



Introduction to the TTC from the Chief Executive Officer

December 8, 2022 TTC Board Meeting

Key System Facts

Third largest transit agency in North America

 **534 m** annual trips pre-COVID

 Expected **324 m** trips in 2022



4 subway lines (150 Trains)
• 75 passenger subway stations



9 Streetcar lines (204 Streetcars)



More than **150** bus routes (2,114 Buses)



Wheel-Trans Paratransit service
• For people with various disabilities



Overnight bus and streetcar service
between 1:30 and 5:30 am

TTC is used for various trips including; Work, school, shopping, social and cultural activities



Key System Facts

Network

90% of people and jobs are within a five-minute walk of transit service

Dozens of connections with regional transit agencies, including GO transit.

42% of customer boardings are on the subway

58% on surface routes

36% of customers make a trip using both subway and surface routes



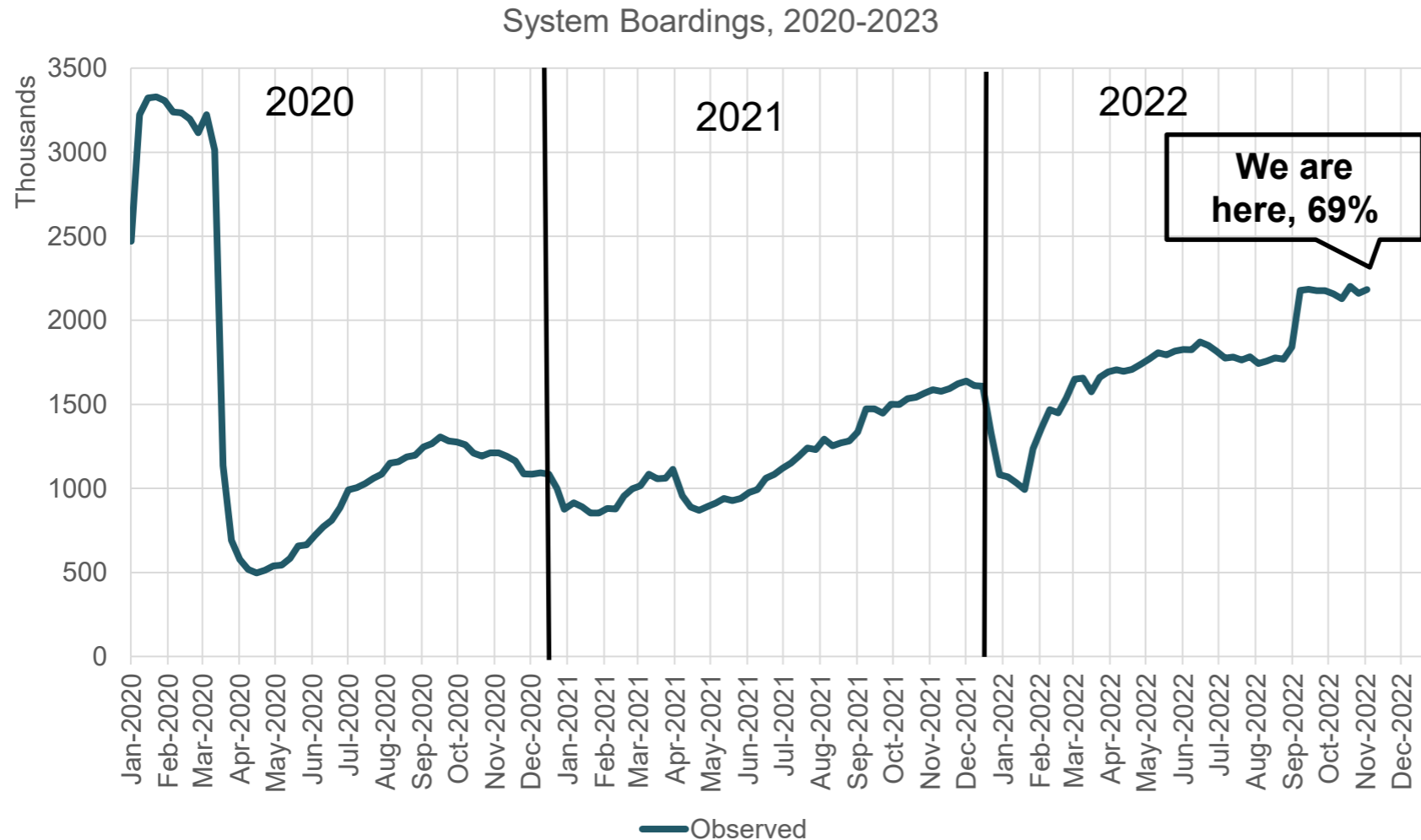


Key Focus on Service and Customer Experience

Customer Experience Group

December 8, 2022 TTC Board Meeting

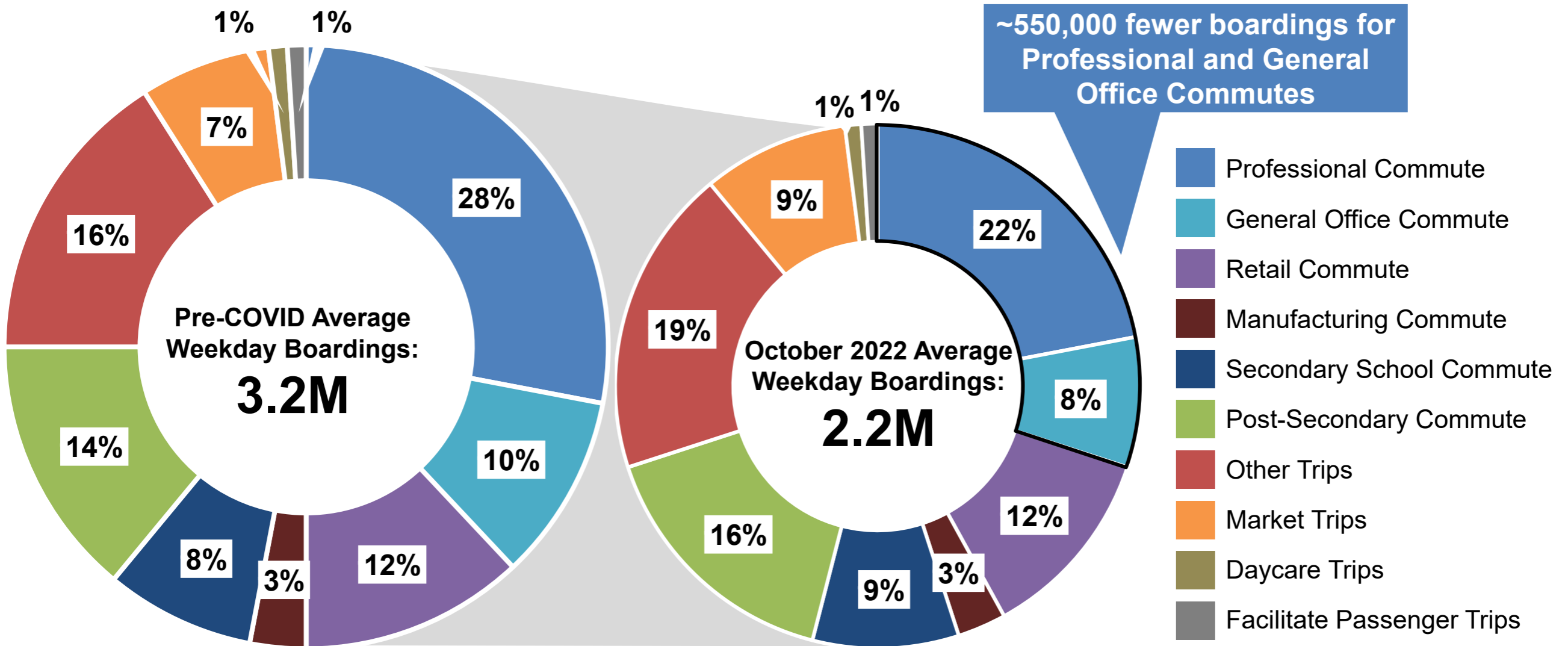
How many customers do we have?



- Average weekday boardings: 2.2 million
- Recovery by mode:
 - 77% for bus
 - 61% for streetcar
 - 63% for subway
- Slight increase projected to end of 2023



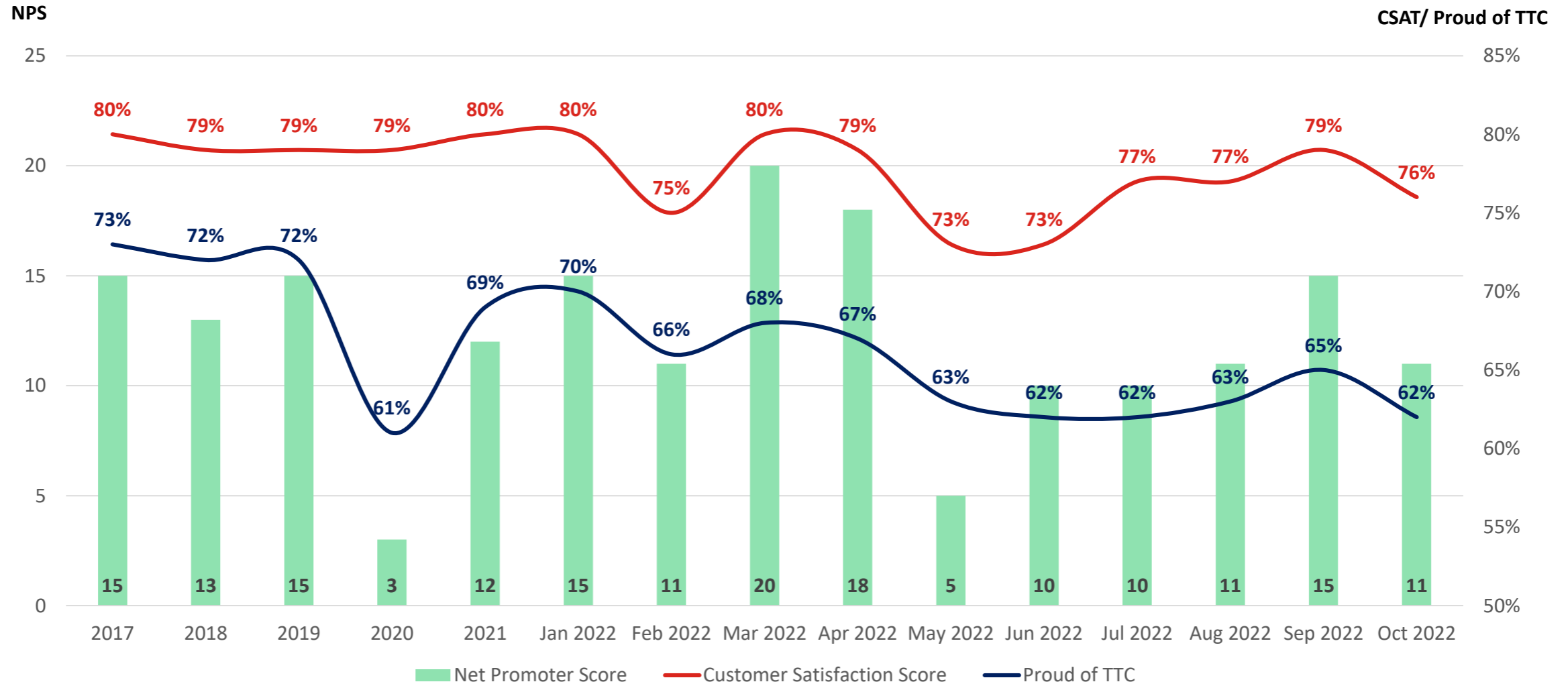
Why do our customers use TTC?



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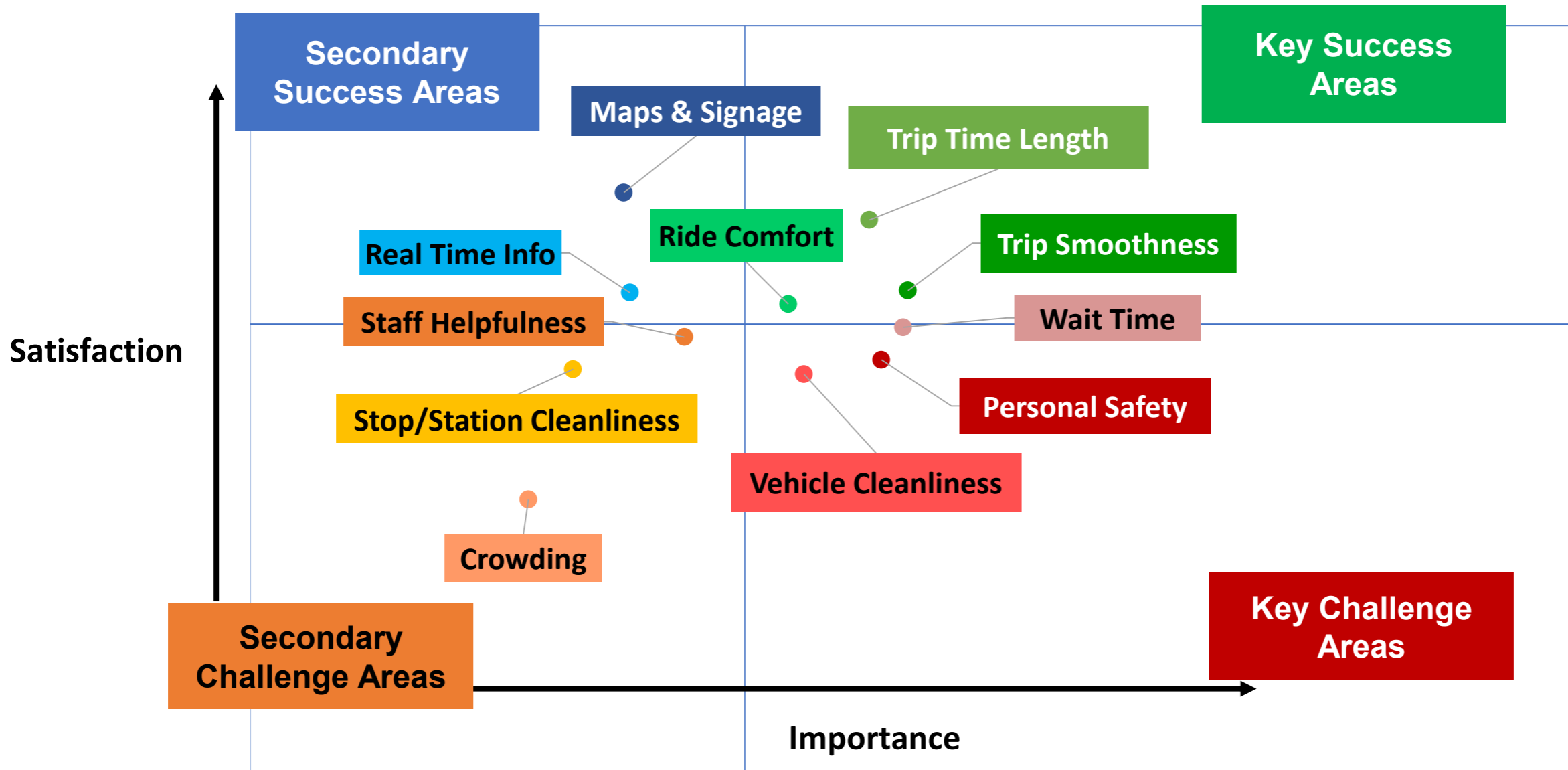
What are customers telling us?



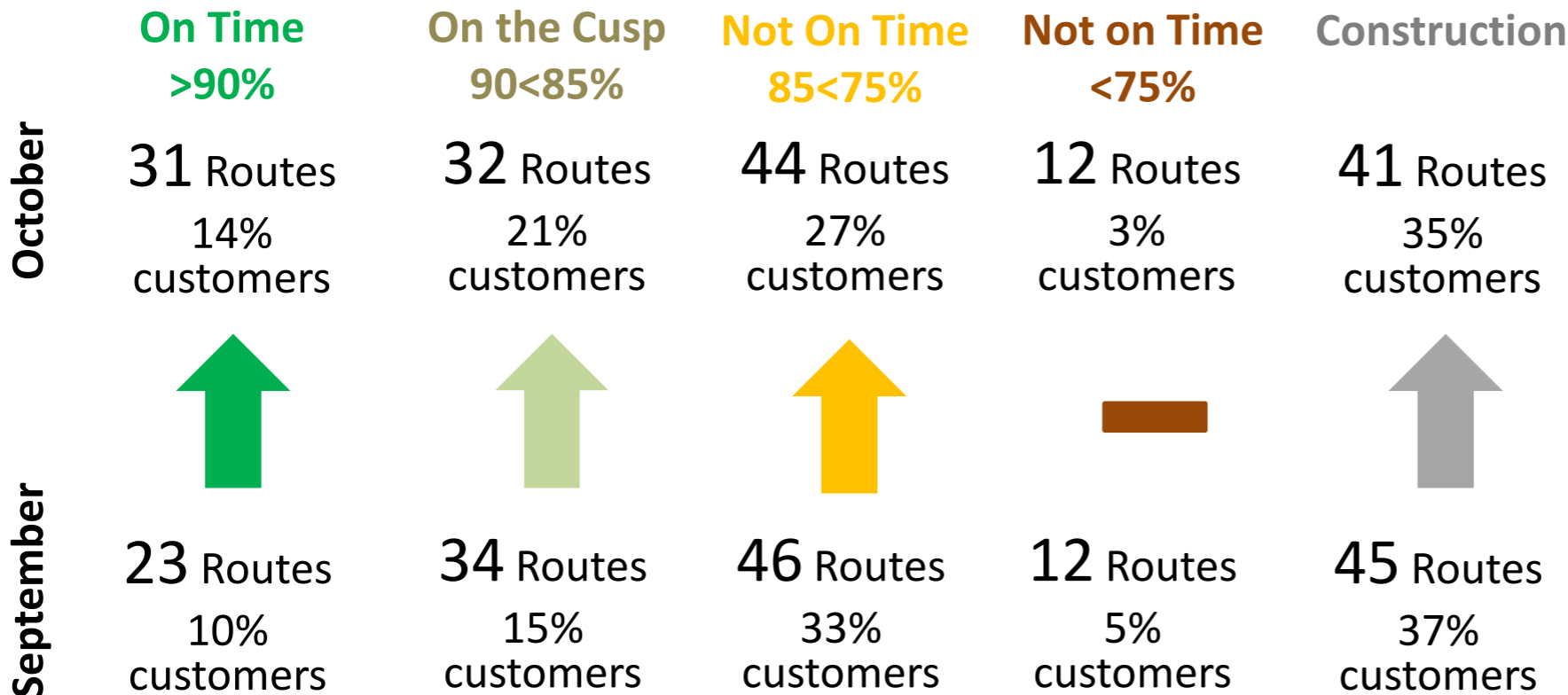
**Those who have taken TTC 2-3 times in past 30 days*



Key Drivers Analysis – Overall, October Update



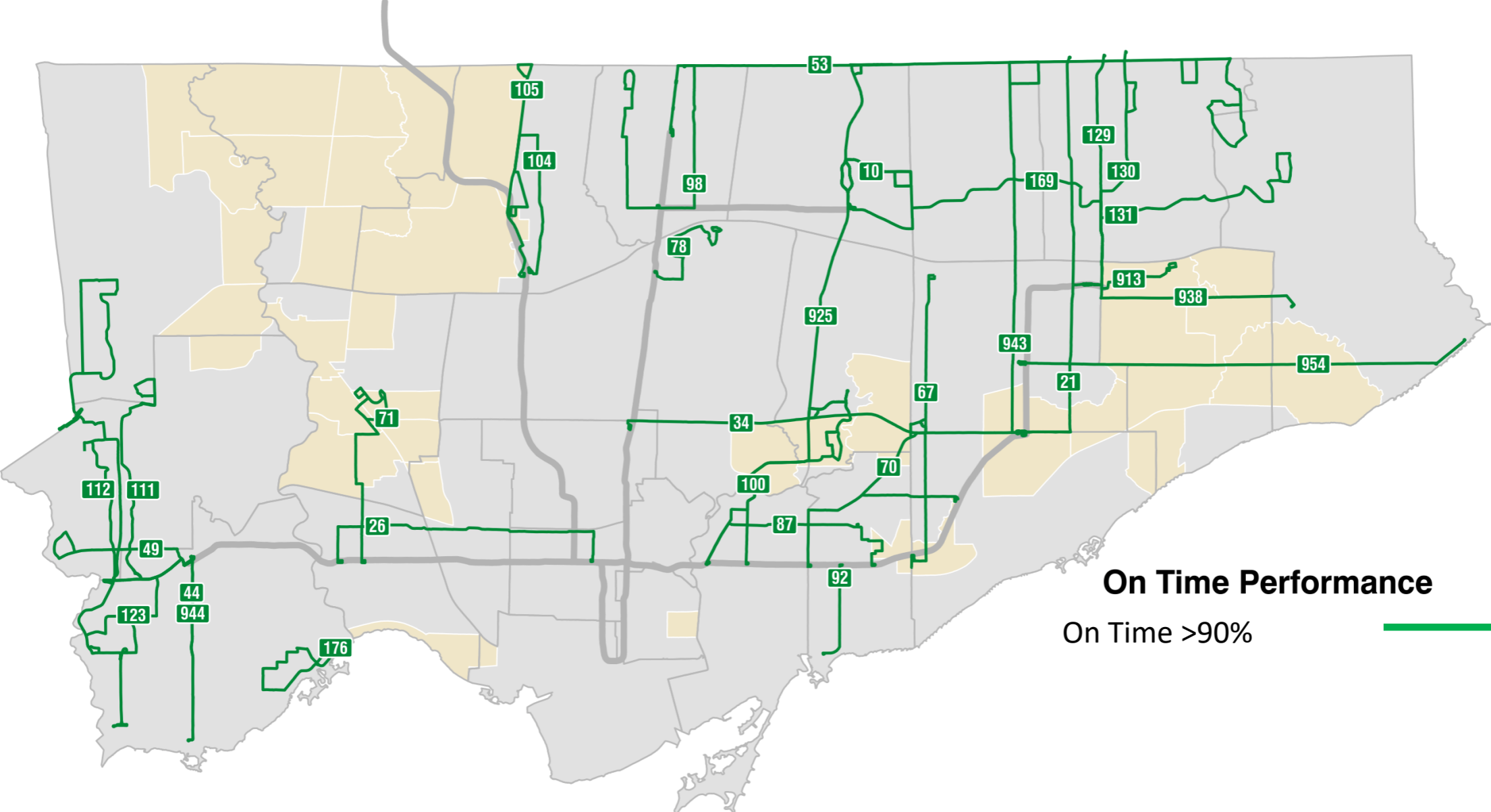
Reliability and Service Delivery



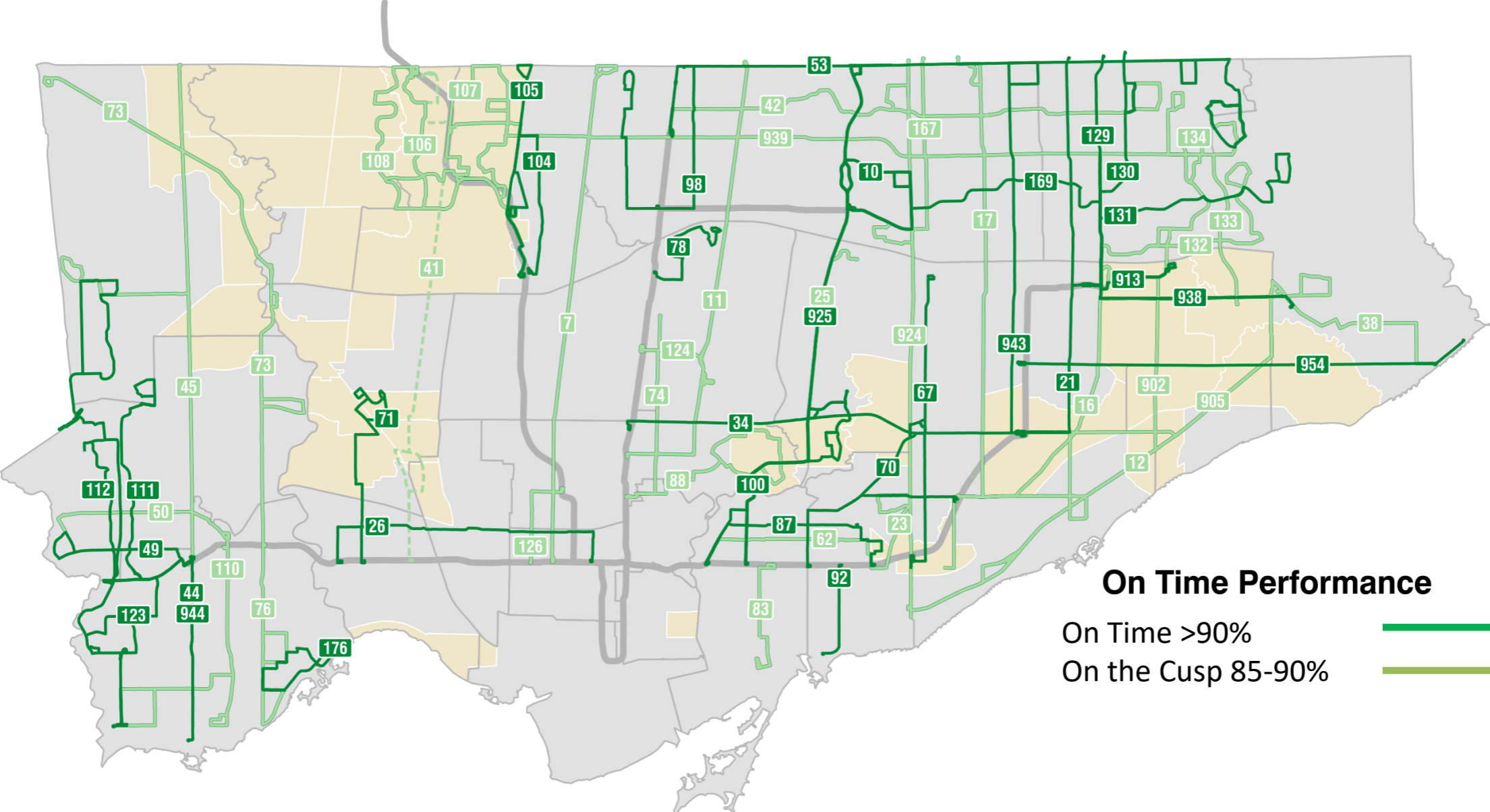
- Route-level analytics are paving the way to diagnosing improvements
- Key metrics in CEO Report monthly
- Additional focus on Occupancy and On-time Performance
- Service Improvement Action Plan



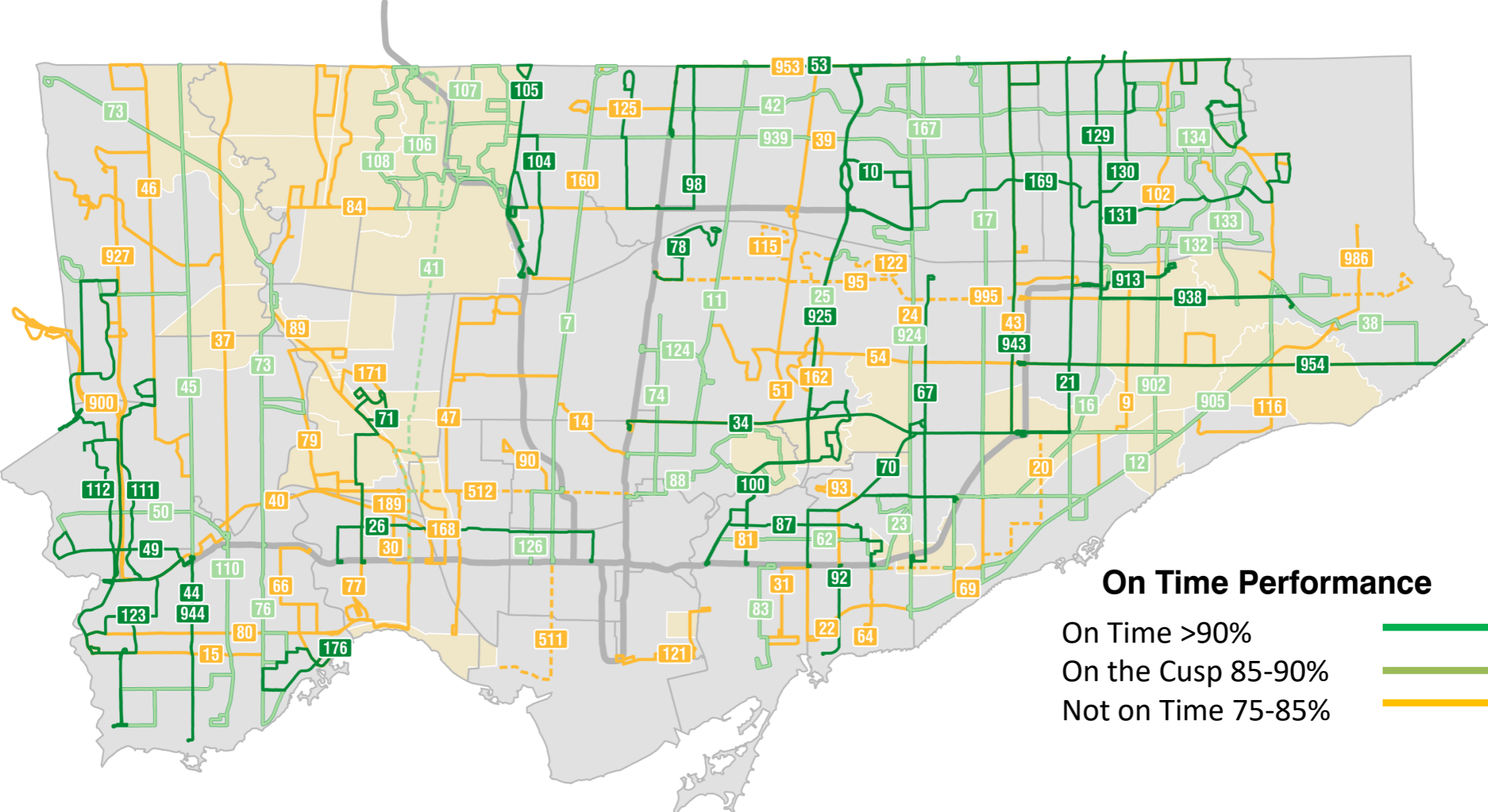
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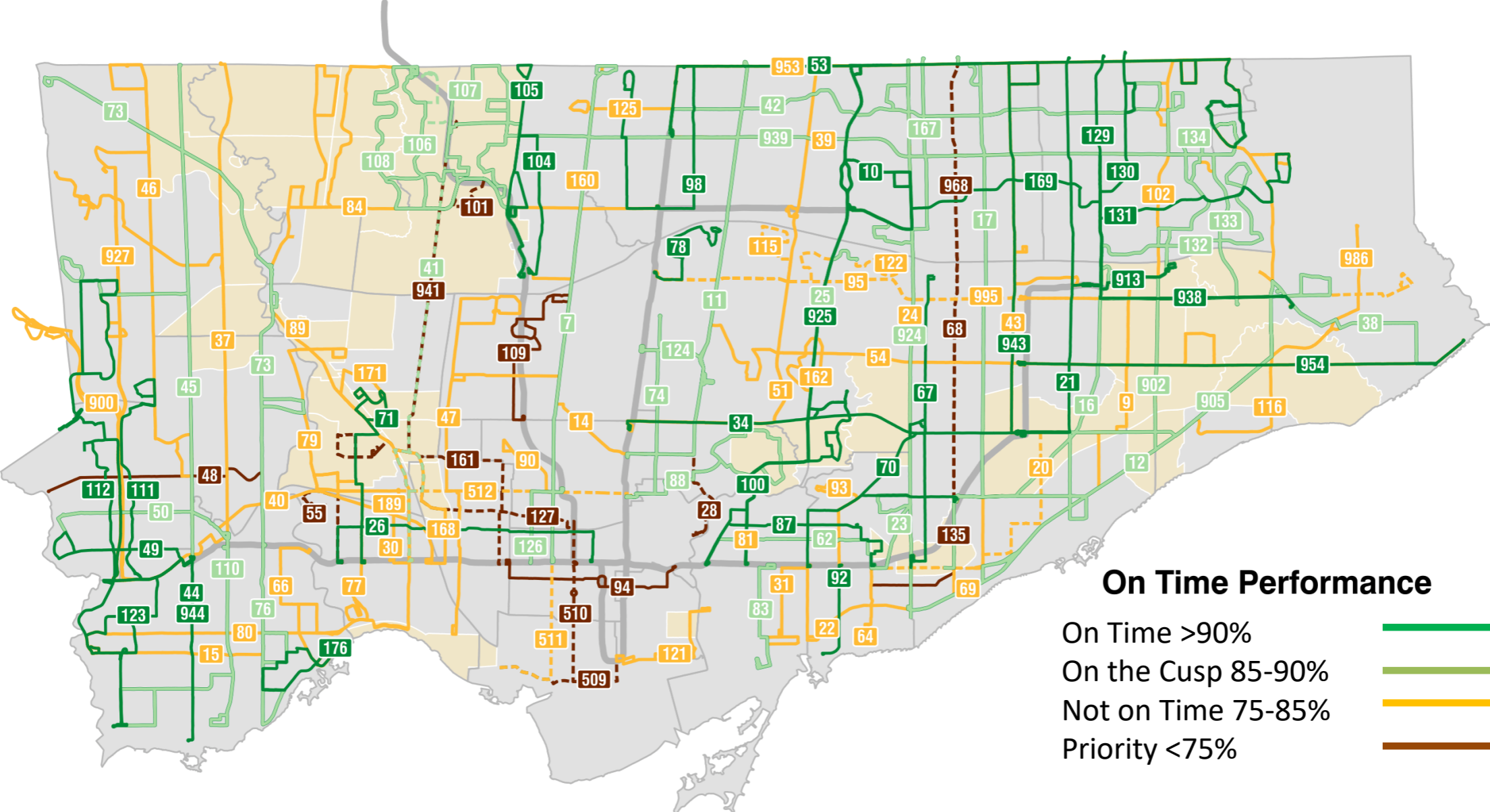
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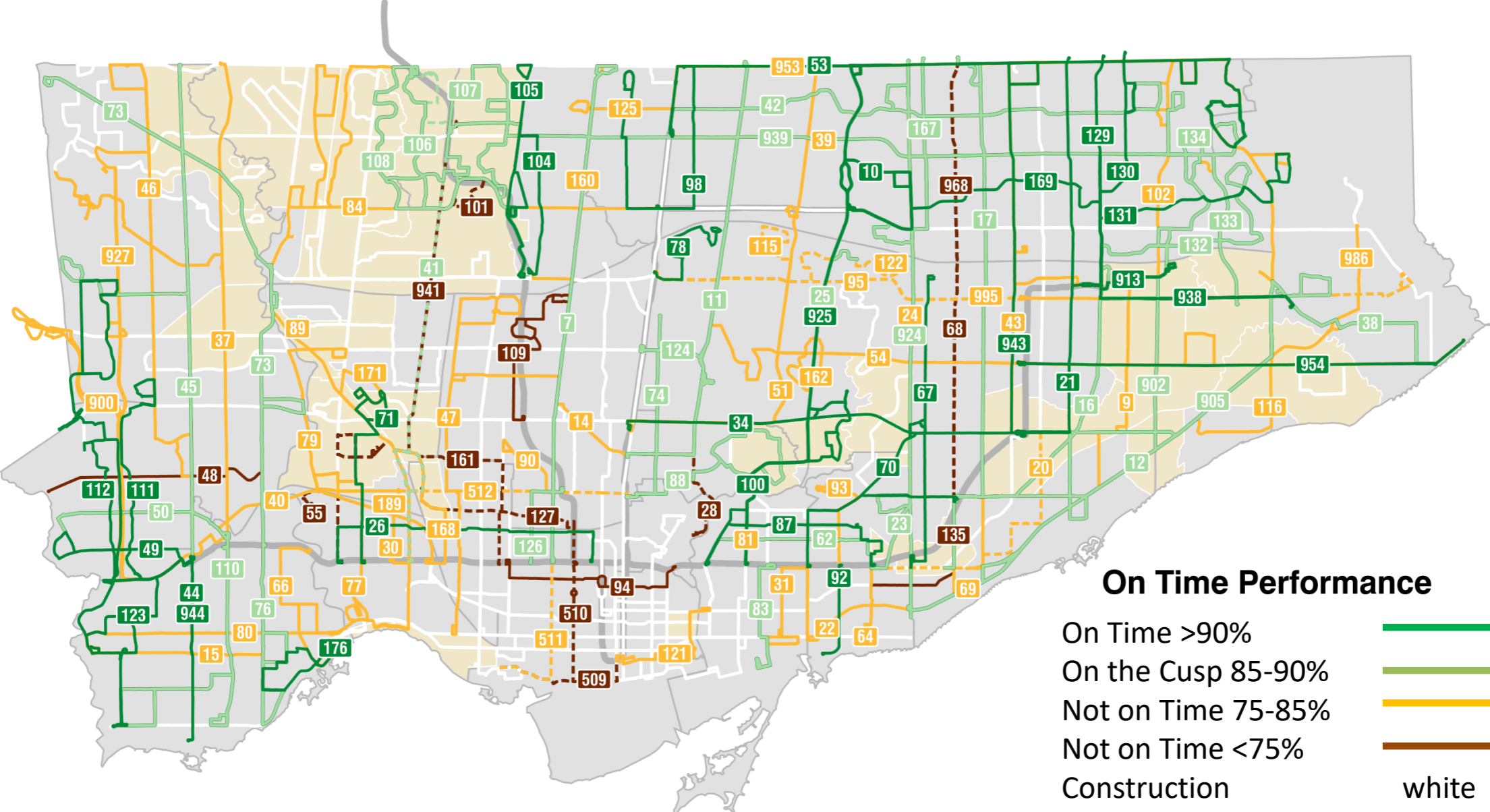
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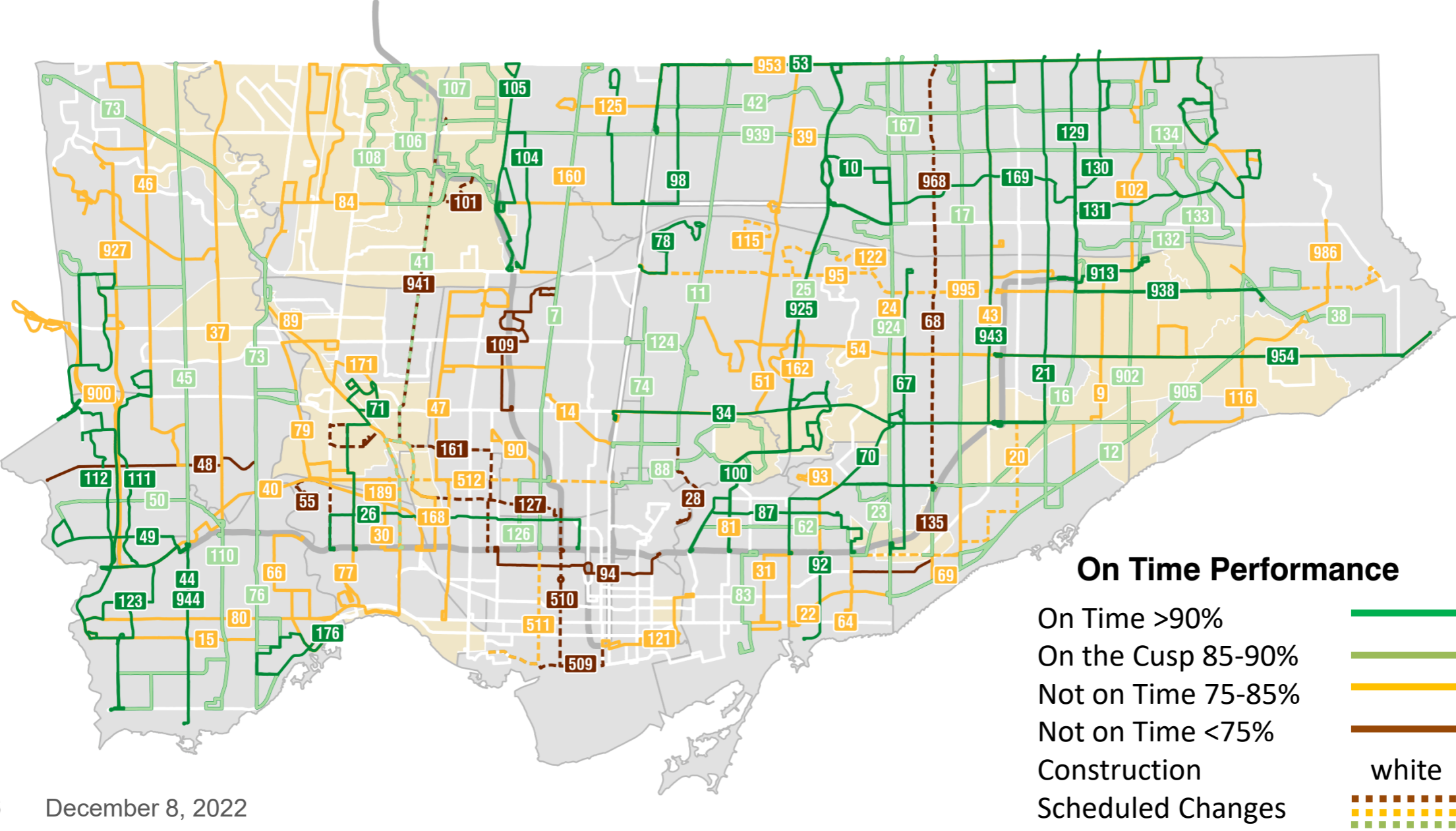
Reliability and Service Delivery



Reliability and Service Delivery



Reliability and Service Delivery



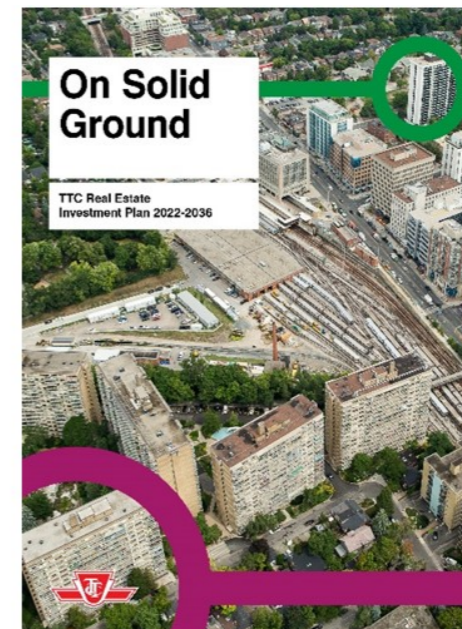
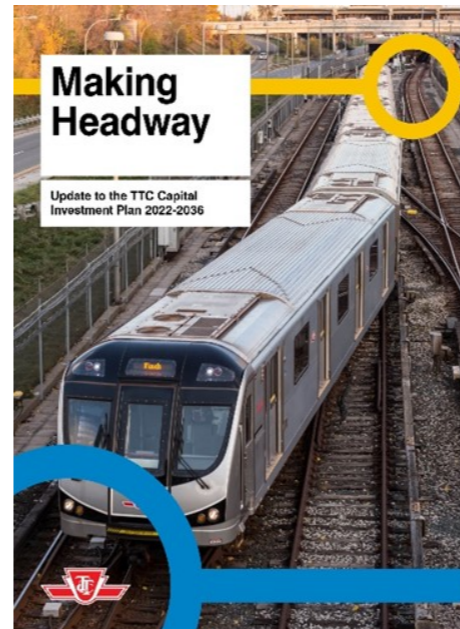
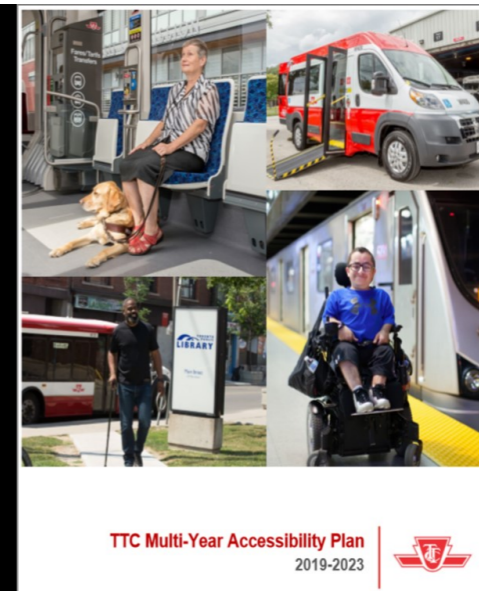
Service Improvement

Service Improvement Action Plan 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



2018-2022 In Review



Term In Review



2018 - 2022 Achievements



| Heading into 2023

- TTC remains focused on ridership re-acquisition and responsive to evolving demand patterns
- Launch of 2023 TTC operating and capital budgets
- Developing new Corporate Plan to guide priorities over next 5 years
- Renewed focus on the basics of providing high quality service to meet demand



Thank You



