



Chief Executive Officer's Report – November 2023

Date: November 22, 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.

Contact

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Signature



Richard J. Leary
Chief Executive Officer

Attachments

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

CEO's Report

Toronto Transit Commission

November 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.

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.

TTC by the numbers



1.7 million

Total current trips



183,200

weekly service hours pre-pandemic



6,400+ km

of routes



2,114

buses



206

streetcars



150

trains



16,000+
employees



60

battery-electric buses — the largest fleet in North America

Did you know...

Did you know the TTC's employees hold a number of Stuff the Bus events across the city in November and December to collect toys for children in need for Christmas? Stay tuned for information on how you can donate to this important cause.



Table of contents

<u>CEO's commentary</u>	4
<u>Core metrics</u>	9
<i>Key metrics aligned with our strategic objectives.</i>	
• Ridership	9
• Financial	12
• Customer experience	13
• Safety & Security	21
<u>Hot topics</u>	
<i>This month: Passenger assistance intercom system, subway public address system, Pattison digital signage program, open payments</i>	25
<u>Appendix</u>	
<i>Non-core metrics. Metrics with significant changes in performance will be reported in Hot topic metrics.</i>	29



CEO's commentary



We've seen our ridership continue to steadily rise over the past few months – our average weekday boardings are at 82% of pre-COVID levels, or 2.55 million boardings. This is an important milestone for the transit agency.

For the week ending October 27, average weekday boardings were 80% of pre-COVID levels, or 2.50 million boardings. Weekend ridership continues to exceed weekday demand, being 100% for this week. Bus boardings lead recovery at 94% of pre-COVID levels, while streetcar boardings are at 63% and subway at 72%. Wheel-Trans ridership is at 76% of pre-COVID levels.

We are continuing to review and monitor our customers' emerging travel patterns to learn about how to better serve them. Part of this work is through the TTC's 2024 Annual Service Plan (ASP), which provides a roadmap for service changes for the coming year – including recommendations for new and revised routes based on input and engagement with TTC customers, employees and the community.

The 2024 ASP is our first annual plan under a more stable environment following the peak of the pandemic. It applies valuable lessons learned from recent years to enhance transit in Toronto, ensuring a more efficient and reliable system for all riders. There are three key themes of the 2024 ASP:

- Improving on the basics: Continuing to align service as ridership patterns stabilize across the network, reinforcing the role of TTC Service Standards in defining service quality, and improving existing processes to deliver better transit service.

- Making stronger connections: Preparing the transit system for major changes to the network with the future opening of Line 5 Eglinton and Line 6 Finch West; monitoring and adjusting the Line 3 Bus Replacement Network; adjusting other routes across the city to create better connections and respond to community growth and input; and preparing for future changes, such as the first phase of the regional fare integration.
- Doing disruptions differently: Learning from recent years of construction and transit disruptions across the city to develop a service disruptions framework; piloting new approaches to maintain mobility during construction; and improving customer communication approaches and tactics.

In addition to the three key themes, there is more work that is ongoing as we continue to develop and implement the 20-Point Action Plan, including the measures initially approved by the Board in the 5-Year Service Plan.

Diversity and Culture Group

TTC Recognized for Diversity, Equity and Inclusion

The TTC was recently awarded a Diversity, Equity and Inclusion Award by the Canadian Urban Transit Association (CUTA). Last spring, the TTC launched a new partnership with Special Olympics Ontario, an organization dedicated to promoting respect, acceptance, inclusion and human dignity for people with intellectual disabilities through sport.



CEO's commentary

In the past, the TTC has received feedback that people with intellectual disabilities face challenges with taking public transit. The TTC currently has several programs in place to support these individuals, such as the TTC Travel Trainer program and the MagnusCards app, a life skills app that helps people with cognitive disabilities learn how to navigate the world around them – including taking the TTC.

This initiative represents an important part of the TTC's commitment to creating an accessible transit system for everyone. Congratulations to all those who supported this important initiative!

Anti-Racism Strategy and Policy

In December 2020, the TTC adopted a 10-Point Action Plan on Diversity and Inclusion and a Five-Year Diversity and Human Rights Plan. Together, the plans identified short-term changes the TTC could make immediately as well as long-term objectives for building a more diverse and inclusive organization.

The TTC remains committed to identifying, preventing and eliminating systemic racism. The TTC is currently working on its new Anti-Racism Strategy and Policy, which will be presented to the Board in the New Year. Overall, the goal of the strategy is to guide and support the TTC on a path to becoming an organization that is free from systemic racism in the workplace and in the delivery of services.

The draft policy has several key components, including:

- Addressing community concerns on racial profiling and the over-representation of Black and Indigenous people in the TTC's enforcement activities.
- Enhancing fairness for employees and customers who file complaints of racial discrimination.
- Enhance co-ordination, integration and alignment of the TTC's system-wide anti-racism approach.

We look forward to sharing more with you on this important work in the coming months.

Strategy and Customer Experience Group

Ongoing support for open payment

To support open payment and the use of their payment systems, both VISA and AMEX have made substantial advertising buys on the TTC. Additionally, Interac offered a free ride to TTC customers on October 26 to those customers tapping into the system with their Interac card and Rogers is offering a similar discount to customers using their bank card beginning October 30.

The TTC will continue to report back to the Board on the success of open payment in the coming months.

TTC's *Be Essential* campaign wins CUTA award

The TTC was recently awarded a Marketing and Communication Award by the Canadian Urban Transit Association (CUTA) for its *Be Essential* campaign. The campaign was developed to support hiring efforts, and it positioned employment opportunities in transit as essential to the well-being of Toronto. The campaign creative featured TTC employees in their work locations. The campaign over-delivered in digital ads, and overall the TTC saw a 700% increase in unique views to the jobs page at ttc.ca.

The TTC launched the *Be Essential* recruitment campaign in 2022. The campaign spoke to the important role the TTC plays in the lives of our customers who trust us to help them get around Toronto. Whether it is to get to work, to appointments or to shop for groceries, millions of people rely on the TTC on a daily basis.



CEO's commentary



Canadian veterans and Davisville Public School students at Leslie Station.

Public Forum on Accessible Transit

I want to thank everyone involved in pulling off another successful and eventful Public Forum on Accessible Transit last month. It was great to be back in person this year at the Toronto Reference Library to share experiences with staff and the public.

Hearing directly from our customers is absolutely essential in helping us to get our service right. The forum is also our opportunity to update customers on the many accessibility initiatives recently introduced or underway, such as the wayfinding pilot at York Mills Station, the trial of rear-door chimes on buses, Community Bus improvements and the launch of the Wheel-Trans mobile app.

Major capital projects discussed at the public meeting included elevator construction that is underway at 15 subway stations; expansion our accessible streetcar fleet by 60 vehicles over the next couple of years, with the first two new cars already on property; and renewal of the Wheel-Trans fleet, with the remaining 30 seven-metre buses scheduled to arrive in Q1 2024.

Transportation and Vehicles Group

Honouring Remembrance Day

As has been our tradition for many decades, the TTC was honoured to provide current and former members of Canada's military with free rides on Remembrance Day, Saturday, November 11. The TTC also paused all service for two minutes in honour and memory of Canada's fallen on that solemn day. All subway Operators held their trains in stations, bus and streetcar Operators held their vehicles at service stops and Wheel-Trans Operators held at a safe location. The complimentary ride offer also extended to one travelling companion.

It was our privilege, as always, to join Canadian veterans and Davisville Public School students at Leslie Station to formally launch the Toronto Royal Canadian Legion's annual TTC Poppy Campaign on October 27. Poppy donations continued until Remembrance Day.

In World War II, more than 600 TTC workers enlisted for military service. Their names are remembered on the TTC's Honour Rolls, including a dozen who were killed in action.



CEO's commentary

Winter Preparedness at the TTC

The TTC has been busy through the summer months reviewing contracts with suppliers to make certain that all of our winter inventory and equipment is ready to go. Winter preparedness for the TTC is a multi-faceted and multi-departmental effort to ensure each transportation mode is prepared to deal with the severe weather ahead, and that we make all necessary adjustments to our severe weather operations plans.

On top of all that, Subway and Surface crews have lengthy annual checklists of activities that are undertaken, including, to name a few:

- Subway line inspections and repairs to heating equipment.
- Subway yard trackside heating checks.
- Snow fence installation in yards and mainline stretches.
- Leaf cleanup along tracks and tree pruning in the open cuts.
- Inspections of vehicle heating systems, cab defrosters, HVAC filters and ramp systems.
- Windshield wipers and fluid top-ups.
- Installation of winter tires on articulated buses.
- Installation of anti-icing tanks on T1 and TR storm trains.
- Testing of auxiliary equipment, such as plows, snow throwers and salting equipment.

As always, we will be reminding customers to leave extra time in their commutes and to check ahead on the status of their TTC service by following @TTCNotices on X (formerly Twitter) or by signing up for eAlerts.

Operations and Infrastructure Group

Streetcar service returns along The Queensway

On October 29, the TTC restored 501 Queen streetcar service to Humber Loop in the west end. This followed the completion of major infrastructure upgrades by the City and the TTC in the King Street West, Queen Street West, The Queensway and Roncesvalles Avenue (KQQR) intersection area.

It is the first time since January 2021 that streetcars are running along The Queensway, including to stops at Glendale Avenue providing direct access to St. Joseph's Hospital. The 501L Queen replacement buses continue to run both ways between Long Branch Loop and Humber Loop. Additional streetcar service through to Long Branch Loop is scheduled to return in the peak periods on November 19. 507 Long Branch streetcars will operate from Long Branch to Humber Loop, every day to 10 p.m., with riders boarding from platforms on Lake Shore Boulevard. 301 Queen buses continue to operate between Long Branch Loop and Neville Park Loop in overnight periods, seven days a week.

People Group

TTC introduces Trauma Assist Program

As part of our role in moving Toronto, there are sometimes unavoidable situations that TTC employees witness or are involved in that have an effect on our mental health and well-being.

That is why the TTC recently introduced a new Trauma Assist Program to support employees exposed to traumatic incidents in the workplace.



CEO's commentary

The Trauma Assist Program provides specialized care to treat individuals, manage symptoms and build resiliency through a flexible program that adapts to the needs of each individual. This program helps individuals quickly access and receive assistance and counselling from specialized clinicians.

This new program is voluntary, confidential and available for all employees who experience trauma in the workplace, such as a traumatic injury, violent act, witnessing violence or death.

This program is in addition to the already existing Peer Support Program, which offers confidential peer support to employees who have experienced a traumatic incident at work.

Mental health is an essential aspect of safety, and we take it seriously.

The next scheduled TTC Board meeting will be on Wednesday, November 22. The public meeting will be live-streamed on the Official TTC YouTube Channel.

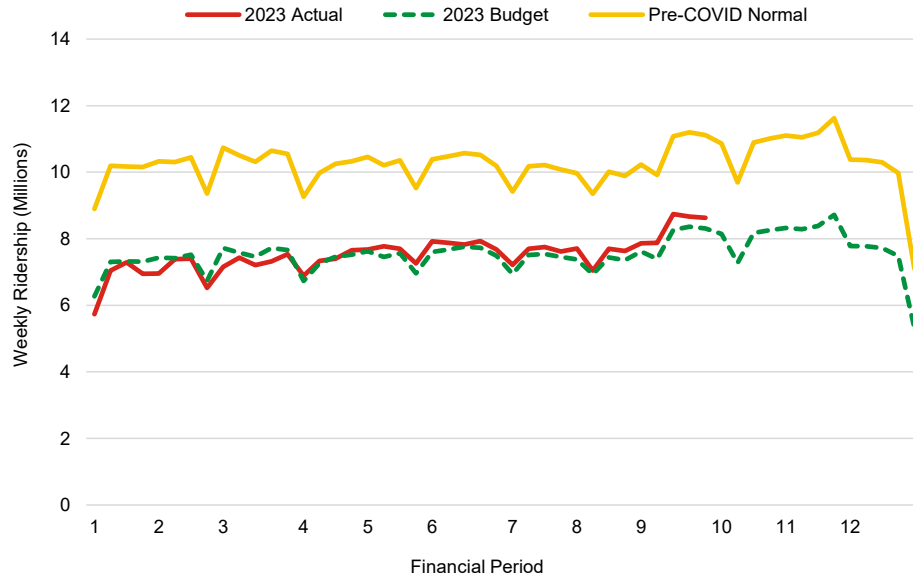
Richard J. Leary
Chief Executive Officer
November 2023





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 9 (August 27 to September 30, 2023) revenue rides totalled 41.8 million. This represents 78% of pre-COVID experience and is 1.8 million or 4.6% above budgeted revenue rides for Period 9. Period 9 average weekly ridership increased to 8.4 million rides per week from 7.5 million revenue rides per week in Period 8.

Year-to-date revenue rides totalled 293.0 million, which is 2.2 million above budget and cumulatively represents 74% 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 after March, ridership has remained slightly above budget since the first quarter. Similar to pre-COVID experience and in line with seasonality, weekly ridership increased again in September. However, Period 9 ridership increased more than expected, averaging 4.6% above budgeted levels for this period.

Consistent with the increased ridership, the TTC experienced an increase in riders, with up to 97% of unique PRESTO riders using the system each week in Period 9. Despite the increase in riders, the travel frequency of the riders has dropped since pre-COVID experience. For Period 9, the number of unique riders classified as “commuters” (i.e. ride four of five weekdays per week) are at 65% of March 2020 levels for the same Period, whereas riders who use transit less frequently (ride less than four weekdays per week) are at 121% of March 2020 levels.

Day-of-week use continues to be highest and consistent across Tuesday to Thursday, averaging approximately 76% of pre-COVID levels. Weekend recovery is at approximately 90% of pre-COVID levels, demonstrating a consistently stronger recovery rate than experienced on weekdays.

Action

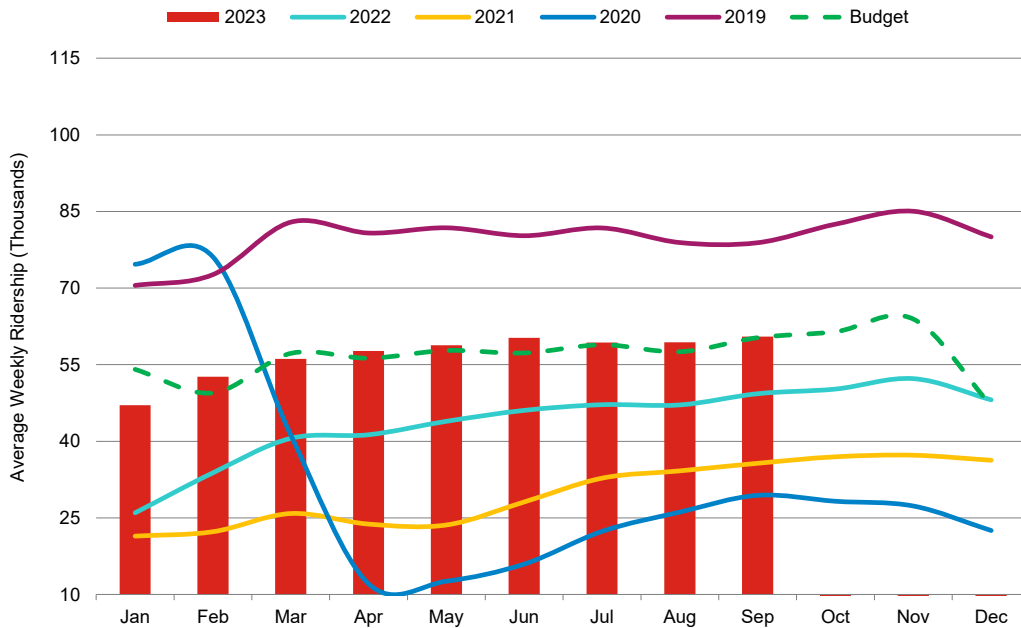
Ridership is likely to remain at these Period 9 levels for the balance of year. However, actual fall experience will continue to be monitored as it will be critical to understand any change to commuter patterns or discretionary travel, further informing projections to year-end and the 2024 Budget.





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 9 (August 27 to September 30, 2023) was 302,581 (or 60,516 passengers per week). This figure was 0.4% higher than the budgeted 60,275 customers per week. In terms of year-over-year growth, the Period 9 year-to-date (YTD) ridership is 35.9% higher compared to the same period in 2022, and is 0.6% (13,700) over the 2023 YTD budget. The 2023 YTD ridership represents 71.4% of the pre-COVID experience (2019 YTD P9).

Analysis

Ridership for Period 9 has seen an increase that is seasonally expected. There has been a 3% growth in registrants from the previous period which is an indicator of more customers using our service. Same day trip booking continues to increase as customers are able to have their trip requests accommodated.

Action

Service requirements and resources are being reviewed to ensure customer trip requests are honoured. Operational efficiencies are in place to manage service gaps, as well as ensuring same day trip bookings are accommodated.

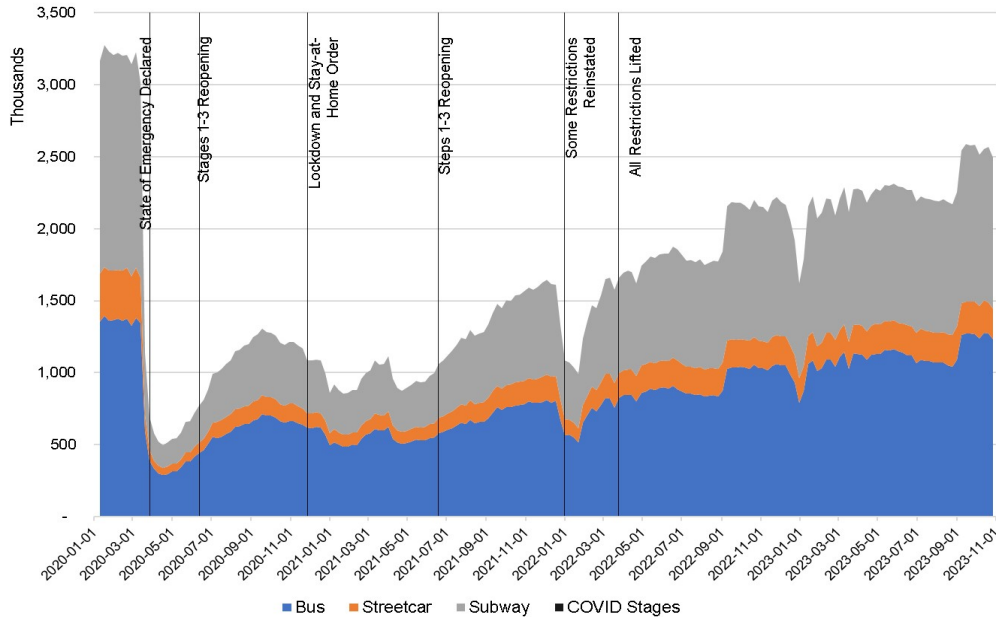
Note: Wheel-Trans ridership is not included in TTC ridership totals.





Ridership

Customer Boardings



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 were 2.53 million in October 2023, a 1.5% decline from 2.57 million average weekday boardings in September 2023.

Analysis

Average weekday boardings continued to increase for bus, growing 1.9% in October, while streetcar decreased 1% and subway 2.3%.

Average weekday bus boardings were strongest in Scarborough followed by East York, and weakest in Etobicoke and North York. Subway decreases were strongest on Line 1 and concentrated on the a.m. and p.m. peak periods. These changes suggest a settling into new commuting patterns for workers and students after a strong return in September and modelled demographics for bus boardings suggest relative declines among professional and manufacturing workers, part-time students, and higher-income households.

Compared to seasonally-adjusted pre-COVID levels, average weekday boardings are currently 80% overall. Bus recovery is at 94%, streetcar at 63%, and subway at 72%. Full week demand has recovered to 83% systemwide, driven by higher levels of return on weekends which have reached 100% of seasonally-adjusted pre-COVID demand.

Action

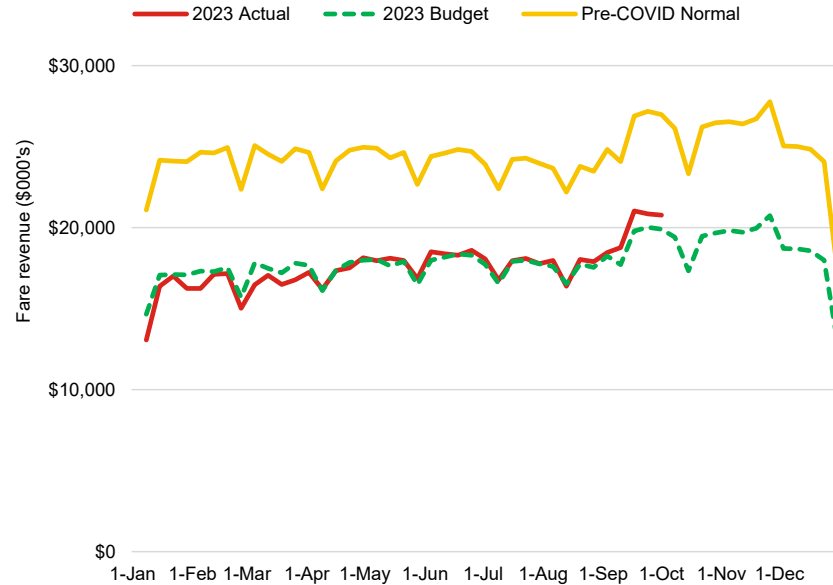
- Continual monitoring of customer demand across the network.
- Monitoring surface route occupancy levels and hot spot analysis to inform run-as-directed additional service.
- Review of demand incorporating higher than expected September increases.
- Continued outreach to understand the pace of change in hybrid-work.
- Continue collaborative work on 2022 Transportation Tomorrow Survey to provide post-COVID household travel insights.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 9 (August 27 to September 30, 2023) fare revenue was \$100.2 million. This represents 77% of pre-COVID revenue and is \$4.5 million or 4.7% above budgeted fare revenue for Period 9. Period 9 average weekly fare revenue of \$20.0 million increased 13.8% over Period 8.

On a year-to-date basis, fare revenue totalled \$687.3 million, which cumulatively represents 73% of pre-COVID experience and is \$0.1 million above the year-to-date budget.

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 to be \$8.8 million below budget in the first quarter. With no significant weather events after March, fare revenue has remained at/or slightly above budget since the first quarter. Similar to pre-COVID experience and in line with seasonality, weekly fare revenue increased again in September. However, Period 9 fare revenue increased more than expected, averaging 4.7% above budgeted levels for this Period.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$94.0 million for Period 9 —

representing a PRESTO ridership adoption rate of 90.7% — and \$6.2 million from other media for Period 9. Open Payments launched August 15, providing customers with the ability to tap their credit or debit cards to pay for adult single-use fares, including cards on a smartphone or smartwatch. The adoption of Open Payment continued to grow with 7.0% of weekly rides paid using the Open Payment method for the week ending September 30.

Period 9 revenue was generated from the following fare concession groups: 77.1% adult, 10.1% post-secondary, 5.4% senior, 7.2% youth (ages 13-19) and 0.2% other. Revenue from the adult concession has seen steady growth since 2022, driven by a return to office.

Action

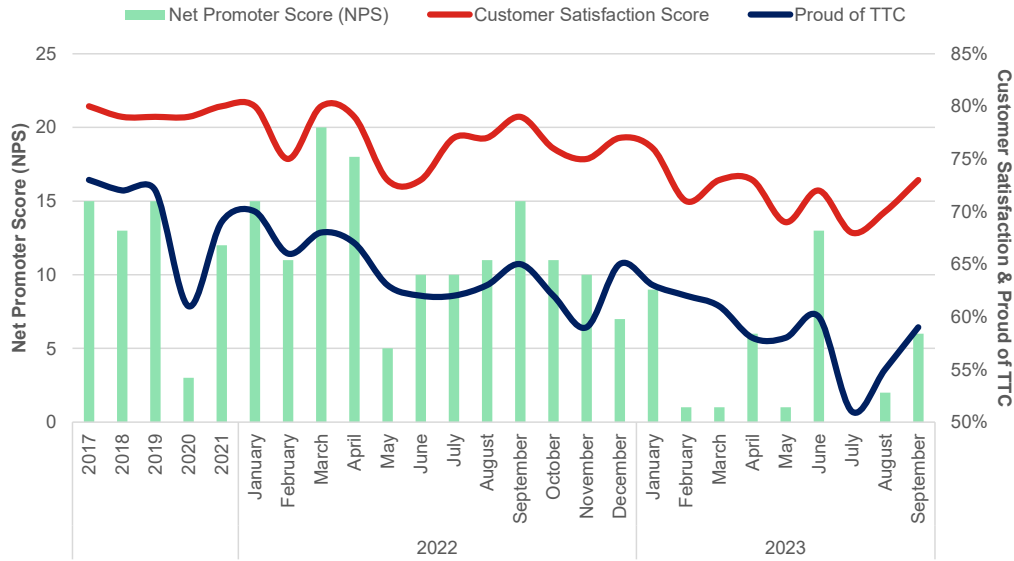
Fare revenue is likely to remain at these Period 9 levels for the balance of year. However, actual fall experience will continue to be monitored as it will be critical to understand any change to commuter patterns or discretionary travel, further informing projections to year-end and the 2024 Budget. The TTC is also monitoring and reporting the use of the Open Payment method of payment and the changes of fare media used by customers. Refer to the Open Payments Hot Topics page for further insights.





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.
Note: the customer satisfaction is a lagging indicator, relating to events that occurred in the previous month.

Results

Customer satisfaction has increased since August from 70% to 73% in September, following a decline in July of 68%. Net Promoter Score (NPS) increased to six from two, and the number of customers who say they are proud of the TTC and what it means to Toronto increased to 59% from 55%.

Analysis

September data showed improved **satisfaction** across all bus, streetcar and subway modes in:

- Real-time information,
- Helpfulness of staff; and
- Cleanliness of stations

Each of these increased by five and three points, yet they remain challenge areas for customers. Although personal safety satisfaction increased from 57% in August to 60% in September, reaching its highest level since April, it remains a top concern for subway customers, scoring 56%.

NPS increased by four points. Bus, subway and streetcar NPS rose by eight and four points, respectively. This indicates a greater inclination among bus and subway users to recommend the TTC, contributing to the overall NPS increase.

Furthermore, customer sentiment towards the TTC reflects a growing sense of pride in the Toronto transit system. Notably, bus users reported an eight-point increase in satisfaction, while subway and streetcar users both saw a three-point improvement.

Action

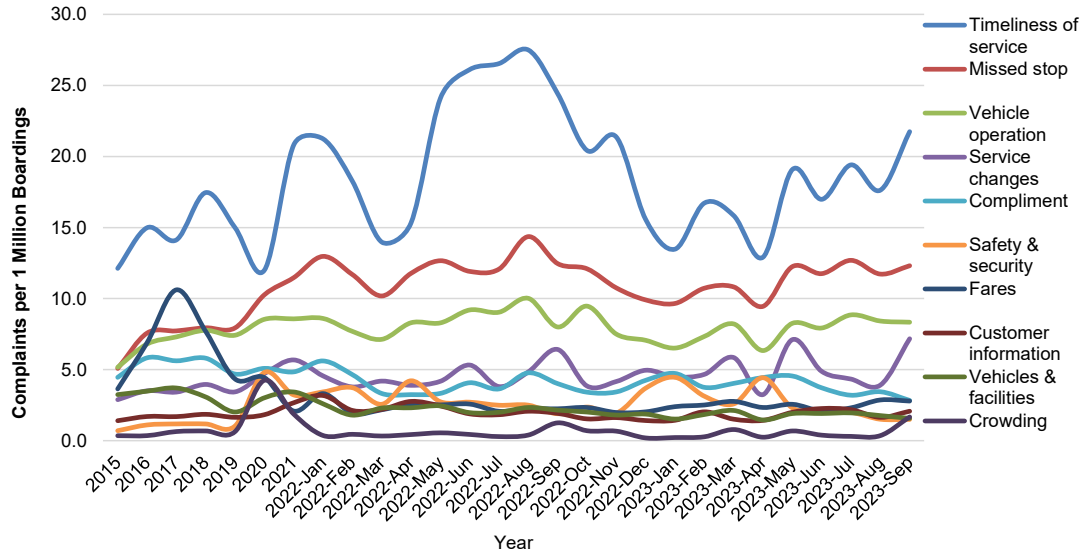
- Continue to monitor customer satisfaction with sense of personal safety as a key driver of customer satisfaction, and effect of Community Safety program.
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- An in-depth study is underway to understand drivers and experiences that evoke customer sense of pride in the TTC.





Customer experience

Customer service communications (CSCs)



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

In September, Customer Service Communications (CSCs) per one million boardings rose by 18% from August. The total number of CSCs increased by a significant 26% from August to September, increasing from 3,490 to 4,409 CSCs, respectively.

Analysis

CSCs showed varying trends in categories from August to September. Among the top four ranked categories – Timeliness of Service, Missed Stops, Service Changes and Vehicle Operation – there were increases of 23%, 5%, 84%, and a 1% decrease, respectively.

Among the remaining categories, Safety and Crowding stand out. CSCs related to safety and security have shown a consistent decline, now lower than during COVID, with a 35% decrease since May 2023. Additionally, Crowding has risen from the 14th to the eighth position, primarily due to the increase in CSCs related to overcrowded vehicles, which now account for 3% of the total CSCs in September.

Action

- Continuing route level analysis for service reliability, and evaluation of evolving congestion.
- Further schedule changes with October and November schedules bringing service up to 97% pre-COVID levels.
- Crowding analysis and action (see Hot Topic – Bus Occupancy).
- Increasing staff presence in stations to further support customer safety and experience.
- Embed Customer Satisfaction, customer research, and CSC priorities in upcoming Customer Experience Action Plan.





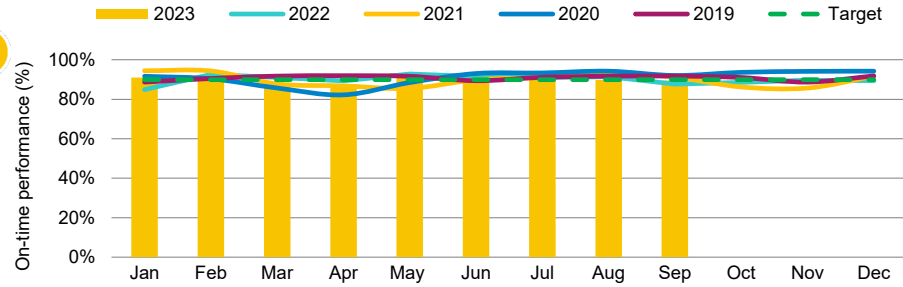
Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

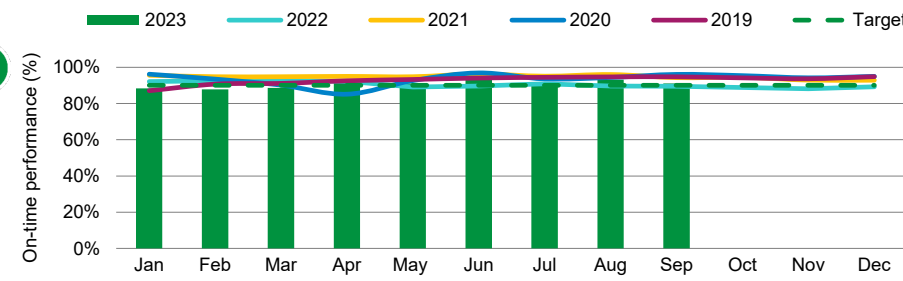
Customer experience

On-time performance (OTP) – Subway

1



2



Results

Line 1 OTP was 89.5% in September. This represents a decrease from last month (89.8%) and an increase from the same time last year (87.7%). Our target of 90% was not met.

Line 2 OTP was 91.1% in September. This represents a decrease from last month (93.1%) and an increase from the same time last year (89.5%). Our target of 90% was met.

Analysis

On Line 1, there was a 18.7% increase in total delay minutes – from 2,756 minutes in August to 3,270 minutes in September. Increases in delay minutes were seen across all sectors except for fire and smoke delays. Passenger-related delays still make up 62% of the total delay minutes.

On Line 2, there was a 22% increase in total delay minutes – from 1,862 delay minutes in August to 2,272 delay minutes in September. Increases in delay minutes were seen across all sectors except for fire and smoke delays. Passenger-related delay minutes accounted for 76% of the total delay minutes, which is an increase of one percentage point from August.

Action

Continued monitoring of ridership and service levels and making adjustments where necessary to ensure punctual service levels are delivered. Additionally, the following is also being implemented to decrease delays:

- Increase in front line staff, proactive approach to deter incidents by CCTV monitoring, enhanced training for all employees to better identify potential issues and reporting to Transit Control Centre.

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 **Plan Bs:** Fire and smoke at track level.



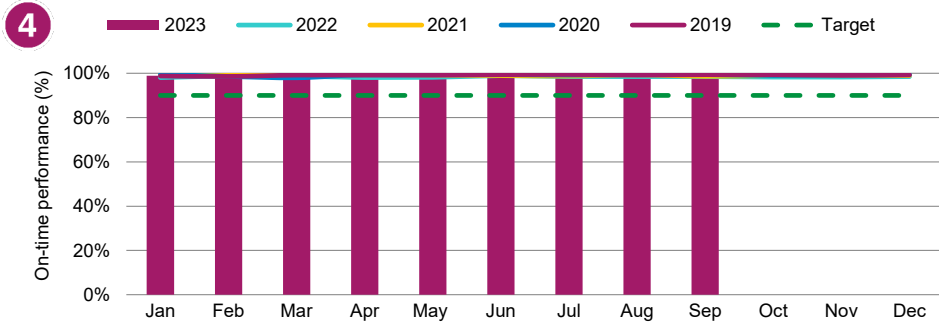


Rich Wong
Chief Transportation and Vehicles Officer

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.

Line 3 is permanently shut down and has been replaced with 903 bus since September 2023, and is now included in bus OTP.

Results

Line 4 OTP was 98.8% in September. This represents no change from last month (98.8%) and an increase from the same time last year (98.5%). Our target of 90% was met.

Analysis

On Line 4, there was a 35.6% decrease in total delay minutes — from 239 delay minutes in August to 154 delay minutes in September. Decreases were seen across all sectors.

Action

Line 4 is consistently meeting OTP targets. There are no anticipated changes for Line 4.



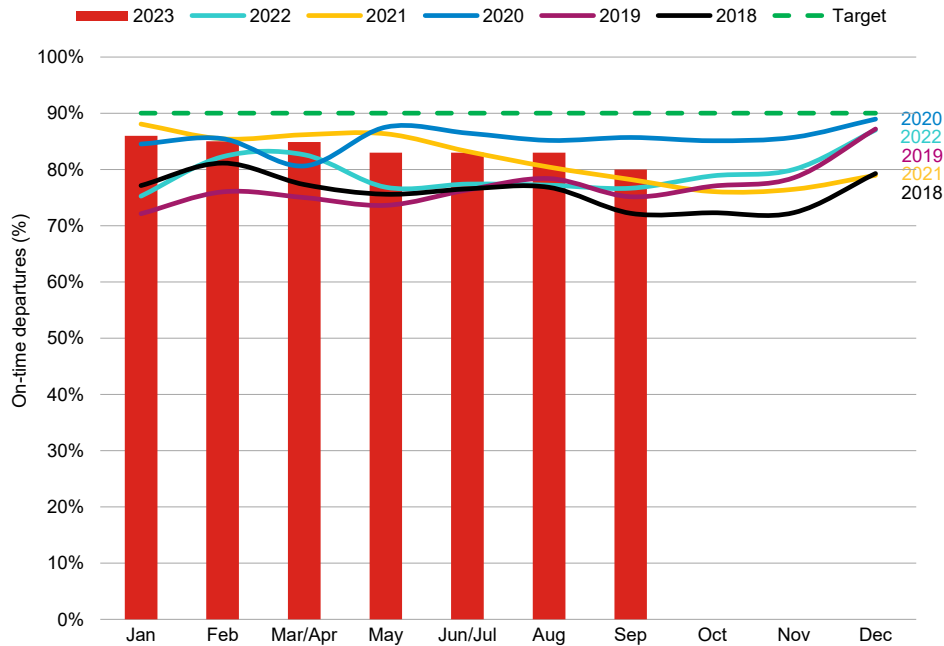


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Customer experience

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 September Board Period was 80%. This is a decrease of 3% compared to the August Board Period (83%), and a 3% improvement compared to the September 2022 Board Period (77%). The target of 90% was not met.

Analysis

Construction activity, along with increased congestion, impacted bus OTP during the September Board Period. 120 out of 162 routes not affected by construction achieved 83% OTP for weekdays during the board period. Of these routes:

- 18 routes were “On-Time” (90% OTP or better).
- 75 routes were “On the Cusp” (between 80% and 90%).
- 27 routes were “Not On-time” with OTP less than 80%. Root cause diagnostic assessments are being undertaken for all 27 routes.

The 68 routes that have received Service Reliability updates operated at an 83% level for the September Board Period, three percentage points higher than the network average, and approximately 12 percentage points higher than this time last year.

During weekends for the September Board Period, overall bus OTP was 78%, a two-percentage-point decrease over the August Board Period. Route schedule changes are assisting OTP results. However, construction and variation in congestion by day of week continue to present while transit operates in mixed traffic.

Action

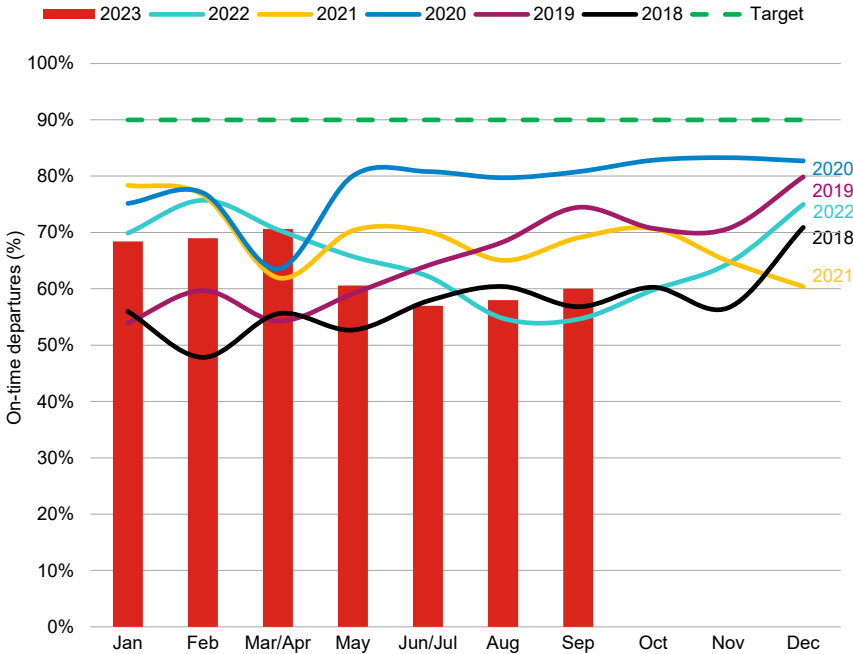
- Continued focus on Operator counselling for “On the Cusp” routes.
- Additional run time adjustments for the upcoming Winter board periods.
- New set of “On the Cusp” routes for Supervisory field presence to begin in October.
- Comprehensive review of challenging end terminals on select routes.
- Working with City of Toronto on Congestion Management Plan.





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 September Board Period was 60%, an increase of two percentage-points compared to the August Board Period (58%). This is a five percentage-point increase compared to the same time-last year (55%). The target of 90% was not met.

Analysis

Construction continued to challenge streetcar OTP in September. For the four routes not affected by construction (503 Kingston Rd, 509 Harbourfront, 510 Spadina, and 511 Bathurst), weekday OTP was 77%, an increase of seven-percentage points over August Board Period. Highlights include:

- 503 Kingston Rd was 78% overall and 85% from Bingham Loop.
- 509 Harbourfront was 57% and 64% on weekdays. OTP was 75% on weekdays from Exhibition Loop.
- 510 Spadina overall OTP was 72% and 80% on weekdays. If excluding Union Station and partial trips, weekday OTP was 86%. Removing the impact of TIFF raises OTP to 88%.
- 511 Bathurst's OTP was 80% and 84% on weekdays. This was the best performing streetcar route of the board period.

Performance on all routes except 512 St Clair and 509 Harbourfront was impacted by the diversions and traffic disruptions created by TIFF (September

7-17). OTP was 64% for all routes combined from September 18 to the end of the board period.

The five construction-impacted routes achieved 54% OTP this board period. Revised schedules improved performance on 512 St Clair, which continues to operate with buses (77% On-Time). OTP performance decreased on the other four construction-impacted routes. Due to Toronto Water construction on Howard Park Avenue, 506 Carlton service was temporarily diverted to Dundas West Station, affecting the 504 and 505 routes as service was adjusted to manage congestion at the busy terminal. Regular routing as resumed.

Action

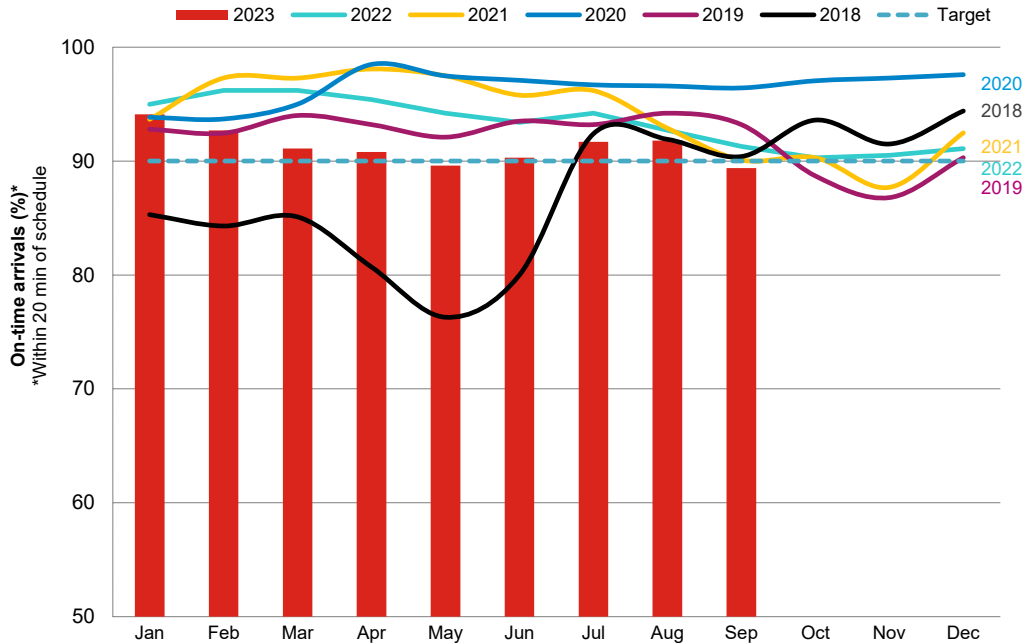
- A new schedule to improve service reliability will be implemented on the 509 Harbourfront route in November.
- Use of key sections of the streetcar right-of-way for buses operating on 512 St Clair to improve travel time reliability.
- Continued focus on Operator counselling for "On the Cusp" routes (85-90%).
- Development of additional operational strategies for construction-challenged routes including deployment of field Supervisors to key locations to engage Operators and identify and monitor construction activity as it changes.





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 9 (August 27 to September 30, 2023) decreased by 2.4% from the previous period to 89.4%, and is (-1.9%) lower than Period 9 in 2022.

Analysis

Increased vehicle traffic due to back to school and work, construction activity, and road closures due to special events were the three main pressures on OTP for this month.

OTP for weekdays was at 89.7%. Weekends continue to be the most difficult to manage with the increase in events and the resulting road closures, and overall higher congestion. Weekend OTP was slightly below target at 87.5% for the month. Total ridership for Period 9 was 302,581, with a weekly average of 60,516.

Action

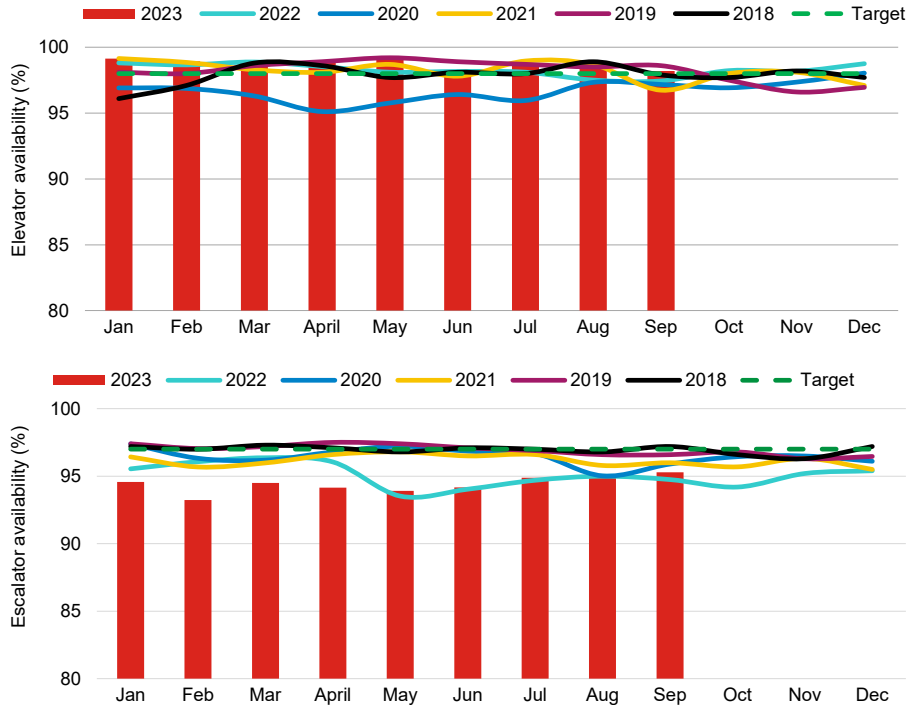
- The TTC continues to prioritize improving and maintaining our service delivery performance, including trip management and accommodating trips.
- There is a review underway for the winter board period to increase the number of runs on weekends, which should help with OTP.
- Proactive approach to adjusting the speed factor on weekends to account for the events and road closures
- Implementation of swing runs to help late runs in the p.m. rush hour should continue to have a positive effect on 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 September was 98.2% exceeding the target of 98%.

Escalator availability for September was 95.3%, not meeting the target of 97%.

Analysis

In September, elevator maintenance and repairs were completed as planned and scheduled.

Five escalators are out of service to accommodate **construction** work, with one at each of Donlands Station; Greenwood Station, Dupont Station, King Station; and Castle Frank Station, which has been out of service from December 2021 and will be until December 2023.

Overhaul of two escalators at St Clair West Station and one at Queen Station continue to have an impact on downtime. Two escalators at Lawrence and one York Mills stations remain out of service due to water damage.

Additionally, two escalators at Yonge Station and Warden Station were out of service due to **vandalism**.

Total out of service hours due to:

- Construction: 2,057 hours;
- Water damage: 182 hours; and
- Vandalism: 222 hours.

Action

The escalators at Greenwood Station, Castle Frank Station, Donlands Station, and King Station remain out of service to accommodate construction. The escalator at Dupont, Lawrence, York Mills, Yonge and Warden have been returned to service.

In order to mitigate accessibility impact on customers, the following are in place:

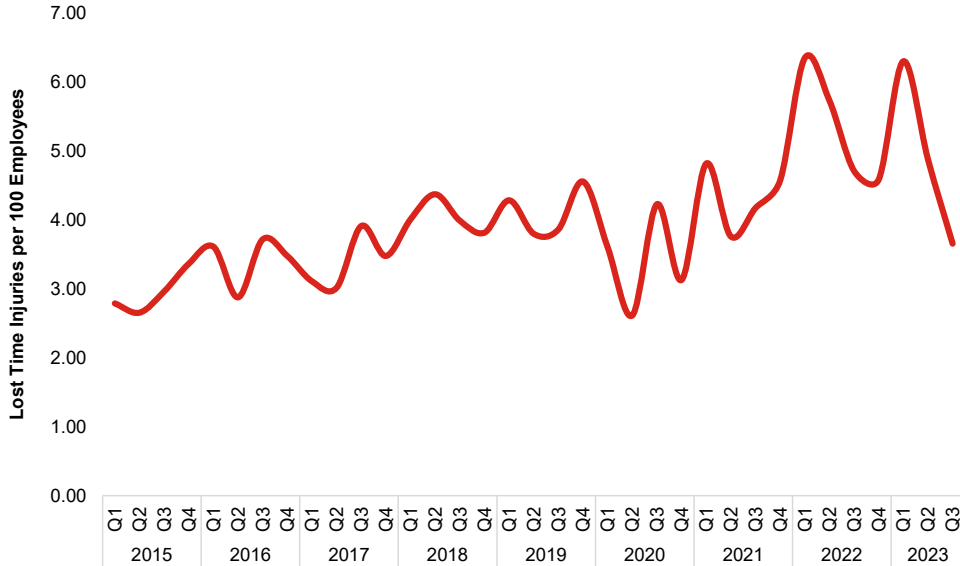
- TTC Website is updated with elevator status.
- "Accessible alternative" signage is located at each elevator.
- Elevator out-of-service status is communicated through Live "service alerts" on the website and the TV screens in stations and on platforms.
- Appropriate signage for annual maintenance, overhauls, and construction is posted near elevators/escalators.





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).

Results

The LTIR in Q3 2023 was 3.7 injuries per 100 employees — a decrease from Q2 (3.8) and the same period last year (4.7). The LTIR for Q3 was 20% lower than the four-quarter average. There has been an upward trend in the LTIR since 2018.

Analysis

The decrease in Q3 LTIR compared to Q2 is mainly attributed to a slight reduction in Assault/Threat events. Acute Emotional Injury events show a minor increase in Q3 compared to Q2.

Action

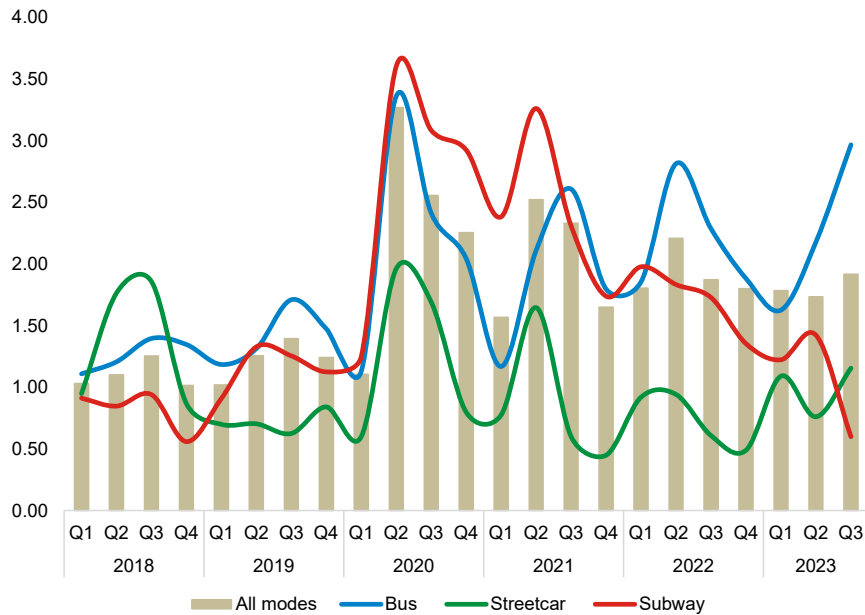
The TTC has current corporate objectives aimed at reducing the frequency and severity of lost-time injuries. Initiatives target top five injury event types, such as preventing assaults and threats, reviewing musculoskeletal-related incident data to identify high-priority areas to reduce overexertion injuries, and developing a strategy and priorities to address emotional trauma injuries.





Safety and security

Customer injury incidents rate (CIIR)



Definition
Number of customer injury incidents per one million boardings.

Results

The CIIR in Q3 2023 was 1.9 injury incidents per one million vehicle boardings — a increase from Q2 (1.7) and from the same period last year (1.87). The CIIR for Q3 was 6% higher 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 slight increase in the CIIR in Q3 (up 11% from Q2), was mainly due to the increase in bus injury incidents (Bus CIIR is up 36% from last quarter). Back to school and increased ridership is associated to the seasonal increase in Bus CIIR rates. Q2 and Q3 had 196 and 270 bus onboard injury incidents, respectively.

Action

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

Our fall communications to Operators included reminders about seasonal weather changes and the importance of scanning ahead, maintaining a safe following distance and operating to conditions.

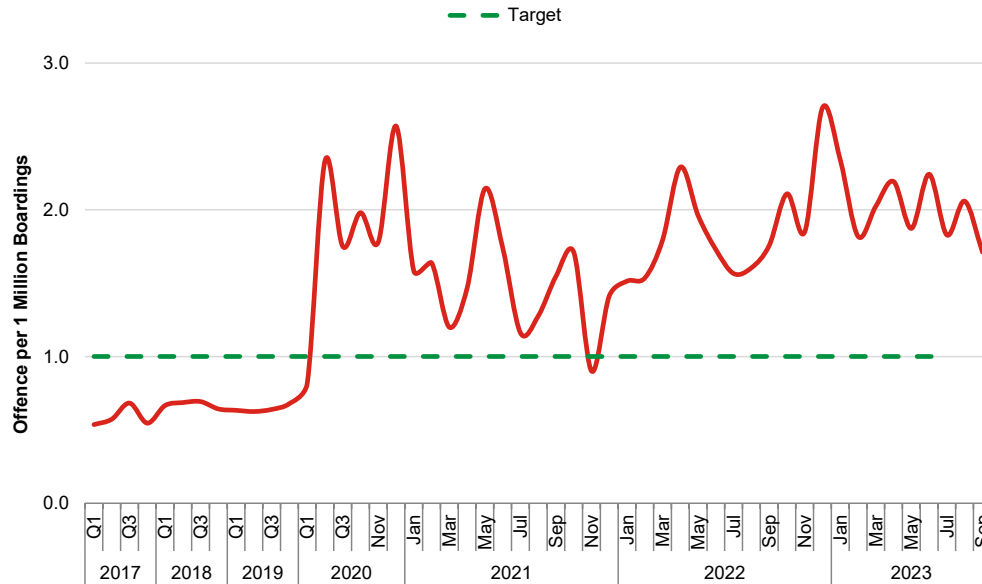
We are updating our winter safety campaign and exploring new ways to communicate key safety messages.





Safety and security

Offences against customers



Note: Prior period data may be restated as offences are further reviewed.

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 September, decreasing from 2.06 in August.

Analysis

The total number of offences per day showed a downward trend from August to September, dropping from four to 3.8. Since January 2023, there has been an overall decrease of 27% in rate offenses against customers.

Action

- Hiring 161 new customer-facing personnel, vastly increasing the visible presence of TTC staff across the system. This includes 130 new Customer Service Agents and one clerk to assist in subway stations, and 30 new Supervisors in stations and on bus and streetcar routes.
- 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.
- Increasing staff presence and promotion of SafeTTC App and *See Something Say Something* campaign through stations.
- Detailed updates have been captured in the Update in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report ([September](#)).
- The TTC continues the recruiting of hiring 50 additional Special Constables.

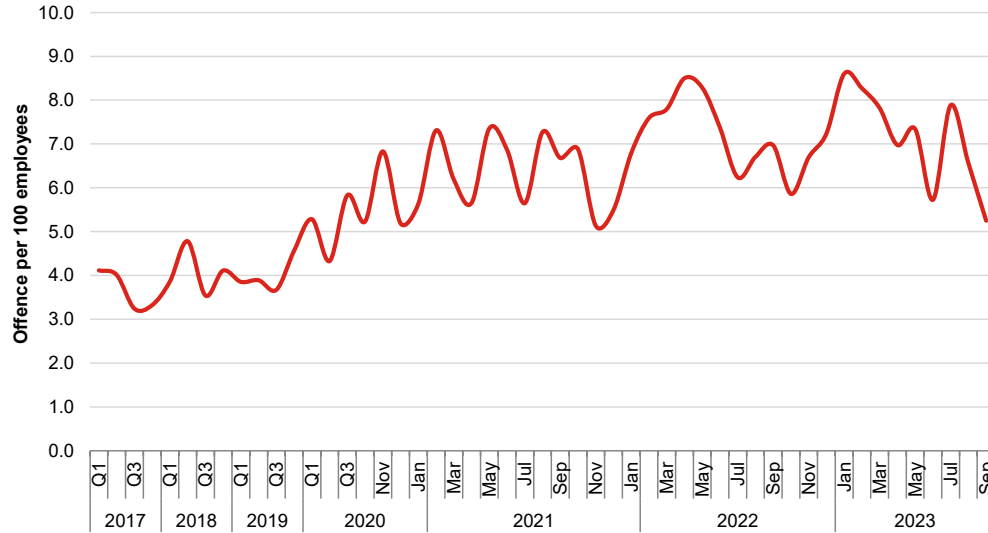
The TTC's Special Constable Service continues to monitor these statistics regularly, and report up to the multidisciplinary table, and reallocate resources across the network to assist with emerging issues.





Safety and security

Offences against employees



Note: Prior period data may be restated as offences are further reviewed.

Definition

Number of offences against employees per 100 employees.

Results

The number of offences against employees decreased to 5.43 offences per 100 employees in September, down 17% from 6.56 in August.

Analysis

The reduction is seen in both a decline in absolute number, with the 17% decline principally attributable to a reduction in assaults while threats slightly increased. Since January 2023, the overall rate of offences for assaults, threat and other offences against employees has decreased by 36%.

Action

As part of the action plan to prevent offences against employees, the initiatives include:

- Hiring 161 new customer-facing personnel, vastly increasing the visible presence of TTC staff across the system. This includes 130 new Customer Service Agents and one clerk to assist in subway stations, and 30 new Supervisors in stations and on bus and streetcar routes.
- Supporting 18 proactive site visits, on an ongoing basis, conducted by the Ministry of Labour, Immigration, Training and Skills Development and reviewing risk assessments, reporting processes, training and control measures.
- Expanding de-escalation training to 9,000 frontline employees, including unconscious bias training. Internal TTC Instructors currently deliver training to frontline employees, with over 1,500 employees trained.
- Engaging with our unions through quarterly Joint Labour Management Committee meetings to provide updates on the action plan and discuss recent incidents.
- Multidisciplinary approaches with the City of Toronto and Toronto Police Service to improve incident response and community support.
- Detailed updates have been captured in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report ([September](#)).

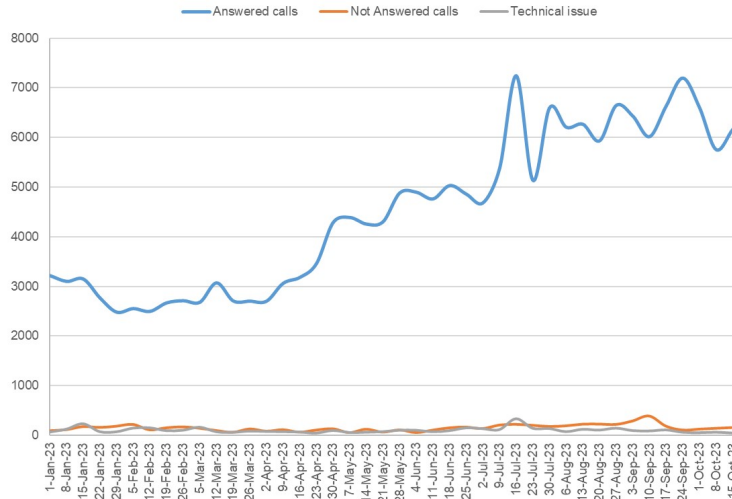




Hot topics

Passenger Assistance Intercom (PAI) System

Total Weekly Passenger Assistance Intercom Calls, 2023 Year to Date



To support customer assurance, testing of the 461 Passenger Assistance Intercoms (PAI) has transitioned from monthly to weekly, including both information and emergency buttons. The objective is to guarantee seamless functionality by verifying the accurate connection and routing of signals.

Customer experience remains the focus, ensuring timely responses within the designated timeframe. This proactive approach marks a significant stride towards bolstering our systems reliability and responsiveness.

System Overview

The PAI System allows customers to connect with transit staff in case of inquiries, need for assistance or emergencies. Units are installed on platforms, at elevators and in subway trains, enabling passengers to communicate directly with station staff or Operators, and in emergencies to Transit Control.

System Operation

PAI has two different types of calls – emergencies and non-emergencies.

There are four types of intercoms at subway stations:

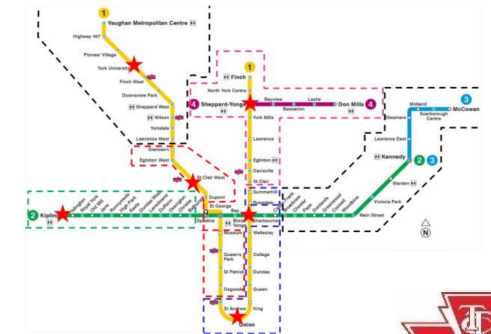
- Type 1 – Audio and video, located in the designated waiting areas of subway platforms. Emergency and non-Emergency
- Type 2 and 3 – Audio only, at elevator landings. Non-Emergency Ring.
- Type 4 – Audio only, inside elevator cabs. Emergency Ring.

Action

Revised testing involves a structured weekly schedule (map below), by zone:

- Sunday: Yonge Downtown (56 PAIs)
- Monday: Central (48 PAIs)
- Tuesday: Spadina University (38 PAIs)
- Wednesday: Yonge North (70 PAIs)
- Thursday: BD West (74 PAIs)
- Friday: TYSSE (55 PAIs)
- Saturday: BD East (79 PAIs)

Plans for daily audit of these units is under consideration.



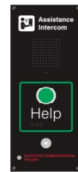
Type 1

Non-Emergency calls

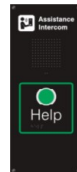
Call will ring at local hub for 30 seconds. If not answered, call will ring in overflow queue at Union Station. If not answered, call will be dropped off after 2 minutes.

Emergency calls

Call will ring at Transit Control. If not answered, the call will be dropped off after 30 minutes.



Type 2 & 3



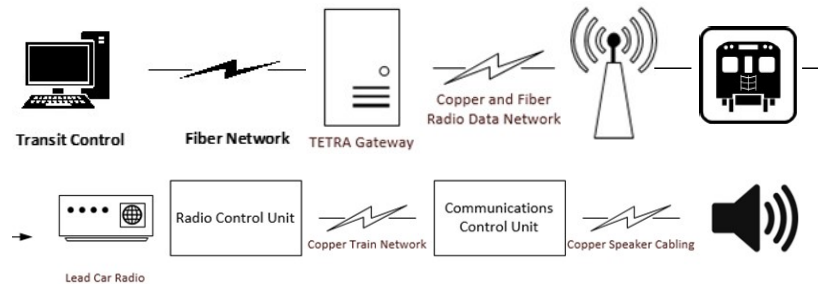
Type 4





Hot topics

Subway Public Address (PA) System



System Overview

The PA system in the subway is a system of speakers placed inside subway stations and trains. The primary purpose of the PA system is to broadcast audio announcements to patrons, advise customers of arrivals at stations, alerts to changes in service across the subway system, and emergency response, when needed.

To ensure the PAs deliver the entirety of the transmitted message audibly (loud, clear and intelligible) throughout the trains and stations, a system review commenced in August.

Audit Procedure

A task force, including Transit Control Chiefs, Mobiles and Station Supervisors, was formed to regularly check the PA system, and identify the issues:

- Daily PA audits are conducted in subway stations, and repair requests are generated for identified issues. Requests are then triaged and investigated within 30 minutes to five hours.
- The audit encompasses all stations and is planned to expand to daily audit of train speakers. This ongoing process throughout the stations ensures that issues are continuously monitored and addressed.

Action

To enhance announcement audibility within stations while introducing broader features and functionality, a comprehensive plan is being executed:

- The current analog PA system will undergo an upgrade to a more advanced digital system, and the necessary equipment replacements will be carried out across all stations.
- To maintain a cohesive and clear messaging approach, standard announcement scripts has been prepared for Wayside Supervisors that condenses their scripts into a small pamphlet outlining each potential scenario and the script to follow.





Hot topics

Pattison Digital Signage Program



Digital signage installed at stations.

Project Snapshot

The Pattison Digital Signage program will enhance our customers' experience by modernizing the appearance of our stations and providing real-time delay information for trip planning.

The program will replace static posters with a combination of dynamic digital posters and digital canvases at 70 stations. The three priority pilot stations are Dundas, King and Queen before expanding to the remaining 67 stations over the next three years.

This program will also increase advertising revenue to the TTC.

In September, the project team completed Dundas Station and has begun work at Queen Station. At Dundas Station, there are five digital posters on each platform and two on lower concourse, three PVS on each platform, one digital canvas on each platform and a digital wall on the lower concourse.

Action

A debrief will be conducted post-installation to determine lessons learned from the Dundas installation. We will re-establish the baseline and a new schedule will be defined for the three-year program. Preliminary drawings are underway for the balance of the Lower U stations. We will identify prioritization of station installations based on ridership.

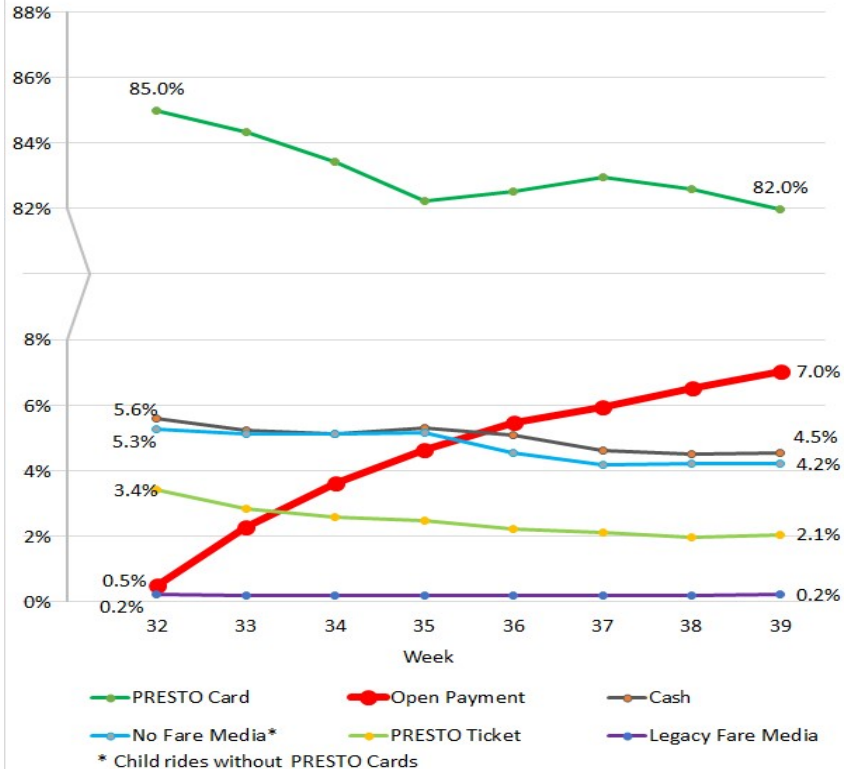




Hot topics

Open Payments

Fare Media Mix



Overview

The PRESTO Open Payment option for transit riders was launched at the TTC on August 15th, allowing customers to tap their credit or debit cards to pay for adult single-use fares, including cards on a smartphone or smartwatch across the entire TTC network, including the conventional and Wheel-Trans fleets. An Open Payment dashboard, inclusive of this graph, has been established to monitor the use of Open Payments and changes in types of fare media used by customers.

Analysis

- The adoption of Open Payment continues to grow and for the week ending September 30 (week 39), 0.61 million rides, representing 7.0% of weekly rides were paid using the Open Payment method. As of September 30, a total of 2.97 million rides were paid using the Open Payment method, representing \$9.8 million.
- As riders have transitioned to Open Payments, the percentage of rides from PRESTO cards, PRESTO tickets, cash and legacy token and tickets has resulted in a corresponding decrease. The largest transition to Open Payments has come from the PRESTO card, with the percentage of weekly rides paid with the PRESTO card decreasing from 85% at the launch of Open Payments to 82.0% for the week ending September 30.
- Open Payment usage reached a daily high of 0.101 million rides paid with Open Payment on Thursday, September 28.
- Open Payment usage was highest during peak travel time periods and predominantly used for rides initiating on subway (51%), versus bus (37%) and streetcar (12%).

Action

The TTC has established a weekly Open Payment Dashboard to monitor and report the use of the Open Payment method of payment and capture the changes of fare media used by customers.





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

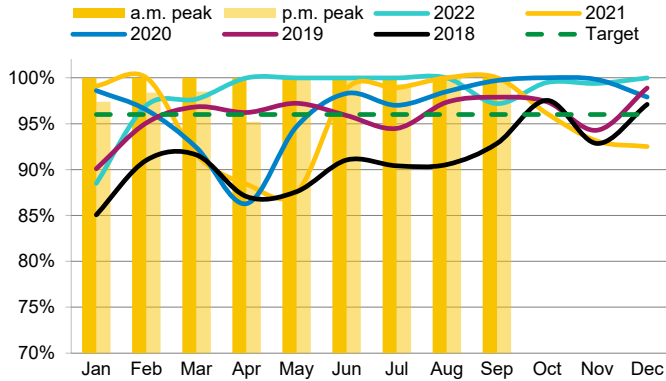
Appendix: Service delivery

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.

Sep 2023: 100.0%
Aug 2023: 100.0%
Sep 2022: 97.2%

Target: 96.0%

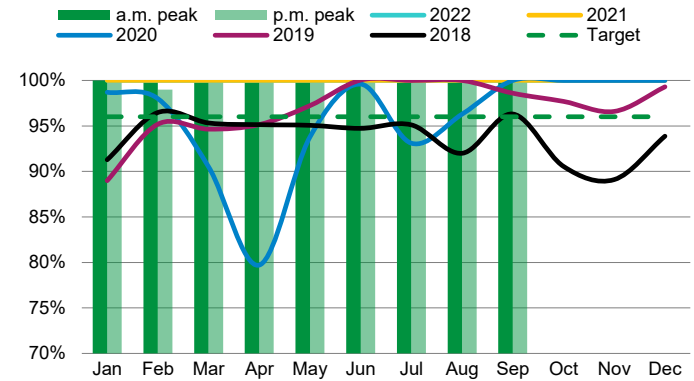


Line 2 capacity

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.

Sep 2023: 100.0%
Aug 2023: 100.0%
Sep 2022: 100.0%

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.

Sep 2023: N/A%
July 2023: N/A%
Sep 2022: 98.1%

Target: 98.0%

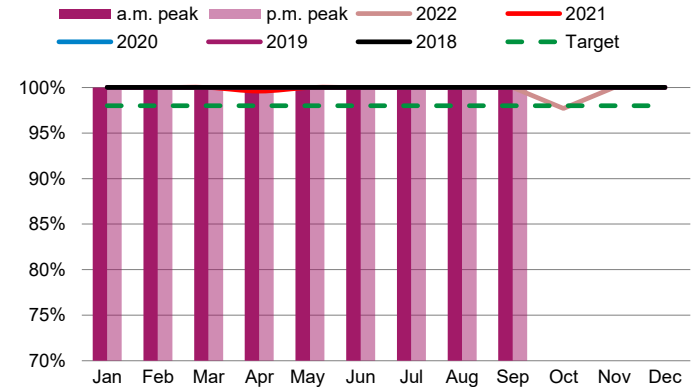
Line was shutdown on July 24th and is now closed permanently. Service was initially provided by Shuttle buses. Since September 3, 2023 the 903 Kennedy-Scarborough Centre Express has replaced Line 3 Scarborough bus shuttle.

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.

Sep 2023: 100.0%
Aug 2023: 100.0%
Sep 2022: 100.0%

Target: 98.0%



Lines 1, 2 and 4 all exceeded capacity targets





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

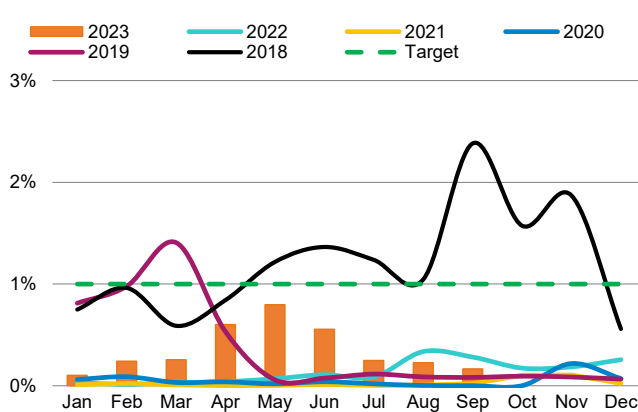
Appendix: Service delivery

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 (percent of departures).

Sep 2023: 0.16%
Aug 2023: 0.22%
Sep 2022: 0.28%

Target: 1%

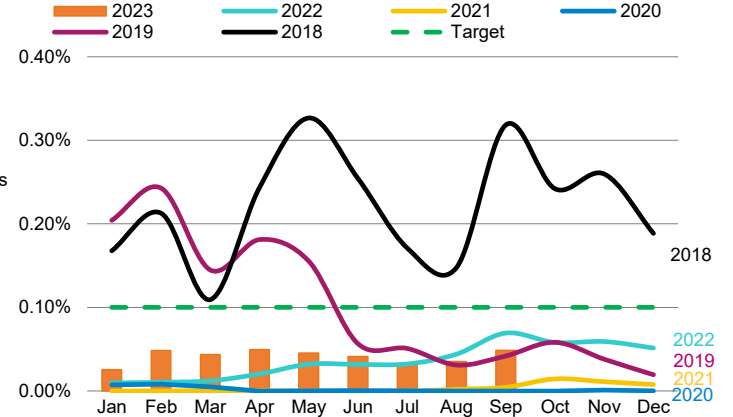


Bus short turns

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).

Sep 2023: 0.05%
Aug 2023: 0.04%
Sep 2022: 0.07%

Target: 0.10%

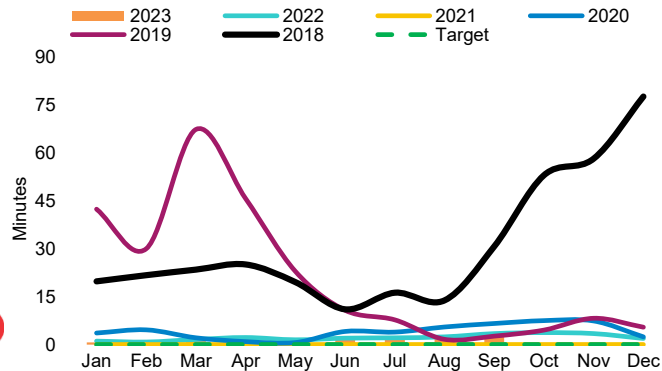


Wheel-Trans contact centre wait time

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

Sep 2023: 3.2
Aug 2023: 1.7
Sep 2022: 3.4

Target: Less than 2



Working with TELUS to manage call volumes through more training and 15 new hires





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

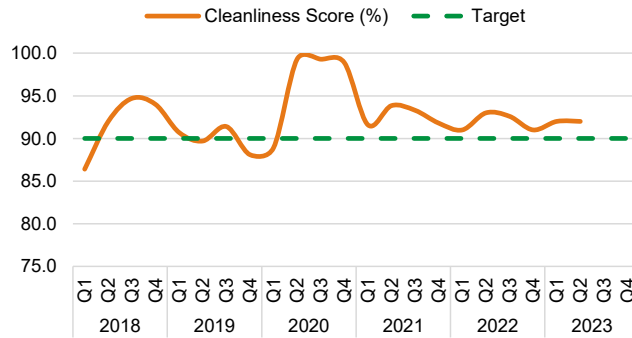
Appendix: Cleanliness

Bus cleanliness

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

Q2 2023: 92.0%
Q1 2023: 92.0%
Q2 2022: 93.0%

Target: 90.0%

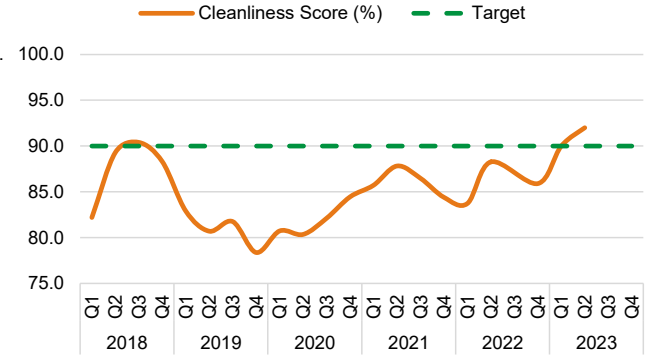


Streetcar cleanliness

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

Q2 2023: 92.0%
Q1 2023: 90.0%
Q2 2022: 88.3%

Target: 90.0%



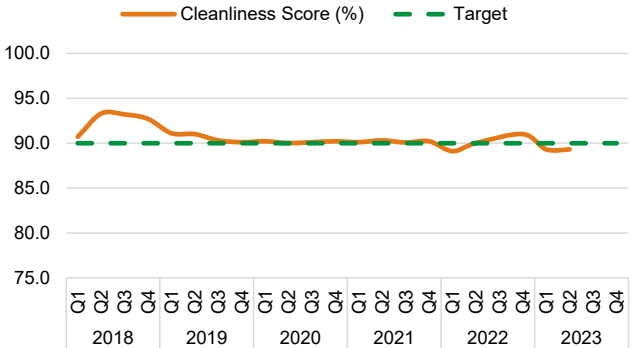
Subway cleanliness

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

Q2 2023: 89.8%
Q1 2023: 89.3%
Q2 2022: 90.0%

Target: 90.0%

Leverage insights from third-party audits to inform improvements



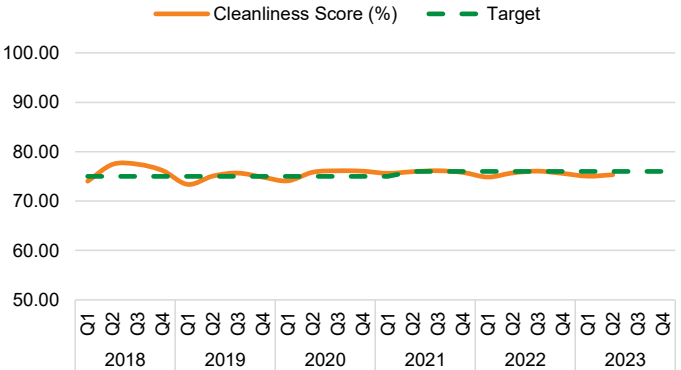
Station cleanliness

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

Q2 2023: 75.33%
Q1 2023: 75.04%
Q2 2022: 75.71%

Target: 76.0%

Leverage insights from third-party audits to inform improvements





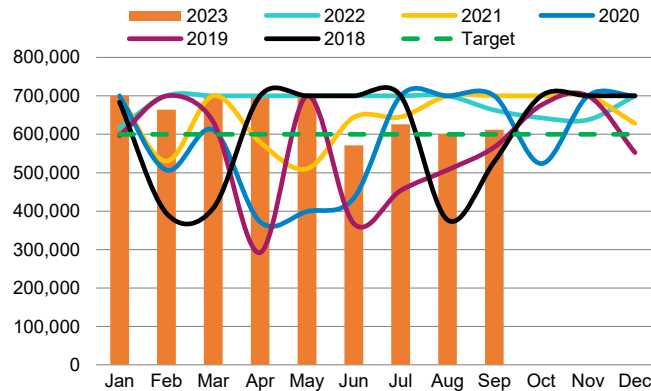
Appendix: Asset reliability

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.

Sep 2023: 612,000
Aug 2023: 601,000
Sep 2022: 663,000

Target: 600,000 km

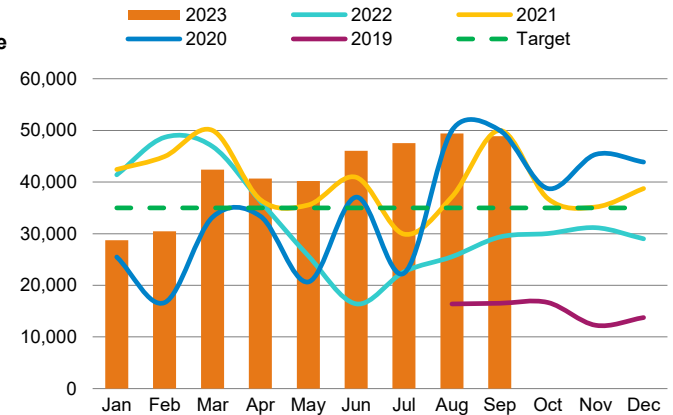


Streetcar mean distance between failures

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

Sep 2023: 48,883
Aug 2023: 49,425
Sep 2022: 29,356

Target: 35,000 km

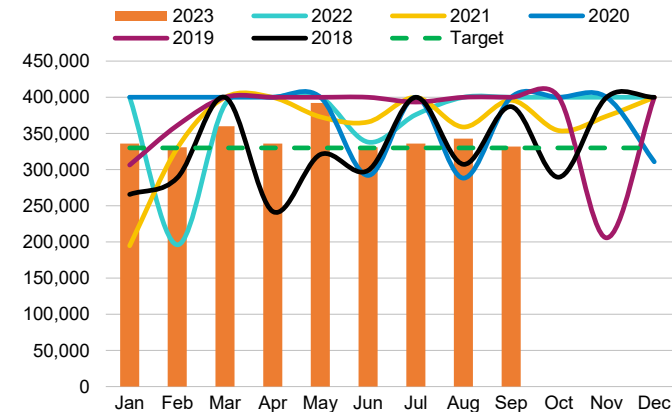


T1 train mean distance between failures

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

Sep 2023: 330,000
Aug 2023: 343,000
Sep 2022: 330,000

Target: 330,000 km





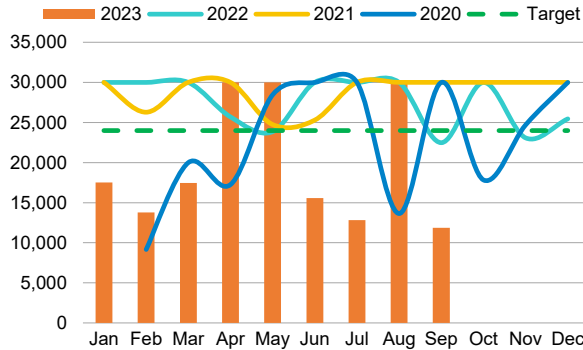
Appendix: Asset reliability

eBus mean distance between failures

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

Sep 2023: 11,876
Aug 2023: 30,000
Sep 2022: 22,494

Target: 24,000 km ❌



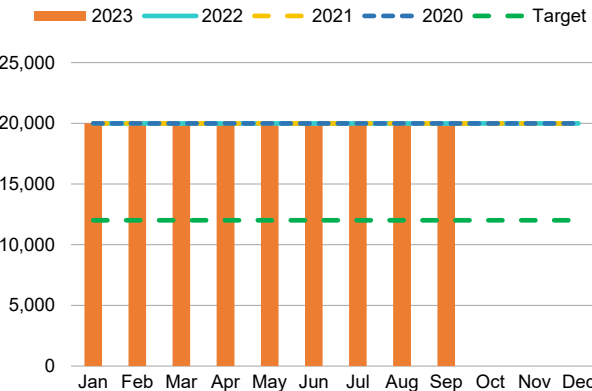
Low service and mileage led to a low MDBF. Ongoing monitoring will continue as more kms accumulate for detailed failure mode analysis.

Clean-diesel bus mean distance between failures

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

Sep 2023: 20,000
Aug 2023: 20,000
Sep 2022: 20,000

Target: 12,000 km ✅

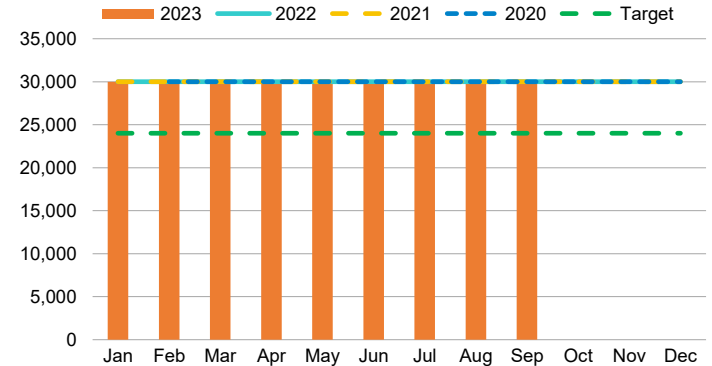


Hybrid bus mean distance between failures

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

Sep 2023: 30,000
Aug 2023: 30,000
Sep 2022: 30,000

Target: 24,000 km ✅

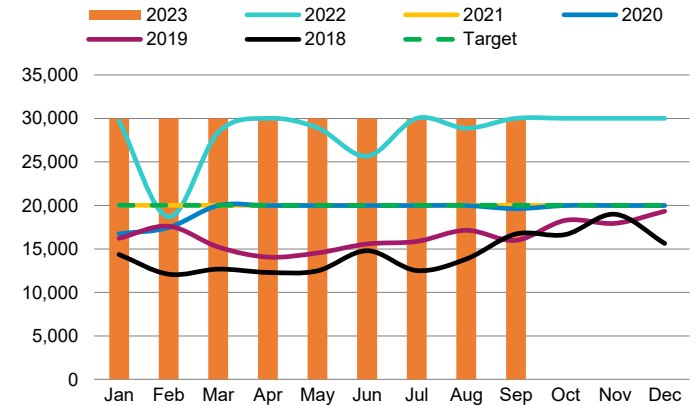


W-T Mean distance between failures

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

Sep 2023: 30,000
Aug 2023: 30,000
Sep 2022: 30,000

Target: 20,000 km ✅





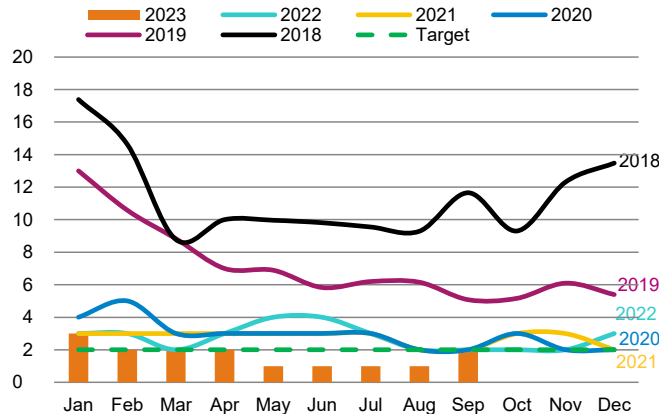
Appendix: Asset reliability

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.

Sep 2023: 2
Aug 2023: 1
Sep 2022: 1

Target: Less than 2

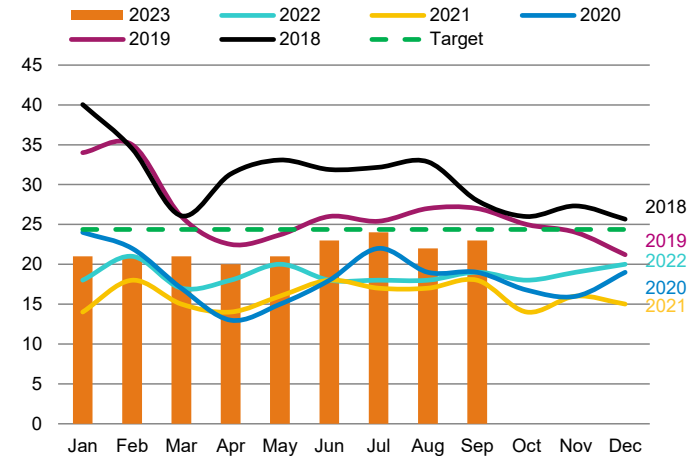


Bus road calls and change offs

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. Target is 1.5% of peak revenue service

Sep 2023: 23
Aug 2023: 22
Sep 2022: 19

Target: Less than 24





Rich Wong
Chief Transportation and Vehicles Officer

Wendy Reuter
Chief Strategy and Customer Experience Officer (Acting)

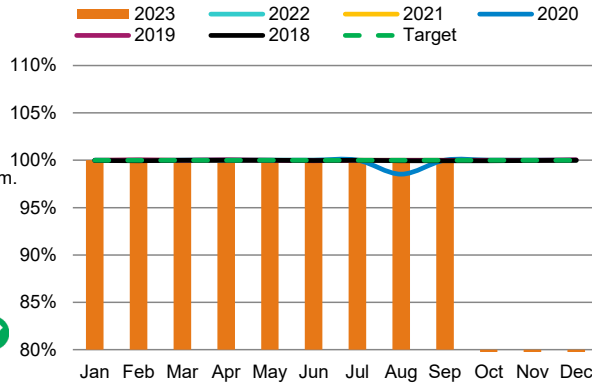
Appendix: Asset availability

Subway service availability

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

Sep 2023: 100.0%
Aug 2023: 100.0%
Sep 2022: 100.0%

Target (RW): 100%

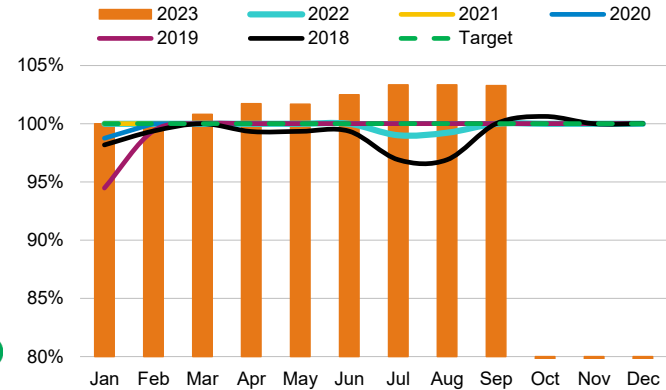


Streetcar service availability

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

Sep 2023: 103.3%
Aug 2023: 103.3%
Sep 2022: 100.0%

Target (RW): 100%

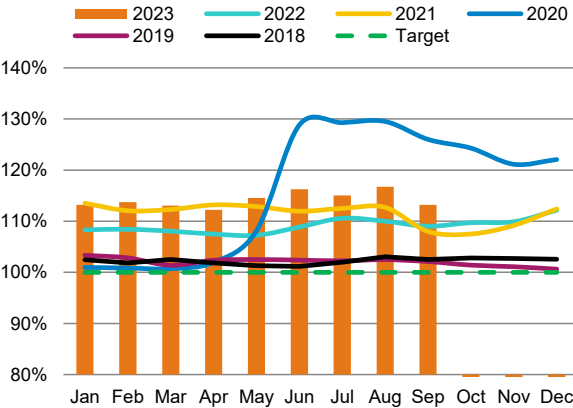


Bus service availability

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

Sep 2023: 113.2%
Aug 2023: 116.7%
Sep 2022: 109.0%

Target (RW): 100%



Fare gate availability

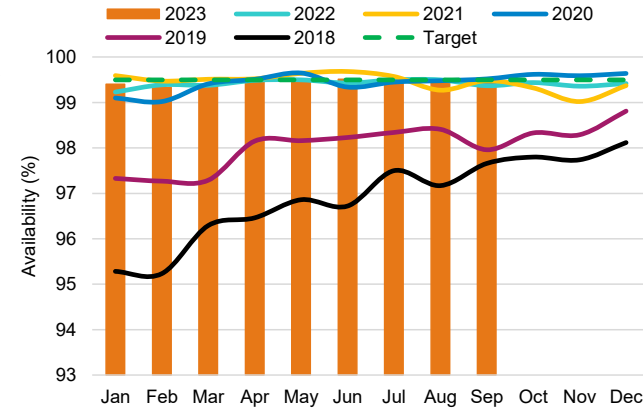
Percentage of fare gates are available for use.

Sep 2023: 99.48%
Aug 2023: 99.43%
Aug 2022: 99.37%

Target (SH): 99.50%



Work is underway to implement a new software patch to improve availability and continued improvement on the reliability of the Faregates through 2023.





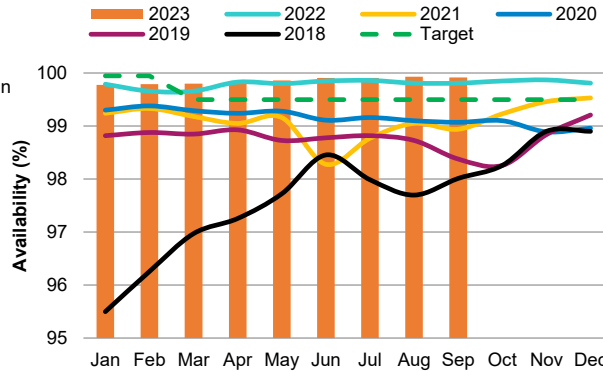
Appendix: Asset availability

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.

Sep 2023: 99.92%
Aug 2023: 99.93%
Sep 2022: 99.81%

Target: 99.50%

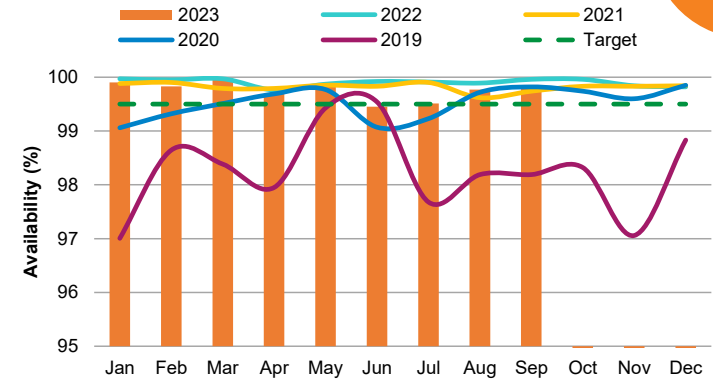


PRESTO Fares and Transfers Machine (FTM)

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.

Sep 2023: 99.79%
Aug 2023: 99.77%
Sep 2022: 99.96%

Target: 99.50%

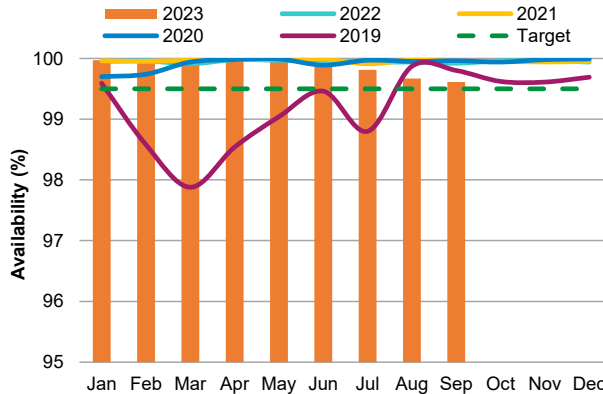


PRESTO Self-Serve Reload Machine (SSRM)

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.

Sep 2023: 99.61%
Aug 2023: 99.67%
Sep 2022: 99.92%

Target: 99.50%

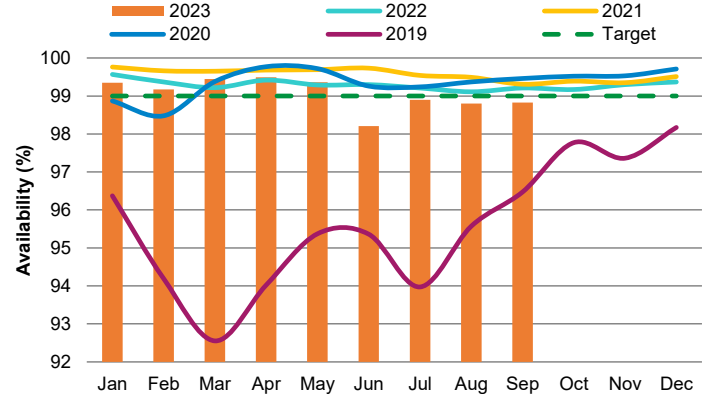


PRESTO Fare Vending Machine (FVM)

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.

Sep 2023: 98.83%
Aug 2023: 98.80%
Sep 2022: 99.21%

Target: 99.00%



Vending Machines had an increase in bill jams disrupting availability. New bill acceptor is underway and due winter 2023.





Appendix 2: Safety

Regulatory compliance

This table summarizes the number of regulatory interactions and orders issued in 2023 (January 1 to September 30) 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 ¹ issued	Non-compliance orders ² issued	Status
Ministry of Labour, Immigration, Training and Skills Development	77	4	3 ^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	0	0	0	No orders issued
Toronto Fire Services	5	0	2 ^b	Compliance Achieved

¹ Orders issued to provide documentation/information

² 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

^a The three MLITSD non-compliance orders were:

- One order was regarding the employer's responsibility to ensure that information and instruction is provided to workers on the task of using work cars during the setup of impassable work zones.
- Two orders were related to an employer shall assess risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work.

^b The two TFS non-compliance orders were:

- One order was regarding Fire Alarm Panel room issues at McBrien Building.
- One order was regarding hydrant issues at Greenwood Yard.





Appendix: How ridership is measured

Revenue Rides versus Customer Boardings

Revenue Rides and Customer Boardings are both measures of transit ridership. Some transit agencies report ridership as 'Linked Trips' others report ridership as Boardings. Like many agencies the TTC uses both.

Revenue Rides

Revenue rides are linked trips. They represent a customer journey from origin-to-destination one-way, including transfers.

Why this is important: Indicates how many paid trips customers have made, and ties to fare revenue. This is the basis for forecasting and collecting fare revenue.

In the public transit industry:

- Can be referred to as 'linked trips', and 'ridership'.
- "Revenue Rides" are used by MTO to determine Gas Tax funding allocations.
- "Revenue Rides" aligns with CUTA's (Canadian Urban Transit Association) definition of "ridership", standardizing ridership reporting across Canadian transit agencies.
- Includes all fare groups as well as those with \$0 fares, including child and two-hour transfer rides. Excludes fare evasion.

Definition in the TTC CEO's Report

Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers. The CEO's Report includes the average number of customer linked trips per week, including paid and free trips (children 12 and under).

Customer Boardings

Boardings measure customer use of the system. Customers are counted each time they board a TTC vehicle.

Why this is important: Represents use on the system, by mode, by vehicle, by times of day, and ties to occupancy. This is the basis for customer demand and service planning.

In the public transit industry:

- Can be referred to as 'unlinked trips' and 'ridership'.
- Is used by US transit agencies reporting to Federal Transit Administration for funding.
- Boardings aligns with APTA's (American Public Transit Association) definition of "ridership", which includes select Canadian transit agencies,
- www.apta.com/research-technical-resources/transit-statistics/ridership-report/.
- Some Canadian transit agencies use Boardings to report ridership.
- Includes both paid and unpaid use.

Definition in the TTC CEO's Report

Customer Boardings measure customer use of the system, by mode and by location. Customers are counted each time they board a TTC vehicle. The CEO's report includes the average daily boardings per mode.