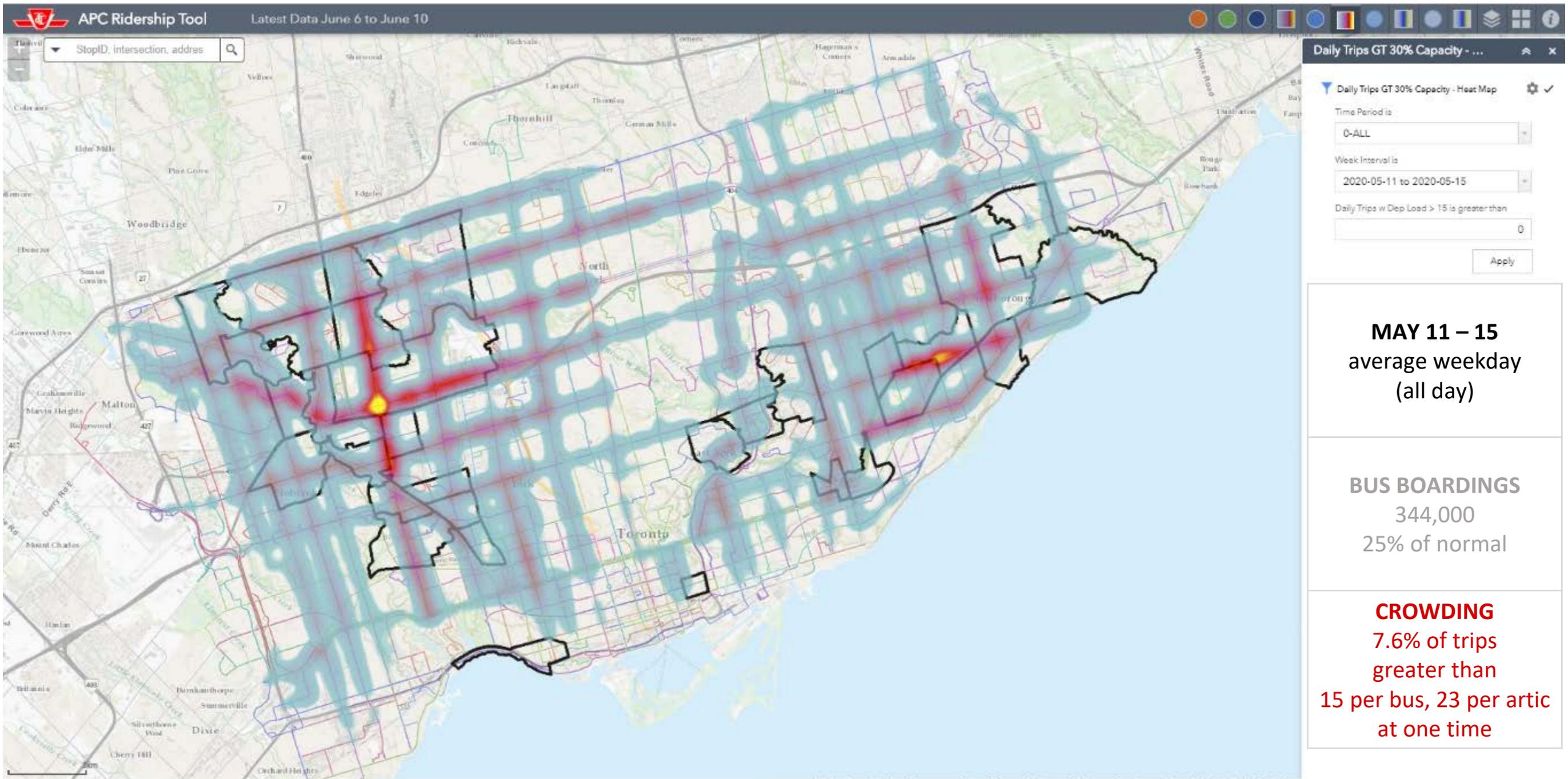
1. Demand-Responsive Service Plan
2. Transit Ridership Forecast
3. Transit System Capacity
4. 100% Service Plan

Demand-Responsive Service Plan



Average Weekday Bus Boardings & Crowding





Daily Trips GT 30% Capacity - ...

Daily Trips GT 30% Capacity - Heat Map

Time Period is: 0-ALL

Week Interval is: 2020-05-11 to 2020-05-15

Daily Trips w Dep Load > 15 is greater than: 0

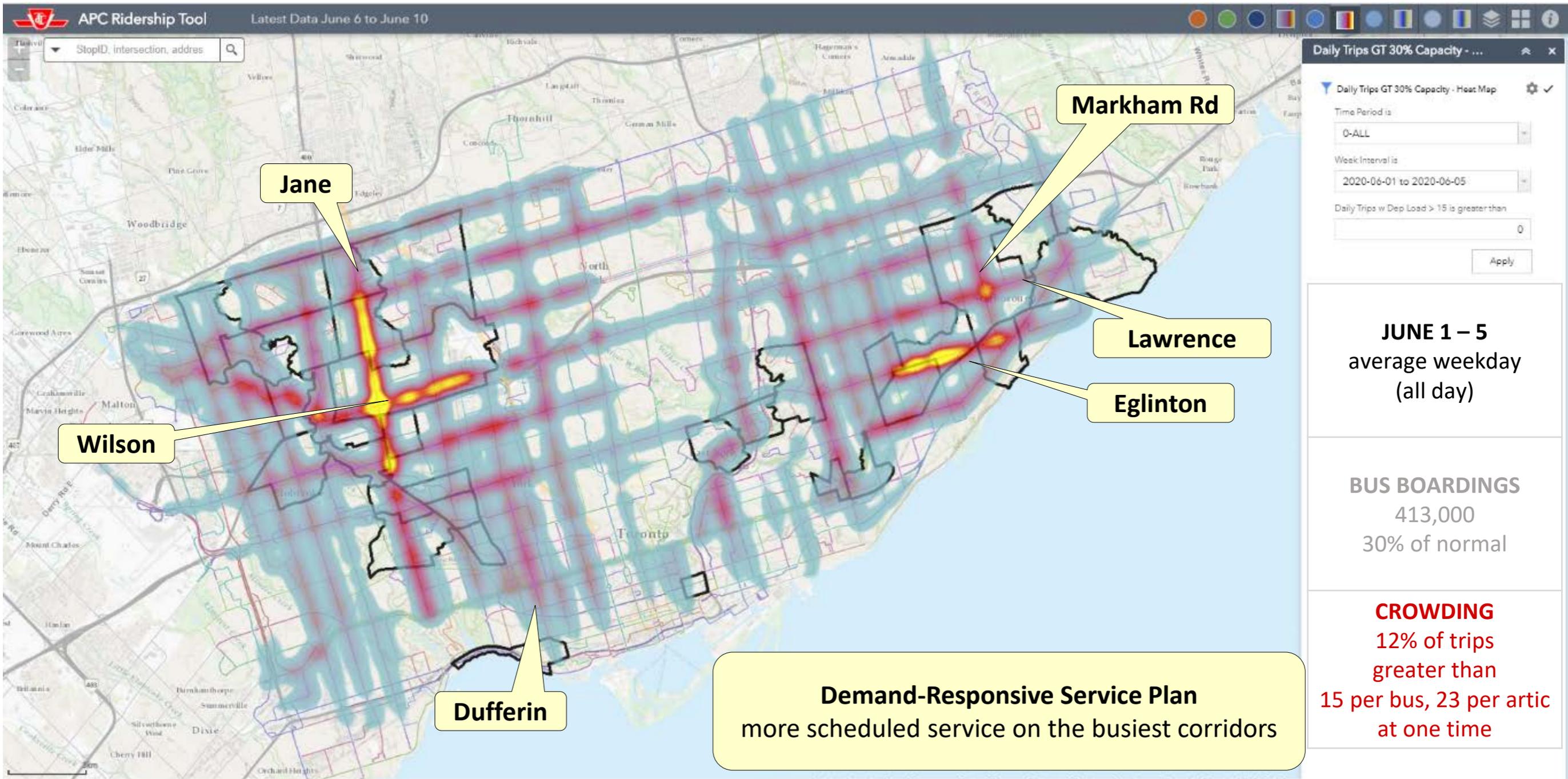
Apply

MAY 11 – 15
 average weekday
 (all day)

BUS BOARDINGS
 344,000
 25% of normal

CROWDING
 7.6% of trips
 greater than
 15 per bus, 23 per artic
 at one time





Jane

Markham Rd

Wilson

Lawrence

Eglinton

Dufferin

Demand-Responsive Service Plan
more scheduled service on the busiest corridors

Daily Trips GT 30% Capacity - ...

Daily Trips GT 30% Capacity - Heat Map

Time Period is: 0-ALL

Week Interval is: 2020-06-01 to 2020-06-05

Daily Trips w/ Dep Load > 15 is greater than: 0

Apply

JUNE 1 – 5
average weekday
(all day)

BUS BOARDINGS
413,000
30% of normal

CROWDING
12% of trips
greater than
15 per bus, 23 per artic
at one time



Transit Ridership Forecast: Six Key Drivers

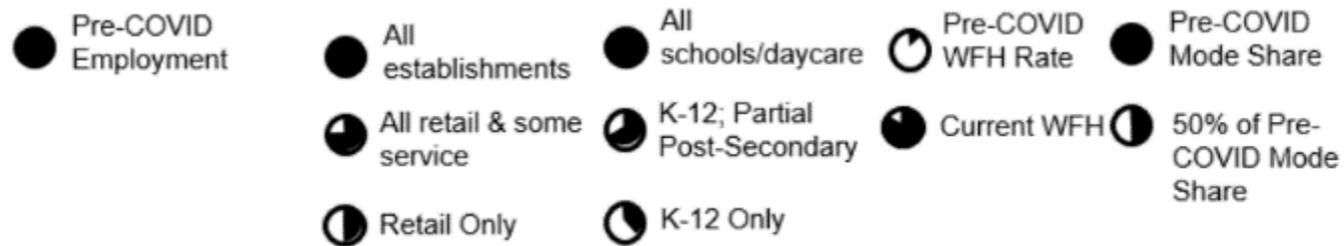
Scenario-based demand model accounts for six key drivers of ridership:

1. Rate of economic recovery and employment levels
2. Non-essential retail & service establishment openings
3. Schools/daycare availability
4. Tele-commuting rates
5. Mode shift from transit due to customer concerns
6. Vaccine/medical treatment

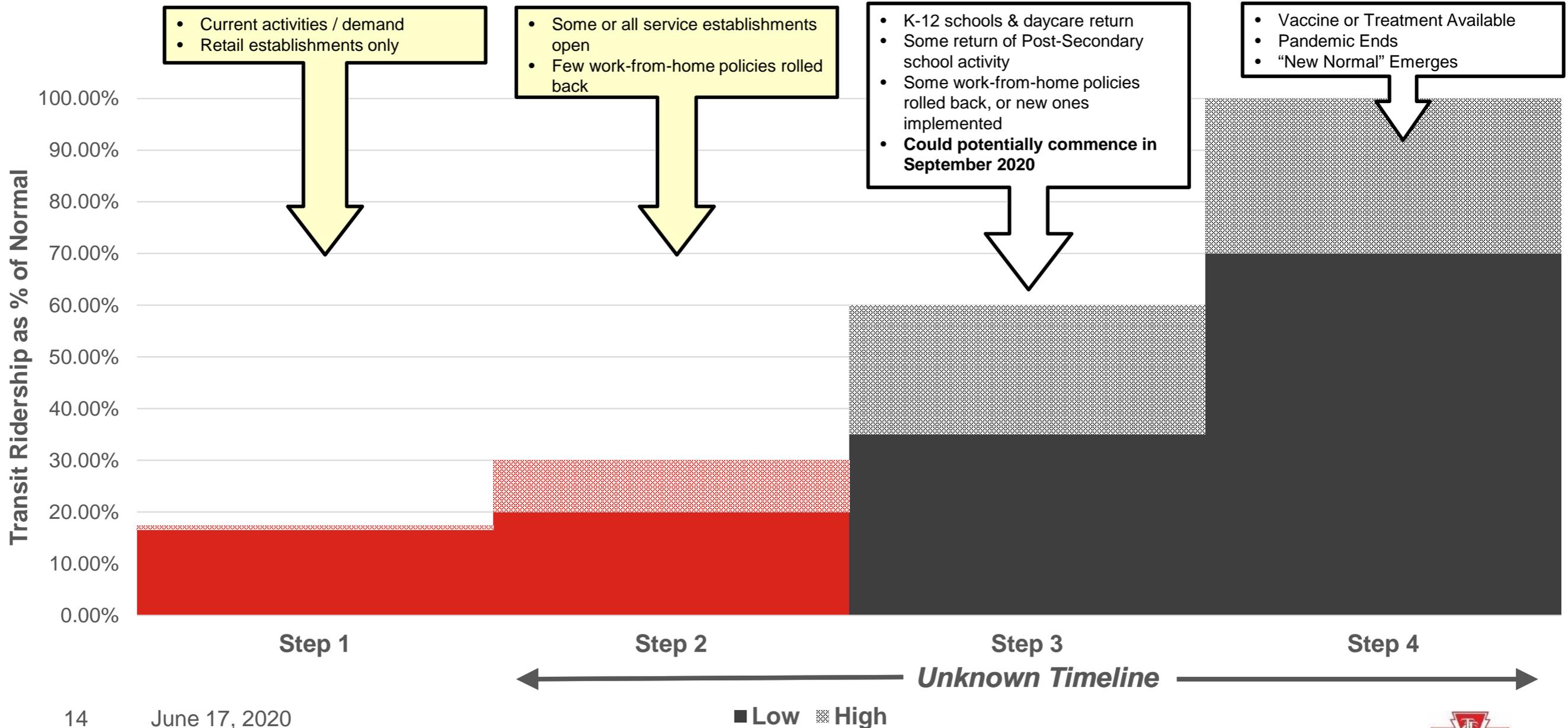


Transit Ridership Forecast: Steps to Recovery

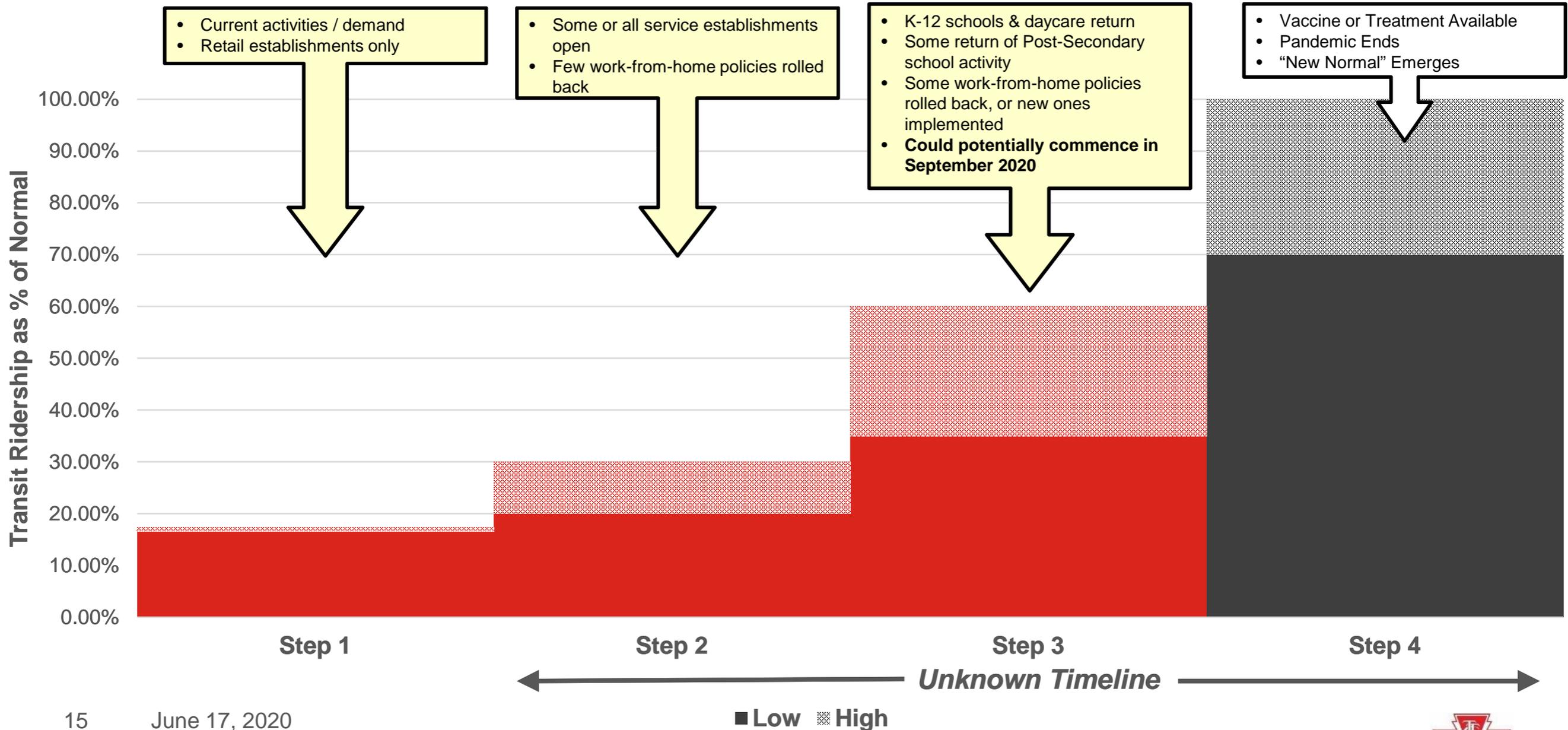
Step	Major Event	Bound	Employment	Non-Essential Retail & Service Establishments	School / Daycare	Working From Home	Transit Mode Share
Step 1	Retail establishments open						
Step 2	Some or all service establishments open; Few work from home (WFH) policies rolled back.	Low					
		High					
Step 3	Elementary and high schools return; Post-Secondary; Partial activities; Some work from home policies rolled back	Low					
		High					
Step 4	Vaccine or medical treatment found "New" normal emerges	Low					
		High					



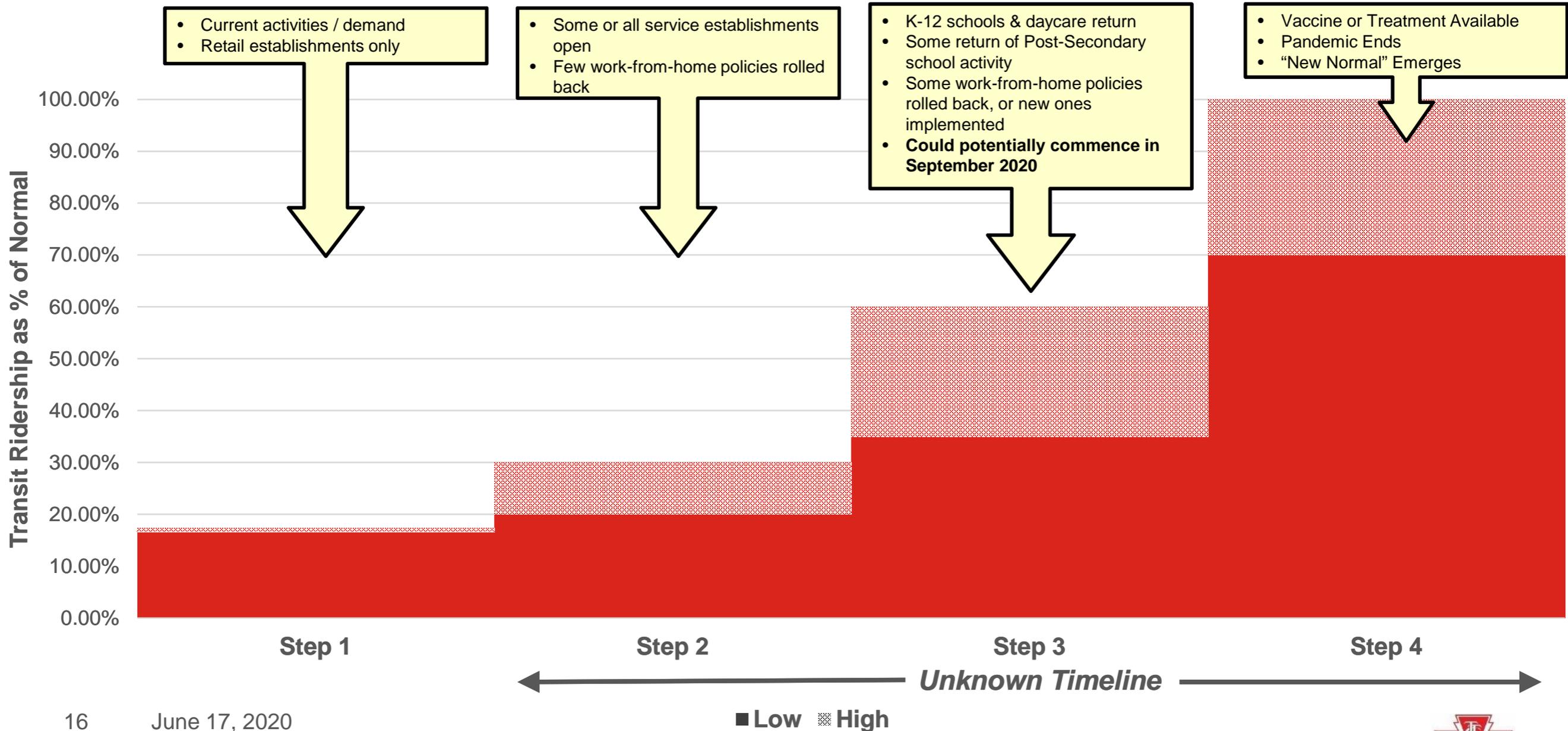
Transit Ridership Forecast: Steps to Recovery



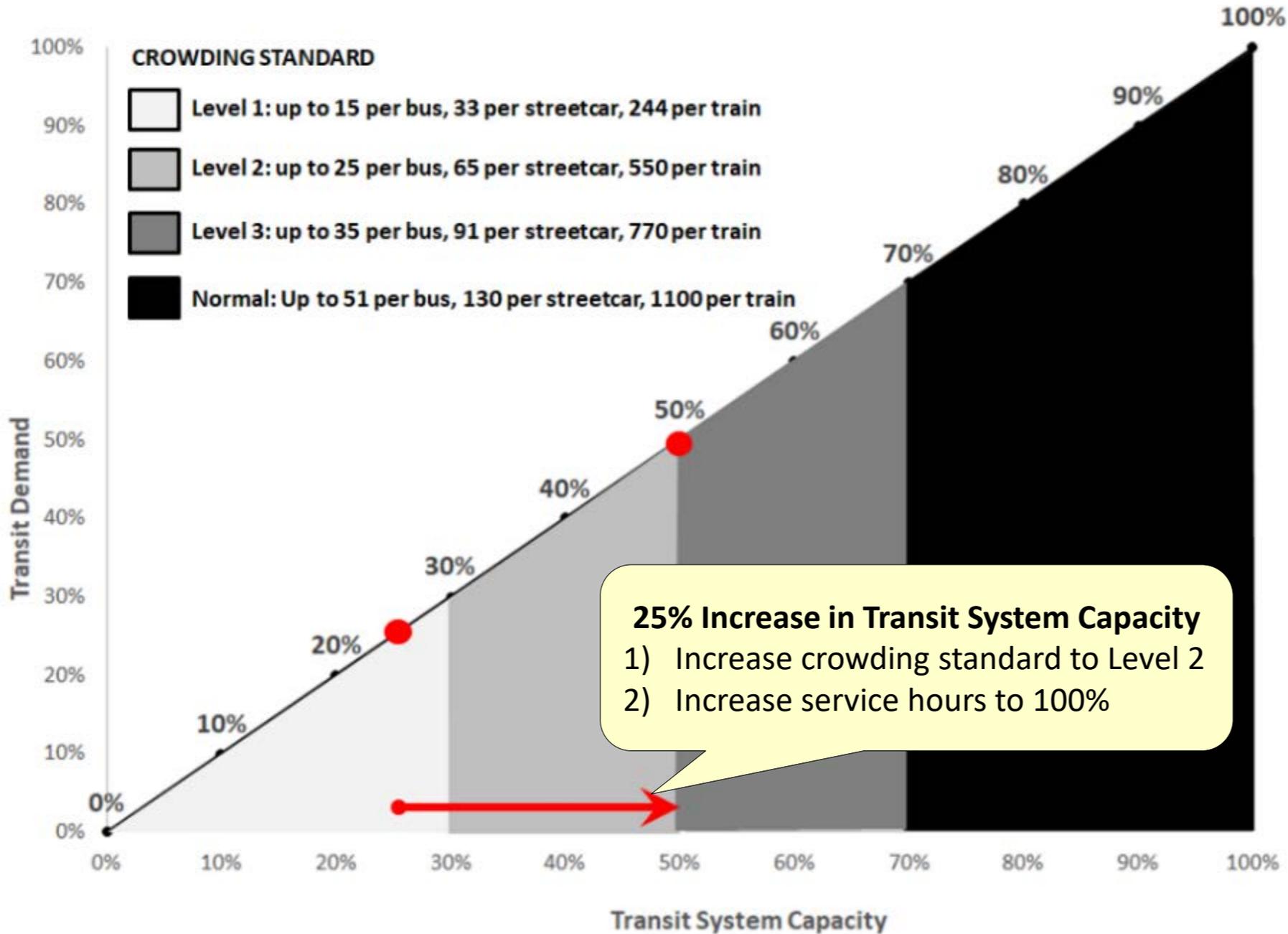
Transit Ridership Forecast: Steps to Recovery



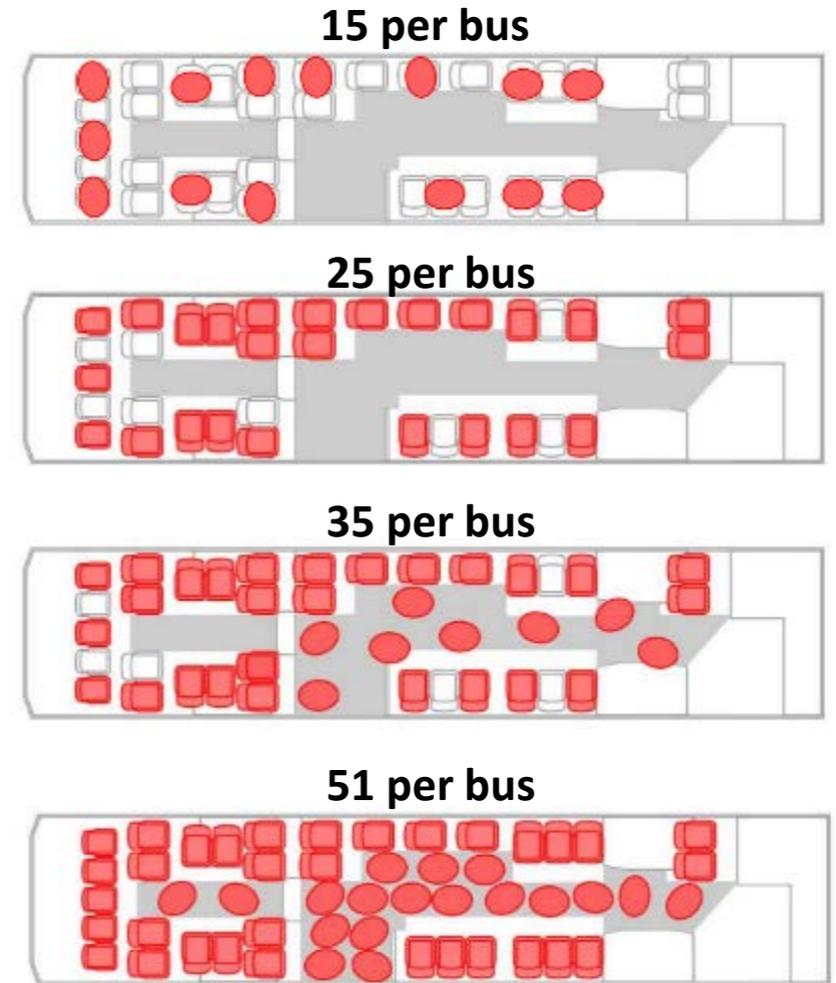
Transit Ridership Forecast: Steps to Recovery



Transit System Capacity



EXAMPLE: CUSTOMERS PER BUS



100% Service Plan

Step	Major Event	Bound	Employment	Non-Essential Retail & Service Establishments	School / Daycare	Working From Home	Transit Mode Share
Step 3	Elementary and high schools return; Post-Secondary; Partial activities; Some work from home policies rolled back	Low					
		High					

Peak service restored on most services including express routes

Off-peak service restored on almost all routes

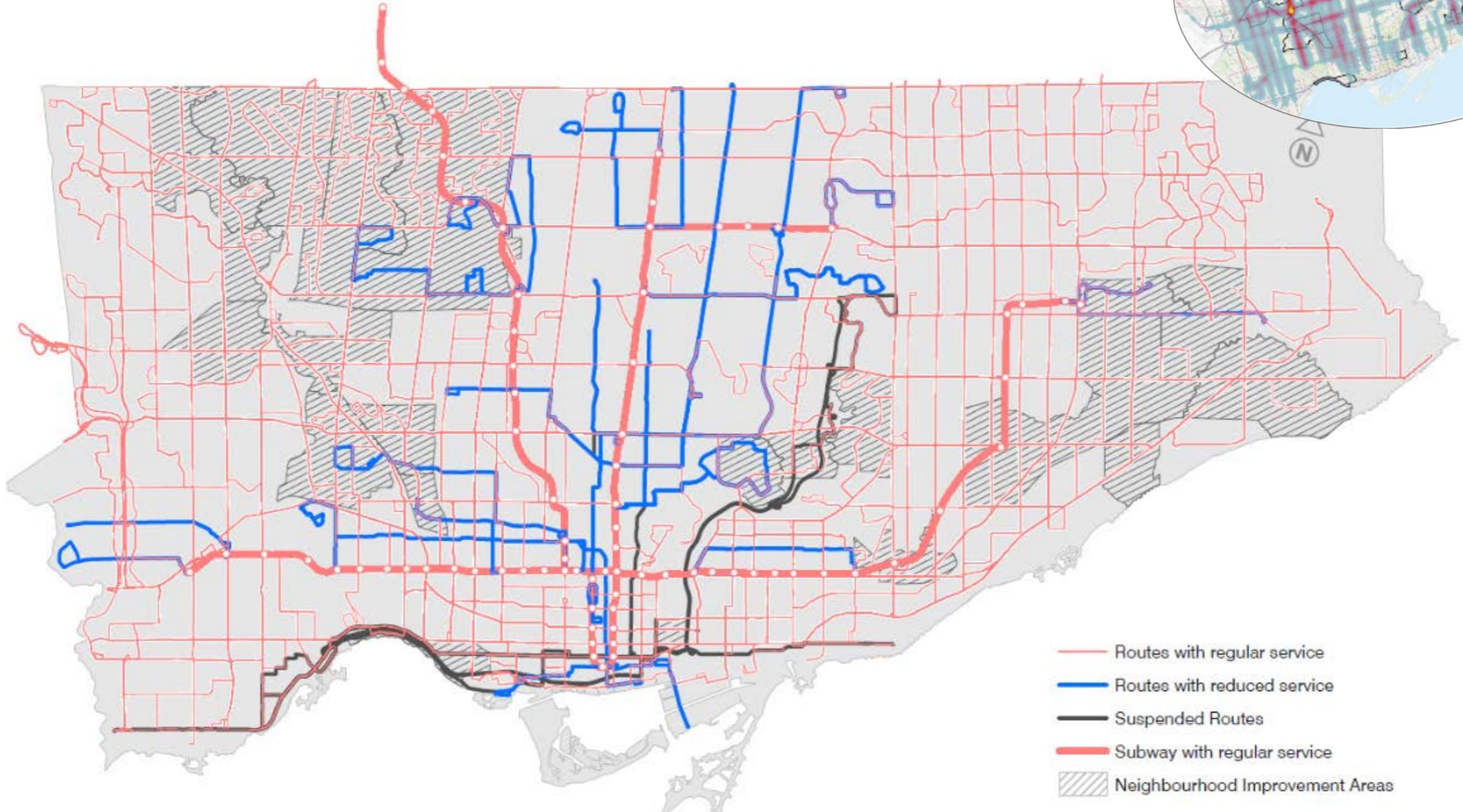
High school trips restored and some post-secondary service restored as most classes virtual

Suspended & reduced service continues on routes serving office-sector jobs

Demand-responsive buses continue to respond to targeted increases in ridership



| 100% Service Plan

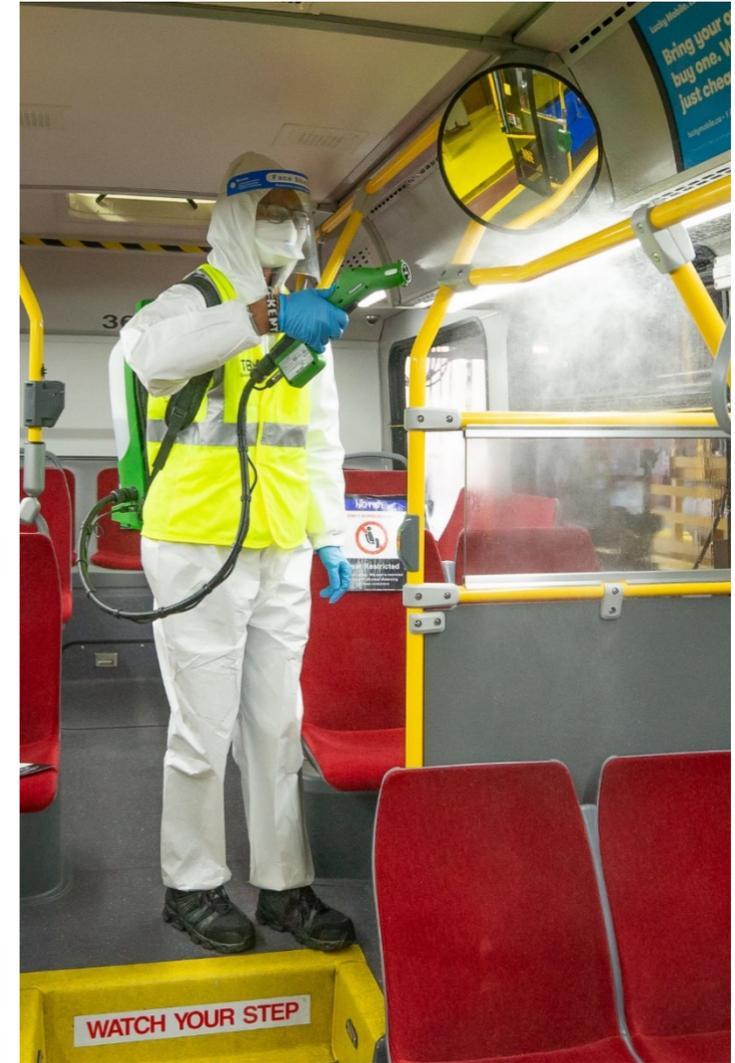


- Routes with regular service
- Routes with reduced service
- Suspended Routes
- Subway with regular service
- ▨ Neighbourhood Improvement Areas



Key Actions

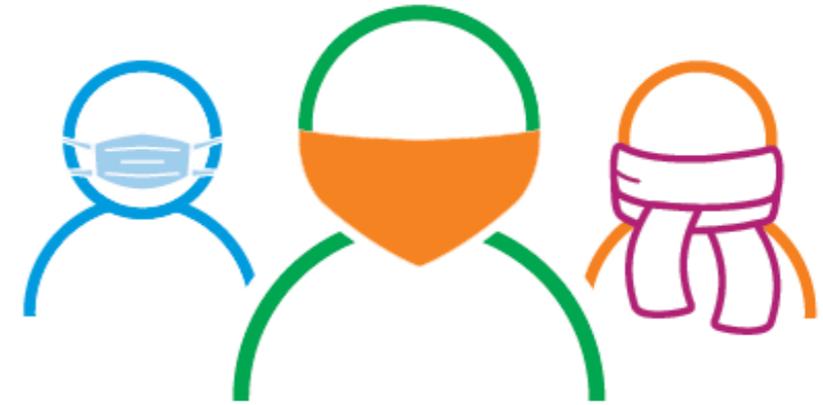
Health and Safety Measures in the Transit System



Health and Safety Measures have been reviewed in consultation with Toronto Public Health.

Mandatory Face Covering

- In consultation with the Medical Officer of Health, the report recommends face coverings be mandatory effective July 2 for customers.
- One-time distribution of 1 million non-medical face masks, targeted to vulnerable communities to support access;



Effective July 2, 2020, it is mandatory for customers to wear masks or face coverings on the TTC.

Wearing a face covering helps to reduce the spread of germs. It's a simple step that protects others.

Exemptions include children under 2 years of age and those with medical or other conditions that prevent use.

TTC By-law No. 1, s. 3.13(a)

For information about how to make a no-sew mask, go to [ttc.ca/masks](https://www.ttc.ca/masks)



Customer Communications

Staying safe on public transit:



If you feel sick, please stay home



Keeping the TTC safe and clean
To help keep our customers safe, the TTC continues to disinfect its vehicles twice a day including hand holds and touch points. Subway cars receive additional cleaning at terminal stations.



Wear a face covering
We strongly recommend customers wear a cloth mask or face covering when travelling on the TTC. It's a simple step that protects others.



We're all in this together
If we all follow the rules and adopt new habits, we will get through this safely. Let's take care of each other and work together to adapt to our new reality.

For more information, visit ttc.ca/covid-19

The campaign includes:

- Advertisements in all TTC vehicles and stations;
- In-station digital screens;
- Social media;
- Ads on more than 400 OneStop digital screens;
- Digital campaign (ads on 19 sites and major media outlets);



Key Sector Stakeholder Engagement

The TTC is reaching out to private and public stakeholder partners to provide key information about safety riding the TTC. Over 1000 stakeholder partners:

- City agencies;
- School boards;
- Post Secondary Education Institutions;
- Business Improvement Areas (BIAs)
- Community associations and community groups;
- Third party social service agencies;
- Health networks;
- Property Managers;
- Tourist Attractions
- Etc.

TTC COVID-19 Response



May 21, 2020

The following is an overview of measures TTC continues to take to keep our customers safe and well informed. Please share any of the following with your colleagues.

Vehicle and station disinfection

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, trains are receiving extra attention.



Quick links

[Coronavirus updates](#)

[Frequently Asked Questions about COVID-19](#)

[Extra buses added to key routes](#)

[TTC COVID-19 case update](#)

[Wheel-Trans updates](#)

TTC Customer Service

General TTC information
416-393-4636

Customer Service
416-393-3030

TTY Hearing
Challenged Service
416-338-0357

[Online](#) for complaints or compliments
www.ttc.ca



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.

May 21, 2020 Newsletter

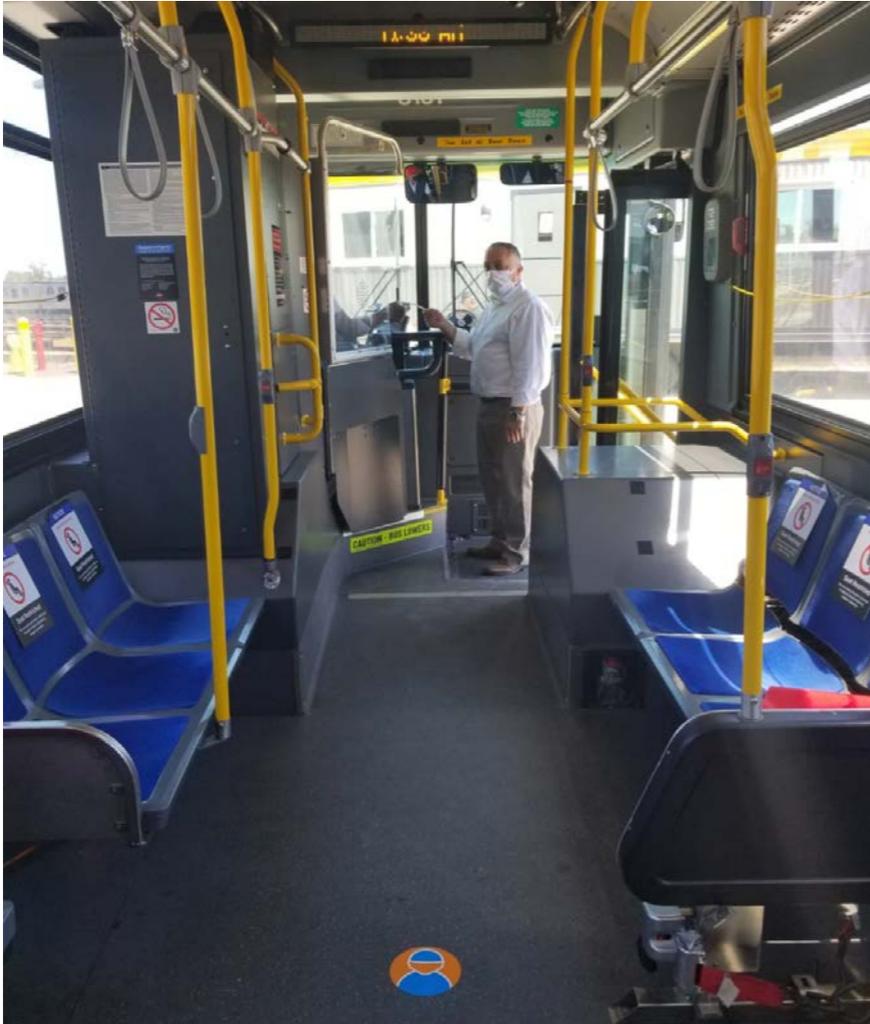


Enhanced Customer Flow Management in Stations



- Adding 100 Station Ambassadors to busiest stations and key bus and streetcar platforms to assist customers, manage customer movement, assist in diversions, and unplanned events
- Equipping stations with floor markings and directional arrows to:
 - Help direct customer movement
 - Remind customers about mandatory use of masks/face coverings in the system

Resume Front-Door Boarding and Cash/Ticket/Token Collection



Effective July 2, 2020 resume:

- Front-door boarding and alighting on buses while continuing rear-door boarding and alighting
- Acceptance of cash, tickets and tokens
- Distribution of transfers

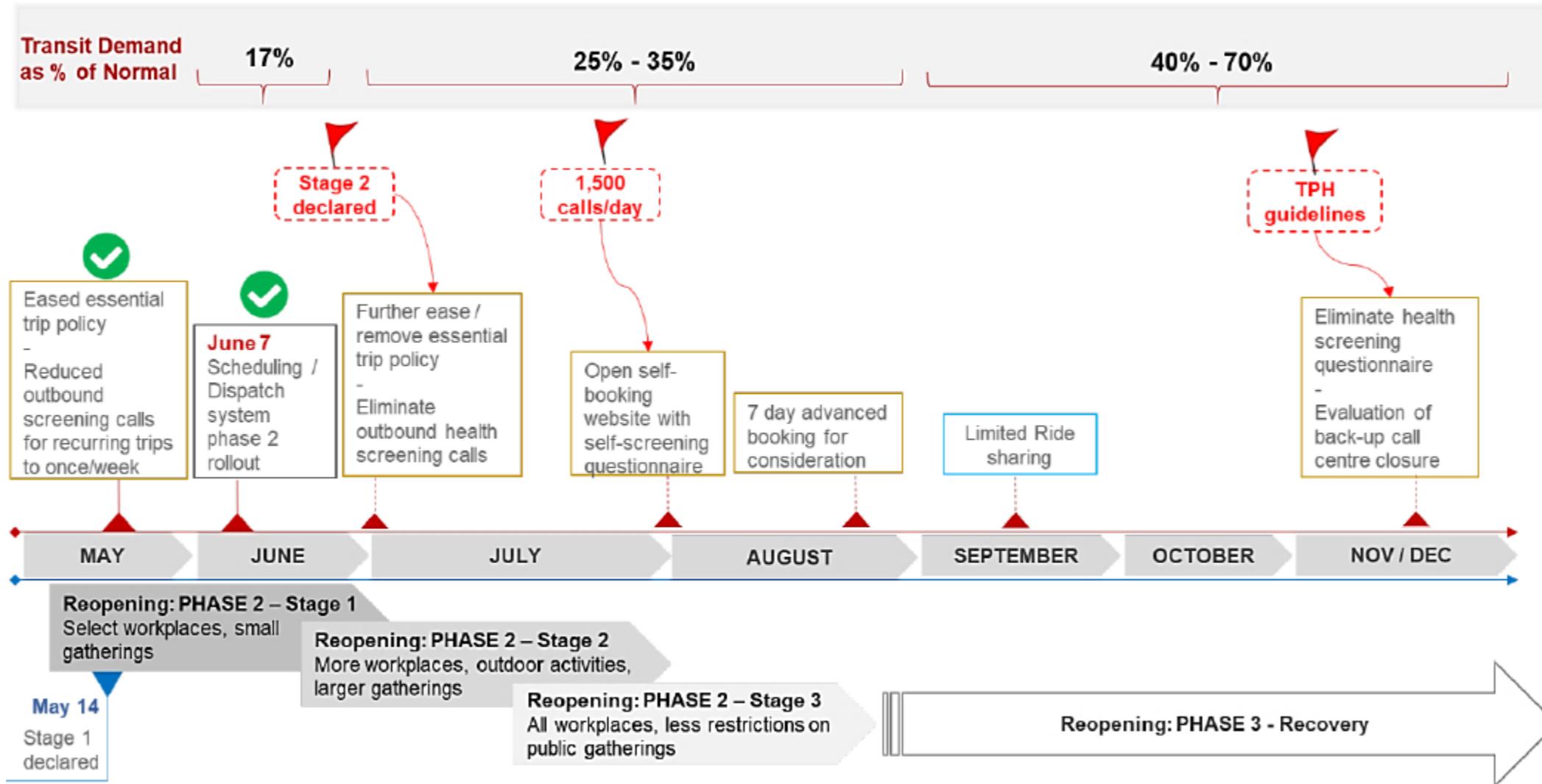
| Contactless Payment



TAP TO PAY



Wheel-Trans Recovery



TTC Employees: Work from Home

Groups and Departments +

What you need to know to work from home
Instruction guide from the IT Services Department | Security tips for working remotely

2018-2022 Corporate Plan
Advancing to the next level.

COVID-19 Updates
Information about positive diagnosis



12 Participants

Second Logic Interlock

Ensures only valid signals and commands are sent through the trainlines.

To energise the A-car door control relay panel (DCRP) enable relay (ENR) the DECU ensures the following conditions are met:

- Both no motion signals are present.
- Only one activated DMSP.
- Door supply enable variable from TIMS is present.
 - Speed less than 3 km/h and full service brake applied.
- No Open pushbutton is pressed during door enable process.

The ENR relay feeds power to the DMSP which is required to send open and close commands to the DCUs.

Continue Work from home for employees able to so until Labour Day

- Focus on safety and well-being of employees at home;
- Undertake office space assessment for returning employees; and
- Continue ongoing, timely communication to employees

TTC Employee Safety in the Work Place



COVID-19 Screening for all TTC employees, contractors, and visitors

Do you have any of the following new OR worsening symptoms:



Fever



Cough



Shortness of breath or difficulty breathing

Have you been in close contact with (i.e. within 6 feet and for 15 minutes or more) someone who has any of the following:



Confirmed COVID-19



New respiratory symptoms



Travelled outside of Canada in the past 14 days

Do you have any of the following symptoms that are NEW and not associated with a known chronic or stable medical condition:



Sore throat



Difficulty swallowing



Decrease of taste or smell



Chills



Headaches



Unexplained fatigue or malaise



Diarrhea or abdominal pain



Nausea or vomiting



Pink eye (conjunctivitis)



Runny nose without known cause



Nasal congestion without other known cause



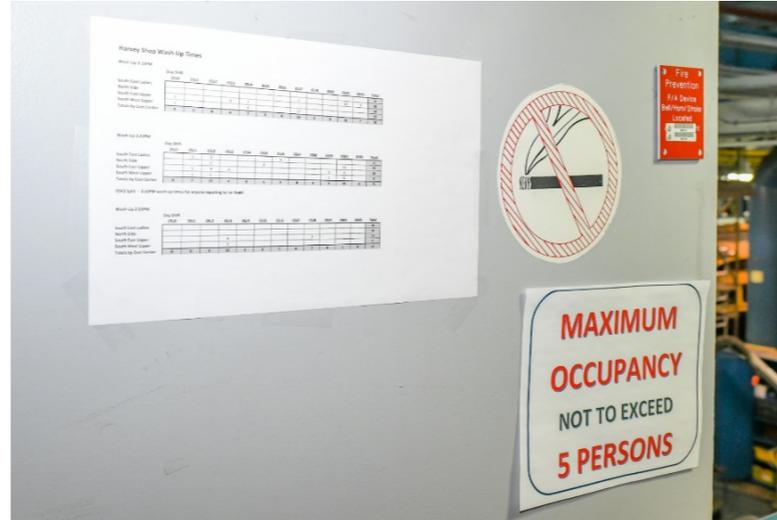
Employees, contractors and visitors that have answered NO to all questions will be allowed to enter the workplace or the building. Wash your hands or use hand sanitizer before you start working. Practice physical distancing. Wearing a non-medical mask or face covering is strongly recommended where you cannot maintain physical distancing.



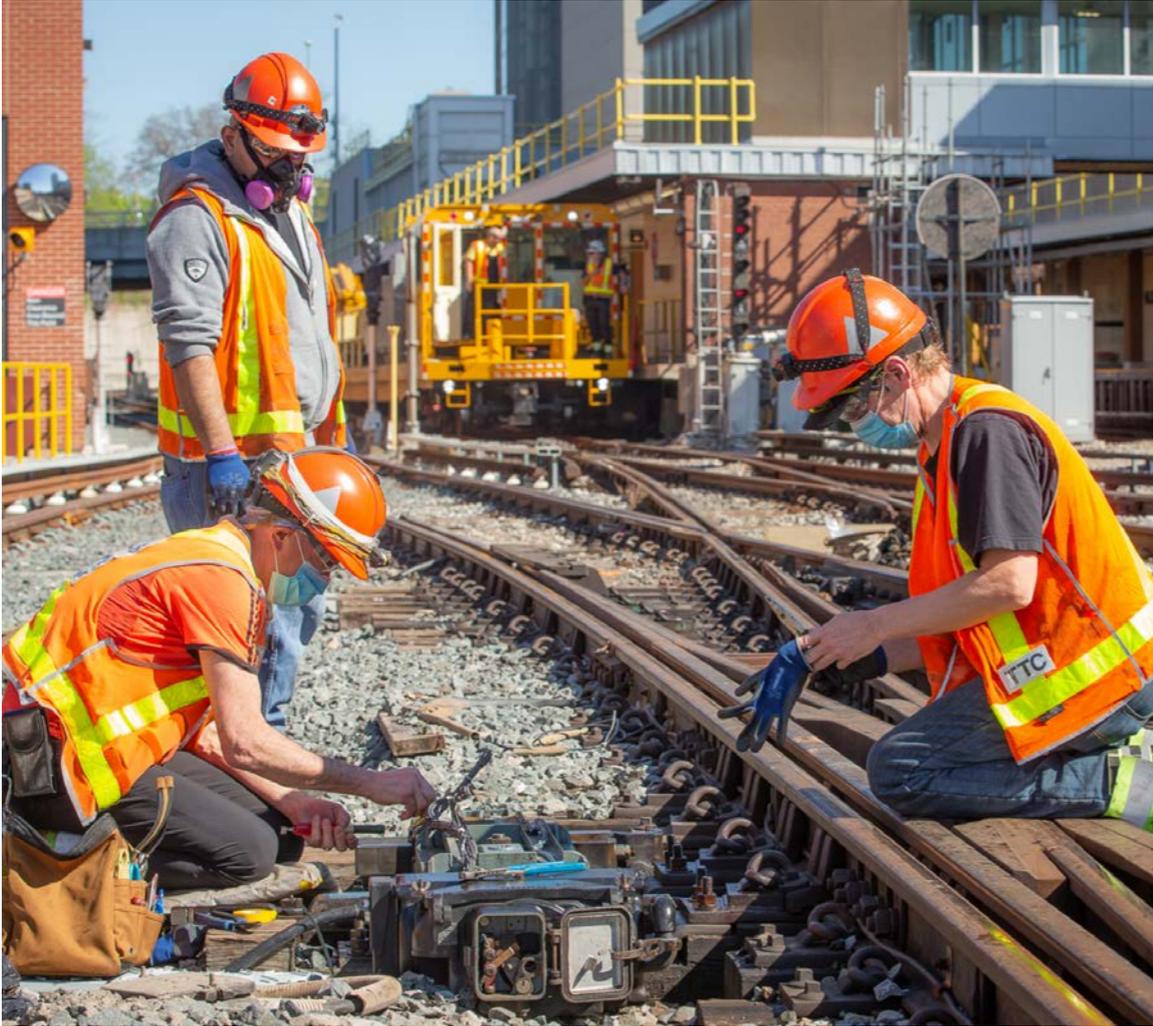
Employees, contractors, and visitors that have answered YES to any of these questions CANNOT enter the workplace or the building. Return home and contact your local Public Health Authority, Primary Care Physician or Telehealth Ontario for further instructions. Contact your supervisor by phone to let them know that you are not able to enter the workplace and follow their instructions.

TTC Occupational Health: 416-393-4572
Telehealth Ontario: 1-866-797-0000

May 28 2020



Accelerate State of Good Repair and Capital Program



- Advance additional asset maintenance and SOGR work plan for 2020
- Close Chester Station from June 9 to June 23 to accelerate completion of Easier Access elevators. Additional stations targeted throughout 2020



Updated Financial Outlook

One-Time Financial Relief for Customers and Independent TTC Retail Tenants



Pro-Rated Credit for March and April 2020 Passes



Rent Deferral for Independent Retail Tenants

Incremental Response and Recovery Expenses

INCREMENTAL RESPONSE AND RECOVERY EXPENSES			
Item (\$M)	Anticipated Expenses to Labour Day		Change
	May 13 Estimate	Current Estimate	
Safety & Required Measures			
Personal Protective Equipment	6.0	9.2	3.2
Vehicle disinfecting	4.5	6.0	1.5
Protective Operator Barriers		2.6	2.6
Facility disinfecting, decals and other	1.4	2.5	1.1
Managing Resourcing			
Overtime (Critical response activities)	2.0	3.0	1.0
Operator Absence Coverage (mid-to-late March)	1.2	1.2	
COVID-19 Ambassadors		2.6	2.6
IT & Business Continuity	0.3	0.4	0.1
Incremental Response and Recovery Expenses	15.4	27.5	12.1

Additional measures under review:

- Hand sanitizer on vehicles
- HVAC systems: UV disinfection/MERV filters
- Additional workplace measures to support physical distancing.

Delegated Authority Recommendation:

- To provide CEO with delegated authority up to \$15 million to implement measures necessary to protect health & safety.



Updated Financial Impact to Labour Day

Updated COVID-19 Financial Impact to Labour Day			
Item (\$M)	Anticipated Impact to Labour Day		Change
	May 13 Estimate	Current Estimate	
Revenue Losses			
Passenger Revenue	496.0	485.0	(11.0)
March & April Pass Credits		12.8	12.8
Ancillary Revenues	8.7	7.2	(1.5)
Total Revenue Losses	504.7	505.0	0.3
Incremental Expenses	15.4	27.5	12.1
Current Financial Impact, Before Cost Containment	520.1	532.5	12.4
Cost Containment Actions			
Expenditure Constraint Savings	(55.5)	(62.8)	(7.3)
Matching Service Capacity to Demand	(45.7)	(48.5)	(2.8)
Defer Implementation of New Service Priorities	(5.2)	(5.2)	
Total Cost Containment Actions	(106.4)	(116.5)	(10.1)
Capital Deferrals Re Provincial Gas Tax	(116.0)	(116.0)	
TTC Net Financial Impact to Labour Day	297.7	300.0	2.3
Weekly Average Financial Impact	11.4	11.5	0.1
Monthly Average Financial Impact	49.6	50.0	0.4

\$11M increase in passenger revenue, and \$10 million in higher cost savings fund the fiscal relief and recovery costs.

With recommended changes incorporated, financial impact remains at \$300 million to Labour Day.



TTC Estimated Year- End Financial Impact

TTC Estimated Year-End Financial Pressure*					
		Anticipated Fall Ridership Level			
Item	(\$M)	30%	40%	50%	60%
TTC Financial Impact to Labour Day		300.0	300.0	300.0	300.0
Estimated Fall Passenger Revenue Loss		285.7	244.8	204.0	163.2
TTC Estimated Year-End Financial Pressure*		585.7	544.8	504.0	463.2
*Excludes impact of post Labour Day incremental recovery expenses and cost reduction actions					

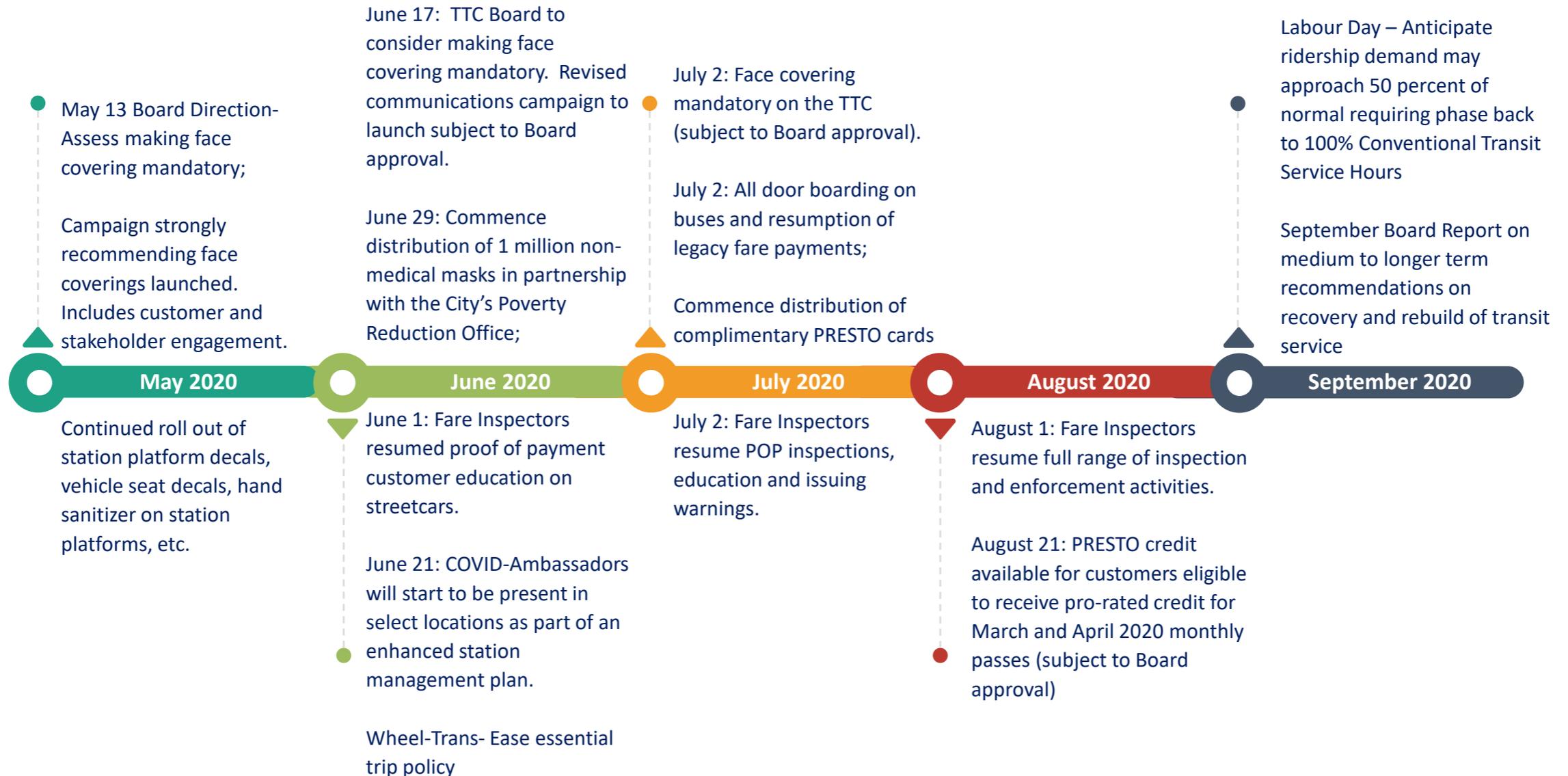
Final result highly dependent on ridership.



Conclusion



Milestone Highlights – May to September 2020



Thank you



Staying safe
on public transit:



**A big thank you to
TTC employees**

Please show your appreciation for
the dedicated men and women who
are keeping Toronto moving!

For more information, visit [ttc.ca/covid-19](https://www.ttc.ca/covid-19)

