



Chief Executive Officer's Report – June 2023

Date: June 12, 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 – June 2023

CEO's Report

Toronto Transit Commission

June 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...

Did you that the TTC has been wrapping a bus with Pride-themed artwork since 2008? This year join us in celebrating the right to love and the right to live with pride! Find out more about how the TTC is working to create a more inclusive and diverse community by promoting acceptance and equality at <https://www.ttc.ca/en/about-the-ttc/Making-TTC-a-Diverse-and-Inclusive-Organization>.



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CEO's commentary



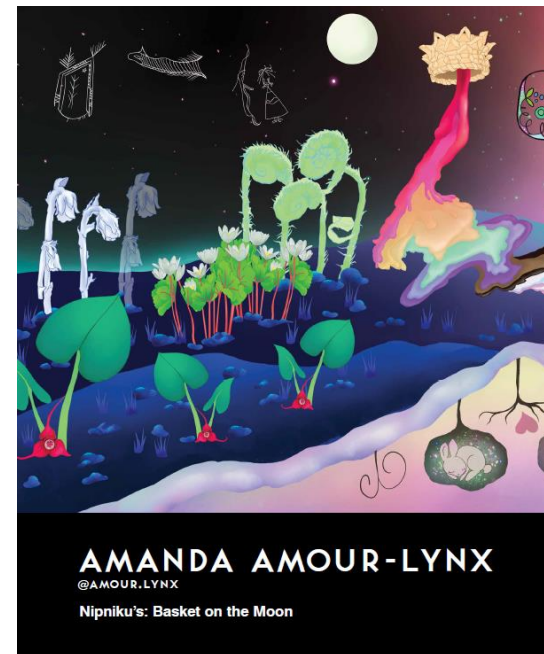
I am pleased to let you know that this month we are once again recognizing both Indigenous Peoples Month and Pride Month at the TTC with an employee and a customer campaign. The TTC has made equity, diversity, and inclusion organizational priorities. The campaigns are important opportunities for us as we continue building an organization where employees feel like they belong and our customers feel welcome.

Art created by Indigenous artists in Toronto will be showcased on six buses and four streetcars to celebrate Indigenous Peoples' Month in June. This year's campaign was led by Indigenous members of the TTC's Diversity and Culture Group and will also highlight Indigenous stories on posters in the subway system. Within the organization this year, we will also be holding sunrise ceremonies at various work locations

throughout the month. The TTC will also hold a celebration for employees at its Hillcrest Complex showcasing Indigenous dancers, music, food and artisans.

On May 31, the TTC kicked off Pride Month with a flag-raising ceremony.

As in previous years, you will be able to see one of our wrapped buses on the 94 Wellesley route with Pride-themed artwork to celebrate the diversity of Toronto's 2SLGBTQ+ communities. We have also wrapped a second bus as well as a Wheel-Trans vehicle. If you spot one of the Pride-themed vehicles, be sure to take a photo and share it on social media using #TTCPrude.



AMANDA AMOUR-LYNX
@AMOUR.LYNX
Nipniku's: Basket on the Moon

TTC is proud to support
Indigenous Peoples Month
#IPMxTTC



CEO's commentary



Safety and Environment Group

TTC extending contracts for Security Guards and Community Safety Ambassadors

It simply cannot be overstated: the safety of our customers and employees is our top priority. Over the past several months, the TTC has enacted and implemented numerous measures and initiatives to enhance our safety and security practices and policies.

Recent data analysis has shown that overall incidents have declined, indicating that interventions have been effective. Based on the findings from the activity-based assessment and evaluation of services provided by Security Guards and Community Safety Ambassadors, the TTC will extend funding of the contracts to September 30, 2023, and will explore options to further extend the funding as needed.

Moving forward, safety and security metrics will continue to inform resourcing to support initiatives in the areas of education and training, community engagement, internal and external communications, and program development and implementation. The TTC will also continue to collaborate with other orders of government, external agencies, and its

union partners to ensure the safety of its employees, customers as well as members of the public.

Ridership update

As of the week ending May 12, the TTC's average weekday boardings stand at 71 per cent of pre-COVID levels, at 2.30 million, which sets another post-pandemic record.

Boardings by mode continue to be highest on the bus network at 84 per cent of pre-COVID levels while streetcar and subway boardings were at 57 per cent and 63 per cent, respectively. Wheel-Trans ridership is at about 75 per cent of pre-COVID. Although post-secondary student demand declined with schools transitioning to the summer semester, the work commutes and discretionary trips encouraged by the warm weather have made up for the decline to maintain ridership at levels observed in April.

A decline is expected in July and August as elementary as well as secondary schools enter summer break. Although more office employees are expected to return to the workplace at least two-to-three days per week through the year, full demand is not expected to return until after summer.



CEO's commentary

Diversity and Culture Group

TTC recognizes National Accessibility Week

The TTC celebrated National AccessAbility Week from May 28 to June 3. This was an opportunity to celebrate the contributions of Canadians with disabilities and to highlight communities as well as organizations working to remove barriers. It also presented an opportunity to reinforce our commitment to making the TTC more accessible and inclusive for employees as well as customers. To recognize this important week, we highlighted the Advisory Committee on Accessible Transit (ACAT) and Wheel-Trans staff for their tremendous efforts in making TTC a reliable and accessible service for all customers.

Strategy and Customer Experience Group

TTC opens its doors for Doors Open

This year's Doors Open at the TTC featured Danforth Garage and McCowan Carhouse. A total of 6,000 people made the visit to our two locations on May 27. At McCowan Carhouse in Scarborough, visitors experienced the full scale of SRT train maintenance operations, with an SRT car, wheels, axles and snow-removal vehicles on display. Those who attended had

a chance to look behind the scenes before Line 3 Scarborough is decommissioned in November.

At Danforth Garage in Toronto, a vintage GM New Look bus and the all-new TTC eBus were be on display, along with more than a century of public transit history. Originally called Danforth Carhouse, the Edwardian-style facility began servicing streetcars for Toronto Civic Railways in 1915, until 1921 when the TTC took over operations and introduced its new Peter Witt streetcars. When the Bloor-Danforth Subway opened in 1966, the facility was converted to an all-bus garage, and it served in that capacity until 2002.

TTC, City, Pet Valu promote pet adoption

I want to remind everyone that our joint campaign with Toronto Animal Services and Pet Valu to promote the benefits of pet adoption is on until June 15. Images of adorable cats, dogs, guinea pigs, and rabbits appeared last month at Spadina Station on digital billboards, vinyl wraps, and platform murals at high vantage points throughout the station.

We are thrilled to offer this eye-catching and impactful campaign to promote responsible pet ownership and we are pleased with the public response thus far.

Toronto Animal Services encourages anyone who is interested in adopting a pet to research what care is needed, the commitment involved, and to consider how well the pet would fit with their current lifestyle.

People are encouraged to check the City's Adopt a Pet webpage at www.toronto.ca as new animals are posted for adoption regularly. People who are interested in adopting a pet from Toronto Animal Services can call 416-338-PAWS between 10:30 a.m. and 6:30 p.m. to schedule an appointment for a meet and greet.

Operations and Infrastructure Group

Last day for SRT train service is targeted for November 2023

Last year, the TTC Board approved decommissioning Line 3 Scarborough and replacing train service with an express bus service to begin in Q4 2023. The last day for the SRT train service is targeted for November 18, 2023. Express buses are scheduled to start running the following day on November 19.

The closure of the SRT will require a very frequent bus replacement service to provide alternate services for customers connecting between important nodes, such as Scarborough Centre and Kennedy stations.



CEO's commentary



Equally important is keeping our customers informed ahead of the line closure. The TTC will continue to advise all of our riders of the planned Line 3 decommissioning throughout the year, especially as the construction for the transit priority measures gets underway. This includes preparing in-station communication with signage and notices on the transit network; digital communications with up-to-date notifications about construction progress; and print communication to post and distribute to customers, local communities, and residents.

A comprehensive communication plan has been developed to support the closure of Line 3 and is being implemented now. The campaign includes large graphics in stations, paid newspaper ads (print and digital), ads on the exterior of buses in Scarborough, billboards, transit shelter ads, and ads in movie theatres and shopping malls. We are also doing direct mail as well as running ads in multiple languages – Cantonese, Mandarin, Tamil, Urdu, and Hindi.

TTC staff will also attend community outreach events to share information about this vital project. A dedicated project website can be found at www.ttc.ca/line3.



Transportation and Vehicles Group

New Wheel-Trans vehicles enter service

In May, Wheel-Trans added its 83rd seven-metre bus into service.

In 2023 and 2024, the TTC is scheduled to receive 23 six-metre and 52 seven-metre ProMasters to replace the 157 vehicles due for decommissioning. The 52 six-metre ProMasters approved by the Board, along with a future procurement of the TTC's first battery-electric buses, will complete the replacement of these vehicles by the end of 2025.



CEO's commentary

Seasonal Service to High Park starting this month

Beginning on June 18, the 203 High Park will operate between High Park Station and High Park in the morning and afternoon on Saturdays, Sundays, and holidays. Along with routes to the Toronto Zoo, Bluffer's Park, and Cherry Beach – seasonal service is one more way the TTC is making it easier for its customers to get around Toronto and enjoy all that the City has to offer.

Customers can now easily identify seasonal routes, marked by white and pink branding on maps, station signage, and stop poles. Customers are encouraged to visit ttc.ca for more information on seasonal service changes.

June service changes

The TTC continues to deliver service to match capacity to demand. Starting on Sunday, June 18, the TTC is introducing service changes on the following routes:

- Service frequency in the evenings will be improved on Line 1 Yonge-University Line 2 Bloor-Danforth.
- Adjustments to match service with projected ridership demand will result in new schedules on the following routes: 14 Glencairn, 28 Bayview South, 42 Cummer, 108 Driftwood, 130 Middlefield, and 132 Milner.
- Service reliability improvements to schedules to better match observed operating conditions will result in new schedules on the following routes: 14 Glencairn, 28 Bayview South, 39 Finch East, 57 Midland, 94 Wellesley, 120 Calvington, 939 Finch East Express.
- Seasonal service adjustments for the end of the school year, such as the suspension of school trips.

Engineering, Construction, and Expansion Group

New Community Office is now open

The TTC officially opened its new community office for the Bloor-Yonge Capacity Improvements (BYCI) project last month. The accessible office is located at 25 Hayden St., directly across the street from Bloor-Yonge Station's Hayden exit.

My thanks to TTC Chair Burnside, Vice-Chair De Laurentiis, and Commissioner Jagdeo for assisting us in the official ribbon-cutting ceremony.



CEO's commentary

The opening of the community office marks an important step in overall improvements to Bloor-Yonge Station and TTC service through the area. We know construction can be challenging, and the support of the local community is invaluable to this project.

The office will serve downtown neighborhood residents and businesses throughout the construction process to ensure any concerns that may arise are addressed directly by our Community Relations staff on site. Anyone interested in visiting the office is encouraged to book an appointment by emailing blooryongeproject@ttc.ca, or by calling 416-472-2524.

Bloor-Yonge Station will remain operational for the duration of the project. A preliminary overview of the plan is posted on the project website at ttc.ca/blooryonge.

The next scheduled TTC Board meeting will be on Monday, June 12. The public meeting will be live-streamed on the Official TTC YouTube Channel, starting at 10 a.m.

Stay safe.



Richard J. Leary
Chief Executive Officer
June 2023

Adopt Jane.
Female dog.
2 years old.
Loves late night
runs on Bloor West.



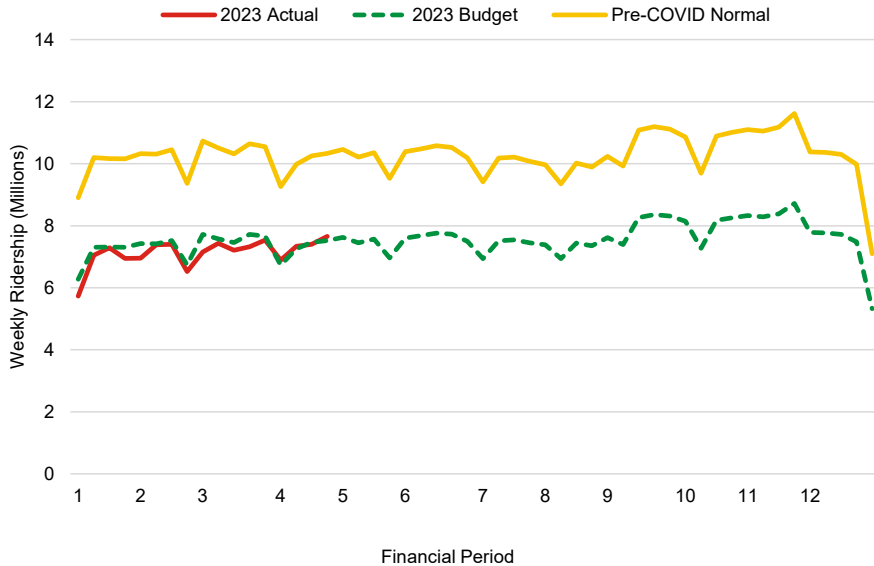
Adopt a dog like Jane
toronto.ca/adoptapet





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 4 (April 2 to April 29, 2023) revenue rides totalled 29.3 million, representing 74% of pre-COVID experience. Period 4 average weekly ridership remained consistent with Period 3 at 7.3 million revenue rides per week. Year-to-date revenue rides totalled 121.2 million, which is 3.2 million below budget and cumulatively represents 70% of pre-COVID experience.

Analysis

Revenue ridership has seen steady growth thus far in 2023. A few significant weather events that occurred during the first three months of the year caused a direct reduction in ridership on those days with significant inclement weather, resulting in ridership in the first quarter to be slightly below budget. With no significant weather events in April, ridership averaged 74% of pre-COVID levels for the period, slightly above the budgeted 73%.

During Period 4, 2023, up to 93% of unique PRESTO riders returned to the system each week with more than 1.07 million unique cards used per week on the TTC, as compared to 1.16 million in early 2020.

While riders have returned to the system, the travel frequency of the riders has dropped. For example, the number of unique riders classified as “commuters” (i.e. ride four or five weekdays each week) are at 58% of March 2020 levels, below the overall ridership rate of 74% of pre-COVID experience for Period 4

Conversely, riders who use transit less frequently are at 120% 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 May use totalled 103,504, representing 52% of pre-COVID levels, clearly demonstrating a change in travel patterns.

Action

The 2022 experience was used as the basis for the 2023 revenue ridership budget that expected ridership to reach 75% of pre-COVID levels by the end of 2023.

Ridership is anticipated to continue to track to budgeted levels for the balance of the year, forecasted to end the year at 75% of pre-COVID levels. The key assumptions used to establish the revenue ridership budget for 2023 continue to be valid as most employers are anticipated to maintain current hybrid work practices with the average number of in-office days, increasing marginally throughout the year and attendance levels at special events and in-person class settings for post-secondary institutions and schools are anticipated to be maintained.

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

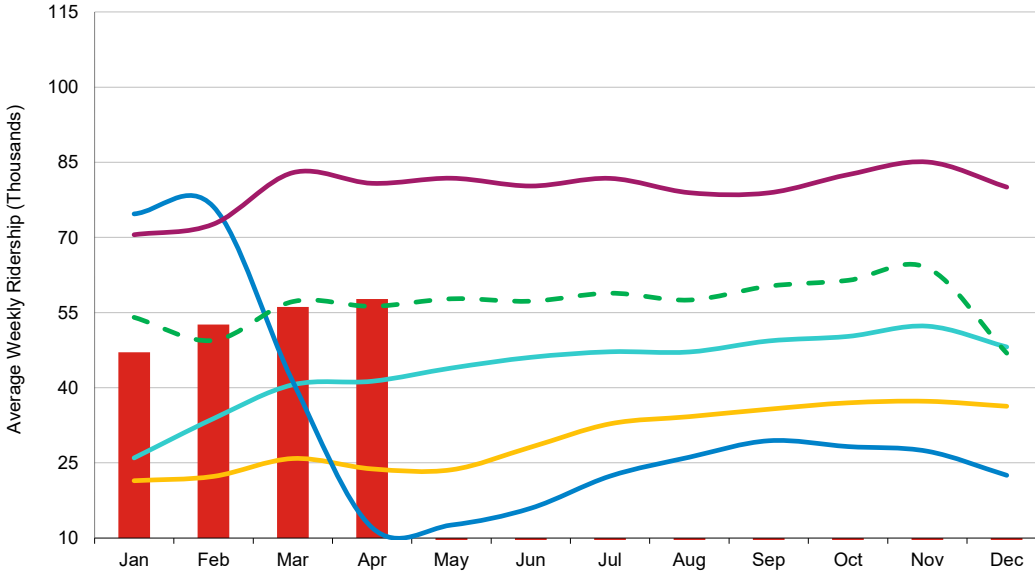




Ridership

Wheel-Trans – Trips

2023 2022 2021 2020 2019 Budget



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 4 (April 2 to April 29, 2023) reached 230,797, equivalent to an average of 57,700 passengers per week. This exceeded the budgeted amount of 56,260 customers per week by 2.6%. Despite the year-to-date (YTD) ridership for Period 4 falling 1.7% short of the annual 2023 YTD budget, it's worth noting that the Period 4 YTD ridership demonstrated an impressive growth of 50.1% when compared to the same period in 2022. In comparison to the pre-COVID experience, the 2023 Period 4 ridership reflects 67.4% of the 2019 YTD Period 4.

Analysis

Ridership has recovered higher than expected in Period 4 due to an increased return of customer trips especially in the categories of personal, shopping and hospital trips. From a recovery perspective, there has been a recovery of recreation, school and work trips. This has been trending upward from the beginning of 2023, although we are under budget year to date. Pre-COVID recovery targets are on schedule and expected to continue by

year-end.

Favourable weather and quicker contact call centre response times have a positive impact on the customer's ability to travel. Another influence in increased ridership is a higher trend for customers receiving same-day trip requests. Wheel-Trans has been able to accommodate the increasing trend in same-day trip requests.

Action

In preparation for the increased ridership, analyses and service modifications are reviewed periodically to ensure customer demand is met. This includes Wheel-Trans bus and contractor services being adjusted accordingly.

The scheduling and dispatching software upgrades continue to be implemented with additional customer-facing initiatives and service efficiencies being incorporated.

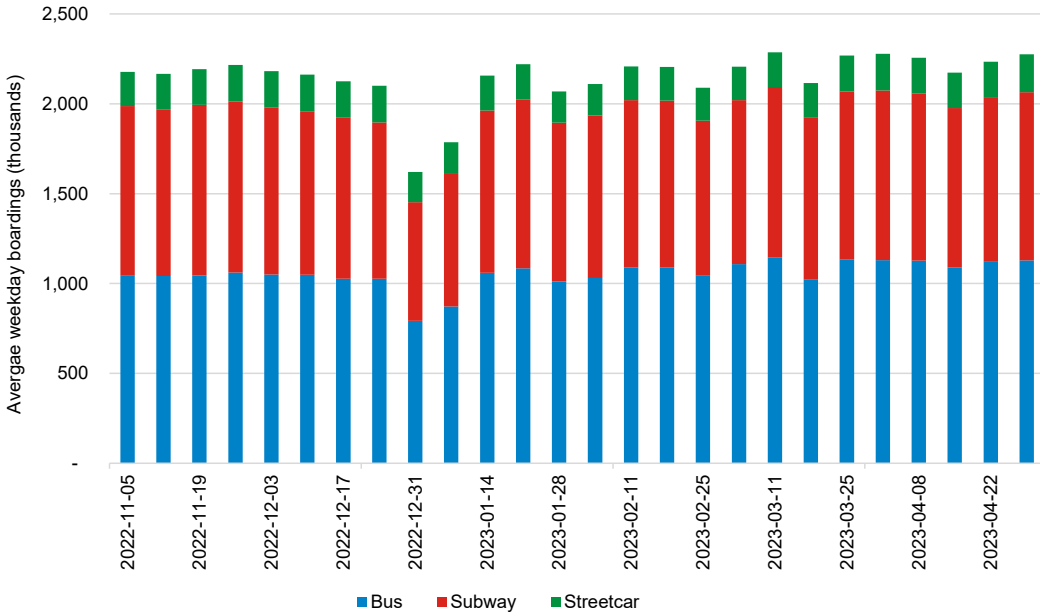
Note: Wheel-Trans ridership is not included in TTC ridership totals.





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 2.28 million represents 71% of pre-COVID levels for week ending April 28.

Analysis

Bus remains the busiest of all modes with 1,128,000 boardings or 82% of pre-COVID for week ending April 28, remaining at similar level observed throughout March.

Proportionately, a greater portion of subway and streetcar customers are office workers than bus customers, and demand on these two modes is more directly affected by hybrid work. Subway demand is at 63% pre-COVID for week ending April 28, holding steady at March levels. Streetcar demand, on the other hand, increased to 60% pre-COVID from 58%.

Although office workers tended to commute slightly more than two days per week on average, the uptake in number of in-office days has been slow. In addition, as post-secondary schools transitioned into examination weeks,

student travel demand softened throughout April. However, a series of sporting events held in downtown during weeknights in the last week of April made up for the decline in post-secondary demand.

Although system-wide demand is anticipated to stabilize in May and June, a further reduction is also expected in July and August as elementary and secondary schools enter summer break. Although more office employees are expected to return to the office at least two to three days per week through the year, full demand is not expected to return until after summer.

Action

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

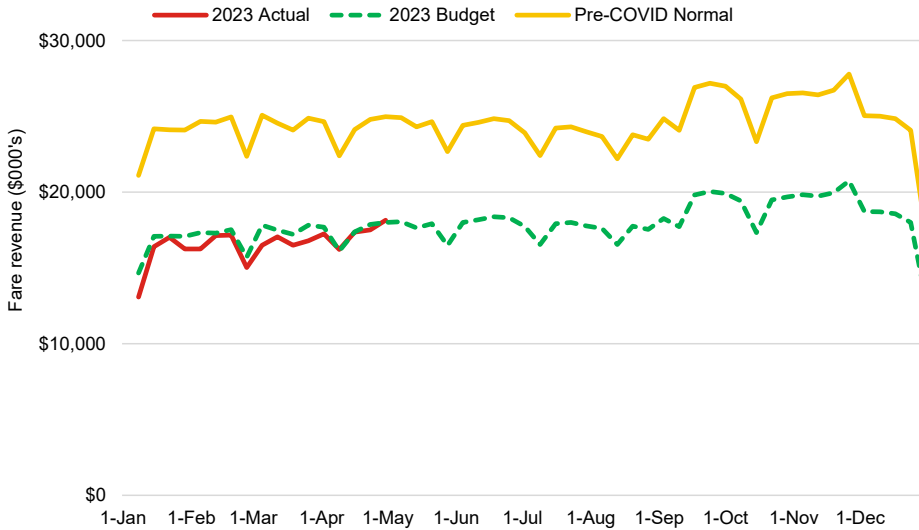
- Monitoring weekly ridership.
- TTC Toronto Employer Survey and monitoring downtown office occupancy.
- Transportation Tomorrow Survey (TTS) participation.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 4 (April 2 to April 29, 2023) fare revenue was \$69.2 million. This is \$0.1 million or 0.2% below budgeted fare revenue for Period 4, representing 72% of pre-COVID revenue. Although Period 4 revenue is slightly less than budget, Period 4 average weekly fare revenue of \$17.3 million increased 2.5% over Period 3.

On a year-to-date basis, fare revenue totalled \$282.3 million, which is \$8.9 million below budget and cumulatively represents 69% of pre-COVID experience.

Analysis

Fare revenue has seen steady growth thus far in 2023. A few significant weather events during the first three months of the year caused a direct reduction in ridership on those days with significant inclement weather, resulting in fare revenue in the first quarter to be slightly below budget. With no significant weather events in April, fare revenue matched the budgeted 72% of pre-COVID levels for the period.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$64.4 million for Period 4 — representing a PRESTO ridership adoption

rate of 90.3% — and \$4.8 million from other media for Period 4.

Period 4 revenue was generated from the following fare concession groups: 77.0% adult, 9.8% post-secondary, 5.6% senior, 7.4% youth (ages 13-19) and 0.2% other.

Action

The 2022 experience has been used as the basis for the 2023 revenue budget that expected fare revenue to reach 75% of pre-COVID experience by the end of 2023.

Fare revenue is anticipated to continue to track close to budgeted levels for the balance of the year, forecasted to end the year at 75% of pre-COVID levels. The key assumptions used to establish the fare revenue budget for 2023 continue to be valid as most employers are anticipated to maintain current hybrid work practices with the average number of in-office days increasing marginally throughout the year and attendance levels at special events and in-person class settings for post-secondary institutions and schools are anticipated to be maintained.

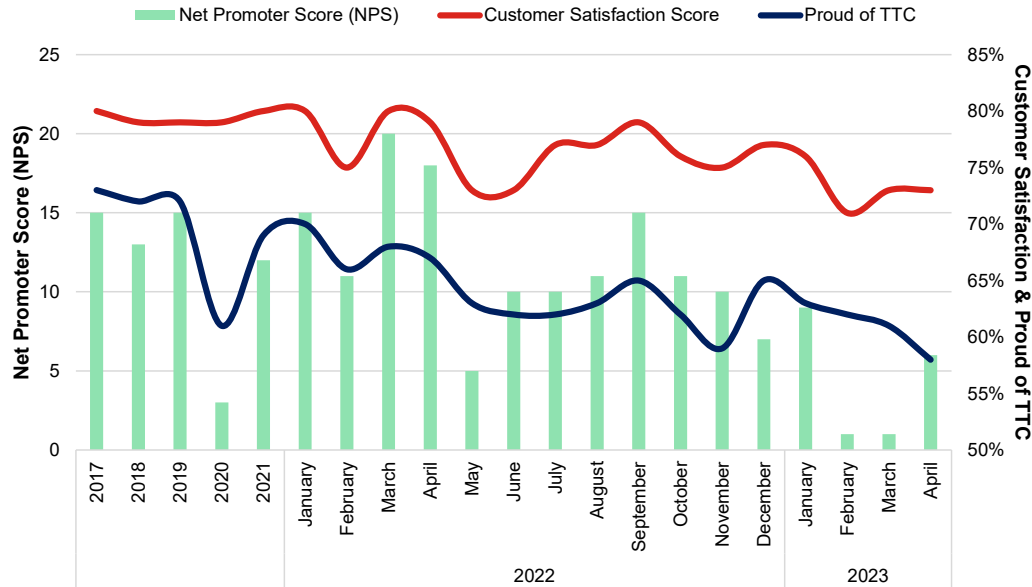
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments.





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 has remains steady since March to April at 73%, Net Promoter Score increased to six from one, while the number of customers who say they are proud of the TTC and what it means to Toronto decreased to 58%.

Analysis

April data shows stable numbers in customer satisfaction since March, with some key drivers contributing to this stability. The notable improvements in cleanliness of stations, stop and platforms and helpfulness of staff have all been a stabilizing factors contributing to the maintaining of overall customer satisfaction levels for both bus and streetcar riders.

Personal safety and security is still primary concern for customers across all modes. Bus and streetcar customers remain stable in satisfaction in April, and overall has been higher than the post-pandemic lows. Subway customers, however, has decreased in April versus March.

Net Promoter Score from March to April increased by five points, indicating a higher level of customer loyalty and advocacy. Additionally, customer attitudes towards the TTC suggest a slight decrease in pride in the transit system and its importance to Toronto.

It is important to note that customer satisfaction is a lagging indicator, relating to events that occurred in the previous month.

Action

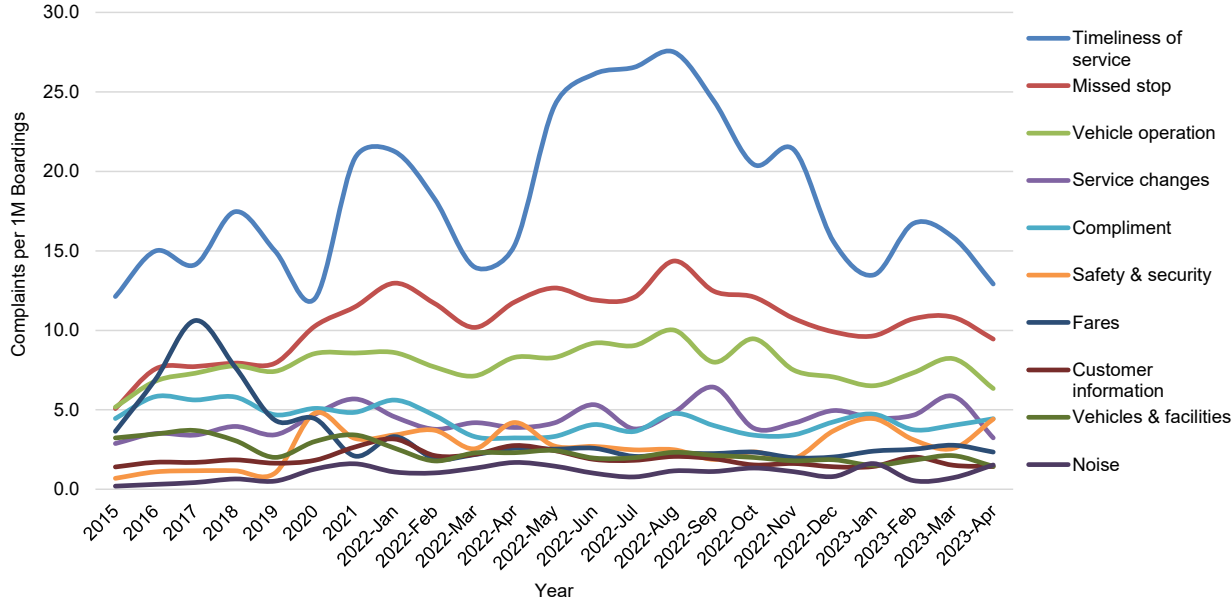
- Personal safety and security surveys are currently active for TTC riders and non current customers.
- Customer safety Focus Groups in May 2023.
- Action plan focusing on concerns about safety and security is ongoing for current and future strategies.





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), voluntary communication to TTC's Customer Service Centre are routed through the organization to inform TT, 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

Customer Service Communications (CSCs) per one million boardings saw a 18% decrease in April compared to March. In April, there were a total of 2,905 CSCs, while in March, 3,555 CSCs were received. Overall, weighted for customer boardings and days/month CSC/day declined 7%.

Analysis

Declines were seen across top four categories: Timeliness of Service, Missed Stops, Vehicle Operation, and Service Changes. CSCs seeing a significant increase include noise, with an increase of 110% from March. However, noise represents only 3% of April CSCs and overall levels are similar since 2020. Safety and security CSCs, however, increased 72% in April following a decline of 18% in March, and continue to be a key source for monitoring customer sense of safety.

Highlights:

- Decrease in timeliness of service CSCs decrease can be attributed to a decrease in CSCs related to trips stopping on route, surface delays, and subway delays, decreasing by 37%, 21% and 8% respectively.
- Missed stop CSCs decreased by 13% after an increase in March.
- Vehicle operation CSCs decreased 23% in April; this decrease can be attributed to decrease in door operation and operation of the vehicle.





Customer experience

Customer service communications

Service-related CSCs:

- Service changes CSCs have decreased by 45% from March to April. More than half (56%) of service changes CSCs were related to customer requests for changes in service and routes. This percentage has decreased by 57% since the month of March, likely due to anticipated service adjustments in April.

Action

Service-related and Timeliness of Service

- 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 May schedules.
- Ongoing improvements to workforce planning and review of operator schedule adherence are aimed at decreasing cancellation hours and improving timeliness.

Community Safety Related

- Proactive steps are being taken to address safety and security concerns by increasing the presence of Special Constables and uniformed management, conducting vehicle cleaning during peak hours, and collaborating with the City of

Toronto and community partners. These efforts aim to implement both short- and long-term strategies that focus on preventing offences and improving the overall customer experience.

Customer compliments

“On March 15, 2023, I left my knapsack on the subway when I got off at St Clair Station after a very long day. I was in a panic because it contained two important items: my laptop and a printed T4 statement.

Earlier this week, my items and I were reunited thanks to the subway operator, who found the bag and returned it to Lost Articles.

It doesn't surprise me that it was a TTC operator who returned the bag, because when I lost my wallet 30 years ago, it was a bus operator who found and returned it. I know I can always count on the goodness of TTC operators to help. Thank you to the subway operator who restored my items and peace of mind!”

- Grace L.





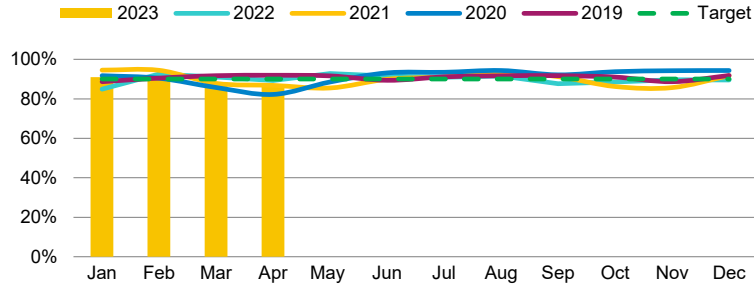
Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

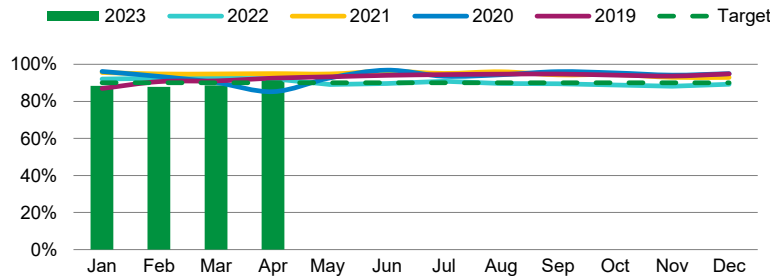
Customer experience

On-time performance (OTP) – Subway

1



2



Definition

Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

ATC: Automatic Train Control **OPTO:** One-Person Train Operation

Results

Line 1 OTP was 87.1% in April. This represents a decrease from last month (88.2%) and also a decrease from the same time last year (89.3%). Our target of 90% was not met.

Line 2 OTP was 92.8% in April. This represents an increase from last month (88.6%) and an increase from the same time last year (92.2%). Our target of 90% was met.

Analysis

There was a 3.4% increase in total delay minutes – from 3,312 minutes in March to 3,424 minutes in April. The feeder cable fire incident on April 25 offset the approximate 10% decrease in passenger-related delay minutes. Passenger-related delay minutes represented 60% of total delay minutes.

Single line operation late evenings from April 3 to 6, April 10 to 14 and April 17 to 21 from Vaughan Metropolitan Centre and Pioneer Village for tunnel leak remediation further impacted OTP calculations.

On Line 2, there was a 13.7% decrease in total delay minutes – from 2,380 delay minutes in March to 2,055 delay minutes in April. Passenger-related delays still make up the majority of delay minutes and incidents accounting for 65% during April. In addition, new schedules were implemented on March 26.

Action

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



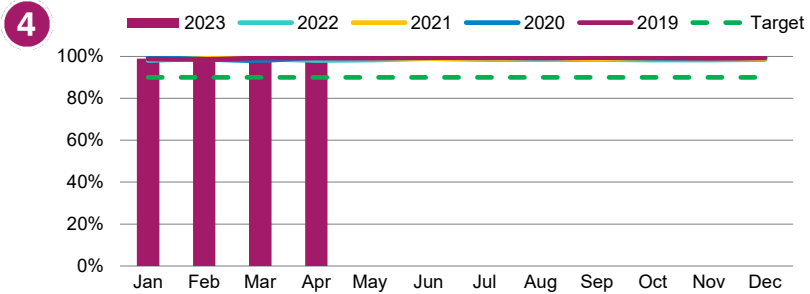
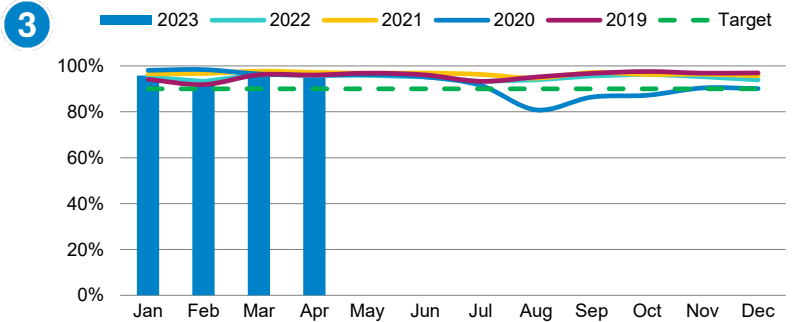


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Subway



Definition
Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

Results

Line 3 OTP was 94.8% in April. This represents a decrease from last month (95.4%) and a decrease from the same time last year (96.0%). Our target of 90% was met.

Line 4 OTP was 99.1% in April. This represents an increase from last month (98.5%) and an increase from the same time last year (98.0%). Our target of 90% was met.

Analysis

On Line 3, there was a 88.5% increase in total delay minutes — from 452 minutes in March to 852 minutes in April. The increase in delay minutes was due to a signal loop related failure, which accounted for roughly half of all delay minutes.

On Line 4, there was a 1.4% decrease in total delay minutes — from 215 delay minutes in March to 212 delay minutes in April. Compared to March, the delays were almost the same across all sectors.

Action

There are no anticipated changes for these lines.





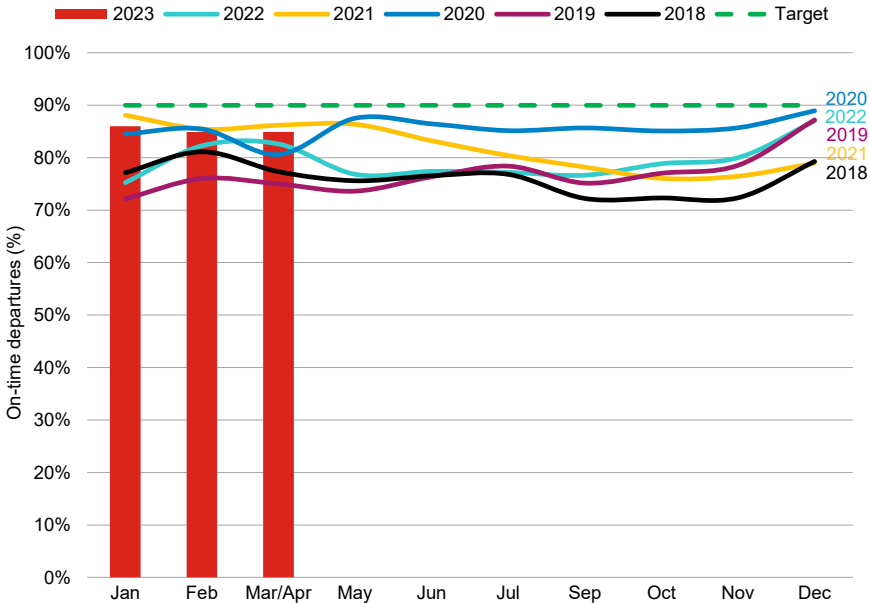
Rich Wong
Chief Transportation and Vehicles Officer

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. (-1 to +5)

Results

Bus OTP for the March Board Period (March 26 to May 6), 2023 was 85%, holding steady compared to the February Board Period (February 12 to March 25, 2023) (85%), and an increase compared to the same board period last year (83%). Our target of 90% was not met.

Analysis

During the first four weeks of the board period, weekday OTP met the target of 90% for routes not affected by construction, while overall OTP was 87% during this time. However, overall weekday OTP decreased to 83% during the last two weeks of the board period due to a substantial increase of construction activity across the City. On Monday, April 10, bus performance surpassed 92% On-time for all routes; this was the best non-holiday daily OTP score since this KPI was introduced. The 90% target was achieved for the whole network for a total of four days.

During the weekdays in March, 38 of 158 routes were impacted by construction for at least three weeks of the six-week board period. Overall weekday OTP was 89% for the 120 routes not affected by construction for the entire board period, and:

- 48 routes were “On-Time” (90% OTP or better).
- 47 routes were “On the Cusp” (between 85% and 90%).
- 25 routes were “Not On-time” with OTP less than

85%. Root cause diagnostic assessments are being undertaken for all 25 routes. In summary, 79% of the routes not affected by construction scored 85% or better.

During weekends for the period, OTP was 83%. Weekend performance continues to be impacted by deficient schedules that are being addressed through the service reliability program.

Action

Efforts are underway to continuously improve OTP related topics such as workforce alignment, schedule development, as well as end terminal and Operator monitoring reviews.

Some recent highlights from this work includes:

- Workforce alignment and service resiliency to ensure cancellations and unfulfilled trips are minimized: in March, the unfulfilled trip rate remained at less than 1% of all trips.
- 34 routes have received Service Reliability changes thus far in 2023. These routes combined for an On-Time score of 87% over the March Board Period, with seven of these routes affected by construction for at least three weeks of the period. If these seven routes are excluded, the routes that have received Service Reliability changes thus far this year achieved an 89% score during the March Board Period.



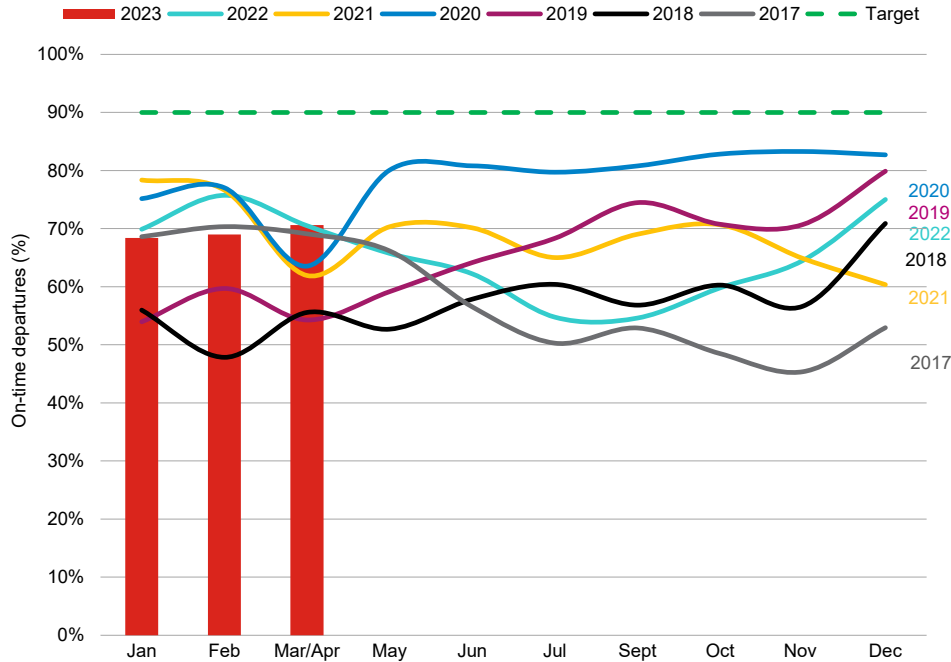


Rich Wong
Chief Transportation and Vehicles Officer

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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. (-1 to +5)

Results

Streetcar OTP for the March Board Period was 71%, an increase compared to the February Board Period (69%), and an increase compared to the same board period last year (70%). Our target of 90% was not met.

Analysis

Streetcar performance attained its highest level for a non-holiday board period since the February 2022 Board Period. This is also the fifth straight non-holiday board period with improved performance compared to the previous board period. For the seven routes not affected by construction for the entire period, weekday OTP was 79% before construction affected the 505 Dundas and 506 Carlton routes during Weeks 17 and 18. Two routes achieved 85% or better weekday performance. These were the 503 Kingston Rd and 511 Bathurst routes. Monday, April 10 was the highest performing day of the period at 81% On-time for all routes combined.

Construction projects, which include the King-Queen-Queensway-Roncesvalles (KQQR) intersection and overhead upgrades on King Street, continue to impact the 501 Queen and 504 King streetcar routes. These are the busiest routes in the network, and they performed at 64% On-Time for the March Board Period, which is a nine percentage-point improvement over the previous board period. On April 1, the emergency sewer repair work near Dufferin Gate Loop ended, which improved OTP for the 504 King route, while streetcars resumed their regular routing along King Street on May 1 which also resulted in improved performance.

Action

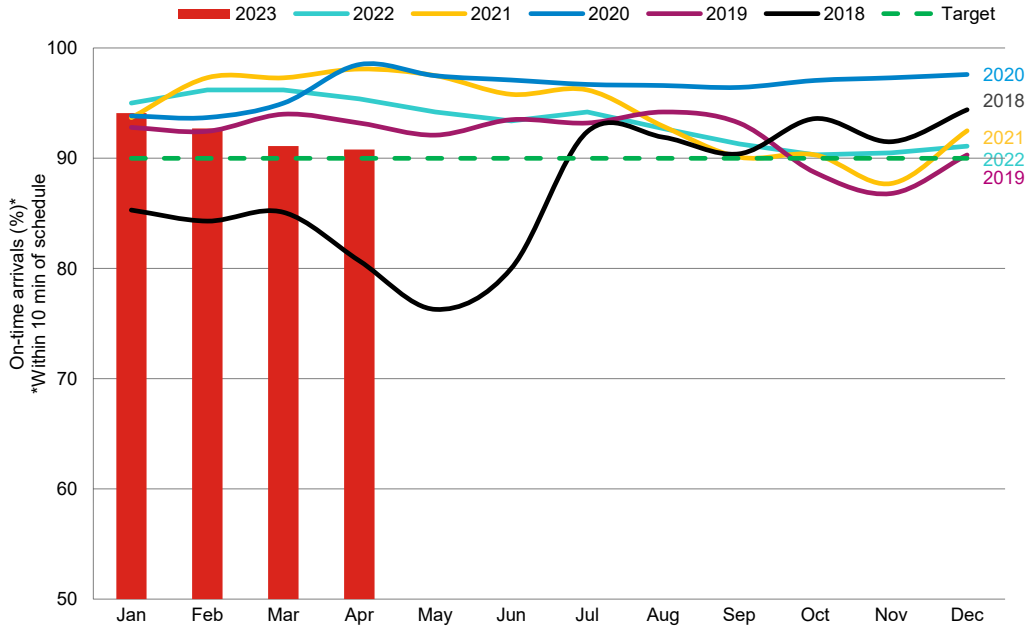
Key stakeholders have reviewed the various Infrastructure projects that will impact the streetcar network this Summer and Fall, with the intent of optimizing OTP for the network. Operator monitoring is continuing, coupled with additional messaging directed at Operators on the 509 Harbourfront and 510 Spadina routes. Schedule development for the September Board Period is also underway.





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 4 (April 2 to April 29, 2023) decreased by 0.3% from the previous period to 90.8%, and is 4.6% lower than Period 4 in 2022. However, it still remains above our target of 90%.

Analysis

The decrease in OTP during this period can be attributed to an increase in ridership demand resulting in additional time being required to complete runs. In addition, there has been an increase in road closure and construction, which directly impacts the OTP.

Action

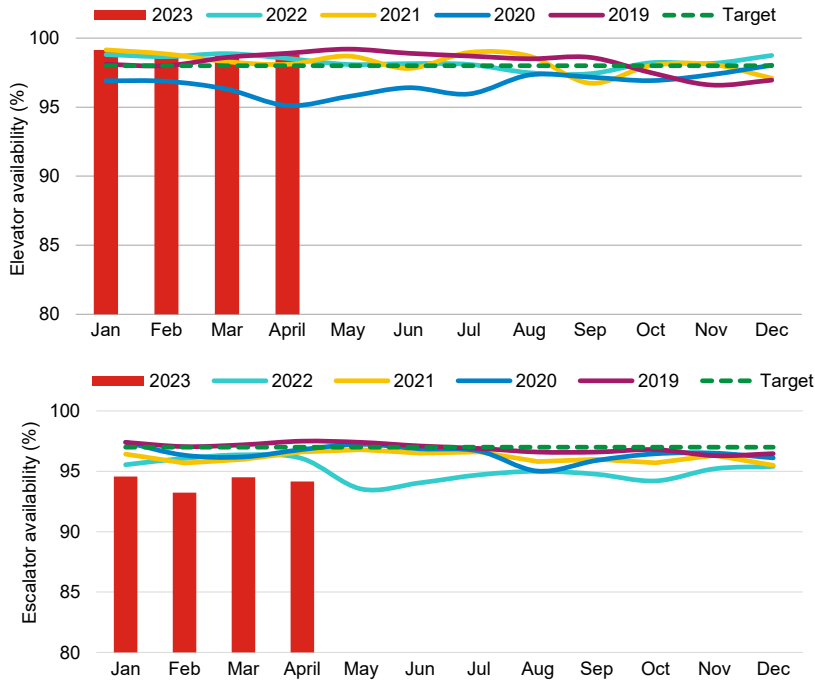
Our Dispatch, Service Planning and Project teams are strategizing new techniques, including scheduled time adjustments during peak service hours in an effort to maintain efficiencies, mitigate delays and increase OTP.





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 April was 98.81%, exceeding the target of 98%.

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

Analysis

In March, elevator maintenance and repairs were completed as planned and scheduled. A total of eight escalators were removed from service due to water damage: two at St Andrew Station, two at Pioneer Village Station, two at Sheppard West Station, one at Kennedy Station and one at St George Station, resulting in 2,259 hours of downtime.

Three escalators are out of service to accommodate construction work: one at Castle Frank Station, one at Glencairn Station and one at Donlands Station. The escalator at Castle Frank is out of service from December 2021 until December 2023; total out of service hours due to construction has resulted in 1,270.7 hours of downtime.

Overhaul of two escalators at St Clair West Station and one at Queen Station continue to have an impact on downtime. Additionally, one escalator at Greenwood Station was out of service due to vandalism resulting in 141.2 hours of downtime.

Action

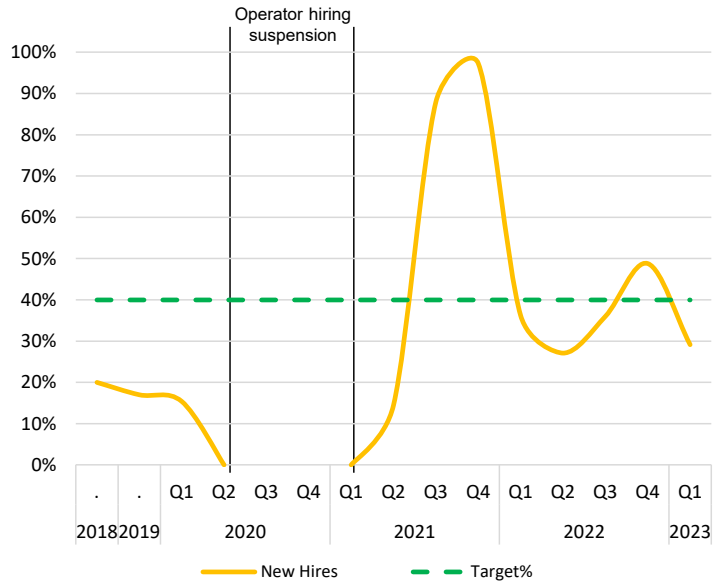
- Continue performing preventative maintenance to meet reliability and availability targets.
- The two escalators at St Andrew Station remain out of service as the electrical system is being built by a third-party. They are anticipated to be returned to service by end of May. The six other escalators, were inspected, repaired and returned to service.
- The escalators at Castle Frank and Donlands stations remain out of service to accommodate construction. Escalators at Glencairn Station have returned to service.



Diversity



Women in Transit Operations



Definition

The proportion of operator new hires who reported and identify as women versus all newly hired operators, and as reported by UDG (TTCs vendor for Diversity data)

¹ Note the proportions of Black, Asian and Indigenous will not add up to the total racialized (84%) as employees can belong to a race not part of the employment equity designated groups included in the report.

Results

In our 10-Point Action Plan on Diversity and Inclusion in 2021, we made the commitment to recruit more women into transit operations, with women representing at least four in every 10 new operator hires. In 2023, this remains a crucial performance metric with TTC hiring 151 transit operators (107 men, 44 women) in Q1.

Analysis

Of the newly hired women (in Q1 2023), 85% identified as racialized, with 46% identifying as Black, 31% as Asian, 0% as Indigenous, 0% as Persons with Disability, and 15% as LGBTQ2S+¹. This compared to Q4 2022 is an improvement where racialized women made up 73% of the overall newly hired women transit operators.

Similar to Q1 2022 results, we have started off the year slow, but we continue to stay committed to finishing 2023 above our target.

Action

As we look towards the future and our continued commitment to hiring more women into transit operations, we will explore other innovative ideas such as increasing the percentage of women entering training classes to a 50:50 gender ratio.

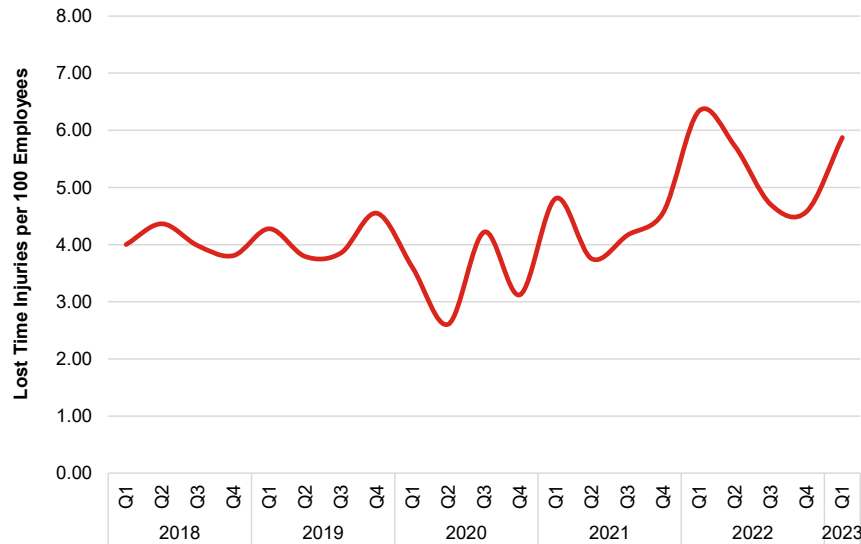
Next, we will look to how we can apply the success of the Transit Operator hiring program to the rest of the Commission beginning with a view into how we are trending on women hires across the organization.





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 September 2023 report.

Results

The LTIR in Q1 2023 was 5.9 injuries per 100 employees — an increase from Q4 2022 (4.6) and a decrease from the same period last year (6.3). The LTIR for Q1 was 13% higher than the four-quarter average. There has been an upward trend in the LTIR since 2015.

Analysis

The increase in Q1 LTIR compared to Q4 is mainly attributed to the increase in acute emotional event and slip/trip injury events.

Injuries due to acute emotional events account for 18% of all lost-time injuries and represent the second highest injury event type. Injuries due to slip/trip incidents account for 14% of all lost-time injuries and represent the third highest injury event type. This increase is seasonal and observed during the winter months.

Musculoskeletal/ergonomic type injuries (e.g. overexertion, reach/bend/twist, repetition)

continue to represent the highest injury event type and account for 19% of all lost-time injuries. However, this event type is not driving the increase in the overall LTIR for Q1. There is a 21% reduction in the musculoskeletal/ergonomic type injuries in 2022 compared to 2021.

Action

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. The TTC also has a Suicide Prevention program, which outlines current practices to prevent suicide incidents involving the TTC and to mitigate the impact when incidents cannot be prevented.

As part of winter readiness planning, communications were

issued to TTC employees about staying safe during winter months, including slip and trip prevention.

The Corporate Ergonomics program focuses on preventing musculoskeletal disorders (MSD) stemming from improper manual material handling and poor office ergonomics. In 2021, it was identified that there were lost-time injuries due to manual material handling. Back care training modules for high-risk groups were delivered in the train-the-trainer model for Wheel-Trans, Elevating Devices and Track and Structure groups in 2022. The trainers were educated on the theory behind MSD and measures to prevent injury through safe manual-handling techniques.

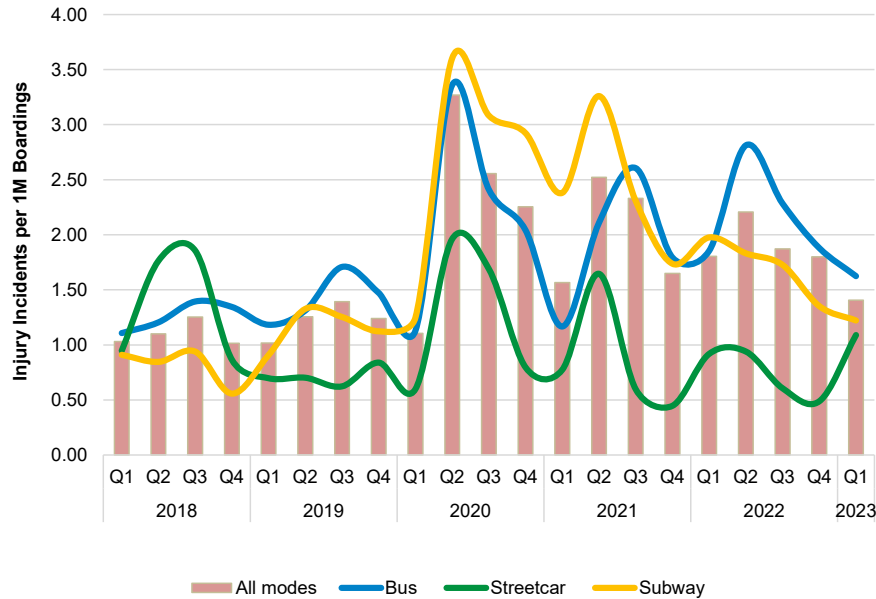
As next steps, we will continue to monitor and analyze injury statistics to guide our decisions and the corporate program for ergonomics will be updated.





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 September 2023 report.

Results

The CIIR in Q1 2023 was 1.4 injury incidents per one million vehicle boardings — a decrease from Q4 (1.8) and from the same period last year (1.8). The CIIR for Q1 was 23% 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 Q1 (down 22% from Q4 2022), was mainly due to the decrease in bus and subway injuries (Bus CIIR is down 16%, and Subway is 10% down from last quarter). Q4 and Q1 had 150 and 136 bus onboard injuries and 96 and 87 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.

- Over the winter months, we launched content on our social media channels to highlight slips, trips and falls and the precautions customers can take to prevent injuries.
- Our upcoming communications to operators include a spring campaign that will emphasize being aware of your surroundings, maintaining a safe following distance, operating to conditions and applying smooth braking and acceleration.
- We continue to update our safety campaigns across the system and exploring new ways to reach our customers to communicate key safety messages.

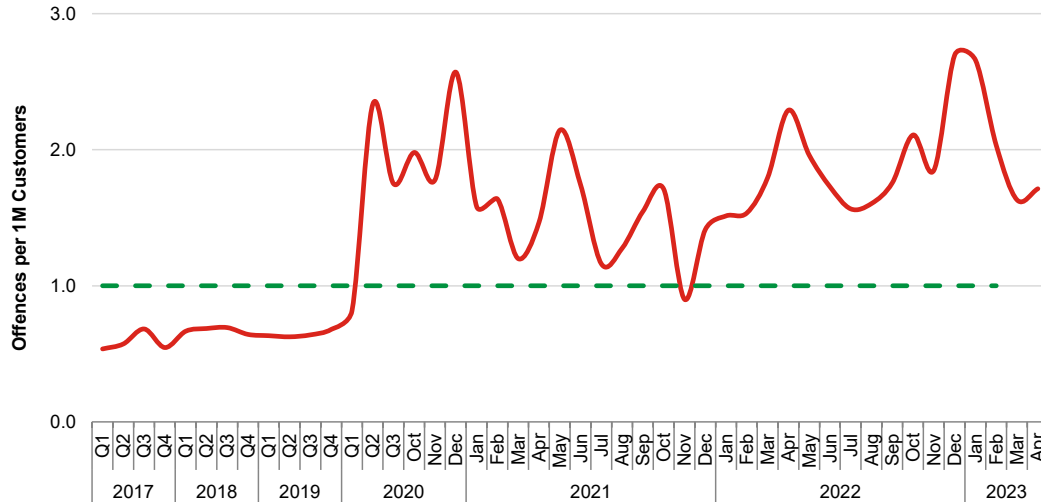




Safety and security

Offences against customers

— Target



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

Definition

Number of offences against customers per one million boardings.

Results

The number of offences against customers was 1.71 per one million boardings for April, increasing from 1.63 in March.

Analysis

The total number of offences decreased between March (112) and April (93), and the number of assaults and robberies incidents decreased. Additionally, other incidents decreased in April, which include mischief and harassment, among other items. A decrease in the number of boardings in April compared to March, coupled with a shorter financial period, may potentially explain the increase in the rate of boardings per 1 million.

Action

The TTC's current initiatives include:

- Multidisciplinary approach with City of Toronto and Toronto Police Service to amplify community support and incident response through short- and long-term strategies.
- Introduction of Community Safety Ambassadors and expansion of Streets to Homes to provide support

and outreach for underhoused individuals.

- Increased presence of Special Constables and Security personnel throughout the TTC network to enhance safety and security of customers and staff.
- Increased staff presence and promotion of SafeTTC App and See Something Say Something campaign through stations.
- Increased streetcar cleaning will occur midday during peak hours, and enhanced station cleaning in order to maintain a clean environment and improved experience.

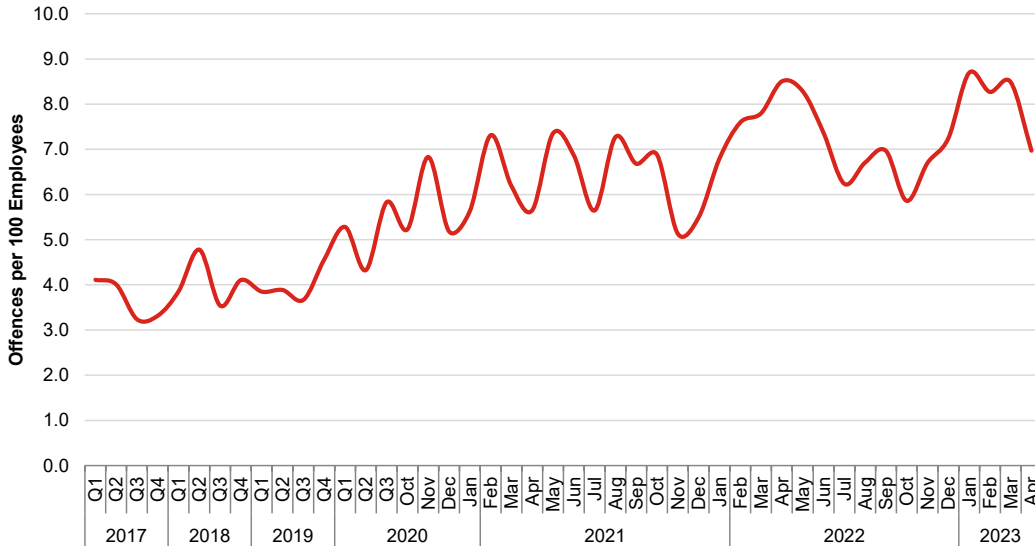
The TTC's Special Constable Service continues to monitor these statistics regularly, allocate security and support resources across the network to assist with emerging issues identified by staff and customers across the system. The TTC is in the process of hiring 50 additional Special Constables in 2023.





Safety and security

Offences against employees



Note: New reporting system in development. Data is still in cleaning for Q1-2023 and may have inaccuracies.

Definition

Number of offences against employees per 100 employees.

Results

The number of offences against employees decreased to 6.97 offences per 100 employees in April, down from 8.49 in March.

Analysis

In absolute terms, the number of offences decreased to 84 in April from 127 in March. The number of assaults, threats and other incidents decreased, including mischief and harassment. The decline in offences against employees is similar to the trend observed in Fall 2022.

Action

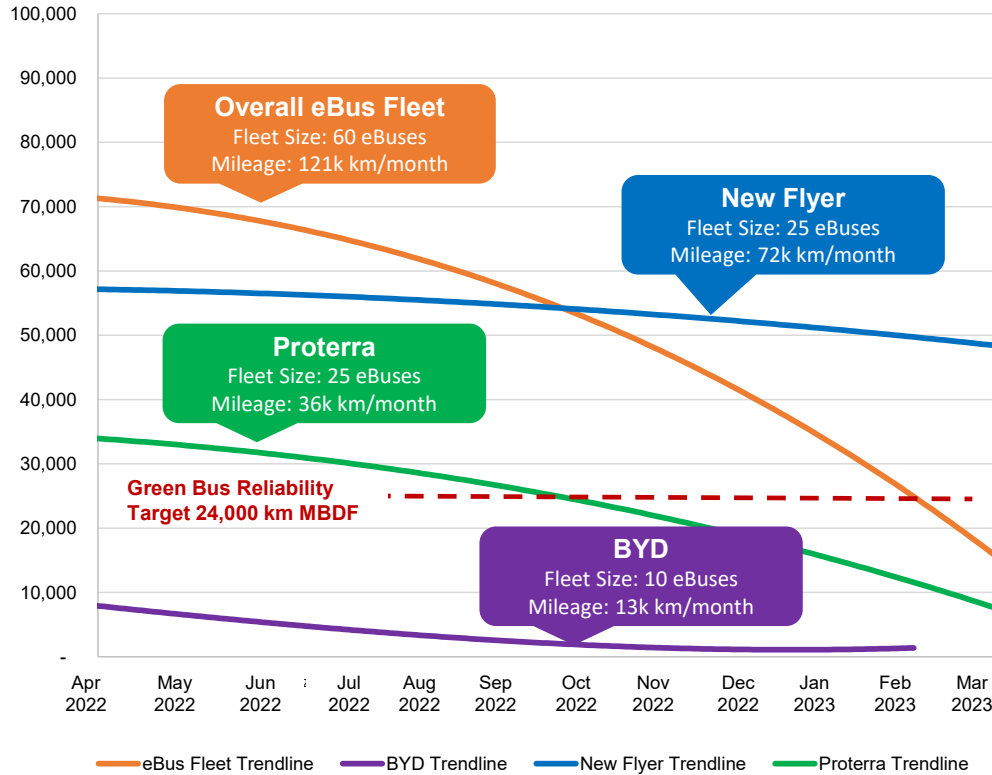
As part of the expansion of the 10-Point Action Plan to prevent Assaults Against Employees, the initiatives also include:

- Supporting proactive site visits conducted by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) and reviewing risk assessments, reporting processes, training and control measures.
- Expanding de-escalation training to 9,000 frontline employees, including unconscious bias training. A train-the-trainer model will be used for the initial portion of the roll-out, with internal TTC instructors delivering training to frontline employees.
- Engaging with our unions through the Joint Labour Management Committee to provide updates on the 10-Point Action Plan and discuss recent incidents.
- Increasing the presence of both Special Constables and Security Guards through the TTC network, as well as management personnel during peak service periods; and take multidisciplinary approaches with the City of Toronto and Toronto Police Service to improve incident response and community support.



Hot topics

Bus Asset Reliability: Battery-Electric Buses (eBus)



Measuring Bus Reliability

Bus reliability is measured by mean distance between failures (MDBF), which is calculated by dividing the total distance driven by the fleet in a given month by the number of failures that resulted in buses being removed from service.

Due to the relatively high performance of hybrid-electric and battery-electric buses introduced through TTC's Green Bus Program, the reliability for low and zero-emissions buses is targeted at 24,000 km MBDF. This target is double the target of 12,000 km MBDF for diesel buses.

Results & Analysis

The overall eBus fleet reliability, which includes the New Flyer, Proterra, and BYD fleets, has dropped below target due primarily to a reduction in Proterra's reliability over the last three months. A snapshot of eBus reliability by vendor at the end of March 2023 and actions to improve are as follows:

- The New Flyer fleet continues to exceed target; however, we continue to work with the vendor to identify continuous improvement measures.
- The Proterra fleet has been experiencing air system faults that have driven reliability down. Air compressor design improvements, and 23 other retrofits, are expected to be completed by Q2 of 2024.
- The BYD fleet has been grounded due to a persistent battery fault. The fleet is undergoing a campaign to replace the batteries and all 10 buses are expected to resume service by the end of June 2023.

The purpose of buying eBuses from all three vendors in the market was to identify and apply lessons learned to the next procurement. The TTC has now procured eBuses for delivery starting in 2024 that are expected far exceed diesel bus reliability, which along with zero-emissions is the measure of success for the Green Bus Program.





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

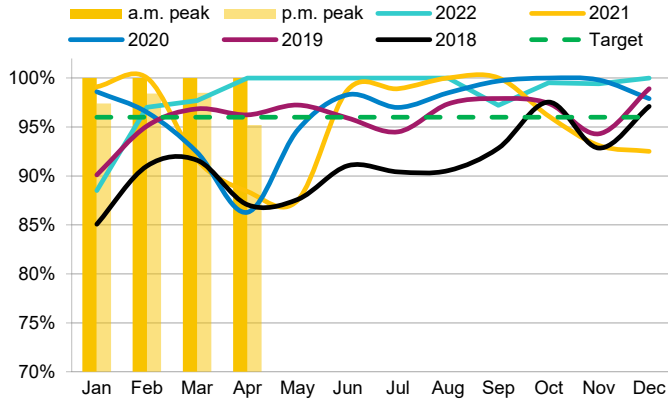
Appendix: Service delivery

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.

April 2023: 100.0%
March 2023: 100.0%
April 2022: 100%

Target: 96.0%

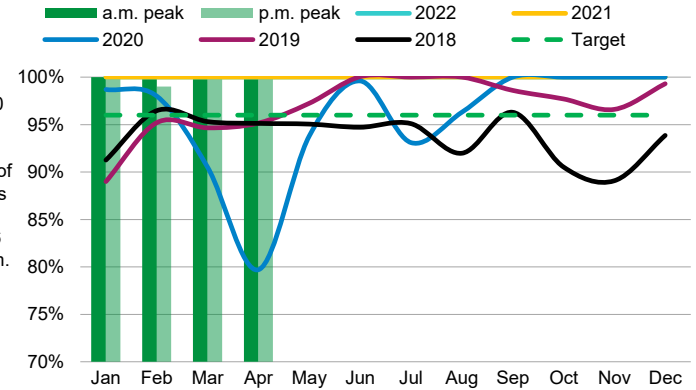


Line 2 capacity

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.

April 2023: 100%
March 2023: 100%
April 2022: 100%

Target: 96.0%

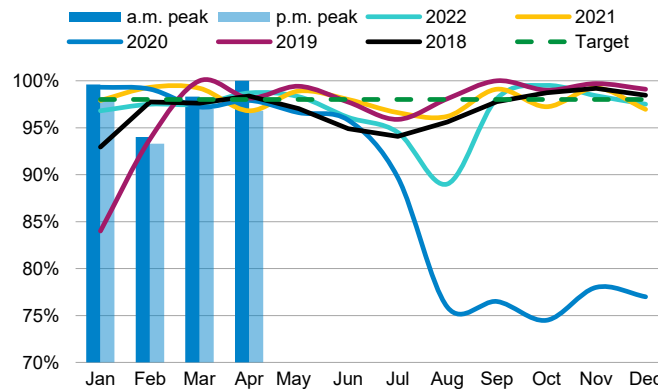


Line 3 capacity

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.

April 2023: 98.3%
March 2023: 97.6%
April 2022: 98.7%

Target: 98.0%

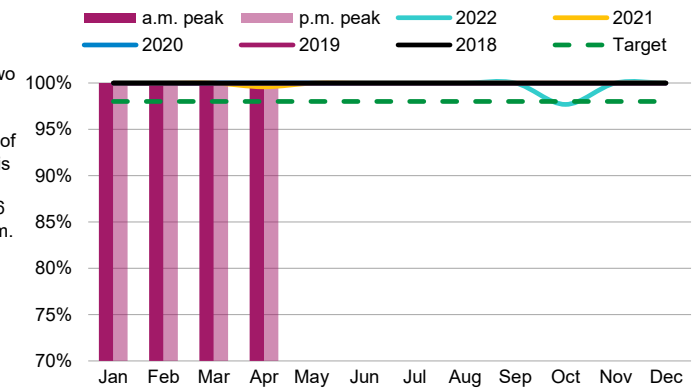


Line 4 capacity

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.

April 2023: 100.0%
March 2023: 100.0%
April 2022: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

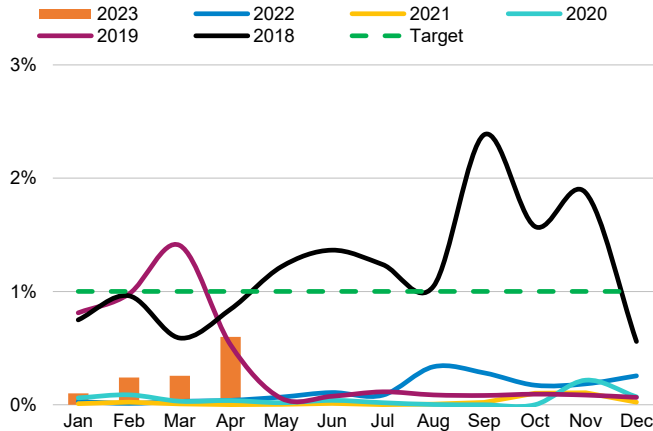
Appendix: Service delivery

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 (per 1,000 departures).

April 2023: 0.60%
March 2023: 0.26%
April 2022: 0.04%

Target: 1%

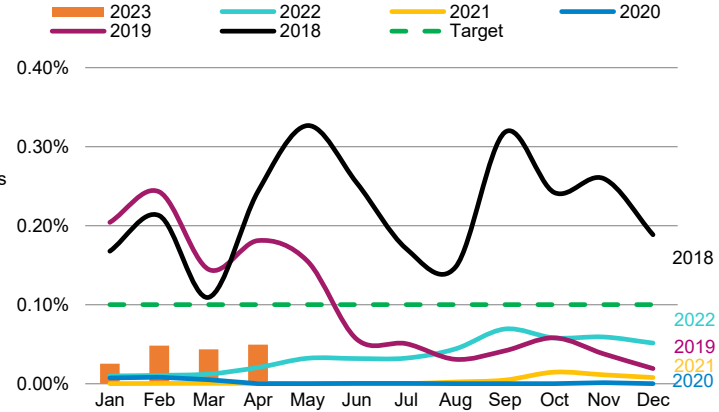


Bus short turns

A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (per 100 departures).

April 2023: 0.05%
March 2023: 0.04%
April 2022: 0.20%

Target: 0.10%

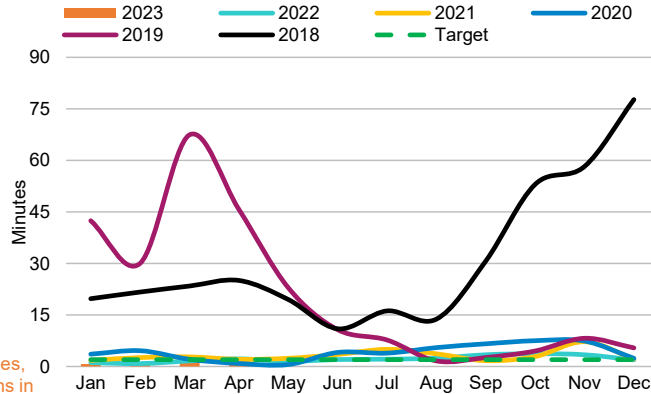


Wheel-Trans contact centre wait time

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

April 2023: 2.2
March 2023: 1.4
April 2022: 2.2

Target: Less than 2



To tackle rising calls and inquiries, we'll have more training sessions in June and review call projections within a two-week timeframe.





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

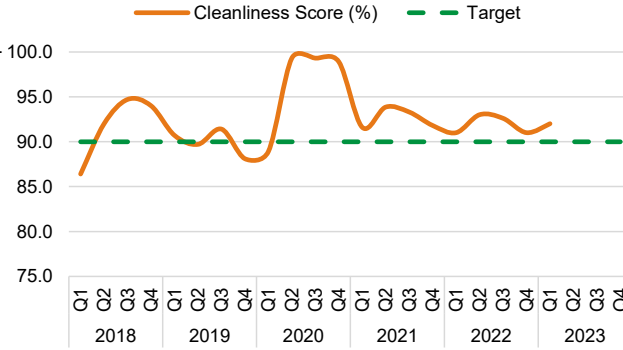
Appendix: Cleanliness

Bus cleanliness

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

Q1 2023: 92.0%
Q4 2022: 90.0%
Q1 2022: 91.0%

Target: 90.0%

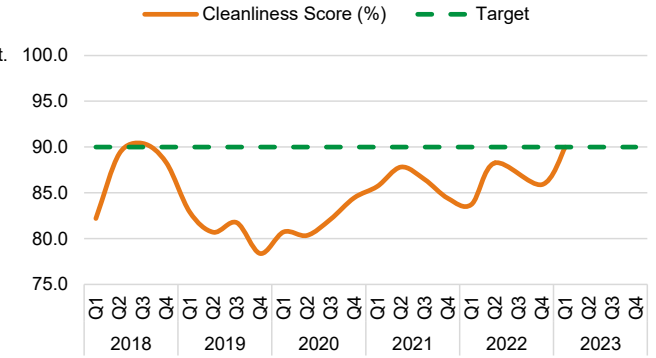


Streetcar cleanliness

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

Q1 2023: 90.0%
Q4 2022: 85.9%
Q1 2022: 83.7%

Target: 90.0%



Subway cleanliness

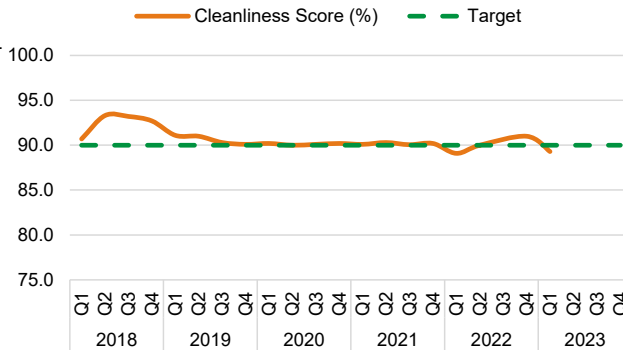
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q1 2023: 89.3%
Q4 2022: 91.0%
Q1 2022: 89.1%

Target: 90.0%



Leverage insights from third-party audits to inform improvements



Station cleanliness

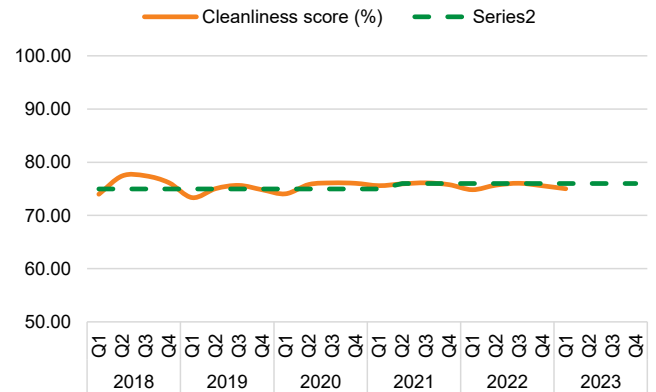
Results of a third-party audit. Average of all 75 stations.

Q1 2023: 75.04%
Q4 2022: 75.6%
Q1 2022: 74.86%

Target: 76.0%

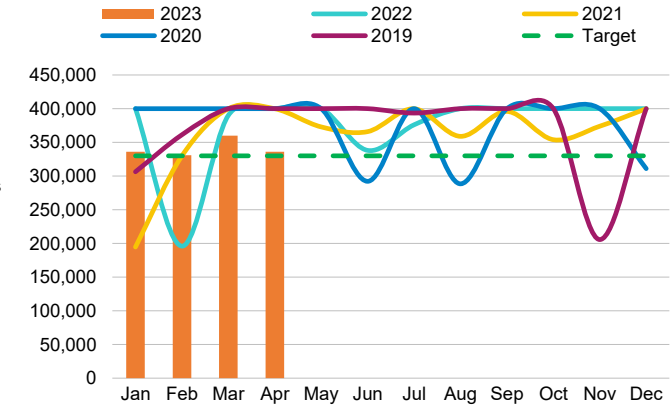
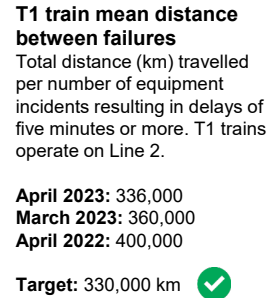
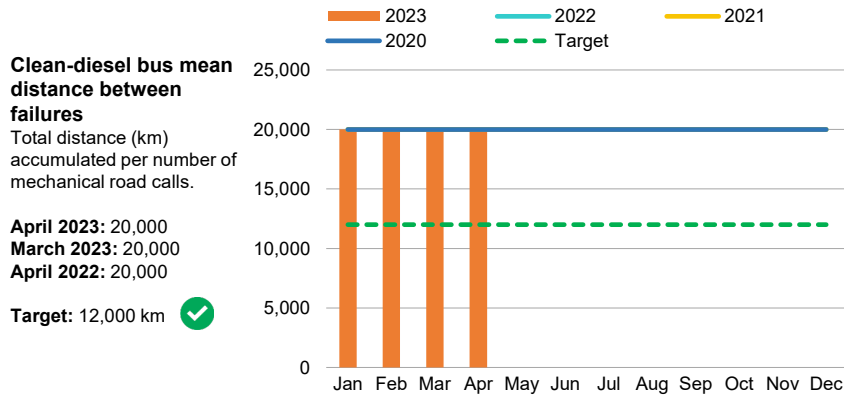
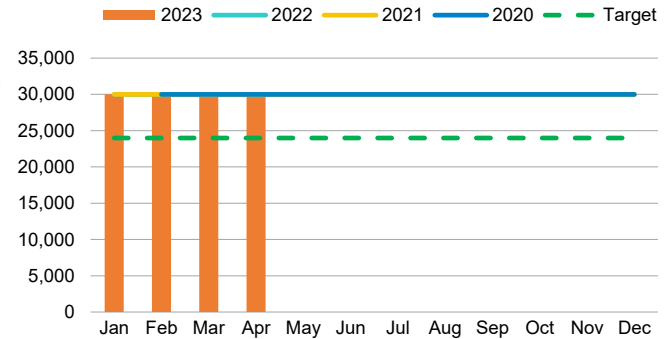
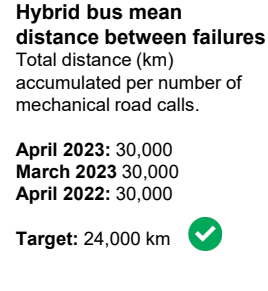
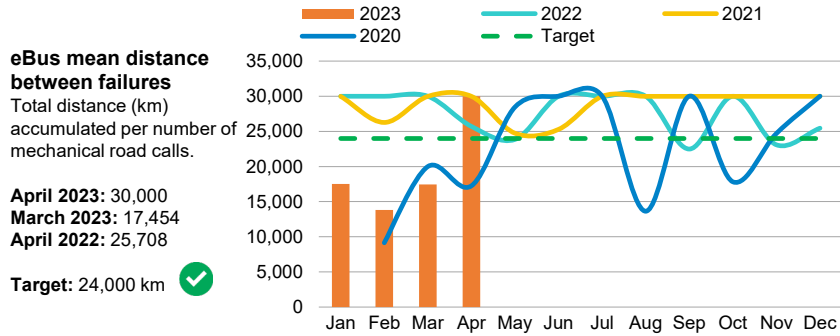


Leverage insights from third-party audits to inform improvements





Appendix: Asset reliability





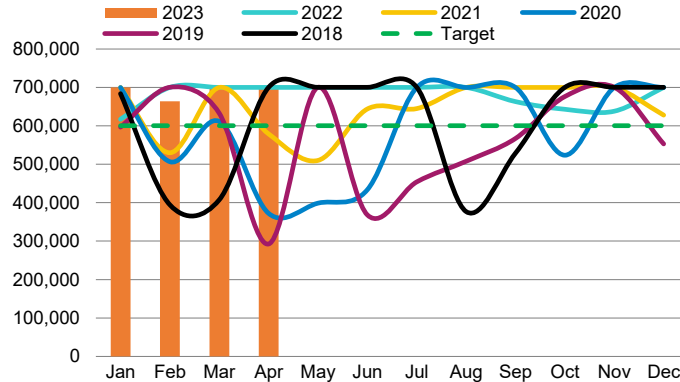
Appendix: Asset reliability

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.

April 2023: 700,000
March 2023: 700,000
April 2022: 700,000

Target: 600,000 km

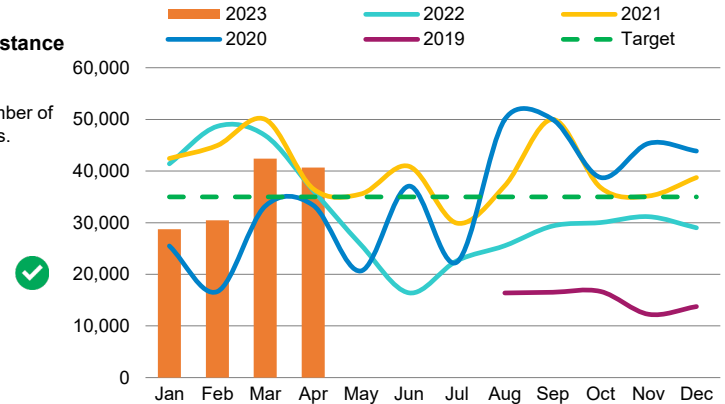


Streetcar mean distance between failures

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

April 2023: 40,700
March 2023: 42,386
April 2022: 36,256

Target: 35,000 km

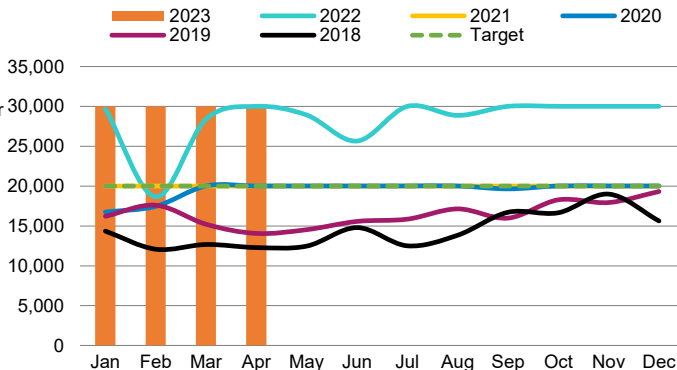


W-T Mean distance between failures

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

April 2023: 30,000
March 2023: 30,000
April 2022: 30,000

Target: 20,000 km





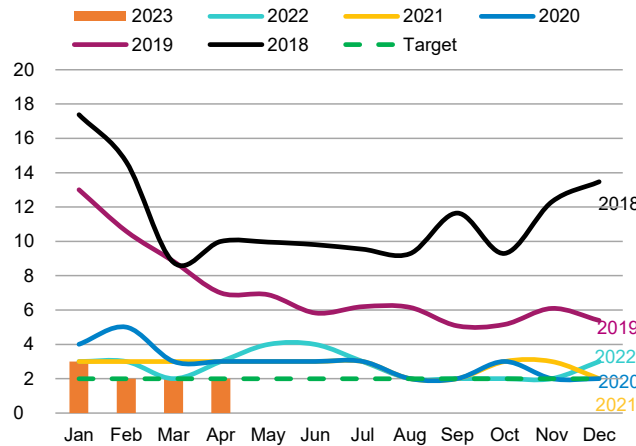
Appendix: Asset reliability

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.

April 2023: 2
March 2023: 2
April 2022: 2

Target: Less than 2

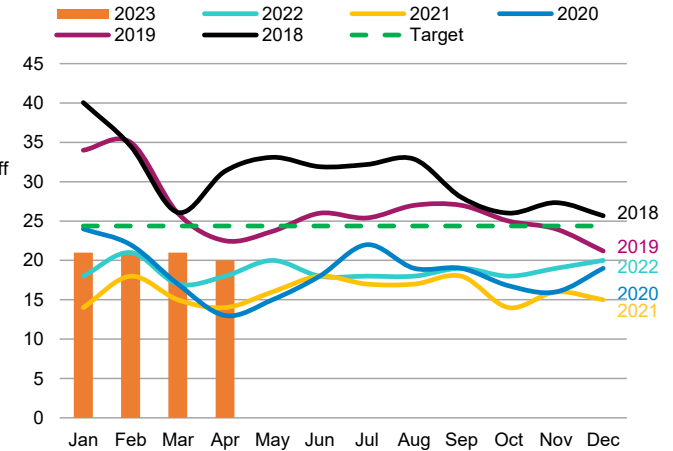


Bus road calls and change offs

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.

April 2023: 20
March 2023: 21
April 2022: 18

Target: Less than 24





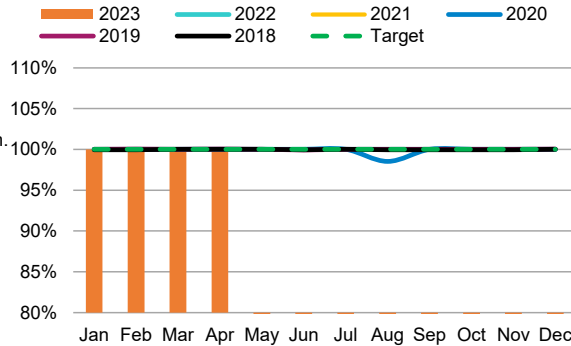
Appendix: Asset availability

Subway service availability

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

April 2023: 100%
March 2023: 100%
April 2022: 100%

Target (RW): 100%

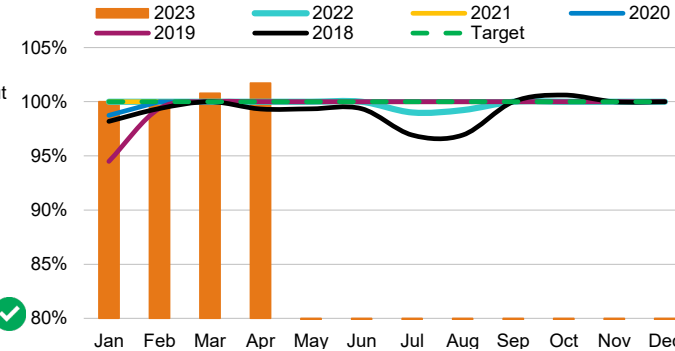


Streetcar service availability

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

April 2023: 101.7%
March 2023: 100.8%
April 2022: 100%

Target (RW): 100%

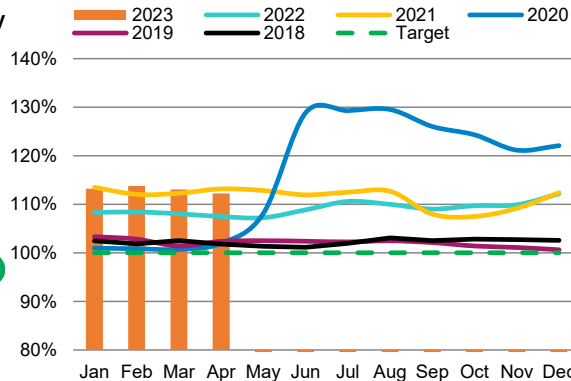


Bus service availability

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

April 2023: 112.2%
March 2023: 113.0%
April 2022: 107.5%

Target (RW): 100%



Fare gate availability

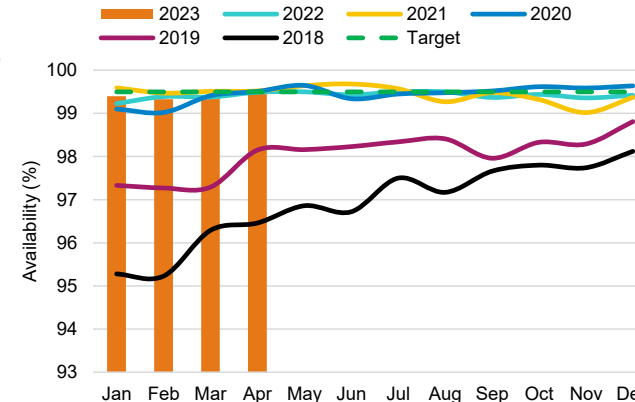
Percentage of fare gates are available for use.

April 2023: 99.48%
March 2023: 99.38%
April 2022: 99.49%

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.



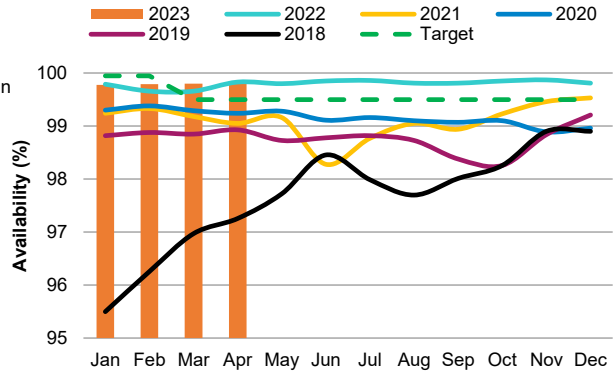


Appendix: Asset availability

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.

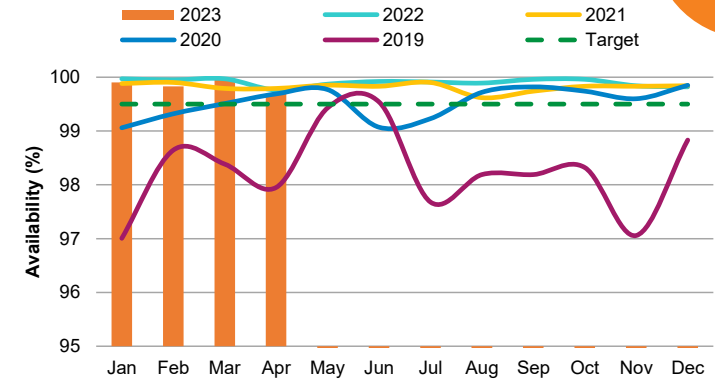
April 2023: 99.85%
March 2023: 99.80%
April 2022: 99.83%
Target: 99.50%



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.

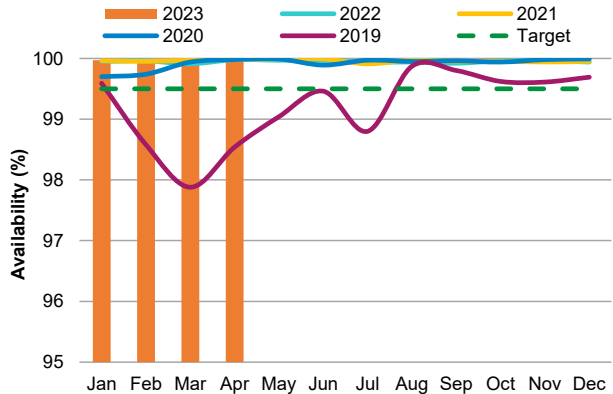
April 2023: 99.69%
March 2023: 99.97%
April 2022: 99.76%
Target: 99.50%



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.

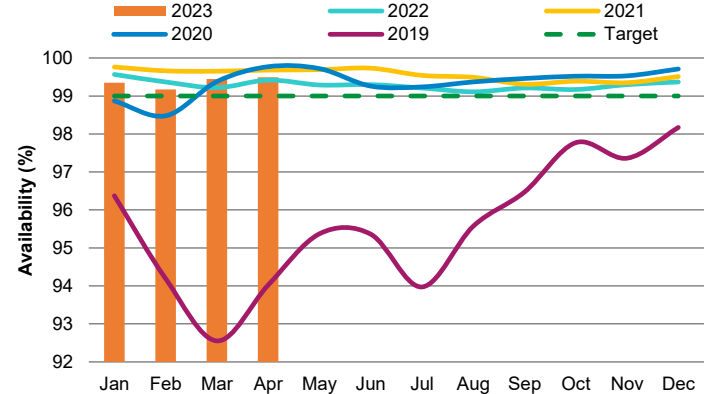
April 2023: 99.96%
March 2023: 99.93%
April 2022: 99.98%
Target: 99.50%



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.

April 2023: 99.49%
March 2023: 99.45%
April 2022: 99.42%
Target: 99.00%





Appendix 2: Safety

Regulatory compliance

This table summarizes the number of regulatory interactions and orders issued in 2023 (January 1 to April 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, e-mail 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	22	0	0	No orders issued
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	0	0	0	No orders issued
Toronto Fire Services	0	0	0	No orders issued

¹ Next update will be available in the September 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, Technical Standards and Safety Authority and City of Toronto Sewers By-Law and Ontario Fire Code

