



## **Chief Executive Officer's Report – December 2022**

Date: December 8, 2022

To: TTC Board

From: Chief Executive Officer

### **Summary**

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The Chief Executive Officer's Report is submitted each month to the TTC Board for information. Copies of the report are also forwarded to Members of Toronto City Council, the City Manager and the City Chief Financial Officer. The report is also made available to the public on the TTC's website.

### **Financial Summary**

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There are no financial impacts associated with the Board's receipt of this report. The CEO's Report features metrics on fare revenue and budgets.

The Chief Financial Officer has reviewed this report and agrees with the financial summary information.

### **Equity/Accessibility Matters**

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The TTC is committed to promoting and supporting diversity and inclusion as well as removing barriers in all corporate policies, procedures, processes, programs and services in order to reflect and respond to the needs of employees, contractors and customers.

The CEO's Report includes monthly reporting on elevator and escalator availability in our system, performance metrics for our Wheel-Trans service, and regular updates on the TTC's Easier Access Program.

The CEO's Report also features a section on employees and diversity. This section includes regular updates on important projects and initiatives aimed at creating an organizational culture of inclusiveness, respect and dignity that is free from harassment or discrimination. In the summer of 2021, a new diversity section was launched to include core metrics on our Women Operators New Hires.

The design and layout of the CEO's Report have been optimized to meet web accessibility standards.

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## **Issue Background**

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The CEO's Report was created in 2012, replacing the Chief General Manager's Report. The previous report provided detailed information on all TTC departments and capital projects.

The CEO's Report was updated in 2016 to be more closely aligned with the TTC's seven strategic objectives at the time: safety, customer, people, assets, growth, financial sustainability, and reputation.

In 2018, with the launch of the 2018-2022 Corporate Plan, the report again underwent progressive changes to align and reflect our reporting metrics to the TTC's continued transformation.

With new and emerging priorities and strategic objectives, we again updated the CEO's Report in 2021 to ensure it meets the needs of the Board, the public and the organization going forward.

## **Contact**

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## **Signature**

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Richard J. Leary  
Chief Executive Officer

## **Attachments**

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Attachment 1 – Chief Executive Officer's Report – December 2022

# CEO's Report

Toronto Transit Commission

December 2022



# 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.

## 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**  
buses



**204**  
streetcars



**150**  
trains



**16,000+**  
employees



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

### Our vision

To be a transit system that makes Toronto proud.

### Our mission

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

## Did you know...

With the pandemic having postponed free New Year's Eve service these past two years, our friends at Corby Spirit and Wine are back to sponsor free TTC rides this New Year's Eve. Transit in Toronto will be free of charge starting at 7 p.m. on December 31 until 8 a.m. on New Year's Day, January 1. This will be the eighth time Corby Spirit and Wine has sponsored free rides to encourage revellers to celebrate the holidays responsibly and leave the driving to the TTC.



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# CEO's commentary



As we near the end of 2022 and the holiday season quickly approaches, it is always great to take a moment and reflect on the year that was.

This year, I was once again reminded of the generosity of TTC employees. Many of the TTC's volunteer groups are sharing the yuletide spirit across the city with holiday food, clothes and toy drives to help local community organizations. Employees and customers are encouraged to join in and help those in need. These efforts include a food drive for veterans, a coat drive for those in need and Stuff-the-Bus initiatives for Sick Kids and several other community groups. Thank you to all employees and community partners involved in co-ordinating these events.

In 2022, the TTC closed out its 100-year anniversary – an important milestone for any organization. This year, the TTC also reached another landmark by

surpassing 33 billion riders on the system since 1921. This was particularly meaningful given the impact that COVID-19 has had on our ridership over the past two-and-a-half years. Throughout the pandemic, we continued to carry hundreds of thousands of customers daily, and we are witnessing more returning every day.

As of the week ending November 18, boardings by mode continue to be highest on the bus network at 76 per cent of pre-COVID levels while streetcar and subway boardings were at 59 per cent and 64 per cent, respectively. Wheel-Trans ridership was at about 64 per cent of pre-COVID. Overall weekday ridership stands at 68 per cent of pre-COVID levels.

As we prepare for 2023, we are renewing our focus on providing the best possible service for our customers. For us, this means ensuring our customers can rely on us to provide transit as

advertised – and that we let people know in a timely fashion if this is not the case. We are undertaking a number of initiatives to improve communications and information sharing among our operating, training and planning departments. With this improved communications, we are looking to better address issues as they arise. We look forward to sharing these initiatives with you in the coming months.

These achievements, and many more listed below, are a real testament to the dedication of our workforce. None of this would have been possible without the nearly 16,000 employees who worked tirelessly to get our customers to and from their destinations safely. Thank you for all you do to make the TTC a great transit system.



# CEO's commentary

## Diversity and Culture Group

### **Be Essential – New hires at the TTC**

Earlier this year, the TTC launched its *Be Essential* recruitment campaign. The campaign speaks to the important role the TTC plays in the lives of our customers who trust us to help them get around Toronto. Whether it is to get to work, to appointments or to the go to the grocery store – millions of people rely on the TTC on a daily basis. By the end of 2022, the TTC will have hired roughly 900 new operators.

Two years ago, the TTC adopted a 10-Point Action Plan on Diversity and Inclusion. One of the main objectives of this plan was to ensure that four out of every 10 new operators hired at the TTC identified as a woman. To achieve this goal, we've implemented new outreach initiatives and I am proud to say that since the 10-Point Plan was introduced, we have achieved this goal.

To us, this number is more than just a target. It speaks to the kind of organization we want the TTC to be – one where women feel empowered and encouraged to pursue their career goals.

This year, the TTC released its first Diversity and Culture Annual Report, *A Year of Firsts*. The Report was the first of its kind for the organization and reaffirms the TTC's commitment to diversity and inclusion by highlighting 50 key accomplishments, such as launching the Racial Equity Office as part of the newly created Diversity Department, and the Fare Inspector and Special Constable Complaint Office as part of the Human Rights and Investigations Department.

For the second year in a row, the TTC had customer campaigns for Black History Month and Indigenous History Month. This was the first year where the TTC also had a customer campaign to celebrate Lunar New Year. Internally, along with recognizing Black History Month, Indigenous Heritage Month and Lunar New Year, the TTC also recognized Asian Heritage Month and Latin American Heritage Month.

In June, the TTC's Indigenous employees shared the beauty of their culture by holding a Pow Wow at Mount Dennis Division for the first time. The TTC was awarded the Canadian Urban Transit Association's inaugural Diversity, Equity and Inclusion Award.

## Strategy and Customer Experience Group

### **Free rides on New Year's Eve**

With the pandemic having postponed free New Year's Eve service these past two years, our friends at Corby Spirit and Wine are back to sponsor free TTC rides this New Year's Eve. Transit in Toronto will be free of charge starting at 7 p.m. on December 31 until 8 a.m. on New Year's Day, January 1. This will be the eighth time Corby Spirit and Wine has sponsored free rides to encourage revellers to celebrate the holidays responsibly and leave the driving to the TTC.



# CEO's commentary

Over the years, ACAT has provided guidance on a number of accessibility initiatives at the TTC, including ramps on buses and streetcars, wide-aisle fare gates at stations as well as priority seating on vehicles.

The TTC is proud of its ongoing partnership with ACAT as we continue to work towards a barrier-free transit system.

This month, Lansdowne Station is poised to become the TTC's 56th accessible station. Earlier this year, the TTC launched a trial at York Mills Station of several new features, including red tactile wayfinding guidance tiles leading to the front door of all of the bus stops as well as stop poles which have tactile and braille route information. Information from this trial will help the TTC's enhancements across the entire system.

## Operations and Infrastructure Group

### **TTC achieves key modernization updates**

In late November, the TTC achieved a major milestone in its modernization efforts. One-Person Train Operation (OPTO) became fully functional on the entirety of Line 1 Yonge-University. OPTO was already in use from Vaughan Metropolitan Centre to St George stations on a daily basis since November 2021 and has been in use on Line 4 since 2016. OPTO allows the train Operator to safely drive the train and operate the doors while monitoring screens from inside the front cab.

This piece of work was completed less than two months after Automatic Train Control (ATC) signalling became operational along the entire length of Line 1. With ATC, train location can be monitored more accurately, allowing more trains to operate closer together. This means more frequent and reliable service for customers, and fewer signal-related delays.



### **The TTC remains committed to accessibility**

This past May, the Advisory Committee on Accessible Transit (ACAT) celebrated its 30th anniversary. ACAT was established in 1992 to provide advice and recommendations on matters pertaining to accessible public transit in Toronto.





# CEO's commentary

## Engineering, Construction and Expansion Group

### **EC&E Group achieves COR certification**

I would like to take this opportunity to publicly congratulate the TTC's Engineering, Construction and Expansion Group for recently attaining a top industry health and safety certificate. The Certificate of Recognition (COR™) is nationally trademarked and endorsed by the Canadian Federation of Construction Safety Associations (CFCSA). In Ontario, it is administered by the Infrastructure Health and Safety Association (IHSA).

The IHSA recently completed an audit of the EC&E Group's Health and Safety Program and determined that all COR 2015 Audit Tool requirements had been met. EC&E now has the distinction of being the first government sector buyer of construction entity to achieve COR certification.

EC&E's Health and Safety Program was introduced to 700 staff members, and is a massive step forward in improving workplace safety and systematic safety management. The group has already seen the benefits the new safety program by focusing on preventative safety activities, improved safety messaging,

experiencing a reduced number and severity of incidents, enhanced interface with contractors, and more health and safety awareness overall.

## Transportation and Vehicles Group

### **On-time performance improvements**

The TTC is undertaking a number of new and enhanced initiatives to improve communications and information sharing among our operating, training and planning departments. The goal of these cross-departmental initiatives is to improve the on-time performance of our services and ultimately deliver the best customer experience we can offer to our riders.

Some of the initiatives now underway involve closer collaboration between the Operations Training Centre and Transit Control Centre regarding site tours for new operators; a redeployment of on-street, uniformed supervisors to a number of key bus routes in a push to improve on-time departures and arrivals punctuality; and closer communications between Service Planners and frontline supervisors.

The December CEO's Report provides more details on activities across our transportation modes.

## **The TTC's green successes**

In April, the TTC's McNicoll Division/Garage was awarded the Ontario General Contractors Association's Builders Award. The operating and maintenance complex was designed and built to exceed Toronto Green Standards, which promotes sustainable building design.

In August, the TTC and PowerON Energy Solutions LP, a subsidiary of Ontario Power Generation, signed an agreement for the co-investment, ownership, delivery, maintenance and operations of electrification infrastructure needed to transition the TTC's fleet and facilities to zero-emissions. The TTC also won the Environmental Sustainability Award from CUTA.



# CEO's commentary

## **Safety and Environment Group**

### **December 17 is Transit Worker Assault Awareness Day**

The TTC and the City are recognizing Transit Worker Assault Awareness Day once again this month. Last year, Mayor John Tory declared December 17 as Transit Worker Assault Awareness Day to bring attention to the abuse and assault transit workers face every day on the job.

The TTC has taken numerous steps to help protect and support our frontline workforce, such as introducing a customer-facing campaign focused on respecting TTC employees and delivering a comprehensive one-day training program focusing on de-escalation strategies, communication skills, customer service and more.

The TTC takes all instances of physical abuse, harassment and threats seriously. We will continue to work with police and the courts to prosecute offenders to the fullest extent of the law. Making sure that our employees go home safely at the end of every work shift is our top priority.

### **In closing**

As 2022 quickly draws to a close I would like to express my gratitude to our previous and new Board, Mayor John

Tory, City Council and our provincial and federal partners for their continued support as we work to modernize our great transit system and advance our mission of providing reliable, efficient, integrated and accessible public transit services to the citizens of Toronto and beyond.

Wishing all a joyous and peaceful holiday season and good health and happiness.

The first meeting of the new TTC Board is scheduled for Wednesday, December 8 and will be live-streamed on the Official TTC YouTube Channel, starting at 10 a.m.



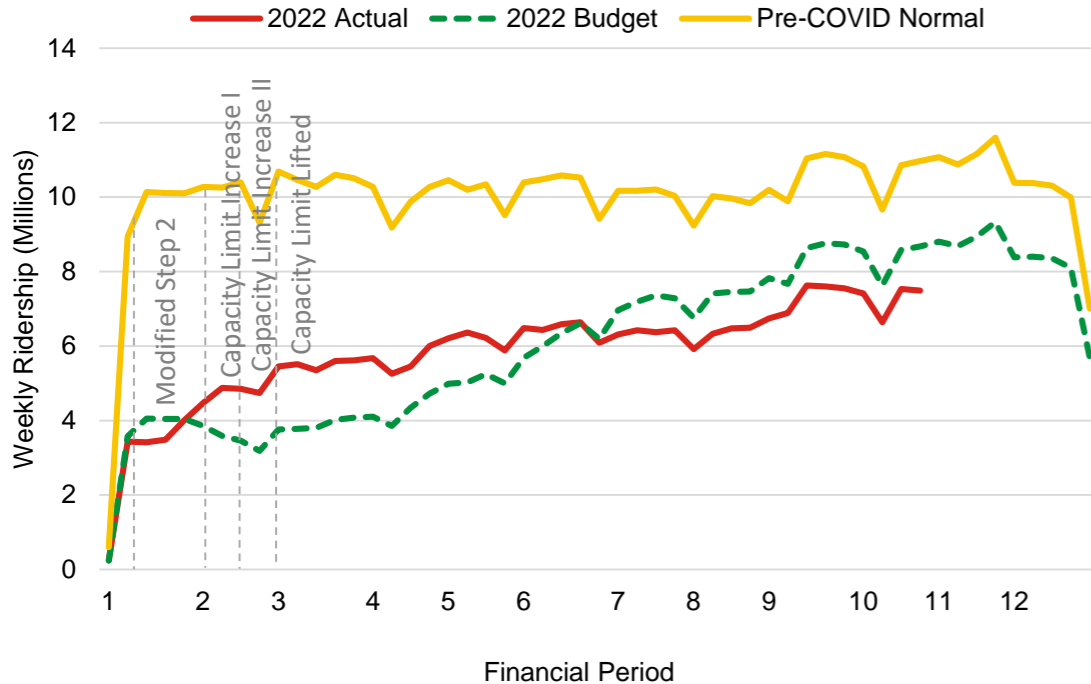
**Richard J. Leary**  
**Chief Executive Officer**  
**December 2022**





# 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 10 (October 2 to October 29) revenue rides totaled 29.1 million or an average of 7.3 million per week, representing 69% of pre-COVID experience and a 0.5% increase from Period 9. The TTC hit a major milestone in October with 33 billion rides surpassed since 1921.

Year-to-date revenue rides totaled 256.6 million, which is 6.1 million above budget and cumulatively represents 58% of pre-COVID experience.

### Analysis

After realizing steady growth in the first half of the year, the rate of revenue ridership growth slowed through the summer. Growth returned in the fall with a return to school and a slight increase in the return to in-office work, with revenue rides reaching an average 69% of pre-COVID experience for Period 10. The budget anticipated a return to office of three days a week in the fall, but the frequency of actual in-office work remains closer to two days a week. As a result, revenue ridership has fallen 13.0% below budgeted levels for Period 10 and is expected to remain below budget for the remainder of 2022.

The proportion of occasional customers (five-to-eight taps per week) and infrequent customers (one-to-four taps per week) increased to 80% in Period 10 from 79% in Period 9. The proportion of monthly pass customers and frequent customers (nine-plus taps per week) decreased to 20% from 21%. In comparison, 68% were infrequent/occasional customers and 32% were frequent/monthly pass holders pre-pandemic.

Monthly pass sales for November use totaled 103,125 (48% of pre-COVID levels) A total of 1,858 more passes were sold for November use compared to October, representing a 2% increase month-over-month. The largest increase was observed in adult passes (1,350), followed by post-secondary (422), youth (43) and senior (43) passes.

### Action

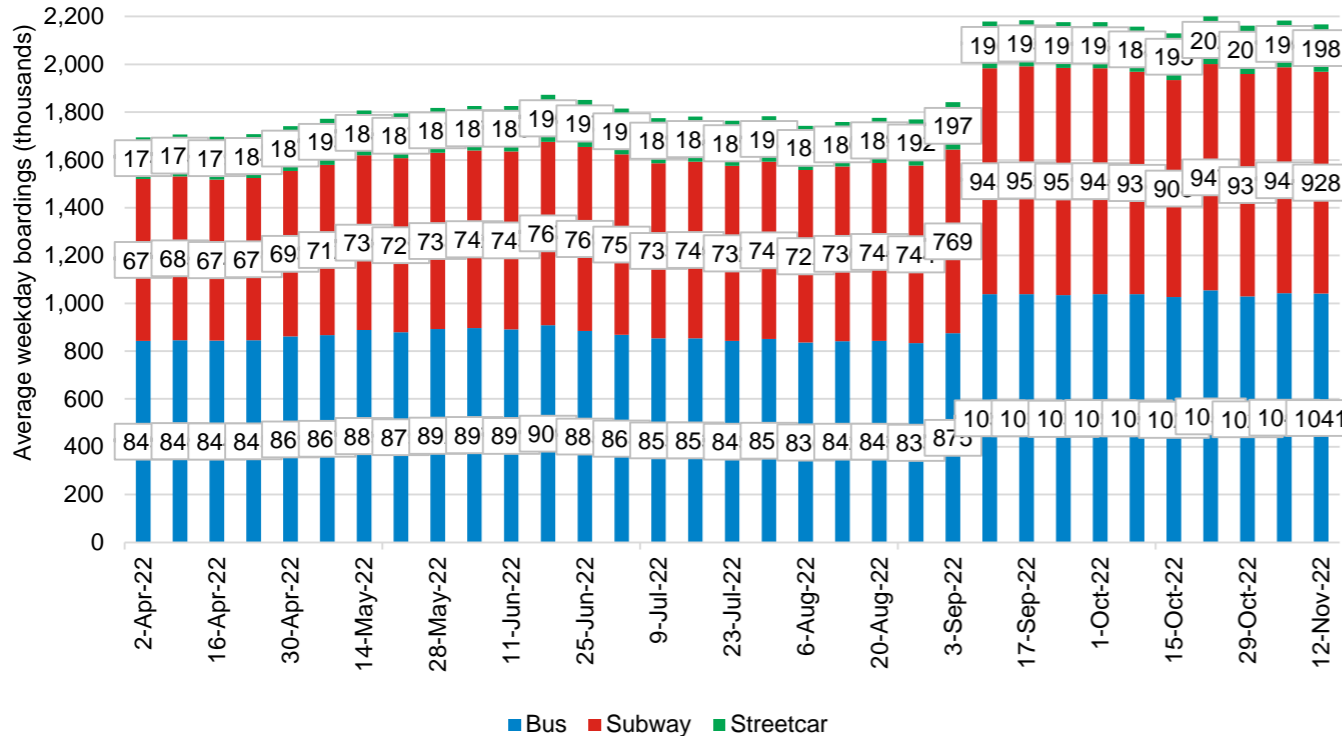
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments. Fare revenue is expected to continue to remain below budget for the remainder of 2022 given that the frequency of in-office work days is now expected to remain unchanged to the end of 2022.





# 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.

\*Pre-COVID: as compared to the last week of full demand and full service prior to COVID March 2020. Not adjusted for summer seasonality.

### Results

Average weekday boardings of 2.2 million for the week ending November 18 represents 68% of pre-COVID levels.

### Analysis

Boardings increased by 18% in the week after the Labour Day long weekend, which was mainly driven by secondary and post secondary students returning to school in-person and some increase in employees returning to office throughout September, October and November.

While most segments have returned to near pre-COVID levels, work-related commutes are still lagging, and mode share is below pre-COVID levels.

Bus remains the busiest of all modes with the greatest degree of pre-COVID ridership at 76%, while streetcar is at 59%, and subway at 64%. As of mid-November, streetcar use recently increased by 5% week-over-week and subway use reached 50% in the downtown during morning and afternoon peak travel Periods.

### Action

Continue to forecast demand and identify opportunities for ridership growth through:

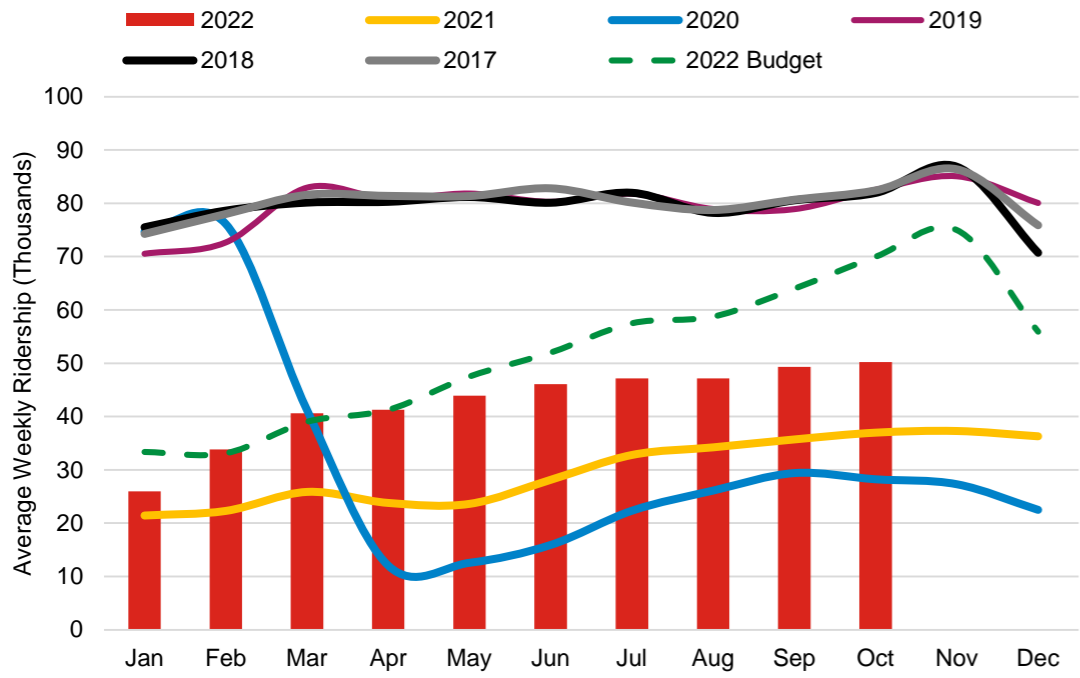
- Regular customer surveys.
- Toronto employer surveys and monitoring downtown office occupancy.
- Outreach to school boards and post-secondary institutions.
- Campaign on customer reacquisition underway for later this year.





# 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

Ridership in Period 10 (October 2 to 29) was 200,962, or 50,241 passengers per week. This figure was 28.2% lower than the budgeted 70,000 customers per week.

In terms of year-over-year growth, the Period 10 YTD ridership is 49.1% higher compared to the same period in 2021, and is currently 14.1% under the YTD 2022 budget (or 303,500 rides). The 2022 Period 10 ridership represents 60.9% of pre-COVID levels in Period 10 2019.

### Analysis

YTD Wheel-Trans ridership continues to follow historical trends and has experienced positive growth for the last three periods versus the same time last year. The overall growth rate has not reached the adjusted budgeted targets for 2022.

Customer travel trends have shown a consistent weekly growth, which indicates a healthy recovery and comfort level. Regular and occasional trips have increased with an average of 9,500 riders per day for our

peak periods.

### Action

Wheel-Trans will continue to monitor customer behaviour in order to track the impacts of these behaviours on ridership. While accommodation rates are near record highs, customer trip requests are being accommodated consistently. Combined with a record low response time to incoming calls, this has had a positive impact on the ability for customers to book trips.

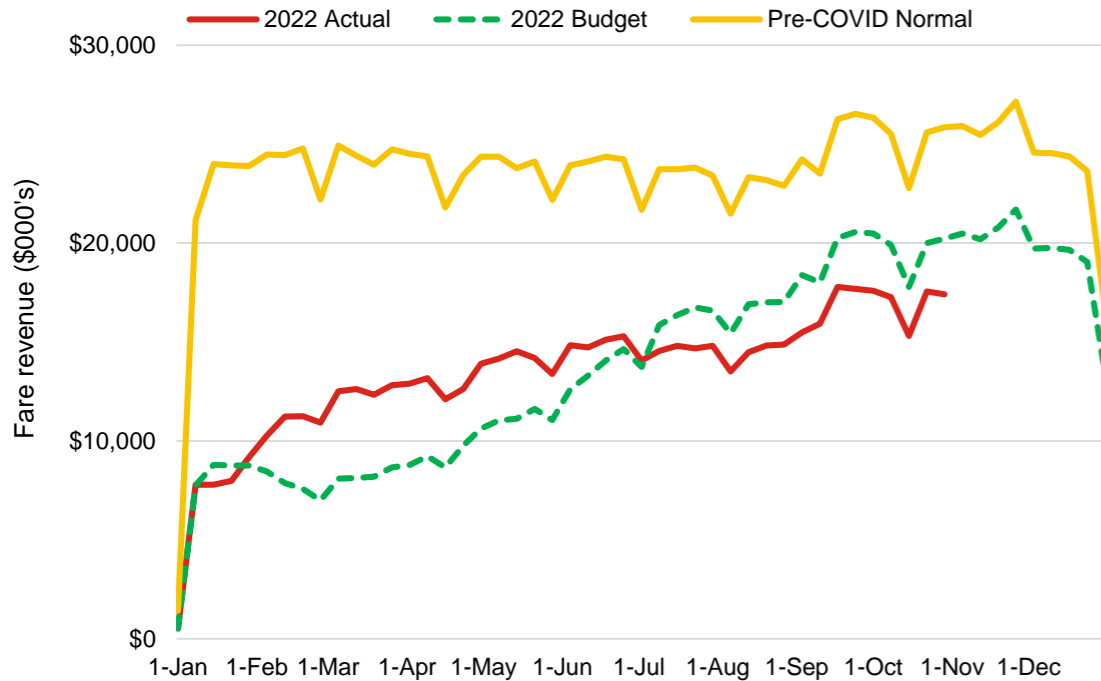
Note: Wheel-Trans ridership is not included in TTC ridership totals.





# Financial

## Fare revenue



Definition  
Revenue generated through fares.

### Results

Period 10 (October 2 to October 29) fare revenue was \$67.7 million. This is \$10.2 million or 13.1% below budgeted fare revenue for Period 10 and represents 68% of pre-COVID levels. Weekly fare revenue in Period 10 averaged \$16.9 million, which represents a 0.1% increase over Period 9 weekly revenues.

On a year-to-date basis, fare revenue totaled \$591.6 million, which is \$25.3 million above budget and cumulatively represents 57% of pre-COVID experience.

### Analysis

After realizing steady growth in the first half of the year, the rate of fare revenue growth slowed during the summer. Fare revenue increased again in the fall with a return to school and a slight increase in the return to in-office work, reaching an average of 68% of pre-COVID normal for Period 10.

Fare revenue exceeded budget for the first half of the year as the effects of the Omicron variant were less widespread than expected. The budget anticipated a return to office of three days a week in the fall, but the actual

frequency of in-office work remains closer to two days a week. As a result, fare revenue has fallen 13.1% below budget for Period 10, and is expected to remain below budget for the remainder of 2022.

Period 10 revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$62.3 million — representing a PRESTO ridership adoption rate of 89.9% — and \$5.4 million from other media.

Period 10 revenue reflected the following fare concession profile: 76.6% adult, 9.8% post-secondary, 5.6% senior, 7.8% youth (ages 13-19) and 0.2% other.

### Action

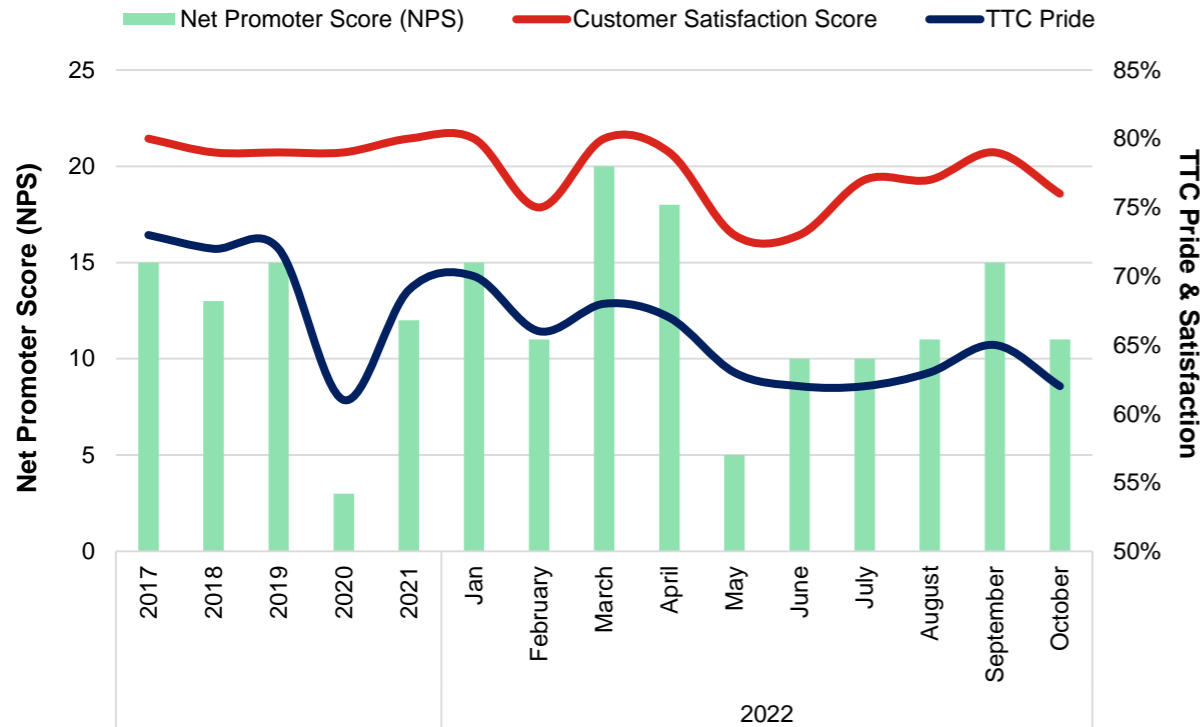
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments. Fare revenue is expected to continue to remain below budget for the remainder of 2022 given that the frequency of in-office work days is now expected to remain unchanged to the end of 2022.





# Customer experience

## Customer satisfaction



### Definition

Monthly customer survey of 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". Net Promoter Score (NPS) measures how likely customers are to recommend the TTC to a friend, family member or colleague.

### Results

In October, 76% of customers reported high levels of satisfaction with TTC services. Net Promoter Score decreased to 11, while the number of customers who say they are proud of the TTC and what it means to Toronto decreased slightly to 62%.

### Analysis

All key metrics decreased in October, however, remain above May 2022. The drop in satisfaction was constant across modes, with bus, streetcar and subway users all reporting a four-to-five point drop in satisfaction. Streetcar satisfaction is lower than bus and subway at 68% principally due to construction.

Most aspects of satisfaction decreased from September, with only vehicle cleanliness and length of time a trip took mildly increasing over September. Satisfaction with wait times, staff helpfulness, real-time information availability, and personal safety all dropped five points in October, generally returning to pre-September levels.

Modal analysis prepared in October identified personal safety, vehicle cleanliness and staff helpfulness as key challenge areas for subway customers. Bus challenge areas include trip smoothness, wait times, and stop & station cleanliness. Finally, streetcar challenge areas are predominantly personal safety and vehicle cleanliness, though construction factored in to lower satisfaction compared to the other modes.

### Action

- New vehicle cleaning contracts have started in Q4 2022 for streetcars, while subway contract issues have been resolved (page 33).
- We continue to work with the City and the Toronto Police Service to keep our customers safe (pages 26-27).

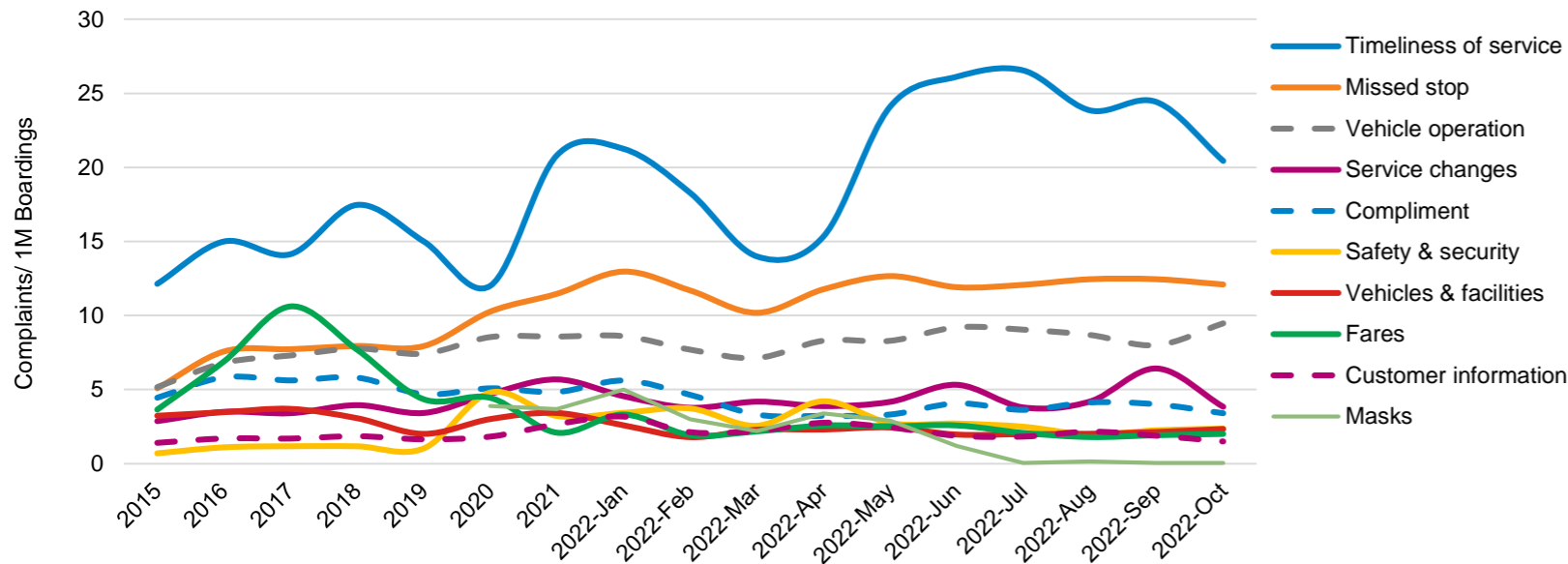




# Customer experience

## Customer service communications (CSCs)

We value communication with our customers. It helps inform service planning and operations, and improves our overall customer experience. In addition to our Customer Satisfaction Survey (page 11), volunteered customer feedback is also highly valuable. The TTC’s Customer Service Centre receives customer input via our website, telephone, email and Twitter – each one is a CSC. CSCs are routed through the organization in order to acknowledge and respond to individual customers, and used to understand overall customer experience.



### Definition

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

### Results

CSCs per one million boardings decreased 11% in October compared to September. The total number of CSCs received decreased by 7%, while boardings increased by 4%. Total CSCs declined to 4,390 from 4,800 in Sept on over 2.2 million boardings/weekday.

### Analysis

October decreases were led by a 16% decrease in timeliness of service CSC’s, as subway and service delay CSCs dropped. Missed stop CSCs were flat this month, while service change CSCs dropped as September changes were absorbed.

CSC topics that increased include vehicle operation, safety & security, and noise. Noise CSCs have entered the Top 10, as CSC’s related to masks have dropped out of the Top 10 categories. The number of compliments decreased 15% in October.

### Service-related CSC per 1 million Boardings:

- While timeliness of service CSCs decreased, service delay CSCs still make up 29% of all CSCs received in October. Three routes (501 Queen, 504 King and 32 Eglinton West) make up 11% of all timeliness of service CSCs, with each operating in construction conditions.
- Missed stop CSCs remain 52% above 2019 levels. CSCs predominantly concern bypassing customers.







# Customer experience

## Customer service communications

### Service-related CSCs per 1 million Boardings:

- Vehicle operation CSCs increased 18% in October, with 501 Queen and 504 King most frequently.
- Noise has increased 20% from September and remains in the Top 10. 51% of noise CSCs are related to subway noise and vibration, and overall Noise CSCs are 158% above 2019 levels.
- While not in the Top 10, Diversion CSCs increased in recent months to 0.86 per 1 million Boardings and remain 139% above 2019 levels overall, led by CSCs on planned streetcar diversions.
- Among compliments CSCs, a common theme were TTC operators going above and beyond in the course of duty.

### COVID-related CSCs per 1 million Boardings:

- After reaching a recent low in September, Safety and security CSCs increased in October to just-below August levels.
- Only one CSC concerning employee masking was received in October.

### Action

#### Service-related (pages 15-19):

- A review of routes not affected by construction with low OTP is ongoing. Improvements to running time and reliability may reduce the number of CSCs related to timeliness of service.
- Ongoing improvements to workforce planning aimed at decreasing cancellation hours, assessing options related to construction projects impacting routes, and a network-wide review of operator schedule adherence at end terminals will also help improve timeliness.

### COVID-related:

- TTC continues to monitor mask usage on the system and strongly recommends their use.
- We continue to work with the City's Streets to Homes project to reach out to customers in our system who could use assistance. We have completed a Memorandum of Understanding with Streets to Homes to have a dedicated presence of outreach workers in our system going forward.



### Customer compliments

“Myself and my son's girlfriend were trying to get to a cheering section to watch my son in the Toronto Waterfront Marathon. The streetcar driver was SO kind, friendly, helpful, personable and a complete pleasure to deal with. She was instrumental in helping us get to where we needed to be to support my son!!!!

-TTC customer

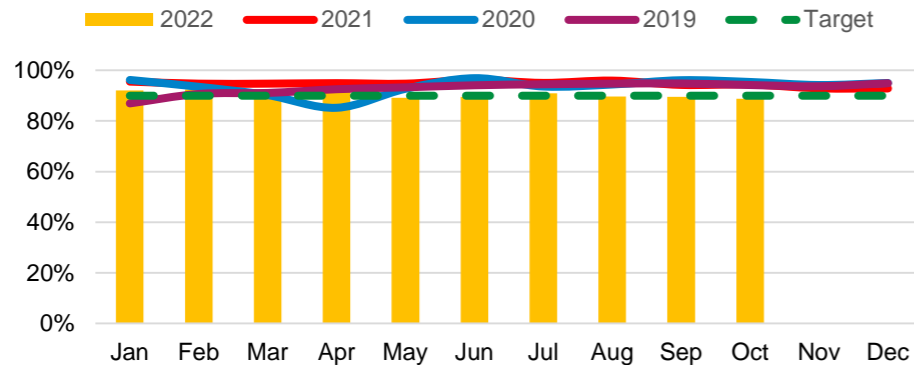




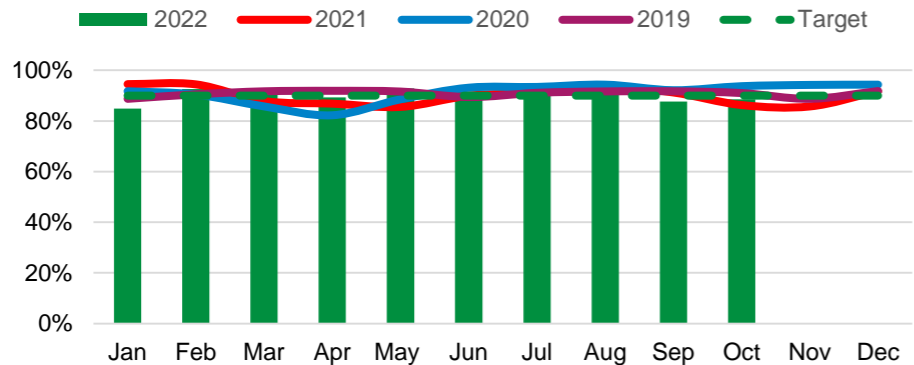
# Customer experience

## 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 88.5% in October. This represents an increase from last month (87.7%) and an increase from the same time last year (86.2%). Our target of 90% was not met.

Line 2 OTP was 88.8% in October. This represents a decrease from last month (89.5%) and a decrease from the same time last year (94.5%). Our target of 90% was not met.

### Analysis

October was the first full month with ATC in operation for the entirety of Line 1. Overall delay minutes for Line 1 increased 6.8%, to 3,030 minutes in October from 2,838 minutes in September. This was partially offset by a 2.7% decrease in delay incidents. Although the rollout of ATC on Line 1 went relatively smooth, the increase in delays, was due in part, to project start up inefficiencies and time needed to implement last minute changes. Staff are conducting a complete analysis of the delays to determine the exact cause and document lessons learned.

Line 2 experienced a 2.0% decrease in total delay minutes, to 2,125 minutes in October from 2,169 minutes in September. A reduction in almost all delay areas was observed, except passenger-related delays and one delay event involving an external power failure on the eastern stretch of the line.

### Action

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

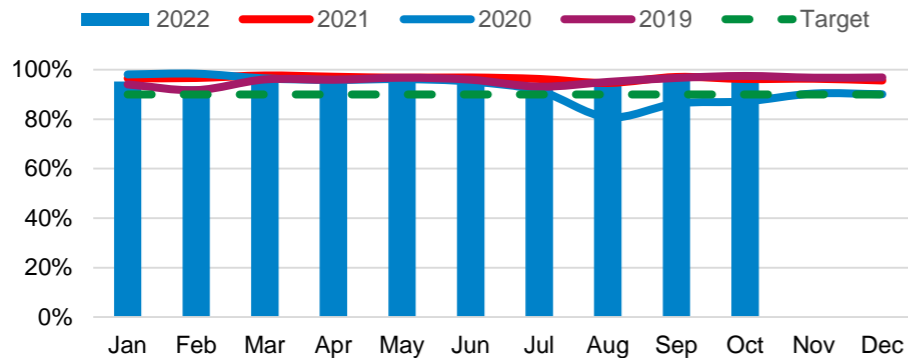




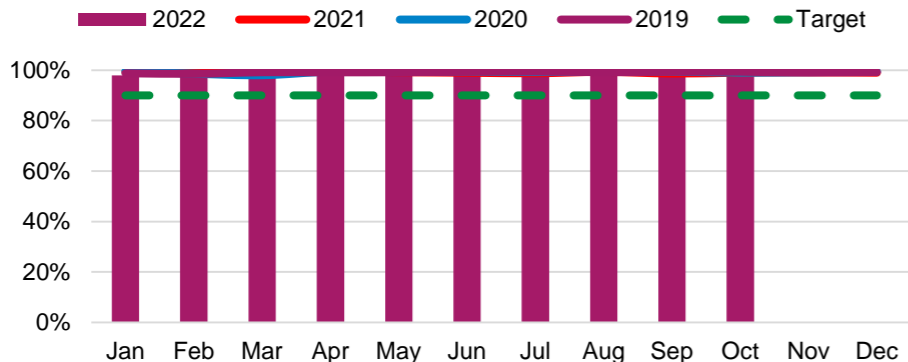
# Customer experience

## On-time performance (OTP) – 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.

### Results

Line 3 OTP was 96.4% in October. This represents an increase from last month (95.6%) and an increase from the same time last year (96.3%). Our target of 90% was met.

Line 4 OTP was 98.3% in October. This represents a decrease from last month (98.5%) and also a decrease from the same time last year (99.0%). Our target of 90% was met.

### Analysis

There was a 71.9% increase in total delay minutes on Line 3, to 447 minutes in October from 260 minutes in September. This increase was attributed to security-related delays, including a single delay event that caused 36% of total delay minutes on Line 3.

There was a 150.8% increase in total delay minutes on Line 4, to 301 minutes in October from 120 minutes in September. Increases in delay minutes were seen across all sectors.

### Action

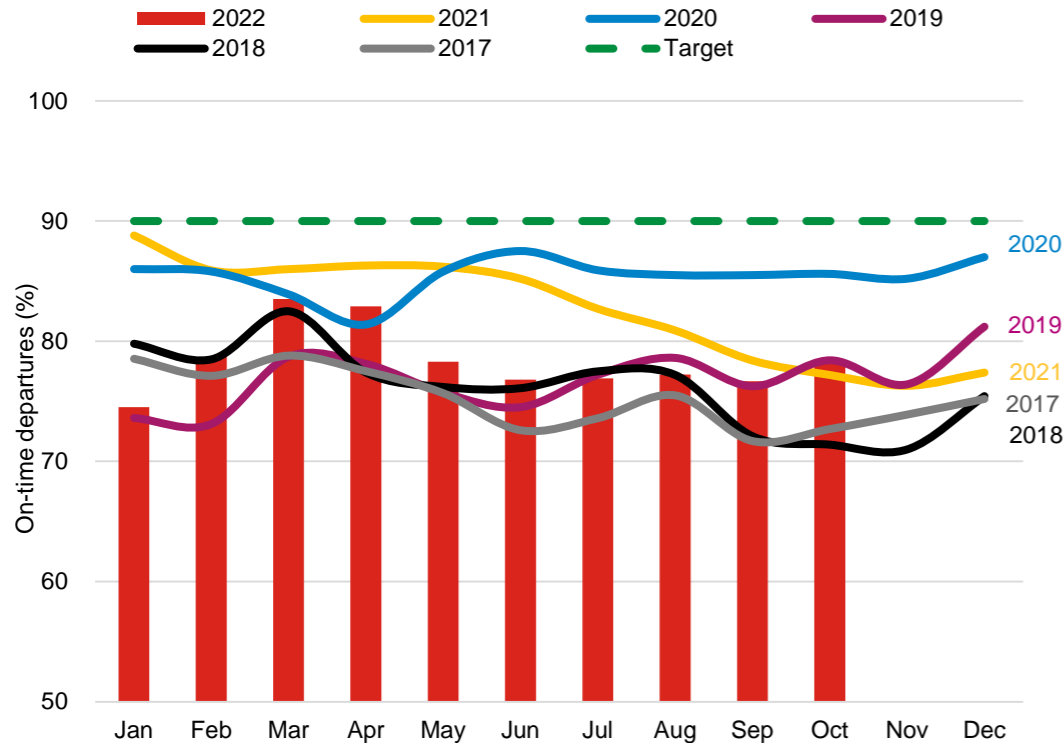
There are no anticipated changes for these lines.





# 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

Bus OTP in October was 79%, an increase compared to September (77%) and an increase compared to the same period last year (77%). Our target of 90% was not met.

### Analysis

During the October weekday period, 44 of 160 routes were impacted by construction for at least two weeks. Overall weekday OTP was 85% for the 116 routes not affected by construction. Of those routes, the OTP was 85% or better on 63 routes.

- 27 routes were “On-time” (90% OTP or better).
- 37 routes were “On the Cusp” (between 85% and 90%).
- 52 routes were “Not On-time” with OTP less than 85%. All routes are being reviewed for their performance, with 12 routes being prioritized for improvements starting in January.

Weekday performance reached 80% OTP for

the period, while weekend performance was 72% OTP. Weekend performance was impacted by civic events, such as the Toronto Waterfront Marathon and deficient schedules.

### Action

Efforts continue with regard to workforce, schedule, end terminal and Operator monitoring improvement. Some recent highlights from this work includes:

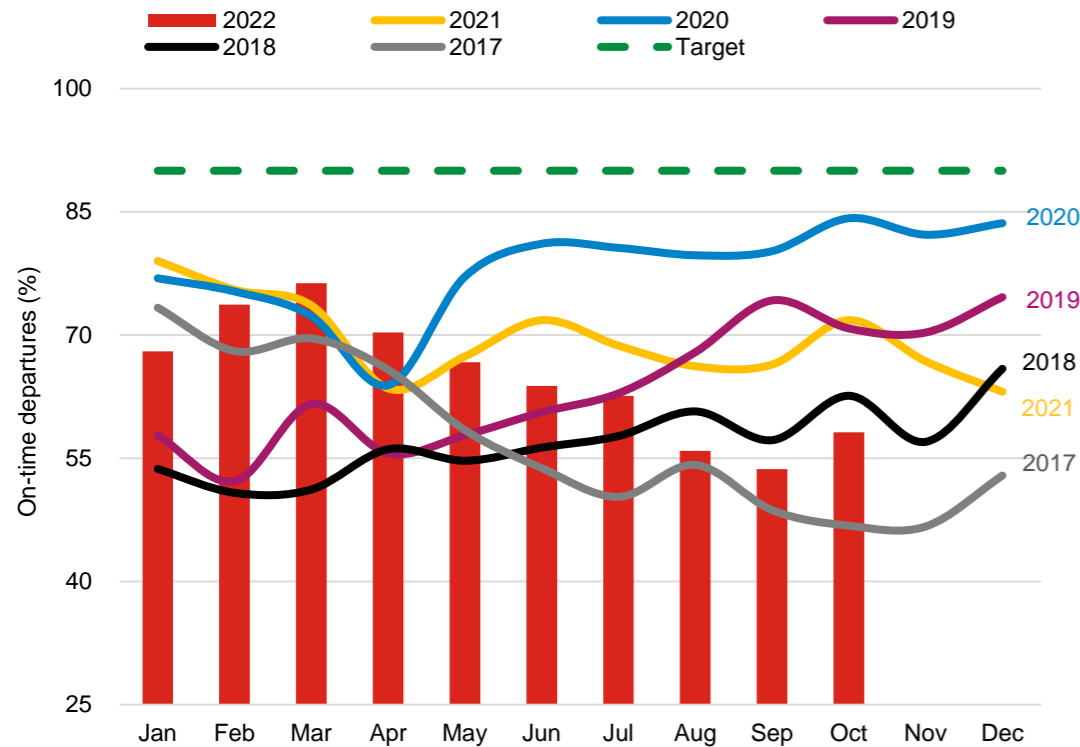
- Workforce alignment and service resiliency to ensure cancellations and unfulfilled trips are minimized: In October, the unfulfilled trip rate decreased to 1.9% of all trips.
- Routes that received Service Reliability Improvements during 2022 have increased their aggregate OTP score to 81% from 69% after new schedule implementation.
- Operators who have received counselling for departing Early unauthorized have improved their OTP to 81% from 74%.





# 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

Streetcar OTP in October was 58%, the first month-over-month increase since February 2022, but a decrease compared to the same period last year (72%). Our target of 90% was not met.

### Analysis

Streetcar performance increased slightly over September, and performed slightly better during the Monday-to-Friday period (61%). The streetcar network achieved a period high daily score of 71% on Monday, October 24.

Five of nine streetcar routes (501, 503, 504, 505 and 506) were affected by construction projects for the entirety of the October period. Construction projects impacting these routes include the King-Queen-Queensway-Roncesvalles (KQQR) intersection reconstruction and infrastructure work on College and Carlton streets. These routes make up just under two thirds of network trips and their combined OTP was 53% on weekdays.

The remaining four routes (509, 510, 511 and 512) achieved 69% OTP, increasing to 73% OTP for weekdays. All four routes were impacted by maintenance-related service adjustments during October that required bus replacements and/or short turns to facilitate.

### Action

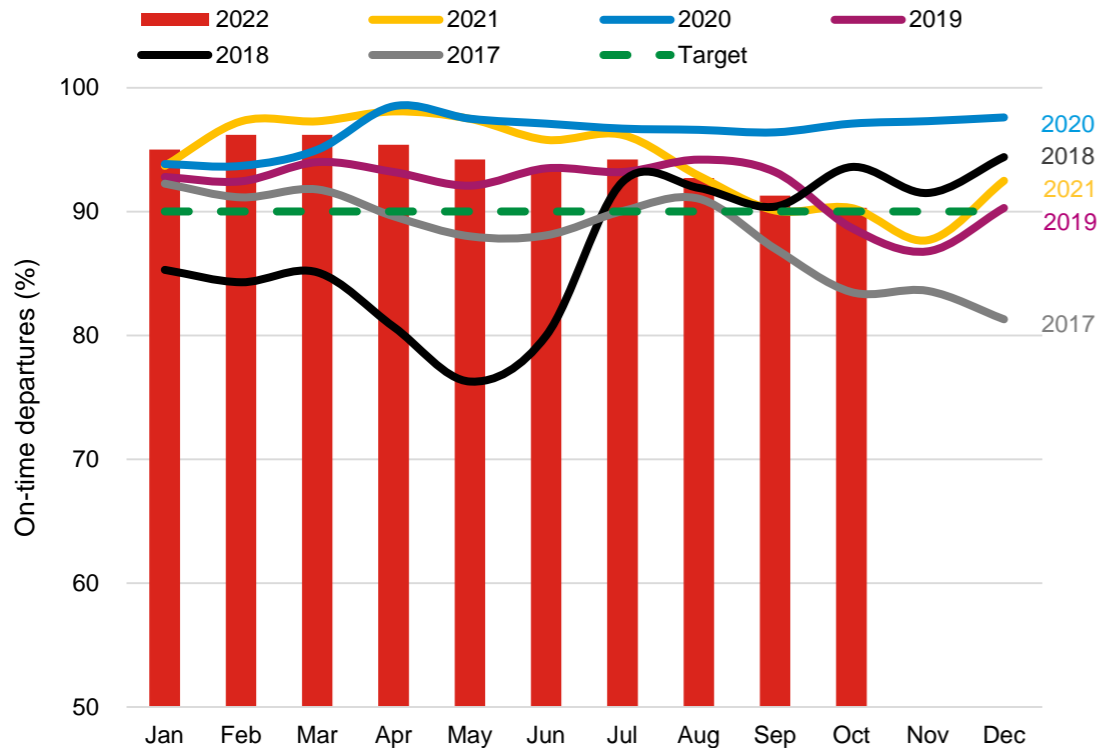
- New schedules will be implemented on the four streetcar routes currently not impacted by construction (509, 510, 511 and 512) in an effort to improve OTP.
- Service plan adjustments responding to construction in 2023 will continue to have OTP at the forefront of all considerations.
- New Operator education on OTP will continue, as well as Operator monitoring and counselling for on-time departures at end terminals.





# 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

Wheel-Trans OTP in Period 10 (October 2 to 29) decreased by 1.0% from the previous period to 90.3%, and is the same as Period 10 in 2021.

### Analysis

The slight decrease in OTP can be attributed to increasing ridership coupled with events, closures and construction throughout the city. However, OTP continues to be above the 90% target.

### Action

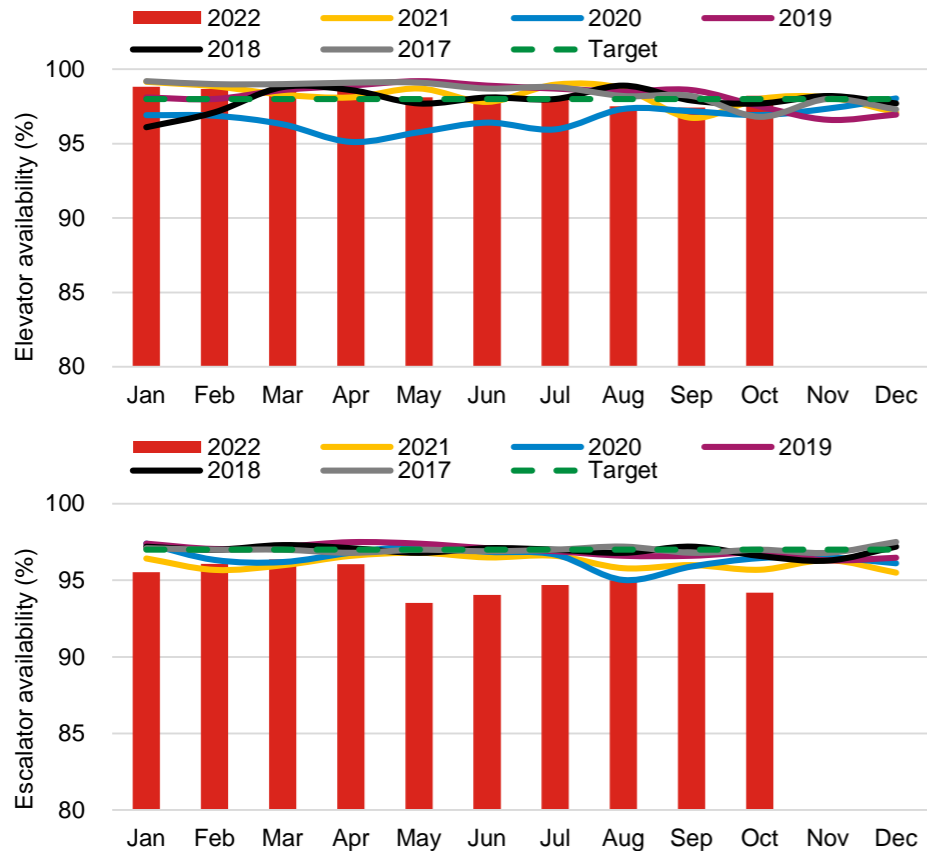
Dispatch will continue to plan and use appropriate mitigation strategies to adjust service, realize efficiencies and maintain OTP as we expect ridership to continue to increase.





# Customer experience

## Accessibility – Elevator and escalator availability



### Definition

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

### Results

Elevator availability for October 2022 was 98.22%, exceeding the target of 98%.

Escalator availability for October 2022 was 94.2%, not meeting the target of 97%.

### Analysis

Elevator maintenance and repairs were completed as planned and scheduled, with the Mean Days Between Stoppage (MDBS) targets also met contractually.

The continued shutdown of elevator 13Y4L at Bloor-Yonge Station due to parts availability reduced availability by approximately 343 hours. The elevator was returned to service on October 18, 2022.

Two escalators at Sheppard West Station were removed from service due to water damage, resulting in 538.2 hours of downtime.

Five escalators are out of service to accommodate construction work – four at – Lawrence Station and one at Castle Frank Station. Two of four escalators at Lawrence Station have since returned to service.

Finally, two escalators at Spadina Station and one escalator at St Clair West Station continue to undergo overhauls.

### Action

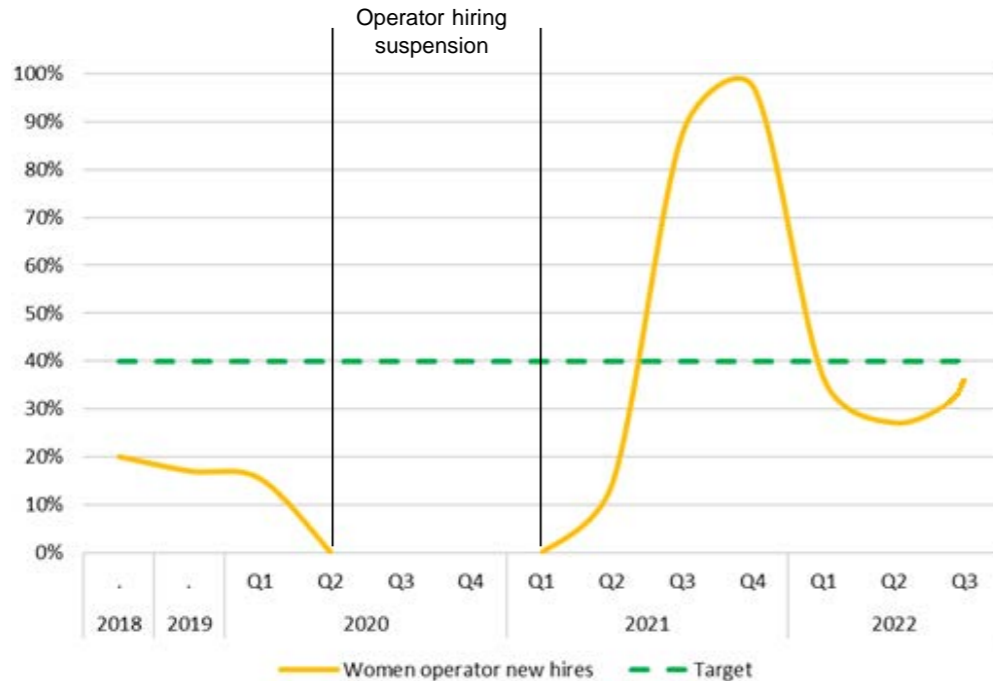
Continue performing preventative maintenance to meet reliability and availability targets.





# Diversity

## Women operator new hires



### Definition

The proportion of operator new hires who identify as women. Note, this metric is reported quarterly and will next be updated in the February 2023 report.

<sup>1</sup> Source: Q3 women operator new hire data received from Urban Dimensions Group

<sup>2</sup> Higher percentage in Q3 2021 was mainly due to the low denominator/total operators hired (133) compared to Q3 2022 (278) (UDG Q3 2022 Data)

### Results

In Q3 2022, we hired 278 operators (100 women, 178 men)<sup>1</sup>, with women representing 36% of that total. This proportion of women hired is an increase of 9% from the previous quarter where they made up 27% of new hires. However, this is a decrease of 52% from same quarter last year (88%)<sup>2</sup>.

### Analysis

Among the women we hired as operators in Q3 2022, 73% were racialized, 41% Black, 23% Asian, 0% Indigenous, 4.5% Persons with Disabilities and 9% LGBTQ2S+.

In Q3 2022, we held 26 outreach events which included 11 in person and 15 virtual. These events covered the operator role and how women can become part of the workforce.

The last TTC Connects event was held on October 19, 2022. In addition to targeted social media ads with links to apply, the event was promoted on radio and television. 91% of the registrants indicating that this was their first TTC Connects event. A total of 310 participants attended this event resulting in over 270 applications for the transit operator role.

The TTC also collaborated with community partners that services Neighbourhood Improvement Area communities. Some of our partners include the City of Toronto, Youth Employment Network (includes 27 organizations), Scarborough Centre for Employment Accessibility, and Miziwe Biik Aboriginal Employment and Training.

### Action

In our 10-Point Action Plan on Diversity and Inclusion, we made the commitment to recruit more women into transit operations, with women representing at least four in every 10 new operator hires by the end of 2022. We started off the year slow, but we continue to stay committed to finishing 2022 above our target.

We will continue to intensity our efforts to meet the target number for women transit operators for 2022. There are 19 recruiting events planned for Q4 2022. Our social media campaign is ongoing and will continue to support our outreach efforts for this role.

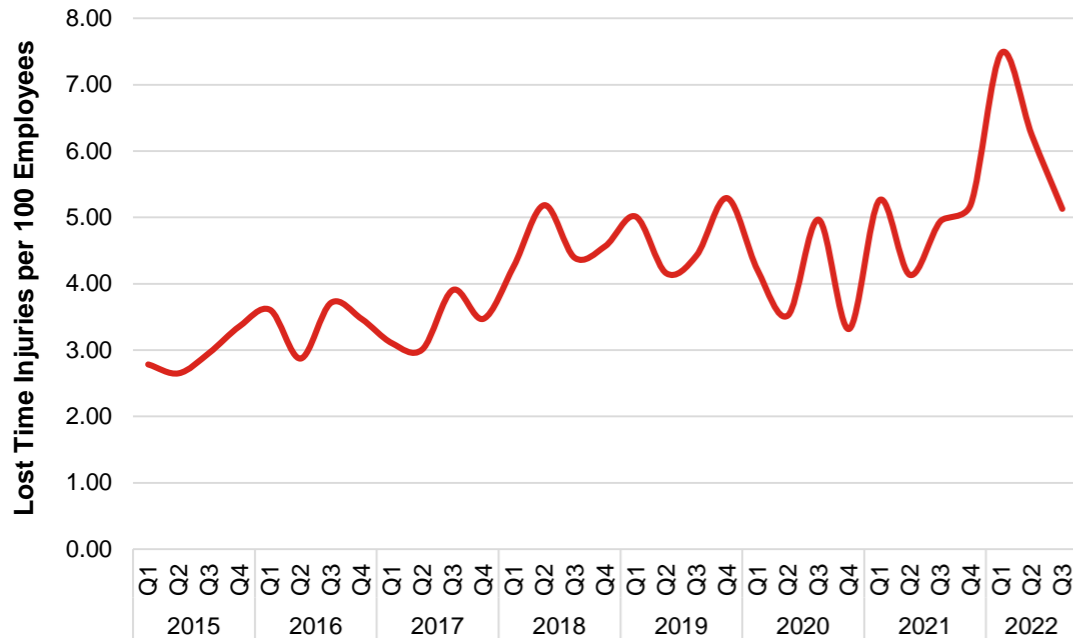






# Safety and security

## Lost-time injuries rate (LTIR)



### Definition

Number of employee injuries resulting in missed work per 100 employees (annualized). Note, this metric is reported quarterly and will next be updated in the February 2023 report.

### Results

The LTIR in Q3 2022 was 5.1 injuries per 100 employees — a decrease from Q2 (6.2) and an increase from the same period last year (4.9). The LTIR for Q3 was 15% lower than the four-quarter average. There has been an upward trend in the LTIR since 2015.

### Analysis

The increase in Q1 2022 was mainly attributed to the increase in COVID-related lost-time injuries in January due to the Omicron variant. There was a 31% drop in the Q3 LTIR since Q1 and an 18% drop since Q2.

Musculoskeletal/ergonomic-type injuries account for 20% of all lost-time injuries and represent the highest injury type.

Injuries due to acute emotional events account for 17% of all lost-time injuries and represent the second highest injury type.

### Action

The Ergonomic Musculoskeletal Disorder (MSD) Prevention Program focuses on preventing these types of injuries and resolving ergonomic concerns.

Specific training modules for high-risk groups have been developed and training is scheduled for Wheel-Trans and Elevating Devices groups in the second week of November. Track and Structure group training is to be scheduled for late November 2022, while a new contract needs to be tendered to extend training to additional groups.

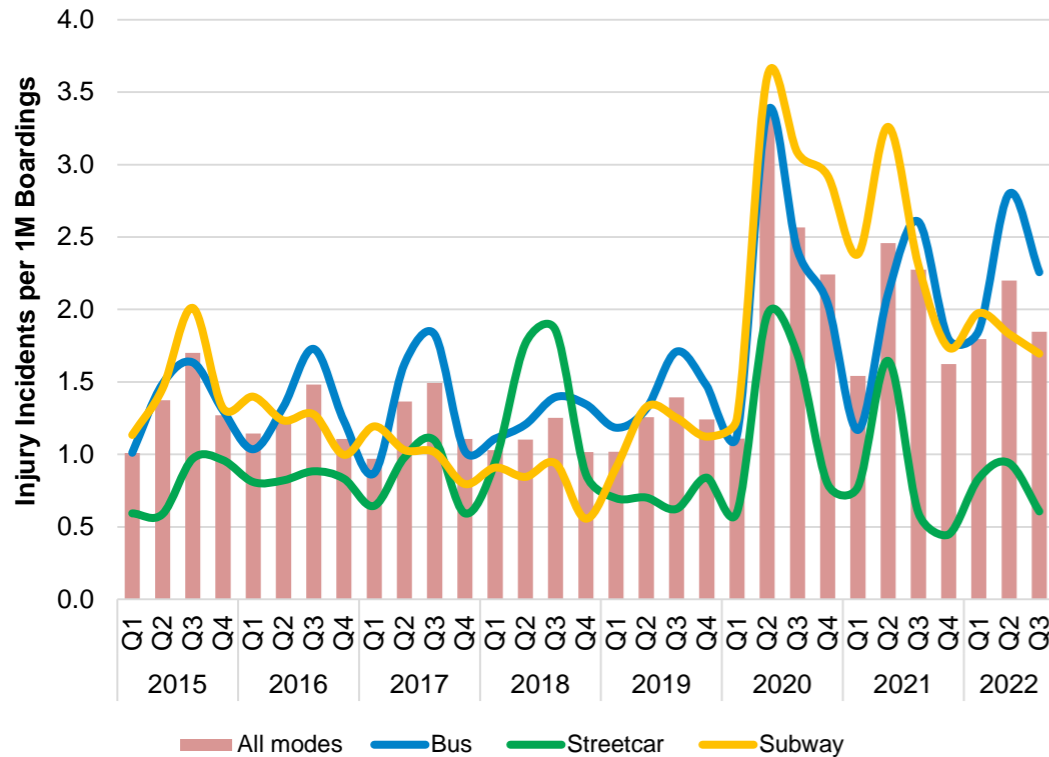
To help address the injuries due to acute emotional events, the TTC has a project underway to identify psychological health and safety (PH&S) hazards and their impact on workers at the TTC as well as to develop tools and resources to develop and implement a PH&S program. An assessment report with recommendations is scheduled to be completed by December 2022.





# Safety and security

## Customer injury incidents rate (CIIR)



**Definition**  
Number of customer injury incidents per one million boardings. Note, this metric is reported quarterly and will next be updated in the February 2023 report.

### Results

The CIIR in Q3 2022 was 1.8 injury incidents per one million boardings — a decrease from Q2 (2.2) and from the same period last year (2.3). The CIIR for Q3 was 1% lower than the four-quarter average rate of 1.9 injury incidents per one million vehicle boardings. The four-quarter average shows a statistically significant upward trend in the CIIR.

### Analysis

The decrease in the CIIR in Q3 (down 16% from Q2), was mainly due to decreases in onboard injuries on streetcars and buses (down 33% and 15%, respectively). Q2 and Q3 had 194 and 165 bus onboard injuries and 15 and 10 streetcar onboard injuries.

### Action

We continue to monitor the CIIR and existing safety initiatives, which includes messaging to promote customer safety and safe vehicle operation.

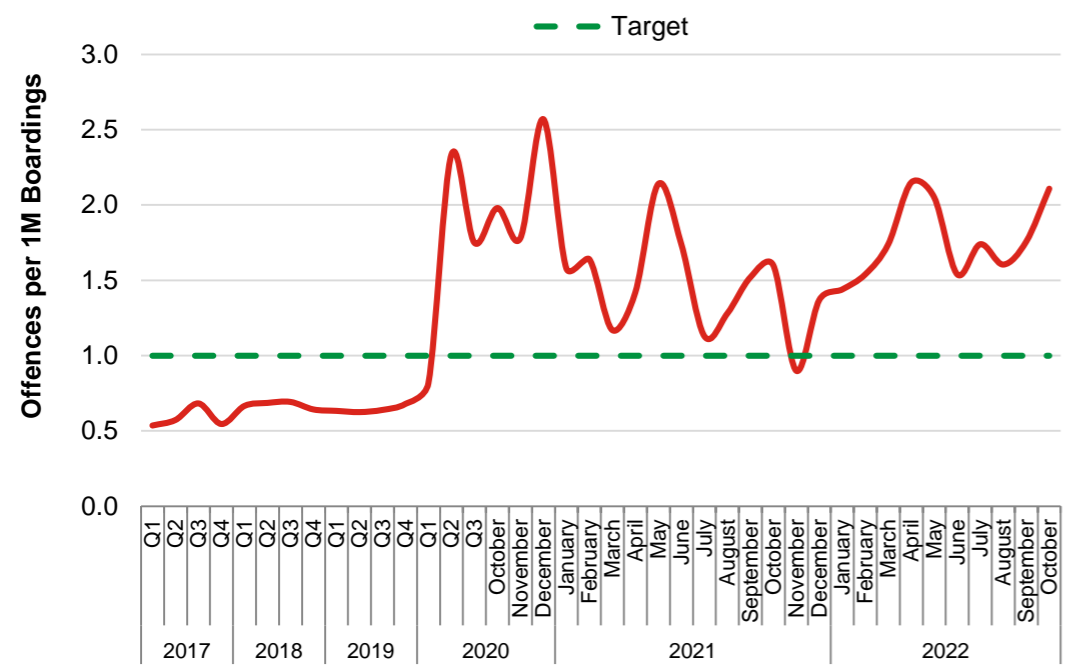
- Our reminder communications to operators include maintaining a safe following distance, being aware of your surroundings, operating to conditions and applying smooth braking and acceleration.
- We are continuing to update our safety campaigns on our vehicles and in our stations, and exploring new ways to reach our customers to communicate key safety messages.
- We launched content on our social media channels in November to highlight slips, trips and falls month and the precautions customers can take to prevent injuries.





# Safety and security

## Offences against customers



Note: New reporting system in development. Data is still in cleaning for July to August and may have inaccuracies.

**Definition**  
Number of offences against customers per one million boardings.

### Results

The number of offences against customers was 2.11 per one million boardings for October, increasing from 1.76 in September. This remains above target and above 1.71 per one million boardings in October 2021.

### Analysis

The total number of offences decreased slightly between September (113) and October (111), though the number of assaults and theft incidents increased. Other incidents – which include mischief and harassment, among other items – dropped in October. Reduced number of boardings in October increased the rate at which these incidents occur on the TTC overall.

### Action

Special Constable Service continues to monitor these statistics on a regular basis and allocate Transit Special Constables accordingly. Special Constables provide support across the network and participate in initiatives to address staff-identified concerns.

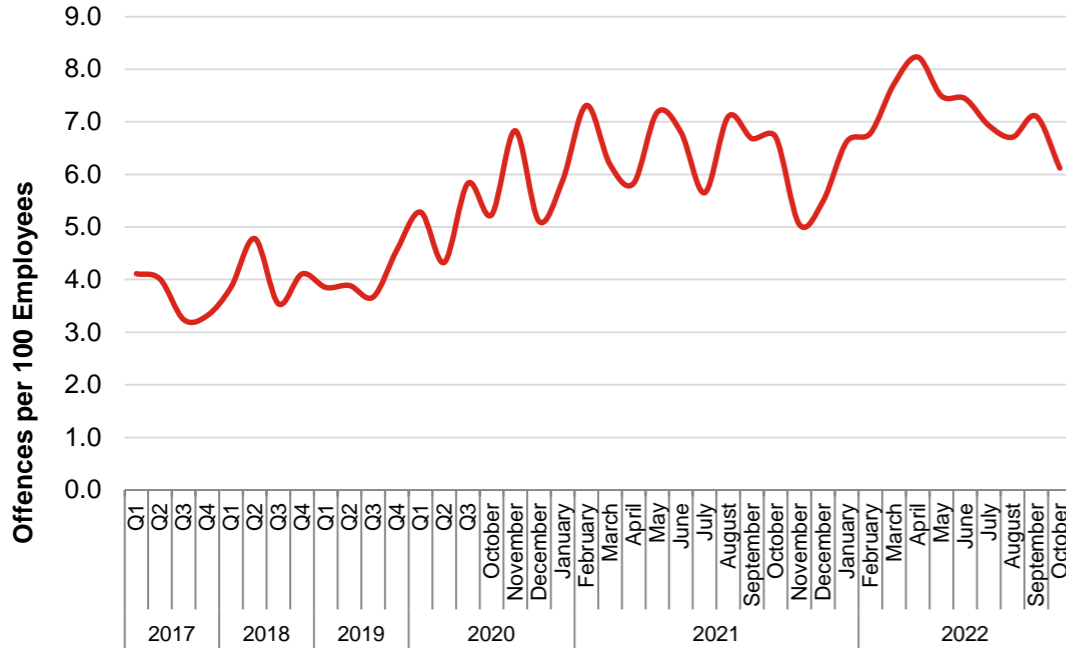
In 2022, Special Constables have increased High Visibility Patrols in subway stations. The TTC is in the process of hiring nearly 60 additional Special Constables, with these positions approved as a priority.





# Safety and security

## Offences against employees



Note: New reporting system in development. Data is still in cleaning for July to August and may have inaccuracies.

### Definition

Number of offences against employees per 100 employees.

### Results

The number of offences against employees decreased to 6.12 offences per 100 employees in October 2022, down from 7.11 in September 2022. This is 10% below the rate in October 2021.

### Analysis

In absolute terms, the number of offences decreased to 71 in October from 103 in September, with all incident types decreasing and threats dropping furthest.

### Action

The TTC continues to monitor the progress of its 10-point action plan to prevent assaults. This includes the following programs and initiatives:

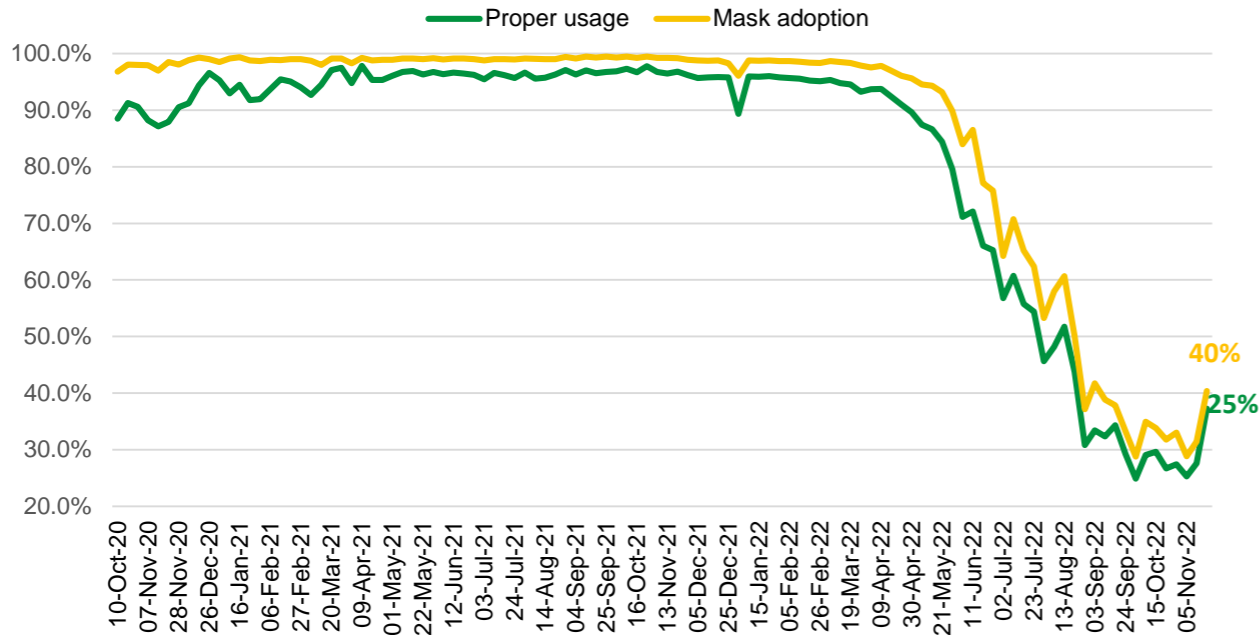
- Delivering a comprehensive, one-day training program focusing on de-escalation strategies, communication skills, customer service, managing stress and employee support systems.
- Conducting engagement events with Special Constables to provide an opportunity for employees to ask questions and obtain information on their role and actions.
- Implementing recommendations approved by the TTC Board supporting changes to the Criminal Code, working on a national framework and increasing public awareness of transit worker safety.
- Working in partnership with our unions through the formation of a Joint Labour-Management Committee focusing on assault prevention.





# Hot topics

## Customer mask use



### Definition

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

### Results

For the week ending November 20, 40% of customers were wearing masks and 37% were wearing masks properly over nose, mouth and chin. There were 20,200 customer mask observations made across the network that week.

### Analysis

Customer mask use has increased noticeably in recent weeks since a low of 29% adoption and 25% proper mask use end of September. This is principally driven by public health guidance.

While customer mask use began to decline in advance of the lifting of the provincial requirement for customer mask use on transit August 11, the TTC continued to strongly recommend that customers wear masks.

### Action

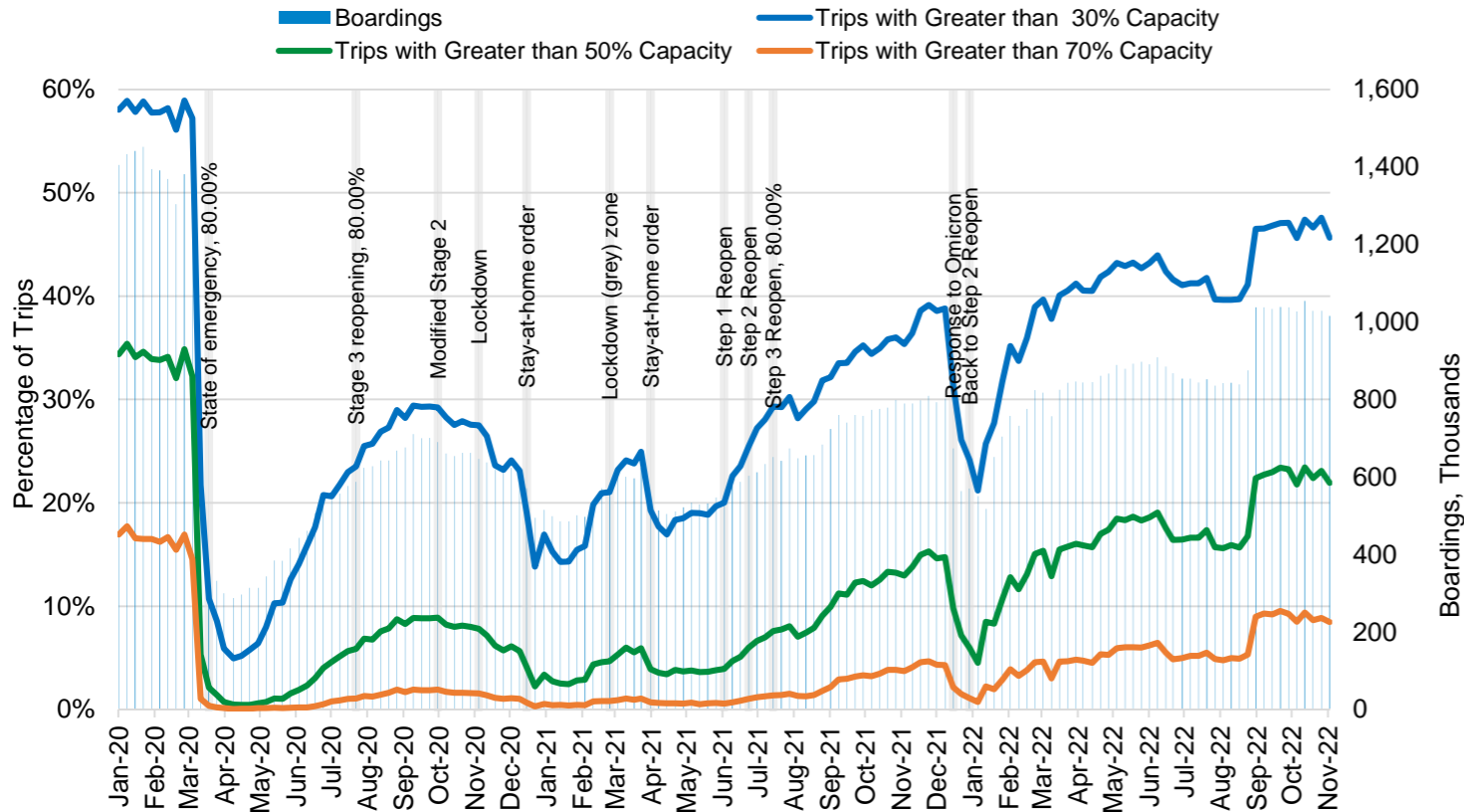
- Continue to Strongly Recommend mask use.
- Maintain personal protective equipment vending machines in 18 stations.
- Continue to monitor customer mask use across the network.
- Continue broad mask distribution at all stations and targeted mask distribution at low points across the city. Since June 2020, 3.59 million free masks have been distributed to customers at schools, shelters, stations, and at high-ridership stops.





# 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

Bus occupancy is monitored daily. For the week ending November 11, 78% of all bus trips were under 50% occupancy, compared to 69% for the week ending October 28 and 65% pre-COVID.

### Analysis

During this time, average weekday bus boardings slightly decreased, but remained above one million. The decrease in boardings is reflected in slight decreases to all crowding levels, but most noticeably for trips above 80% capacity.

### Action

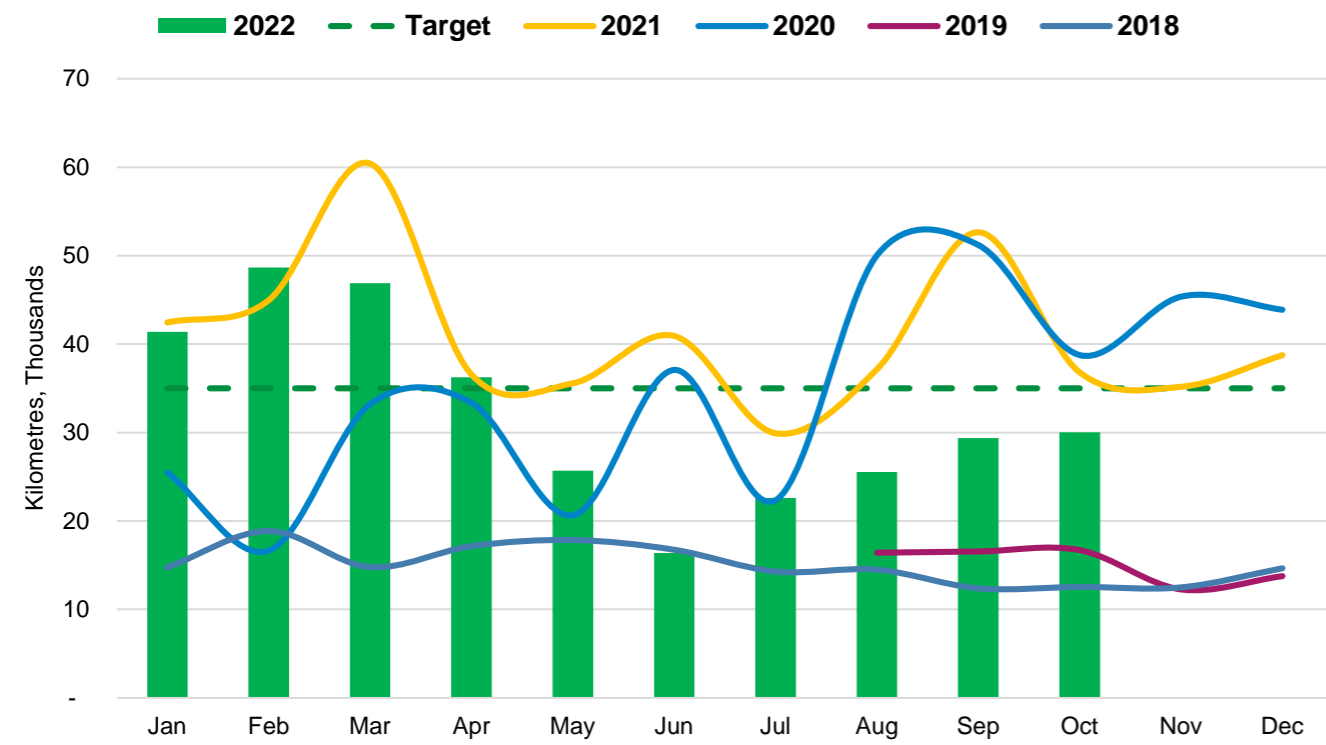
- Maintain weekly monitoring of all bus routes across 30%, 50%, and 70% occupancy levels as customers settle into renewed transit routines.
- Continue weekly occupancy analysis to assist with assigning Run-As-Directed service and to inform service planning.
- September saw a number of service restorations across the city. Further service adjustments can respond to growing crowding levels on key routes.





# Hot topics

## Streetcar mean distance between failures (MDBF)



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

### Results

Streetcar Mean Distance Between Failures (MDBF) increased 2.3% from September to October.

### Analysis

The increase in MDBF – the fourth consecutive month of increases – is due to strict control in pre-service and carhouse repair process with timely feed back to the inspection and repair team.

### Action

Streetcar maintenance employees implemented frequent audits of pre-service inspections, and provided real-time feedback to the inspection and repair teams, to help improve performance. Staff also implemented an annual maintenance program for the Master Controller (MC) that helps to reduce the failures related to MC stiffness. Staff are working to address failures related to the data-logger and other controls, for further improvement.





# Hot topics

## Service Reliability - OTP

### September

	On Time (>90%)	85% -90%	75% - 85%	Priority Not-on-Time (<75%)	Construction
Routes	23	34	46	12	45
% of Ridership	10%	15%	33%	5%	37%

### October

	On Time (>90%)	85% -90%	75% - 85%	Priority Not-on-Time (<75%)	Construction
Routes	31	32	44	12	41
% of Ridership	14%	21%	27%	3%	35%

Total Bus Routes October: 160  
Total Streetcar Routes: 9

\*October Board period: Oct 9 – Nov 18

Service Reliability – On time service, trip length and wait times are Key Drivers of customer satisfaction. The TTC measures service reliability through On-Time Performance (OTP)

As mobility changes throughout the city, understanding how routes perform individually is critical. Route-level analytics are paving the way to diagnosing improvements.

#### Results

October\* weekday OTP was 79% across all bus and streetcar routes. A total of 31 routes met OTP targets overall for the month, and an additional 32 routes were “on-the-cusp” of meeting the target. These routes are used by 35% of our customers.

41 routes used by 35% of customers were affected by construction. This construction was the principle reason affecting On-Time Performance. Overall OTP for routes not affected by construction was 85%.

#### Analysis

Of the 58 routes in the Not-On-Time category, 44 have had diagnostics completed that identifies improvement opportunities to schedules, terminal operations and supervisor/operator issues.

Improvements implemented have contributed to an additional eight routes meeting OTP targets, and improving service for 10% of customers.







**Rich Wong**  
Chief Transportation and Vehicles Officer

**Scott Haskill**  
Chief Strategy and Customer Experience Officer (Acting)

# Hot topics

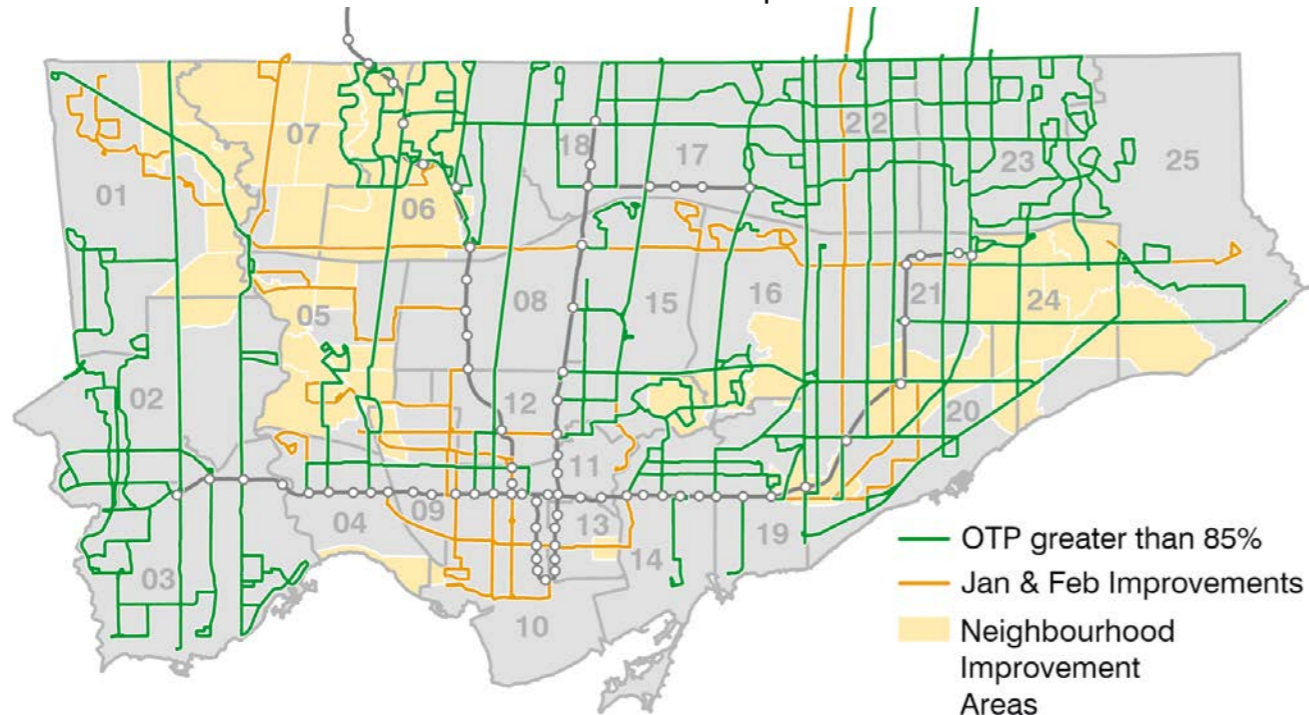
## On-Time Performance

### Action

Continued route-level analytics for diagnostic improvement.

- 23 bus routes will have schedules updated in January and February board periods, including eight priority routes.
- Four additional routes are prioritized for diagnostics.

Coordinate OTP initiatives with an overall Service Improvement Action Plan.



## Service Improvement Action Plan

**Staff are preparing a Service Improvements Action Plan to improve bus and streetcar operations, focused on:**

- Continuously improving operational practices and procedures.
- Improve the quality and availability of real-time information to TTC customers.
- Evolve organization engagement in Customer Service response.
- Build on innovative initiatives to promote safety.
- Develop Customer Experience Action Plan based on customer priorities.





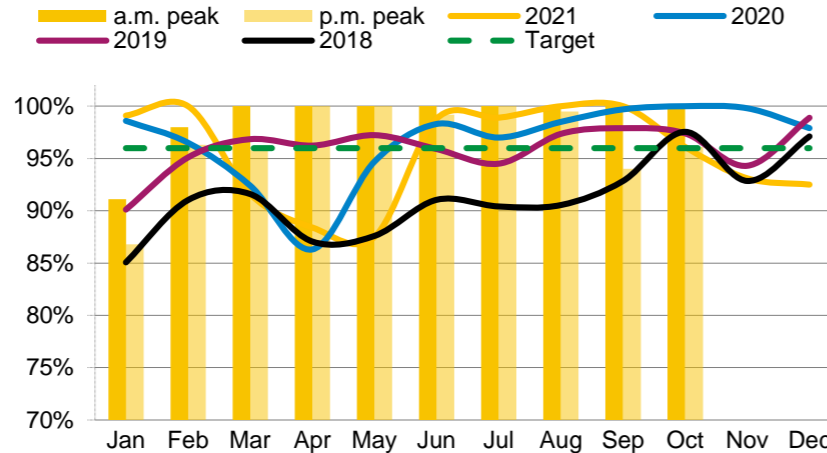
# Appendix: Service delivery

## 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.

**October:** 99.5%  
**September:** 97.2%  
**October 2021:** 96.1%

**Target:** 96.0%

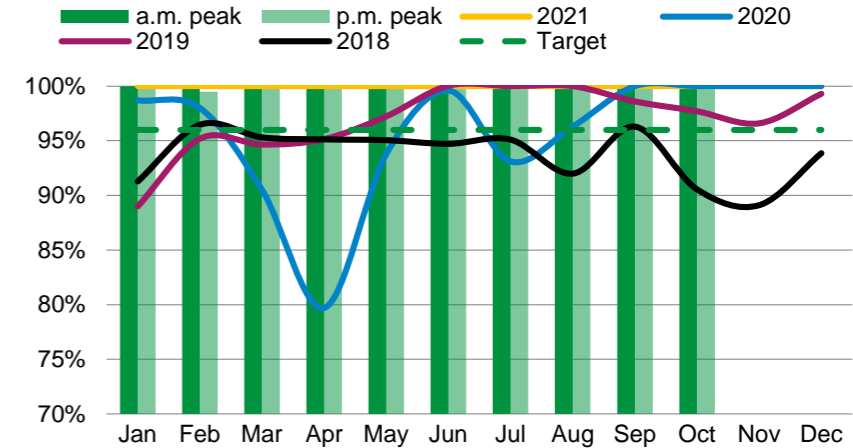


## Line 2 capacity

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.

**October:** 100%  
**September:** 100%  
**October 2021:** 100%

**Target:** 96.0%

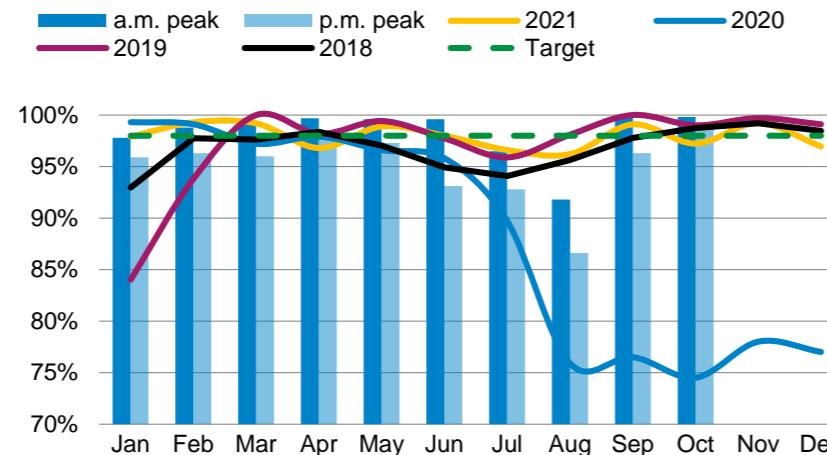


## Line 3 capacity

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.

**October:** 99.5%  
**September:** 98.1%  
**October 2021:** 97.2%

**Target:** 98.0%

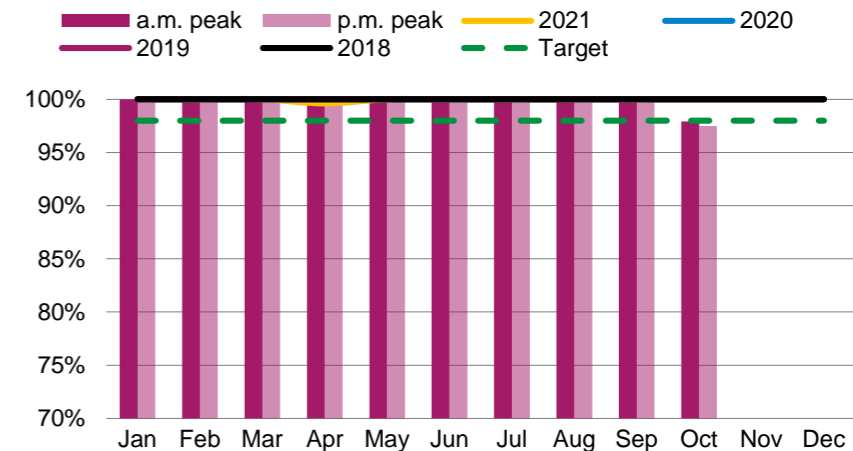


## Line 4 capacity

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.

**October:** 97.7%  
**September:** 100%  
**October 2021:** 100%

**Target:** 98.0%





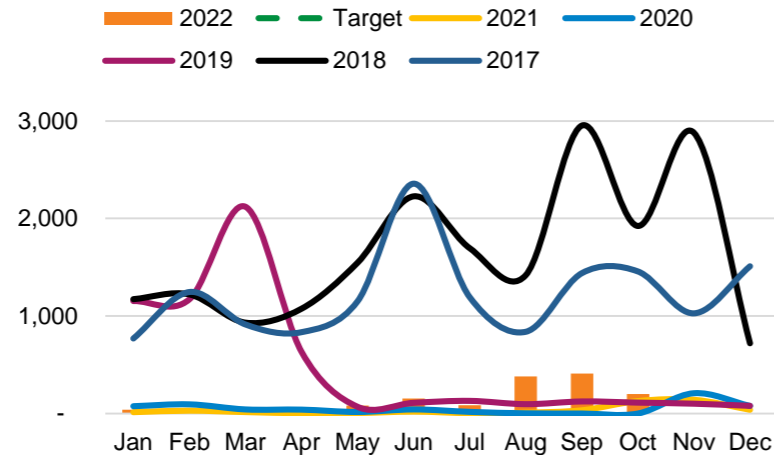
# Appendix: Service delivery

## 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.

October: 199  
September: 408  
October 2021: 128

Target: This target is under review.

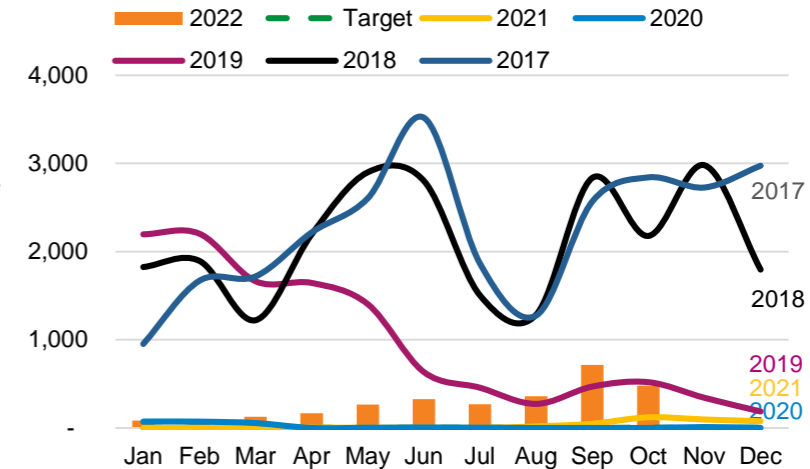


## Bus short turns

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

October: 479  
September: 715  
October 2021: 121

Target: This target is under review.



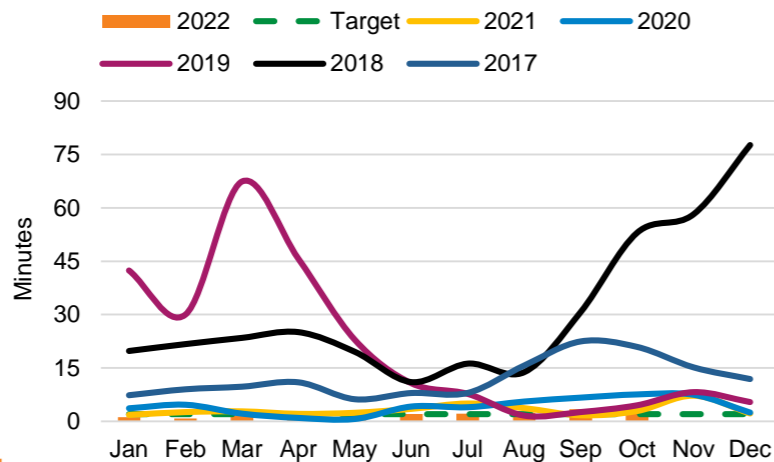
## Wheel-Trans contact centre wait time

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

October: 3.7  
September: 3.4  
October 2021: 2.9

Target: 2

Volumes have exceeded projected levels. Additional staff are being allocated.





# Appendix: Cleanliness

## Bus cleanliness

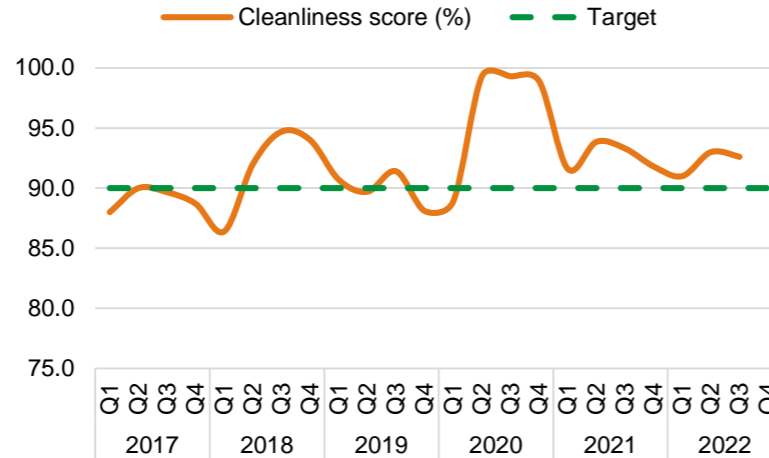
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

**Q3:** 92.6%  
**Q2:** 93.0%  
**Q3 2021:** 93.3%

**Target:** 90.0%



Audits resumed in Q4, data will be available in Q1-2023.



## Streetcar cleanliness

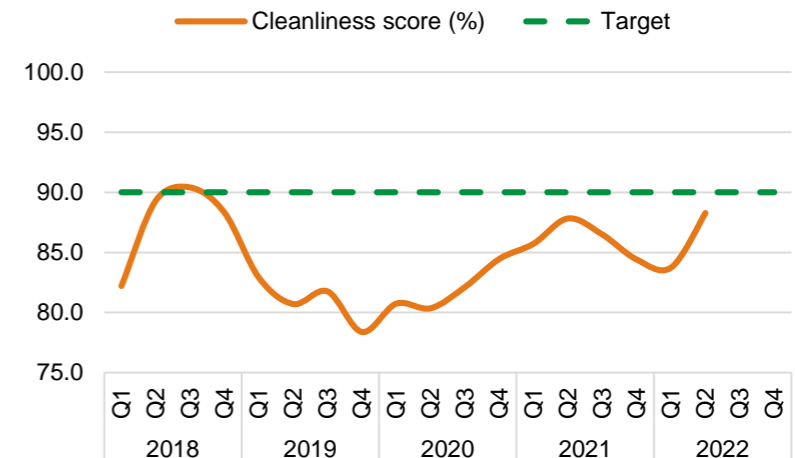
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

**Q3:** NA  
**Q2:** 88.3  
**Q3 2021:** 86.5%

**Target:** 90.0%



Due to contractual issues, no audits were performed in Q3-2022. Audits resumed in Q4, data will be available in Q1-2023.



## Subway cleanliness

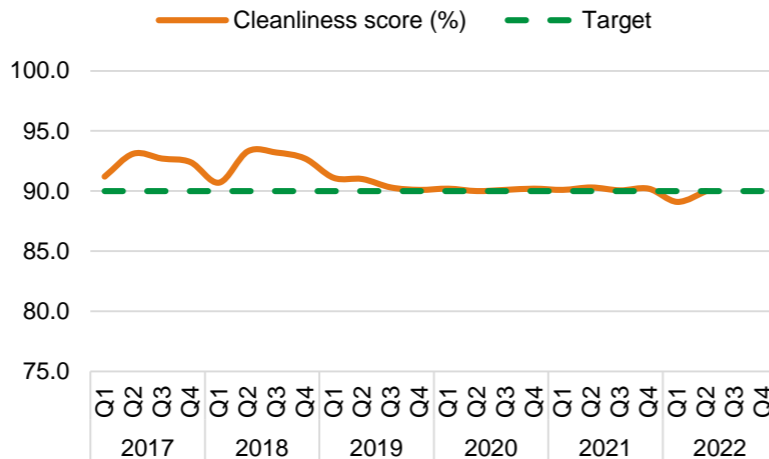
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

**Q3:** NA  
**Q2:** 90.0%  
**Q3 2021:** 90.1%

**Target:** 90.0%



Due to contractual issues, no audits were performed in Q3-2022. Audits resumed in Q4, data will be available in Q1-2023.



## Station cleanliness

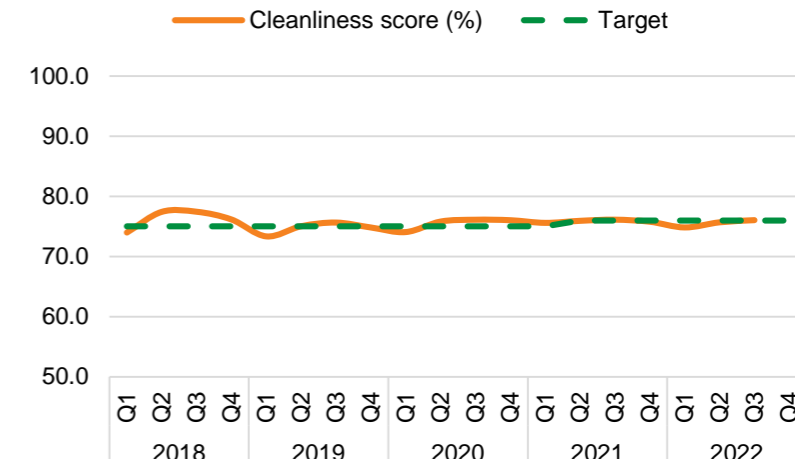
Results of a third-party audit. Average of all 75 stations.

**Q3:** 76.1%  
**Q2:** 75.7%  
**Q3 2021:** 76%

**Target:** 76.0%



Audits resumed in Q4, data will be available in Q1-2023.





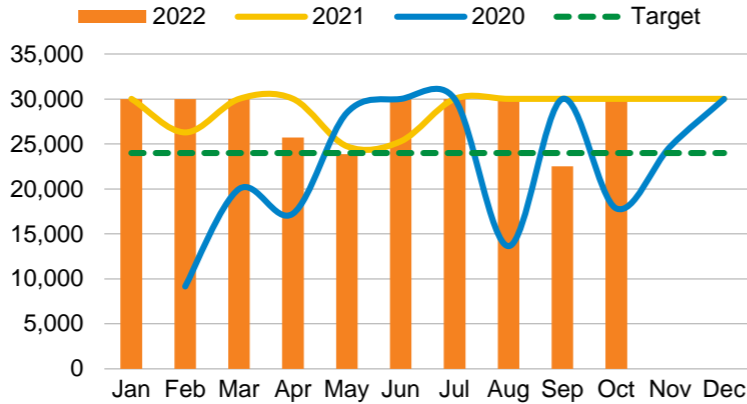
# Appendix: Asset reliability

## eBus mean distance between failures

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

October: 30,000  
September: 22,494  
October 2021: 30,000

Target: 24,000 km

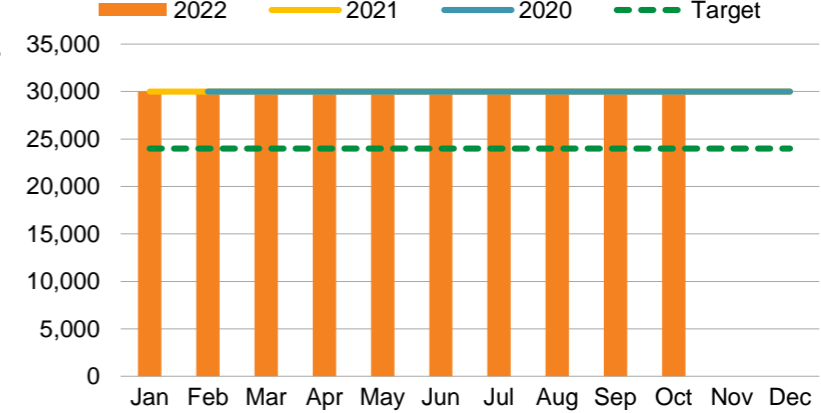


## Hybrid bus mean distance between failures

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

October: 30,000  
September: 30,000  
October 2021: 30,000

Target: 24,000 km

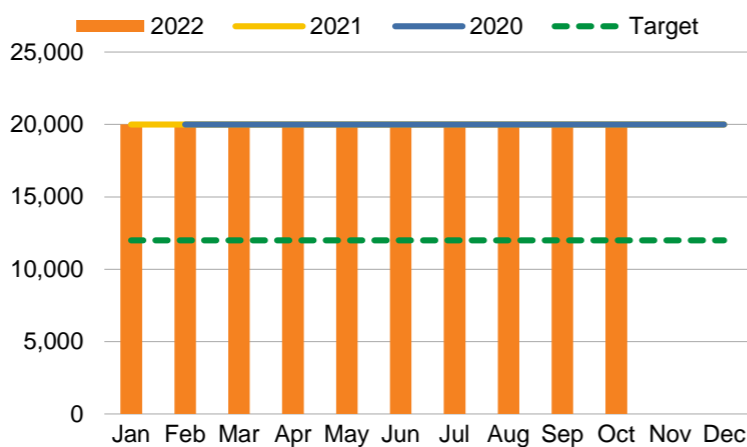


## Clean-diesel bus mean distance between failures

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

October: 20,000  
September: 20,000  
October 2021: 20,000

Target: 12,000 km

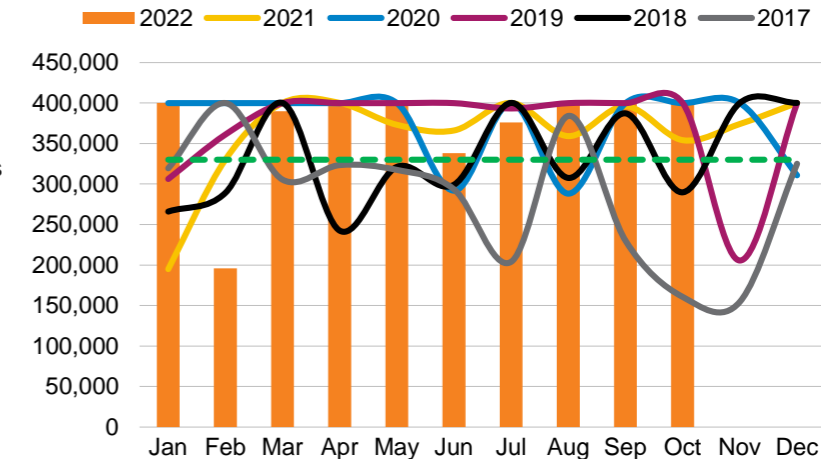


## T1 train mean distance between failures

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

October: 400,000  
September: 400,000  
October 2021: 354,000

Target: 330,000 km





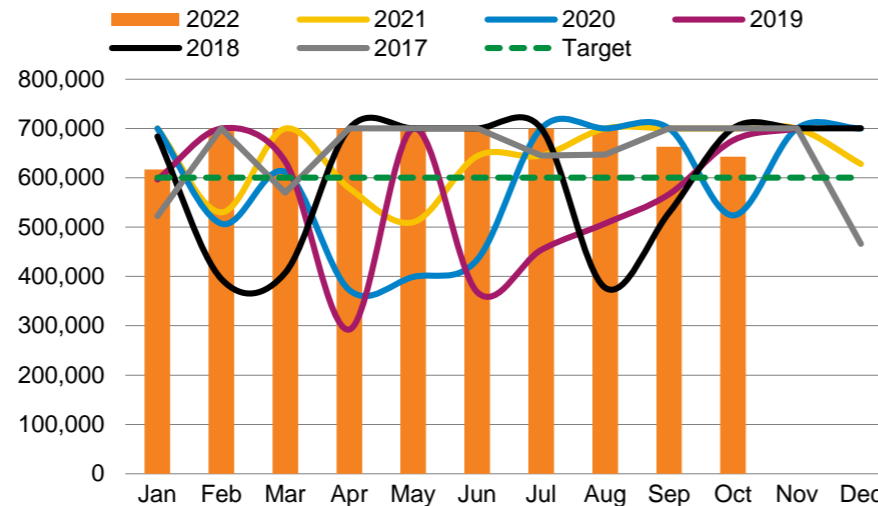
# Appendix: Asset reliability

## 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.

October: 643,000  
September: 663,000  
October 2021: 700,000

Target: 600,000 km

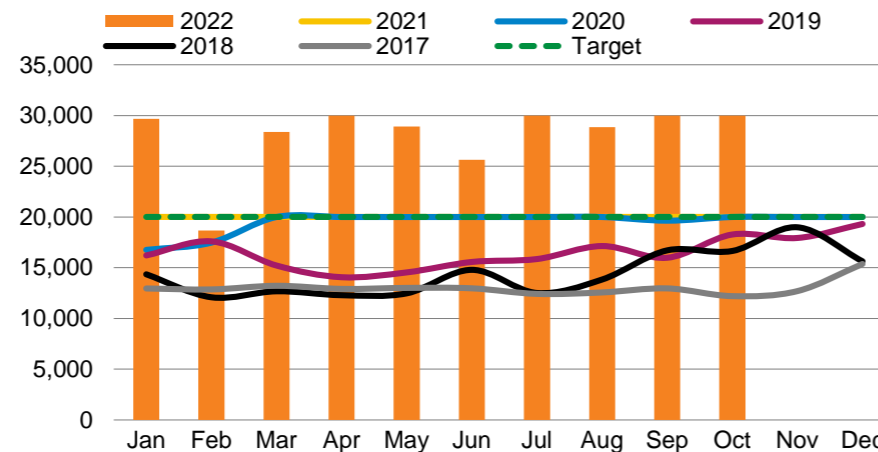


## W-T Mean distance between failures

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

October: 30,000  
September: 30,000  
October 2021: 20,000

Target: 20,000 km





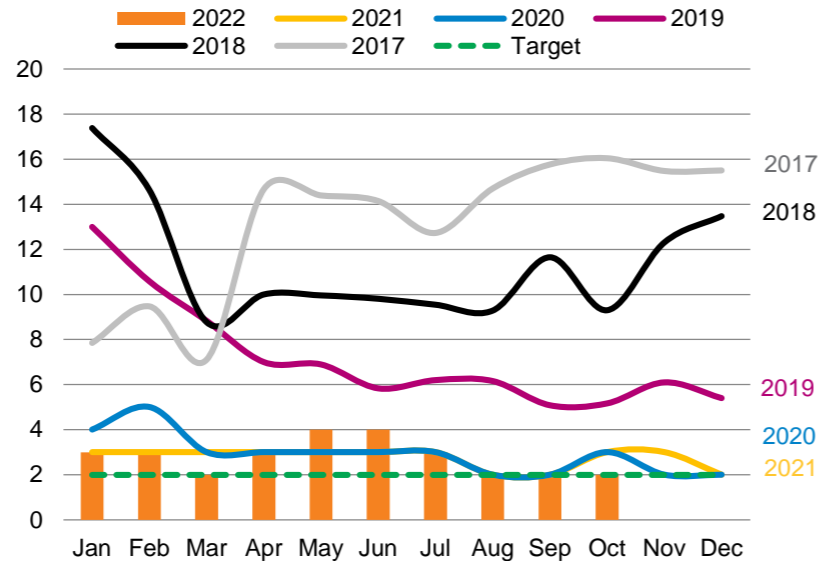
# Appendix: Asset reliability

## 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.

October: 2  
September: 2  
October 2021: 3

Target: 2

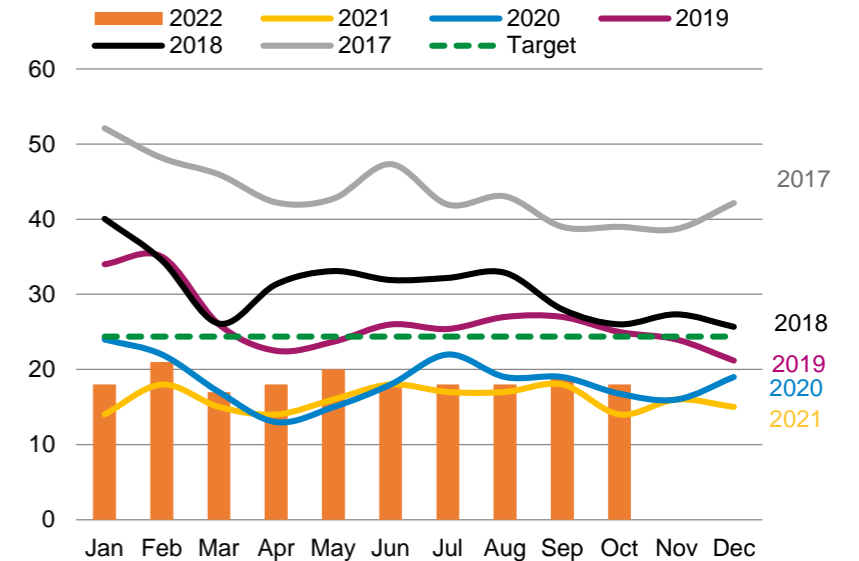


## Bus road calls and change offs

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.

October: 18  
September: 19  
October 2021: 14

Target: 24





**Rich Wong**  
Chief Transportation and Vehicles Officer

**Scott Haskill**  
Chief Strategy and Customer Experience Officer (Acting)

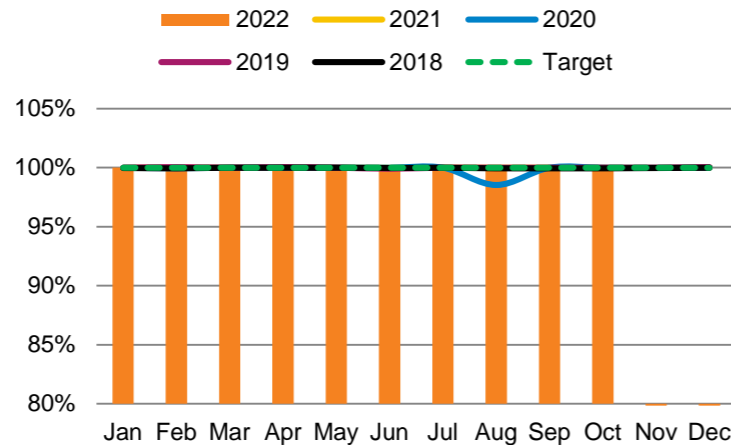
# Appendix: Asset availability

## Subway service availability

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

**October:** 100%  
**September:** 100%  
**October 2021:** 100%

**Target (RW):** 100%

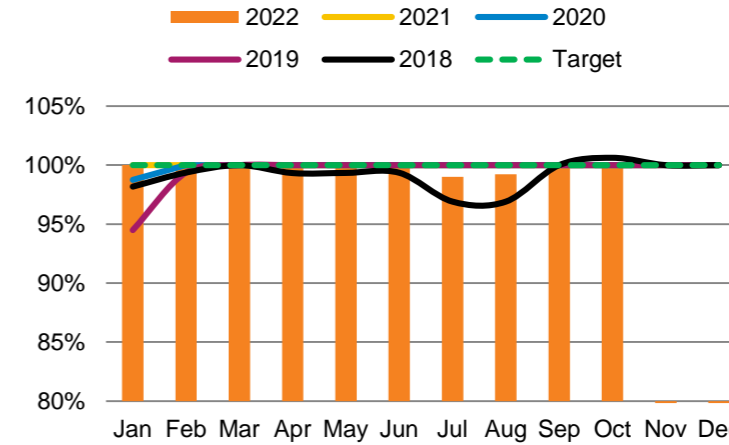


## Streetcar service availability

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

**October:** 100%  
**September:** 100%  
**October 2021:** 100%

**Target (RW):** 100%

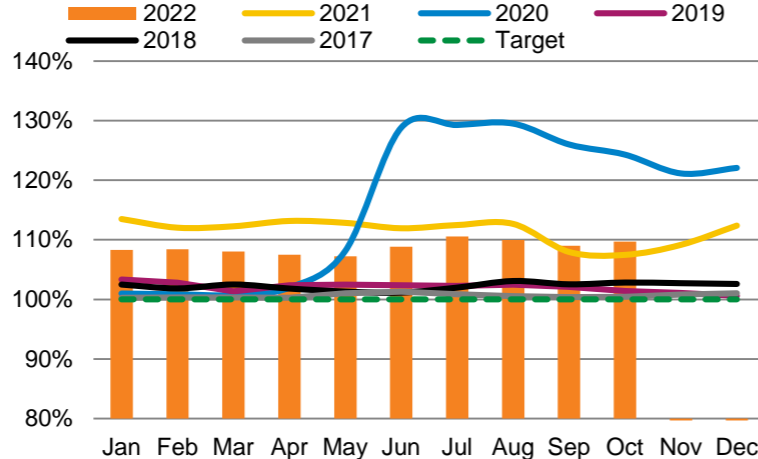


## Bus service availability

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

**October:** 110%  
**September:** 109%  
**October 2021:** 108%

**Target (RW):** 100%



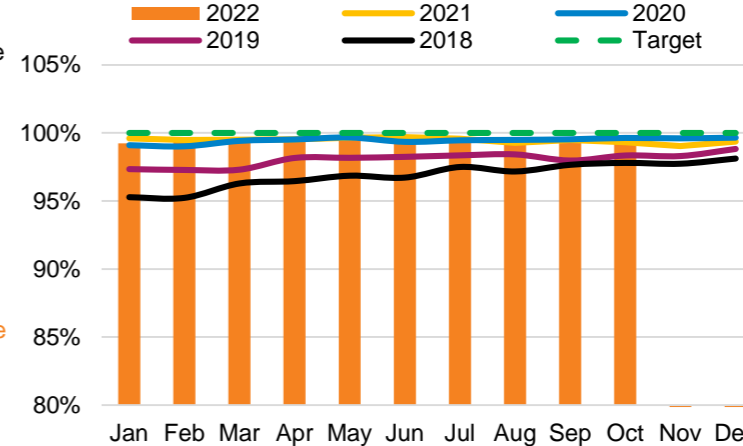
## Fare gate availability

Percentage of fare gates are available for use.

**October:** 99.4%  
**September:** 99.4%  
**October 2021:** 99.3%

**Target (SH):** 99.50%

We are currently piloting a new software patch and are expecting improvements to availability.







# Appendix: Asset availability

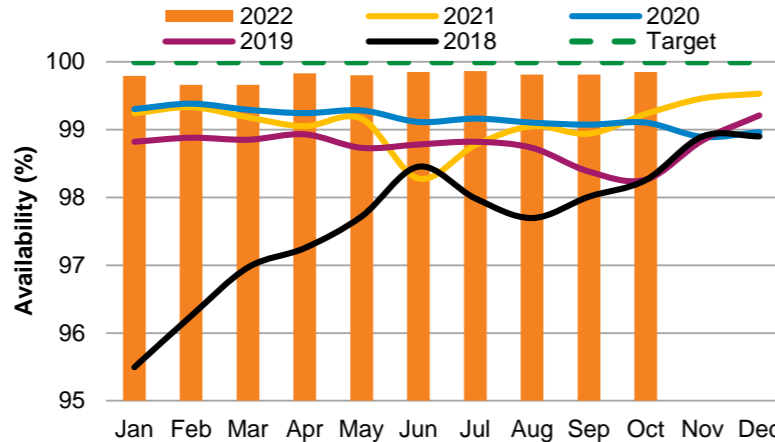
## PRESTO reader

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

**October:** 99.85%  
**September:** 99.81%  
**October 2021:** 99.23%

**Target:** 99.99% ❌

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

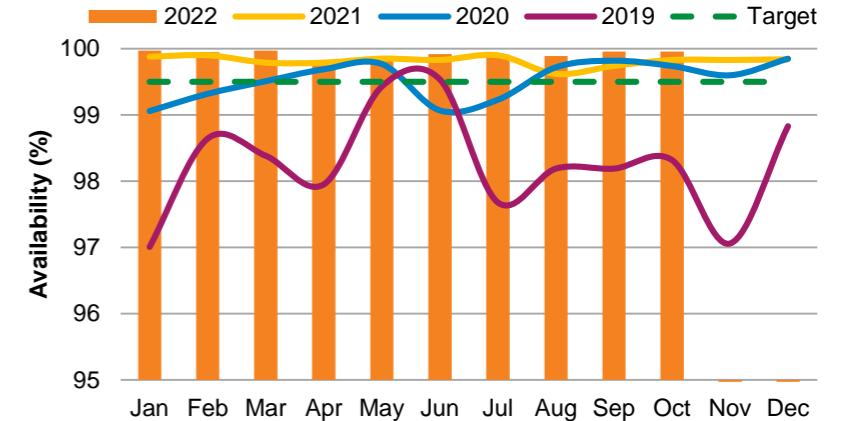


## PRESTO Fares and Transfers Machine (FTM)

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

**October:** 99.9%  
**September:** 99.9%  
**October 2021:** 99.8%

**Target:** 99.50% ✅

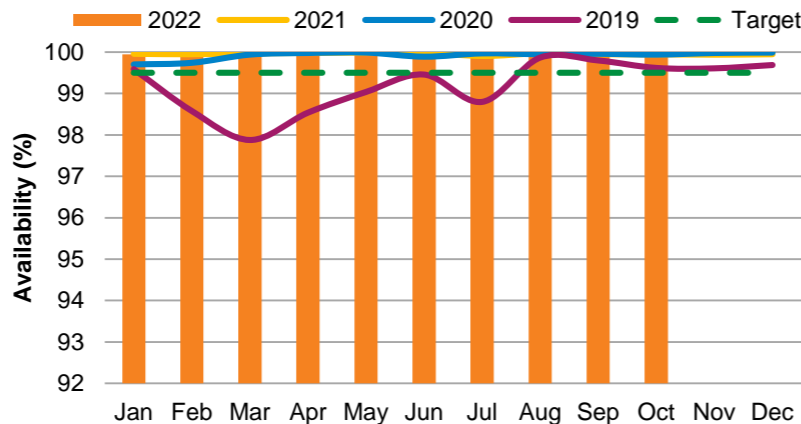


## PRESTO Self-Serve Reload Machine (SSRM)

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.

**October:** 99.9%  
**September:** 99.9%  
**October 2021:** 99.9%

**Target:** 99.50% ✅



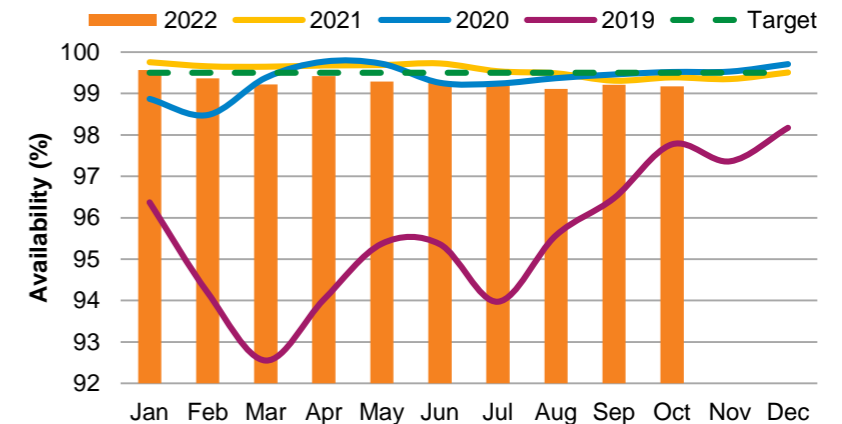
## PRESTO Fare Vending Machine (FVM)

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.

**October:** 99.2%  
**September:** 99.2%  
**October 2021:** 99.4%

**Target:** 99.50% ❌

Continue to monitor performances to ensure availability remains above target (99.50%)





# Appendix 2: Safety

## Regulatory compliance

This table summarizes the number of regulatory interactions and orders issued in 2022 (January 1 – October 1)<sup>1</sup> and their status.

An Interaction refers to a:

- Report made by the TTC to a regulatory agency.
- Communication received from a regulatory officer requesting information, by phone, email or in person.
- Visit to a site or TTC property, pre-planned or unplanned, by a regulatory officer.

Type	Interactions/ visits	Requirement orders <sup>2</sup> issued	Non- compliance orders <sup>3</sup> issued	Status
Ministry of Labour, Training and Skills Development	67	4	6 <sup>a</sup>	Compliance achieved
Ministry of the Environment, Conservation and Parks	0	0	0	No orders issued
Technical Standards and Safety Authority	0	0	0	No orders issued
City of Toronto	4	0	1 <sup>b</sup>	Compliance achieved
Toronto Fire Services	50	0	2 <sup>c</sup>	Compliance achieved

<sup>1</sup> Next update will be available in the February 2023 CEO Report

<sup>2</sup> Orders issued to provide documentation / information

<sup>3</sup> 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.

<sup>a</sup> The six MLTSD non-compliance orders were: Two Work Refusals and four TPS Response/Call to MOL

<sup>b</sup> The City of Toronto non-compliance order was for a sewer bylaw exceedance at Malvern Garage.

<sup>c</sup> The TFS non-compliance orders were for Fire Alarm Panel Troubles.

