



## **Chief Executive Officer's Report – September 2023**

Date: September 26, 2023  
To: TTC Board  
From: Chief Executive Officer

### **Summary**

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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**

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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**

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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**

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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**

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Richard J. Leary  
Chief Executive Officer

## **Attachments**

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

# CEO's Report

Toronto Transit Commission

September 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



**1.2 million**

Rides per  
weekday



**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

## Did you know...

Did you know that the TTC is increasing service this fall? Starting September 5, the TTC has restored 126 school trips for students. The TTC also increased regular service hours in September to 93 per cent of pre-pandemic levels, and is further increasing service to 95 per cent by November. To find out more visit <https://www.ttc.ca/news/2023/August/TTC-increasing-service-as-more-customers-return-to-transit>



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# CEO's commentary



September is always a big month for the TTC. With school resuming this month and the Toronto International Film Festival (TIFF) kicking off, we know our ridership will increase as it typically does in September. In response, service has been increased on all modes to 93 per cent of pre-pandemic levels.

The planning and work to support our customers – especially those heading back to school – began months ago and includes:

- Making more room on buses by increasing service based on ridership demand and adding capacity on specific trips to address overcrowding.
- Shortening wait times by improving the bus 10 Minute Network.
- Reducing wait time throughout the day and returning service in some areas to pre-pandemic levels or better.
- Improving reliability with more unscheduled, demand-responsive service to address gapping and bunching that may appear.

I was also pleased last month to join Mayor Olivia Chow, TTC Chair Jamaal Myers and Councillor Michael Thompson in announcing that later this fall, we will increase service to 95 per cent of pre-pandemic levels by November, with bus service (our busiest mode) climbing to 99 per cent.

For the week ending September 1, the TTC's average weekday boardings stand at nearly 79 per cent of pre-COVID levels, or 2.25 million, with weekend ridership now being higher than in the summer of 2019. Boardings by mode continue to be highest on the bus network at 85 per cent of pre-COVID levels, while streetcar and subway boardings were 75 per cent. Wheel-Trans ridership is at 74 per cent of pre-COVID.

## Diversity and Culture Group

### **TTC collects over 800 backpacks as kids head back to school**

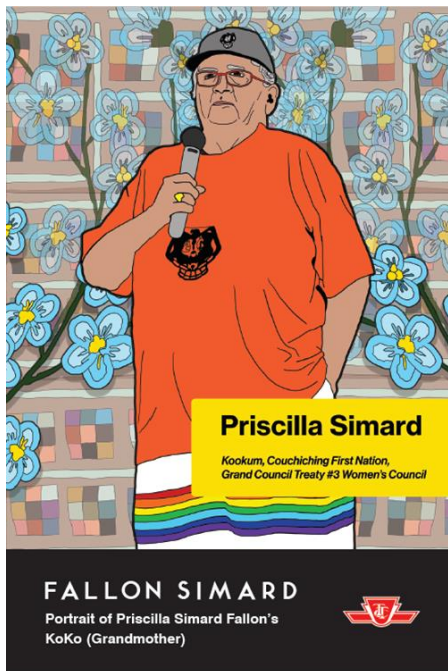
This year, the TTC, in partnership with the Toronto and Region Chapter of the Conference of Minority Transportation Officials (COMTO), collected more than 800 backpacks with school supplies for students returning to school in September. The backpacks were donated to children and teens in Neighbourhood Improvement Areas around the city.



*Attendees at the backpack event.*



# CEO's commentary



Portrait of Priscilla Simard Fallon's KoKo (Grandmother).

The target for this year was to collect 500 backpacks for students, and we collected 833 backpacks. A big thank you to the TTC's Recreation Council for their support, as well as the many TTC employees who donated generously.

**National Day for Truth and Reconciliation**  
September 30 is the National Day for Truth and Reconciliation in Canada, as well as Orange Shirt Day. The TTC is recognizing and committing to the process of truth and reconciliation with Indigenous communities as we reflect on the history and lasting intergenerational effects of Residential Schools and colonization on Indigenous communities.

To honour the survivors of the Residential Schools and all of the children who did not return home, all TTC buses in service will feature an orange flag with an Every Child Matters message. We are also installing window decals with a similar message on streetcars and Wheel-Trans vehicles in service.

Thank you to artist Fallon Simard who produced the artwork used in communications across the Commission.

## Strategy and Customer Experience Group

### **TTC opens Greenwood Shop for the United Way**

This month, the TTC kicked off its annual fundraising campaign for United Way Greater Toronto. Last year, TTC employees raised over \$630,000 in support of our community through public events, canvassing colleagues and local workplace fundraisers. This year, we hope to do even better!

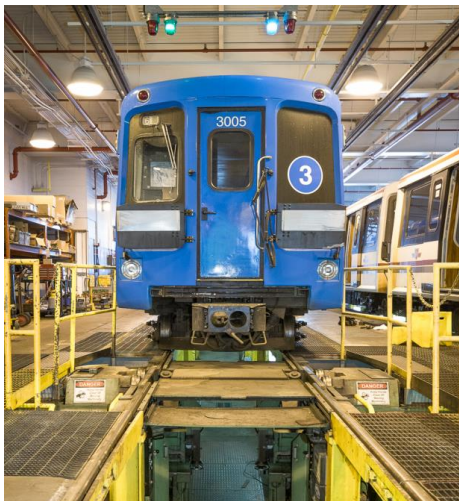
On September 16, the TTC held an open house at Greenwood Shop. It was a fun, family-friendly day where customers and the general public can explore the subway maintenance and infrastructure facilities. The event allowed people to go behind the scenes and take a guided tour or try out the TTC's virtual subway simulator. Last year, more than 2,000 people attended the TTC Open House at Hillcrest Complex and we expect a good turnout this year as well. Admission was \$5 for adults and \$2 for children 12 and under with all proceeds going to the United Way.



Greenwood Shop open for United Way.



# CEO's commentary



Scarborough RT.

I know I speak for all employees and pensioners when I say the TTC cares about the well-being of our fellow citizens. This caring is reflected in our commitment to providing the best public transit service possible, each day and night.

I look forward to seeing everyone there!

## Transportation and Vehicles Group

### **TTC bids farewell to the SRT**

On September 23, the TTC will be saying goodbye to the Scarborough RT (SRT) with an open house for employees and customers at Scarborough Town Centre Station.

Last month, the TTC confirmed that train service on Line 3, originally scheduled to end in November, would not restart following a July 24 derailment. The decision was made to begin implementing elements of the Line 3 replacement plan in August in order to ensure customers are supported and can effectively plan their trips this fall.

The SRT has been a huge part of Scarborough for almost 40 years. The TTC is inviting employees and the public to share their memories of the SRT and to say goodbye one last time. Stay tuned for details on how you can be a part of the festivities.

## Operations and Infrastructure Group

### **Service changes at Broadview Station to support streetcar infrastructure renewal**

This month until November, all bus services will be diverted from Broadview Station and from the section of Broadview Avenue south of Mortimer Avenue, to accommodate the renewal of streetcar track infrastructure at the station.

This is the next phase of critical streetcar track and overhead infrastructure renewal along Broadview Avenue, from Gerrard Street East to Broadview Station, which began in June. The work is critical to maintaining the TTC's infrastructure in a state of good repair.

Teams are working hard to ensure the work is completed on time or ahead of schedule so that normal bus service can resume.

Broadview Station will remain open during this period, and subway service will be unaffected.





# CEO's commentary

## **Ongoing winter readiness**

Our operations and maintenance groups have been using the summer months to ensure the TTC is ready for the coming winter season. Winter readiness planning is a year-round function at the TTC, and we use the warmer months to prepare.

For the past few months, we have been reviewing all our contracts and agreements, making sure that all our inventory and equipment is in place, and ordering anything we may need. We have also used the time to train our employees and make any necessary updates to our severe weather plans.

As an organization committed to continuous improvement, preparing for winter is a cross-department effort where we are always looking at what went well during extreme weather last year and where there are opportunities to improve.

## **Innovation and Sustainability Group**

### **TTC continues to receive more hybrid-electric buses**

As we continue to work towards a completely zero-emissions fleet by 2040 or sooner, we are pleased to be receiving more new hybrid-electric bus deliveries. To date, we have received 103 new hybrid-electric buses, many of which are already in service. These comfortable, reliable and eco-friendly buses are replacing existing vehicles that have reached the end of their useful life, including 68 sixty-foot hybrid-electric buses, which will replace older forty-foot buses, adding significant capacity to the fleet and improving service.

Today's hybrid bus is as close as possible to being a fully battery-electric bus (eBus) as it is driven by an electric motor powered by an onboard battery system. The only distinction between a hybrid and an eBus is that the hybrid has an onboard generator that produces electricity when needed. The benefits of the hybrid-electric fleet are estimated as follows:

- Reduces greenhouse emissions by 12,000 tonnes annually. Over the 13-year life of these buses, that's the equivalent of 156,000 tonnes of carbon dioxide.
- Reduces diesel cost by \$6,864,300 annually. Over the 13-year life of these buses, that is a savings estimated, conservatively, at more than \$100 million.
- Eliminates idling in traffic and at bus stops using engine stop/start technology.
- Enables upskilling for operators and maintenance employees through an all-electric propulsion system and all-electric accessories, including doors, HVAC, power steering, and air compressor systems.

We're also deploying a geofencing program, which we recently won an award for, to reduce emissions in certain areas prone to idling or with high customer/operator traffic.

We look forward to providing further updates on this project and receiving all of our new hybrid-electric buses by 2024.



# CEO's commentary

## Safety and Environment Group

### **TTC expanding naloxone in stations**

Starting on September 8, 2023, all TTC stations will be equipped to provide access to naloxone in the event of an opioid overdose emergency. Customer-facing signs will be posted at TTC subway stations to indicate the presence of a naloxone kit. Starting on September 15, 2023, private TTC facilities such as offices, carhouses and garages, will also be equipped with naloxone kits located inside identified Automated External Defibrillator (AED) boxes.

Once training is complete, approximately 730 TTC employees will be trained on opioid overdose prevention, recognition, and response, including more than 100 Special Constables, who carry naloxone with them.

If a customer witnesses someone in need of medical intervention due to an opioid overdose at a station, they should alert TTC station staff immediately.

### **TTC to hold a safety exercise at Don Mills Station**

On September 17, the TTC held a training exercise at Don Mills Station to validate its existing emergency policies, plans, procedures and protocols. Exercises like this are an important part of ensuring the TTC is prepared should an issue arise. The exercise involved evacuating customers from a station, a train in a station, and a train trapped in a tunnel. The TTC worked with the Police, Fire and Paramedic services as well as other stakeholders.

There was a late opening on Line 4 that day to accommodate the exercise, and shuttle buses ran during that time.

The next scheduled TTC Board meeting will be on Tuesday, September 26 at Scarborough Civic Centre. The public meeting will be live-streamed on the Official TTC YouTube Channel.

Stay safe.

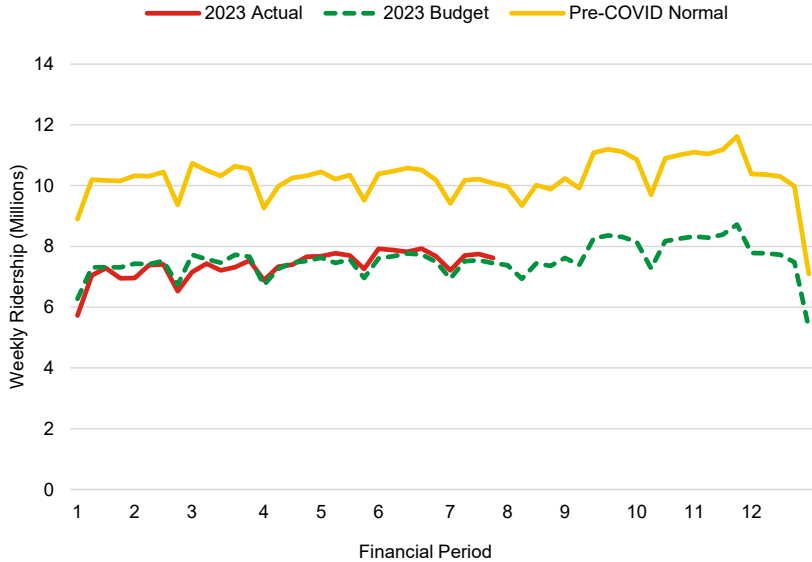
**Richard J. Leary**  
**Chief Executive Officer**  
**September 2023**





# 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 7 (July 2 to July 29, 2023) revenue rides totalled 30.3 million. This represents 76% of pre-COVID experience and is 0.8 million or 2.8% above budgeted revenue rides for Period 7. Period 7 average weekly ridership decreased to 7.6 million rides per week from 7.8 million revenue rides per week in Period 6, reflecting a ridership decrease consistently experienced during the summer months.

Year-to-date revenue rides totalled 221.1 million, which is 0.6 million below budget and cumulatively represents 73% 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, with July ridership averaging 76% of pre-COVID levels for the period, above the budgeted level of 74%.

During Period 7 2023, up to 92% of unique

PRESTO riders used the system each week. 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 of five weekdays per week) are at 55% of March 2020 levels, whereas riders who use transit less frequently (ride less than four weekdays per week) are at 118% of March 2020 levels.

Day-of-week use is highest and consistent across Tuesday to Thursday, averaging approximately 74% of pre-COVID levels for Tuesday through Thursday during Period 7. Weekend recovery is at approximately 85% of pre-COVID levels, consistently stronger than weekday recovery.

### Action

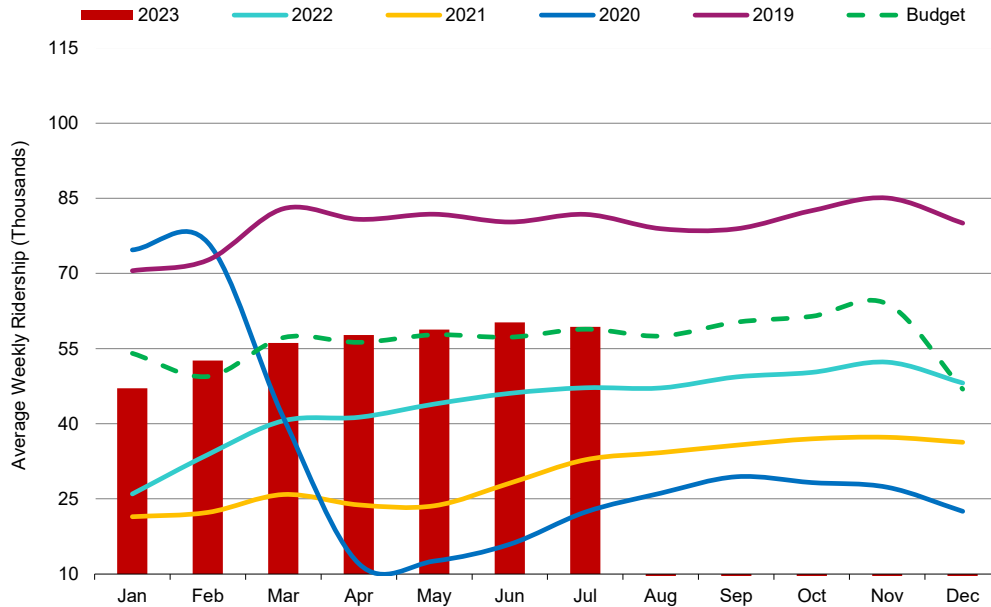
Ridership is expected to trend slightly above budget in the third quarter, driven by higher recovery in discretionary travel during the summer months. Ridership is expected to increase by approximately 600,000 – 800,000 rides per week in the fall, tracking to budgeted levels in the fourth quarter. Actual September experience will be critical to understand any change to commuter patterns or discretionary travel, 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 7 (July 2 to 29, 2023) was 237,405 (or 59,351 passengers per week). This figure was 0.8% higher than the budgeted 58,875 passengers per week. In terms of year-over-year growth, the Period 7 year-to-date (YTD) ridership is 40.2% higher compared to the same period in 2022 and is 0.3% (5,000) over the 2023 YTD budget. The 2023 YTD ridership represents 70.0% of the pre-COVID experience (2019 YTD P7).

### Analysis

The overall ridership trend for the previous seven periods has shown a steady increase in ridership. This signifies customer confidence in our service as we are now at 70% of pre-COVID ridership levels and are currently over the 2023 budgeted ridership amounts. The ability for our customers to book their trips on demand has contributed to the increase in ridership as 85% of trip bookings are completed via the Self-Booking Website. Call centre response times being at a consistently low level is resulting in customers being able to easily book their trips via phone.

### Action

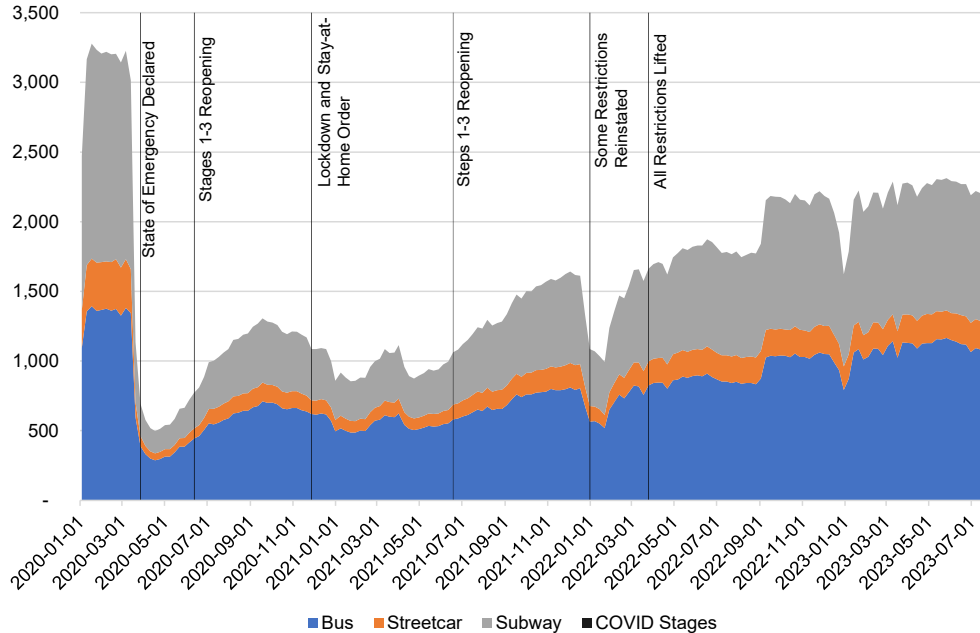
Review of the available service is regularly being conducted to ensure the demands are met and customer trip requests are honoured in the upcoming months. Wheel-Trans will continue to monitor customer behaviour in order to track the impacts on ridership and plan for the remainder of 2023.





# 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.

\*Analysis uses March 2020 as a common baseline for month-to-month comparisons.

### Results

Average weekday boardings of 2.19 million represents 74% of pre-COVID levels for week ending July 28, 2023.

### Analysis

- The close of elementary and secondary schools for the summer prompted a normal seasonal decline in July of about 5%, compared to May and most of June.
- Bus remains the busiest of all modes with 1,069,000 boardings or 77% of pre-COVID for week ending July 28. Subway demand is at 61% pre-COVID, a decline from 63% in June, whereas streetcar demand remains stable at 58% pre-COVID from June to July\*.
- Downtown Toronto office workers commuted on average 2.6 days per week as of July, which is up from 2.1 days per week in early 2023. Tuesday-Thursday are preferred commute days.
- Hybrid work is expected to shift slowly and fall demand is expected to slightly exceed levels seen prior to the summer.

### Action

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

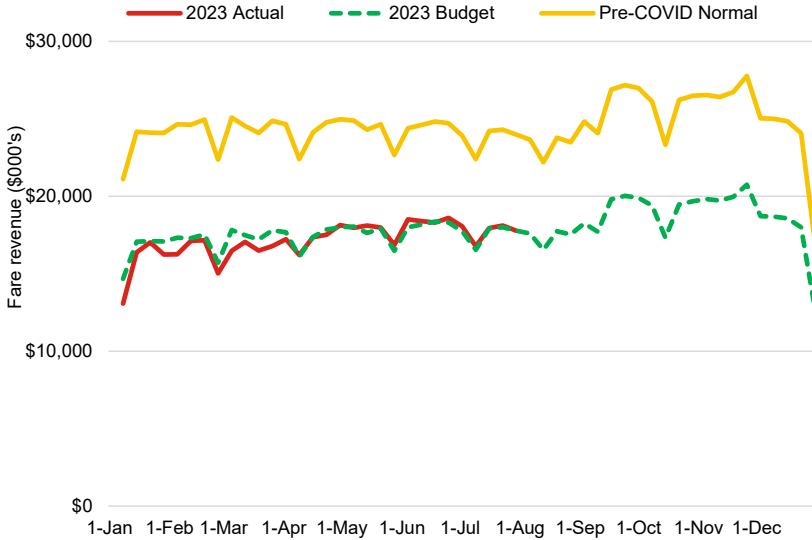
- Monitoring weekly ridership, and regular customer surveys.
- TTC Toronto Employer Survey and monitoring downtown office occupancy.
- Leverage demand insights for 2024 Annual Service Plan, 5-Year Service Plan and Customer Experience Action Plan
- Participation in GTHA+ Transportation Tomorrow Survey to provide updated Household travel demand insights Fall 2023.





# Financial

## Fare revenue



Definition  
Revenue generated through fares.

### Results

Period 7 (July 2 to July 29, 2023) fare revenue was \$71.0 million. This represents 75% of pre-COVID revenue and is \$0.8 million or 1.2% above budgeted fare revenue for Period 7. Period 7 average weekly fare revenue of \$17.8 million decreased 3.0% over Period 6, driven by a seasonal ridership decrease consistently experienced during the summer months.

On a year-to-date basis, fare revenue totalled \$516.7 million, which cumulatively represents 71% of pre-COVID experience and is \$5.4 million below 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, with fare revenue averaging 75% of pre-COVID levels for the period, slightly above the budgeted level of 74%.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$65.9 million for Period 7 —

representing a PRESTO ridership adoption rate of 89.4% — and \$5.1 million from other media for Period 7. Period 7 revenue was generated from the following fare concession groups: 79.0% adult, 9.5% post-secondary, 5.8% senior, 5.5% 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 expected to trend slightly above budget in the third quarter, driven by higher recovery in discretionary travel during the summer months. Weekly fare revenue is expected to increase in the fall, similar to pre-COVID years, tracking to budgeted levels in the fourth quarter of 2023. Actual September experience will be critical to understand any change to commuter patterns or discretionary travel, informing projections to year-end and the 2024 Budget.

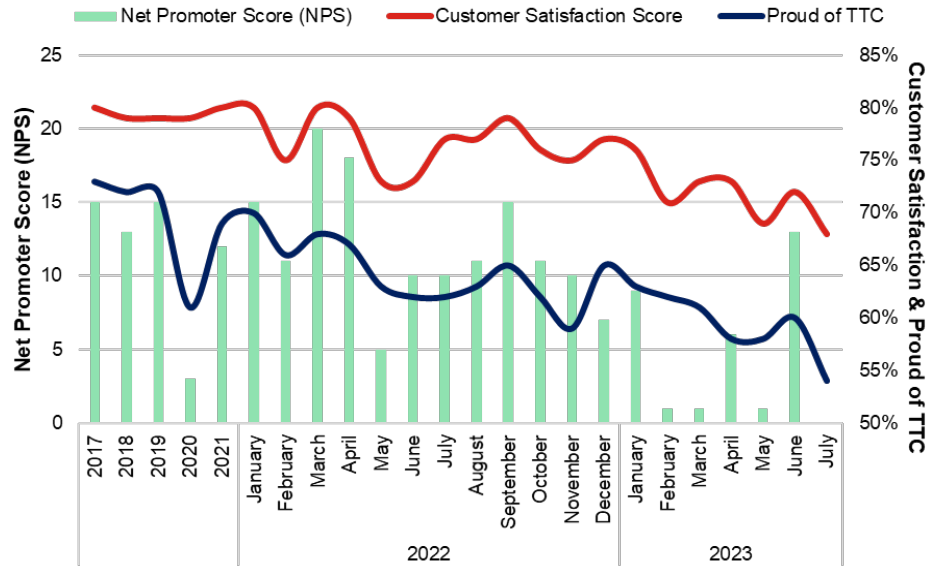
Open Payments launched on August 15 and customers will be able to tap their credit or debit cards to pay for adult single-use fares, including cards on a smartphone or smartwatch (i.e. Apple Pay and Google Pay) across the entire TTC network, including the conventional and Wheel-Trans fleets. The TTC will develop a dashboard to monitor trending of open payment usage and changes in the mix of fare media used by riders now that open payments has launched.





# 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 decreased four percentage points since June, from 72% to 68% in July, Net Promoter Score (NPS) decreased from 13 to zero, and the number of customers who say they are proud of the TTC and what it means to Toronto decreased from 60% to 51%.

### Analysis

Customer satisfaction has decreased in July compared to June across a number of customer satisfaction aspects, such as wait time, safety and security, helpfulness of staff, and length of trip time.

Notably, satisfaction levels increased for cleanliness of the station/platform/stop for subway and bus in July, compared to June.

Overall satisfaction levels for bus remained low since April, showing minimal improvement. However, it is worth highlighting that streetcar satisfaction has shown an improvement since June, with a decrease in July. Furthermore, personal safety and security remained a primary concern for customers across all modes.

NPS increased by four points for bus and decreased two points for subway and 10 points for streetcar from June to July among all users indicating that the streetcar customers contributed to the change in NPS.

### Action

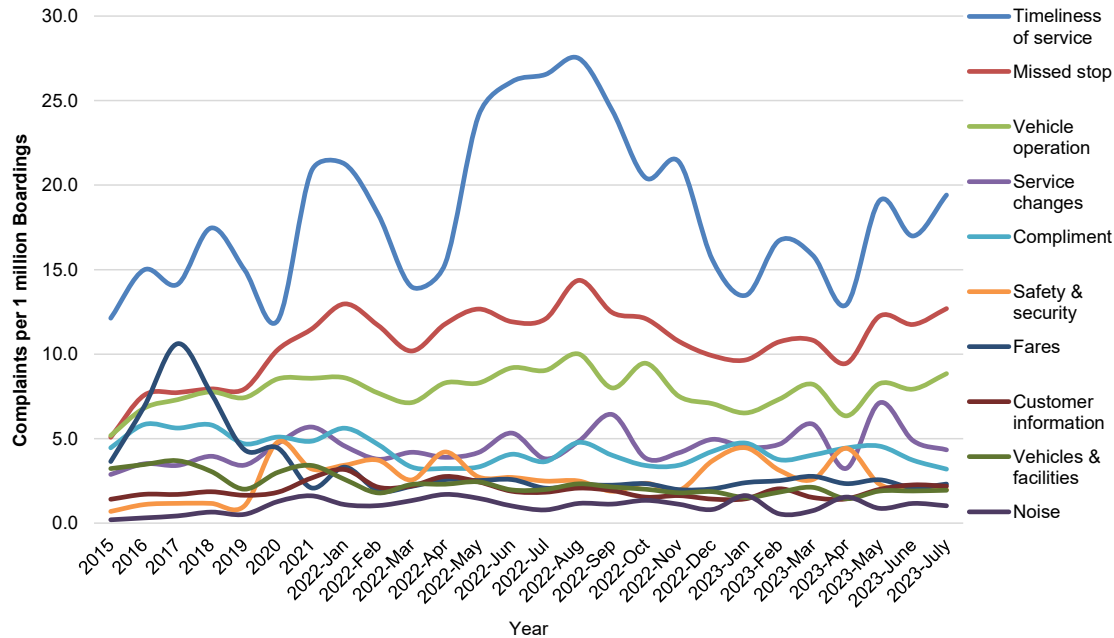
- Ongoing delivery of the Community Safety Action Plan addressing concerns about safety and security.
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- Customer streetcar intercept survey is underway.





# 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

Customer Service Communications (CSCs) saw a 1% increase in July compared to June. In July, there were a total of 3,609 CSCs, compared to 3,572 CSCs in June. Compared with changes in customer boardings, CSCs/1 Million boardings increased 5% indicating overall reduced complaints. In contrast to June 2022, where overall CSCs were 1% lower, CSCs/1 Million boardings were 5%, while still encompassing similar top categories.

### Analysis

CSCs showed varying trends in different categories from June to July. The top three ranked categories – Timeliness of Service, Missed Stops, and Vehicle Operation – saw an uptick after a slight decrease in June.

CSCs relating to Service Changes continued a downward trend, similar to June. Furthermore, CSCs related to Safety and Security remained stable after a decrease in May 2023.

Notably, Fares moved up in rank, from seventh to sixth category, driven predominantly by the surge in CSCs related to refund and reimbursement requests, stemming from accidental taps or service delays. However, Fares only accounted for 4% of the total CSCs received in July.

### Action

- Continuing route level analysis for service reliability, and evaluation of evolving congestion.
- Reviewing operator schedule adherence to decrease cancellation hours.
- Increased standardization to service schedule changes coming out of COVID.
- Continuing delivery of Community Safety initiatives.
- Embed Customer Satisfaction, and research, and Customer CSC priorities in upcoming Customer Experience Action Plan.



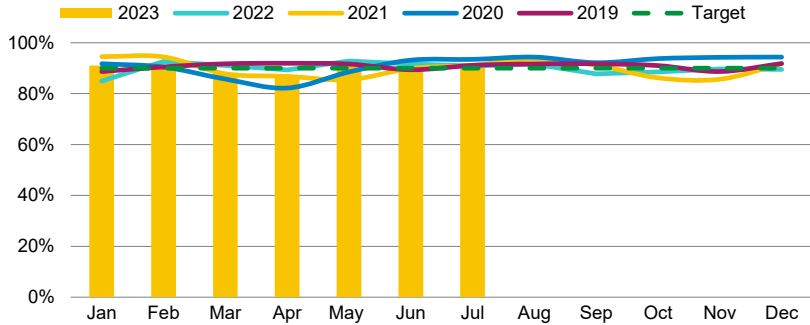




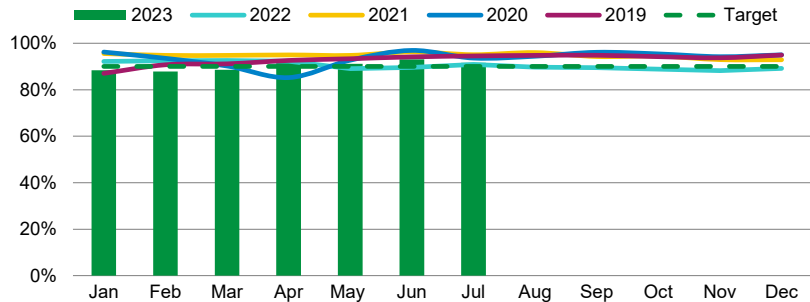
# Customer experience

## 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 90.3% in July. This represents an increase from last month (90.2%) and a decrease from the same time last year (90.9%). Our target of 90% was met.

Line 2 OTP was 91.6% in July. This represents a decrease from last month (93.0%) and an increase from the same time last year (90.9%). Our target of 90% was met.

### Analysis

On Line 1, there was an 8.2% decrease in total delay minutes – from 3,298 minutes in June to 3,029 minutes in July. Increases in delay minutes due to Plan Bs, staff-related delays and ATC issues were offset by a reduction in delay minutes due to passenger-related delays, rolling stock and signals and track issues. Passenger-related delays still make up 61% of the total delay minutes.

On Line 2, there was a 22.7% decrease in total delay minutes – from 2,366 delay minutes in June to 1,829 delay minutes in July. Decrease in delay minutes were seen across all sectors. Despite a reduction in passenger-related delay minutes, these delays still accounted for 56% of the total delay minutes. Under normal circumstances, a reduction in delay minutes would result in an increase in OTP. For July, this did not happen for the following reasons:

- Four days of note where the OTP was very low despite relatively low delay minutes.
- Three of those days track down and signalling issues with less than 10 delay minutes (in each occurrence) lasted several hours. During these delays, trains keyed by the impacted signals while some trains were turned back at appropriate stations. During these times, OTP was as low as 56%.
- The fourth day OTP was low due to a Plan B at St George Station.

### Action

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





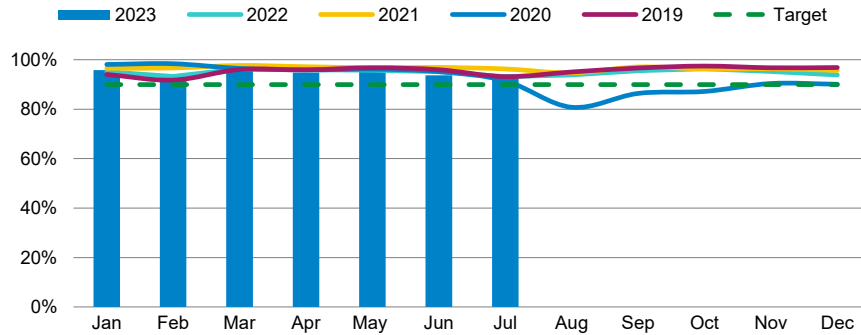
**Rich Wong**  
Chief Transportation and Vehicles Officer

**Fort Monaco**  
Chief Operations and Infrastructure Officer

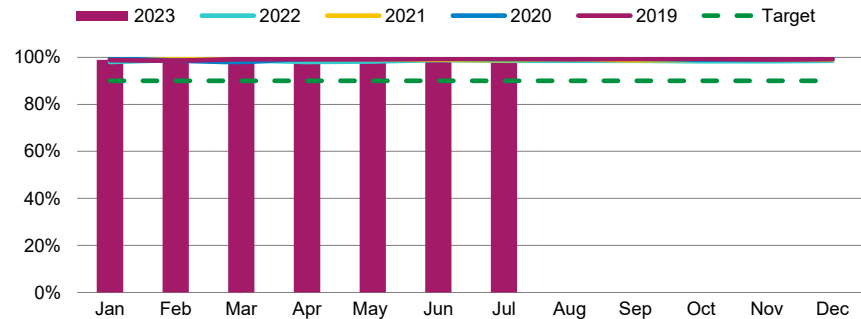
# Customer experience

## On-time performance (OTP) – Subway

3



4



**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 94.0% in July. This represents an increase from last month (93.7%) and an increase from the same time last year (93.2%). Our target of 90% was met.

Line 4 OTP was 99.0% in July. This represents a slight increase from last month (98.9%) and also an increase from the same time last year (98.5%). Our target of 90% was met.

### Analysis

On Line 3, there was an 8.3% decrease in total delay minutes — from 870 minutes in June to 798 minutes in July. Decreases in delay minutes across all sectors except rolling stock.

This line was shut down after the derailment that occurred on July 24, 2023.

On Line 4, there was a 43.0% reduction in total delay minutes — from 244 delay minutes in June to 139 delay minutes in July. Decreases were seen across all sectors.

### Action

Line 3 was permanently shut down after July 24.

There are no anticipated changes for Line 4.



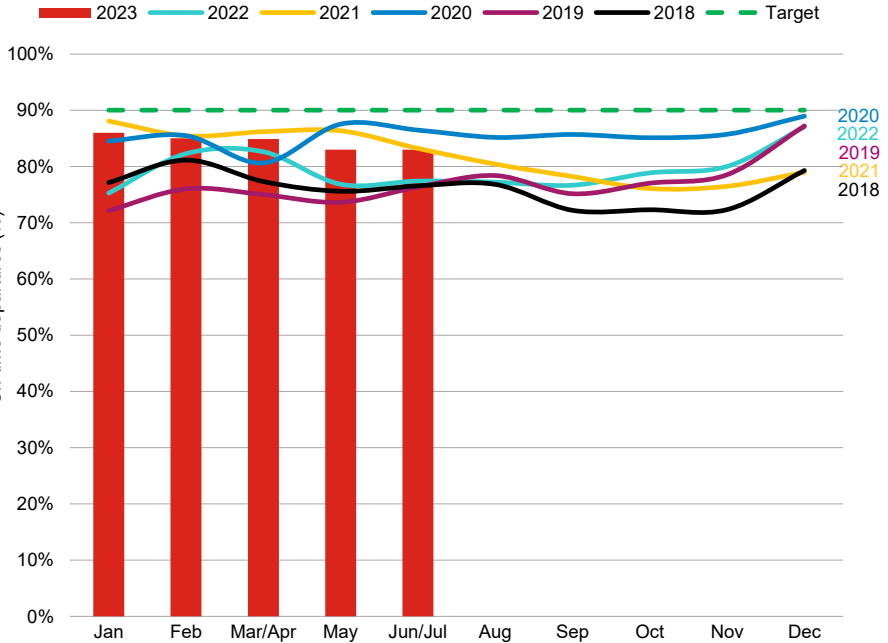


**Rich Wong**  
Chief Transportation and Vehicles Officer

**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 July Board Period was 83%, the same as the May Board Period. This is a six percentage-point increase in OTP compared to the July 2022 Board Period (77%). The target of 90% was not met.

### Analysis

Construction activity continued to increase during the July Board Period. A total of 113 out of 160 routes not affected by construction achieved 88% OTP for weekdays during the board period and met the target of 90% in Week 29 (July 17-21). Of these routes:

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

In summary, 92% of the routes not affected by construction scored 80% or better.

Monday, July 17 was the highest performing day of the period at 88% OTP for all routes combined.

Six additional routes received Service Reliability Improvements in July, bringing the total to 57 routes improved in 2023. Improvements have been most significant in the late midday and p.m. peak period where these routes outperform the network average by 3-5%.

During weekends for the July Board Period, overall bus OTP was 79%.

Upcoming schedule improvements, addressed through the service reliability program, will improve weekend performance.

### Action

To further improve OTP, staff are continuing to focus on workforce alignment, schedule development, and Operator monitoring. Next steps include:

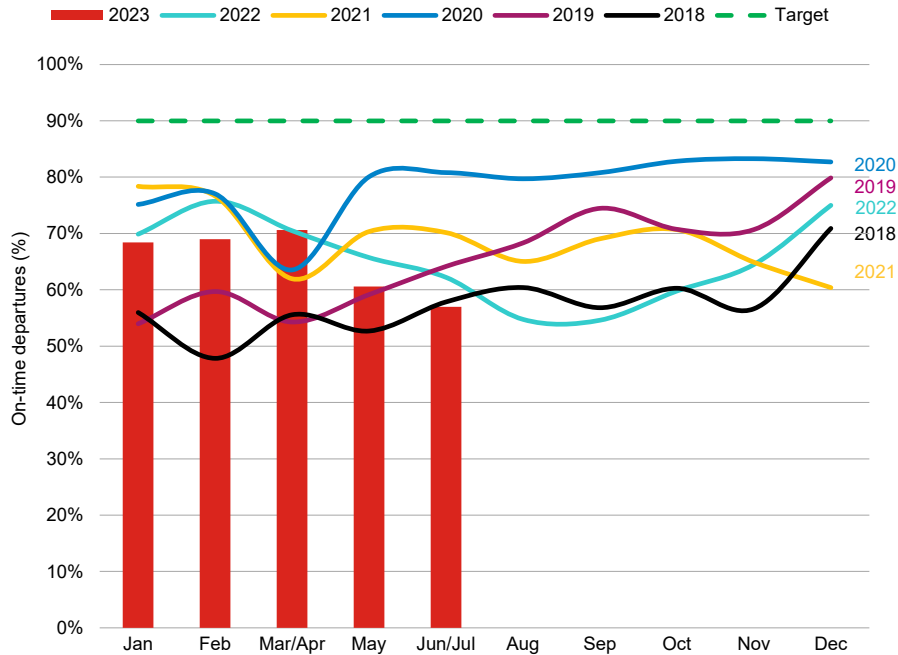
- Operator monitoring to focus on “On the Cusp” routes moving forward.
- Additional run time adjustments using new Service Reliability p.m. peak period methodology.
- New set of “On the Cusp” routes for Supervisory field presence to begin in September.





# 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 July Board Period was 57%, a decrease of four percentage-points compared to the May Board Period (61%). This is a five percentage-point decrease in OTP compared to the same board period last year (62%). The target of 90% was not met.

### Analysis

Construction across the network continues to pose a challenge to Streetcar OTP. Five out of eight routes (501 Queen, 504 King, 505 Dundas, 506 Carlton and 512 St Clair) were impacted. For the three routes not affected by construction (509 Harbourfront, 510 Spadina and 511 Bathurst), weekday OTP was 80%. Highlights from these three routes include:

- 509 Harbourfront route's OTP was 66%. This route achieved 77% OTP eastbound from Exhibition Loop (excluding partial trips). The route continues to be challenged by increased ridership in the p.m. peak and early evening time periods.
- 510 Spadina route's OTP was 83%. This route achieved 89% OTP if excluding Union Station and partial trips.
- 511 Bathurst route's OTP was 89%. This was the best performing streetcar route of the board period.

Monday, July 3 (Canada Day) was the highest performing day of the period at 69% On-time for all routes combined.

The five construction-impacted routes achieved 51% OTP this board period. Several infrastructure upgrade projects impacted 501, 504, 505, 506 and 512. The 501 Queen also continues to be impacted by construction related to the Ontario Line. It is worth noting that this level of construction activity will continue through the fall and into future years.

### Action

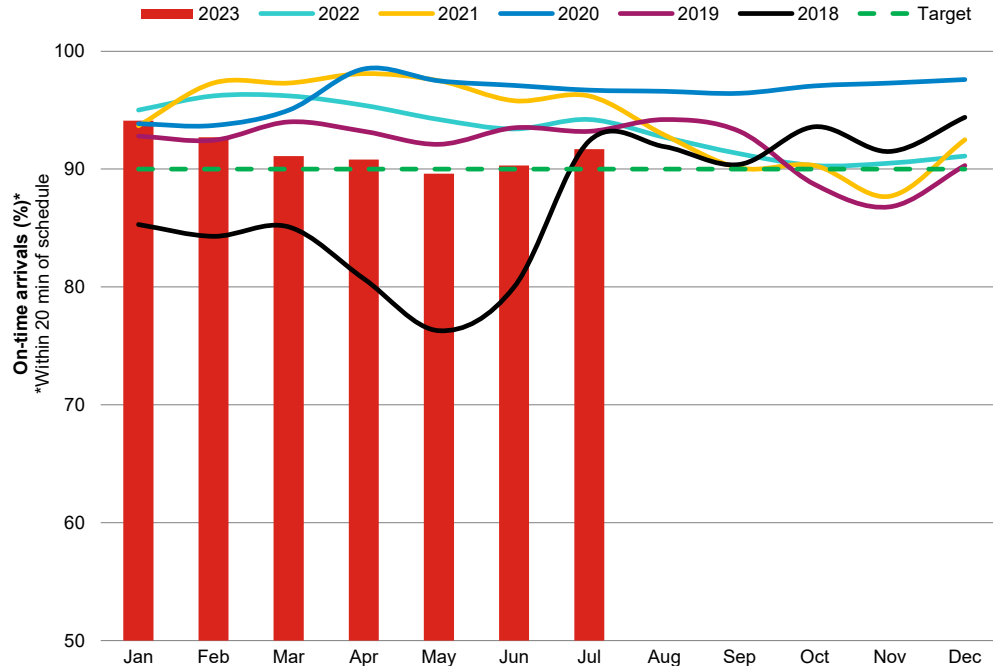
- New schedules to improve service reliability despite construction being implemented on 501, 503, 504, 505, 506 and 512 in September.
- Increasing focus on operator counselling for "On the Cusp" routes.
- Developing additional operational strategies for construction-challenged routes, including deployment 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

On-Time Performance (OTP) in Period 7 (July 2 to 29, 2023) increased by 1.4% from the previous period to 91.7%, and is 2.5% lower than Period 7 in 2022.

### Analysis

Construction activity and road closures due to special events continued to increase in July.

OTP for weekdays met the target of 90%. However, afternoon rush hours, with increased traffic, continues to present a challenge for OTP. Weekends continue to be the most difficult period to manage with the increase in events and the resulting road closures. However, weekend OTP was still above target at 90.82% for the month.

Total ridership for Period 7 was 237,405, with a weekly average of 59,351.

### Action

The Dispatch group 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.

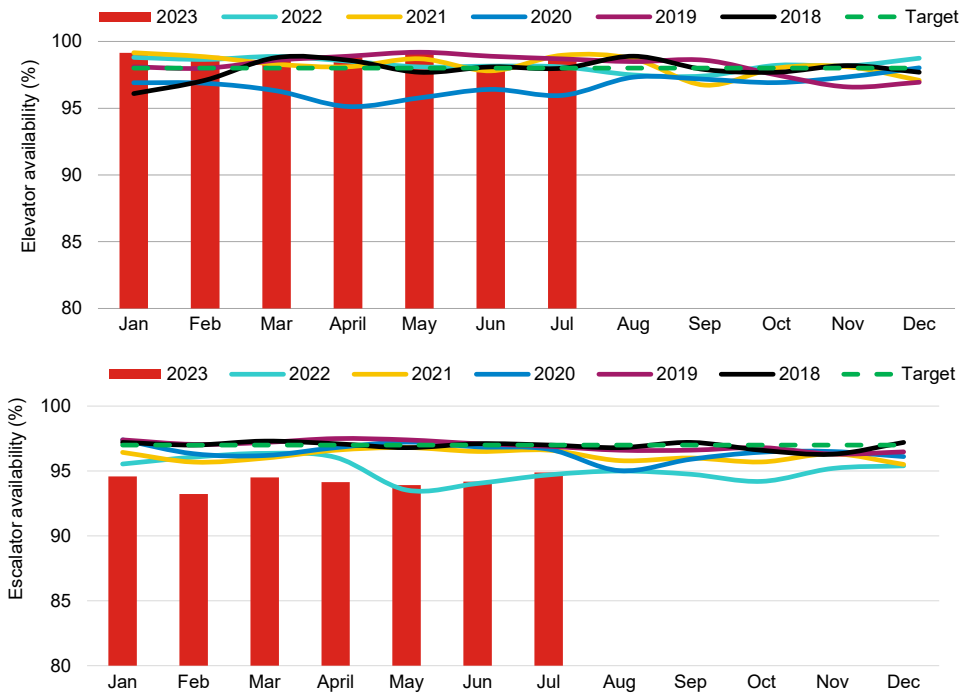
In addition, a more proactive approach continues to be taken by adjusting the speed factor on weekends to account for the events and road closures. Lastly, the implementation of swing runs to help late runs in the p.m. rush hour should continue to have a positive effect on OTP.





# 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 July was 98.6% exceeding the target of 98%. Escalator availability for July was 94.9%, not meeting the target of 97%.

### Analysis

In July, elevator maintenance and repairs were completed as planned and scheduled. A total of three escalators were removed from service due to water damage:

- One at St Andrew Station; and
- Two at Lawrence Station.

These resulted in 161 hours of downtime for customers.

Four escalators are out of service to accommodate construction work:

- One at Donlands Station;
- One at Greenwood;
- One at Coxwell Station; and
- One at Castle Frank Station, which has been out of service from December 2021 and will be until December 2023.

Total out of service hours due to construction has resulted in 1,532 hours of downtime for customers.

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 Spadina Station was out of service due to vandalism resulting in 121 hours of downtime.

### Action

- Continue performing preventative maintenance to meet reliability and availability targets.
- The escalators at Castle Frank, Donlands, and Greenwood stations remain out of service to accommodate construction. Three affected by water damage, one at Coxwell Station affected by construction and Spadina Station due to vandalism, have been inspected, repaired and returned to service.





# Diversity

## Recognizing Our Students



*"The best part of this placement was all the friends I have made and all the great people I've gotten the chance to work with. In fact I've made two more friends today!" - said by one the students.*

### Student Rewards and Recognition Event

On August 24, the TTC held its inaugural 'Student Rewards & Recognition Day'. The event was held at Bay Lower, an underground location well-known to the movie-making industry.

The driving force of the event was to recognize the importance of the students and the role each of them play at the TTC while also taking the time to reward them for their contributions. The morning was spent at Bay Lower where they had the opportunity to network with leaders, come together and reconnect with their fellow students, and have some well-deserved fun before wrapping up their placements and returning to school.

The TTC hired more than 430 students in 2023 and over 350 were in attendance at the event. The response from the students was both positive and overwhelming. Also in attendance were representatives from some of our key educational partners. It was a great opportunity to reaffirm our commitment to hiring young people and further establish our relationships with schools across the province.

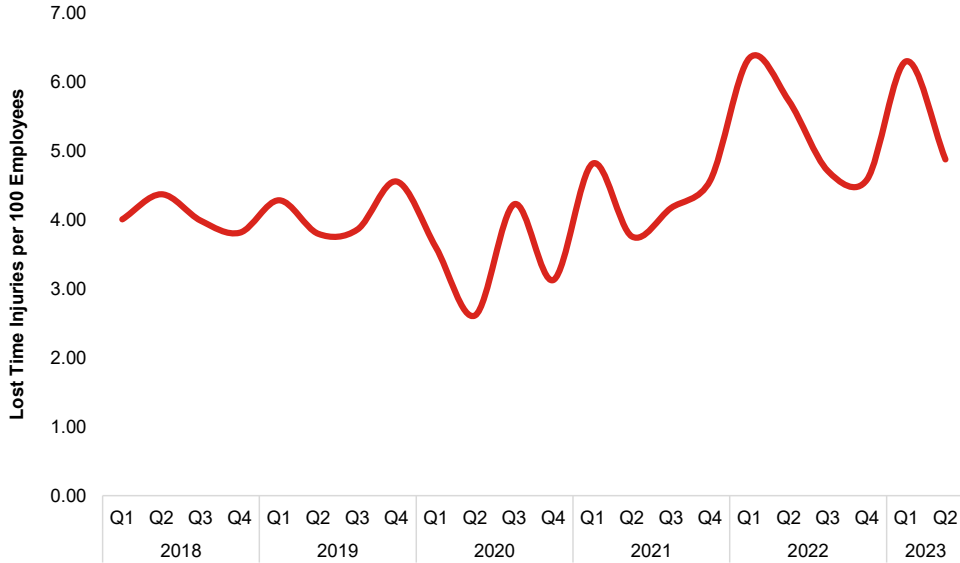
It was a successful and rewarding day. We look forward to 2024, building new relationships and expanding our Early Talent program.





# 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 December 2023 CEO's Report.

### Results

The LTIR in Q2 2023 was 4.9 injuries per 100 employees — a decrease from Q1 (6.3) and the same period last year (5.7). The LTIR for Q2 was 5% lower than the four-quarter average. There has been an upward trend in the LTIR since 2018. The latest available data shows 41 lost time injuries in July which was 36% lower than the average of 64 lost time injuries in Q2.

### Analysis

The decrease in Q2 LTIR compared to Q1 is mainly attributed to the seasonal decrease in slip/trip injury events. Acute Emotional Injury events also show a decrease in Q2 compared to Q1.

### 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.

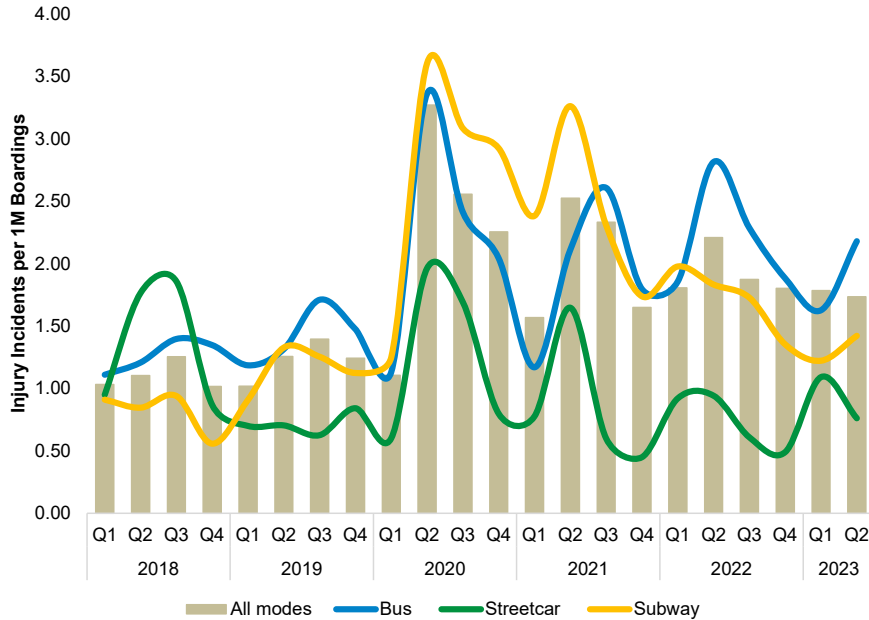






# Safety and security

## Customer injury incidents rate (CIIR)



**Definition**  
Number of customer injury incidents per one million boardings. Note, next update will be available in the December 2023 CEO's Report.

### Results

The CIIR in Q2 2023 was 1.7 injury incidents per one million vehicle boardings — a decrease from Q1 (1.8) and from the same period last year (2.2). The CIIR for Q2 was 4% 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. The latest available data shows 104 customer injury incidents in July which was 1% lower than the average of 105 customer injury incidents in Q2.

### Analysis

The slight decrease in the CIIR in Q2 (down 3% from Q1), was mainly due to the decrease in streetcar injury incidents (Streetcar CIIR is down 30% from last quarter). Q1 and Q2 had 17 and 13 streetcar onboard injury incidents, respectively.

### Action

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

Our communications to operators note the increase in ridership and number of road users expected in September. Reminders include being aware of your surroundings, maintaining a safe following distance, operating to conditions and applying smooth braking and acceleration.

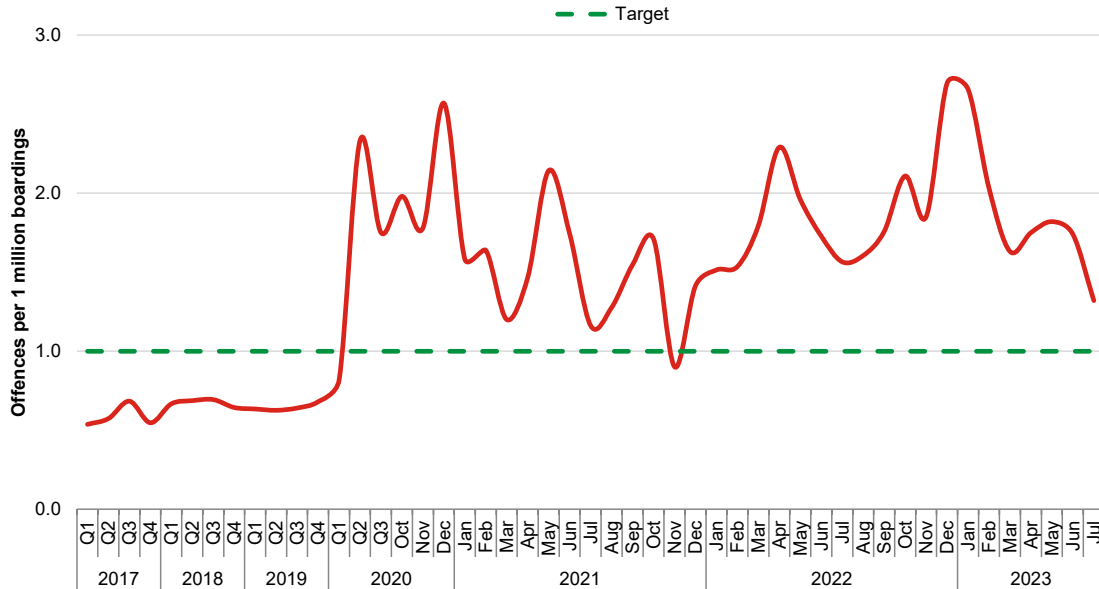
We continue to update our safety campaigns and explore new ways to communicate key safety messages.





# 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 1.32 per one million boardings for July, decreasing from 1.74 in June.

### Analysis

The total number of offences showed a downward trend from June (124) to July (82), a decrease in overall incidents. Moreover, there was a significant decline in the number of assault incidents during this period. This pattern mirrors the trend in summer 2022, suggesting a recurring trend.

### 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.
- 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).

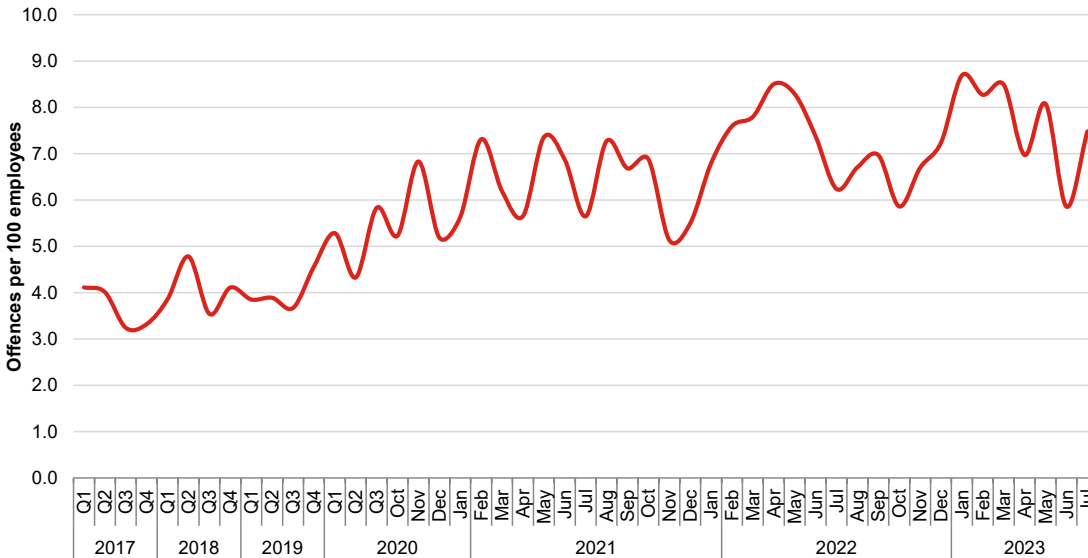
The TTC's Special Constable Service continues to monitor these statistics regularly, allocate security and support resources across the network to assist with emerging issues identified by staff and customers across the system. The TTC is in the process of hiring 50 additional Special Constables in 2023.





# Safety and security

## Offences against employees



Note: 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 increased to 7.48 offences per 100 employees in July, up from 5.86 in June.

### Analysis

In absolute terms, the number of offences against employees increased to 92 in July from 90 in June, with rates of 3.29 per day (for July) and 2.57 per day (for June). The rate per 100 employees increase of 28% can be attributed solely due to increase in number of threats reported by employees. Assaults against employees decreased by 19% during the same period. Since January 2023, the overall rate of offences against employees has decreased 14% overall, and excluding threats, offences against employees have decreased 29%.

### Action

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

- Supporting ongoing proactive site visits 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.
- Engaging with our unions through the Joint Labour Management Committee to provide updates on the 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.
- 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

## Service Reliability – Bus On-time performance (OTP)

### July Board Period

	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Bus Routes	40	64	9	47
% of Ridership	25%	35%	1%	39%

### May Board Period

	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Bus Routes	36	63	12	47
% of Ridership	20%	45%	3%	32%

Total Bus Routes in June: 160  
Total Bus Routes in May: 158

July Board period: June 18 – July 29  
May Board period: May 7 – June 17

### Results

July Board Period OTP was 83% overall, and 84% on weekdays.

- 40 bus routes met the OTP target of 90%,
- An additional 64 routes were “on-the-cusp” of meeting the target, for a total of 104 routes and 60% of customers receiving service with OTP of 80% or higher.
- 47 bus routes, supporting 39% of customers, were affected by construction as the principal reason affecting OTP.
- OTP for routes not affected by construction was 86% overall, and 88% on weekdays.

### Analysis

OTP for the 2023 July Board Period increased by 5% compared to the same period last year and remained unchanged from the previous period. This is largely due to updated schedules, and higher fulfillment rates (+4%).

As a result of continued schedule improvements, there was an increase in routes and customers receiving on-time service (≥90%), compared to the May Board Period.





# Hot topics

## Service Reliability – Streetcar On-time performance (OTP)

### July Board Period

	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Streetcar Routes	0	2	1	5
% of Ridership	0%	22%	4%	75%

### May Board Period

	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Streetcar Routes	0	2	1	5
% of Ridership	0%	22%	4%	75%

Total Streetcar Routes in June: 8  
Total Streetcar Routes in May: 8

July Board period: June 18 – July 29  
May Board period: May 7 – June 17

### Results

July Board Period OTP was 57% overall, and 58% on weekdays. This period, no streetcar routes met the OTP target of 90%,

- Five streetcar routes (501, 504, 505, 506 and 512), supporting 75% of customers, were affected by construction as the principal reason affecting OTP.
- Two routes were “on-the-cusp” of meeting the target, serving 22% of streetcar customers.
- OTP for routes not affected by construction (509, 510, 511) was 73% overall, and 80% on weekdays.

### Analysis

OTP for the 2023 July Board Period decreased by 5% compared to the same period last year and decreased by 4% compared to the previous period. This is despite updated schedules, and higher fulfillment rates (+2%).

Increased construction and a return to pre-pandemic traffic levels continue to present barriers to OTP growth. Furthermore, both the 509 and 510 routes are challenged with schedule adherence at Union Station, as they share the same rail infrastructure at this location.





# Hot topics

## Open Payments Dashboard

### Overview

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

### Analysis

- In the first two weeks of operation, the adoption of Open Payment continued to grow with Open Payment usage reaching a daily high of 0.06 million on Friday September 1.
- For the week ending September 2, 0.36 million rides, representing 4.65% of weekly rides were paid using the Open Payment method, up from 0.27 million rides, representing 3.6% in the first full week of operation.
- In total, as of September 2, 2023, 0.85 million rides were paid using the Open Payment method representing \$2.8 million.
- The percentage of riders using PRESTO cards, PRESTO tickets and legacy token and tickets has resulted in a corresponding decrease as riders transition to Open Payment fare media type.
- Open Payment usage was highest during peak travel time periods.

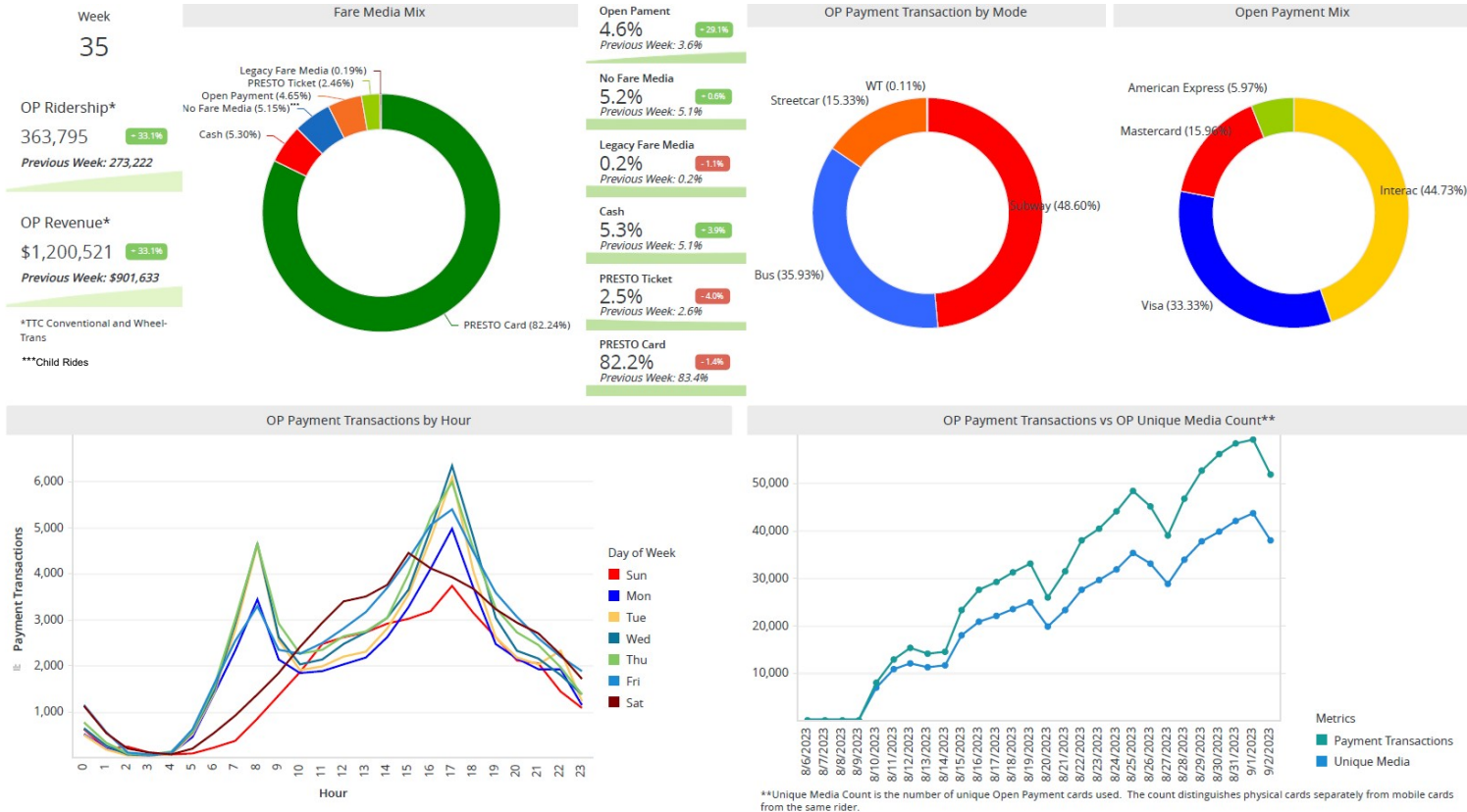
### Action

- Continue the weekly Open Payment Dashboard reporting to monitor the use of the Open Payment method of payment and capture the changes in fare media used by customers.



# Hot topics

## Open Payments Dashboard



\*\*Unique Media Count is the number of unique Open Payment cards used. The count distinguishes physical cards separately from mobile cards from the same rider.



# Hot topics

## Rogers Update



### Connect with confidence.

We're providing all riders with more reliable access to 911. When calling 911, press the yellow emergency bar as well to alert the operator and Transit Control.

In partnership with



**ROGERS** With you all the way

Rogers launches 5G in the busiest sections of TTC subway.

### Project snapshot

The TTC is working with Rogers to plan its build to provide cellular and 5G connectivity throughout the subway system, including tunnels and stations. This build is in conjunction with the TTC's own subway infrastructure work.

### Project update

Phase 1 has achieved its initial goals, which includes Rogers 5G connectivity in tunnels and stations on Line 1 from Union to St George stations, extending to Bloor-Yonge interchange station (including Bay on Line 2), and station coverage available on Line 2 at Dupont Station, Sherbourne Station, Castle Frank stations and between Keele and Spadina stations. Additionally, comprehensive 911 testing and certification were completed at these locations.

### Action

Similar in scope to Phase 1, Phase 2 is now underway and focuses on Line 1, and the extension to Vaughan, covering Sheppard West to Vaughan Metropolitan Centre. Both tunnel and station areas will be equipped with cellular and 5G capabilities, including testing and certification of 911 services, all expected to be operational this fall.

In response to a recent mandate from the Federal Government, it is anticipated that every TTC rider, regardless of their service provider, will have access to this coverage. The TTC will maintain a close partnership with Rogers, with a commitment to meet the specified target dates, pending the necessary designs and schedules to be provided by Rogers for the TTC's review this fall. This collaboration is essential to ensure that the project aligns with the Federal ruling's requirement for completion within three years. Testing dates have been requested for Bell and Telus, and TTC Subway Rule Book training is being currently organized.







**Rich Wong**  
Chief Transportation and Vehicles Officer

**Fort Monaco**  
Chief Operations and Infrastructure Officer

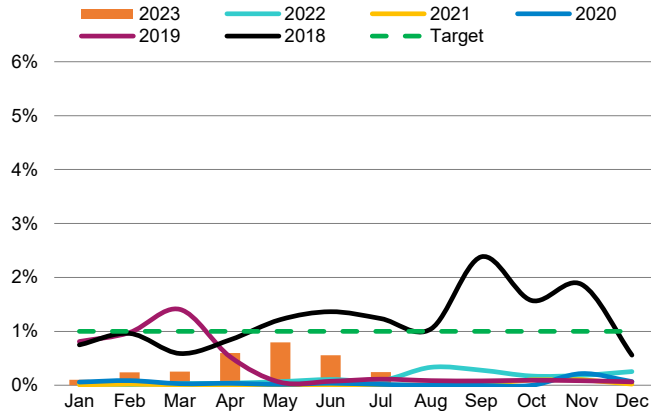
# Appendix: Service delivery

## 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).

July 2023: 0.25%  
June 2023: 0.56%  
July 2022: 0.08%

Target: Less than 1%

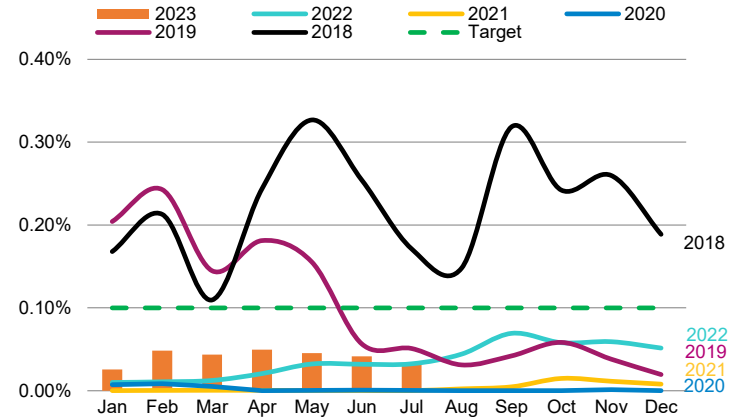


## Bus short turns

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).

July 2023: 0.03%  
June 2023: 0.04%  
July 2022: 0.03%

Target: Less than 0.10%

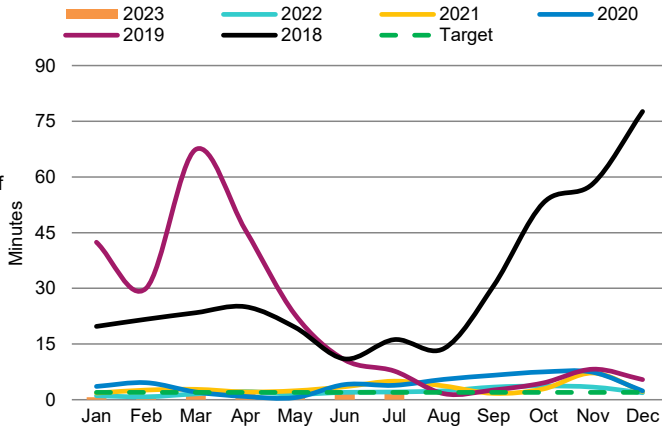


## Wheel-Trans contact centre wait time

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

July 2023: 1.7  
June 2023: 2.2  
July 2022: 2.1

Target: Less than 2





**Rich Wong**  
Chief Transportation and Vehicles Officer

**Fort Monaco**  
Chief Operations and Infrastructure Officer

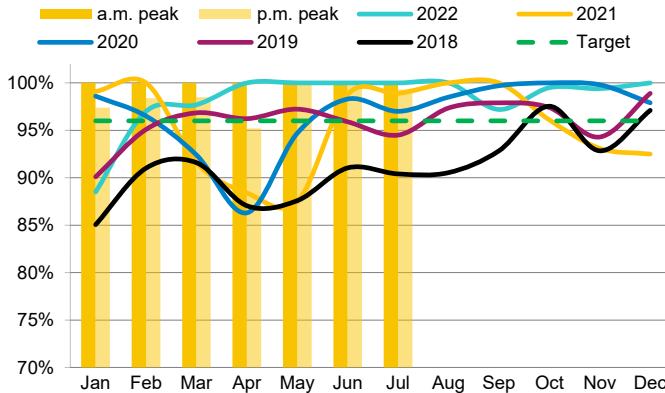
# Appendix: Service delivery

## 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.

July 2023: 100.0%  
June 2023: 100.0%  
July 2022: 100%

Target: 96.0%



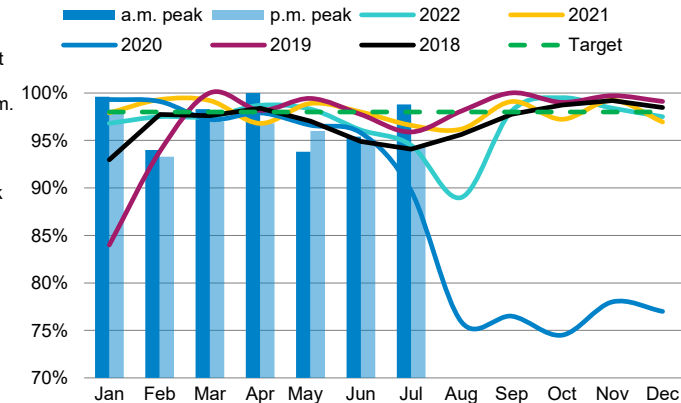
## Line 3 capacity

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.

July 2023: 96.3%  
June 2023: 95.2%  
July 2022: 94.5%

Target: 98.0%

SRT operated as Shuttles  
July 24 onward

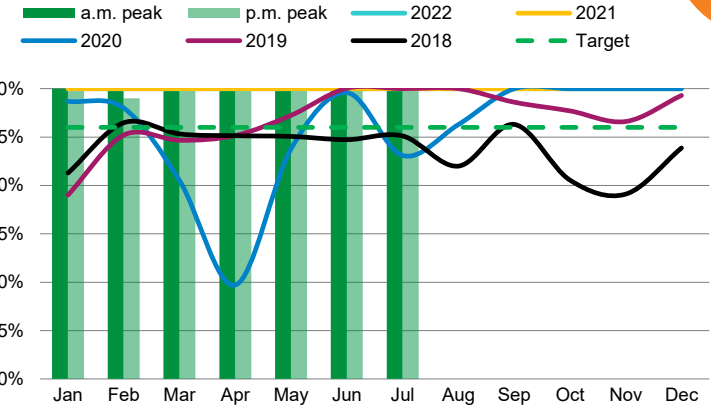


## Line 2 capacity

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.

July 2023: 100%  
June 2023: 100%  
July 2022: 100%

Target: 96.0%

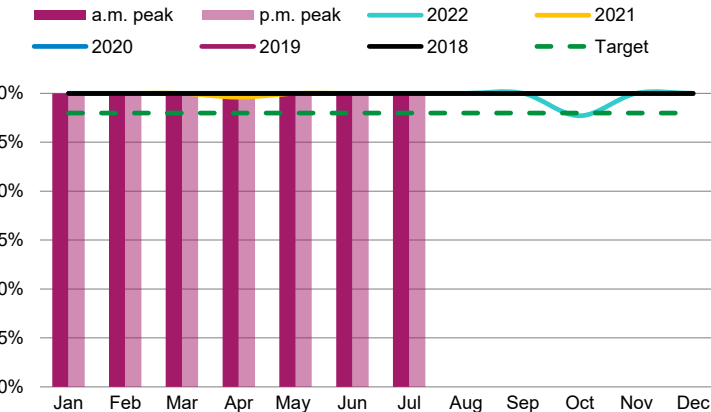


## Line 4 capacity

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.

July 2023: 100.0%  
June 2023: 100.0%  
July 2022: 100.0%

Target: 98.0%





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Chief Transportation and Vehicles Officer

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Chief Operations and Infrastructure Officer

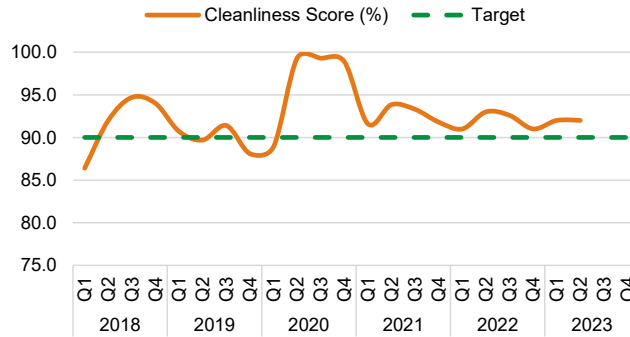
# Appendix: Cleanliness

## 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%

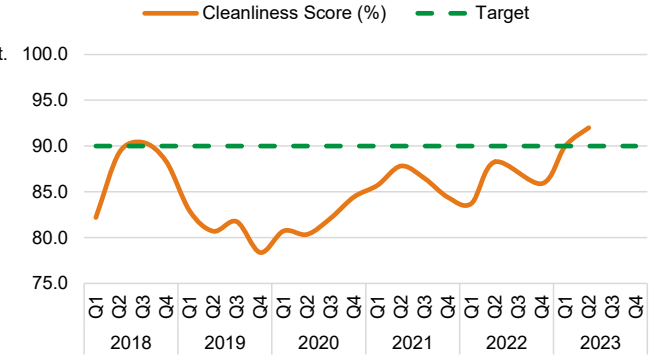


## Streetcar cleanliness

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%



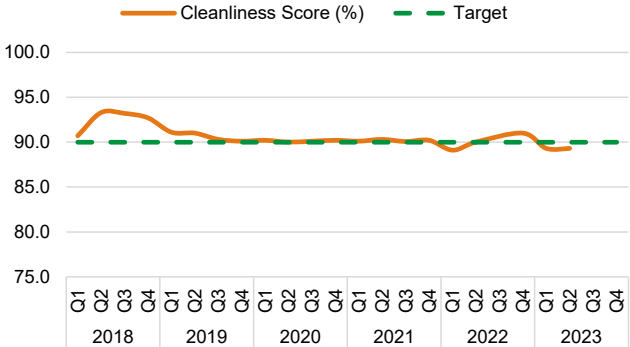
## Subway cleanliness

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



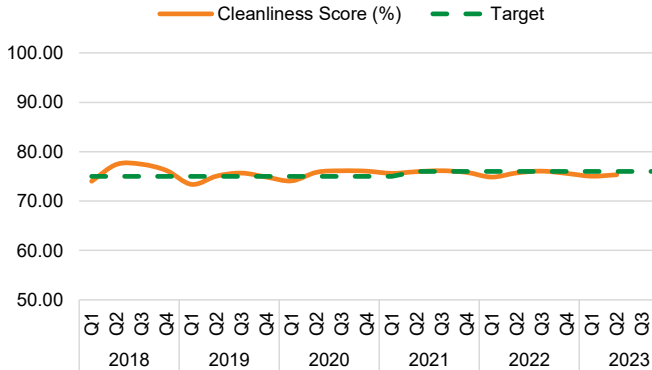
## Station cleanliness

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





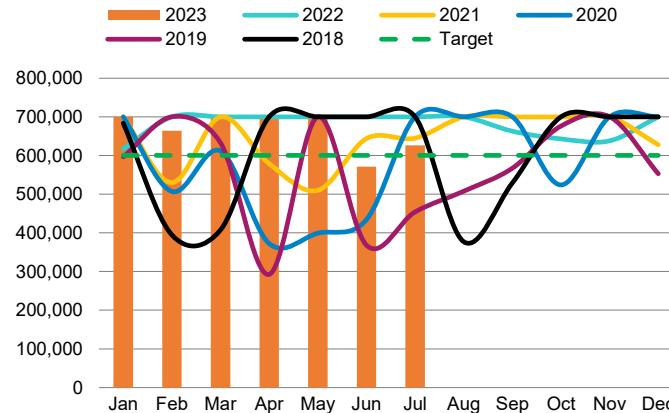
# Appendix: Asset reliability

## 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.

July 2023: 626,000  
June 2023: 571,000  
July 2022: 731,000

Target: 600,000 km

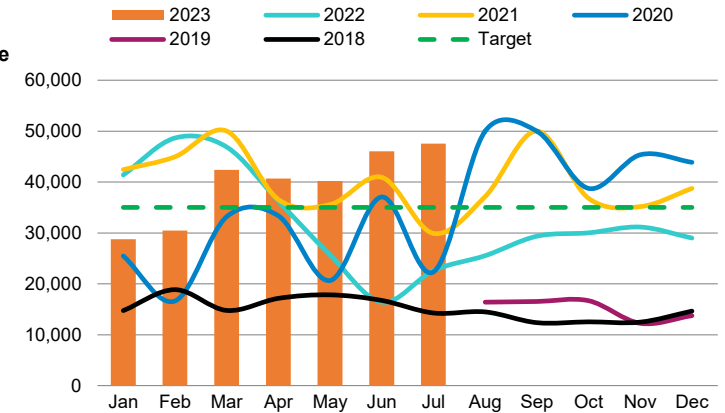


## Streetcar mean distance between failures

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

July 2023: 47,529  
June 2023: 46,032  
July 2022: 22,609

Target: 35,000 km

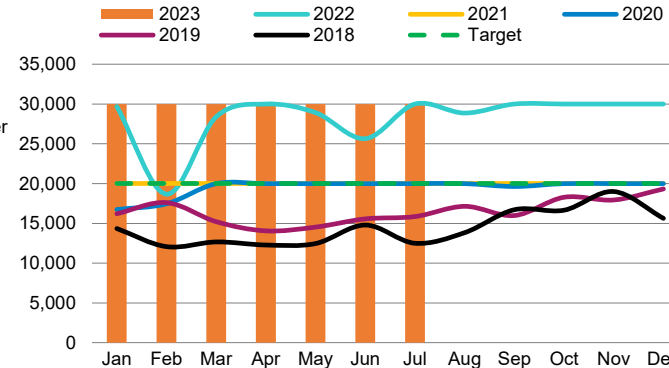


## W-T Mean distance between failures

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

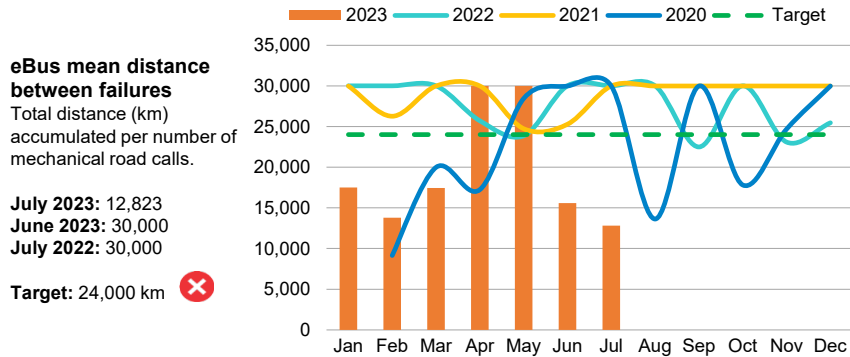
July 2023: 30,000  
June 2023: 30,000  
July 2022: 30,000

Target: 20,000 km

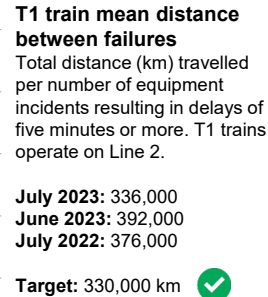
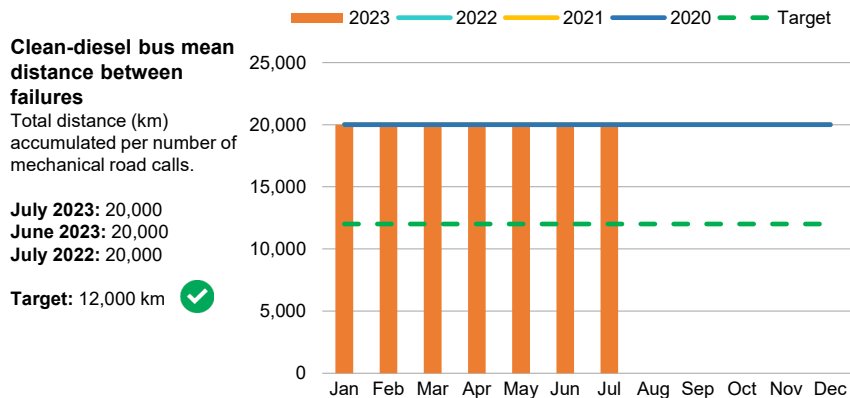




# Appendix: Asset reliability



With a relatively small fleet size (60 buses) and low mileage (64,000 km), the average reliability is highly sensitive to a small number of failures. In the month of July there were five failures – all of which have been actioned for root cause analysis.





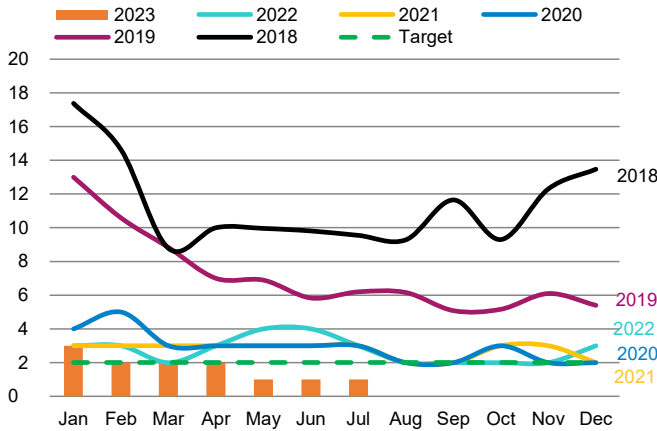
# Appendix: Asset reliability

## 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.

July 2023: 1  
June 2023: 1  
July 2022: 3

Target: Less than 2



## Bus road calls and change offs

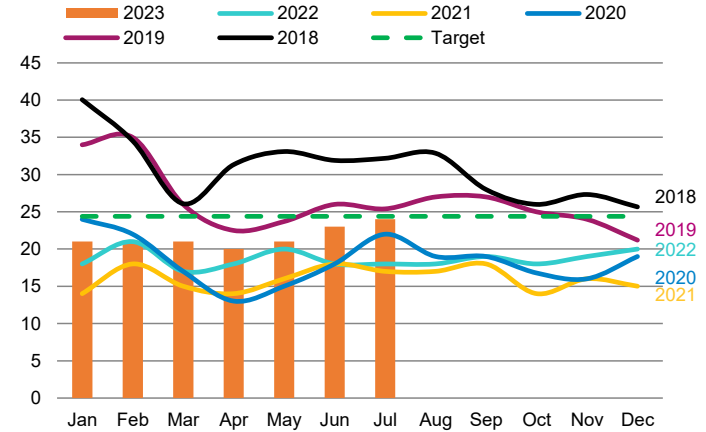
Average daily number of vehicle equipment failures requiring a road call for service repair or a change off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable.

July 2023: 24  
June 2023: 23  
July 2022: 18

Target: Less than 24



Monitoring





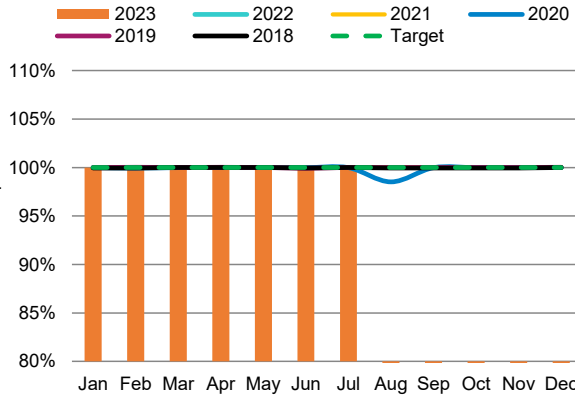
# Appendix: Asset availability

## Subway service availability

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

July 2023: 100%  
June 2023: 100%  
July 2022: 100%

Target (RW): 100%

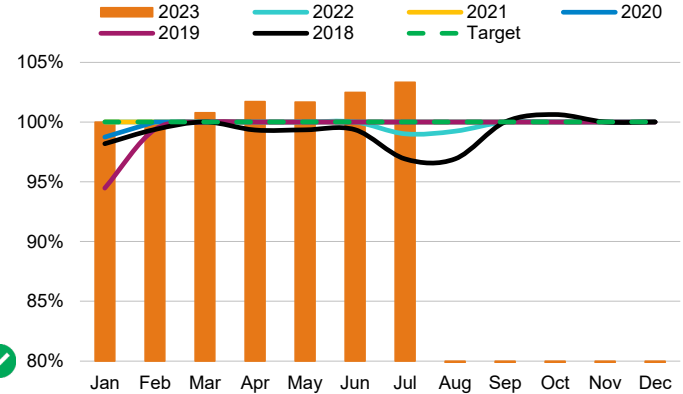


## Streetcar service availability

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

July 2023: 103.3%  
June 2023: 102.5%  
July 2022: 99.0%

Target (RW): 100%

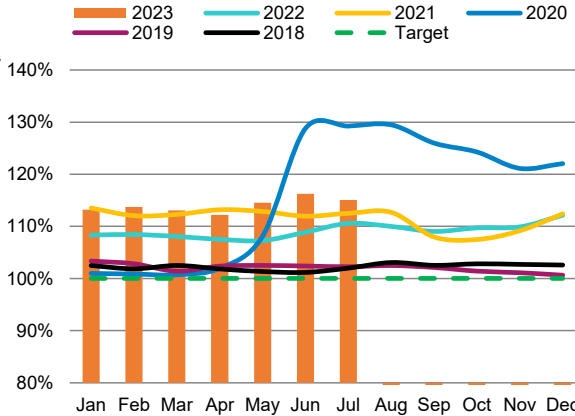


## Bus service availability

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

July 2023: 115.0%  
June 2023: 116.3%  
July 2022: 110.6%

Target (RW): 100%



## Fare gate availability

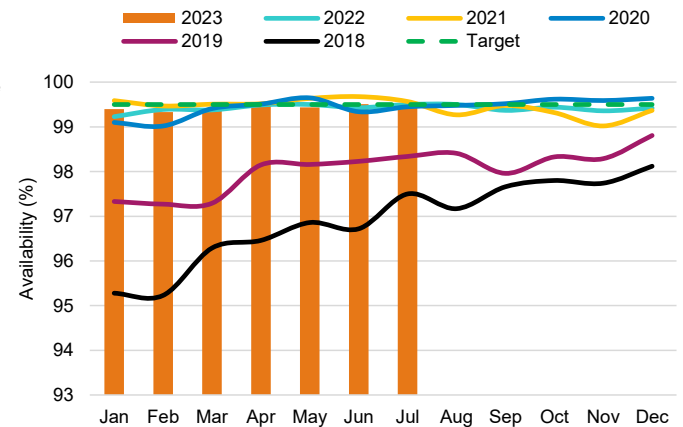
Percentage of fare gates are available for use.

July 2023: 99.46%  
June 2023: 99.51%  
July 2022: 99.50%

Target (SH): 99.50%



Work is underway to implement a new software patch to improve availability. Anticipate continued improvement Faregate reliability through 2023.





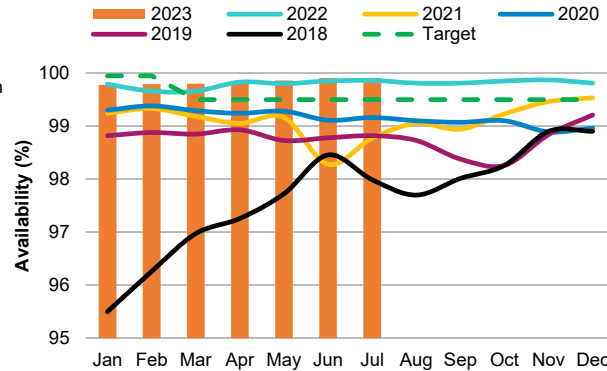
# Appendix: Asset availability

## 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.

July 2023: 99.91%  
June 2023: 99.91%  
July 2022: 99.86%

Target: 99.50%

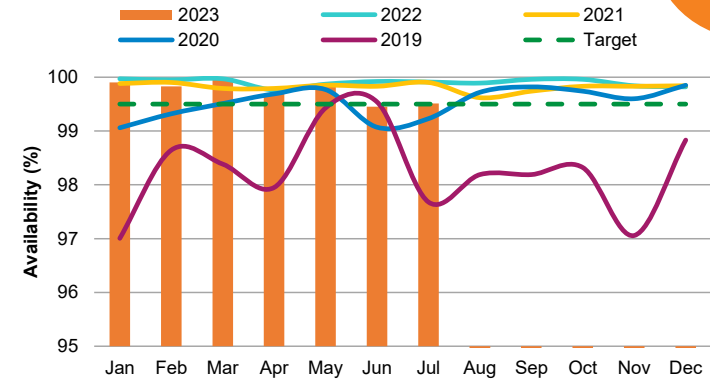


## PRESTO Fares and Transfers Machine (FTM)

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.

July 2023: 99.51%  
June 2023: 99.45%  
July 2022: 99.91%

Target: 99.50%

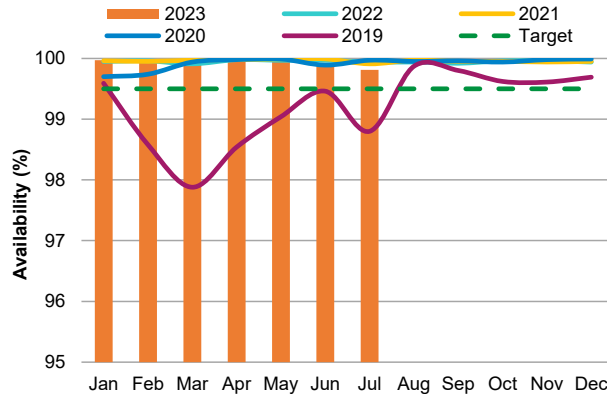


## PRESTO Self-Serve Reload Machine (SSRM)

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.

July 2023: 99.81%  
June 2023: 99.92%  
July 2022: 99.94%

Target: 99.50%

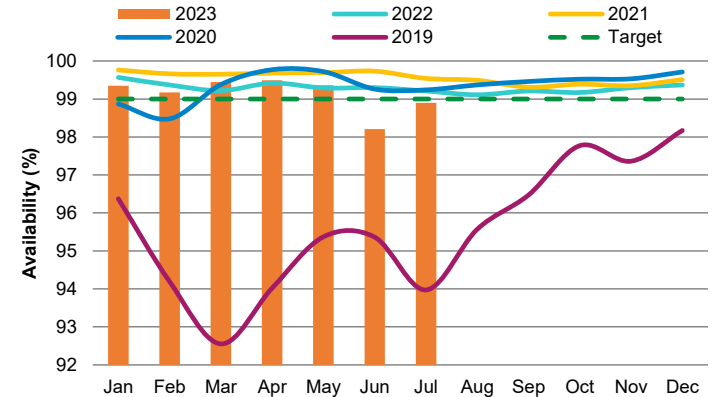


## PRESTO Fare Vending Machine (FVM)

Availability of FVMs based on duration of fault to time of resolution. FVMs allow customers to load funds onto PRESTO cards, purchase cards, view balance and card history, and activate products purchased online. FVMs are installed at station entrances.

July 2023: 98.90%  
June 2023: 98.21%  
July 2022: 99.21%

Target: 99.00%



Vending Machines had an increase in bill jams disrupting availability. New bill acceptor is underway.







# Appendix 2: Safety

## Regulatory compliance

This table summarizes the number of regulatory interactions and orders issued in 2023 (January 1 to July 1)<sup>1</sup> 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 <sup>2</sup> issued	Non- compliance orders <sup>3</sup> issued	Status
Ministry of Labour, Immigration, Training and Skills Development	54	4	3 <sup>a</sup>	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 <sup>b</sup>	Compliance Achieved

<sup>1</sup> Next update will be available in the December 2023 CEO's Report

<sup>2</sup> Orders issued to provide documentation/information

<sup>3</sup> 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

<sup>a</sup> 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.

<sup>b</sup> 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/](http://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.