

CEO's Report

Toronto Transit Commission

August 2021



Toronto Transit Commission



The TTC is a City of Toronto agency that provides public transit services for Toronto that extend into surrounding municipalities. The TTC's mandate is to establish, operate and maintain the local transportation system in the city of Toronto. The TTC is the largest public transit system in Canada and the third-largest in North America. It is also integrated with other nearby transit systems like YRT in York Region, MiWay in Mississauga, and Ontario's regional GO Transit lines.

Throughout the pandemic, the TTC has kept Toronto moving by serving hundreds of thousands of people a day, including those working in essential services.

Our vision
To be a transit system that makes Toronto proud.

Our mission
To provide a reliable, efficient and integrated bus, streetcar and subway network that draws its high standards of customer care from our rich traditions of safety, service and courtesy.

TTC by the numbers



1.7 million
rides a day
pre-pandemic



183,200
weekly service
hours pre-
pandemic



6,400+ km
of routes



2,114
accessible
buses



204
streetcars



150
trains



16,000+
employees



60
battery-electric accessible
buses — the largest fleet in
North America

Did you know...



On September 1, 2021, the TTC will celebrate its 100th anniversary. Visit ttc.ca for information on how we will be celebrating and how you can be involved.

Table of contents

<u>CEO's commentary</u>	4
<u>Core metrics</u> <i>Key metrics aligned with our strategic objectives.</i>	11
• <u>Ridership</u>	11
• <u>Financial</u>	14
• <u>Customer experience</u>	15
• <u>People and diversity</u>	24
• <u>Safety and security</u>	25
<u>Hot topics</u> <i>Top of mind metrics and initiatives with in-depth analysis.</i>	29
<u>Appendix</u> <i>Non-core metrics. Metrics with significant changes in performance will be reported in Hot topic metrics.</i>	33



CEO's commentary



Major League Baseball is back in Toronto — is there a better way to start the month of August than with a Blue Jays home stand at the Rogers Centre? With the team having been away for nearly two years, it is a welcome sight to see Jays fans streaming through our downtown again.

At the Blue Jays first home game on July 30, the TTC was very pleased to see Kyron Lewis, a bus operator from Malvern Division, throw the first pitch. Kyron served as a representative of all our frontline employees who have done tremendous work keeping Toronto moving through the pandemic. On July 31, Nelson Rodrigues, a bus operator from Mount Dennis Division, also threw the first pitch as part of the Blue Jays efforts to honour frontline workers. With fans also back at BMO Field to watch Toronto FC on the pitch, these are important indicators that the city and province are in recovery mode. As

Toronto continues to open up and we look ahead to the fall, we're anticipating more customers will be using the TTC.

The TTC has provided safe and reliable transit to its customers throughout the Greater Toronto Area during the varying stages of the pandemic. While the province was under its most recent stay-at-home order through April and May, we continued to provide approximately 2.7 million to 3 million revenue rides per week. As the province entered Step 2 of its reopening plan at the end of June, that number jumped to 3.8 million revenue rides per week.

Revenue rides reached just over 4 million per week as the province entered Step 3 of its reopening plan. In terms of ridership by individual mode of transportation, our bus boardings continue to lead the way. In the week ending July 30, bus boardings were at 46 per cent of pre-pandemic levels. Streetcar boardings and subway

boardings are moving in the right direction at 37 per cent and 31 per cent of pre-pandemic levels, respectively.

This fall, we're anticipating more customers will be using the TTC for everything from getting to and from school, work, shopping and leisure travel.

At the time of writing this commentary, TTC staff are expecting slightly higher demand on all modes compared to September 2020 service due to the likely increase of in-class learning at Toronto schools and additional activities at post-secondary campuses.



CEO's commentary

I'm looking forward to updating you on many of these activities come the fall. Along with welcoming back our customers, we have a number of other initiatives underway that are aimed at improving the TTC experience. These include capacity improvements across the system and sharing successes related to our 10-Point Action Plan on Diversity and Inclusion. Highlights include updates on the culture change underway in our Fare Inspector and Special Constables departments as well as some of the results in our efforts to recruit a more diverse workforce.

People / Diversity and Culture

First all-female transit operator class

On July 14, the TTC welcomed its first all-female transit operator class. This class includes six women who were recruited through our targeted efforts in November and December of last year when we held two outreach events aimed at women. These outreach events were commitments that formed a part of our 10-Point Action Plan on Diversity and Inclusion, which was

launched in 2020. In that plan we reimagined our outreach and recruitment efforts in order to attract more diverse talent.

One of the key objectives for the TTC is to have women make up 40 per cent of all operators hired. We are in the process of taking a holistic view of our policies and programs to support this objective. We know in order to attract more women and have them flourish, the TTC will have to do more to make them feel welcomed — and it is work we are prepared to do.

We hope this class is the first of many all-female classes and I look forward to updating you on their successes in the months to come.

Donation drives

In July, TTC Special Constables and Fare Inspectors teamed up with Toronto Police Services as part of 53 Division's *Project Breezy* to donate bicycles to families in the Thorncliffe Park area. Our employees and pensioners brought in 53 bikes to various work locations. The TTC also

donated 90 containers of disinfectant wipes, 10,000 adult masks and 8,000 child masks. Thank you to everyone who contributed their time and effort.

In the lead up to a new school year, TTC employees are supporting the Toronto and Region Chapter of the Conference of Minority Transportation Officials (COMTO) with its second annual backpack and school supplies drive. Last year, employees across the Commission donated more than 850 backpacks stuffed with school supplies to support kids in the Jane and Emmett community in Toronto. This year, COMTO Toronto & Region is looking to donate backpacks with supplies to children in the Jane and Finch, Rexdale and Malvern areas.

I am looking forward to personally getting out and meeting some of these great families, in the communities we serve.



CEO's commentary

Strategy and Customer Experience

Welcoming more customers back

The TTC is preparing to welcome back more customers with marketing campaigns letting those who have been away during the pandemic know that the TTC is safe and the best way to get around Toronto to enjoy all the great venues and attractions the city has to offer. We're ready to serve our customers when they're ready to return to us.

Our safety campaign kicked off this month to inform customers about all the safety measures we've put in place since the start of the pandemic. It's targeted to customers not currently travelling on the system. The campaign is appearing on our vehicles, transit shelters across the city, promoted on Spotify and English and ethnic digital media. Along with English, this safety campaign is also running in Chinese, Italian, Farsi, Tamil and Spanish. Also, ads will appear on various apps and will be promoted through our social media channels.

In September, we're rolling out our Welcome Back campaign. This is part two of our readiness and recovery plan.

Through this campaign, we showcase many great places in the city people can visit by taking the TTC. It will be available across our system and promoted in the same far-reaching manner as the safety campaign.



CEO's commentary

TTC 100

The TTC is less than a month away from marking 100 years in service. As part of commemorating a century of public service, we're thrilled to tell you that on September 1, the Toronto sign at Nathan Phillips Square and the CN Tower will both be lit red in honour of our anniversary.

We're doing a lot of great things to mark the occasion on all of our vehicles, in our stations and on our social media channels. We're going to be taking people on a trip down memory lane as we look back on our history of moving Toronto over the last 100 years. Our campaign includes fascinating historic images and street banner ads, including giant banners on display outside Union Station on Front Street from September 1 to October 1.

Along with a special 100th anniversary website, which will include more amazing historical photos and descriptions about the TTC's story, we're looking forward to unveiling a commemorative

anniversary book for purchase at our online TTC Shop in the weeks following the anniversary date.

More announcements to come so please stay tuned.



CEO's commentary

Update on RapidTO

On July 28, the City of Toronto and the TTC released their first [dashboard](#) for the RapidTO program — the priority bus lanes that were installed last fall along parts of Eglinton Avenue East, Kingston Road and Morningside Avenue.

Early results are promising and show an average travel time savings of up to six minutes compared to October 2019, and up to five minutes compared to just before the installation of the lanes in the p.m. peak period. Headway reliability, which was measured in the eastbound direction at Markham Road during the busiest hour of the p.m. peak period, improved by an average of 12%, with the 116 Morningside service improving by 19%.

As more TTC customers rely on the bus network for their trips than any other mode of transit, giving buses exclusive use of priority lanes is important for the long-term health of the city and quality of life for its residents.

With promising results from the first dashboard, we're continuing to work with the on studying

measures to improve speed and reliability on Jane Street, and on other key corridors as identified in our 5-Year Service Plan and the City's ongoing Surface Transit Network Plan.

Annual Service Plan (ASP) implementation

Annual Service Plan initiatives identified and approved for this year will be implemented, starting with the following Express route changes starting in September:

- New Saturday express service on 929 Dufferin Express.
- New weekday midday express service on 941 Keele Express.
- New weekday midday and early evening service on 960 Steeles West Express.

Additional ASP initiatives are planned for October and November, including route changes and more Express services, such as:

- 121 Fort York-Esplanade will change and be renamed, with service removed from Fort

- York, but new service on River Street in Regent Park.
- A new route, 128 Stanley Greene, will provide new peak service between Wilson Station and new neighbourhoods in Downsview Park.
- New weekday peak Express services on Kennedy (943 Kennedy Express) and Warden (968 Warden Express).
- New off-peak periods of Express service on Steeles East (953) and Steeles West (960).

Public consultations

I'd like to thank everyone who participated in two consultations that were recently published on the TTC website. The first consultation was regarding next year's ASP, where we were seeking feedback to help us develop proposed surface routes to connect to the future Line 5 Eglinton, scheduled to open in 2022, and other service initiatives to support ridership recovery. This consultation closed on July 16.

CEO's commentary

I'd like to express our gratitude to stakeholders and youth ambassadors who provided valuable feedback from various communities across the city. We took full advantage of our social media platforms, digital advertising, station platform screens and public address announcements to promote the survey.

The second consultation asked for public feedback on future bus replacement service needed for when the Scarborough RT (Line 3) closes in 2023. This consultation, which ended on July 23, will help to inform and develop the bus replacement plan and the report back to the TTC Board later this year.

Links to the consultation were distributed widely via the Board, City Councillor networks, social media and transit stakeholders to help ensure that anyone impacted by decommissioning of Line 3 had an opportunity to comment on the options being considered to keep transit routes similar to

current services and minimize additional travel time for customers.

Operations

Free Warriors' Day rides for military and vets

Also celebrating a 100-year anniversary this year is the Warriors' Day Parade Council, which was established in 1921. Although the Warriors' Day Parade at the CNE has been cancelled because of the pandemic, the TTC will continue to honour current and former members of Canada's military, by providing them, and one companion, with free service on Warriors' Day on Saturday, August 21.

It's a great honour for the TTC to salute all those who serve, or have served, with Canada's forces by providing free travel every year on Warriors' Day and on Remembrance Day.

Wheel-Trans sedan taxis serve bus platforms

Starting on August 21, authorized Wheel-Trans sedan taxis will begin servicing all accessible

subway stations on the system. Customers will start seeing clearly marked sedan taxis using both aboveground and underground bus platforms to give Wheel-Trans customers a more direct connection into the subway. Only authorized sedan taxis with the affixed Wheel-Trans decal are permitted to enter these stations.

Infrastructure and Engineering

Ten-day closure – Queen Street East (Leslie Street to Woodbine Avenue)

As part of our State of Good Repair Program, the TTC completed work to replace rail at the westbound streetcar stop on Queen Street East at Glen Manor Drive from July 26 to August 5. This work coincided with track renewal work currently underway at the King/Queen/Roncesvalles intersection, and a track renewal project on Queen Street West between Bay Street to Fennings Street, as well as rail repairs at various locations along Queen Street East.

CEO's commentary

Safety and Environment

Vaccination clinics

We've been very pleased with the pop-up vaccination clinics that have been held at various TTC properties. In addition to those who got their shots through community clinics and pharmacies, more than 3,000 TTC workers, contractors and consultants have received their first or second dose at nearly 20 workplace clinics. Many of these clinics also extended an invitation to the family members of employees. We're all very grateful for the close collaboration staff have developed with hospitals, health providers and community partners who put on these clinics, and we're continually looking for more opportunities for pop-up clinics.

ACAT applications available

And finally, I'd like to take this opportunity to announce that the Advisory Committee on Accessible Transit (ACAT) will be accepting applications for new members from September 7

to 21. ACAT is a 15-member committee that advises the TTC on the difficulties faced by persons with disabilities as well as seniors, and makes recommendations on the elimination of barriers to accessible public transit.

ACAT is also committed to providing opportunities for diverse voices to influence Accessibility in Transit. We welcome members from all communities, including racialized, Indigenous, Military, LGBTQ2+ and other groups to apply.

Applications will be available at ttc.ca starting on September 7 for any resident of Toronto interested in joining the committee. Applications can also be requested by phone at 416-393-3030 or 1-800-855-0511 (relay service for people who are deaf or hearing impaired), and mailed to Wheel-Trans – ACAT applications c/o Customer Service, 580 Commissioners St., Toronto ON, M4M 1A7. They can also be faxed to 416-338-0126. All applications must be received no later than 4 p.m. on September 21. Please visit ttc.ca/acat to learn

more about the committee and its responsibilities.

I want to wish everyone a safe and happy summer. No doubt it will be a busy fall and I hope everyone is getting some time to relax and recharge. The next TTC Board meeting is scheduled for Wednesday, September 15 and will be live-streamed on the Official TTC YouTube Channel, starting at 10 a.m.



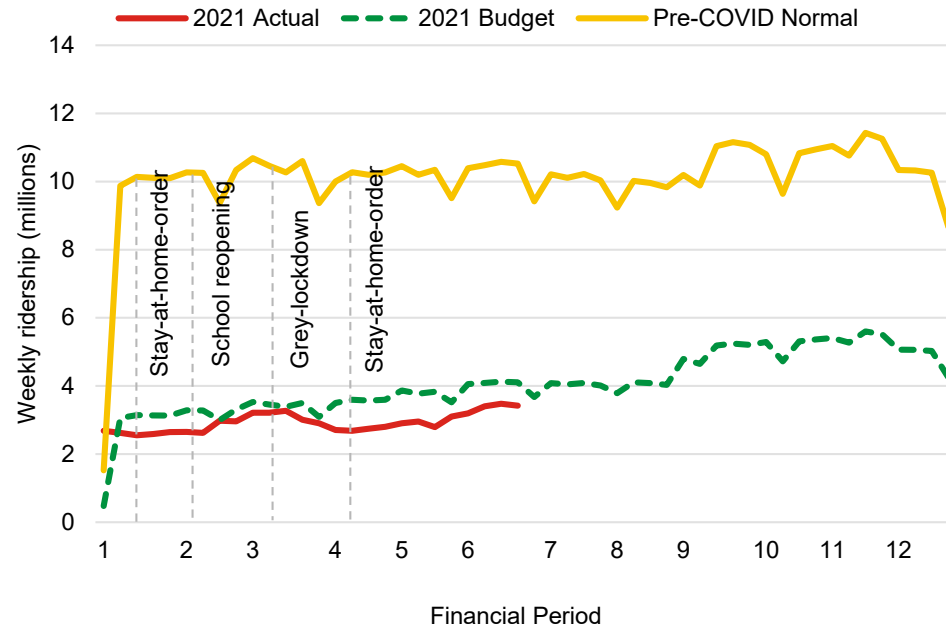
Richard J. Leary
Chief Executive Officer
August 2021





Ridership

Revenue rides



Definition

Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers. Average number of customer linked trips per week, including paid and free trips (children 12 and under).

Results

Period 6 (May 30 to July 3, 2021) revenue rides totalled 16.599 million or 3.320 million per week, representing 32% of pre-COVID experience. Period 6 experience reflects a 16.0% increase from Period 5, which had 2.863 million rides per week and represented 28% of pre-COVID experience.

Analysis

Ontario ended the third stay-at-home order on June 2 and subsequently entered Step 1 and Step 2 of reopening on June 11 and June 30, respectively. Weekly revenue rides averaged 2.79 million at the end of the stay-at-home order and increased to 3.477 million at the end of June (right before Step 2 reopening). The increase can be explained by more customers travelling on the system as vaccinations increased throughout this period.

During this period, the proportion of occasional customers (five to eight taps per week) and infrequent customers (one to four taps per week) increased by 1% from 79% to 80%, while the proportion of

period pass customers dropped by 1% from 8% to 7%. In comparison, the proportion of infrequent and occasional customers represented approximately 68% of all customers, while frequent and period pass customers represented 32% pre-COVID.

Period pass sales for July were 48,303, representing 25% of pre-COVID experience. In comparison to June period pass sales, there was an additional 2,454 period passes sold for June. The largest increase was observed in the adult and post-secondary group (2,296), followed by seniors (98) and youth (60).

Action

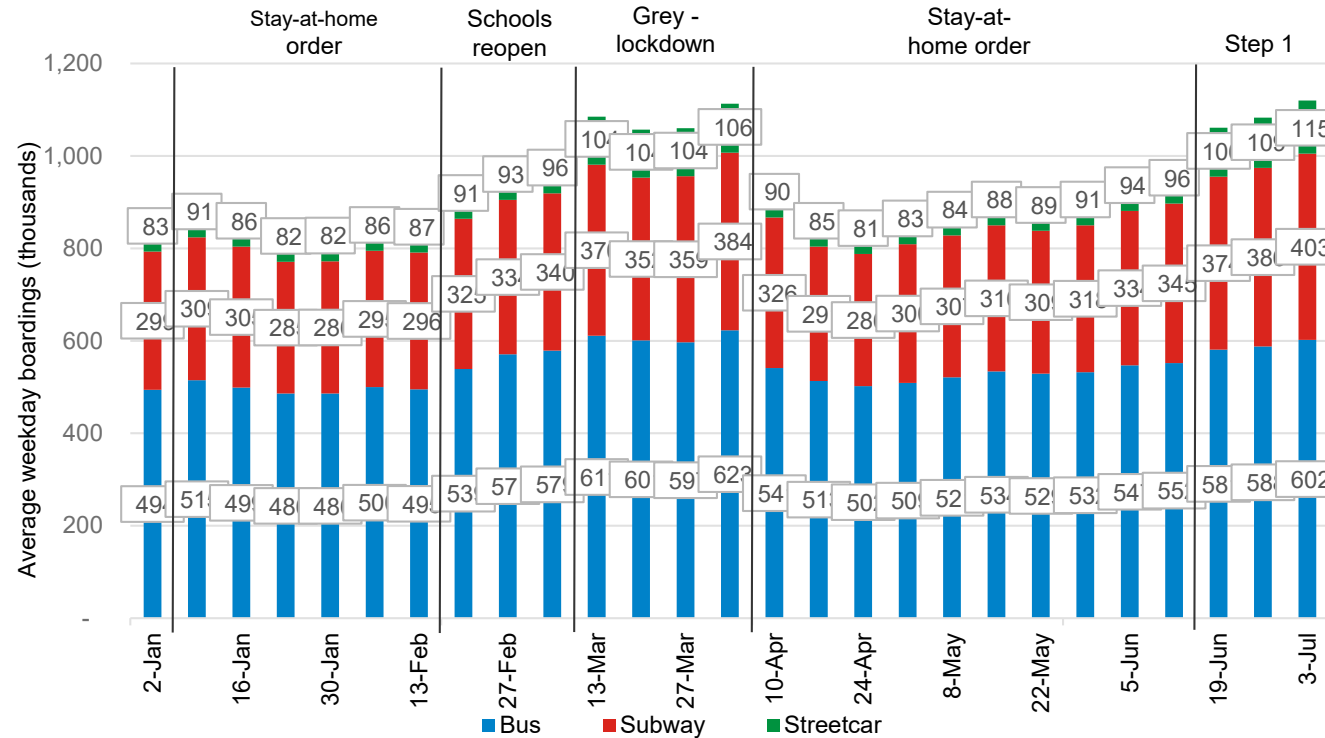
In August, we rolled out the first phase of a print and digital campaign to welcome customers back to the TTC. Phase one focuses on the safety improvements we have made during the pandemic. Our goal is ensure that returning customers know it is safe to come back. Phase two focuses on welcoming customers back to the TTC and the lifestyle the city has to offer. It is set to launch in September.





Ridership

Customer boardings – Bus, subway and streetcar



Definition

Boardings measure customer use of the system, by mode and by location. Customers are counted each time they board a TTC vehicle.

Results

Weekday average boardings for all modes increased incrementally through June. The total of 1,120,000 boardings represents about 35% of pre-COVID demand for all modes.

Analysis

Demand for all services has increased by 16% since Ontario entered Step 1 of its reopening plan on June 11.

Bus continues to be the busiest mode with the greatest share of pre-COVID ridership. Average weekday boardings were 602,000 (44% of pre-COVID). Bus customers are more likely to work in jobs that cannot be done from home and tend to rely more on transit for their mobility needs.

Subway and streetcar boardings were 27%-33% of pre-COVID levels, but grew the most in relative terms in June — indicating an increase in discretionary trips.

Action

We continue to operate a demand-responsive service plan as outlined in the 2021 Annual Service Plan approved by the TTC Board in December 2020. The 2022 ASP is being prepared with our second round of public and stakeholder consultations recently concluded.

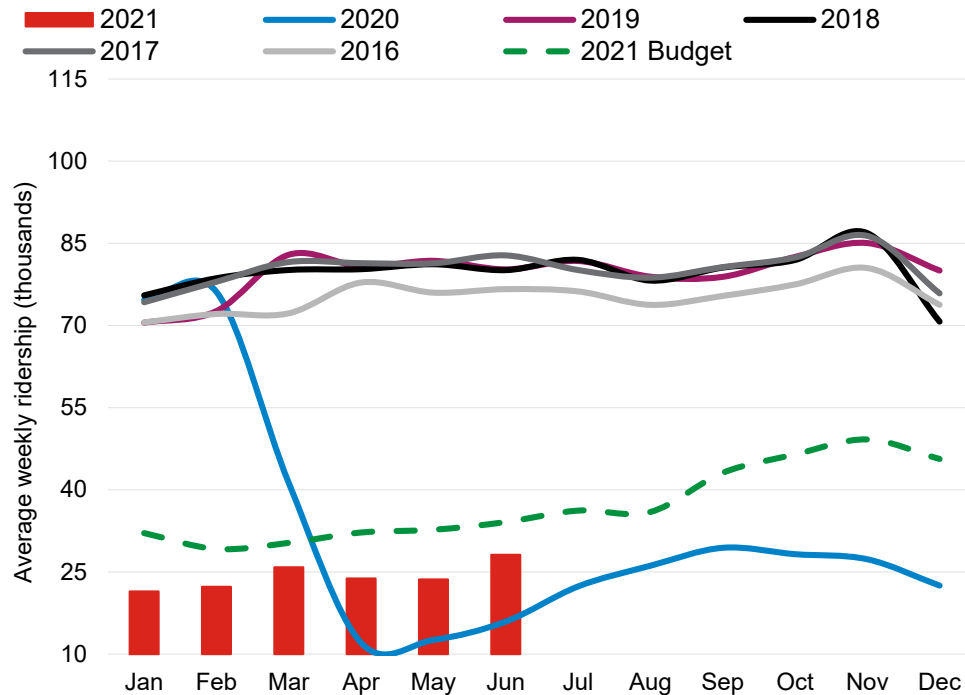
We are forecasting further increases in demand during the rest of summer and into the fall with Ontario progressing with its reopening framework.





Ridership

Wheel-Trans – Trips



Definition
Average number of trips per week using both Wheel-Trans dedicated services and contracted services. Wheel-Trans ridership is counted separately from TTC ridership on conventional bus, streetcar and subway.

Results

Wheel-Trans trips in Period 6 (May 30 to July 3, 2021) totalled 140,657 or 28,131 trips per week. This figure was 17.5% lower than the budgeted 34,100 trips per week.

Year-to-date ridership is 42.8% lower compared to the same period in 2020, and is currently 23.3% (195,000) under the year-to-date 2021 budget. Current weekly ridership levels are the highest so far in 2021, and are comparable to levels not seen since September 2020.

Analysis

Ridership continues to show an upward trend this year. Customers are returning to the service as Ontario progresses with its reopening plan. Weekly trip levels have increased by 19% when compared to Period 5.

Action

Ridership trends will continue to be evaluated as Ontario reopens. Vaccination

rates for Toronto continue to rise, with 81.1% of adults having initiated vaccination, and 72.5% having completed vaccination as of August 5.

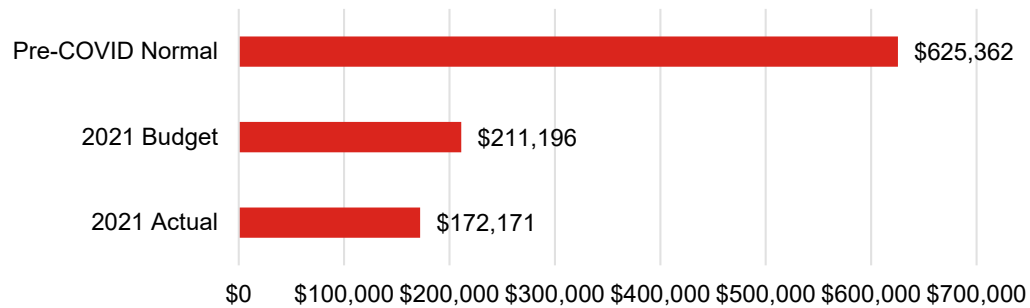
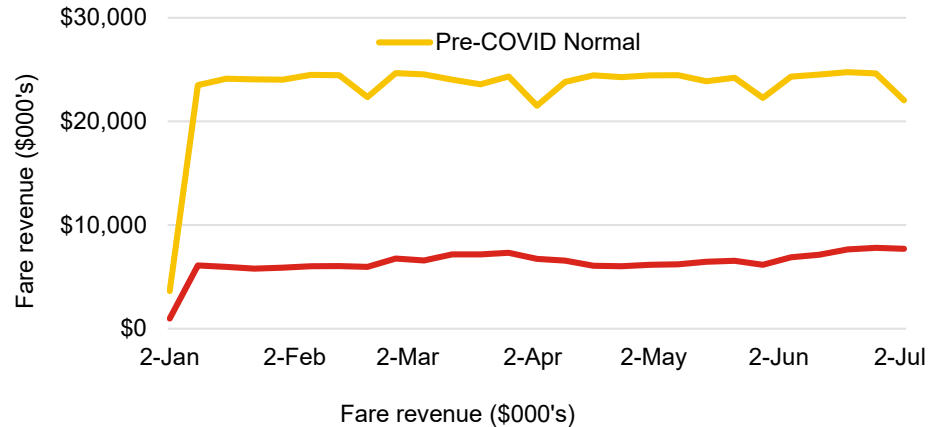
Wheel-Trans will continue to maintain solo rides until ridership demand surpasses capacity abilities based on service availability, which we anticipate will be in mid to late August.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 6 (May 30 to July 3, 2021) fare revenue was \$37.282 million. This is \$8.107 million, or 17.9% below budgeted fare revenue for Period 6, representing 31% of pre-COVID experience. Weekly fare revenue in Period 6 was \$7.456 million, which represents an 15% increase over Period 5 weekly revenues of \$6.496 million.

On a year-to-date basis, fare revenue was approximately \$172.171 million, which is \$39.025 million below budget or 28% of pre-COVID experience.

Analysis

The Period 6 revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$33.4 million from PRESTO — representing a PRESTO ridership adoption rate of 91.1% — and \$3.9 million from other media.

Period 6 revenue reflected the following fare concession profile: 84.0% adult, 6.9%

senior, 5.0% post-secondary, 3.9% youth (ages 13-19) and 0.2% other.

Action

The 2021 fare revenue budget was developed based on actual 2020 COVID ridership experience as a percentage of pre-COVID normal ridership. The financial impact of COVID on the TTC's 2021 fare revenue budget, relative to pre-COVID normal ridership experience, is being addressed through the Safe Restart Agreement (SRA) funding.

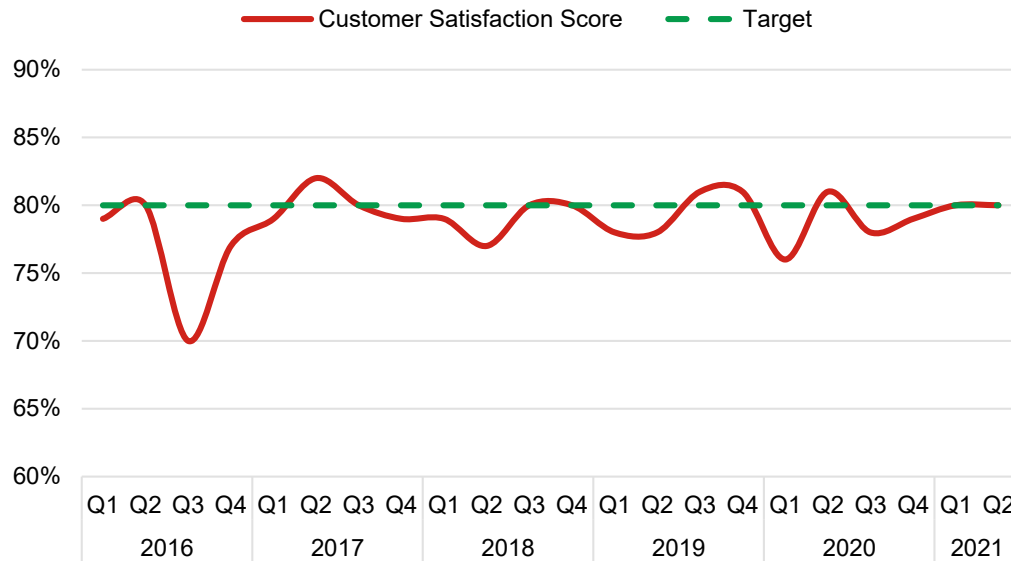
To date, the impact of fare revenue trending below the level budgeted in the 2021 Operating Budget has been offset by under-expenditures. As ridership is expected to begin to return through the fall, fare revenue is expected to reach budgeted levels by Q4 2021.





Customer experience

Customer satisfaction



Definition

Quarterly customer survey of 1,500 TTC customers. Customers are asked: How satisfied were you overall with the quality of the TTC's service on the last TTC trip you took, on a scale of one to 10 where one is "extremely dissatisfied" and 10 is "extremely satisfied".

Results

In Q2, 80% of customers reported high levels of satisfaction with TTC services.

Analysis

The satisfaction score in Q2 is consistent with last quarter (80%) and the same time last year (81%). Overall, customer satisfaction has remained relatively stable during the pandemic.

Our Net Promoter Score, measuring how likely customers are to recommend the TTC to a friend, family member or colleague, continues to trend up — increasing five points this quarter.

More customers are also reporting that they feel safe riding the TTC this quarter (68%) than last quarter (63%)

Customers continue to report higher levels of pride in the TTC, with 70% expressing agreement that they are proud of the TTC and what it means to Toronto — up from 62% the same time last year and consistent with last quarter (70%).

Action

We continue to implement measures to keep our customers safe and help them feel more confident on transit. We currently have a customer survey underway to help better understand customer transit needs and expectations — of both those currently riding and those who have been away during the pandemic — as the city reopens.

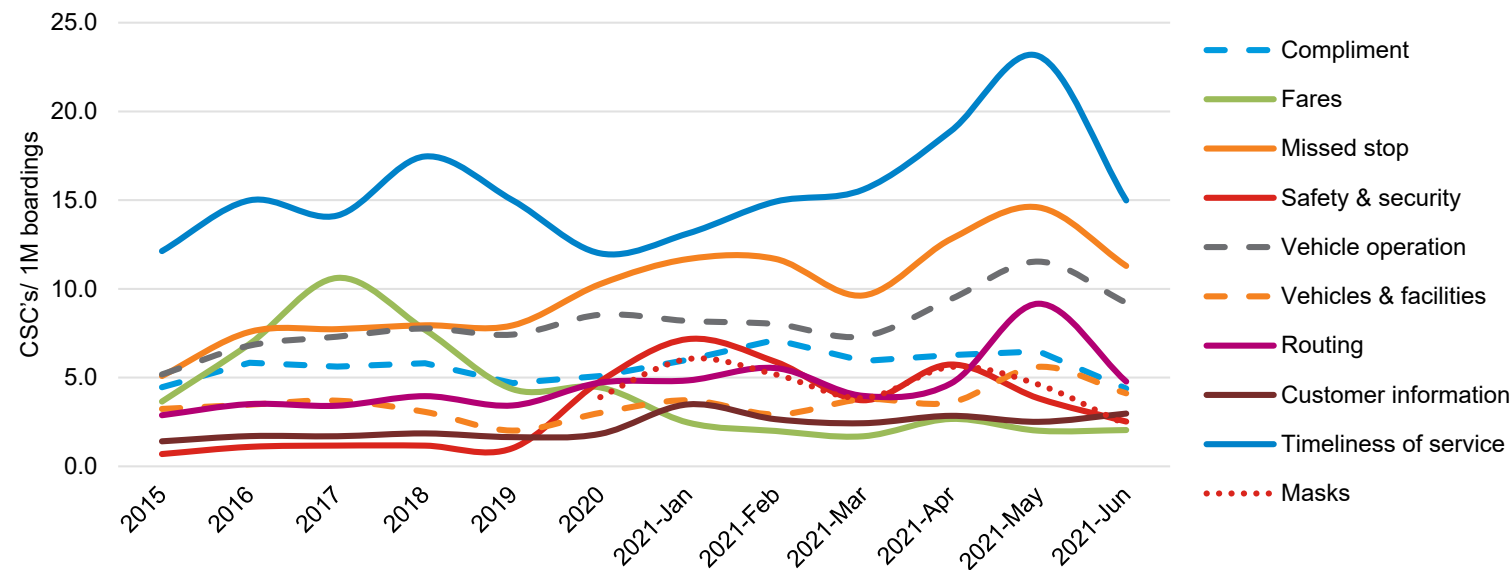




Customer experience

Customer service communications (CSCs)

We value communication with our customers. It helps inform service planning and operations, and improves our overall customer experience. Our quarterly Customer Satisfaction Survey (page 15) allows us to monitor and better understand the voice of the customer. Volunteered customer feedback is also highly valuable. The TTC's Customer Service Centre receives customer input via our website, telephone, email and Twitter. Input is routed through the organization in order to acknowledge and respond to individual customers.



Definition

Top 10 CSCs (number of communications) per one million boardings, by category. Customers provide feedback to the TTC via our website, telephone, email and Twitter.

Results

In June, CSCs per one million boardings decreased by 31% compared to May. The was principally driven by a 52% increase in boardings combined with only a 4% increase in communications.

Analysis

The top four CSC categories for June were: Timeliness of service, Missed stop, Vehicle operation, and Routing. Noise, Idling, and Crowding CSCs dropped out of the top 10.

CSCs related to Timeliness of service decreased significantly (35%), as did concerns over Missed stops (23%) and Vehicle operation (20%). Routing has shown an improvement — down 48% compared to May and returning to levels comparable to April.

Masks, Safety & security and Crowding CSCs decreased by 49%, 34% and 47%, respectively this month. Cleanliness CSCs remained outside of the top 10, and decreased by 31%.

Commentary continued on next page





Customer experience

Customer service communications

Action

Service reliability (pages 18-22)

- Deliver CSC analytics into on-time performance working group.
- Routes experiencing reliability issues have been examined. Construction and overhead work has been identified as a root cause for unreliability for a high number of CSCs, particularly on streetcar service, and will normalize as projects wrap up.
- Remaining routes of concern will have schedule adjustments to better align with current and projected conditions over coming board periods.
- The 2021 Annual Service Plan identifies a number of actions to improve customer experience on the TTC. These include actions to address new or changing travel patterns based on emerging demand, to improve service reliability and prioritize surface transit. All routing changes have been developed in close consultation with community stakeholders and are aimed at moving people more efficiently on transit by improving reliability, speed and capacity.

Crowding (page 31)

- Continue to operate demand-responsive service plan.

Safety & security (pages 27-28).

- Continue to work with local partners to provide assistance to underhoused individuals and those experiencing mental health issues.

Masks (page 30)

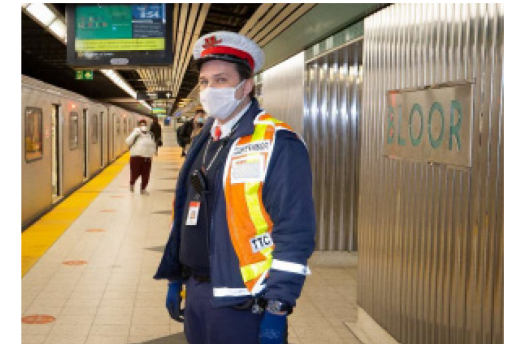
- Continue to distribute free masks to customers and communicate proper mask use.

Compliments

- Distribute specific customer compliments to frontline operations.
- Feature one monthly compliment in this report.

Customer compliment:

“I told a driver that I had forgotten my purse on the bus in front of him. He was very approachable and respectable. He listened to my problem and was on the phone right away to help me. He took me to the subway and volunteered to help me look for it on the parked buses. He stayed with me until I found the purse. This man needs a special award for being such an amazing person. Thanks so much for employing such incredible people to work for the TTC.”

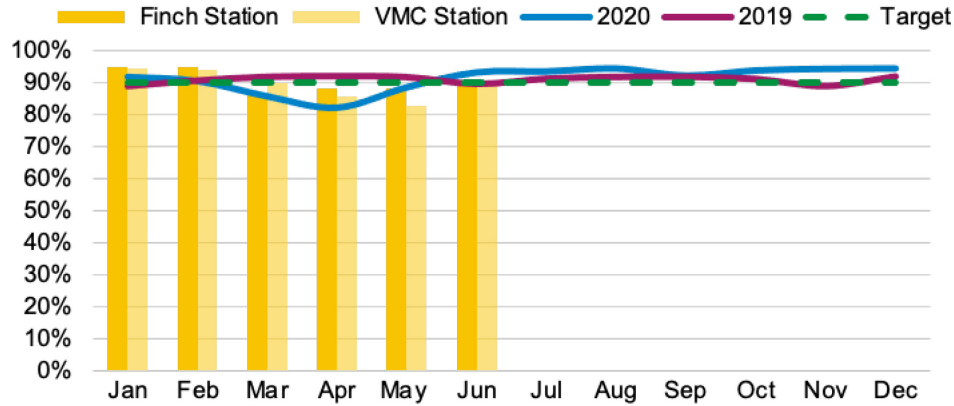




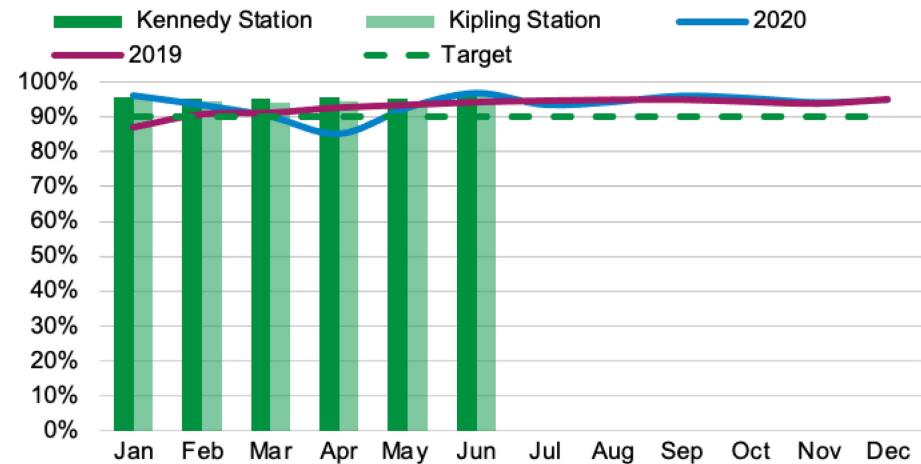
Customer experience

On-time performance (OTP) – Subway

1



2



Definition

Headway (amount of time between train arrivals at a station) adherence of all service trains at end terminals. Data represents weekday service. To be on time a train must be within 1.5 times of its scheduled headway.

Results

Line 1: OTP was 89.9% in June. This represents an increase from last month (85.5%), but a decrease from the same time last year (93.1%). Our target of 90% was not met.

Line 2: OTP was 96.3% in June. This represents an improvement from last month (94.8%), but a slight decrease from the same time last year (96.9%). Our target of 90% has been met for the past 14 months.

Line 3: OTP was 96.9% in June. This represents an increase from last month (96.8%) and from the same time last year (96.5%). Our target of 90% has been met for the past eight months.

Line 4: OTP was 99.0% in June. Our target of 90% was met.

Analysis

Line 1: Comparing June to May, there was an 18.7% increase in total delay minutes. This increase was mainly driven by a traction power failure between Spadina and St Andrew stations on June 29. This metric was also impacted by a signal failure at York Mills Station on June 30, which resulted in 19 trains turning back during the a.m. peak.

Line 2: Comparing June to May, there was a 26.9% decrease in total delay minutes. This improvement is mainly attributed to a decrease in customer, staff and track level fire/smoke-related delays.

Commentary continued on next page

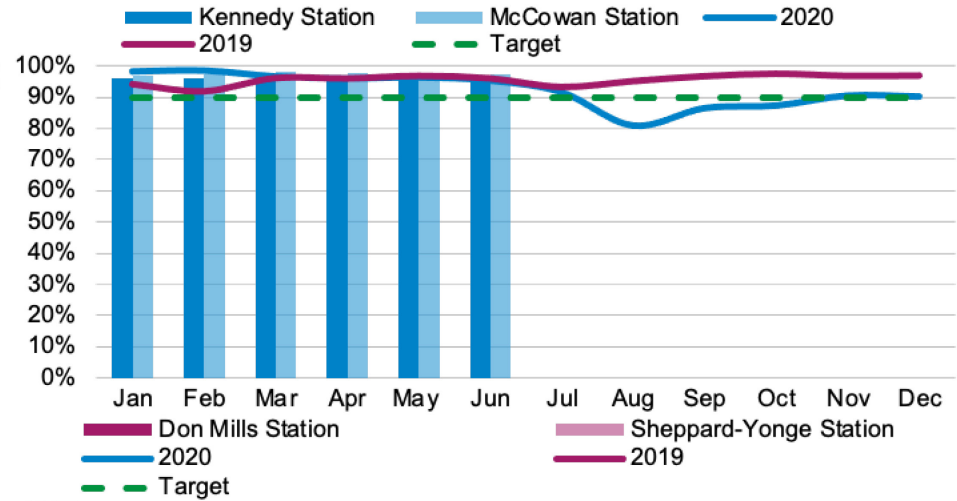




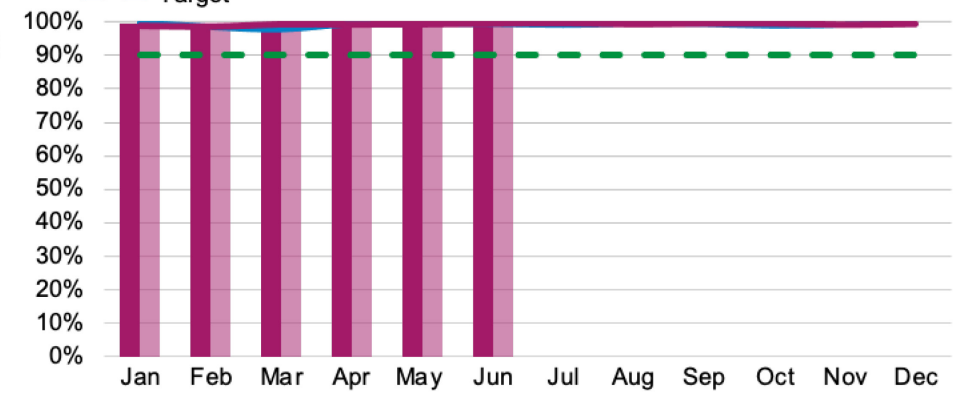
Customer experience

On-time performance (OTP) – Subway

3



4



Definition
 Headway (amount of time between train arrivals at a station) adherence of all service trains at end terminals. Data represents weekday service. To be on time a train must be within 1.5 times of its scheduled headway.

Line 3: There was a 77% decrease in total delay minutes — from 608 minutes in May to 140 minutes in June. This decrease is mainly attributed to fewer subway infrastructure equipment and customer-related delays (e.g. a customer requiring medical attention).

Line 4: There was a 63% increase in total delay minutes — from 144 minutes in May to 235 minutes in June. This increase is mainly attributed to customer-related delays.

Action

There was no service on Line 1 between Lawrence and St Clair stations from July 17-18 to accommodate work on the Eglinton Crosstown Light Rail Transit construction project. The TTC took advantage of this closure to conduct work on the Automatic Train Control signal system. Accessible shuttle buses operated to provide safe travel and to keep customer volumes on vehicles as low as possible.

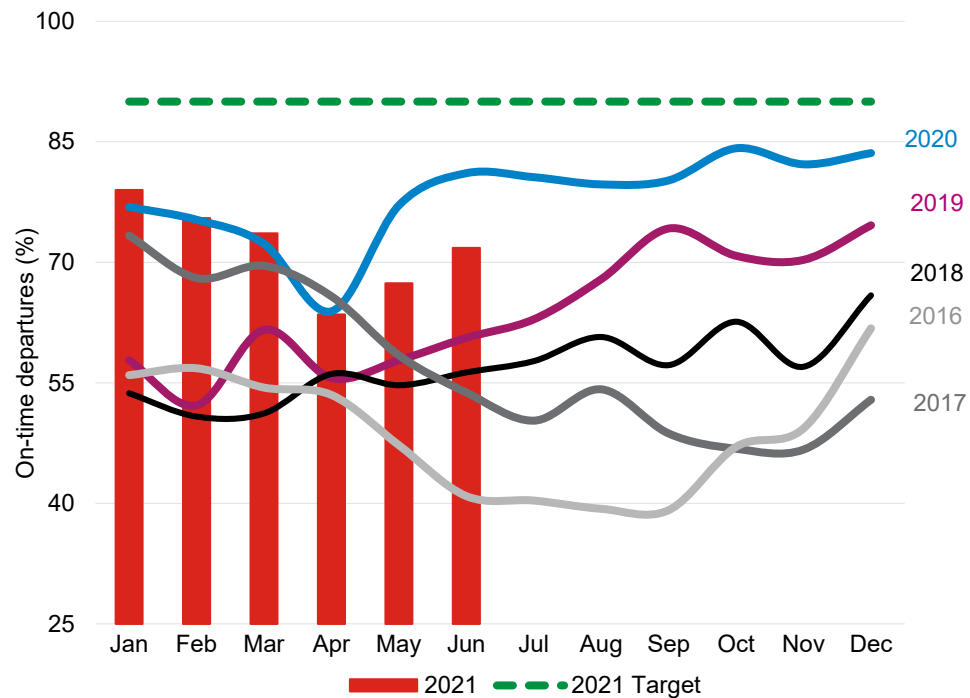
We will continue to monitor ridership and service levels and make adjustments where necessary to ensure punctual service levels are delivered.





Customer experience

On-time performance (OTP) – Streetcar



Definition

On-time performance measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or five minutes later than their scheduled departure time.

Results

OTP in June was 71.8%, which represents an increase compared to May (67.4%) and a decrease over the same period last year (81.1%). Our target of 90% was not met.

Analysis

OTP differs considerably when separating the construction-impacted routes (501 Queen, 504 King and 505 Dundas: 62.6%) from the remaining six routes of the network (84.9%).

Performance dropped to a low of 69.8% in Week 24 and experienced a high of 73.4% in Week 26. Week 26 was the start of the June Board Period, and performance improved slightly with the Board Period change after the third week of June.

The 505 Dundas route was the lowest performer of the period at 52.0%. This was largely due to the construction-related routing and schedule on this route for watermain replacement on Broadview Avenue. This work requires streetcars to turn back westbound before Broadview Station, with the

westbound departures continuing to be the main challenge on the route.

Due largely to the construction project at the King-Queen-Queensway-Roncesvalles intersection, both the 501 Queen and 504 King routes also experienced performance challenges for the period (66.6% and 62.7% respectively). Harbourfront tunnel inspection work on the first day of the period (May 30) and the June 5 weekend required 509 Harbourfront replacement buses and the 510 Spadina service to turn back at Spadina Avenue and Queens Quay on these three operating days.

Action

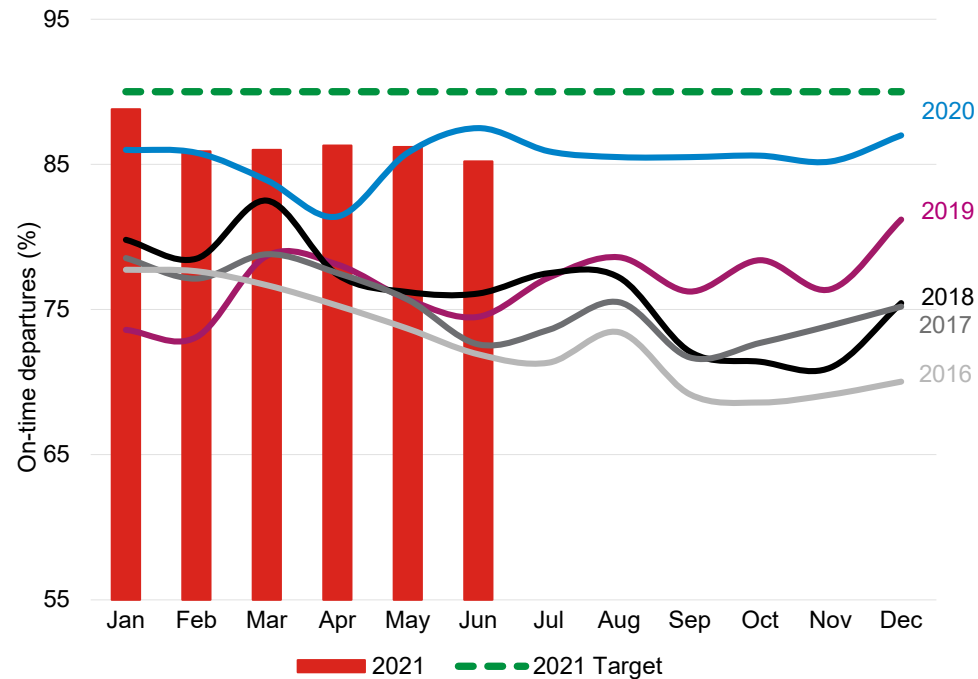
Route planning options for the October Board Period are being considered. Timelines surrounding several capital projects will drive a large part of these decisions, with the goal of identifying successful end terminals and developing good schedules for all options that are to be implemented.





Customer experience

On-time performance (OTP) – Bus



Definition

On-time performance measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or five minutes later than their scheduled departure time.

Results

OTP in June was 85.2%, a slight decrease compared to May (86.2%) and the same period last year (87.5%). Our target of 90% was not met.

Analysis

Bus service experienced its best performance in the first week of the period (Week 23: 87.0%) and its lowest performance in the last week of the period (Week 27: 83.3%). The lowest performance day of the period was June 19 (77.8%), which was the final day of the May Board Period. When compared to May, the percentage of early (4.3%) and late trips (7.6%) increased (4.0% and 6.4% in May, respectively), while the percentage of missed trips (3.0%) decreased slightly (3.2% in May).

The number of cancelled service hours for bus reached a high in Week 27, and this was the fifth highest number of bus cancellation hours thus far year-to-date. The last three Sundays of the period averaged 82.5%, a significant drop from the 87.9% Sundays had averaged up to that point, year-to-date.

The top 15 busiest routes combined for 82.9% OTP, a small decrease over May (83.3%). Of the top 15, the 29 Dufferin had the lowest score (76.2%). Express routes combined for 82.8% OTP, a decrease over May (84.5%). The three routes impacted by ActiveTO road closures (80 Queensway, 92 Woodbine South and 121 Fort York-Esplanade) combined for a weekend score of 65.7%, a significant drop compared to the same weekends in the previous year (75.4%).

The largest routes (by number of trips), which make up the top 20% of all network trips scored 82.8% while the smallest routes that make up the bottom 20% of all trips scored 83.4% for the period. The middle group of routes, which make up half of the total routes, scored 86.6%. These network-wide figures all represent decreases over the previous period.

Action

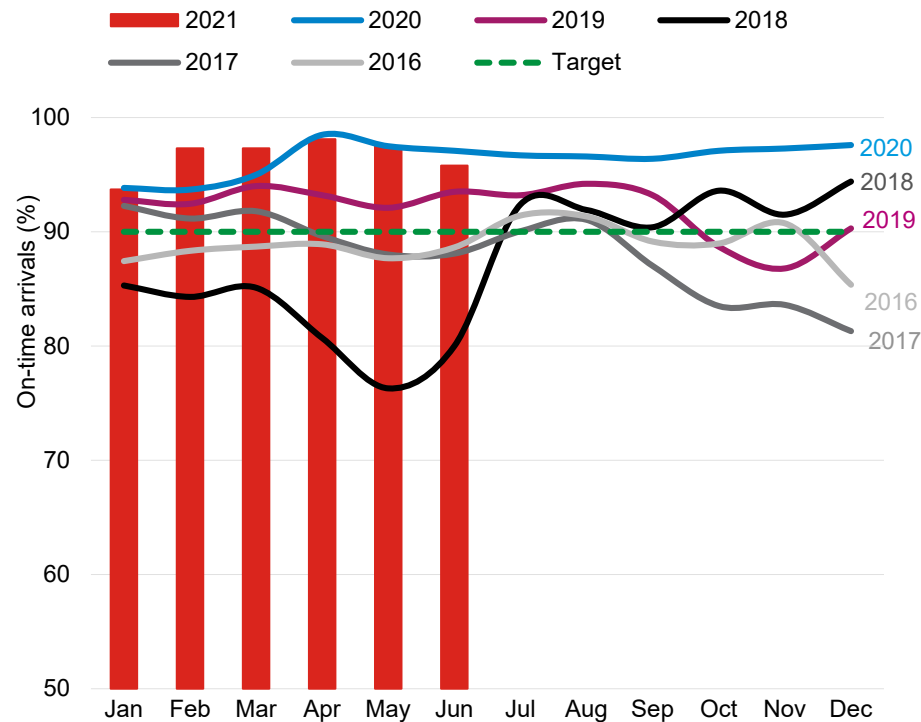
Schedule improvements will continue until the end of the year, as will a network-wide review of end terminals. A review of the recent drop in Sunday performance will also be undertaken.





Customer experience

On-time performance (OTP) – Wheel-Trans



Definition

On-time performance of all trips conducted by Wheel-Trans buses. To be on time, the bus must arrive within 20 minutes of its scheduled arrival.

Results

OTP in June was 95.8%. This result represents a decrease from May (97.5%) and the same time last year (97.1%). Our target of 90% was not met.

Analysis

As the Province’s reopening plan progresses, traffic continues to increase in the city, and we have seen a slight reduction in our OTP. We were able to make service adjustments to maintain performance numbers above our target of 90%.

Action

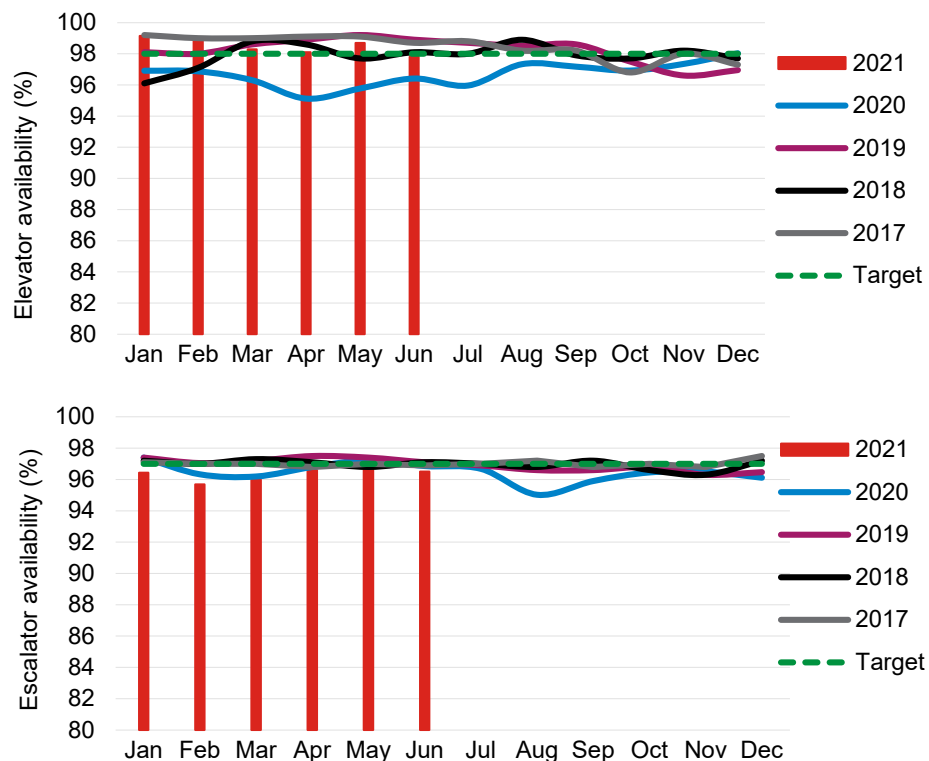
We continue to strive to maintain high OTP in order to ensure that customers are not waiting beyond their scheduled pickup time. We remain focused on the safety of employees and customers.





Customer experience

Accessibility – Elevator and escalator availability



Definition

Percentage of total available elevator and escalator service hours during subway service.

Results

Elevator availability in June was 97.8%, below our target of 98%.

Escalator availability in June was 96.5%, below our target of 97%.

Analysis

The decrease in elevator availability was due to vandalism and flooding. Four elevators were removed from service due to broken elevator glass, which created conditions unsafe for customers. One elevator was removed from service due to flooding caused by a malfunctioning sump pump serving the elevator pit and associated drain.

Four escalators also experienced damage caused by flooding, resulting in over 260 hours of downtime.

Analysis of escalator stoppages in December 2020 revealed the need for refurbishment of escalator motors in various TTC stations. An escalator in Keele Station was refurbished to prevent unplanned failure in the future, thus resulting in over 250 hours of downtime in June.

As noted in last month's report, two escalators in Dupont Station are being overhauled simultaneously to provide safe working space for employees and minimize customer impact. The station remains accessible through its newly installed elevators.

Action

Special Constables were advised of the elevators vandalism and have an investigation underway.

All escalators damaged by flooding were inspected, repaired and returned to service.

Motor refurbishment will continue until all at-risk escalators are addressed. Motor refurbishments are critical in preventing motor fires.

Plans have been implemented to accelerate the overhaul of escalators serving Dupont Station and return them to service by November 2021.

We will continue performing preventative maintenance to meet reliability and availability targets.





Mary Madigan-Lee
Chief People Officer

Keisha Campbell
Chief Diversity & Culture Officer

People and diversity

Operations Training Centre

The Operations Training Centre (OTC) is one of the largest public transit training centres in North America. Serving all areas of the TTC, contractors and government agencies, the OTC is certified by the Ministry of Transportation to train and grant license.

Our diverse work groups come from all walks of life representing the communities, customers, and employees we serve. Every TTC employee who operates a vehicle or piece of equipment and their supervisors pass through the OTC.

Here are some recent highlights:

- During the height of the pandemic, the Bus and Wheel-Trans team trained 80 new hires and recertified 1,614 in 2020. Year-to-date, 108 new Operators have successfully completed their training program.
- In 2020, OTC also delivered eBus training at Eglinton Division to support the rollout of the

BYD eBus, which included over 754 Operators and Supervisors. OTC also trained the employees required to operationalize McNicoll Bus Garage.

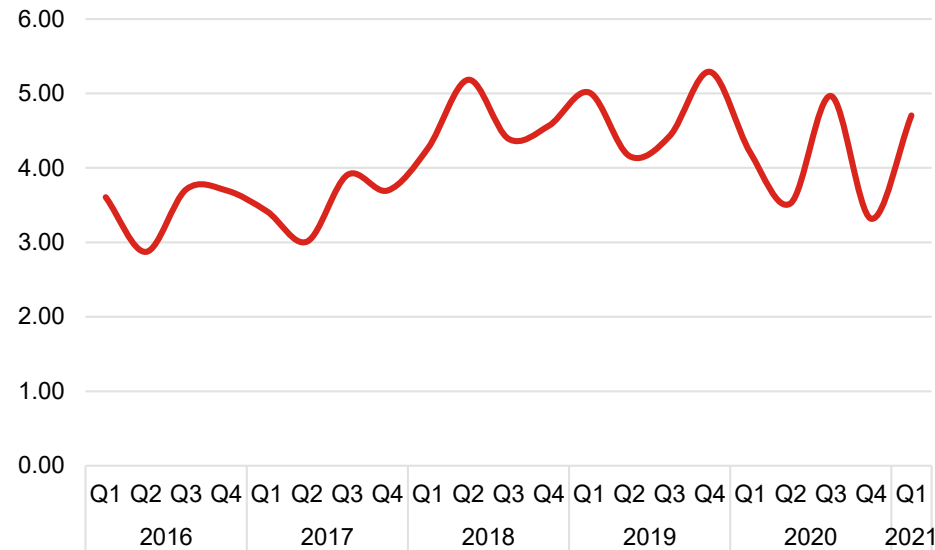
- Supported City of Toronto efforts by delivering 3,305 total trips (20/21) for the Shelter, Support and Housing Administration using modified vehicles, 208 cooling centre vehicles and 88 warming centre vehicles. In addition, we worked with Toronto Paramedic Services to provide 4,488 members of the public with on site COVID-19 testing.
- 725 individuals have been successfully trained in various disciplines, on track to surpass the 1,224 successful trainees in 2020. 22,138 classes completed by employees in 2020.
- The OTC is committed to delivering training that allows TTC operators, staff, and leaders to meet our commitment of keeping all Torontonians safe.





Safety and security

Lost-time injuries rate (LTIR)



Definition

Number of employee injuries resulting in missed work per 100 employees (annualized).

Results

The LTIR in Q1 2021 was 4.7 injuries per 100 employees — an increase from Q4 (3.3) and the same period last year (4.2). The LTIR for Q4 was 14% higher than the four-quarter average. Moreover, there has been an upward trend in the LTIR since 2015.

Analysis

Musculoskeletal/ergonomic type injuries (e.g. overexertion, reach/bend/twist, repetition) continue to account for 23% of all lost-time injuries and represent the highest injury event type since 2014.

Acute emotional event injuries account for 17% of all lost-time injuries and represent the second highest injury event type.

Action

The Ergonomic Musculoskeletal Disorder Prevention Program, currently being implemented, focuses on preventing musculoskeletal/ergonomic type injuries and resolving ergonomic concerns. Specific training modules for high-risk groups have been developed. The training sessions have been deferred to winter 2021 due to the pandemic.

To help address the acute emotional event injuries, the TTC is initiating a project to identify strengths, areas for improvement and gaps as they pertain to psychological health and safety.

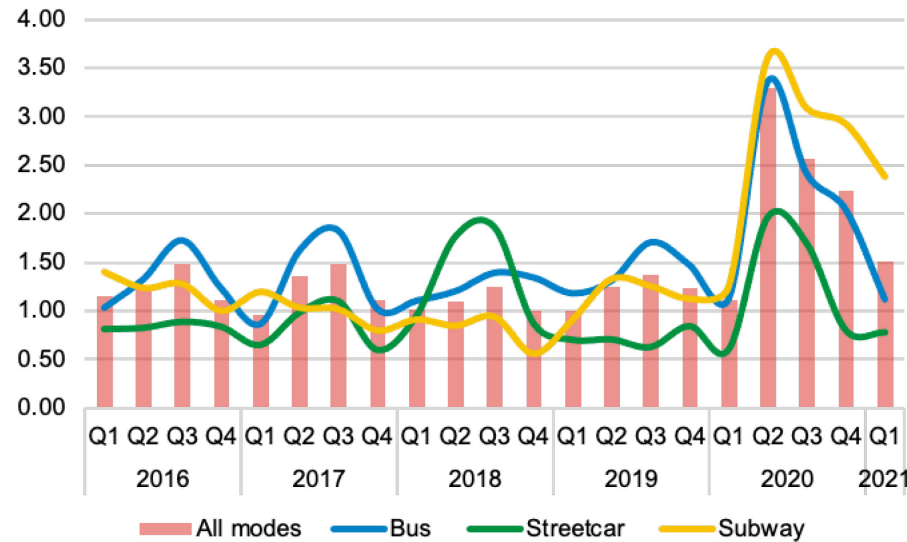
Note: Q2 2021 data will be available in the September 2021 CEO's Report.





Safety and security

Customer injury incidents rate (CIIR)



Definition
Number of customer injury incidents per one million boardings.

Results

The CIIR in Q1 2021 was 1.5 injury incidents per one million vehicle boardings — a decrease from Q4 (2.2) and an increase from the same period last year (1.1). The CIIR for Q1 was 37% lower than the four-quarter average rate of 2.4 injury incidents per one million vehicle boardings.

Analysis

The overall elevated levels in the CIIR in 2020 and Q1 2021 were mainly due to the significant decrease in the overall TTC ridership as a result of the COVID-19 pandemic and state-of-emergency declaration.

The decrease in the CIIR over the last three quarters was partly due to the small increase in ridership in the summer and winter compared to spring 2020. Q4 and Q1 experienced comparable ridership levels, suggesting that net CIIR levels are declining.

Action

We will continue to monitor the CIIR and existing safety initiatives, which include messaging to promote customer safety and safe vehicle operation. For example, social media channels included messages reminding customers to watch their step when boarding or exiting TTC vehicles to avoid slips, trips and falls.

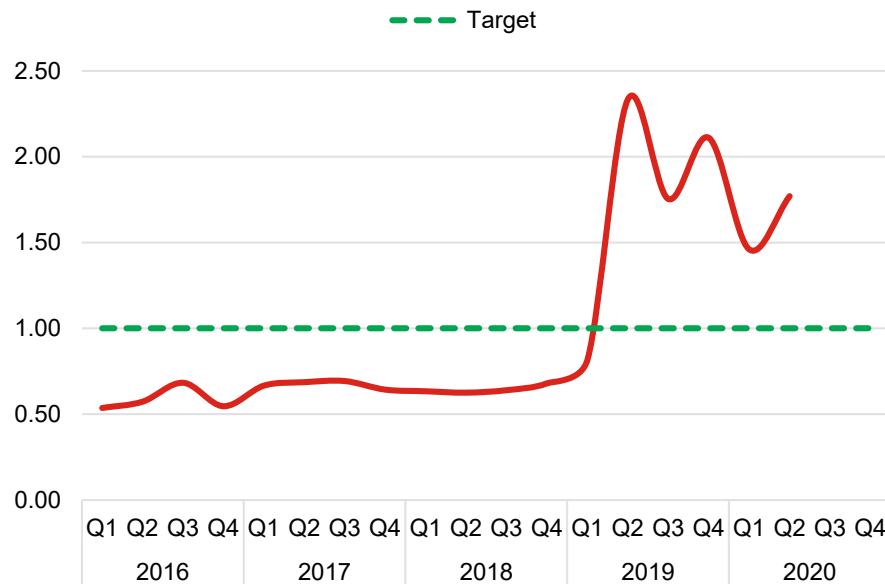
Note: Q2 2021 data will be available in the September 2021 CEO’s Report.





Safety and security

Offences against customers



Definition

Number of offences against customers per one million boardings.

Results

In Q2, the number of offences against customers per one million boardings was 1.77. This rate represents an increase of 21% compared to Q1 and a decrease of 24% compared to the same time last year.

Analysis

Overall, there was an increase in the number of offences compared to the previous quarter (137 in Q2 and 109 in Q1). There was also an increase in assaults overall — 87 in Q2 compared to 71 in Q1.

Action

The TTC's Community Engagement Unit (CEU) continues to focus on the needs of customers who are underhoused and/or experiencing mental health or addiction issues. We are bringing sustainable solutions that benefit customers and other community stakeholders, as this is a principal factor in the safety of customers and employees.

Since April 2020, the TTC has partnered with the City of Toronto to support their Streets to Homes initiative. As part of this program, our CEU Special Constables proactively patrol the TTC system with outreach workers from Streets to Homes. Since forming this partnership, the team has had 443 engagements with customers: 64 were provided food and transportation services, 35 requesting shelter space were accommodated (13 were not due to space not being available) and 315 refused services or help.

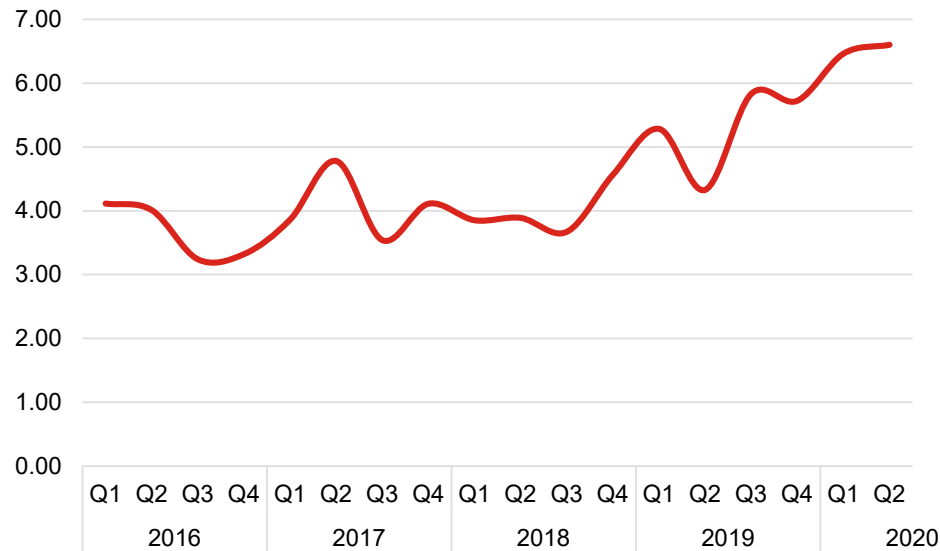
In addition to this program, we have implemented a number of strategies, we have enlisted the assistance of TPS patrol to attend highly impacted stations and routes.





Safety and security

Offences against employees



Definition

Number of offences against employees per 100 employees.

Results

In Q2 2021, the number of offences against employees was 6.60 per 100 employees. This rate represents a 2.22% increase from Q1 and a 52.6% increase compared to the same time last year.

Analysis

The total number of offences against employees increased in Q2 compared to Q1 — 246 offences and 243 offences, respectively. Many of these offences were assaults or threats of assault against employees, which have increased during the pandemic. Fare disputes are one of the most common causes for these assaults.

Action

Employee and customer safety remains our highest priority. The TTC has zero tolerance for abuse faced by our staff.

We have assembled an internal, cross-sectional working group tasked with creating a 10-point action plan. We will have more updates to share in the coming months. Here are some measures that are already underway:

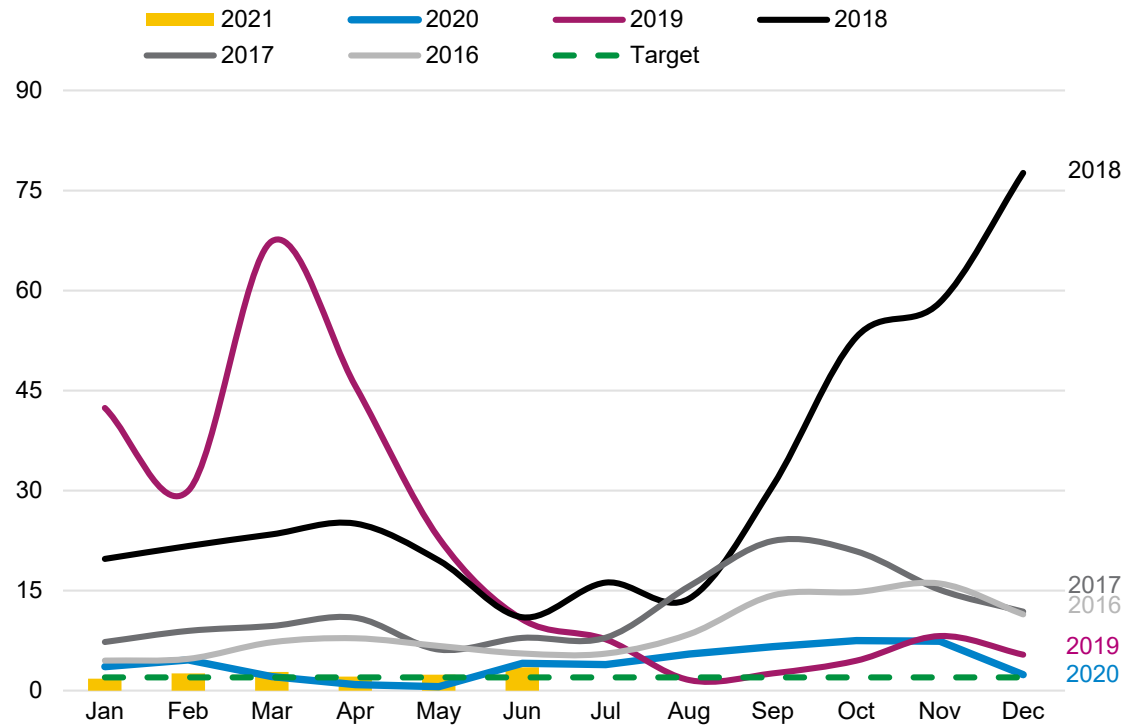
- Installing extended barriers to operator compartments as an additional layer of protection. Approximately 60 per cent of our bus fleet have these new upgrades, and we expect the full fleet to be equipped by the end of the year.
- Launched a customer campaign that pictures the children of operators as a reminder to treat staff with respect and kindness.
- Managers sharing tips to de-escalate fare disputes and prevent them from becoming more serious. Frontline operations training also includes de-escalation techniques and covers disengaging during confrontations, effective communication and assisting customers experiencing mental health issues.





Hot topics

Wheel-Trans contact centre wait time



Definition

The average amount of time a customer waits in the queue before their call is answered.

Results

In June, the average Wheel-Trans contact centre wait time was 3.5 minutes. This is higher than the 2.4-minute average in May, and above our target of two minutes.

Analysis

On June 11, Ontario came out of the province-wide stay at home order and entered Step 1 of the reopening process. Combined with Toronto's strong vaccination campaign, ridership and call volumes significantly increased. With the increase in call volumes, our team worked closely with our overflow contractor, TELUS, to adjust staffing levels to keep wait times low for our customers.

Action

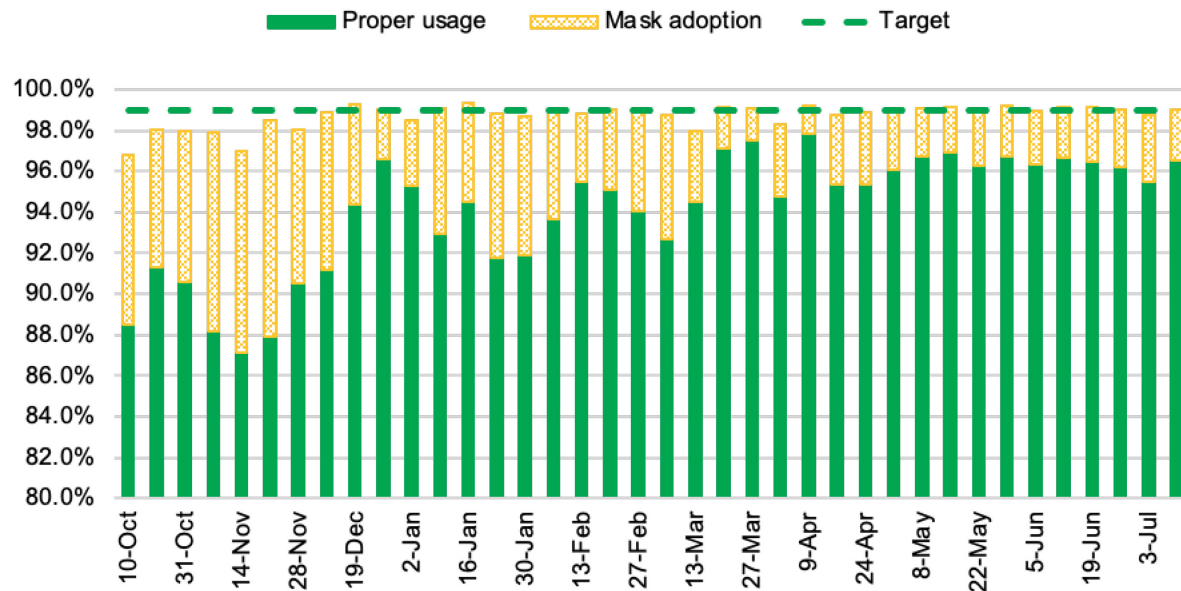
We expect that call volumes will continue to change over the coming months. We will continue to monitor staffing levels and productivity to ensure service levels and targets are met. We are in constant communication with TELUS to review long-term forecasts, as well as short-term planning. The ability to scale up our staffing as call volumes increase will assist us in matching staffing levels with demand.





Hot topics

Customer mask use



Definition

Mask adoption: Percentage of customers observed wearing a mask.
Mask compliance: Percentage of customers observed wearing a mask properly covering nose, mouth and chin.

Results

For the week ending July 10, 99% of customers were wearing masks and 97% were wearing masks properly over nose, mouth and chin (mask compliance). 41,000 customer mask observations were made at 25 placements across the network.

Analysis

The proportion of customers wearing masks reached 99% in mid-December. Customer masks used properly over nose, mouth and chin has remained 96-97% since mid-February.

Action

Masks use by customers remains mandatory on the TTC. The TTC's customer mask program focuses on awareness and supply, rather than enforcement:

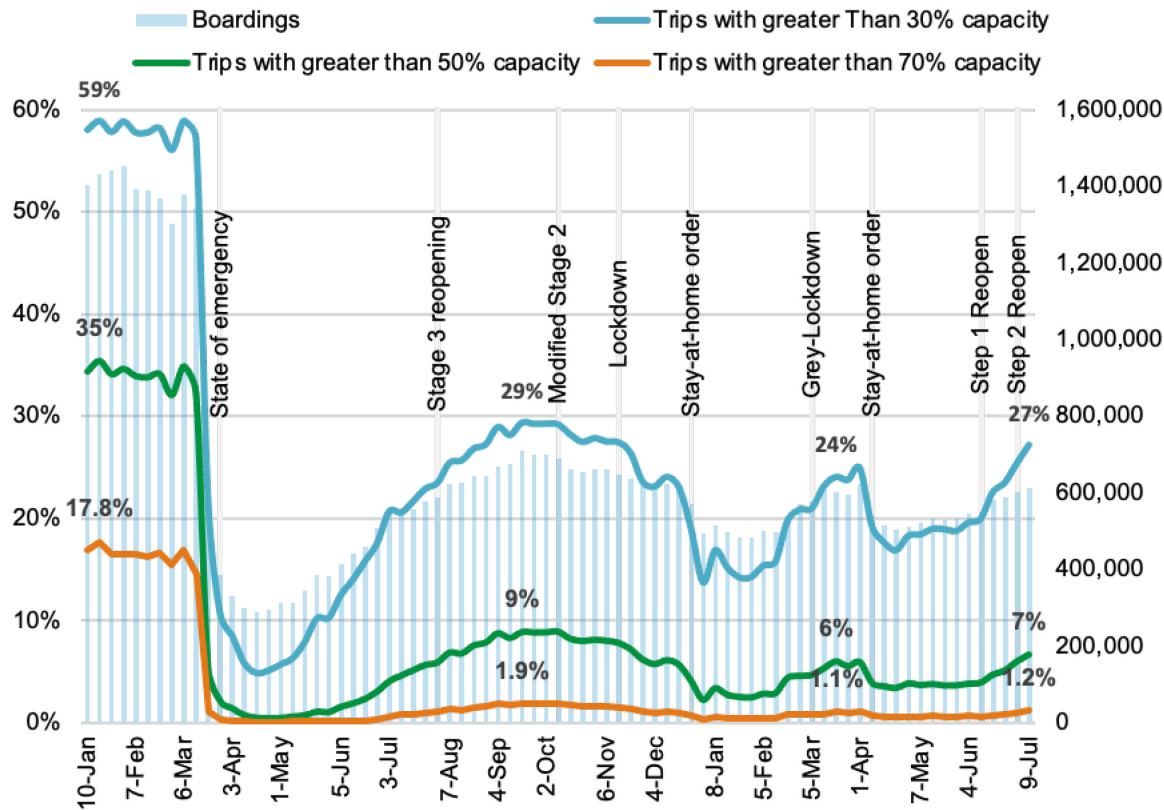
- Current mask campaign on-board vehicles and in stations features customers wearing masks properly and why it's important to wear one.
- An ongoing, campaign targeted at customers returning to transit highlights mask use among other safety measures.
- Broad mask distribution on bus routes and all stations and targeted mask distribution at low points across the City.
- From June 2020 to July 10, 2021, 2.39 million free masks have been distributed to customers at schools, shelters, stations, and at high ridership stops.
- Weekly monitoring of customer mask use over 12,000-50,000 customer observations from 12-40 locations across the City to monitor compliance and inform distribution plans.





Hot topics

Bus occupancy



Definition

Percentage of weekday bus trips with more than 50% and 70% occupancy.
 50% occupancy: 25 customers onboard a standard 40 foot bus.
 70% occupancy: 35 customers onboard a standard 40 foot bus.

Results

For the week ending July 9, 93% of bus trips were under 50% occupancy. During this time we served an average 612,000 bus customers per weekday (44% of pre-COVID).

Analysis

7% of bus trips had more than 25 customers on some part of the route (50% capacity) and 1.2% of bus trips had more than 35 customers per bus (70% capacity) on some part of the route. September 2020 had the highest ridership during the pandemic (to date), and at that time 9% of trips had some portion over 50% capacity and 1.9% over 70% capacity.

We anticipate bus occupancy levels will rise as the Province proceeds with its reopening plan and more customers return to transit.

Action

- Weekly monitoring of for all bus routes across 30%, 50% and 70% occupancy levels as customers return to service.
- Weekly occupancy analysis to assist with assignment of unscheduled Run-as-Directed Service.
- Frequent planned schedule changes to with each board period to optimize resources from low demand service (fewer than 25 customers i.e. <50% capacity) to high demand bus service (more than 35 customers i.e. >70% capacity) through each board period from May to October.





Hot topics

New buses



The TTC is committed to be 50% zero emissions by 2028-2032 and 100% zero emission by 2040. As part of this commitment, we have 60 eBuses in service, the largest fleet of long-range, battery-electric buses in North America.

We are currently promoting a customer survey on eBuses with QR codes. The survey is aimed at helping the TTC better understand the customer experience and expectations surrounding the introduction of eBuses to the fleet. It is open to customers travelling on any of the three eBus models (New Flyer, Proterra, and BYD) participating in our head-to-head evaluation. So far, the results have been positive with the majority of customers reporting high levels of satisfaction with their experience.

We also recently completed another survey of bus customers to gather feedback on interior vehicle design to help inform future procurements. We received important customer input on everything from seating to handles to technology on buses.

Here are some initial insights. Look out for more updates in future reports.

- Almost two thirds of customers (64%) prefer flexible or flip-up seating rather than static seating.
- 63% of customers prefer more forward-facing seating in the bus.
- More than half of customers (55%) prefer a button to press to alert the operator of an upcoming stop rather than a string.





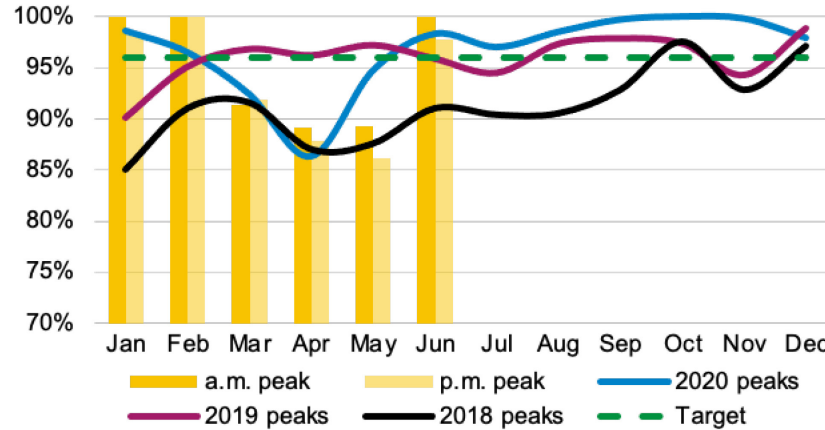
Appendix: Service delivery

Line 1 capacity

Total number of trains that travelled through 12 sampling points during weekday a.m. and p.m. peaks as a % of trains scheduled. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

June: 98.8%
May: 87.5%
June 2020: 98.3%

Target: 96.0%

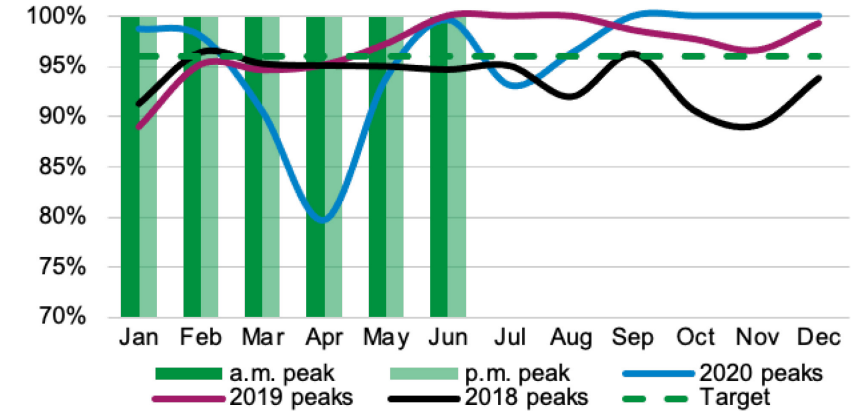


Line 2 capacity

Total number of trains that travelled through 10 sampling points during weekday a.m. and p.m. peaks as a % of trains scheduled. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

June: 100%
May: 100%
June 2020: 99.6%

Target: 96.0%

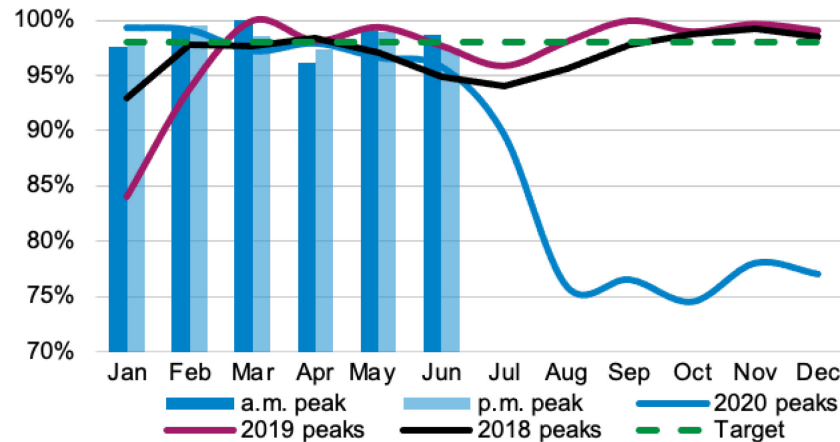


Line 3 capacity

Total number of trains that travelled through two sampling points during weekday a.m. and p.m. peaks as a % of trains scheduled. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

June: 98.0%
May: 98.9%
June 2020: 95.8%

Target: 98.0%

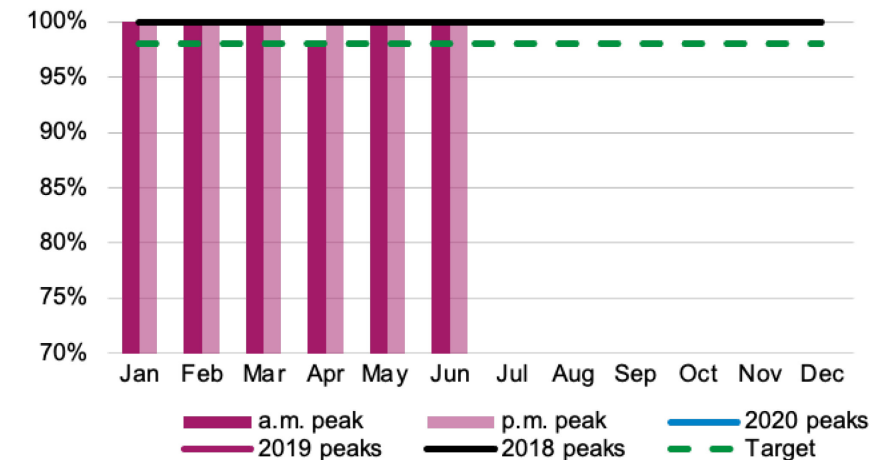


Line 4 capacity

Total number of trains that travelled through two sampling points during weekday a.m. and p.m. peaks as a % of trains scheduled. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

June: 100%
May: 100%
June 2020: 100%

Target: 98.0%





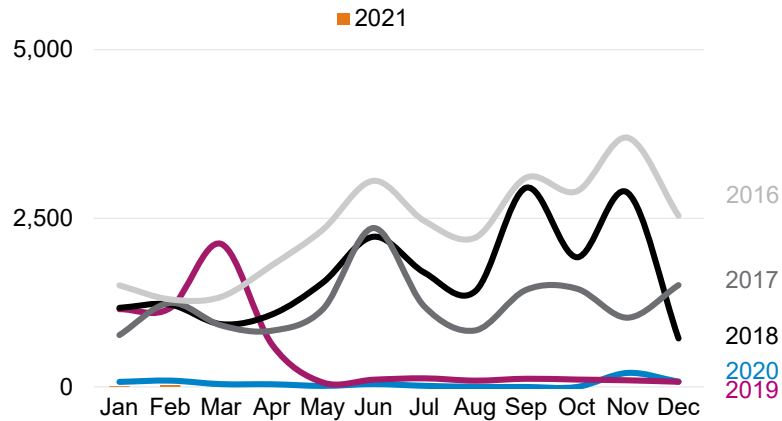
Appendix: Service delivery

Streetcar short turns

A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route.

June: 17
May: 3
June 2020: 42

Target: Given the significant decrease in short turns compared to previous years, this target is under review.

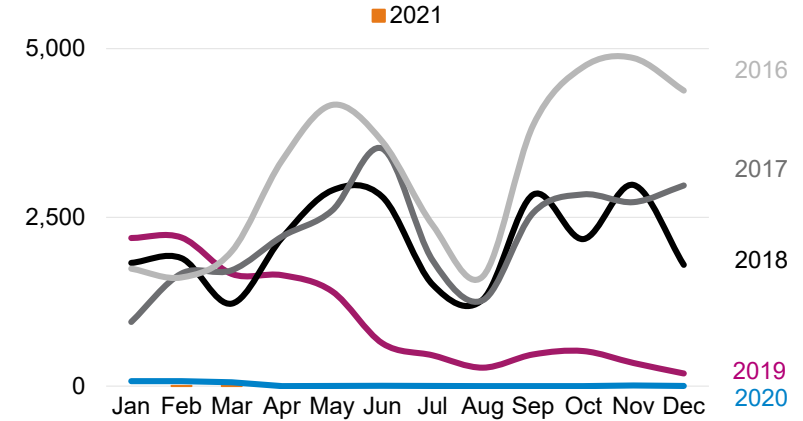


Bus short turns

A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route.

June: 1
May: 1
June 2020: 5

Target: Given the significant decrease in short turns compared to previous years, this target is under review.





Rich Wong
Chief of Vehicles

James Ross
Chief Operating Officer

Appendix: Cleanliness

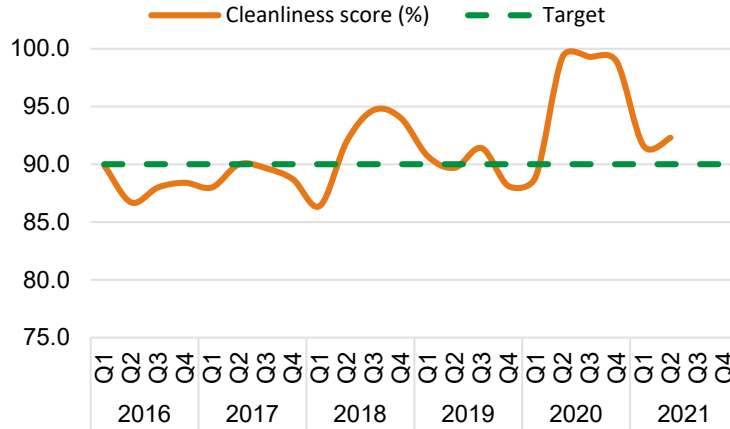
Bus cleanliness

Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q2: 92.3%
Q1: 91.6%
Q2 2020: 99.3%

Target (RW): 90.0%

Q2, Q3 and Q4 2020 results significantly above normal performance. Audit results are under investigation.



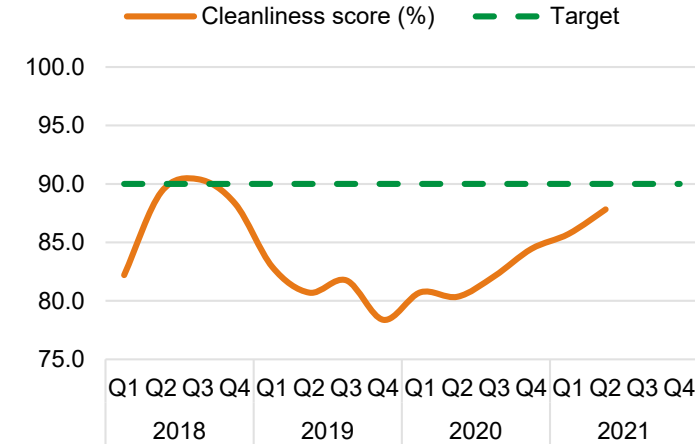
Streetcar cleanliness

Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q2: 87.8%
Q1: 85.7%
Q2 2020: 80.4%

Target (RW): 90.0%

Staff is reviewing and adjusting cleaning frequencies and programs to improve quality of vehicle cleanliness.

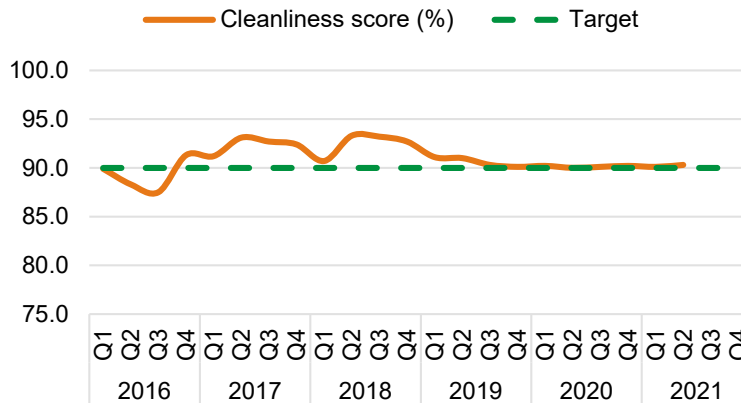


Subway cleanliness

Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q2: 90.3%
Q1: 90.1%
Q2 2020: 90.0%

Target (RW): 90.0%

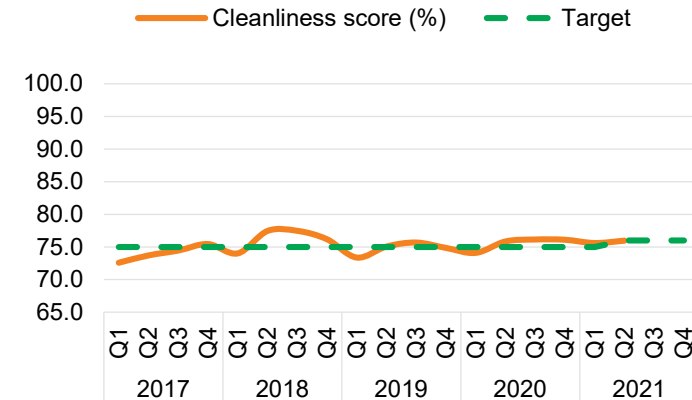


Station cleanliness

Results of a third-party audit. Average of all 75 stations.

Q2: 76.0%
Q1: 75.6%
Q2 2020: 75.8%

Target (JR): 76.0%





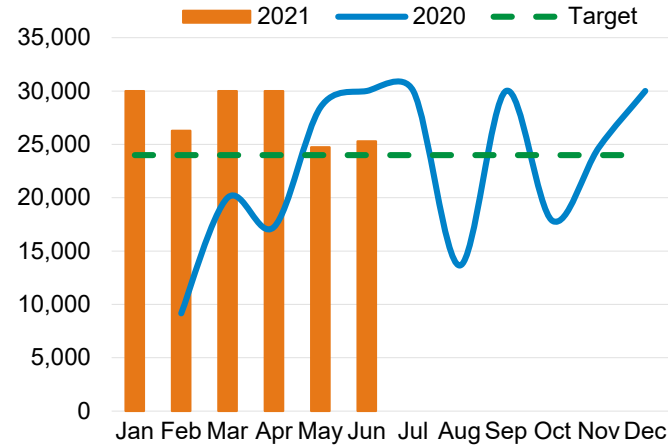
Appendix: Asset reliability

eBus mean distance between failures

Total distance (km) accumulated per number of mechanical road calls.

June: 25,291 km
May: 24,739 km
June 2020: 30,000 km

Target: 24,000 km

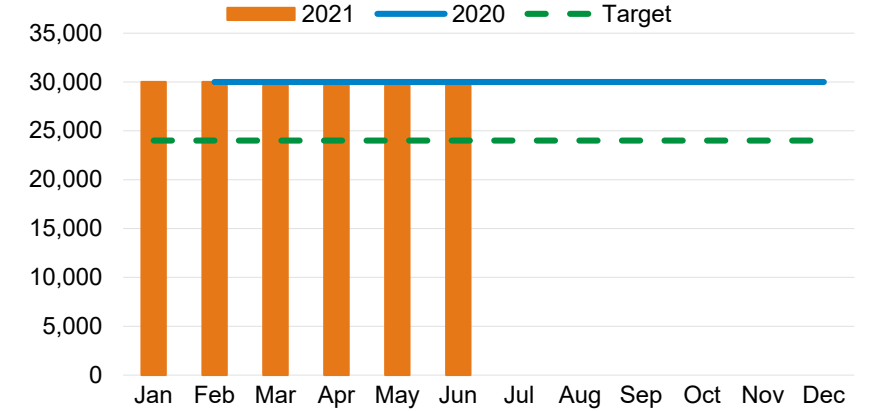


Hybrid bus mean distance between failures

Total distance (km) accumulated per number of mechanical road calls.

June: 30,000 km
May: 30,000 km
June 2020: 30,000 km

Target: 24,000 km

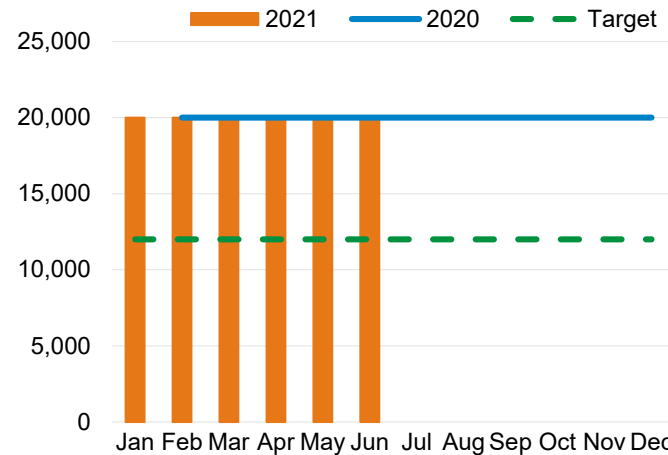


Clean-diesel bus mean distance between failures

Total distance (km) accumulated per number of mechanical road calls.

June: 20,000 km
May: 20,000 km
June 2020: 20,000 km

Target: 12,000 km

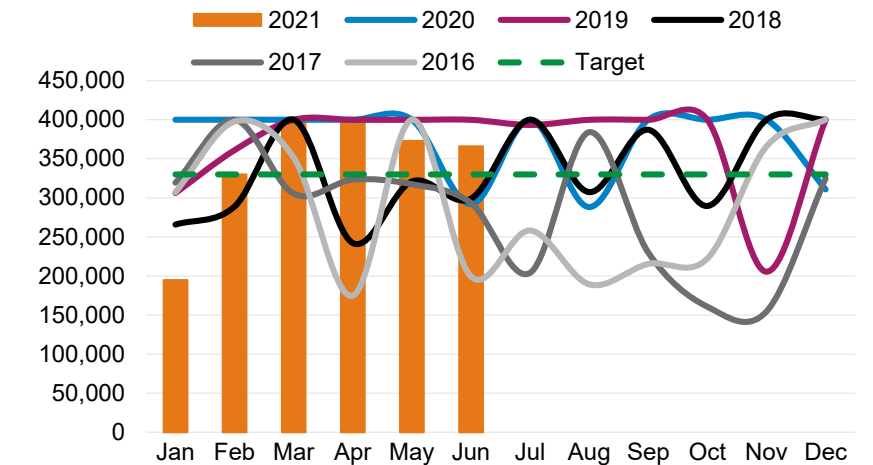


T1 train mean distance between failures

Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. T1 trains operate on Line 2.

June: 366,000 km
May: 373,000 km
June 2020: 292,003 km

Target: 330,000 km





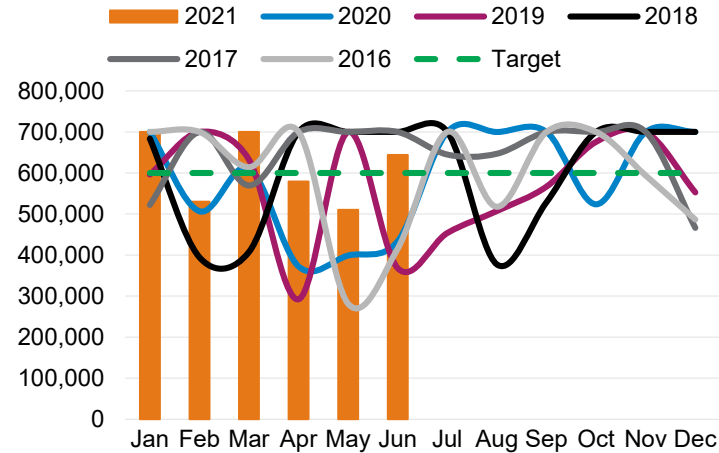
Appendix: Asset reliability

TR train mean distance between failures

Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. TR trains operate on Line 1 and Line 4.

June: 644,000 km
May: 510,000 km
June 2020: 434,005 km

Target: 600,000 km

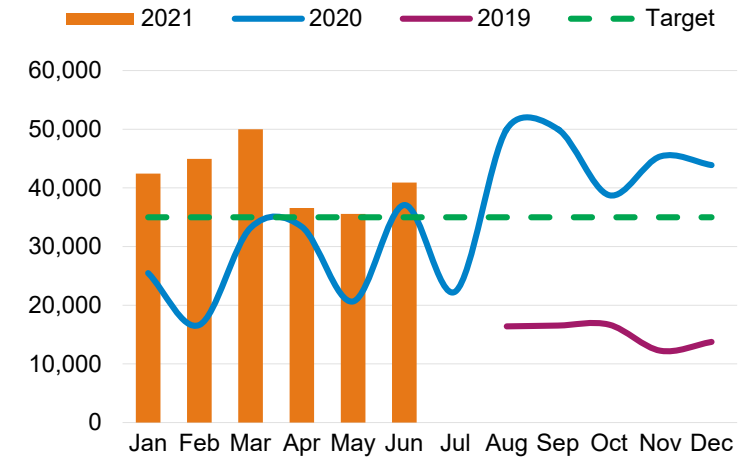


Streetcar mean distance between failures

Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more.

June: 40,912 km
May: 35,556 km
June 2020: 37,070 km

Target: 35,000 km

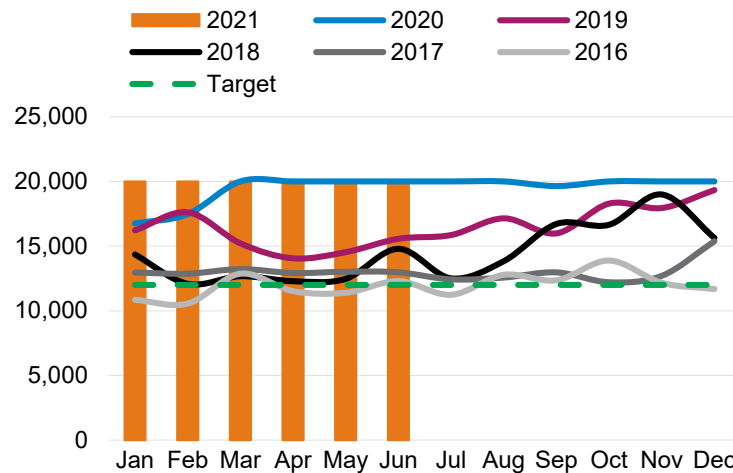


W-T Mean distance between failures

Total distance accumulated by the Wheel-Trans fleet per number of mechanical road calls.

June: 20,000 km
May: 20,000 km
June 2020: 20,000 km

Target: 12,000 km





Appendix: Asset reliability

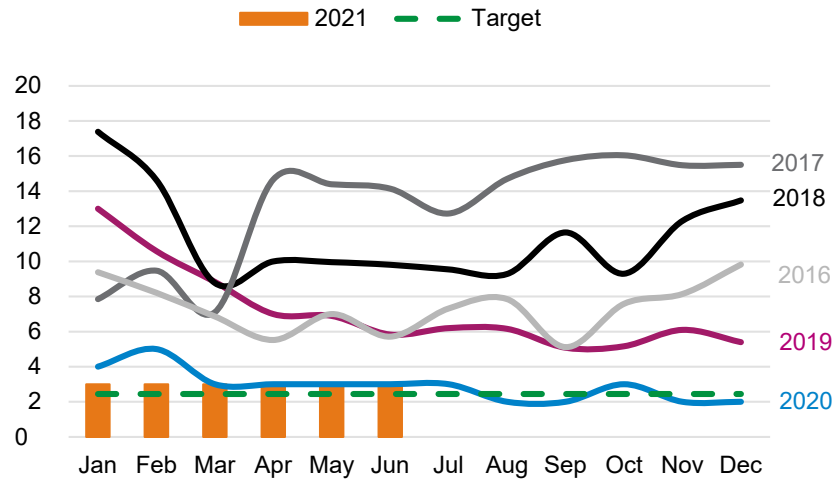
Streetcar road calls and change offs

Average daily number of vehicle equipment failures requiring a road call for service repair or a change-off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable.

June: 3
May: 3
June 2020: 3

Target: 2.4 ✘

Averaging 0.6 above target. Main failures are related to vehicle controls, including failures to the master controller and various pushbuttons, door wiring and ramp operation.

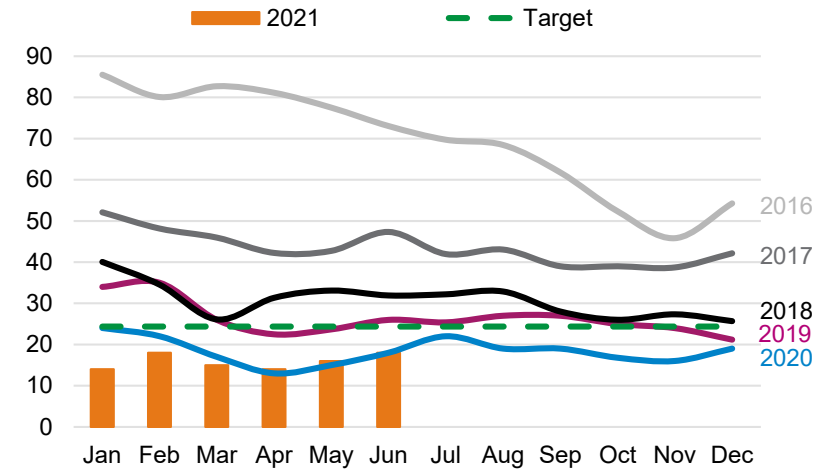


Bus road calls and change offs

Average daily number of vehicle equipment failures requiring a road call for service repair or a change off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable.

June: 18
May: 16
June 2020: 18

Target: 24 ✔





Rich Wong
Chief of Vehicles

Kathleen Llewellyn-Thomas
Chief Strategy & Customer Officer

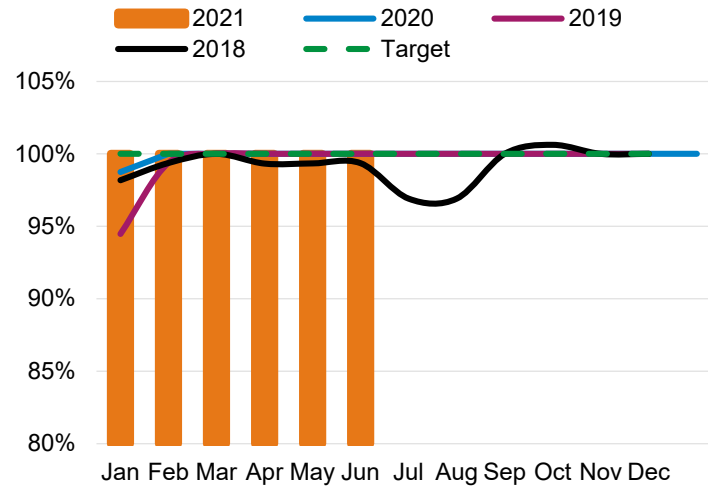
Appendix: Asset availability

Subway service availability

Daily weekday average number of trains put into service per the number of trains scheduled for the a.m. peak period.

June: 100.0%
May: 100.0%
June 2020: 100.0%

Target (RW): 100.0% ✓

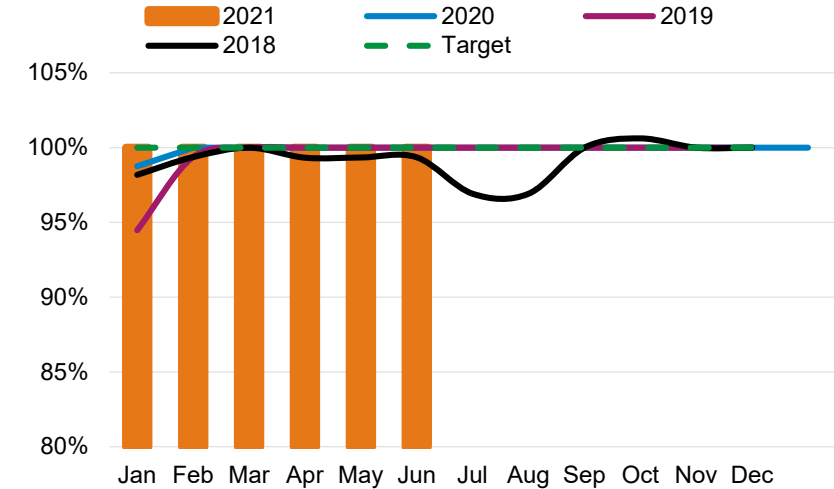


Streetcar service availability

Daily weekday average number of streetcars put into service per the number of streetcars scheduled for the a.m. peak period.

June: 100.0%
May: 100.0%
June 2020: 100.0%

Target (RW): 100.0% ✓

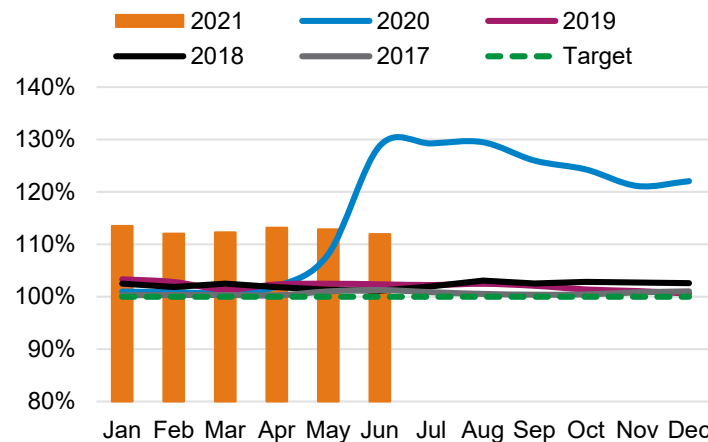


Bus service availability

Daily weekday average number of buses put into service per the number of buses scheduled for the a.m. peak period.

June: 111.9%
May: 112.9%
June 2020: 128.8%

Target (RW): 100.0% ✓

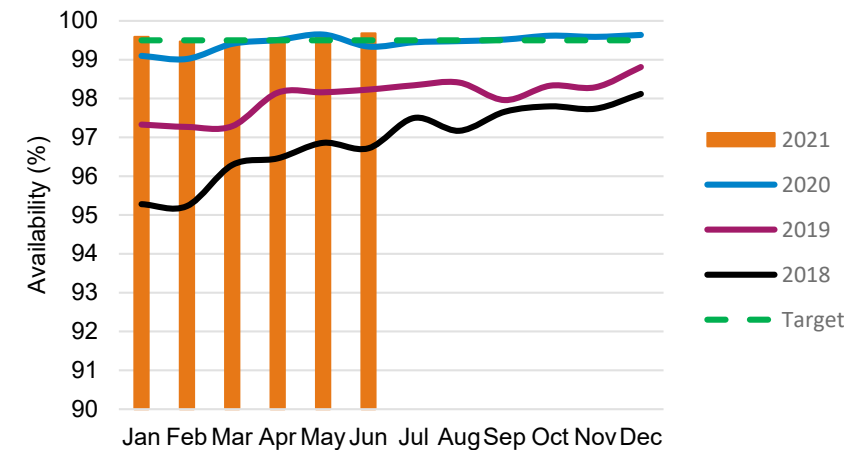


Fare gate availability

Percentage of fare gates are available for use.

June: 99.68%
May: 99.64%
June 2020: 99.34%

Target (KLT): 99.50% ✓





Appendix: Asset availability

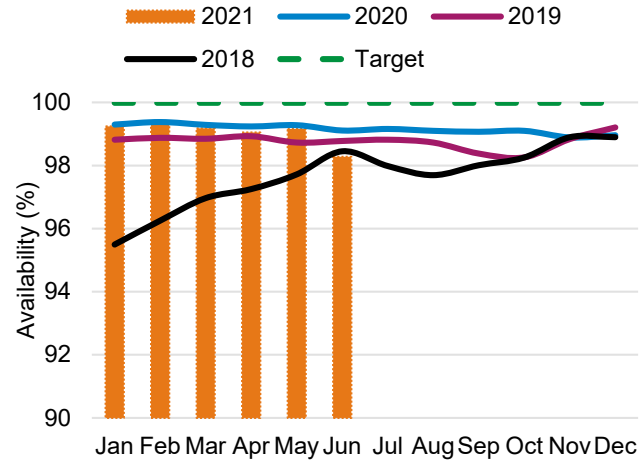
PRESTO reader

Percentage of PRESTO readers in working order. PRESTO readers allow customers to pay their fare and are installed onboard TTC buses and streetcars.

June: 98.26%
May: 99.16%
June 2020: 99.11%

Target: 99.99% ❌

Devices nearing end of life. Replacement project being planned. New devices will improve performance.

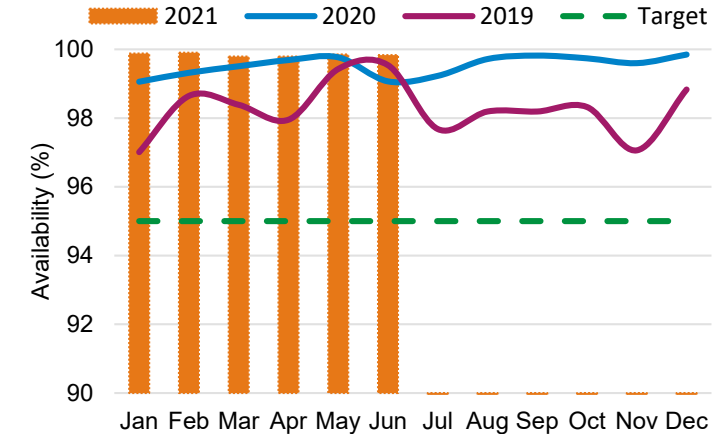


PRESTO Fares and Transfers Machine (FTM)

Availability of FTMs based on duration of fault to time of resolution. FTMs allow customers to purchase Proof of Payment tickets on streetcars and at selected streetcar stops

June: 99.83%
May: 99.85%
June 2020: 99.07%

Target: 95.00% ✅

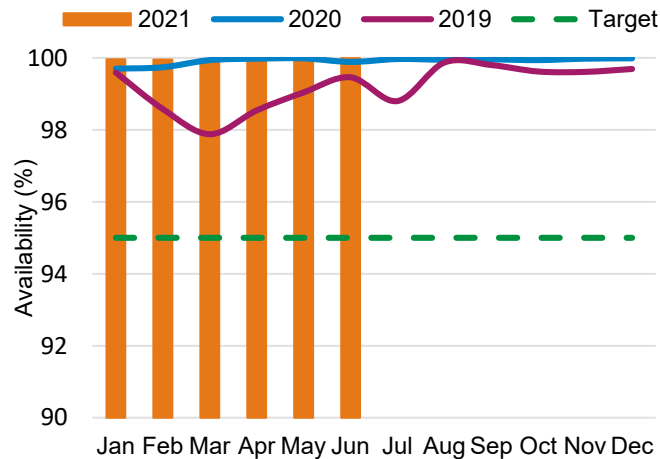


PRESTO Self-Serve Reload Machine (SSRM)

Availability of SSRMs based on duration of fault to time of resolution. SSRMs allow customers to load funds onto PRESTO cards, view their balance and card history, and activate products purchased online. SSRMs are installed at station entrances.

June: 99.99%
May: 99.99%
June 2020: 99.89%

Target: 95.00% ✅

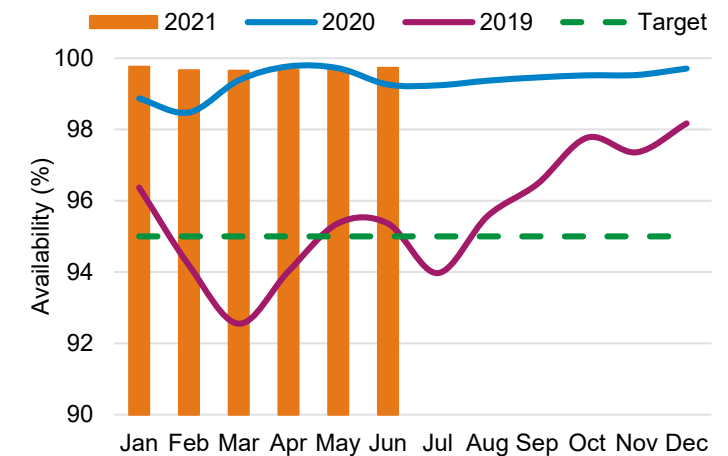


PRESTO Fare Vending Machine (FVM)

Availability of FVMs based on duration of fault to time of resolution. FVMs allow customers to load funds onto PRESTO cards, purchase cards, view balance and card history, and activate products purchased online. FVMs are installed at station entrances.

June: 99.73%
May: 99.69%
June 2020: 99.26%

Target: 95.00% ✅





Appendix 2: Safety

Regulatory compliance

At the May 29, 2019 Audit and Risk Management Committee meeting, a commitment was made to report to the Board on compliance to Safety, Health and Environment regulatory orders and to provide assurance that Commissioners have discharged their legal responsibilities. The table summarizes the number of regulatory orders issued from January 1 to April 3, 2021 and their status.

Type	Requirement Orders ¹ issued	Non-compliance Orders ² issued	Status
Ministry of Labour Orders	2	3	Compliance Achieved
Ministry of the Environment, Conservation and Parks Orders	0	0	Not Applicable
Technical Standards and Safety Authority Orders	0	0	Not Applicable
City of Toronto – Notice of Violation	0	0	Not Applicable
Toronto Fire Services Code Violations	0	0	Not Applicable

¹ Orders issued to provide documentation/information.

² Orders issued to remedy contraventions of the Occupational Health and Safety Act or regulations, Environmental Protection Act, City of Toronto Sewers By-Law and Ontario Fire Code.

