



Chief Executive Officer's Report – February 2023

Date: February 28, 2023
To: TTC Board
From: Chief Executive Officer

Summary

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

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

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.

Issue Background

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



Richard J. Leary
Chief Executive Officer

Attachments

Attachment 1 – Chief Executive Officer's Report – February 2023

CEO's Report

Toronto Transit Commission

February 2023



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 such as 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...

Sixty years ago, on February 28, 1963, the University Subway officially opened from Union to St George stations. The subway extension stretched 3.9 kilometres and included six stations: St Andrew, Osgoode, St Patrick, Queen's Park, Museum and St George.



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CEO's commentary



The safety of our employees and customers remains the top priority for the TTC. We remain committed to working with our City of Toronto partners, our unions and other stakeholders on ways to enhance safety on the TTC.

Earlier this month, the City committed to providing additional community safety measures to support the TTC, including access to Community Safety Teams. Community Safety Teams work directly with people experiencing homelessness and liaise with the City's Streets to Homes workers to provide outreach services. This is on top of the additional 80 police officers that have been deployed by Toronto Police Service to support the TTC. We have already taken a number of other significant steps to enhance safety on the system, including:

- Increasing the presence of Special Constables as well as hiring additional Special Constables;
- Adding more Station Supervisors, Chief and Mobile Supervisors as well as Assistant Managers in subway stations to audit station security on a regular basis;

- Deploying more uniformed TTC employees throughout the system who can contact Transit Control directly to assist customers;
- Our Transit Control Centre has a direct line to 9-1-1 to respond to emergencies.
- Increasing Streets to Homes workers in hotspots in the system to help individuals in need find supports;
- Improving and adding cameras in all stations and on all vehicles; and
- Having Designated Waiting Areas on every subway platform with recently upgraded and easier-to-use, two-way communications systems that link directly to TTC staff.
- Plus, the SafeTTC app is available to report suspicious incidents in real time.

The external support is focused on subways and allows the TTC to strategically deploy Transit Special Constables across the entire network where and when they are needed. The TTC has added more uniformed staff around the system so they are highly

visible and an added resource. We are also looking to make further changes and enhancements this year as part of our 2023 budget, which was finalized by Toronto City Council on February 15.

Despite some of the ongoing concerns, we see that our customers are continuing to return to the system. As of the week ending February 10, overall weekday boardings stand at 68 per cent of pre-COVID levels at 2.20 million, which is a record since the pandemic.

Boardings by mode continue to be highest on the bus network at 78 per cent of pre-COVID levels while streetcar and subway boardings were at 53 per cent and 63 per cent, respectively. Wheel-Trans ridership is at about 67 per cent of pre-COVID. Customer demand is expected to further increase through the year as more office employees are expected to be in-office three days per week.



CEO's commentary

We know there are a lot of complex issues facing the TTC and the City of Toronto – and we are happy to be a part of these ongoing conversations. Only by working together will we be able to find solutions to these complex societal challenges. They require creative, comprehensive and outside-the-box solutions.

I have been visiting frontline staff across the Commission to get a better understanding of their concerns and any potential solutions. I want to express my gratitude for all our employees for the work they do.

Diversity and Culture Group

Recognizing Black History Month at the TTC

For the third year, the TTC is recognizing Black History Month this February with customer and employee campaigns throughout the system and in workplaces. The theme for this year's campaign is *Moving legacies: Celebrating Black innovation and resistance in Ontario*.

The TTC has partnered with AstroSankofa Arts Initiatives, a not-for-profit organization that brings forward opportunities for Black artists and youth to be more visible through public art projects. Artists

have reimagined Black leaders in politics, education and transit, among others. Some of the people being featured – like Frederick Hubbard who was the first Black general manager at the Toronto Street Railway – are also part of our history here at the TTC.

Specially wrapped buses and streetcars featuring the artwork have been criss-crossing Toronto on the following routes this month: 501 Queen, 505 Dundas, 32 Eglinton West, 35 Jane, 36 Finch West, 54 Lawrence West and 102 Markham Rd. This year, we have also wrapped our first Wheel-Trans vehicle to recognize the month. My thanks to the artists for their great works: Adeyemi Yung Yem Adegbesan, Autumn Beals, Danilo “Deluxo” McCallum, Kanisha Dabreo, Komi Olaf, Meighan Morson, Quentin VerCetty and Troydell Wallace.

The artwork is also displayed on subway trains, on posters in stations and shown across TTC social media channels. Our diversity campaign also includes an internal component with posters featuring Black employees, as well as videos on in-house TV screens featuring active and retired Black employees sharing their thoughts and experiences.

Strategy and Customer Experience Group

TTC welcomes new ACAT Chair, Vice-Chairs

The Advisory Committee on Accessible Transit (ACAT) met last month, led by its new Chair and Vice-Chairs. I want to take this opportunity to offer my congratulations and a TTC welcome to Chair Anita Dressler and her Vice-Chairs, Erica Tanny and Gwyneth Dalzell.

Ms. Dressler has been on numerous boards, tribunals, appeal panels and committees throughout her career, and most recently served as ACAT Vice-Chair. She is very passionate about her work and the positive impacts her work has had on improving the lives of seniors and persons with disabilities.

ACAT has been a strong and guiding voice on issues of accessibility, eligibility and new technology for more than three decades. I am looking forward to working with the entire committee throughout the year.

ACAT generally meets on the last Thursday of every month.



CEO's commentary



New PRESTO card readers recently installed at the automatic entrance at St Clair Station. These readers will support open payment when it is scheduled for introduction across the TTC later this year.

Update on new PRESTO readers, end of token sales to third-party retailers

In February, the TTC informed our customers and third-party retail partners that the final day customers will be able to purchase TTC tokens at shops across the city will be March 24, 2023. TTC customers should switch to PRESTO after this date.

The TTC ended the sale of tickets at third-party retailers last July, and stopped selling tickets and tokens at stations at the end of 2019 in our continued progress towards a modernized fare payment system. New PRESTO card readers are being installed across the system that will support open payment when it is introduced on the TTC later this year. As more payment options become available on PRESTO, there is less of a need to continue to sell legacy fare products.

The rollout of the new PRESTO card readers is well underway. The Wheel-Trans fleet was equipped with new readers at the end of last year. The remaining fleet of buses and streetcars is scheduled to be completed by the end of March. All fare gates will also be updated with new card readers to enable open payment by June.

TTC customers are still able to pay their fare with any unused tokens or tickets they have as no end date has been set for their acceptance by the TTC. Customers can switch to PRESTO at any time by purchasing and loading a card with money or a monthly pass at fare vending machines at all TTC stations; Shoppers Drug Mart locations; online at prestocard.ca; on the PRESTO app or at the TTC's Customer Service Centre at 1900 Yonge St., above Davisville Station.



CEO's commentary

Transportation and Vehicles Group

Bus pilot improving on-time performance

One of the TTC's main areas of focus in 2023 is continuously improving our on-time performance.

Last November, the Bus Transportation Department began a pilot to improve on-time performance on the 54 Lawrence West, 89 Weston, 84 Sheppard West/984 Sheppard West Express and 102 Markham Rd routes. Specifically, an on street Supervisor was added at end locations on these routes over the last three months. All five routes performed at 90 per cent on-time during January 2023.

Thanks to the collaborative efforts between Operators, Route Supervisors and divisional staff, the on-time performance has been noticeable and consistent since the start of this initiative.

Starting on February 11, Bus Transportation expanded the pilot to the following routes: 29 Dufferin/929 Dufferin Express, 45 Kipling/945

Kipling Express, 53 Steeles/953 Steeles Express and 95 York Mills/995 York Mills Express.

We will continue to update the Board on the findings from the expanded pilot in the coming months.

Innovation and Sustainability Program

TTC streetcar fleet set to grow to 264

On May 28, 2021, the TTC successfully executed a contract amendment with Alstom SA for the procurement of 60 additional accessible streetcars, increasing the fleet to 264 from 204 vehicles by 2025. One key contract requirement of this procurement is to ensure that a minimum Canadian Content value of 25 per cent is achieved. The Canadian Content value is calculated based on expenses related to domestic materials items, components, sub-components, systems, sub-systems, assemblies, direct labour and services.

Based on the most recent Canadian Content Audit conducted by an independent auditor in Q3 2022, a

total Canadian Content value is estimated to be approximately 46 per cent. The audit report also identified the procurement of the 60 streetcars is anticipated to have a net positive job creation impact (roughly 150-plus more full-time Canadian jobs) within the Canadian economy over the base contract.

As a measure of due diligence, the TTC will continue to work with the independent auditor and conduct annual Canadian Content audits throughout the delivery of the new vehicles. We will continue to update the Board on the TTC's progress.



CEO's commentary

Innovation challenge for young transit employees

For the first time ever, the TTC is participating in an annual North American innovation challenge: *Introducing Youth to North American Infrastructure+ (Iyai+)*.

TTC employees between the ages of 18 and 25 are invited to compete in teams to propose solutions to big challenges faced by the transit industry. Topics for consideration range from improving public safety to improving environmental sustainability to enhancing mobility and social equity. This unique competition is a great opportunity to grow their professional network and learn more about careers in transit infrastructure.

In May, participating teams will present their creative ideas to the TTC Executive. The top team and idea will then go on to compete against other young people in North America for a cash prize and bragging rights. Good luck to all the participants.

Engineering, Construction and Expansion Group

Celebrating 60 years of the University Subway

Sixty years ago, the University Subway officially opened from Union to St George stations. The new line stretched 3.9 kilometres and included six stations: St Andrew, Osgoode, St Patrick, Queen's Park, Museum and St George.

The new line was officially opened by Ontario Premier John P. Robarts and J. Keiller Mackay, Lieutenant Governor of Ontario, on February 28, 1963. The University Subway was an extension of the Yonge line from its southerly terminus at Union Station. It winds westerly along Front Street to University Avenue and north to Bloor Street. It was built at a cost of \$45 million.

The next scheduled TTC Board meeting will be on Tuesday, February 28.

Stay safe.



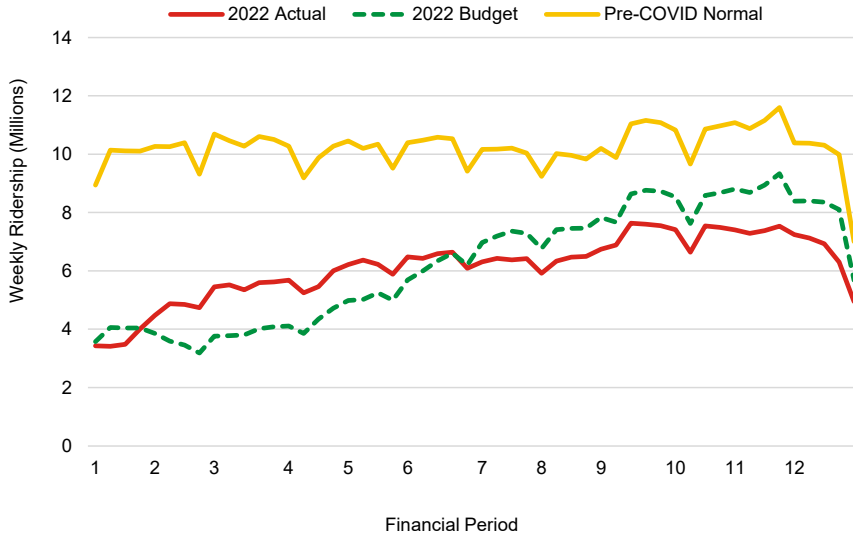
Richard J. Leary
Chief Executive Officer
February 2023





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 12 (November 27 to December 31, 2022) revenue rides totalled 32.5 million or an average of 6.5 million per week, representing 68% of pre-COVID experience and a 1.5% increase from Period 11.

On a full-year basis, 2022 revenue rides totalled 318.8 million, which is 6.5 million below budget and represents an average ridership rate of 60% of pre-COVID levels over the 12-month period.

Analysis

After realizing steady growth in the first half of the year, the rate of revenue ridership growth slowed through the summer. The rate of growth then increased 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 68% of pre-COVID experience for Period 12. The budget anticipated a return to office of three days a week in the fall, but the frequency of actual in-office work remained closer to two days a week.

As a result, revenue ridership was 16.4% below the budgeted level of 81% for Period 12, but full-year 2022 ridership was closer to the 2022 revenue ridership budget given the favourable variance in the first half of the year offset against the unfavourable variance experienced in the second half of the year.

During Period 12, 2022, up to 89% of unique PRESTO riders returned to the system each week with over 1.03 million unique cards used per week on TTC, as compared to 1.16 million in early 2020. Even though riders have returned to the system, the actual travel frequency of these riders has dropped. For example, the number of unique riders classified as “commuters” (i.e. ride four or five weekdays each week) are at 56% of March 2020 levels and below the overall ridership rate of 68% of pre-COVID experience for Period 12. Conversely, riders who use transit less frequently are at 114% of March 2020 levels. This is indicative of a travel pattern change from former daily commuters to a now less frequent usage group likely due to hybrid work practices. These trends are further confirmed given monthly pass sales for January use totalled 93,345, representing 47% of pre-COVID levels, clearly demonstrating a change in travel patterns.

Action

While modest ridership recovery continued into fall 2022, the pace of ridership recovery slowed and the 2022 experience has been used as the basis for the 2023 revenue ridership budget that forecasts ridership to reach 75% of pre-COVID levels by the end of 2023.

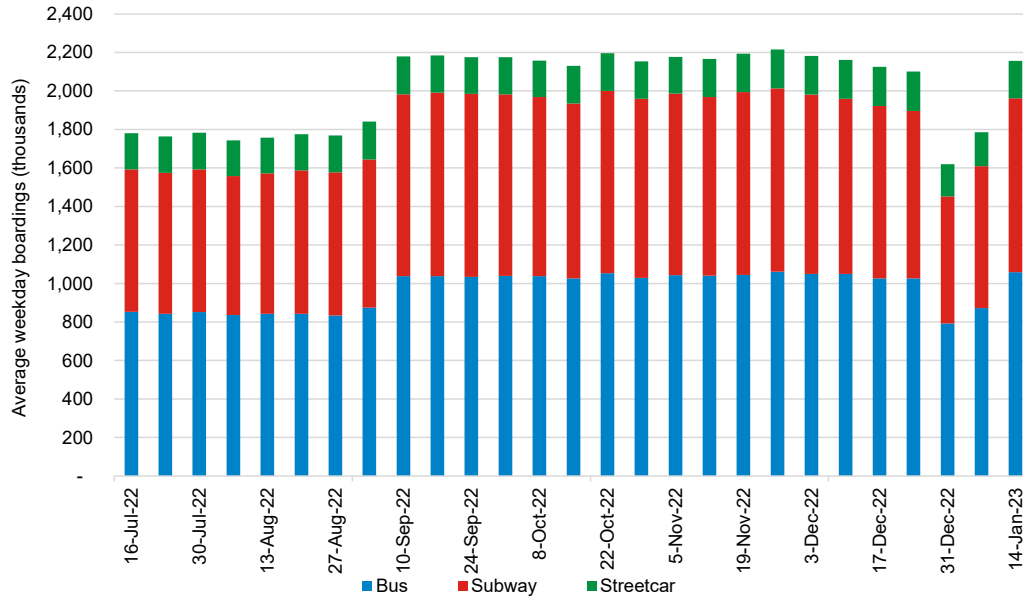
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments.





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.

*Compared to the last week of full demand and full service March 2020. Not adjusted for summer seasonality.

Results

Average weekday boardings of 2.16 million represents 67% of pre-COVID levels for mid January.

Analysis

Bus remains the busiest of all modes with 1.06 million boardings, the greatest share of pre-COVID ridership, returning to a high 77% of pre-COVID for week ending January 14. Customer demand restored to November levels in the second week of January as schools reopened after winter break and work commutes return after holidays.

A greater portion of subway and streetcar customers are office commuters, and demand on both modes are directly affected by hybrid work. Boardings have not quite returned to pre-holiday numbers, subway demand has reached to 61% for week ending January 14 compared to high of 64% of pre-COVID for week ending November 26. Streetcar demand, on the other hand, reached to 55% for week ending January 14 from a high of 59% of pre-COVID for week ending November 26, with Tuesdays and Thursdays being the busiest days. Expectations were that boardings would increase past November 2022 levels through January 2023.

Action

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

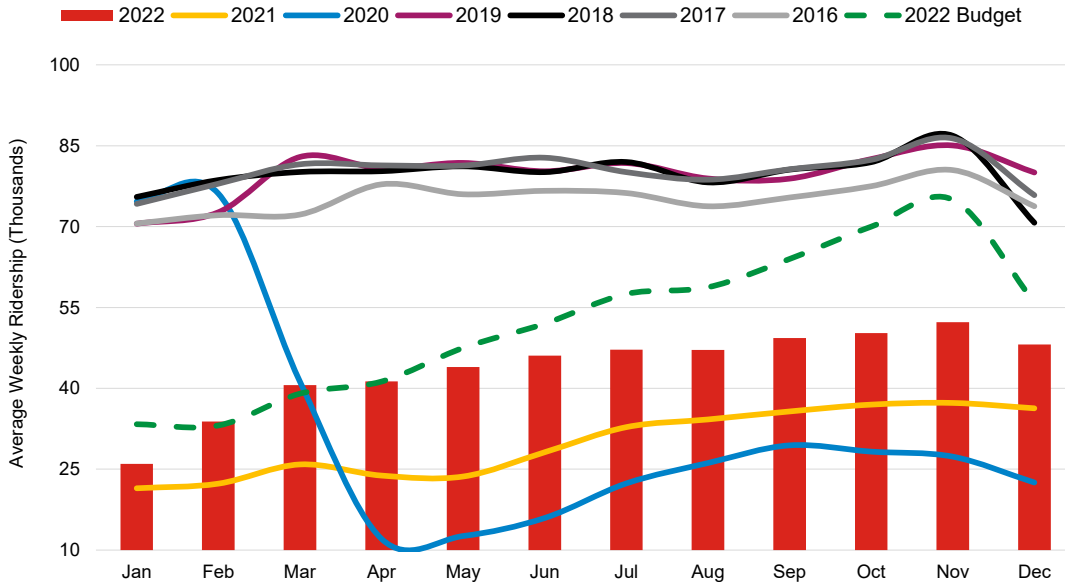
- Weekly ridership.
- Toronto employer survey and monitoring downtown office occupancy.
- Transportation Tomorrow Survey (TTS) participation.
- Rider Re-acquisition campaign runs from January 2023 until February 2023 via television, out-of-home and digital platforms.





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 12 (November 27 to December 31, 2022) was 240,646 (or 48,129 passengers per week). This figure was (-13.9%) lower than the budgeted 55,920 customers per week. In terms of year-over-year growth, the Period 12 YTD ridership is 46.9% higher compared to the same period in 2021, and is (-15.9%) or 394,400 passengers under the annual 2022 budget. Period 12 ridership represents 67.9% of the pre-COVID experience (same as Period 12 in 2019).

Analysis

Wheel-Trans ridership for December continued to trend lower than budget with the annual actual ridership at 15.9% below budget. Customer same-day cancellations have impacted ridership for December with a total of 19% or 45,385 customer same-day cancellation for this period. Some severe weather days have attributed to customer cancellations on same day for this period. The 46.9% increase comparison for December 2022 to December 2021 showed customer trips returning to normal, although we are below budget. With the accommodation rate at one of the highest levels, customer trips requests are being accommodated. Combined with a record low response time to incoming calls this has had a positive impact on the ability for customers to book trips.

Action Plan

Wheel-Trans will continue to monitor customer behaviour in order to track the impacts of these behaviours on ridership. Customer same day cancellations will be reviewed to assist in processes and procedures to reduce the high number of same-day cancellations.

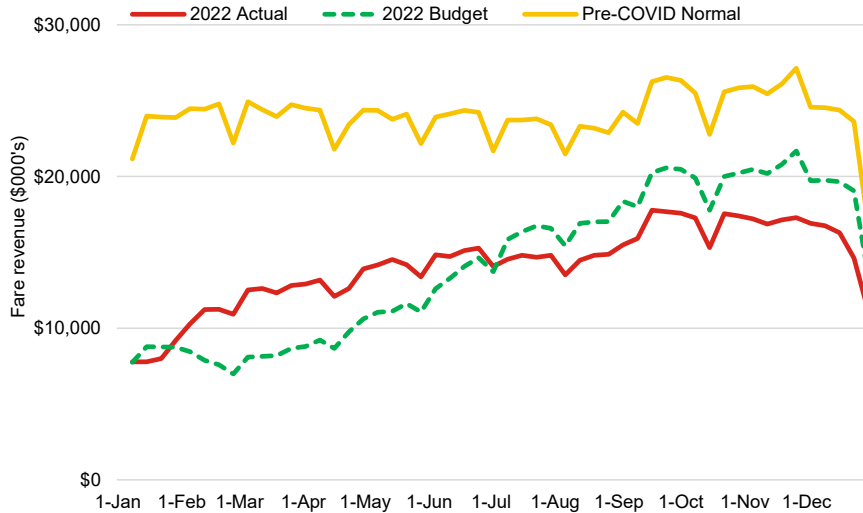
Note: Wheel-Trans ridership is not included in TTC ridership totals





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 12 (November 27 to December 31, 2022) fare revenue was \$76.4 million. This is \$15.2 million or 16.6% below budgeted fare revenue for Period 12 and represents 67% of pre-COVID revenue. Weekly fare revenue in Period 12 averaged \$15.3 million, which represents a 12.5% decrease over Period 11 weekly revenues.

While still subject to year-end audit adjustments, 2022 fare revenue totalled \$737.8 million, which is \$3.2 million (0.4%) below budget and cumulatively represents 59% 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. The rate of fare revenue growth then increased in the fall with a return to school and a slight increase in the return to in-office work, with fare revenue reaching an average of 67% of pre-COVID normal for Period 12.

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 remained closer to two days a week. As a result, fare revenue fell 16.6% below budget for Period 12, but on an annual basis, 2022 revenue was generally at budget given the favourable

budget variance realized in the first half of the year offset against the unfavourable budget variance experienced in the second half of the year.

Revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$70.1 million for Period 12 (\$674.1 million for full year 2022) — representing a PRESTO ridership adoption rate of 89.9% (89.1% for full year 2022) — and \$6.3 million from other media for Period 12 (\$63.7 million for full year 2022).

Revenue reflected the following fare concession profile: Period 12 — 78.0% adult, 9.2% post-secondary, 5.6% senior, 7.0% youth (ages 13- 19) and 0.2% other. Full year 2022 — 79.1% adult, 8.2% post-secondary, 5.7% senior, 6.8% youth and 0.2% other.

Action

While modest ridership recovery continued into fall 2022, the pace of ridership recovery slowed and the 2022 experience has been used as the basis for the 2023 revenue budget that forecasts fare revenue to reach 75% of pre-COVID experience by the end of 2023.

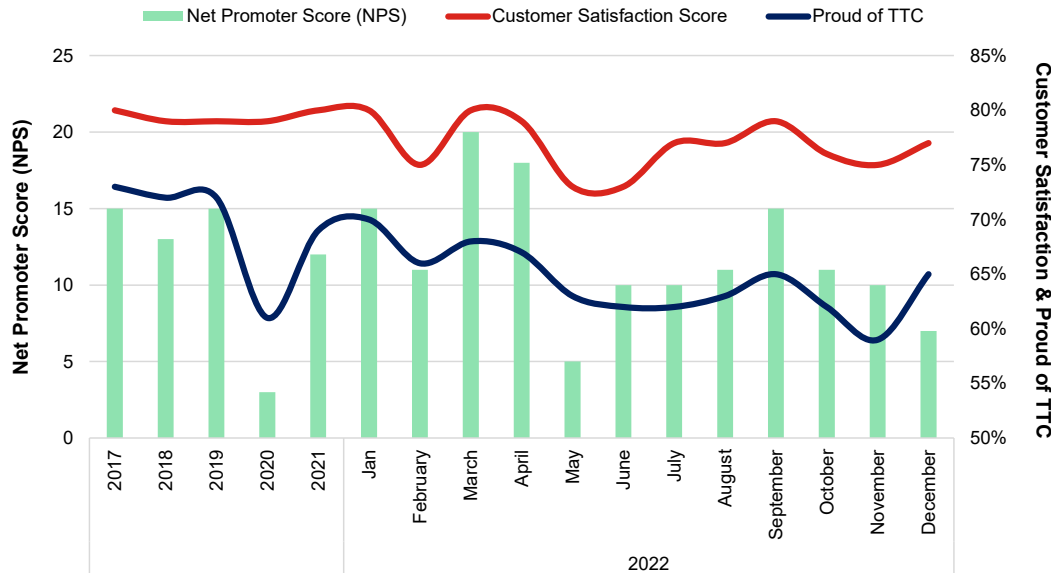
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments.





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

Customer satisfaction was reported at 77%, a increase of 2% from November and 1% from October. For December 2022, Net Promoter Score decreased to seven, while the number of customers who say they are proud of the TTC and what it means to Toronto increased to 65%.

Analysis

All key metrics have slightly increased in December, returning to a peak experienced in September 2022. Satisfaction was stable across bus and subway while streetcar users reported a marginal increase compared to November. The fall in Net Promoter Score can be attributed to higher portion of infrequent users decrease in satisfaction. However, overall, customer attitudes indicate a rise in pride in the TTC and what it means to Toronto.

Most aspects of satisfaction have remained steady from November, with only maps and signage and crowding increasing over November, both rose by more than three points. Additionally, helpfulness of staff has increased overall in all modes, with streetcar users having the most significant rise.

Action

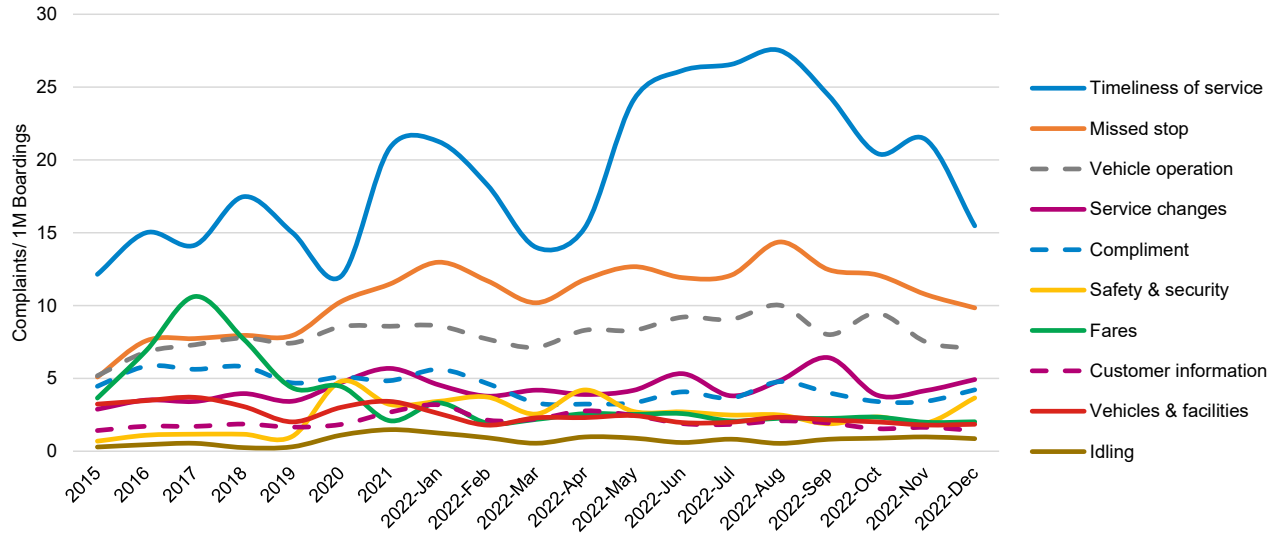
- New vehicle cleaning contracts began in Q1 2023 for streetcars and stations.
- A new section in the customer satisfaction survey is in progress in Q1 2023 in order to delve deeper into dissatisfaction.
- Vehicle Cleanliness and Personal safety and security surveys are underway for TTC riders.
- Action plan focusing on concerns about safety and security is ongoing for current and future strategies.





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 9% in November compared to October. The total number of CSCs received decreased by 18%, while boardings decreased by 11% between November and December. Total CSCs declined to 3,503 from 4,276 in December on more than 1.96 million boardings/weekday.

Analysis

Reductions in CSC per one million were principally due to reductions in CSCs related to timeliness in service, missed stops and vehicle operation, and for a number of months, a decline in CSCs related to masks.

CSC topics that increased include safety and security and service changes.

The number of compliments noticeably increased in December.

Highlights:

- Timeliness of service CSCs decrease can be attributed to a decrease in ahead of schedule and surface delay CSCs received in December, both decreasing by 36% and 31% respectively.
- Missed stop CSCs continues to steadily decline since a peak in August 2022.
- Vehicle operation CSCs decreased 6% in December, following a similar pattern since October 2022.



Customer experience

Customer service communications

Service-related CSCs per 1 million Boardings:

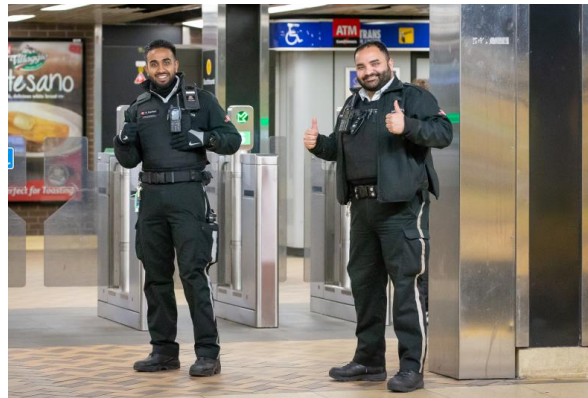
- Service changes CSCs have increased by 18% from November to December. 71% of service changes CSCs are related to service and route change requests.
- In December, compliments increased by 23%; a common theme were TTC operators and employees providing customers excellent service and engagement. However, they remain lower than pre-pandemic levels.
- After a steady low since June 2022, safety and security CSCs have peaked in December almost four per one million boardings.

Action

Service-related:

- Route-level analysis of all surface routes, with focus on improved On-Time Performance. Improvements in running-time and reliability are being planned in upcoming schedules.
- Ongoing improvements to workforce planning and review of operator schedule adherence are aimed at decreasing cancellation hours and improve timeliness.

- Proactive steps are being taken to address safety and security concerns by increasing the presence of Special Constables and management, conducting vehicle cleaning during peak hours, and collaborating with the City of Toronto, Toronto Police Service, and community partners. These efforts aim to implement both short- and long-term strategies that focus on preventing assaults and improving the overall customer experience.



Customer compliments

"I want to recognize five exceptional Fare Inspectors I witnessed.

I witnessed them escort an underhoused man off the train. At first I was curious why they removed him off the train at Davisville Station. One Inspector asked him for his shoe size. After hearing this I knew they were going to help.

Another Inspector asked the unhoused individual if he was hungry and if he wanted to eat. He said yes. The two Inspectors returned with boots for him to wear. Then, the other Inspector brought him a large coffee, food and gifted him a Tim Hortons gift card.

These are super human beings and need to recognize for their humanity and big hearts. I'm glad TTC hired these fine individuals. It made my day and I was super proud of them that I will be helping people in need like they did."

- Evelyn G.



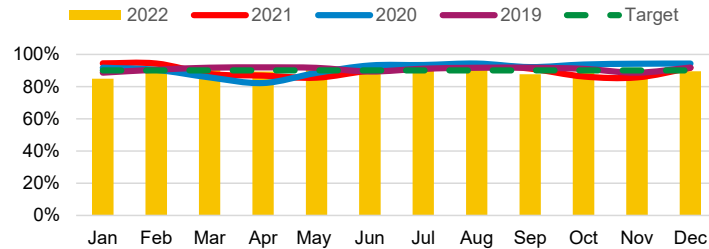
Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

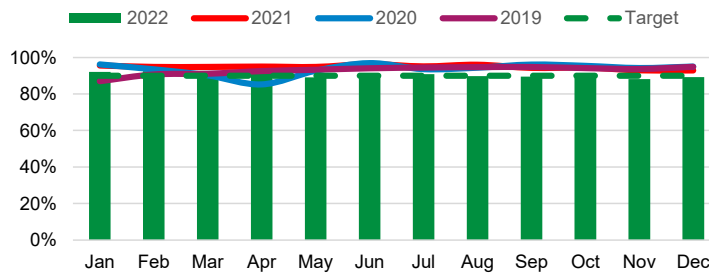
Customer experience

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 89.5% in December. This represents a decrease from last month (89.7%) and also a decrease from the same time last year (91.7%). Our target of 90% was not met.

Line 2 OTP was 89.2% in December. This represents an increase from last month (88.2%) and a decrease from the same time last year (92.9%). Our target of 90% was not met.

Analysis

Overall delay minutes for Line 1 saw a 6.3% increase in total delay minutes — from 2,930 minutes in November — to 3,116 minutes in December. Decreases in delay minutes due to rolling stock and ATC-related delay minutes were offset by increases due to passenger, SI and OPTO delay minutes. Additionally, there was a single-day closure on December 10 between Osgoode and King stations for track work.

Line 2 experienced a 6.1% decrease in total delay minutes — from 2,163 minutes in November — to 2,030 minutes in December. Decreases in delay minutes were seen in all broad areas except staff-related delays.

Action

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

ATC: Automatic Train Control

OPTO: One-Person Train Operation

SI: Subway Infrastructure (also known as Track and Structure Department)





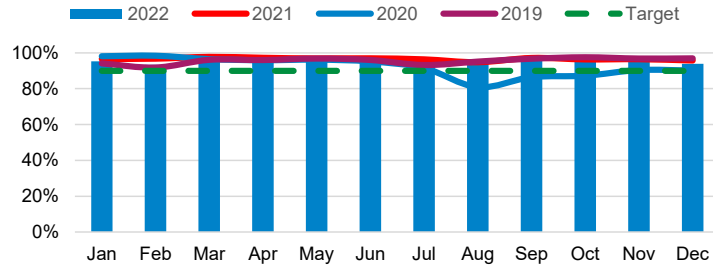
Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Subway

3



Results

Line 3 OTP was 93.9% in December. This represents a decrease from last month (95.3%) and a decrease from the same time last year (95.7%). Our target of 90% was met.

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

Analysis

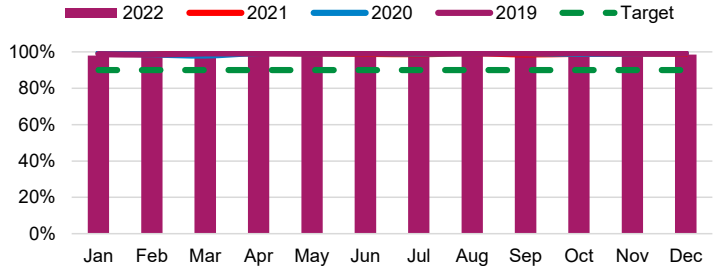
There was a 75.2% increase in total delay minutes — from 439 minutes in November to 769 minutes in December. Decreases in passenger — and rolling stock-related delay minutes were offset by a 458-minute Plan B delay incident.

There was a 44.0% increase in total delay minutes — from 125 minutes in November to 180 minutes in December. Increase was seen in passenger-related delay minutes.

Action

There are no anticipated changes for these lines.

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.



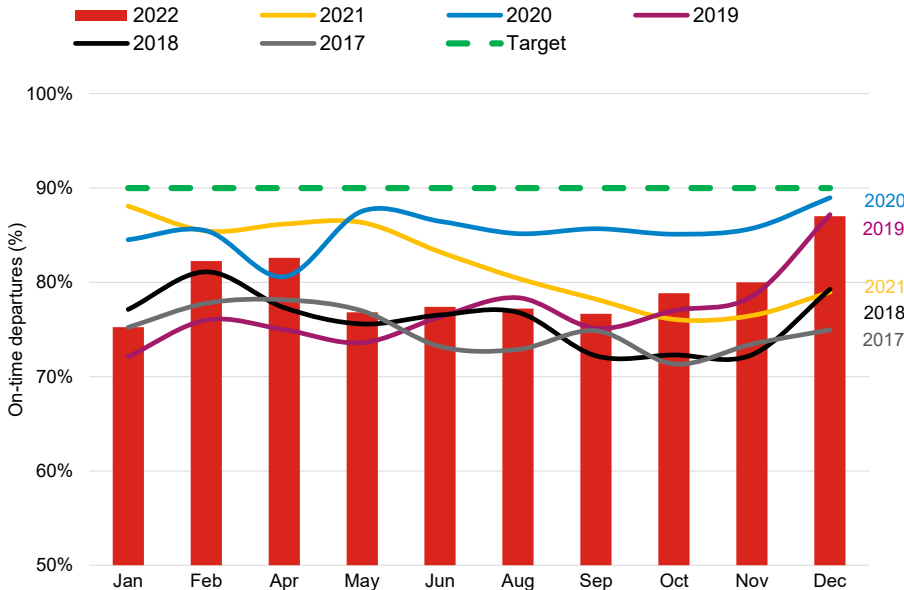


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

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 for the December Board Period was 87%, an increase compared to November (80%), and an increase compared to the same period last year (79%). Our target of 90% was not met.

Analysis

During the weekdays, performance reached an 89% level for the short holiday Board Period. During the non-weekdays (including statutory holidays), performance was 85%. Weekend/holiday performance continues to be impacted by deficient schedules.

During the weekdays in December, 19 of 158 routes were impacted by construction for at least one week of the period. Overall weekday OTP was 90% for the 139 routes not affected by construction:

- 70 routes were “On-Time” (90% OTP or better).
- 42 routes were “On the Cusp” (between 85% and 90%).
- 27 routes were “Not On-time” with OTP less than 85%. Root cause diagnostic assessments are being undertaken for all 27 routes.

In summary, 80% of the routes not affected by construction scored 85% or better.

Action

Continued efforts will be made in the coming weeks and months to improve the status of workforce, schedules, end terminals and Operator behaviour, with the goal of meeting and surpassing the relative success of the December Board Period.

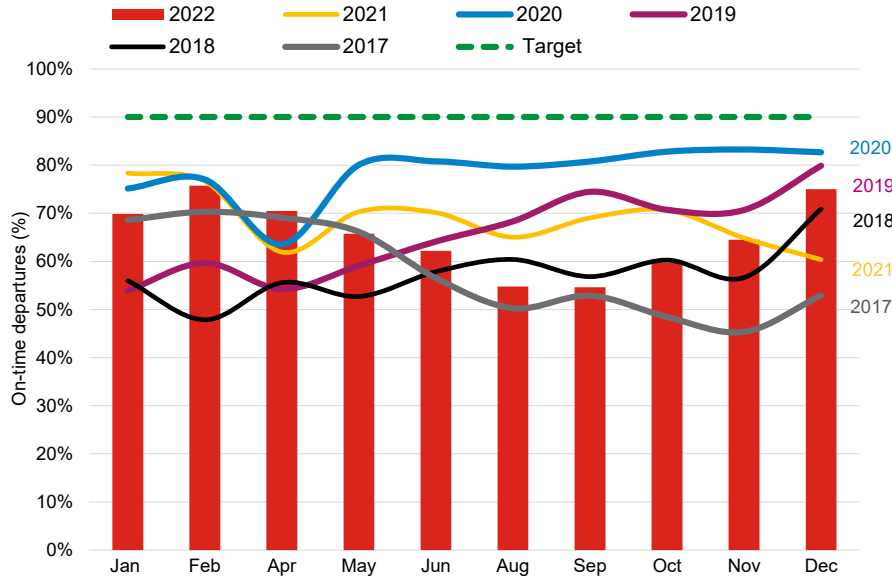
Note that the December Board Period covers the holiday period of December 25, 2022 to January 7, 2023 and may not be representative of normal conditions.





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 for the December Board Period was 75%, an increase compared to November (65%), and an increase compared to the same period last year (60%). Our target of 90% was not met.

Analysis

Albeit a short holiday Board Period, streetcar performance increased for the third Board Period in a row.

Construction projects that impacted five of the nine streetcar routes (501, 503, 504, 505 and 506) in November continued into the December Board Period. These five routes performed at a 70% On-Time rate largely due to routing adjustments required for the King-Queen-Queensway-Roncesvalles (KQQR) intersection reconstruction and infrastructure work on College and Carlton streets.

The remaining four “non-construction” routes operated at an 86% On-Time level during the period. This increased to 87% when examining the weekdays only (excluding statutory holidays) for the period. Two of four of these routes performed at or above the 90% target during the weekdays. These two routes were the 511 Bathurst and 512 St Clair routes.

Tuesday, January 3 was the highest performing day of the period at 80% On-Time all routes combined.

Action

A review of Spring 2023 infrastructure projects that will impact streetcar network operations is currently being undertaken by an inter-departmental technical working group. The goal of this group is to minimize the impact of these projects on network On-Time Performance. Schedule reviews and Operator monitoring will continue in the coming months.

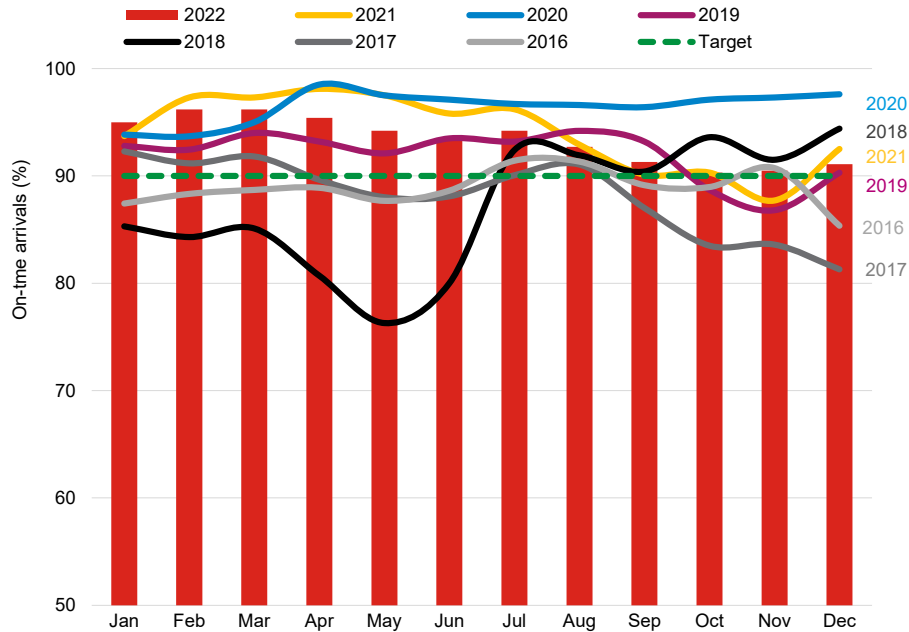
Note that the December Board Period covers the holiday period of December 25, 2022 to January 7, 2023 and may not be representative of normal conditions.





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 12 (November 27 to December 31, 2022) increased by 0.6% from the previous period to 91.1%, and is 1.4% lower than Period 12 in 2021.

Analysis

OTP increased slightly compared to the previous period as efforts have been focused on adjusting our service management techniques. These efforts have resulted in reduced wait times overall for our customers and an improved customer experience.

Action

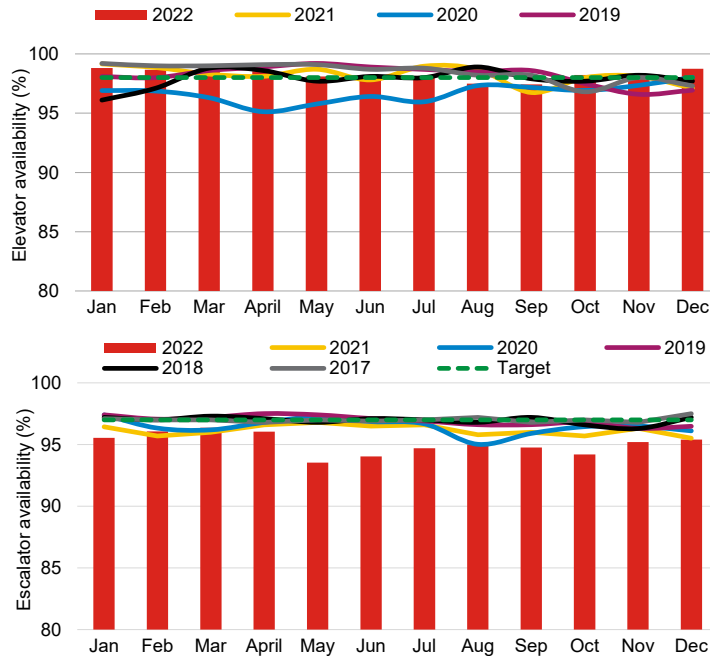
The focus will continue to be on reducing wait times for our customers and providing real-time adjustments to achieve this. Our team will continue to test and implement new and innovative ways to monitor our service. This includes proactively monitoring traffic patterns, weather and other factors that may impact our service delivery and making appropriate adjustments to mitigate.





Customer experience

Accessibility – Elevator and escalator availability



Definition

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

Results

Subway Elevator availability for December 2022 was 98.8%, exceeding the target of 98%.

Escalator availability for December 2022 was 95.4%, not meeting the target of 97%.

Analysis

In December, the number of stoppages increased due to debris in elevator sills and hall doors and accounted for over 30% of outages. Additionally, the average number of days that elevators are in service before stopping exceeded expected targets.

One escalator at York Mills Station was removed from service due to water damage, resulting in 504.3 hours of downtime.

Two escalators are out of service to accommodate construction work and vandalism repairs: one at Castle Frank and one at Sheppard West. The escalator at Castle Frank Station will be out of service until December 2023; total out of service hours due to construction since December 2021 resulted in 363.06 hours of downtime.

Vandalism of an escalator at Sheppard West Station remained out of service in November and continues to have an impact on downtime of 121 hours in total.

Action

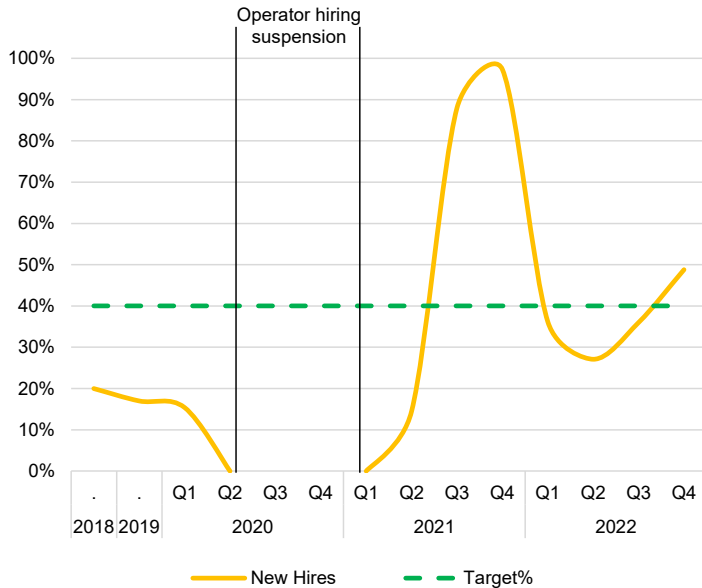
Continue performing preventative maintenance to meet reliability and availability targets.





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 May 2023 report.

¹ Source: Q4 women operator new hire data received from Urban Dimensions Group.

² Proportions only include employees for whom we have employment equity information.

Results

In 2022, there were 841 new operators hired, including 293 women (35%) and 548 men (65%). Among the women hired in Q4 2022, 73% were racialized, 53% Black, 20% Asian, 6.7% Indigenous, 6.7% Persons with Disabilities, and 13% LGBTQ2S+. In Q4 2022, 60 women and 63 men were hired as operators, with women representing 49% of the total, meeting the target of 40% two years in a row.

Analysis

There was an increase of 13% in the proportion of women hired from the previous quarter where they made up 36% of the overall new hires¹. New women hires can be attributed to successful outreach efforts and collaborations with community partners. The outreach efforts and collaborations with community partners have led to a shift in culture where women now view the Transit Operator position as a viable career option.

Action

- More than 1,300 participants who attended our two virtual info sessions late last year receive a bi-monthly newsletter, which showcases women in various roles in operations across the organization as well as upcoming job postings.

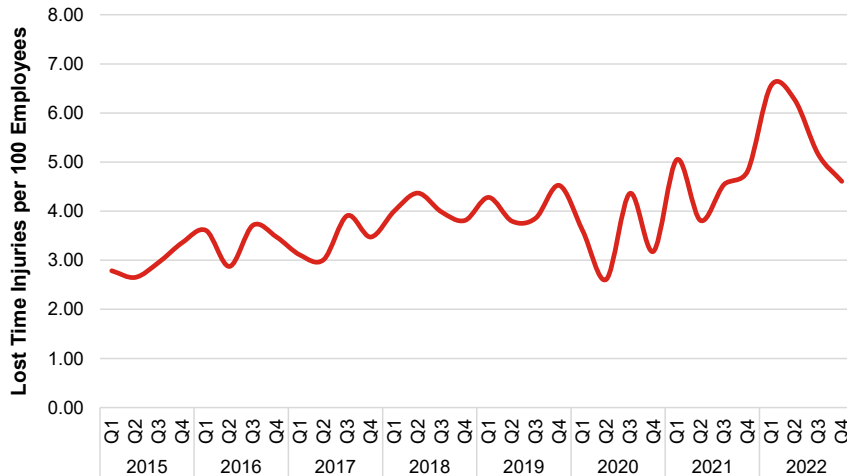
- TTC website was refreshed to include the outreach calendar and align with employer branding goals.
- Collaborate with internal and external stakeholders during the recruitment process to attract participants to attend virtual recruitment events.
- Continue to collaborate with Marketing and Customer Experience teams to monitor the TTC advertising campaign “Be Essential” to attract candidates to priority and safety-critical positions.
- Talent Management leveraged the campaign in social media advertisements to attract candidates to priority and safety-critical positions. The ‘everywhere’ presence made the TTC an “Essential” brand that is top of mind.





Safety and security

Lost-time injuries rate (LTIR)



**Numbers have been updated due to a new system has been adopted and continuous improvements for data quality is in place.*

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 May 2023 report.

Results

The LTIR in Q4 2022 was 4.6 injuries per 100 employees — a decrease from Q3 (5.2) and from the same period last year (4.8). The LTIR for Q4 was 18% 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 30% drop in the Q4 LTIR since Q1 and an 31% drop since Q3.

Musculoskeletal/ergonomic-type injuries account for 19% of all lost-time injuries and represent the highest injury type. However, there was a 21% reduction in the musculoskeletal/ergonomic type injuries in 2022 compared to 2021.

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 for Wheel-Trans and Elevating Devices groups was completed in November 2022. Track and Structure group training was completed in December 2022. A new contract needs to be tendered to extend training to additional groups.

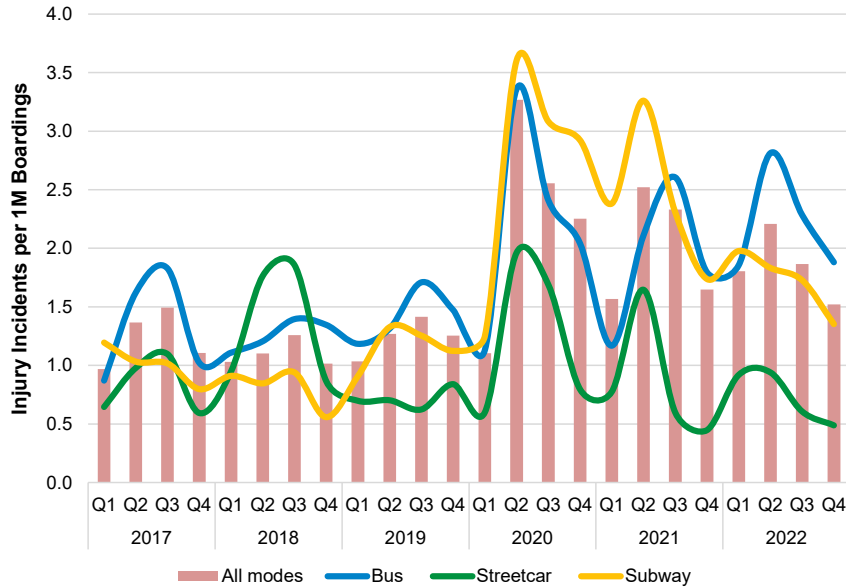
To help address the injuries due to acute emotional events, the TTC has a project underway to identify psychological health and safety (PH&S) hazards and their impact on workers at the TTC as well as to develop tools and resources to develop and implement a PH&S program. An assessment report with recommendations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





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 May 2023 report.

Results

The CIIR in Q4 2022 was 1.5 injury incidents per one million vehicle boardings — a decrease from Q3 (1.9) and from the same period last year (1.6). The CIIR for Q4 was 18% lower than the four-quarter average rate of 1.8 injury incidents per one million vehicle boardings. The four-quarter average, over the five years, shows a statistically significant upward trend in the CIIR.

Analysis

The decrease in the CIIR in Q4 (down 16% from Q2), was mainly due to the decrease in bus and subway injuries (Bus CIIR is down 17% and Subway 18% down from last quarter). Q3 and Q4 had 167 and 150 bus onboard injuries and 111 and 96 subway injuries, respectively.

Action

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

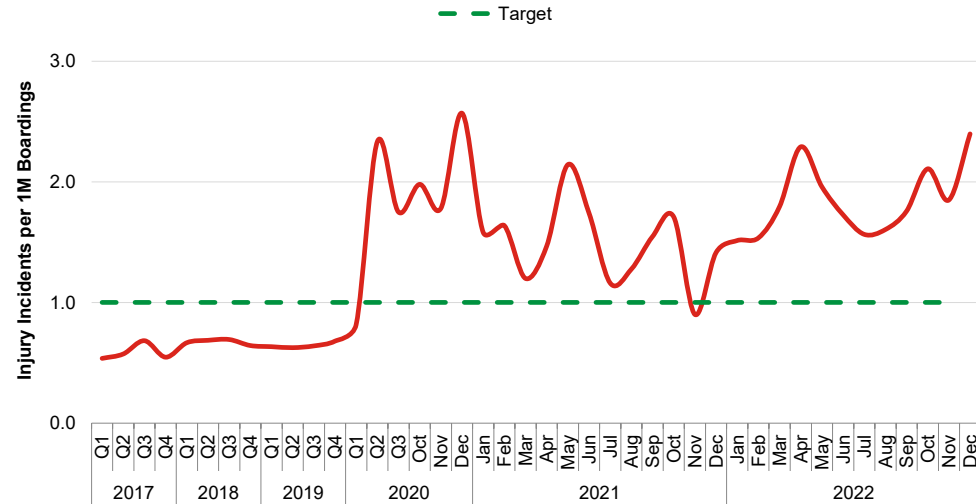
- Our reminder communications to operators include maintaining a safe following distance, being aware of your surroundings, operating to conditions and applying smooth braking and acceleration.
- We are continuing to update our safety campaigns on our vehicles and in our stations, and exploring new ways to reach our customers to communicate key safety messages.
- We launched content on our social media channels last 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 December and January and may have inaccuracies.

Definition
Number of offences against customers per one million boardings.

Results

The number of offences against customers was 2.4 per one million boarding for December, increasing from 1.85 in November.

Analysis

The total number of offences increased between November (100) and December (145), while the number of assaults, robbery and theft incidents increased. Other incidents — which include mischief and harassment, among other items — increased in December.

Action Note

The TTC's current 10-Point Action Plan for assault prevention is growing to incorporate recent response initiatives:

- Increased presence of Special Constables and Revenue Protection throughout the TTC network to enhance safety and security of customers and staff. Additionally, more Streets to Homes workers will be available to provide support and outreach for underhoused individuals.
- Increased presence of TTC Maintenance

and Transportation managers, who will rotate through the subway network during peak service to ensure safety, reliability of service and mitigate any service disruptions.

- Increased vehicle cleaning will occur mid-day during peak hours in order to maintain a clean environment and enhance the transit experience.
- Work together with City of Toronto and Toronto Police Service to amplify community support and incident response through short- and long-term strategies.

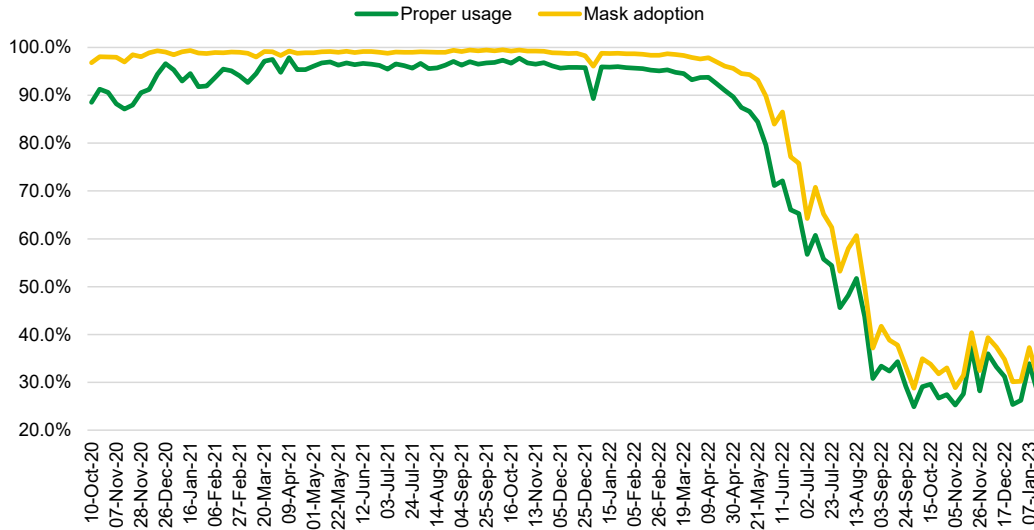
Additionally, Special Constable Service continues to monitor these statistics on a regular basis and allocate Transit Special Constables across the network to provide support in the way of special details and initiatives that assist with ongoing and emerging issues identified by staff and customers across the system. In 2022, Special Constables increased High Visibility Patrols in subway stations. The TTC is in the process of hiring 55 additional Special Constables in 2023, these positions are approved as a priority.





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 January 14, 2023, 31% of customers were wearing masks and 28% were wearing masks properly over nose, mouth and chin. There were 38,580 customer mask observations made across the network.

Analysis

The TTC continues to strongly recommend that customers wear masks. Since May 2022 until August 2022, there has been a decline in both mask usage and adoption. However, there continues to be an average fluctuation between 30% and 40% usage/adoption among riders.

Action

The TTC will continue to monitor the use of masks, which includes:

- Monitoring Customer Communications for concerns re mask use.
- Availability of free masks at stations.
- Personal Protective Equipment vending machines at select stations.

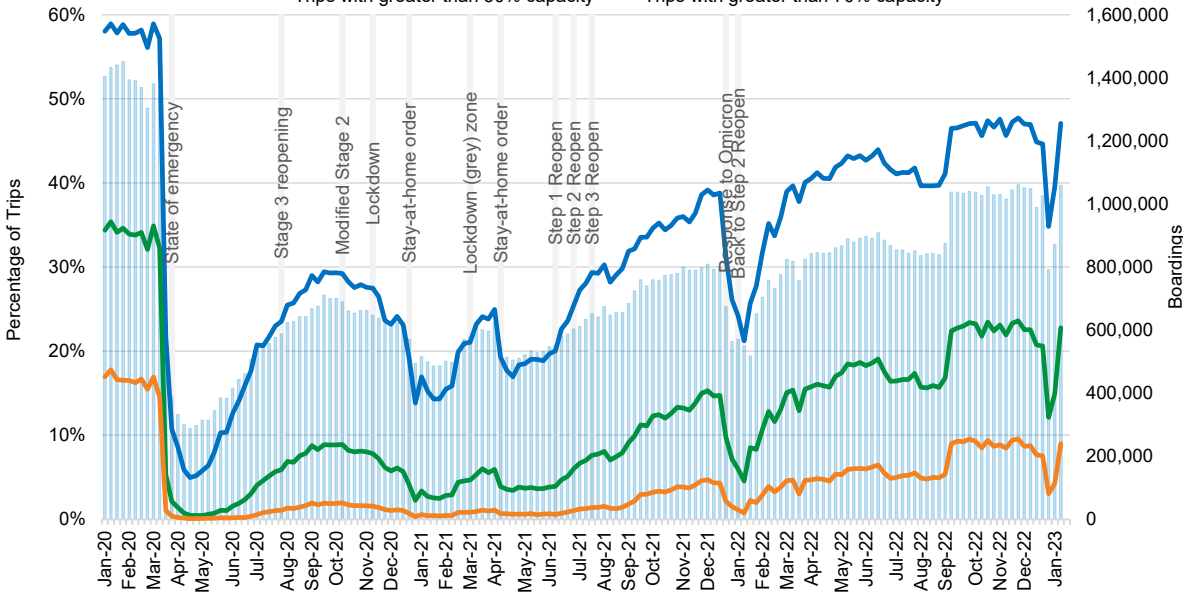




Hot topics

Bus occupancy

Boardings
Trips with greater than 30% capacity
Trips with greater than 50% capacity
Trips with greater than 70% capacity



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 January 13, 2023, 70% of all bus trips were under 50% occupancy, compared to 66% for the week ending December 22, 2022 and 65% pre-COVID.

Analysis

During this time, average weekday bus boardings increased and have remained above one million. The increase in boardings is reflected in slight increases to all occupancy levels, but most noticeably for trips above 70% capacity.

Action

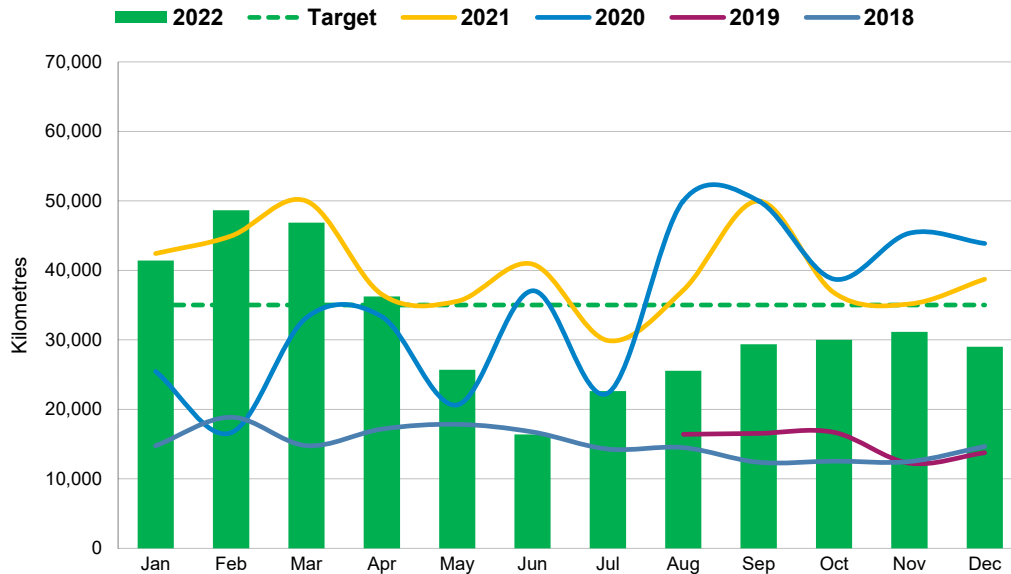
- Maintain weekly monitoring of all bus routes across 30%, 50%, and 70% occupancy levels as customers settle into renewed transit routines.
- Continue weekly occupancy analysis to assist with assigning Run-As-Directed service and to inform service planning.





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.

*A sanding system in Streetcar is implemented. The sand tank is filled every other day. When Sand tank goes below 1/2 capacity it shows an alarm. We still keep the Streetcar in service until it goes below 1/4 to be refilled.

Results

Streetcar Mean Distance Between Failures (MDBF) decreased by 7% from November to December.

Analysis

The decrease in MDBF — the first decrease in the past five months — is the result of increased number of chargeable incidents. The highest delays is the result of low sand. Streetcars use sand to increase traction on the rail while using track brakes. Other delays were caused by pushbuttons, wiper motor, pantograph, and gong.

Action

Streetcar maintenance continues to monitor carhouse repair activities, ensure proper technical support is available and implement more rigorous control on pre-service to reduce the number of other chargeable incidents.





Hot topics

PRESTO – Device Refresh

TTC fleets & stations	Centre number devices to be replaced	Devices successfully replaced	Deployment status
Wheel-Trans Buses	686	686	100% completed
Streetcars	1,224	882	72% Target completion by end of January 2023
Buses	4,356	6	0.14% Target completion by end of March 2023
Faregates	1,049	2	0.19% Pilot at St Clair Station. Target completion at all station by end of April 2023

Scope and Progress as of January 31, 2023

Note: Device Refresh is a current project underway by the Farecard Team, which is anticipated to be completed in June 2023. Please see Appendix: Asset Availability for more information (page 37).

Project Snapshot

The project to replace legacy PRESTO payment card readers with new card readers on all TTC vehicles started in the fall of 2022.

The installation of the new readers is a significant step forward in the TTC’s modernization of its fare payment systems. It lays the groundwork for the implementation of open payments across the TTC network to accept debit and credit card payments this summer. They are the same readers used on GO Transit and other 905 transit agency vehicles.

In October 2022, new readers were installed on two TTC buses and one streetcar as a pilot. The objective of the pilot is to validate the installation procedures, and test the functionality and reliability of the new devices when vehicles were in revenue service. The pilot result was very positive.

Action

The TTC has since started the full rollout of the new PRESTO readers. At the end of 2022, all the readers on TTC Wheel-Trans vehicles were fully replaced. The current target is to complete installation on all TTC fleets by the end of March 2023.

The card readers on the faregates will also be replaced starting January 2023 with a target completion date by the end of June 2023.





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

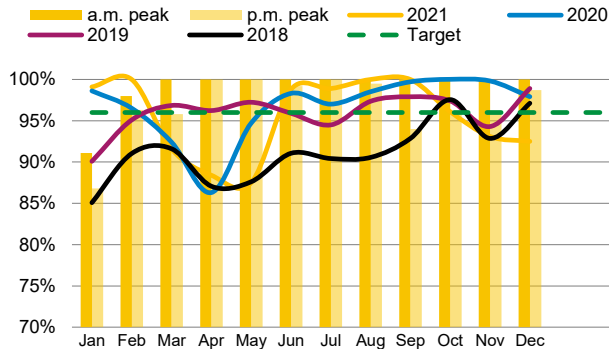
Appendix: Service delivery

Line 1 capacity

Total number of trains that travelled through 12 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

December: 100.0%
November: 99.4%
November 2021: 92.5%

Target: 96.0%

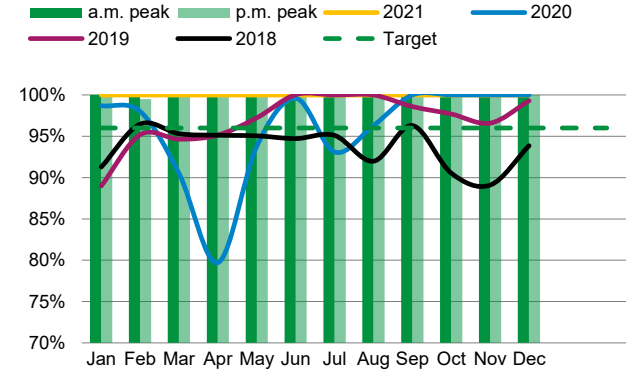


Line 2 capacity

Total number of trains that travelled through 10 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

December: 100%
November: 100%
December 2021: 100%

Target: 96.0%

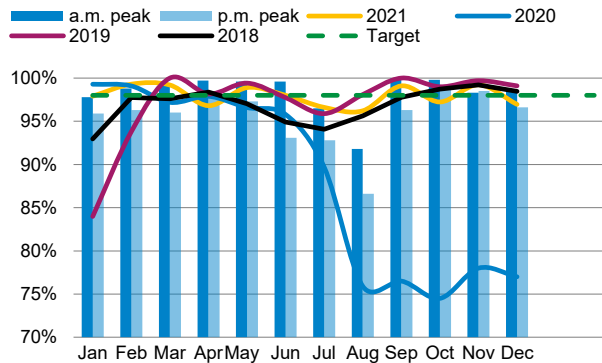


Line 3 capacity

Total number of trains that travelled through two key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

December: 97.5%
November: 98.4%
December 2021: 96.9%

Target: 98.0%

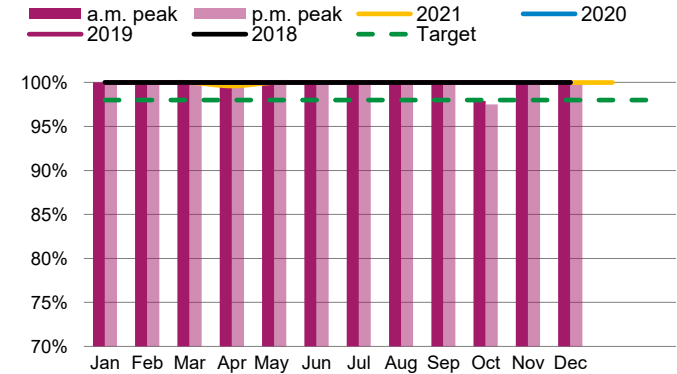


Line 4 capacity

Total number of trains that travelled through two key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

December: 100.0%
November: 100.0%
December 2021: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

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Chief Operations and Infrastructure Officer

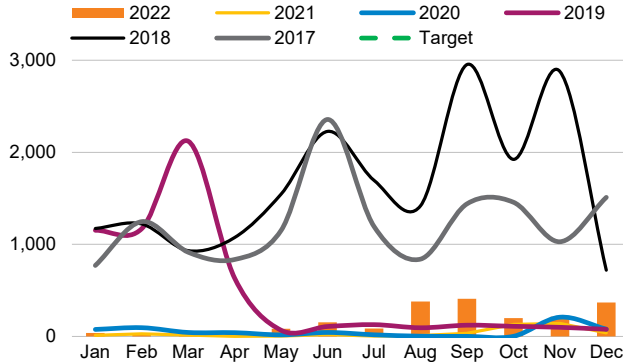
Appendix: Service delivery

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.

December: 367
November: 214
December 2021: 37

Target: This target is under review.

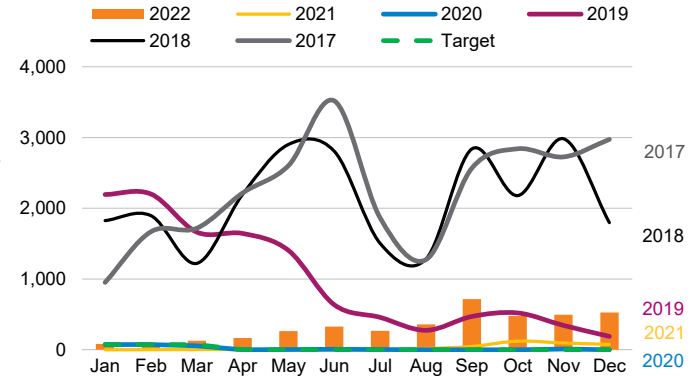


Bus short turns

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

December: 527
November: 494
December 2021: 76

Target: This target is under review.



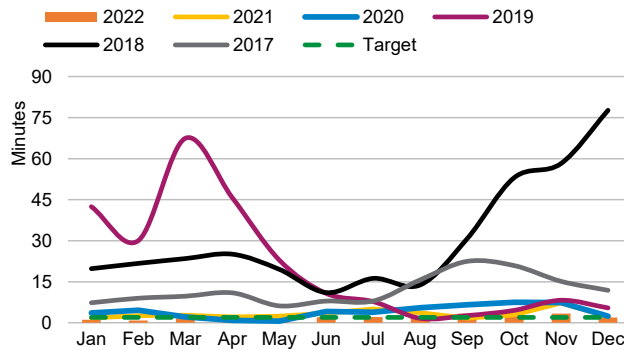
Wheel-Trans contact centre wait time

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

December: 1.9
November: 3.4
December 2021: 2.2

Target: 2

Continue monitoring call volumes, customer trends, and demand to maintain target.





Appendix: Cleanliness

Bus cleanliness

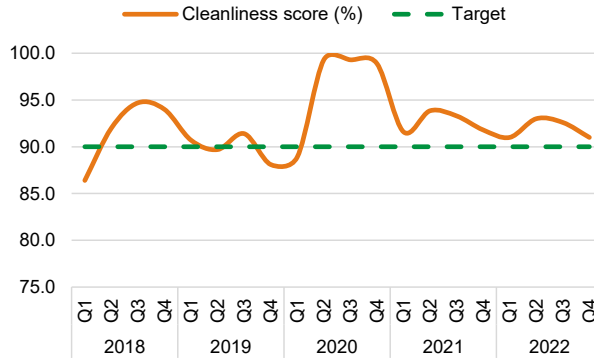
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4: 90.0%
Q3: 92.6%
Q4 2021: 91.8%

Target: 90.0%



Partial change in Q3 due to change in contract.



Streetcar cleanliness

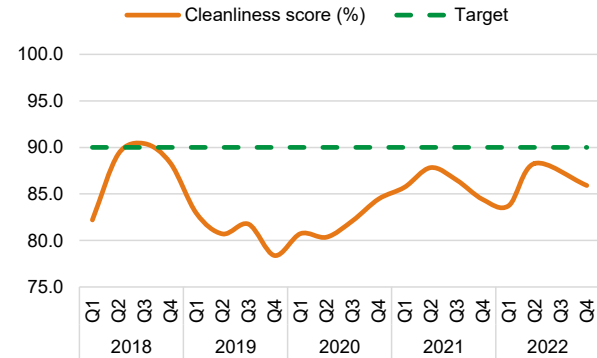
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4: 85.9%
Q3: NA
Q4 2021: 84.4%

Target: 90.0%



Due to contractual issues, no audits were performed in Q3-2022. Audits resumed in Q4-2022.



Subway cleanliness

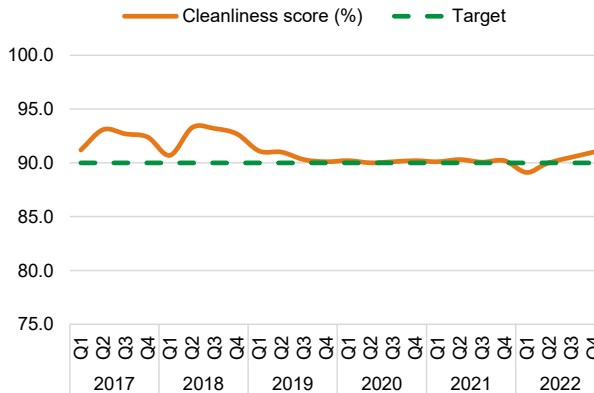
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4: 91.0%
Q3: NA
Q4 2021: 90.0%

Target: 90.0%



Due to contractual issues, no audits were performed in Q3-2022. Audits resumed in Q4-2022.



Station cleanliness

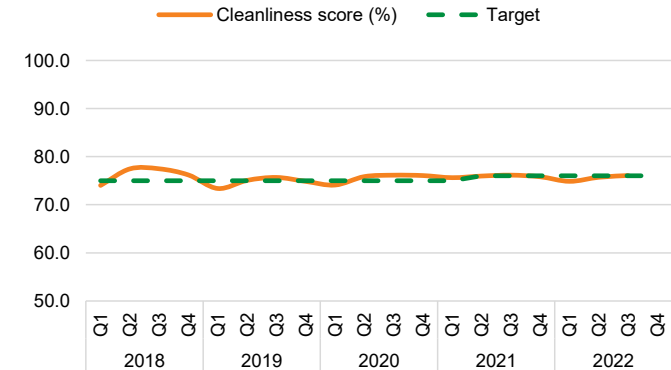
Results of a third-party audit. Average of all 75 stations.

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

Target: 76.0%



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





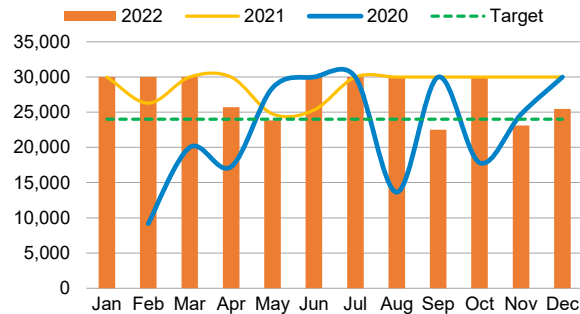
Appendix: Asset reliability

eBus mean distance between failures

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

December: 25,461
November: 23,094
December 2021: 30,000

Target: 24,000 km

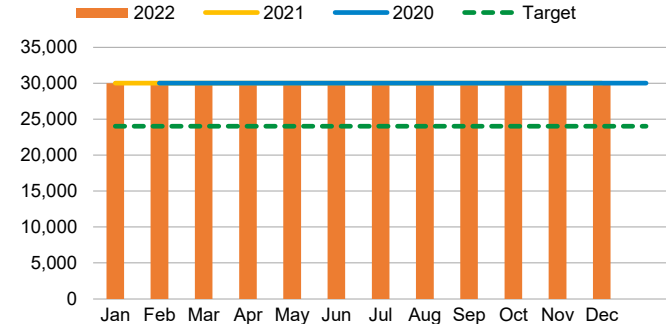


Hybrid bus mean distance between failures

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

December: 30,000
November: 30,000
December 2021: 30,000

Target: 24,000 km

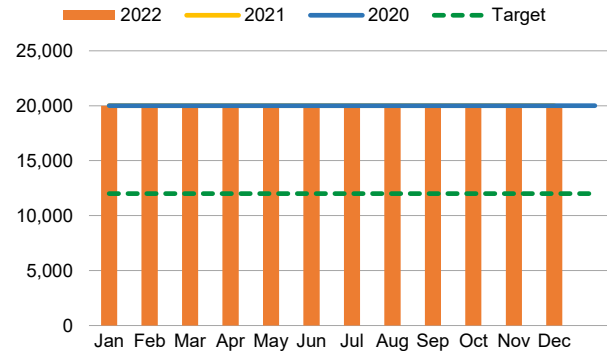


Clean-diesel bus mean distance between failures

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

December: 20,000
November: 20,000
December 2021: 20,000

Target: 12,000 km

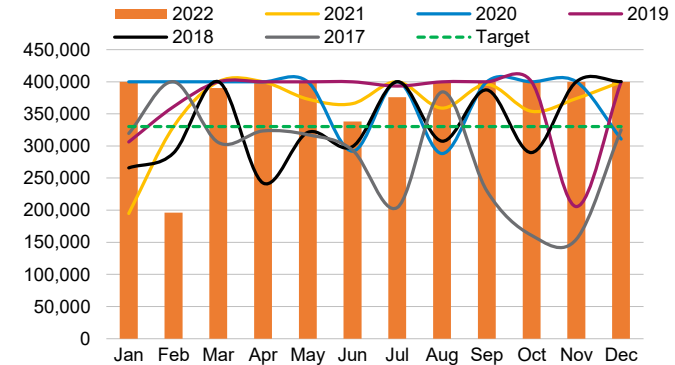


T1 train mean distance between failures

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

December: 400,000
November: 400,000
December 2021: 374,000

Target: 330,000 km





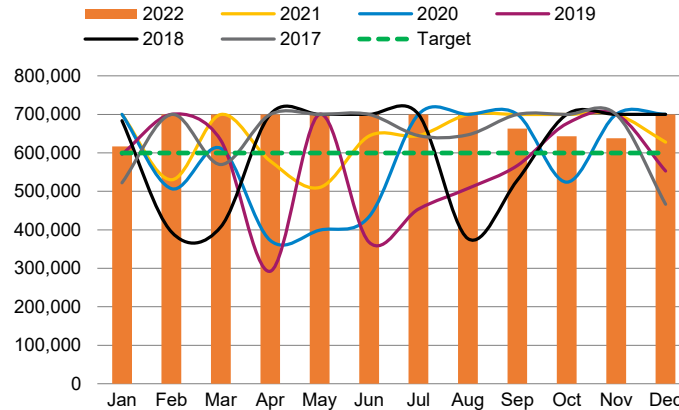
Appendix: Asset reliability

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.

December: 700,000
November: 638,000
December 2021: 628,000

Target: 600,000 km

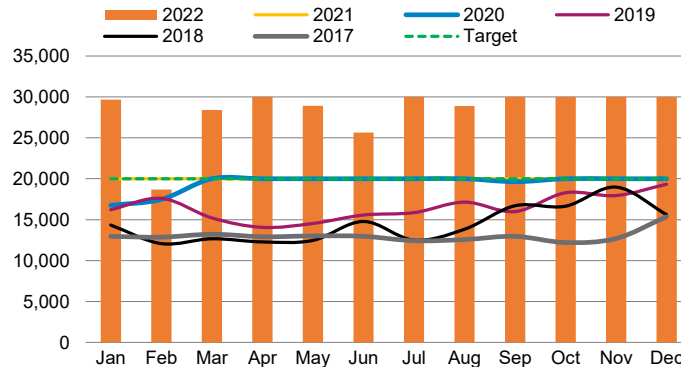


W-T Mean distance between failures

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

December: 30,000
November: 30,000
December 2021: 20,000

Target: 20,000 km





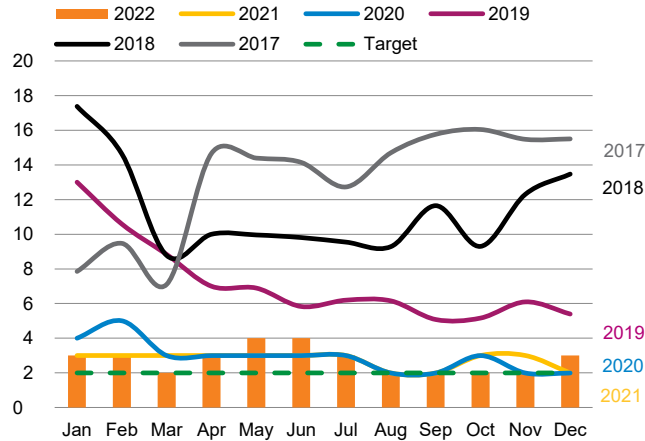
Appendix: Asset reliability

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.

December: 2
November: 2
December 2021: 2

Target: 2

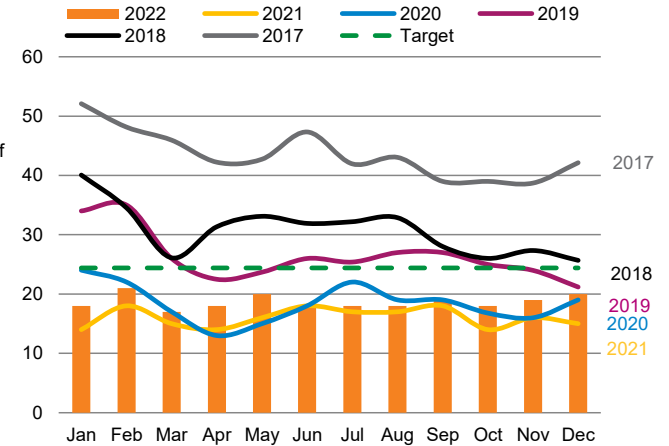


Bus road calls and change offs

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.

December: 20
November: 19
December 2021: 15

Target: 24





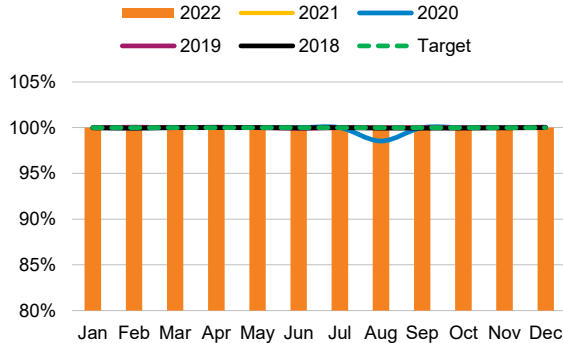
Appendix: Asset availability

Subway service availability

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

December: 100%
November: 100%
December 2021: 100%

Target (RW): 100%

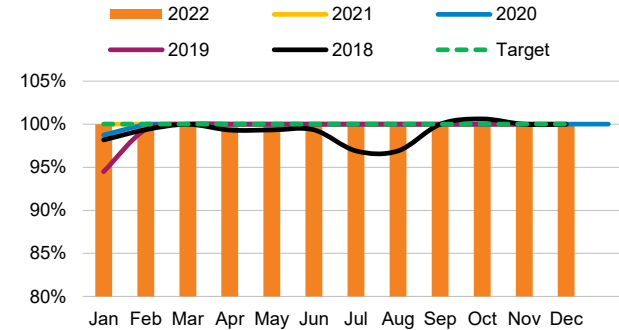


Streetcar service availability

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

December: 100%
November: 100%
December 2021: 100%

Target (RW): 100%

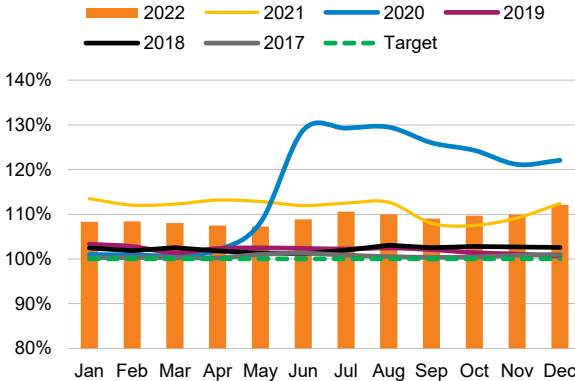


Bus service availability

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

December: 112%
November: 110%
December 2021: 100%

Target (RW): 100%



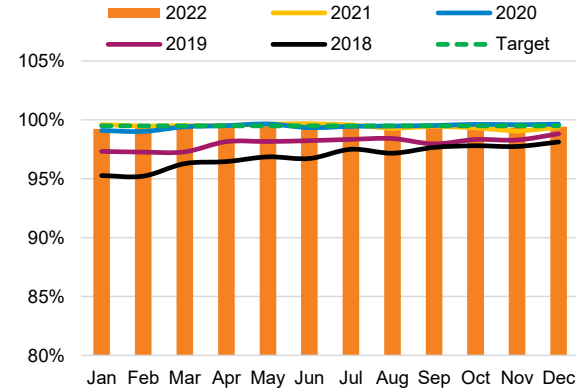
Fare gate availability

Percentage of fare gates are available for use.

December: 99.42%
November: 99.36%
December 2021: 99.37%

Target (SH): 99.50%

A new software patch is improving availability. The other issues have been resolved and we are expecting a continued improvement in the reliability of the Fare gates through 2023





Appendix: Asset availability

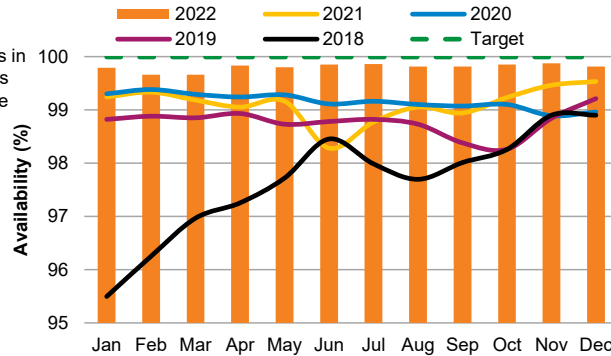
PRESTO reader

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

December: 99.81%
November: 99.87%
December 2021: 99.53%

Target: 99.99% ❌

Devices nearing end of life. Replacement project started in Jan 2023. See page 29 for more detail.

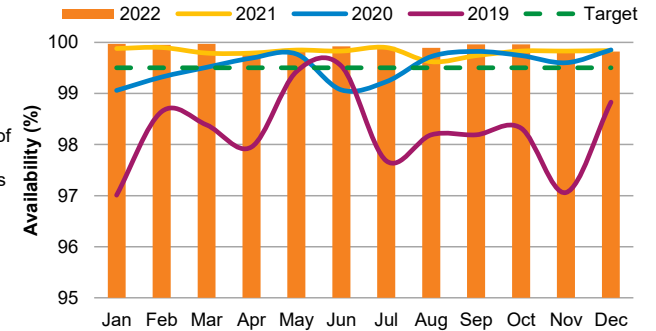


PRESTO Fares and Transfers Machine (FTM)

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

December: 99.82%
November: 99.84%
December 2021: 99.84%

Target: 99.50% ✅

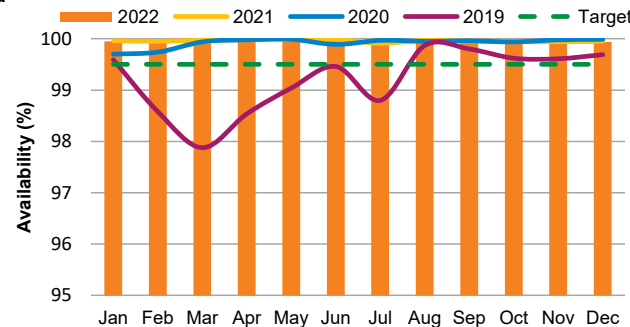


PRESTO Self-Serve Reload Machine (SSRM)

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.

December: 99.94%
November: 99.96%
December 2021: 99.95%

Target: 99.50% ✅



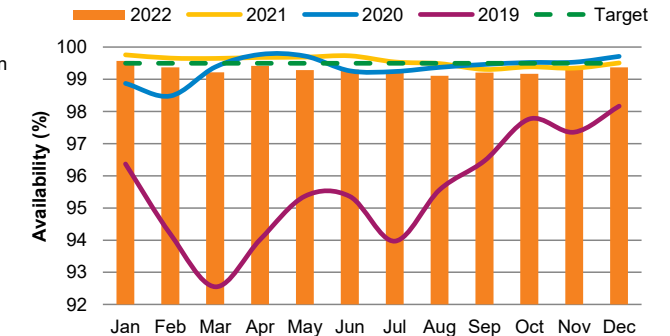
PRESTO Fare Vending Machine (FVM)

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.

December: 99.37%
November: 99.30%
December 2021: 99.51%

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 – December 31)¹ 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 ² issued	Non- compliance orders ³ issued	Status
Ministry of Labour, Immigration, Training and Skills Development	89	13	11 ^a	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 ^b	Compliance achieved
Toronto Fire Services	66	0	4 ^c	Compliance achieved

¹ Next update will be available in the May 2023 CEO's Report

² Orders issued to provide documentation / information

³ 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.

^a The 11 MLTSD non-compliance orders were: seven non-compliance with OHSA (Duties of Employers, 25(1) and 25(2)), two non-compliance with OHSA (Powers of Inspector, 54(1)), one non-compliance with OHSA (Orders by Inspector, 57(6)), one non-compliance with O. Reg. 213/91, Construction Projects (Registration and Notices, 6(3))

^b The City of Toronto non-compliance order was for a sewer bylaw exceedance at Malvern Garage.

^c Two of the TFS non-compliance orders were for fire alarm panel troubles, and two were for incomplete (missing signage and unfinished paving) fire access route at Wilson Yard.

