



Overview of Public Address (PA) and Passenger Assistance Intercom (PAI) systems

Board Meeting

November 22, 2023

Fortunato Monaco

Chief of Operations and Infrastructure

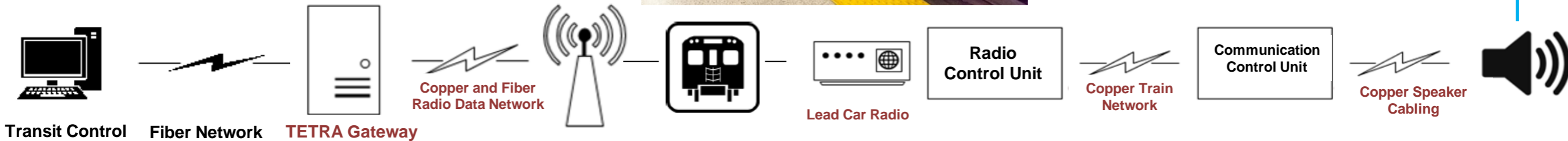
Background

TTC's Operations and Infrastructure Group will provide a brief overview of the following systems, and present actions taken to increase their reliability:

- Public Address (PA) system inside subway stations and trains
- Passenger Assistance Intercom (PAI) system inside subway stations



Overview of Public Address System



Action Plans for Public Address System

1. Commenced a scheduled daily system audit of the PA system inside trains in November 2023 and stations in August 2023 to identify issues and create Maximo tickets to expediently resolve any discovered anomalies.
2. Enforce standard announcement scripts to users and ensure consistent and clear messaging, including quality assurance auditing.



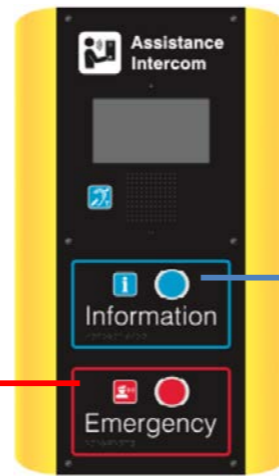
Overview of Passenger Assistance Intercom System

Non-Emergency calls

A call will ring at local hub for 30 seconds. If not answered, the call will ring in the overflow queue at Union Station. In the unlikely event that a call is not answered, the call will be dropped off after two minutes.

Emergency calls

A call will ring at Transit Control Emergency Dispatch Desk. In the unlikely event that a call is not answered, the call will be dropped off after 30 minutes.



Action Plan for Passenger Assistance Intercom System

The objective is to guarantee seamless functionality of both Information and Emergency buttons by verifying the accurate connection and routing of signals.

1. Daily automated self-audits are conducted **by the unit** to test the microphone and speaker of each unit.
2. Weekly manual audits **by field supervisors**, each zone on a specific day, to test the microphone and speaker of each unit, as well as routing, connectivity, and button functions.



Summary

- Amalgamated operations and infrastructure tests take place to ensure any malfunctioning PA/PAI system equipment is addressed as soon as possible.
- The TTC has increased the frequency of PAI checks from monthly to weekly, and we are exploring moving towards daily audits, if technically feasible.
- Customer communication scripts have been updated to ensure clarity and consistency.

