



Chief Executive Officer's Report – January 2023

Date: January 19 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 Interim 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.

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Signature



Richard J. Leary
Chief Executive Officer

Attachments

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

CEO's Report

Toronto Transit Commission

January 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...

Forty-five years ago this month, the Spadina subway line officially opened from St George to Wilson stations. The subway extension was launched by Ontario Premier William G. Davis on January 27, 1978, and opened to the public for free rides the following day. Now part of Line 1, the eight-station extension included the Wilson bus garage and subway carhouse complex



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CEO's commentary



Happy New Year!

I would like to take this opportunity to welcome everyone back from holidays, and a new year of exciting opportunities as we continue to transform and modernize Toronto's public transit system while delivering a demand-responsive service.

In 2023, diversity and inclusion, safety, cleanliness, on-time performance and customer service excellence will continue to be our main areas of focus.

We are building back our reliability and improving our on-time performance. We are setting new corporate and long-term service planning goals. And we continue to find ways to grow our capacity for the future with new streetcars on the way, improvements to Bloor-Yonge Station and with transit priority initiatives, such as RapidTO bus lanes.

The TTC is positioning itself for the future. We want to continue to be the mode of transportation people choose to take – not because they have to, but because they want to. It should also be a pleasant and comfortable experience where customers and employees feel

safe and welcome and where service is reliable. This is the TTC I want people to see every day and night.

As of the week ending January 6, boardings by mode continue to be highest on the bus network at 63 per cent of pre-COVID levels while streetcar and subway boardings were at 50 per cent and 49 per cent, respectively. Overall weekday ridership stands at 55 per cent of pre-COVID levels. Ridership has declined by 18 per cent from November 2022 levels due to schools being closed for the winter break and reduced work commutes during the holiday weeks.

This time last year (week ending January 14) bus boardings were at 40 per cent of pre-pandemic levels, streetcar boardings at 29 per cent and subway boardings 26 per cent. We were pleased to see more riders returning to transit in 2022. The year ended with nearly 70 per cent of our weekday pre-pandemic ridership and around 80 per cent levels on weekends.

We closed out 2022 by congratulating the TTC/United Way team and volunteer canvassers on a successful fundraising campaign.

TTC employees and pensioners raised more than \$630,000 for the United Way Greater Toronto last year. Together, we played an important role in raising much-needed funds for people who are most in need in our community through payroll deductions and special events.

Also with an abundance of kindness and generosity, we sent 500 cases of soup to the Veterans Association Food Bank and 350 new coats to the Learning Enrichment Foundation to help community partners deliver them to make this winter season more comfortable for kids and youth. The generosity of our employees is always impressive.

I want to add also that TTC employees collected more than 10,000 items during our 2022 Stuff-the-Bus toy drive ahead of the holiday season. My thanks to the public for their contributions, which were delivered to SickKids Hospital and several other community organizations.



CEO's commentary

Corporate Services Group

2023 TTC Budgets

I would like to thank Commissioners for their leadership and support of the TTC's operating and capital budgets, which were approved at the special Board meeting on January 9.

As we come out of the pandemic and our ridership patterns evolve, the TTC is positioning itself to keep Toronto moving and to be there for those who need us most. The 2023 budgets balance our need to deliver safe service while contending with lower revenues and increased operating costs associated with inflation and new transit lines.

The TTC Operating and Wheel-Trans budgets total \$2.38 billion and will see millions of new dollars invested in system safety and cleanliness while delivering service based on new, post-pandemic ridership patterns.

This year's share of the \$12.5-billion 2023-2032 Capital Budget Plan is approximately \$1.34 billion,

comprising \$800 million for infrastructure and state-of-good-repair projects, \$455 million for vehicle purchases and overhauls and \$88 million for transit-expansion-related work.

The TTC budgets are now forwarded to the City Budget Committee and the City Manager as the official 2023 Operating Budget submission for the TTC. City Council votes on the budgets next month.

My thanks to TTC Finance staff for all their hard work on the budgets throughout the past year. The TTC also thanks Mayor John Tory and City Budget Committee Chair Gary Crawford for their continued leadership on the transit file as well as TTC Chair Jon Burnside and Vice Chair Joanne De Laurentiis.

Diversity and Culture Group

Celebrating our diversity

The TTC is very proud to be celebrating Lunar New Year this month and Black History Month in February as we continue to build an even more

inclusive organization that is welcoming all customers and employees. 2023 is the Year of the Rabbit and we send good wishes to all who celebrate. Our theme this year for Black History Month is MOVING LEGACIES: Celebrating Black innovation and resistance in Ontario.

At transportation divisions and workplaces across the TTC, employees volunteer their time to assemble displays and resources to help educate co-workers and celebrate significant cultural dates and events on the calendar throughout the year.

As CEO, it is important to me that diversity, equity and inclusion continue to be top priorities for the organization – not just because of the diverse customer base we serve, but also because it is the right thing to do.



CEO's commentary

Engineering, Construction and Expansion Group

Bloor-Yonge Capacity Improvements Project

The TTC welcomed our government partners to Davisville Carhouse on December 9 for the formal announcement of their funding support for the Bloor-Yonge Capacity Improvements (BYCI) project.

The TTC is modernizing Bloor-Yonge to prepare for population growth and transit expansion in the GTHA. Pre-pandemic, Bloor-Yonge was averaging 220,000 daily riders, making it the TTC's busiest interchange station. The interchange station is projected to have more than 400,000 daily riders by 2056.

The BYCI project includes construction of a second platform on Line 2 for eastbound service, expansion of Line 1 northbound and southbound platforms, new elevators, escalators and stairs, and construction of a new accessible entrance/exit on Bloor Street East, among other works. The BYCI project is a City-building initiative, vital to

enhance station safety, capacity and accessibility. The \$1.5-billion project has received funding commitments from the Government of Canada, the Province of Ontario and the City of Toronto. Thank you to all those who helped support the announcement.

TTC adds new accessible station

Three easier access elevators entered service at Lansdowne Station on Line 2 in December, making it the 56th accessible station on the subway network. Elevator construction is currently underway at 14 stations: Donlands, College, Summerhill, Rosedale, Castle Frank, Glencairn, Greenwood, Lawrence, Christie, High Park, Spadina, Museum, Warden (EA component) and King.

45 years ago this month

Forty-five years ago, the Spadina subway line officially opened from St George to Wilson stations. The subway extension was launched by Ontario Premier William G. Davis on January 27, 1978, and opened to the public for free rides the following day. The Spadina line extended the

Yonge-University Subway into northwest into the Borough of North York.

Eight new stations, each unique in design, made this subway extension of Line 1 a showcase for customers, visitors and transit professionals. Station architecture and aesthetics were complimented by imaginative works of art especially created by nine contemporary Canadian artists.

Strategy and Customer Experience Group

New members join accessibility committee

On behalf of the Executive Team, I would like to take this opportunity to welcome the new members of the Advisory Committee on Accessible Transit (ACAT). Starting their new terms on January 1 were: Mei Hung, Frank Lockhart, Maria Marin, Lavarnan Mehavarnan, Betty Rivington-Law and Ron Lackie. ACAT meets publicly online on the last Thursday of every month. Their first meeting of the year takes place on Thursday, January 26.



CEO's commentary

Safety and Environment Group

Safety and security on the system

We are obviously concerned about incidents of violence on the TTC and we remain committed to working with police, the City of Toronto and our union partners on ways we can all make the TTC as safe as possible for customers and employees.

I have been participating in ongoing meetings with Mayor John Tory, new Police Chief Myron Demkiw and our unions to discuss safety and security on the TTC.

The TTC moves hundreds of millions of customers every year without incident, but we cannot and do not take that for granted. We have recently added more Special Constable patrols on the subways and we are deploying even more uniformed staff around the system. We are also looking to make further changes and enhancements in the new year as part of our 2023 budget submission.

We also know that there are bigger societal and systemic issues at play when it comes to the root causes of these incidents that require a multi-pronged response. The TTC is part of a broader discussion with all community and government stakeholders about what can be done to improve safety and security on the TTC.

An education campaign in the subway system and online is reminding customers about all safety features available to them on the system, such as the SafeTTC app. The safety of customers and employees is paramount to all the TTC does. Additionally, an external campaign focusing on employee and operator assaults will be launching in February 2023.

Look out for one another

All through the pandemic, we were there for those who relied on us to get to essential jobs and personal appointments. Our continued success is a result of a highly skilled and motivated workforce who deliver and maintain a safe, reliable, accessible and punctual service.

The next meeting of the TTC Board is scheduled for Thursday, January 19 and will be live-streamed on the Official TTC YouTube Channel, starting at 10 a.m.

Subsequent meetings will take place on the following dates approved at last month's Commission meeting: Tuesday, February 28, Thursday, April 13, Monday, May 8, Monday, June 12, Wednesday, July 12, Tuesday, September 26, Thursday, October 26 and Thursday, December 7.



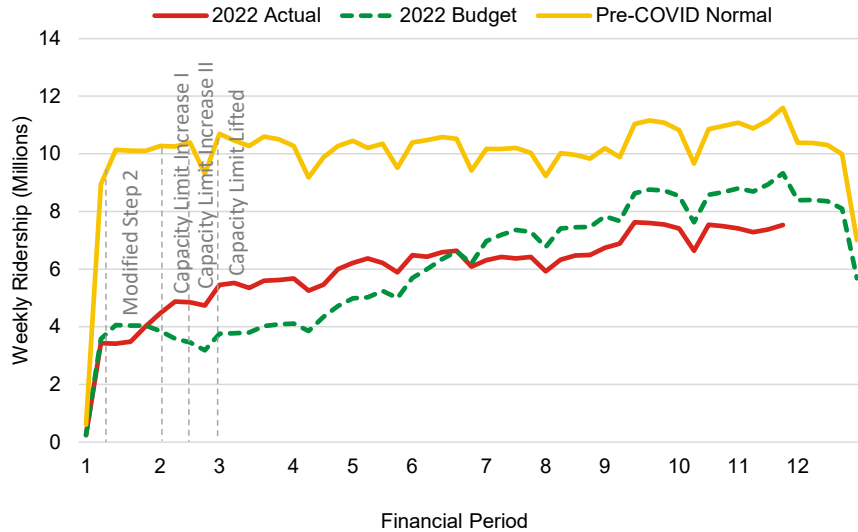
Richard J. Leary
Chief Executive Officer
January 2023





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 11 (October 30 to November 26, 2022) revenue rides totalled 29.6 million or an average of 7.4 million per week, representing 66% of pre-COVID experience and a 2.5% decrease from Period 10.

Year-to-date revenue rides totalled 286.2 million, which is 0.1 million 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 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 66% of pre-COVID experience for Period 11. 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 17.2% below budgeted levels for Period 11 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) remained unchanged at 80% in Period 11. The proportion of monthly pass customers and frequent customers (nine-plus taps per week) remained unchanged at 20%. In comparison, 68% were infrequent/occasional customers and 32% were frequent/monthly pass holders pre-pandemic.

Monthly pass sales for December use totalled 92,698 (48% of pre-COVID levels) A total of 10,435 less passes were sold for December use compared to November, representing a 10% decrease month-over-month. The largest decrease was observed in post-secondary passes (5,211), followed by adult (3,956), youth (1,156) and senior (112) passes.

Action

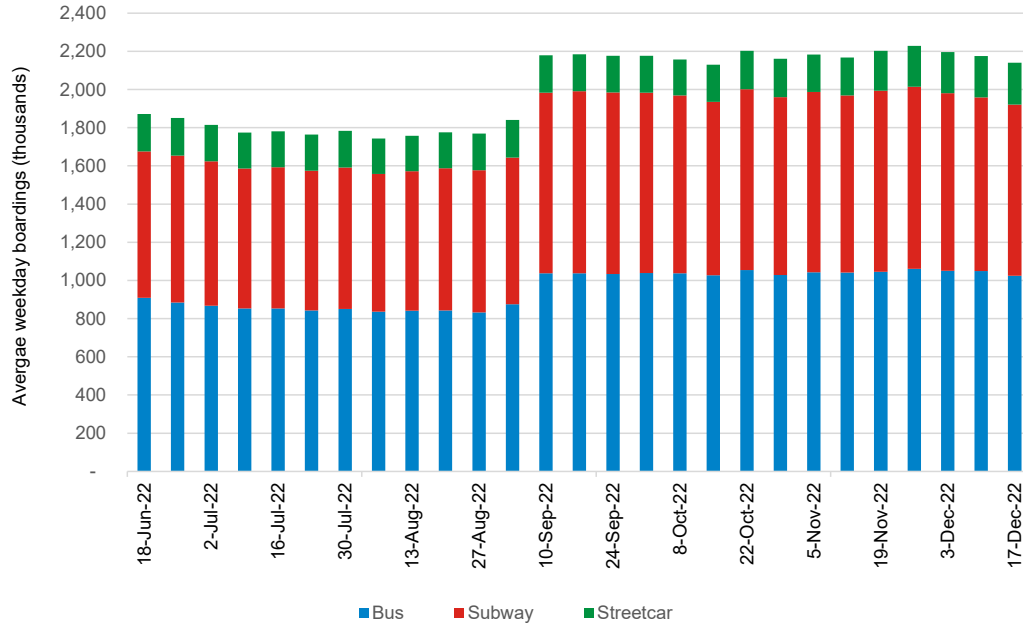
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments. Fare revenue is expected to continue to remain below budget for the remainder of 2022 given that the frequency of in-office work days is now expected to remain unchanged to the end of 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 2.14 million represents 66% of pre-COVID levels for mid December, which is a decline from 68% in mid November.

Analysis

Customer demand had been stable through out September to November began to decline in December. Principally due to exam season for post-secondary customers and beginning of the end-of-year holiday season.

Bus remains the busiest of all modes with the greatest share of pre-COVID ridership reaching a high of 76% of pre-COVID in the week ending November 18, 74% the week ending December 17.

A greater portion of subway and streetcar customers are office commuters, and demand on both modes are directly affected by hybrid work. Subway demand has reached a high of 64% of pre-COVID for week ending November 18, to 60% for the week ending December 17.

Despite the decline in office commutes, streetcar demand was supported by the seasonal events (i.e. Christmas Market), which have led to an increase in demand from 59% of pre-COVID for week ending November 18 to 63% for week ending December 17. As 2022 concluded with a series of holidays, overall customer demand was anticipated to decline.

Action

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

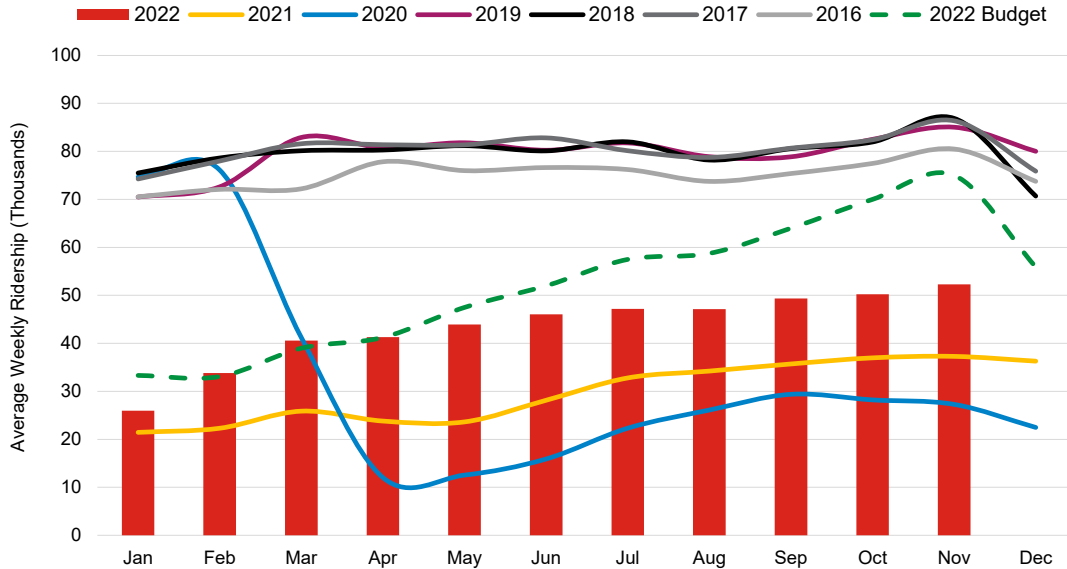
- Regular customer surveys.
- Toronto employer surveys and monitoring downtown office occupancy.
- Outreach to school boards and post-secondary institutions.
- Rider Re-acquisition campaign launched in October (radio/out-of-home/digital). This will continue in January 2023 via television, out-of-home 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 11 (October 30 to November 26, 2022) was 209,132 (or 52,283 passengers per week). This figure was (-30.3%) lower than the budgeted 75,000 customers per week.

In terms of year-over-year growth, the Period 11 YTD ridership is 48.2% higher compared to the same period in 2021, and is currently (-16.1%) (394,400) under the YTD 2022 budget. The 2022 Period 11 ridership represents 61.5% of the pre-COVID experience (2019).

Analysis

Wheel-Trans growth has been consistent with being higher year over year for 2022 versus 2021, even though we remain under budget for YTD 2022. Customer trends have shown a recovery in all customer trip patterns with Travel being the highest trip type increase at 65% recovery growth.

Hospital and Shopping trips are the other trip types that have shown a recovery of 64% and 60%, respectively.

Action

With the continued trend in the upward direction, Wheel-Trans service availability will grow to match customer trip demand. Service availability in the peak and non-peak hours will be evaluated to meet the constant need. Customer access to our Self Booking system will allow simplified trip solutions and accessibility.

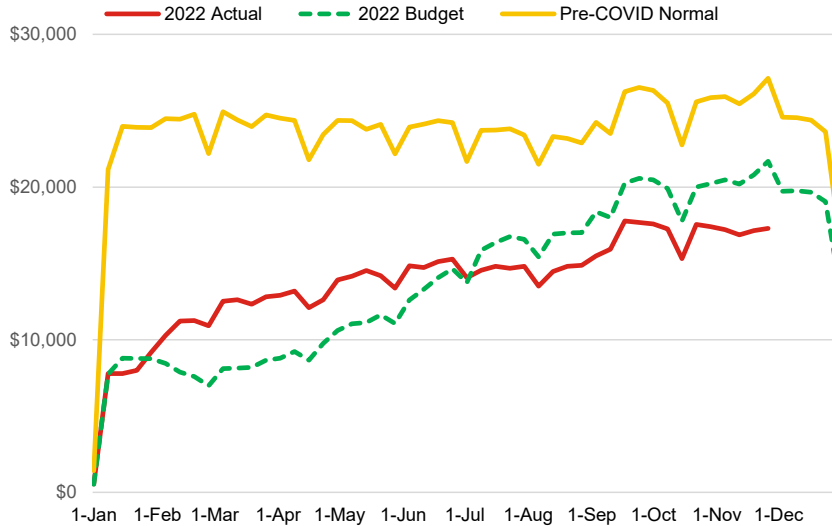
Note: Wheel-Trans ridership is not included in TTC ridership totals.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 11 (October 30 to November 26, 2022) fare revenue was \$69.8 million. This is \$13.4 million or 16.1% below budgeted fare revenue for Period 11 and represents 67% of pre-COVID levels. Weekly fare revenue in Period 11 averaged \$17.4 million, which represents a 3.0% increase over Period 10 weekly revenues.

On a year-to-date basis, fare revenue totalled \$661.4 million, which is \$12.0 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 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 67% of pre-COVID normal for Period 11.

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 16.1% below budget for Period 11, and is expected to remain below budget for the remainder of 2022.

Period 11 revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$64.6 million — representing a PRESTO ridership adoption rate of 90.0% — and \$5.2 million from other media.

Period 11 revenue reflected the following fare concession profile: 77.4% adult, 9.4% post-secondary, 5.5% senior, 7.5% youth (ages 13-19) and 0.2% other.

Action

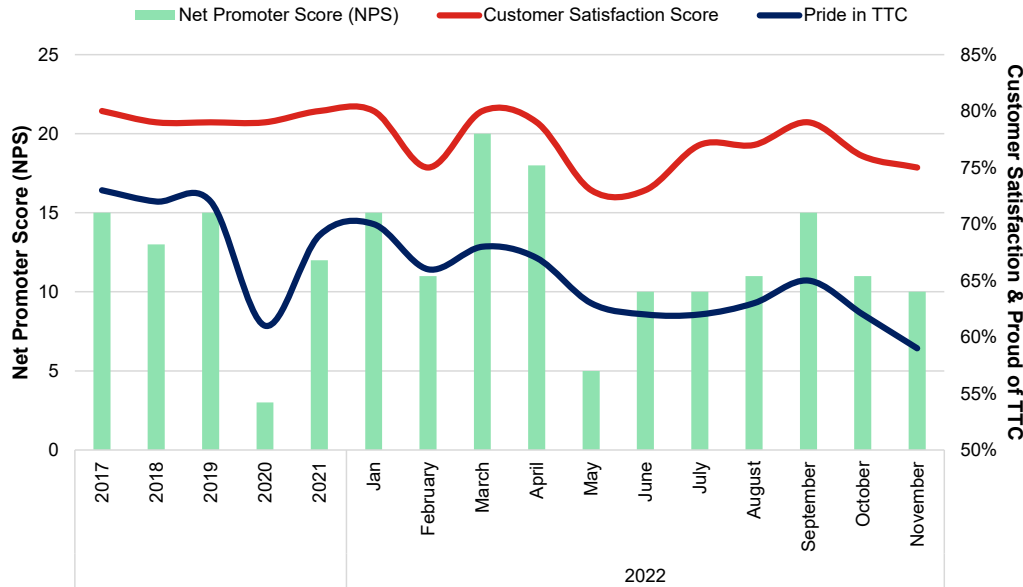
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments. Fare revenue is expected to continue to remain below budget for the remainder of 2022 given that the frequency of in-office work days is expected to remain unchanged to the end of 2022.





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 November, overall customer satisfaction was reported at 75%, a decrease of 1% from October, and 3% from September. Net Promoter Score decreased to 10, while the number of customers who say they are proud of the TTC and what it means to Toronto decreased to 59%.

Analysis

Modal analysis prepared from Customer Satisfaction aspects in November pinpointed trip time length, trip smoothness, ride comfort and wait time as key success areas for all modes. All three modes had similar areas of success, trip smoothness and ride comfort, both high in satisfaction and importance to customers.

Challenge areas identified for bus were trip real-time info, stop & station cleanliness, and vehicle cleanliness. Challenge areas for subway customers were personal safety, vehicle cleanliness and staff helpfulness. Finally, streetcar challenge areas are predominantly personal safety and vehicle cleanliness, though construction and impact to on-time service factored in to lower satisfaction compared to the other modes.

Action

- New vehicle cleaning contracts have been planned in Q1 2023 for streetcars and stations.
- Vehicle Cleanliness and Personal safety & security surveys have been planned for Q4 2022 and Q1 2023, respectively, for TTC riders.

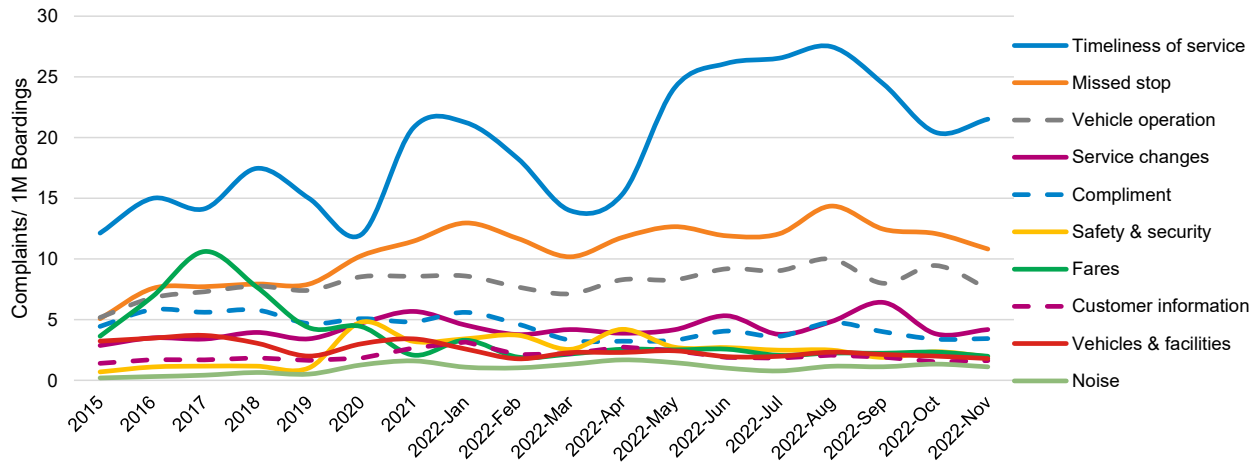




Customer experience

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 4.7% in November compared to October. The total number of CSCs received decreased by 4.5%, while boardings increased by 2% between October and November. Total CSCs declined to 4,276 from 4,390 in November on over 2.14 million boardings/weekday.

Analysis

November decreases were led largely by a decrease in CSCs related to vehicle operations, concern for safety & security, noise, and for a number of months, a decline in CSCs related to missed stops.

CSC topics that increased include timeliness of service. The number of compliments slightly increased in November.

- Timeliness of service CSCs increased with service delay. CSCs make up 26% of all CSCs received in November. Three routes (501 Queen, 504 King and 506 Carlton) make up 11% of all timeliness of service CSCs, with each operating in construction conditions.
- Missed stop CSCs have steadily declined since a peak in August 2022 by 25%.
- Vehicle operation CSCs decreased 20% in November, following a similar pattern prior to June 2022.





Customer experience

Customer service communications

Service-related CSCs per 1 million Boardings:

- Service changes CSCs have slightly increased by 9% from October to November. Yet, compared to recent months have continued to remain low. 64% of service changes CSCs are related to service and route change requests.
- Compliments have increased by 1%; a common theme were TTC operators providing customers excellent service and engagement.

COVID-related CSCs per 1 million Boardings:

- After reaching a recent high in April, Safety and security CSCs steadily are now under two per one million boardings.
- Since crowding and cleanliness have remained steadily low over the past months, they have moved out of the Top 10 categories.

Action

Service-related:

- Route-level analysis of all surface routes, not under construction, is underway, 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 a network-wide review of operator schedule adherence at route end terminals are aimed at decreasing cancellation hours and improve timeliness.
- Additionally, assessing options related to construction projects impacting routes will also help improve timeliness.

COVID-related:

- Continue to strongly recommend mask use, and monitor use across the network.

- Continue to work with the City's Streets to Homes project to assist individuals in our system who could use assistance. The Memorandum of Understanding with Streets to Homes includes a dedicated outreach workers in our system.



Customer compliments

“The driver on this bus is one of the friendliest people working for the TTC that I have met in 35 years of using transit. From the start of the ride he was super friendly to me and other passengers who entered the bus. This is the type of employee that I would want to represent my company if he worked for me. I want the TTC to know that he definitely is a great employee to represent the TTC. You should be proud.”

-TTC customer

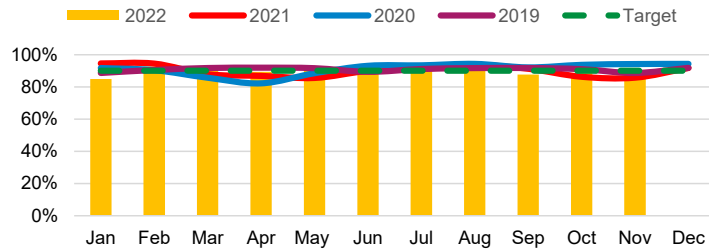




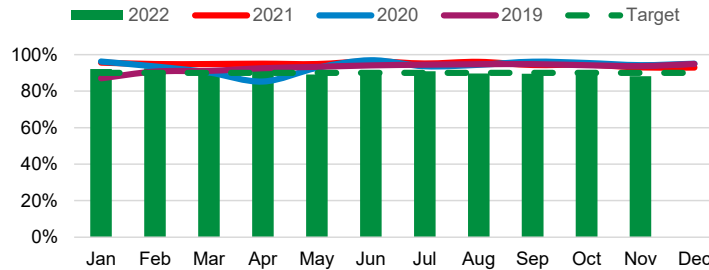
Customer experience

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 89.7% in November. This represents an increase from last month (88.5%) and also an increase from the same time last year (85.7%). Our target of 90% was not met.

Line 2 OTP was 88.2% in November. This represents a decrease from last month (88.8%) and a decrease from the same time last year (93.0%). Our target of 90% was not met.

Analysis

Overall delay minutes for Line 1 decreased by 3.3%, from 3,030 minutes in October to 2,930 minutes in November. The increase in passenger-related delays and Plan Bs (smoke at track level) was offset by a reduction in delay minutes due to ATC, Staff, SI and OPTO delays.

Line 2 experienced a 1.8% increase in total delay minutes, from 2,125 minutes in October to 2,163 minutes in November. A reduction in almost all delay areas was observed, except passenger-related, which was offset by an increase in delay minutes due to staff-related and Plan B delays.

Action

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

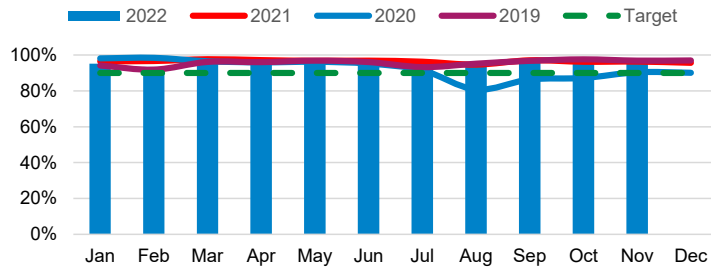




Customer experience

On-time performance (OTP) – Subway

3



Results

Line 3 OTP was 95.3% in November. This represents a decrease from last month (96.4%) and a decrease from the same time last year (96.4%). Our target of 90% was met.

Line 4 OTP was 98.3% in November. This represents the same as last month (98.3%) and a decrease from the same time last year (99.2%). Our target of 90% was met.

Analysis

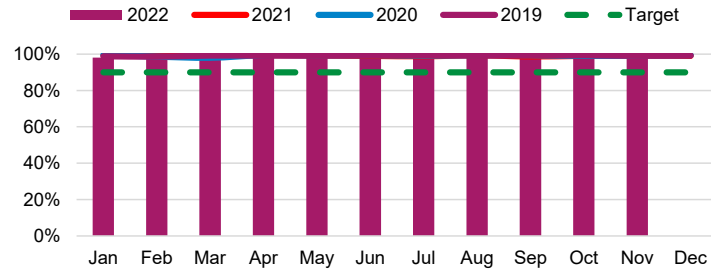
There was a 1.8% decrease in total delay minutes on Line 3, from 447 minutes in October to 439 minutes in November. This decrease was attributed to passenger related delay was offset by an increase in delay minutes due to rolling stock and subway infrastructure delays.

There was a 58.5% decrease in total delay minutes on Line 4, from 301 minutes in October to 125 minutes in November. Reduction in delay minutes were seen across all sectors.

Action

There are no anticipated changes for these lines.

4



Definition

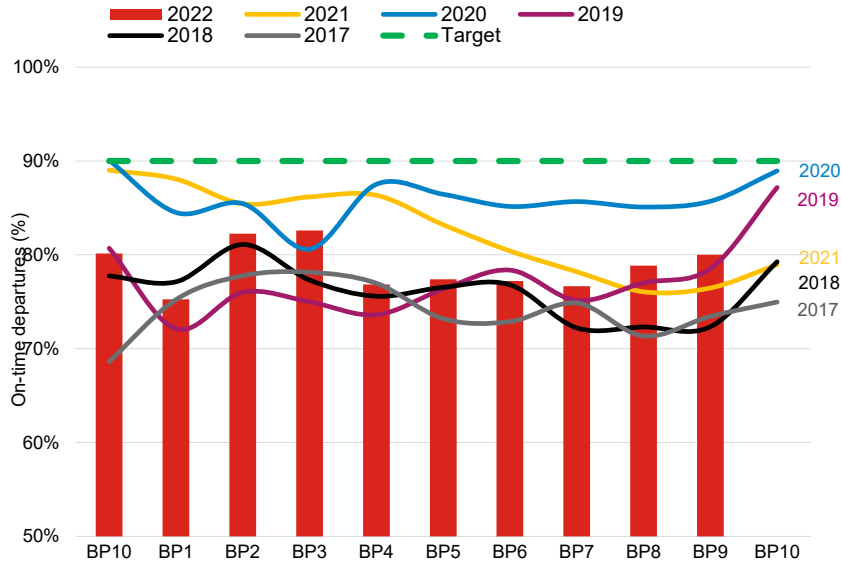
Headway (amount of time between train arrivals at a station) adherence of all service trains at end terminals. Data represents weekday service. To be on time a train must be within 1.5 times of its scheduled headway.





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 November Board Period was 80%, an increase compared to October (79%), and an increase compared to the same period last year (76%). Our target of 90% was not met.

Analysis

Weekday performance reached an 82% level for the period, while weekend performance was 76%. Weekend performance continue to be impacted by deficient schedules. Two winter storms (December 15 and December 23) impacted performance negatively during this period.

During the November Monday-to-Friday period, 35 of 160 routes were impacted by construction for at least two weeks. Overall weekday OTP was 85% for the 124 routes not affected by construction on days not affected by weather conditions:

- 26 routes were “On-Time” (90% OTP or better).
- 46 routes were “On the Cusp” (between 85% and 90%).

- 53 routes were “Not On-time” with OTP less than 85%.

58% of the routes not affected by construction scored 85% or better.

Action

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

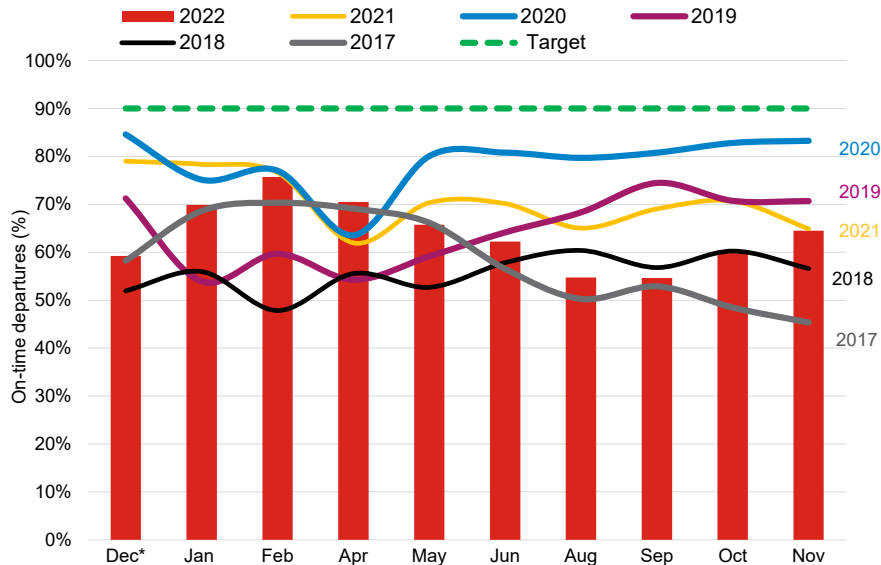
- Workforce alignment and service resiliency to ensure cancellations and unfulfilled trips are minimized: In November, the unfulfilled trip rate decreased to 1.5% of all trips.
- Routes that received Service Reliability Improvements during 2022 have increased their aggregate OTP score to 82% from 69% 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 for the November Board Period was 65%, an increase compared to October (60%), and the same compared to the same period last year (65%). Our target of 90% was not met.

Analysis

Streetcar performance increased for the second month in a row though many routes were affected by construction.

Five of the nine streetcar routes (501, 503, 504, 505 and 506) continued to be affected by construction projects in November. This included the King-Queen-Queensway-Roncesvalles intersection reconstruction and infrastructure work on College and Carlton streets. These five routes performed at a 59% On-Time rate during the period.

With the start of the November Board Period, the western end terminal for the 501 Queen streetcars reverted to Dufferin Gate Loop, aligning with day-to-day operations. This helped improve on-time-performance of 501 Queen, improving from 65% in October to 73% in November.

During the week of December 11, the King/Shaw intersection reopened, which improved OTP on the 504 King by 20% immediately after.

The streetcar routes not affected by construction operated 79% On-Time during the period. The 511 Bathurst route was affected by a gas main relocation during the final two-and-half weeks of the board period, and performed at 88% during this time, while the 510 Spadina performed at 80% or for the first time in 2022.

Action

Capital upgrades and state-of-good-repair projects for 2023 are under review as input to this upcoming 2023 service schedule.

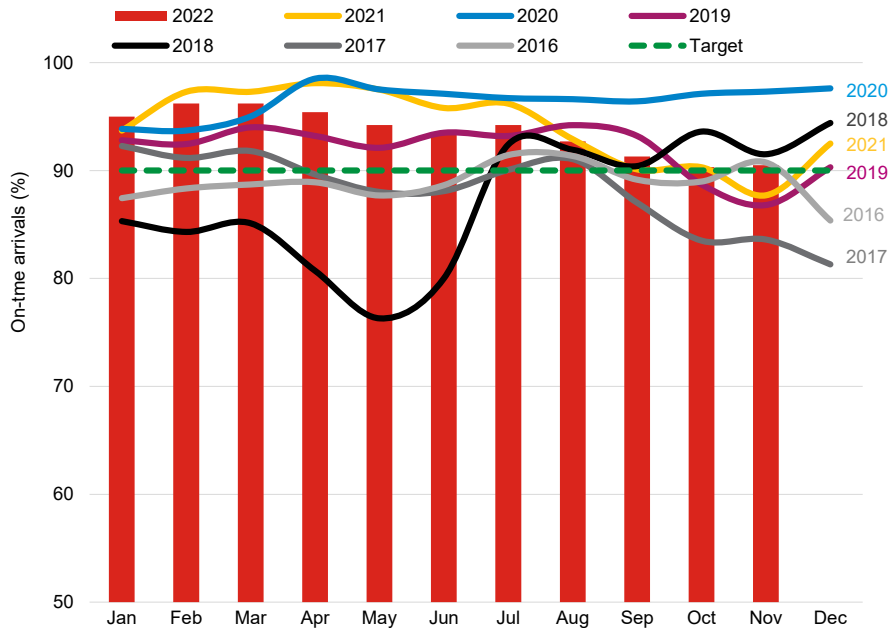
- Timing and alignment of this work will be assessed and improved where possible in an effort to optimize OTP.
- “Construction” schedules will be improved as well, with lessons learned from this past year.
- Workforce planning, new Operator education, and Operator monitoring will continue to move forward and be refined to improve service reliability.





Customer experience

On-time performance (OTP) – Wheel-Trans



Definition

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

Results

OTP in Period 11 (October 30 - November 26, 2022) increased by 0.2% from the previous period to 90.5%, and is 2.8% higher than Period 11 in 2021.

Analysis

The slight decrease in OTP can be attributed by focusing on adjusting our service management techniques. These efforts have resulted in reduced wait times overall for our customers and an improved customer experience. Thus, OTP continues to be above the 90% target.

Action

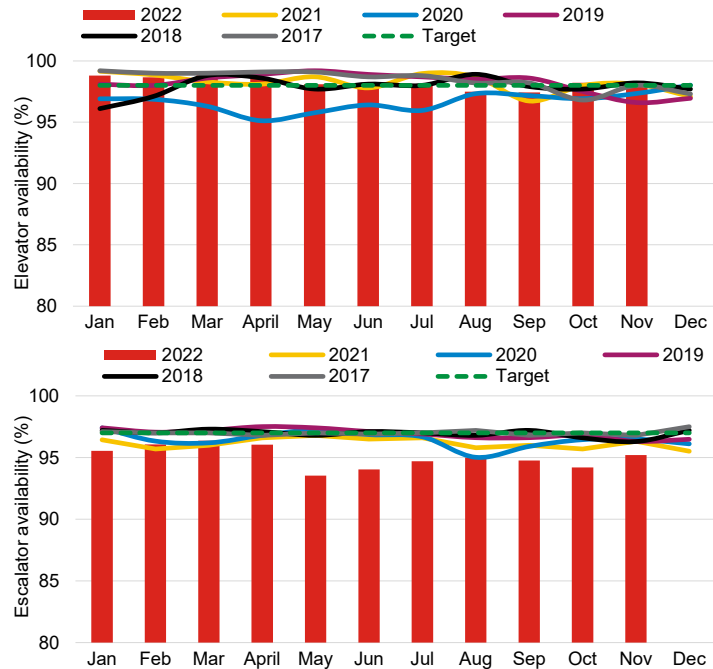
The focus will remain on reducing wait times for our customers and providing real-time adjustments to achieve this. Our team will continue to test and implement new and innovative ways to monitor our service. This includes monitoring both traffic and customer volumes as the pandemic recovery evolves.





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 November 2022 was 98.2%, exceeding the target of 98%.

Escalator availability for October 2022 was 95.2%, not meeting the target of 97%.

Analysis

In November St George elevators were impacted by flooding from a water main at street level. This reduced availability hours by approximately 605 hours. Both elevators at St George Station have been returned to service.

As a whole, the average number of days that elevators are in service before stopping exceeded expected targets.

Three escalators in St George, Museum and Woodbine stations were removed from service due to water damage, resulting in 625.3 hours of downtime.

Three escalators are out of service to accommodate construction work; two at Lawrence Station and one at Castle Frank Station. One escalator at Castle Frank Station will be out of service from December 2021 until December 2023; total out of service hours due to construction resulted in 1,089.2 hours of downtime to date.

Overhaul of two escalators in Spadina Station and one at St Clair West Station continue to have an impact on downtime.

Action

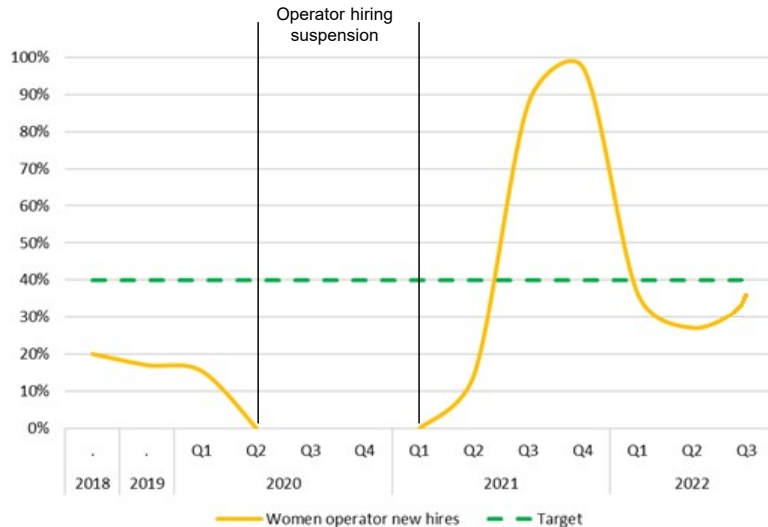
Continue performing preventative maintenance to meet reliability and availability targets.





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.

¹ Source: Q3 women operator new hire data received from Urban Dimensions Group

² 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)¹, 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%)².

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 that 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 indicated 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 service 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 remain above our 2022 target.

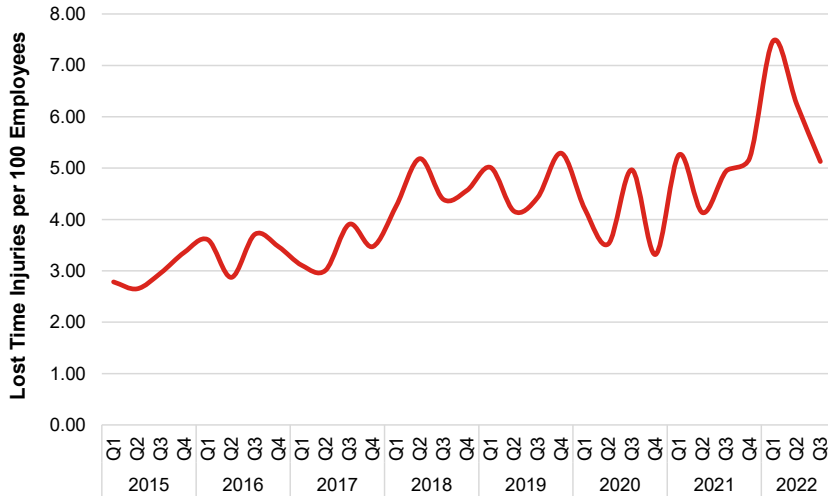
We continue to intensify our efforts to meet the target number for women transit operators for 2022. There were 19 recruiting events planned for Q4 2022. Our social media campaign is ongoing and will continue to support our outreach efforts for this role.





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 for Wheel-Trans and Elevating Devices groups in the second week of November. Track and Structure group training was scheduled for first week of December 2022, while a new contract needs to be tendered to extend training to additional groups.

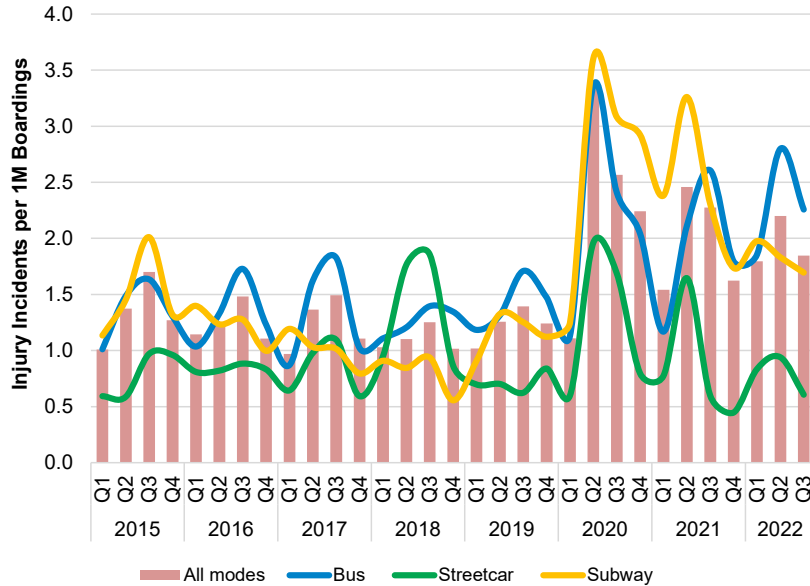
To help address the injuries due to acute emotional events, the TTC has a project underway to identify psychological health and safety (PH&S) hazards and their impact on workers at the TTC as well as to develop tools and resources to develop and implement a PH&S program. An assessment report with recommendations is scheduled to be completed by January 2023.





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.

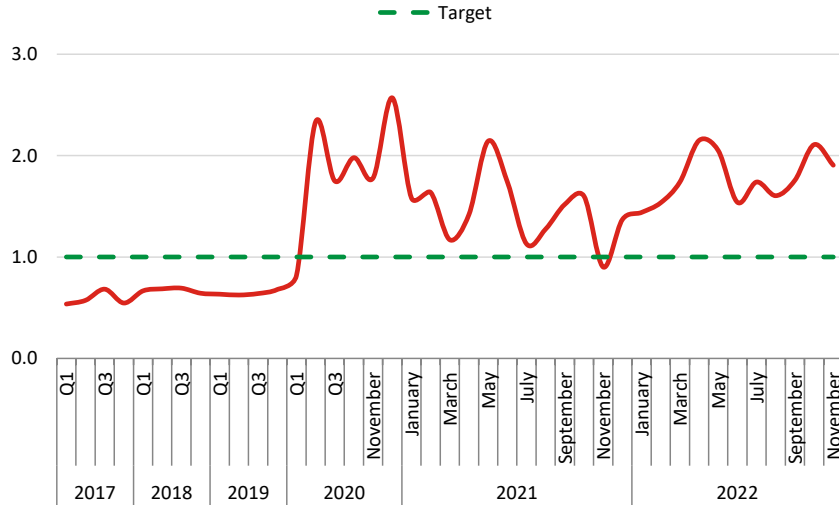
- Our reminder communications to operators include maintaining a safe following distance, being aware of your surroundings, operating to conditions and applying smooth braking and acceleration.
- We are continuing to update our safety campaigns on our vehicles and in our stations, and exploring new ways 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 November and December and may have inaccuracies.

Definition

Number of offences against customers per one million boardings.

Results

The number of offences against customers was 1.91 per one million boardings for November, decreasing from 2.11 in October.

Analysis

The total number of offences decreased between October (111) and November (103), though the number of assaults and theft incidents decreased. Other incidents –which include mischief and harassment, among other items – raised in November.

Action

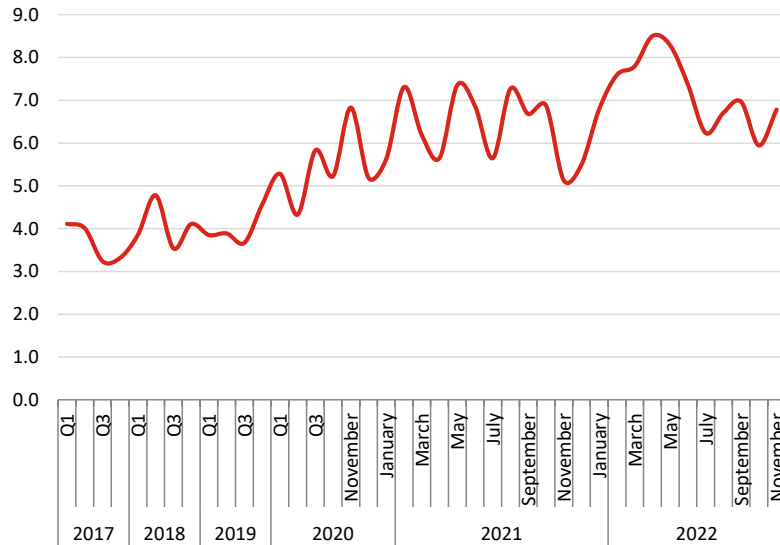
Special Constable Service continues to monitor these statistics on a regular basis and allocate Transit Special Constables across the network to provide support in the way of special details and initiatives that assist with ongoing and emerging issues identified by staff and customers across the system. In 2022 Special Constables have increased High Visibility Patrols in the subway stations. The TTC is in the process of hiring nearly 64 additional special constables, these positions are approved as a priority.





Safety and security

Offences against employees



Note: New reporting system in development. Data is still in cleaning for Q4 and may have inaccuracies.

Definition

Number of offences against employees per 100 employees.

Results

The number of offences against employees increased to 6.78 offences per 100 employees in November 2022, up from 5.95 in October 2022.

Analysis

In absolute terms, the number of offences increased to 79 in November from 69 in October, the number of assault incidents decreased, but the threat and other incidents increased.

Action

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

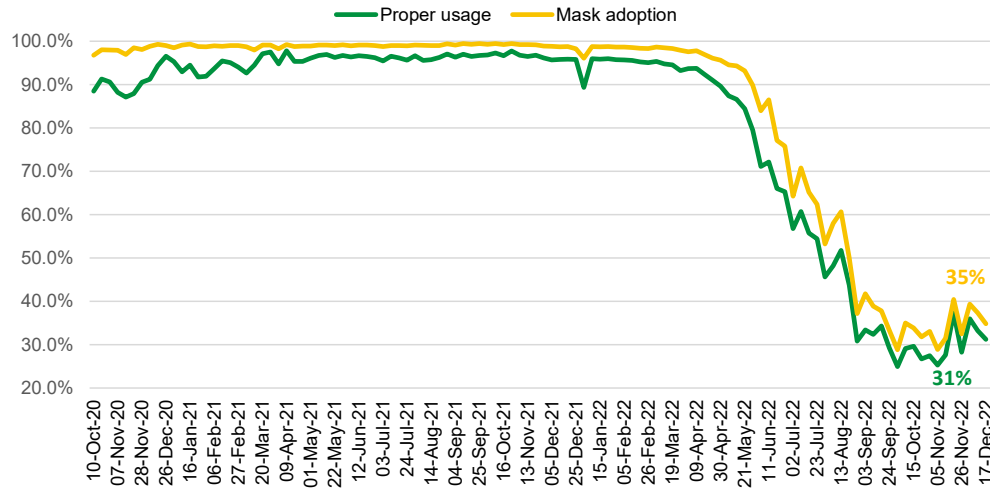
- Delivering a comprehensive, one-day training program focusing on de-escalation strategies, communication skills, customer service, managing stress and employee support systems.
- Conducting engagement events with Special Constables to provide an opportunity for employees to ask questions and obtain 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 December 18, 35% of customers were wearing masks and 31% were wearing masks properly over nose, mouth and chin. Between 10,000 to 30,000 customer mask observations are made each week.

Analysis

The TTC continues to strongly recommend that customers wear masks. The number of customer communications have reduced concerning masks.

Action

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

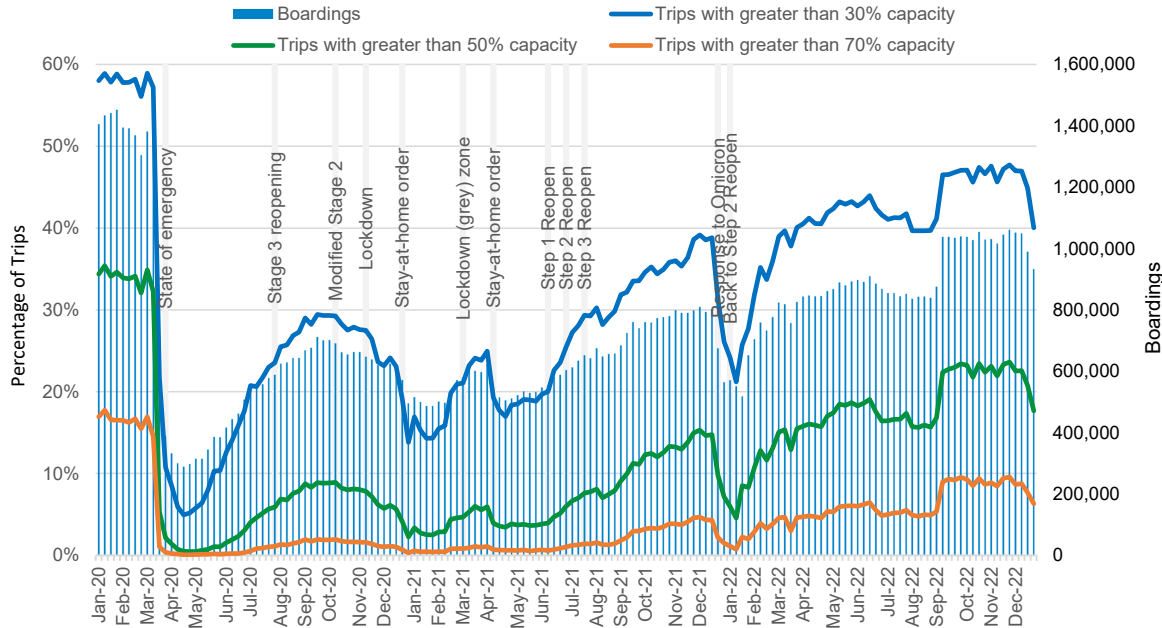
- Monitoring Customer Communications for concerns re mask use.
- Availability of free masks at stations.
- Personal Protective Equipment vending machines at select stations.





Hot topics

Bus occupancy



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 December 22, 66% of all bus trips were under 50% occupancy, compared to 69% for the week ending November 11 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 occupancy levels, but most noticeably for trips above 70% capacity.

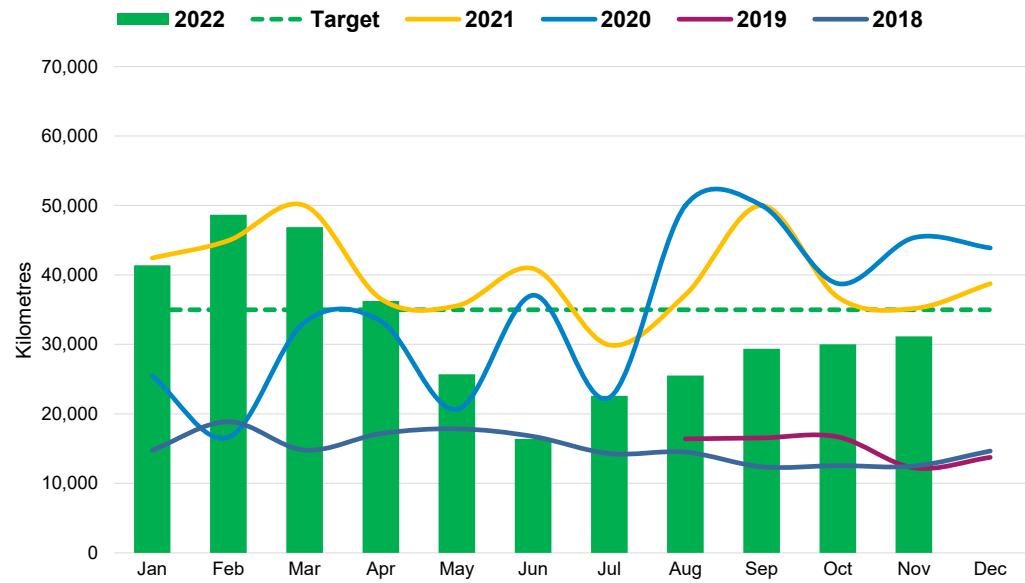
Action

- 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.

Results

Streetcar Mean Distance Between Failures (MDBF) increased 3.78% from October to November.

Analysis

The increase in MDBF – the fifth consecutive month of increases – is the result of decreased number of chargeable incidents. The highest delays is the result of unknown (No Trouble Found) defect on traction converter, ramp, doors and open panel. Other delays were caused by passenger seat, sanders and pushbuttons.

Action

Streetcar maintenance continues to explore issues related to the data logger system and to find the root cause of those incidents with No Trouble Found.





Hot topics

Service Reliability – On-time performance (OTP)

October

	On Time (>90%)	On the Cusp (85% -90%)	Not-On-Time (75% - 85%)	Priority Not-on-Time (<75%)	Construction
Bus Routes	31	32	44	12	41
% of Ridership	13%	21%	27%	3%	35%

November

	On Time (>90%)	On the Cusp (85% -90%)	Not-On-Time (75% - 85%)	Priority Not-on-Time (<75%)	Construction
Bus Routes	26	46	40	12	35
% of Ridership	12%	33%	23%	3%	29%

Total Bus Routes November: 159

Total Streetcar Routes: 9

*November Board period: Nov 20 – Dec 24

*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) see pages 17 to 21.

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

Results

November* weekday OTP was 80%. In analysis of all trips of all routes, 26 bus routes met OTP targets overall for the month and an additional 46 routes were “on-the-cusp” of meeting the target, delivering near On-time performance to 72 routes and 45% of customers.

35 bus routes supporting 29% of customers were affected by construction as the principle reason affecting OTP. Overall OTP for routes not affected by construction was 85%.

Analysis

Of the 58 bus routes in Not-On-Time in September, 40 have had diagnostics completed identifying improvement opportunities from shifting running time, end-point congestion and operator familiarity.

Improvements have contributed to an additional nine routes meeting 85% OTP, improving service for 10% of customers. Six fewer routes and 6% fewer customers were affected by construction, in November, with these routes principally moving into the “on the cusp” category.





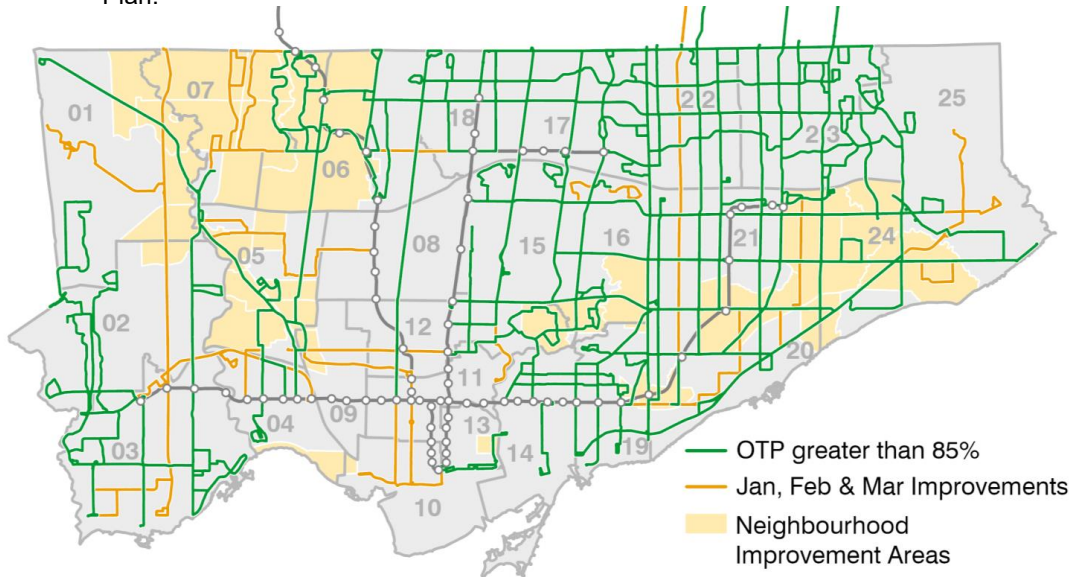
Hot topics

On-time performance (OTP)

Action

Continued route-level analytics for diagnostic improvement.

- 19 bus routes will have schedules updated in March Board Period, including eight Priority routes.
- 12 additional routes are prioritized for diagnostics.
- Co-ordinate OTP initiatives with overall Service Improvement 12-Point Action Plan.



Service Improvement Action Plan

Staff are preparing a Service Improvements Action Plan to improve bus and streetcar operation, 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 and security.
- Develop Customer Experience Action Plan based on customer priorities.





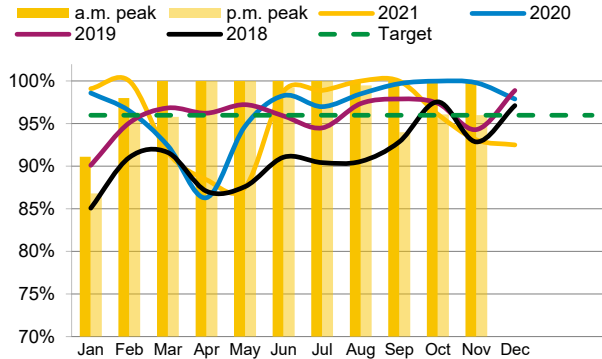
Appendix: Service delivery

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.

November: 99.4%
October: 99.5%
November 2021: 93.1%

Target: 96.0%

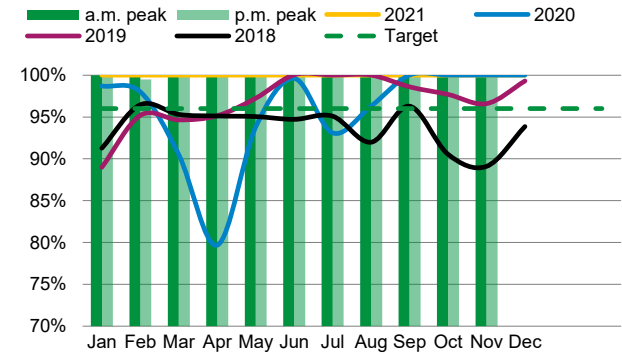


Line 2 capacity

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.

November: 100%
October: 100%
November 2021: 100%

Target: 96.0%

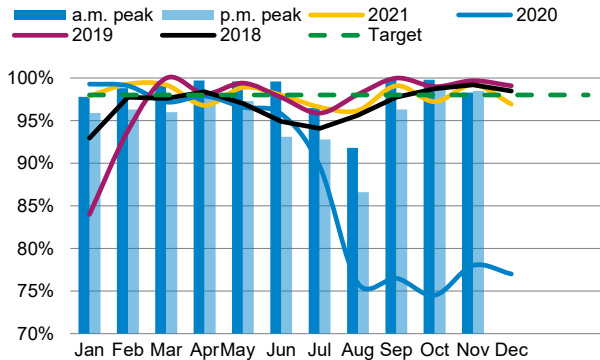


Line 3 capacity

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.

November: 98.4%
October: 99.5%
November 2021: 99.2%

Target: 98.0%

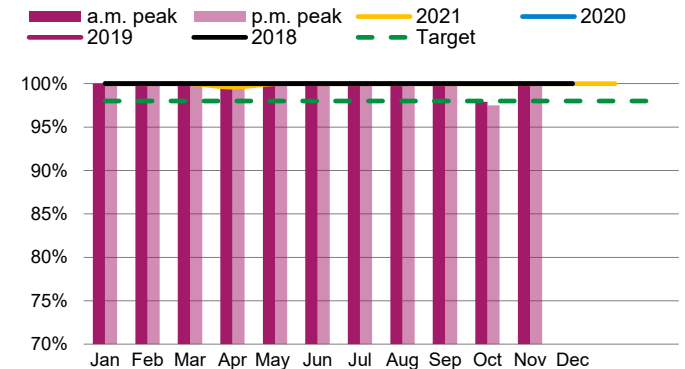


Line 4 capacity

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.

November: 100%
October: 97.7%
November 2021: 100%

Target: 98.0%





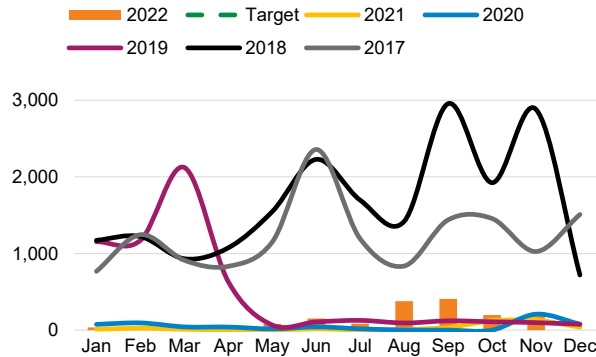
Appendix: Service delivery

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.

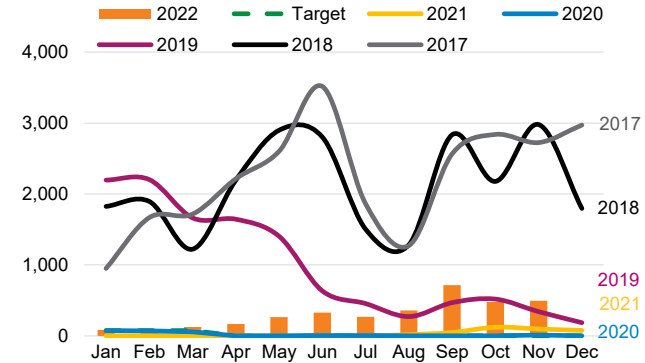


Bus short turns

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

November: 494
October: 479
November 2021: 96

Target: This target is under review.



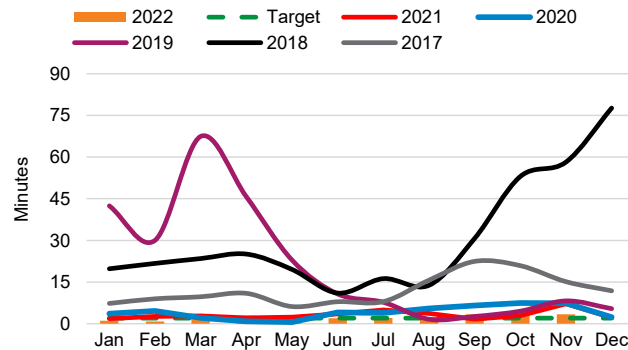
Wheel-Trans contact centre wait time

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

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





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Appendix: Cleanliness

Bus cleanliness

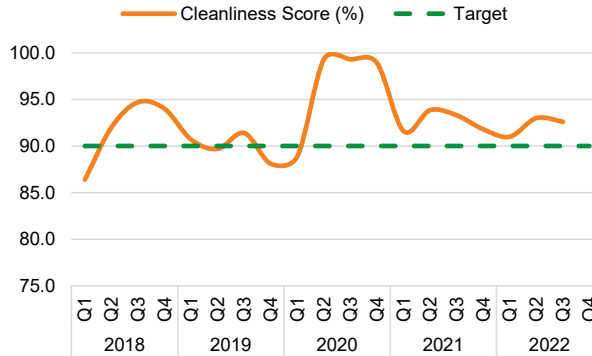
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

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

Target: 90.0%



Partial change in Q3 due to change in contract – Q4 not available yet.



Streetcar cleanliness

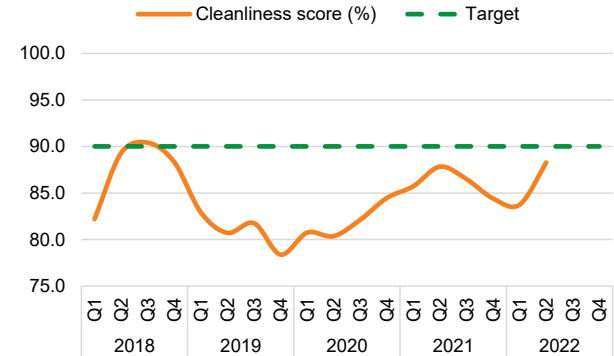
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

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

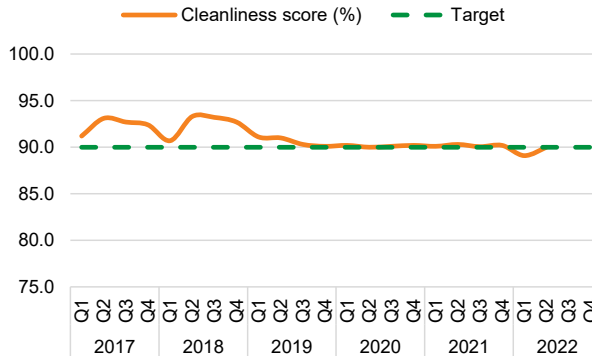
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

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

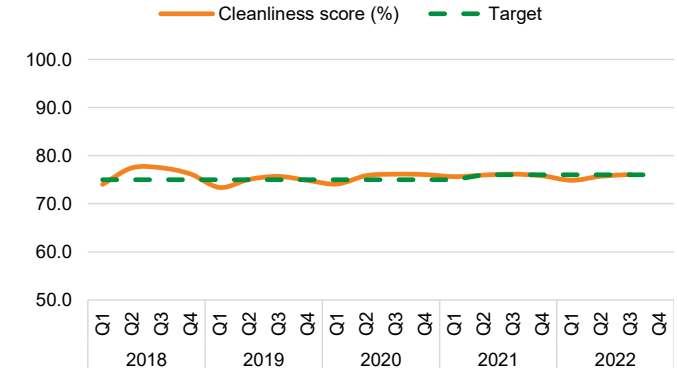
Results of a third-party audit. Average of all 75 stations.

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

Target: 76.0%



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





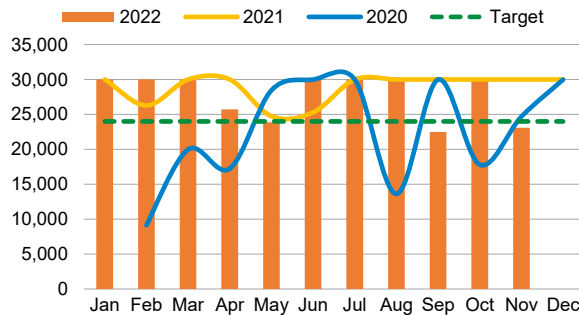
Appendix: Asset reliability

eBus mean distance between failures

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

November: 23,094
October: 30,000
November 2021: 30,000

Target: 24,000 km ❌

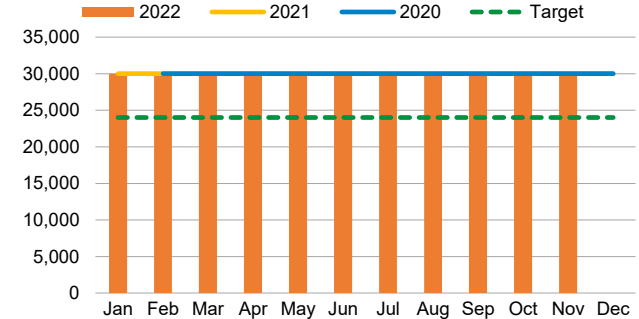


Hybrid bus mean distance between failures

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

November: 30,000
October: 30,000
November 2021: 30,000

Target: 24,000 km ✅

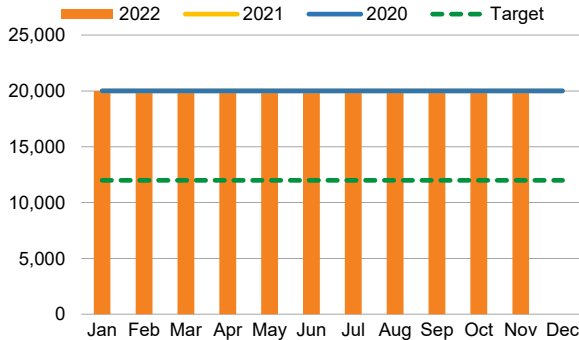


Clean-diesel bus mean distance between failures

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

November: 20,000
October: 20,000
November 2021: 20,000

Target: 12,000 km ✅

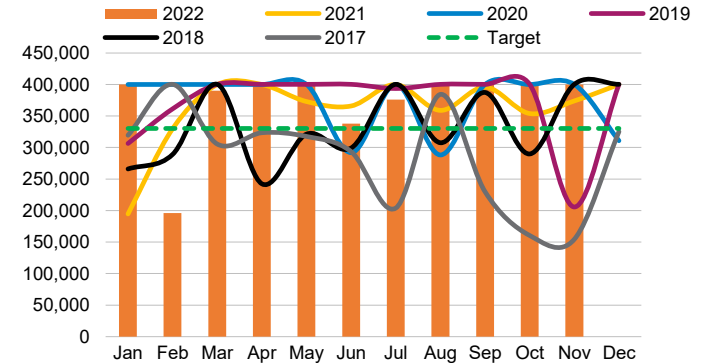


T1 train mean distance between failures

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

November: 400,000
October: 400,000
November 2021: 374,000

Target: 330,000 km ✅





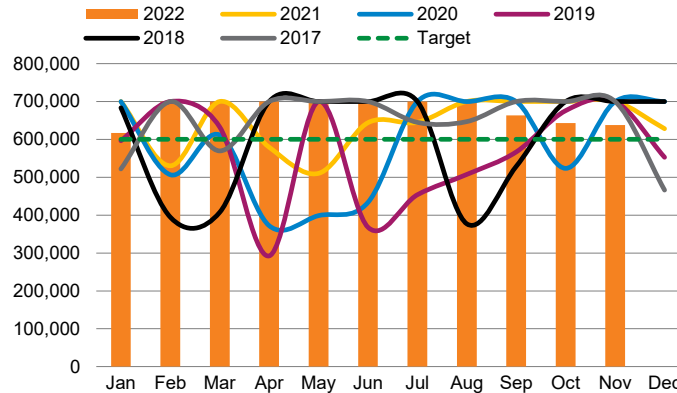
Appendix: Asset reliability

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.

November: 638,000
October: 643,000
November 2021: 700,000

Target: 600,000 km

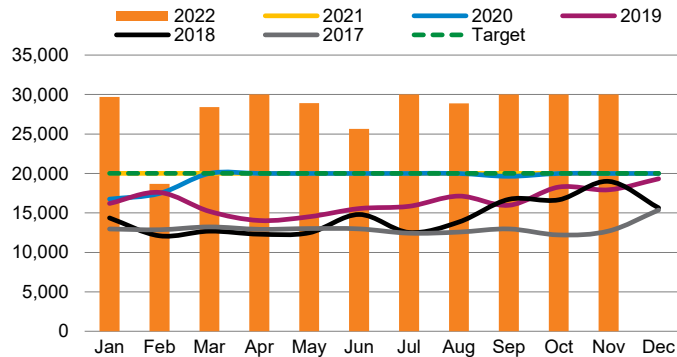


W-T Mean distance between failures

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

November: 30,000
October: 30,000
November 2021: 20,000

Target: 20,000 km





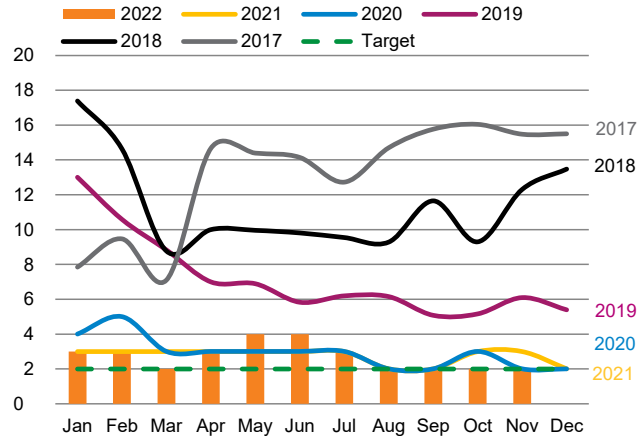
Appendix: Asset reliability

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.

November: 2
October: 2
November 2021: 3

Target: 2

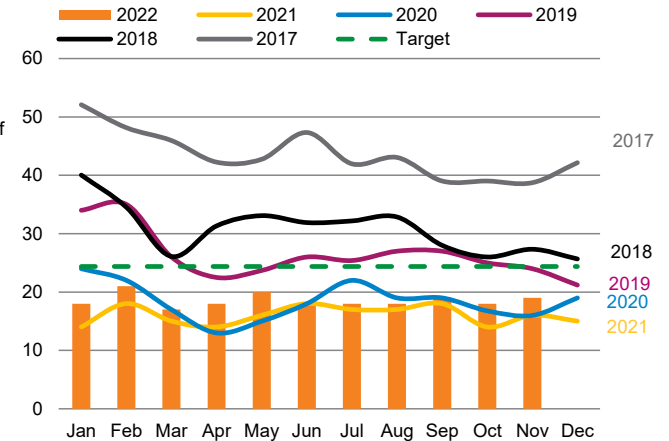


Bus road calls and change offs

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.

November: 19
October: 18
November 2021: 16

Target: 24





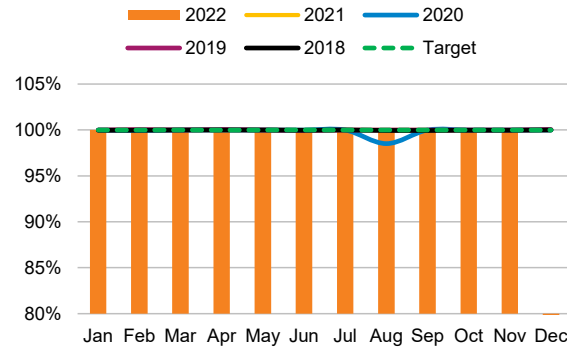
Appendix: Asset availability

Subway service availability

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

November: 100%
October: 100%
November 2021: 100%

Target (RW): 100%

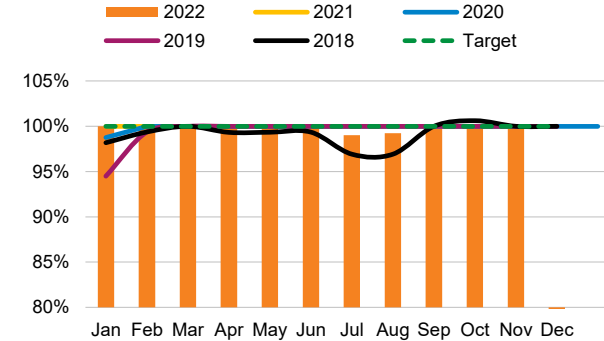


Streetcar service availability

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

November: 100%
October: 100%
November 2021: 100%

Target (RW): 100%

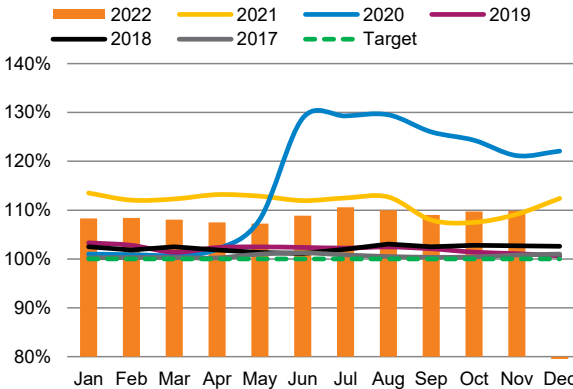


Bus service availability

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

November: 110%
October: 110%
November 2021: 109%

Target (RW): 100%



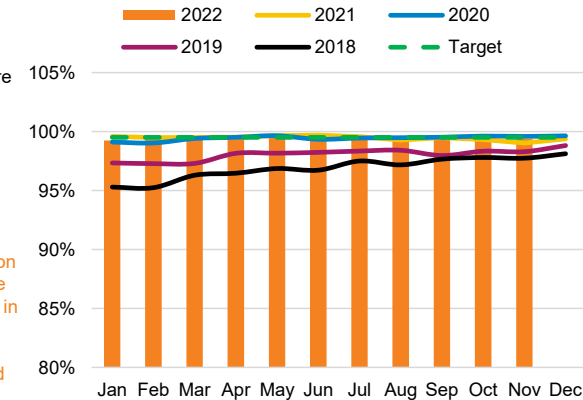
Fare gate availability

Percentage of fare gates are available for use.

November: 99.36%
October: 99.4%
November 2021: 99.3%

Target (SH): 99.50%

We are currently working on a new software patch have experienced improvement in availability. A number of 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

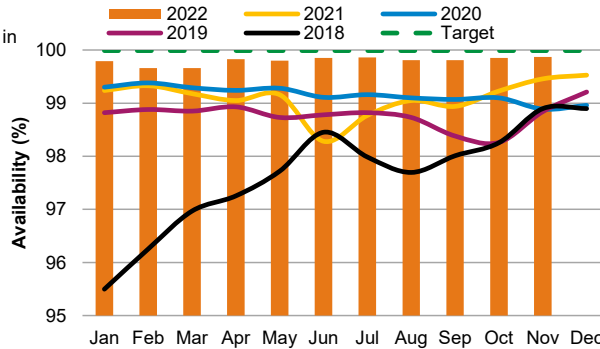
PRESTO reader

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

November: 99.87%
October: 99.85%
November 2021: 99.46%

Target: 99.99% ❌

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

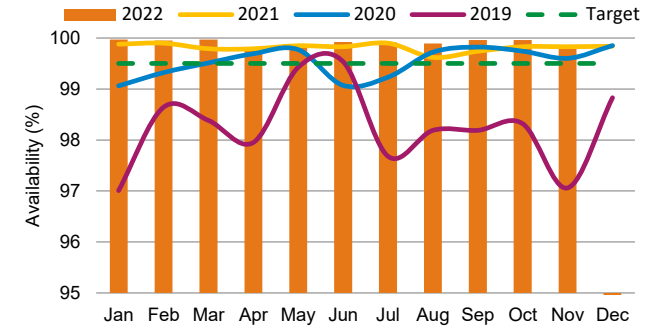


PRESTO Fares and Transfers Machine (FTM)

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

November: 99.84%
October: 99.96%
November 2021: 99.83%

Target: 99.50% ✅

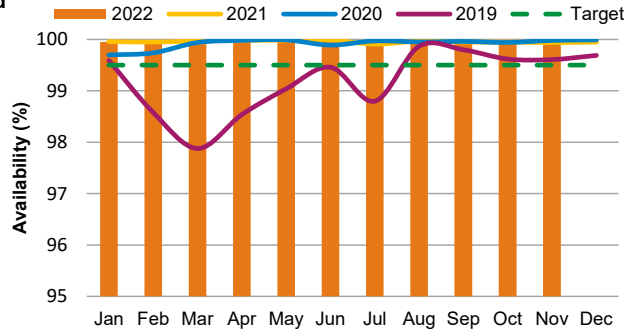


PRESTO Self-Serve Reload Machine (SSRM)

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.

November: 99.96%
October: 99.96%
November 2021: 99.94%

Target: 99.50% ✅



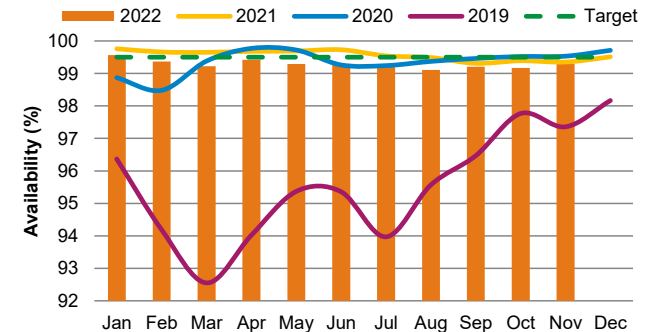
PRESTO Fare Vending Machine (FVM)

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.

November: 99.3%
October: 99.17%
November 2021: 99.35%

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)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	67	4	6 ^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	50	0	2 ^c	Compliance achieved

¹ Next update will be available in the February 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 six MLTSD non-compliance orders were: Two Work Refusals and four TPS Response/Call to MOL

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

^c The TFS non-compliance orders were for Fire Alarm Panel Troubles.

