



Chief Executive Officer's Report – January 2024

Date: January 25, 2024
To: TTC Board
From: Chief Executive Officer

Summary

The Chief Executive Officer's Report is submitted each month to the TTC Board for information. Copies of the report are also forwarded to Members of Toronto City Council, the City Manager and the City Chief Financial Officer. The report is also made available to the public on the TTC's website.

Financial Summary

There are no financial impacts associated with the Board's receipt of this report. The CEO's Report features metrics on fare revenue and budgets.

The Chief Financial Officer has reviewed this report and agrees with the financial summary information.

Equity/Accessibility Matters

The TTC is committed to promoting and supporting diversity and inclusion as well as removing barriers in all corporate policies, procedures, processes, programs and services in order to reflect and respond to the needs of employees, contractors and customers.

The CEO's Report includes monthly reporting on elevator and escalator availability in our system, performance metrics for our Wheel-Trans service, and regular updates on the TTC's Easier Access Program.

The CEO's Report also features a section on employees and diversity. This section includes regular updates on important projects and initiatives aimed at creating an organizational culture of inclusiveness, respect and dignity that is free from harassment or discrimination. In the summer of 2021, a new diversity section was launched to include core metrics on our Women Operators New Hires.

The design and layout of the CEO's Report have been optimized to meet web accessibility standards.

Issue Background

The CEO's Report was created in 2012, replacing the Chief General Manager's Report. The previous report provided detailed information on all TTC departments and capital projects.

The CEO's Report was updated in 2016 to be more closely aligned with the TTC's seven strategic objectives at the time: safety, customer, people, assets, growth, financial sustainability, and reputation.

In 2018, with the launch of the 2018-2022 Corporate Plan, the report again underwent progressive changes to align and reflect our reporting metrics to the TTC's continued transformation.

With new and emerging priorities and strategic objectives, we again updated the CEO's Report in 2021 to ensure it meets the needs of the Board, the public and the organization going forward.

Contact

Wendy Reuter, Chief - Strategy and Customer Experience Officer (Acting)
416-909-6520
wendy.reuter@ttc.ca

Signature



Richard J. Leary
Chief Executive Officer

Attachments

Attachment 1 – Chief Executive Officer's Report – January 2024

CEO's Report

Toronto Transit Commission

January 2024



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



1.3 million
Rides per week
day



185K
weekly
service hours



6,400+ km
of routes



2,114
buses



206
streetcars



143
trains



16,000+
employees



60
battery-electric buses — the
largest fleet in North America

Did you know...

Did you know that the TTC raised \$678,252.43 for the United Way Greater Toronto as part of its 2023 campaign? Over the holiday season, the TTC also collected 12,000 cans of soup for the Veterans Associations Food Bank and over 10,000 toys for organizations across Toronto.



Table of contents

<u>CEO's commentary</u>	4
<u>Core metrics</u> <i>Key metrics aligned with our strategic objectives.</i>	8
• Ridership	8
• Financial	11
• Customer experience	12
• Safety and security	20
<u>Hot topics</u> <i>This month: Bus Occupancy, Open Payments, King Street Transit Priority Corridor, Supporting Women in Operations</i>	24
<u>Appendix</u> <i>Non-core metrics</i>	28



CEO's commentary



Happy New Year! And Happy Lunar New Year to everyone who will be celebrating the Year of the Dragon in 2024! I want to begin my first commentary of 2024 by welcoming everyone back from holidays.

This year holds some exciting opportunities as we continue to transform and modernize the TTC to meet the needs of Canada's largest city. Among them is the launch of our next 5-Year Corporate Plan. We are updating the vision and mission statement for the TTC to further acknowledge the critical role the organization plays as the backbone of Toronto's mobility network. The new plan focuses on the importance of the TTC to the future vitality of Toronto and the surrounding region. It also highlights the role the TTC plays in helping to solve larger societal issues, such as mitigating the impacts of climate change and creating access to opportunity for everyone.

We continue to monitor our boardings by mode on a regular basis to better understand and react to trends with our customers. As of mid-December, weekday

boardings by mode continued to be highest on the bus network at 93 per cent of pre-COVID levels while streetcar and subway boardings were both at 70 per cent. Overall weekday customer use stands at approximately 80 per cent of pre-COVID levels while our weekend customer use continues to be well over our pre-COVID levels.

Diversity and Culture Group

Celebrating Black History Month

Looking ahead, the TTC is proud to once again be celebrating Black History Month in February. Our campaign theme for this year is *Moving Legacies: Celebrating Black Excellence in Toronto*. As part of this year's campaign, the TTC will be celebrating Black Torontonians on our vehicles and spaces, including the TTC's first Black woman streetcar Operator, Irma James, and the TTC Board's first woman Vice-Chair, the late Beverly Salmon.

It is inspiring each year to visit properties across the Commission and see employees volunteering their time

assembling displays that showcase to their colleagues all the significant cultural dates and events on the calendar throughout the year.

As part of our 10-Point Action Plan on Diversity and Inclusion, we are committed to building an organization that truly represents and reflects the diversity of the city we serve. This is one more way we are continuing to build an even more inclusive TTC that is welcoming to all of our employees and customers.

People Group

New People KPIs for CEO's Report

The TTC has a long and outstanding tradition of celebrating its workforce. Our employees are the reason we can move millions of people every day.

Starting this year, we will be updating the CEO's Report to include a set of KPIs focused on our People, and share some of the initiatives taking place across the property as we work to become a more inclusive organization.



CEO's commentary

In December 2020, for example, we committed that four of every 10 new Operators hired at the TTC would identify as women – and we have been very successful over the past few years. Last year, 41 per cent of new hires identified as women and the majority of these individuals also identified as racialized.

TTC staff have also been working on auditing our bathrooms to ensure they are inclusive, and we are looking at updating our uniforms to make sure they are comfortable for everyone. We also have several peer training and mentoring programs that are underway, and I am excited to share some of our successes as the year progresses.

TTC employees give back to the community

The TTC Recreation Council's dedication to giving back to the community once again shined brightly this past holiday season. Through a series of events and initiatives, TTC employees came together to collect thousands of toys, food items, and winter-wear for those in need and for various community organizations.

In an impressive display of generosity, more than 10,000 toys and 12,000 cans of soup were collected during these events. The food drive, fondly referred to as Soup Mountain, saw TTC employees create an astounding 12,000-can pyramid of soup, all of which was donated to the Veterans Association Food Bank.

The toys were collected through our popular Stuff-the-Bus events held across the city. These toys were then donated to organizations, such as Parkdale Peace Project, SickKids, Abuse Hurts, Community Place Hub, BGC Dovercourt, and Progress Place, spreading joy and happiness to children in need.

Thank you to all those who participated!

Strategy and Customer Experience Group

New ACAT members

On behalf of the Executive Team, I would like to take this opportunity to welcome the new members of the Advisory Committee on Accessible Transit (ACAT). Starting their new three-year terms on January 1 were: Angela Marley, Chau Sheung Wong, Debbie Gillespie, Lori Bailey and Tammy Adams.

ACAT is comprised of Toronto citizens who advise members of the TTC on difficulties faced by people with disabilities and seniors, and recommends the elimination of barriers to accessible public transit. ACAT meets publicly online on the last Thursday of every month. Their first meeting of the year will be held on Friday, January 26, the day after the TTC Board meeting.

TTC is updating its *Be Essential* campaign

Early in the New Year, the TTC will begin to feature new images for its *Be Essential* recruitment campaign. The TTC launched the *Be Essential* campaign in 2022. The campaign speaks to the important role the TTC plays in the lives of our customers who trust the TTC to get them around Toronto. Whether it's to get to work, to appointments or to shop for groceries, millions of people rely on the TTC on a daily basis.

The award-winning campaign was developed to support hiring efforts and it positioned transit as essential to the well-being of Toronto. The campaign features TTC employees in their work locations. The original campaign over-delivered in digital ads, and the TTC saw a 700-per-cent increase in unique views to the jobs page at ttc.ca.



CEO's commentary

Transportation and Vehicles Group

Service changes in January

Starting on Sunday, January 7, the TTC made the following service adjustments, which focused on restoring seasonal service reductions made last month, essential changes for construction, continued adjustments to align service with ridership and service reliability improvements:

- Aligning service to ridership demand on – 7 Bathurst, 63 Ossington, 65 Parliament, 106 Sentinel, 925 Don Mills Express and 944 Kipling South Express.
- Service improvements on – 16 McCowan, 32 Eglinton West, 44 Kipling South, 63 Ossington, 94 Wellesley, 122 Graydon Hall and 129 McCowan North.
- Service reliability improvements on: 7 Bathurst, 16 McCowan, 17 Birchmount, 32 Eglinton West, 42 Cummer, 111 East Mall and 168 Symington.

Customers are advised to follow @TTCNotices on X or check ttc.ca for the most up to date information.

Wheel-Trans receives bequest from former customer

Late last year, the TTC received a bequest from the estate of former customer Van Cam Nguyen. A bequest of \$100,000 was made to the TTC to use for Wheel-Trans Operation. We will be using the bequest to purchase a Wheel-Trans vehicle in the individual's

name. The TTC appreciates this generous bequest and we do not take lightly the impact our services have in people's lives.

Wheel-Trans is responsible for door-to-door accessible transit service for people with physical functional mobility limitations who have the most difficulty using accessible-conventional transit services. The TTC has a 10-Year Wheel-Trans Strategy to help support the community by providing barrier-free, accessible service that is efficient, reliable and available. More information on the 10-Year Wheel-Trans Strategy can be found at <https://www.ttc.ca/wheel-trans/wheel-trans-10-year-strategy>.

Engineering, Construction and Expansion Group

TTC and partners unveil Sherlock Holmes Walk mural

In early December, the TTC and its partners unveiled the Sherlock Holmes Walk mural on the east side of the Toronto Reference Library (TPL). The mural, themed *It's a Mood*, depicts the life, writing, and characters of Sir Arthur Conan Doyle, and was developed in partnership with the City of Toronto's StreetARToronto (StART) program, the TPL and the Friends of the Arthur Conan Doyle Collection.

The mural was installed on construction hoarding at 830 Church St., beside the Toronto Reference

Library, that was recently put up as part of the TTC's Bloor-Yonge Capacity Improvements project. The site will be home to a future fan building to enhance air circulation at the newly renovated station.

The Bloor-Yonge project will expand and rehabilitate the existing subway station to improve efficiency and capacity and reduce crowding during rush hours. More information can be found at www.ttc.ca/blooryonge.

Safety and Environment Group

Winter readiness at the TTC

The TTC is committed to providing a safe and reliable service this winter. However, operations can be impacted by road conditions and severe weather conditions.

To assist customers this winter, the TTC has installed new winter weather information signs at select stops along routes where heavy snow and freezing rain are known to impact bus service. We have identified 56 bus stops where conditions during storms of five centimetres or more of snow, or five millimetres or more of freezing rainfall, make it hazardous for buses to operate safely, and may be cancelled due to slippery conditions.



CEO's commentary

Riders at these stops can scan a QR code on the new signs to check if their bus stop is in service. They can also check the status of these stops on ttc.ca prior to heading out on their journey. The signs also show the location of the nearest in-service bus stop. This new system is among a comprehensive program of measures by the TTC to ensure uninterrupted service this winter, and to keep customers safe and warm on their journeys.

Customers are advised to follow @TTCNotices on X (formerly Twitter) or check ttc.ca for updates, and to allow extra travel time in the event of bad weather.

The next meeting of the TTC Board is scheduled for Thursday, January 25 and will be live-streamed on the official TTC YouTube Channel.

Subsequent meetings will take place on the following dates approved by the Board at last November's meeting: Thursday, February 22, Thursday, April 11, Thursday, May 16, Wednesday, June 19, Wednesday, July 17, Tuesday, September 24, Tuesday, October 29 and Tuesday, December 3.

Stay safe and remember that the TTC is a safe option for getting around during the winter months.

Richard J. Leary
Chief Executive Officer
January 2024



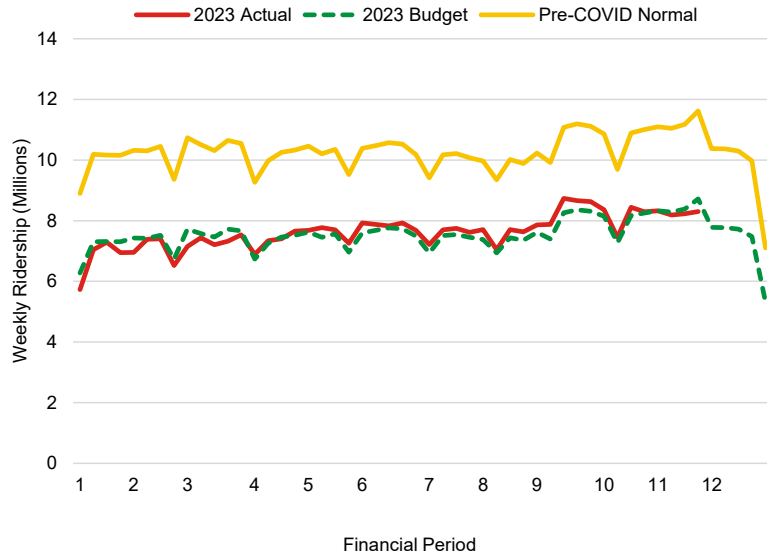
Example of Winter Weather Stop Sign featuring QR code.





Ridership

Revenue rides



Definition

Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers. Average number of customer linked trips per week, including paid and free trips (children 12 and under).

Results

Period 11 (October 29 to November 25, 2023) revenue rides totalled 33.0 million, representing 74% of pre-COVID experience and 0.7 million or 2.0% below budgeted revenue rides. Period 11 average weekly ridership increased to 8.3 million rides per week from 8.1 million revenue rides per week in Period 10.

Year-to-date revenue rides totalled 358.6 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. Ridership was slightly below budget in the first quarter due to a few significant weather events that occurred during the first three months of the year. 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 in September, driven by

an increase in weekday travel from an increase in the number of employees returning to office. Ridership decreased in October before subsequently rebounding in November.

However, the ridership increase from Period 10 to Period 11 is below expected levels, with Period 11's ridership averaging 2.0% below budgeted levels, as noted above. Pre-pandemic, November's ridership normally exceeds ridership in October, however, this seasonal pattern has not been as prominent post-pandemic likely due to an increase in seasonal illness and the option for remote work.

The percentage of unique PRESTO riders using the system each week saw a drop to up to 91% of pre-COVID levels in Period 11 from 94% reported in Period 10. While travel frequency patterns of riders continue to reflect higher usage amongst riders using the system less frequently, actual frequency experienced in Period 11 resulted in the number of unique riders classified as

“commuters” (i.e. ride four of five weekdays per week) reaching 63% of March 2020 levels in Period 11 while riders who use transit less frequently (ride less than four weekdays per week) represented 119% of March 2020 levels.

Day-of-week use continues to be highest and consistent across Tuesday to Thursday, averaging approximately 73% of pre-COVID levels. Weekend recovery averaged approximately 88% of pre-COVID levels in Period 11, demonstrating a consistently stronger recovery rate than experienced on weekdays.

Action

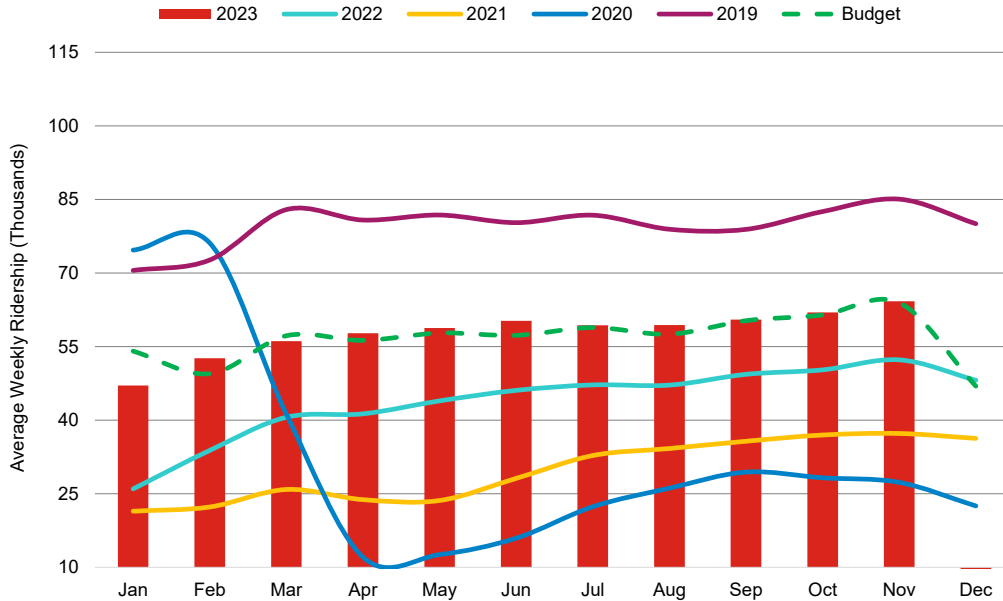
Actual experience will continue to be monitored as it will be critical to understand any change to commuter patterns or discretionary travel required to further inform the 2024 Operating Budget.





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 11 (October 29 to November 25, 2023) was 257,032 (or 64,258 passengers per week). This figure was 0.5% higher than the budgeted 63,915 customers per week. In terms of year-over-year growth, the Period 11 year-to-date (YTD) ridership is 33.4% higher compared to the same period in 2022, and is 0.6% (17,100) over the 2023 YTD budget. The 2023 YTD ridership represents 72.1% of the pre-COVID experience in Period 11 2019.

Analysis

The ridership trend for Period 11 reflects the projected trend for 2024 ridership. Wheel-Trans registrant growth has increased by 1% versus the previous period while customer trip frequency has increased slightly by 4%. As we enter the holiday travel season, we expect there to be an increase in ridership, which will be in line with seasonality trends.

Action

Wheel-Trans will continue to monitor customer behaviour in order to track the impacts on ridership. With the accommodation rate at one of its highest levels, almost all customer trip requests are being accommodated. This combined with a record low response time to incoming calls, has had a positive impact on the ability for customers to book trips. Wheel-Trans is also working on winter readiness in order to ensure ridership demand is met even in challenging weather conditions.

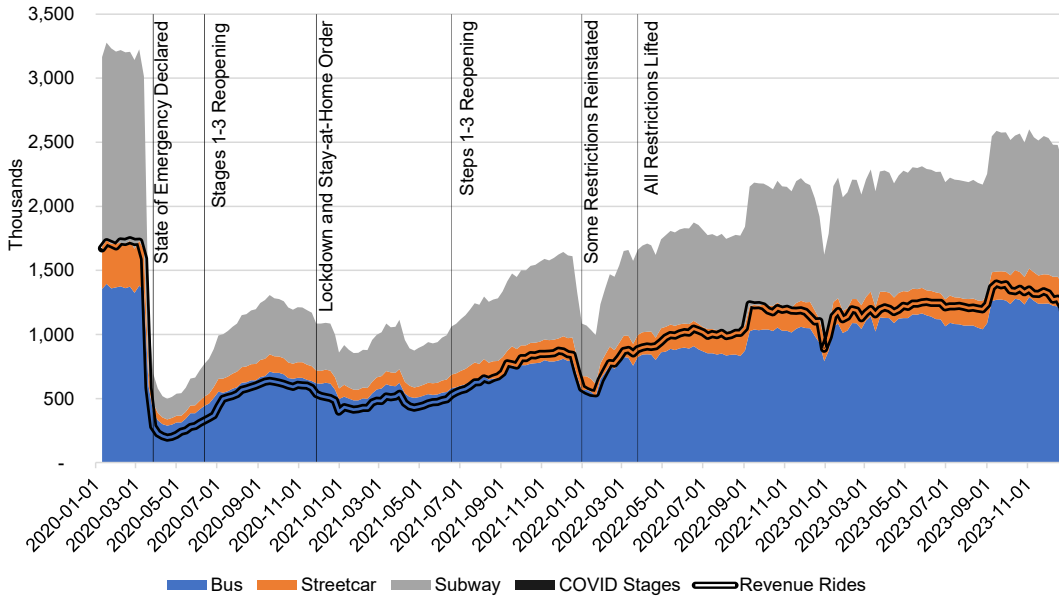
Note: Wheel-Trans ridership is not included in TTC ridership totals.





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.

Results

Average weekday boardings for the month of November 2023 were 2.55 million, which is slightly up 0.3% from October 2023. Average weekday boardings for the month of December 2023 were 2.33 million, which is down 9% from November 2023.

Analysis

In November, average weekday boardings for streetcar slightly increased over October level (2%), while bus and subway remained essentially unchanged. However, in December, customer demand declined across all modes due to reduced student travel resulted from exam season for post-secondary schools and reduced work commutes during the weeks leading to the year-end holidays.

Average weekday boardings for bus and subway, declined by 9% and 10%, respectively. However, streetcar decline was relatively minor at 2%, as its usage was supported by seasonal traffic to Christmas Market in the Distillery District. Demand continues to vary across weekdays as the impacts of remote work continue.

Compared to seasonally adjusted pre-COVID levels, average weekday boardings in mid-December was 93% for bus, 70% for streetcar, and 70% for subway. The busiest weekday, however, is 93% for bus, 71% for streetcar, and 72% for subway. Recovery by route and time of day continues to vary significantly.

Action

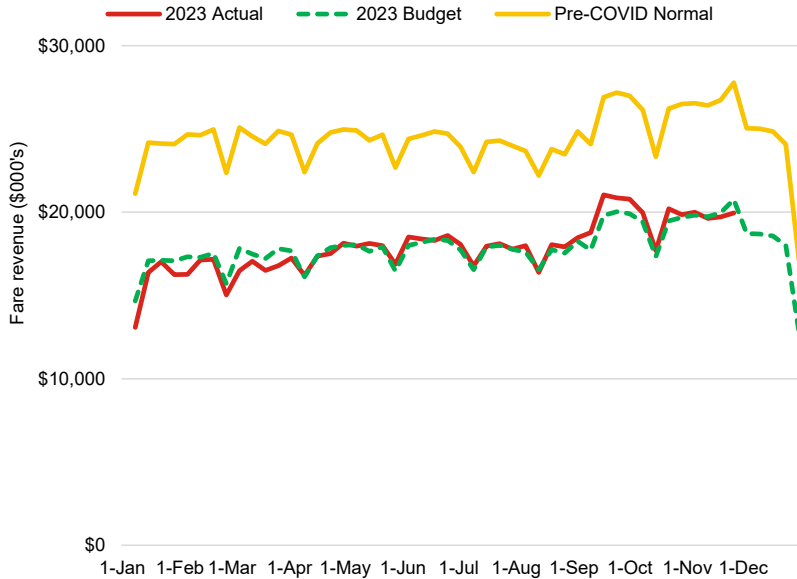
- Analyze fall 2023 customer use data to inform capacity adjustments through reallocation through early 2024 and planned service increases, especially to reduce crowding in off-peak periods, starting in May 2024.
- Continue to monitor customer satisfaction with sense of personal safety as a key driver of customer satisfaction, and effect of Community Safety program.
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications and developing actionable customer insights to improve customer experience.
- An in-depth study is underway to understand drivers and experiences that evoke customer sense of pride in the TTC.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 11 (October 29 to November 25, 2023) fare revenue was \$80.1 million. This represents 74% of pre-COVID revenue and is \$0.2 million or 0.3% below budgeted fare revenue for Period 11. Period 11 average weekly fare revenue of \$20.0 million increased 2.6% over Period 10.

On a year-to-date basis, fare revenue totalled \$845.4 million, which cumulatively represents 73% of pre-COVID experience and is \$2.1 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 in September, driven by an increase in weekday travel from an increase in the number of employees returning to office. Fare revenue then decreased in October before subsequently rebounding in November. However, the fare revenue increase from Period 10 to Period 11 is below expected levels, with Period 11's fare revenue averaging 0.3% below budgeted levels, as noted above. Pre-pandemic, November's fare revenue normally exceeds October's fare revenue, however, this seasonal pattern has not been as prominent post-pandemic likely due to an increase in seasonal illness and the option for remote work.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$74.9 million for Period 11 — representing a PRESTO ridership adoption rate of 91.6% — and \$5.2 million from other media for Period 11. With the launch of Open Payments on August 15 and the Virtual PRESTO Card on November 14, the adoption of the Open Payment

and Virtual PRESTO Card payment methods continue to grow, with 10.2% of weekly rides paid using the Open Payment method or the Virtual PRESTO card for the week ending November 25.

Period 11 revenue was generated from the following fare concession groups: 78.3% adult, 8.5% post-secondary, 5.3% senior, 7.7% 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

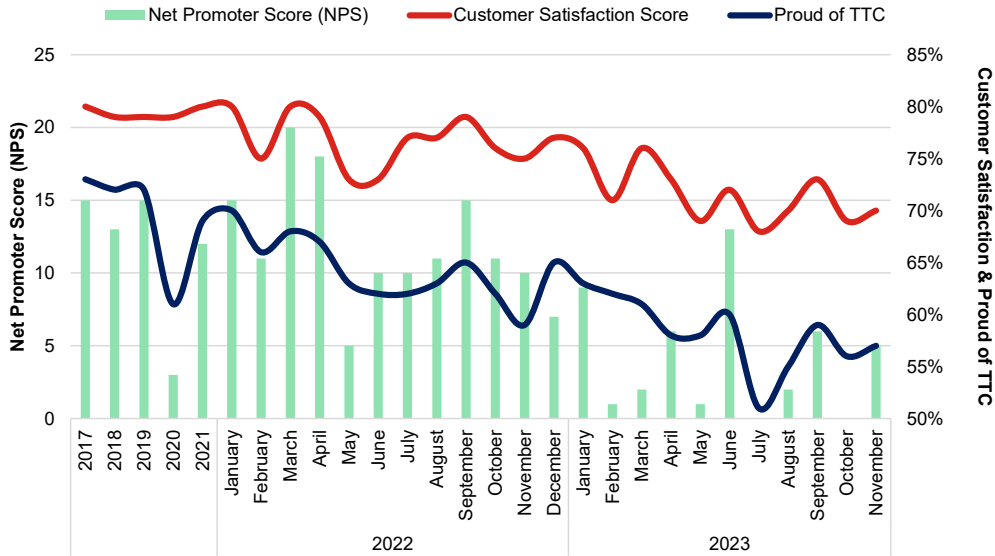
Actual experience will continue to be monitored as it will be critical to understand any change to commuter patterns or discretionary travel required to further inform the 2024 Operating Budget. The TTC is also monitoring and reporting the use of the Open Payment and Virtual Card payment methods and 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 October from 69% to 70% in November. Net Promoter Score (NPS) increased to five from zero, and the number of customers who say they are proud of the TTC and what it means to Toronto increased to 57% from 56%.

Analysis

By mode, customer satisfaction for subway increased, but slightly decreased for bus and streetcar service. Despite a slight dip in bus and streetcar satisfaction, there has been an overall improvement compared to the October satisfaction levels.

Satisfaction with maps and signage, cleanliness of platform, station and stop and personal safety increased across all modes. Personal safety satisfaction increased from 54% in October to 58% in November. While safety has improved, it remains a top concern for all customers.

Across all modes, both NPS and feeling "Proud of TTC" metrics have risen in November.

Action

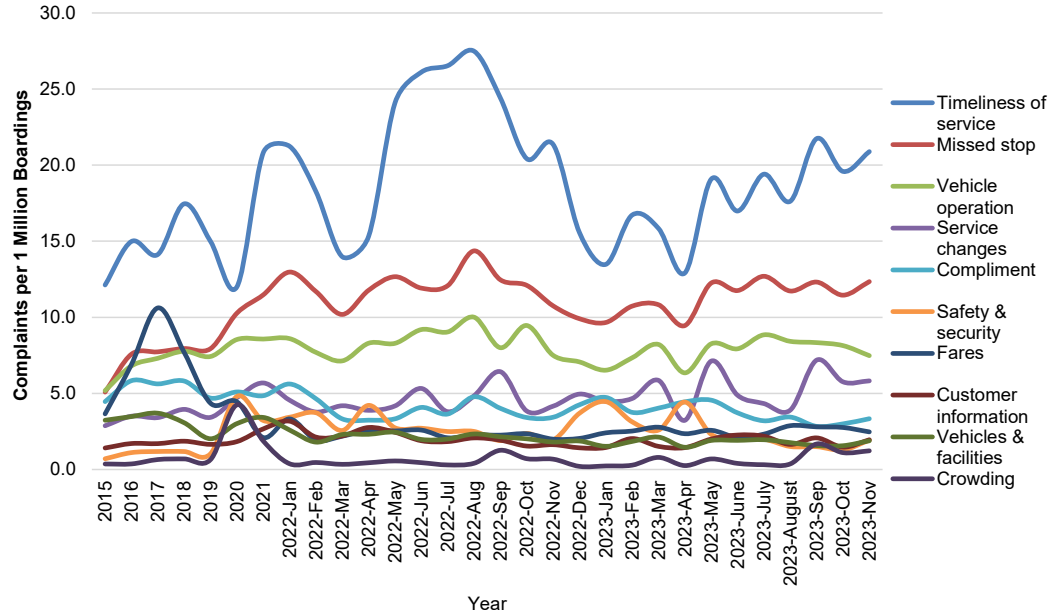
- Continue to monitor customer satisfaction with personal safety, and effect of Community Safety program.
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- An in-depth study is underway to understand social and environmental factors that resonate with TTC customers and impact key customer satisfaction metrics.





Customer experience

Customer service communications (CSCs)



Definition

Top 10 categories of CSCs (number of communications) per one million boardings. Customers provide feedback to the TTC via our website, telephone, e-mail and Twitter, which become CSCs for follow-up and monitoring.

Results

In November, Customer Service Communications (CSCs) per one million boardings increased by 5% from October. Total CSCs increased to 4,256 in November compared to 4,001 in October, during a period of 1% increase in boardings.

Analysis

In November, the top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. Although Timeliness of Service and Missed stops showed slight increases, the overall trend has remained stable and lower than 2022 levels. Vehicle Operations has improved by 8% from the higher summer and fall trend, indicating an improvement in level of customer concerns.

CSCs related to safety and security have increased by 51% after a consistent decline since May 2023. However, the overall rank remains low at eight out of the 10 categories and accounts for 3% of CSCs.

Action

- Continuing route level analysis for service reliability, and impacts of construction and congestion.
- Monitoring and reporting ongoing customer communications via live dashboard to help Bus Operations deliver improved customer service.
- Review of Customer Service Communications response time and establishing plans to continuously enhance the experience our customers have when submitting their feedback to the TTC.
- Further scheduled changes with October and November schedules bringing service up to 95% pre-COVID levels.
- Monitoring Crowding levels across all buses and Line 1.
- Increasing staff presence in stations to further support customer safety and experience by opening and closing subway stations, being present in the concourse, providing customer service, deterring fare evasion, and assisting in emergencies.
- Embed Customer Satisfaction, customer research, and CSC priorities in upcoming Customer Experience Action Plan.





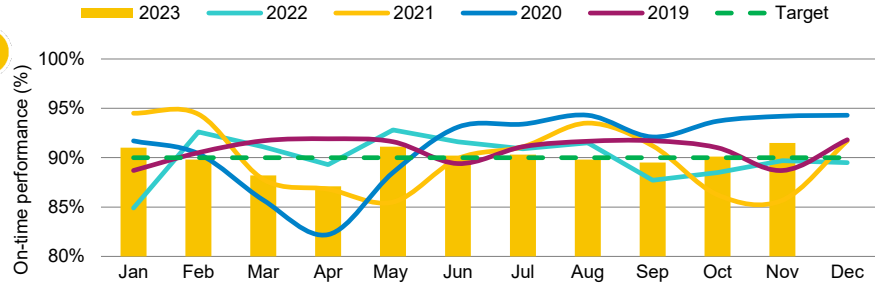
Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

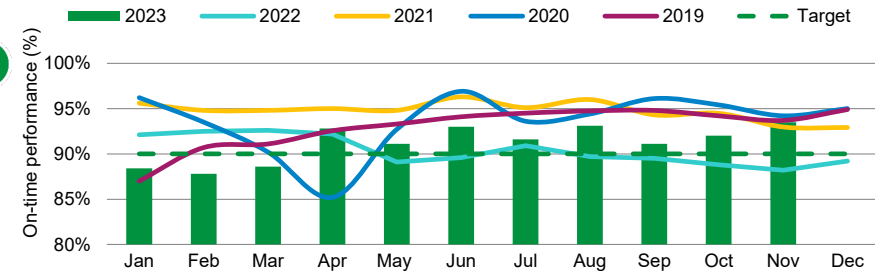
Customer experience

On-time performance (OTP) – Subway

1



2



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 91.5% in November. This represents an increase from last month (90.1%) and an increase from the same time last year (89.7%). Our target of 90% was met.

Line 2 OTP was 93.5% in November. This represents an increase from last month (92.0%) and an increase from the same time last year (88.2%). Our target of 90% was met.

Analysis

On Line 1, there was a 16.4% decrease in total delay minutes – from 3,041 minutes in October to 2,543 minutes in November. Decreases in delay minutes were seen across all sectors except for rolling stock. There were 1,739 passenger-related delay minutes accounting for 68% of the total delay minutes. The largest two categories of delay was Passenger Other, 299 delay minutes (+83.4% from October) and Disorderly Patron, 283 minutes (-31.1% from October).

On Line 2, there was a 7.6% increase in total delay minutes – from 1,714 delay minutes in October to 1,845 delay minutes in November. Decreases in delay minutes in staff and passenger related categories were offset by increases in equipment, speed control and fire-and-smoke delays. There were 1,304 passenger-related delay minutes accounting for 77% of the total delay minutes. The largest two categories of delay was Passenger Other (225 delay minutes, +52% from October) and Disorderly Patron (194 minutes, -27.9% from October).

Action

We will continue to monitor ridership and service levels and make 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.



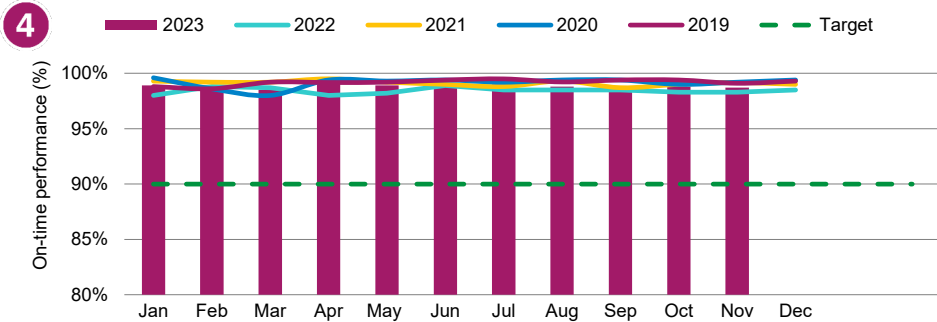


Rich Wong
Chief Transportation and Vehicles Officer

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 98.7% in November. This represents a decrease from last month (98.8%) and an increase from the same time last year (98.3%). Our target of 90% was met.

Analysis

On Line 4, there was a 36.5% increase in total delay minutes — from 200 delay minutes in October to 273 delay minutes in November. Increases in delay minutes were seen across all sectors.

Action

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



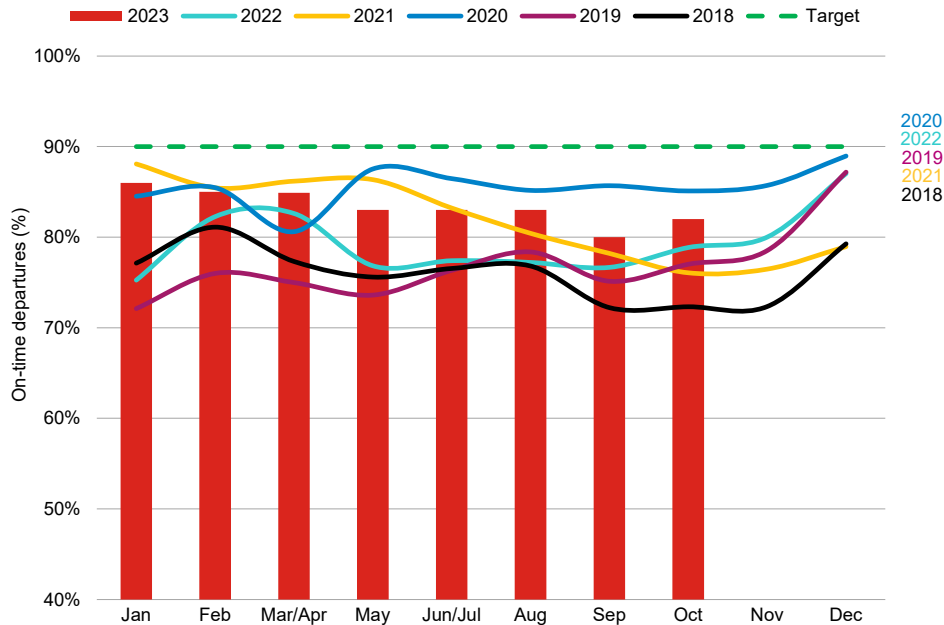


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Bus



2020
2022
2019
2021
2018

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)
October Board Period is from October 8 to November 18, 2023.

Results

Bus OTP for the October Board Period was 82%. This is an increase of 2% compared to the September Board Period (80%), and a 3% improvement compared to the October 2022 Board Period (79%). The target of 90% was not met.

Analysis

Construction and congestion impacted bus OTP during the October Board Period. For the routes that were not impacted by construction, 80% scored 80% OTP or better. Weekend OTP was 80% for the October Board Period, overall, a two-percentage-point increase over the September Board Period. For the year-to-date, the 74 routes that have received Service Reliability updates operated at an 85% level for the October Board Period.

Congestion during the PM Peak Period is currently much more of a challenge to mitigate than the AM Peak Period.

This board period, OTP was 89% during the AM Peak Period and dropped to 73% during the PM Peak Period.

Actions

- Additional run time adjustments during upcoming board periods, including a review of early operations on the Line 3 Bus Replacement network.
- Fulsome review of deadheading times across the network to improve first trip OTP.
- Root cause diagnostic assessments for all 25 “Not On-time” routes.
- New set of “On the Cusp” routes for Supervisory field presence began in November.
- Continued focus on Operator counselling for “On the Cusp” routes, with additional system-wide Operator monitoring to identify those with frequent schedule adherence challenges.
- Comprehensive review of challenging end terminals on select routes.

October 2023 BP: 82%		Since Last BP: 2% ↑		Since Last Year: 3% ↑	
	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction	
Bus Routes	33	65	25	38	
Weekday OTP	85%			74%	



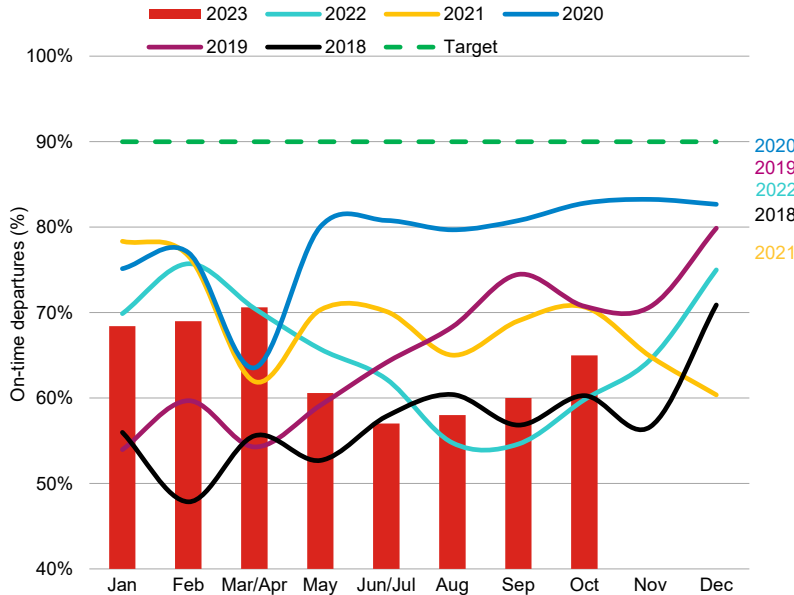


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

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)
*October Board Period is from October 8 to November 18, 2023.

Results

Streetcar OTP for the October Board Period was 65%, an increase of five percentage-points compared to the September Board Period (60%). This is a five percentage-point increase compared to the same time last year (60%). The target of 90% was not met.

Analysis

Long term and emergency construction negatively impacted the network, however, there were improvements over the September Board Period on the 505 Dundas (72% OTP, +31%-points) and 506 Carlton (67% OTP, +18%-points) as the 506 returned to High Park loop, reducing congestion at Dundas West Station.

In addition to emergency water main repair work at King and Jarvis streets that required diversions, congestion on the King Street corridor, especially during Adelaide Street intersection closures had negative impacts on 501 Queen, 503 Kingston Rd, 504 King and 508 Lake Shore. These conditions are improving with measures taken in partnership with the City of Toronto and construction easing.

The 509 Harbourfront (58% OTP) and 510 Spadina (69% OTP) continue to be challenged by capacity constraints at Union Station. Excluding that end of line, both routes performed better – 70% for the 509 on weekdays and 83% for the 510 on weekdays.

Performance for all routes combined was 73% on Mondays through the board period, aided by reduced traffic volumes. Overall, 511 Bathurst (81% OTP) was the best performing streetcar route this board period.

Actions

- The City and the TTC identified and implemented a number of mitigation measures to improve streetcar movements along King Street (please refer to King Street Transit Priority Corridor Hot Topic).
- Use of key sections of the streetcar right-of-way for 512 St Clair buses to improve reliability.
- Review of operational strategy on King Street to help reduce streetcar congestion.
- Ongoing monitoring and schedule adjustments across the network.

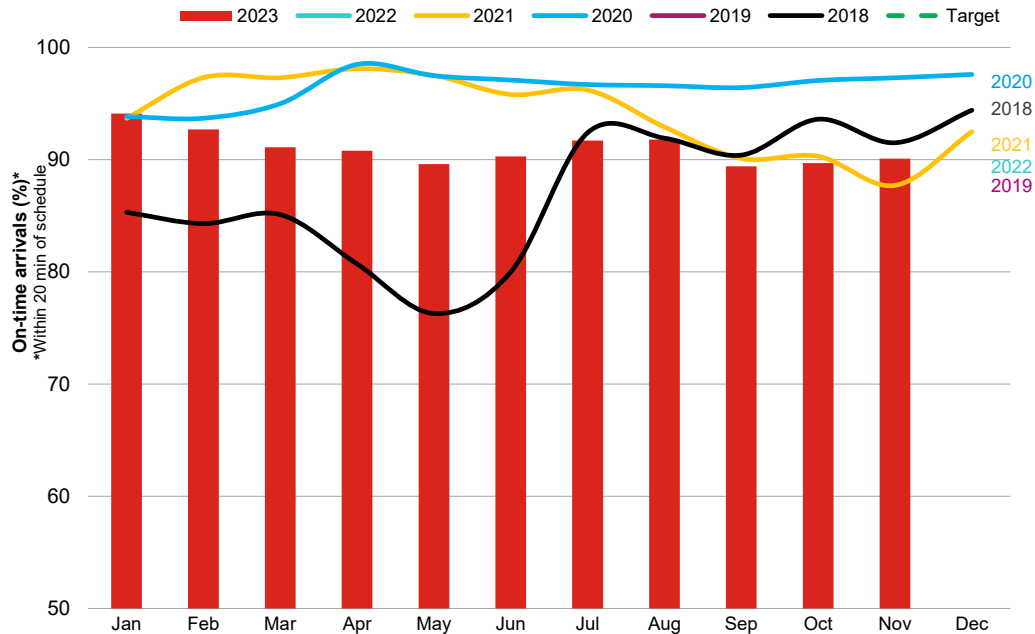
October 2023 Board Period: 65%		Since Last Board Period: 5% ↑		Since Last Year: 5% ↑	
	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction	
Streetcar Routes	0	1	2	7	
Weekday OTP	75%			64%	





Customer experience

On-time performance (OTP) – Wheel-Trans



Definition

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

Results

OTP in Period 11 (October 29 to November 25, 2023) increased by 0.4% from the previous period to 90.1%, and is (-0.4%) lower than Period 11 in 2022.

Analysis

Period 11 OTP improved slightly from Period 10. Ridership increased by 0.5% in the same period, however, continued ongoing adjustments and monitoring has resulted in 0.4% increase to 90.1% OTP, which is slightly above 2021 (87.7%) and lower than 2022 (90.5%) levels in the same period.

Action

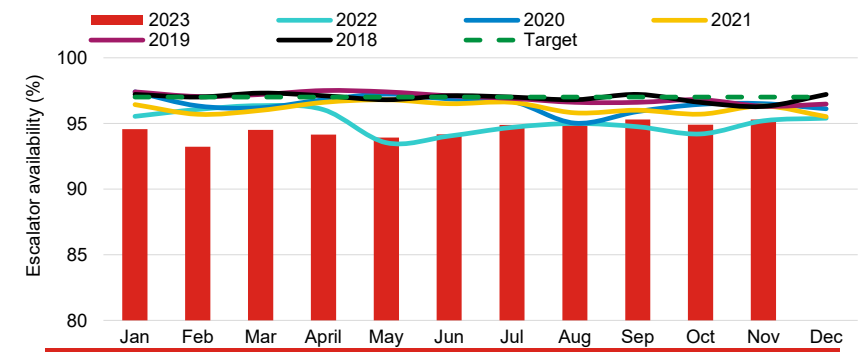
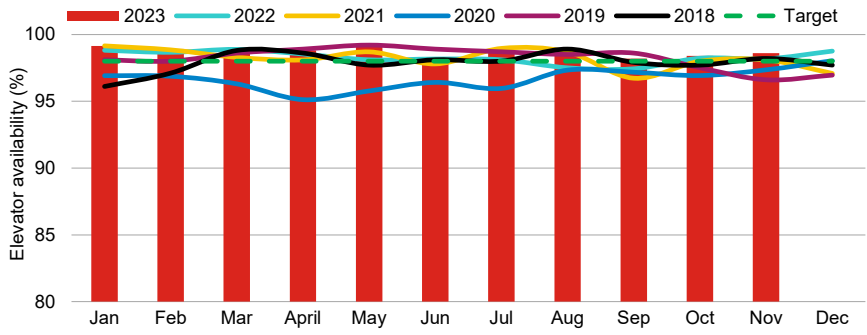
Dedicated staff to continue monitoring and making real time adjustments to minimize delays. Allocating additional resources (extra buses and/or dispatchers) to assist with trip management during rush hour traffic and/or inclement weather. This will be especially impactful as we navigate winter weather over the next several months.





Customer experience

Accessibility – Elevator and escalator availability



Definition
Percentage of total available elevator and escalator service hours during subway service.

Results

Subway Elevator availability for November was 98.6% exceeding the target of 98%.

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

Analysis

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

Four escalators are out of service to accommodate **construction** work, with one at Castle Frank Station, Greenwood Station, Kipling Station and King Station, which will be out of service September 2023 until June 2025.

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

Two escalators at Sheppard Station and one at Pape Station remain out of service due to **water damage**.

Total out of service hours due to: Construction: 1,835 hours; and Water damage: 1,069 hours.

Action

The escalators at Greenwood Station, Castle Frank Station and King Station remain out of service to accommodate construction. The escalators at Kipling, Sheppard and Pape stations were returned to service.

To mitigate accessibility impact on customers:

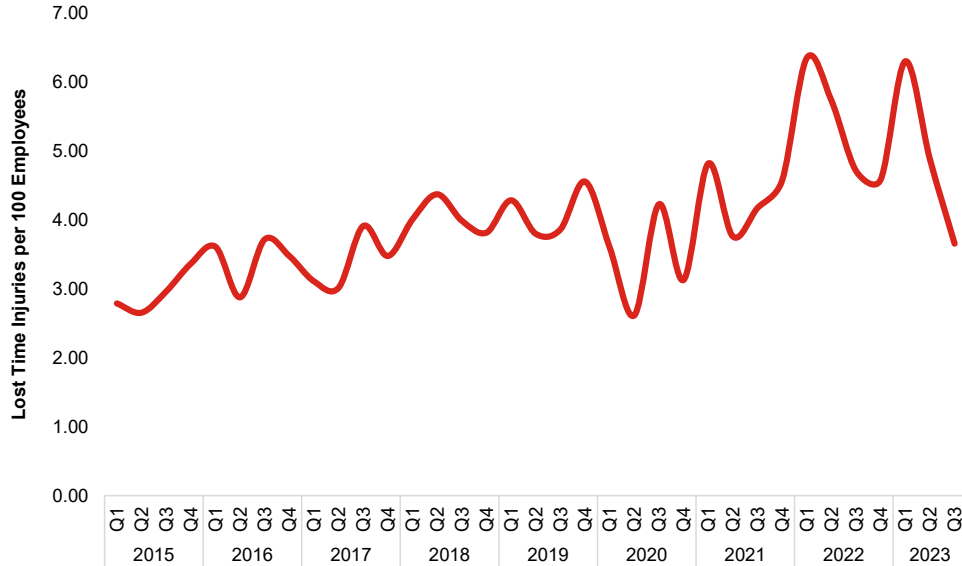
- TTC website is updated with elevator status.
- "Accessible alternative" signage is located at each elevator.
- Elevator out-of-service status is communicated through Live "service alerts" on the website and the TV screens in stations and on platforms.
- Appropriate signage for annual maintenance, overhauls 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. The latest available data shows 53 lost time injuries in November, which was 7% higher than the average of 49 lost time injuries in Q3.

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

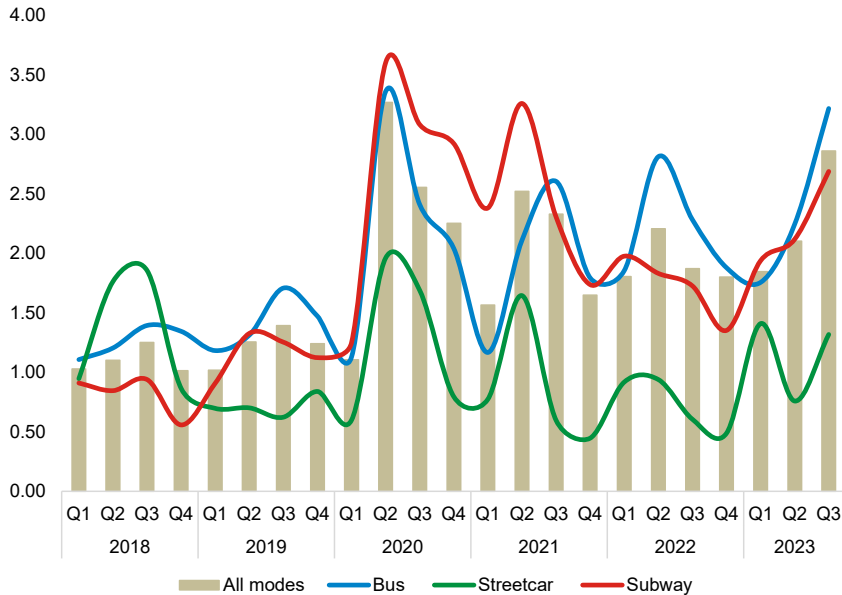
The TTC has current corporate objectives aimed at reducing the frequency and severity of lost-time injuries. Initiatives target top five injury event types, such as preventing assaults and threats, reviewing musculoskeletal-related incident data to identify high-priority areas to reduce overexertion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

Note: Next update will be available in the February 2024 CEO's Report.



Safety and security

Customer injury incidents rate (CIIR)



Note: Numbers have been updated due to a data retrieval error as a result of an upgrade to the reporting system. Continuous improvement for data quality is in place.

Definition
Number of customer injury incidents per one million boardings.

Results

The CIIR in Q3 2023 was 2.9 injury incidents per one million vehicle boardings — an increase from Q2 (2.1) and from the same period last year (1.87). The CIIR for Q3 was 31% higher than the four-quarter average rate of 2.2 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 124 customer injury incidents in November, which was 30% lower than the average of 177 customer injury incidents in Q3.

Analysis

The increase in the CIIR in Q3 (up 36% from Q2), was mainly due to the increase in bus injury incidents (Bus CIIR is up 43% from last quarter). Back to school and increased ridership is associated with the seasonal increase in Bus CIIR rates. Q2 and Q3 had 202 and 293 bus onboard injury incidents, respectively.

Action

The TTC continues to monitor the CIIR and existing safety initiatives, which include messaging to promote customer safety and safe vehicle operation.

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.

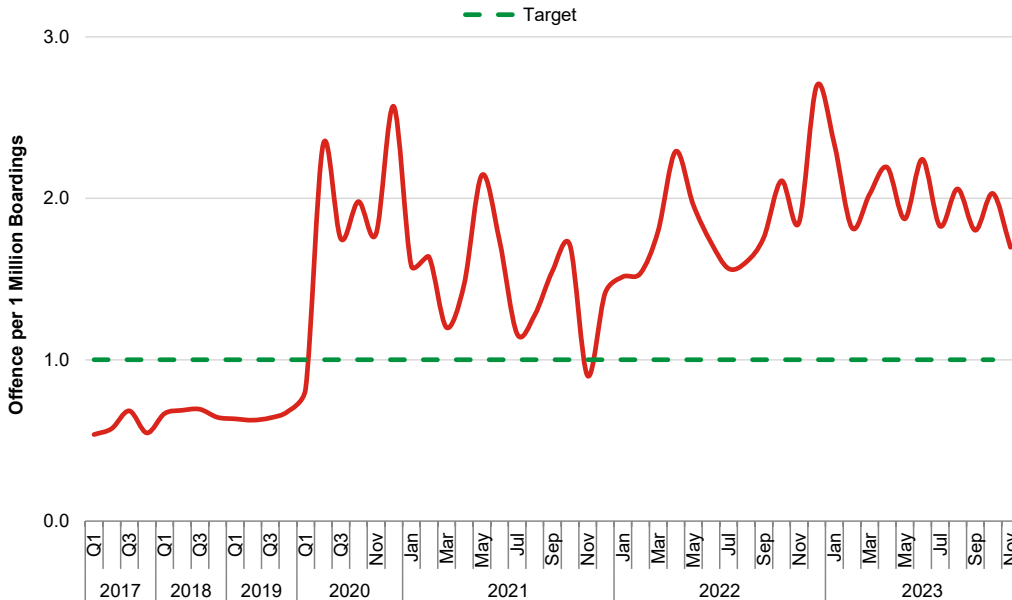
The TTC is updating the winter safety campaign and exploring new ways to communicate key safety messages.

Note: Next update will be available in the February 2024 CEO's Report.



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 1.70 per one million boardings for November, decreasing from 2.03 in October.

Analysis

The number of offences have decreased per day from October to November, to 3.8 from 4.4, overall the rate of offences per one million boardings has declined with the increased number of boardings. Since January 2023, there has been an overall decrease of 27% in rate offenses against customers.

Action

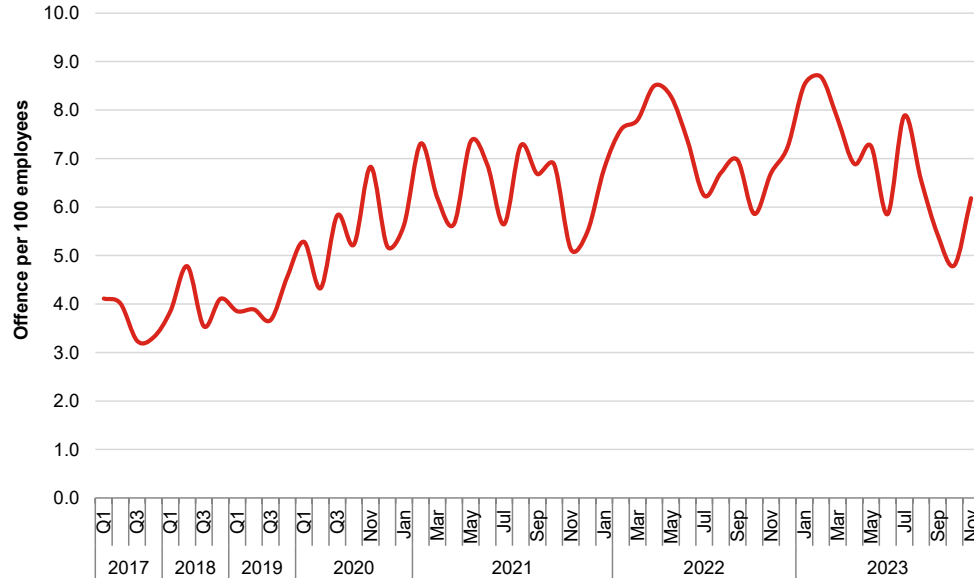
- Hiring of 161 new customer-facing personnel, vastly increasing the visible presence of TTC staff across the system. This includes 130 new Customer Service Agents in subway stations, one clerk to support administration duties, and 30 new Supervisors to be positioned at key locations. Hiring of personnel is on track for year-end.
- Multidisciplinary approach with City of Toronto and Toronto Police Service to amplify community support and incident response through short- and long-term strategies. 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](#)).
- Community Safety Ambassadors and Streets to Homes continue to provide support and outreach for underhoused individuals since February 2023.
- Increasing promotion of SafeTTC App and *See Something Say Something* campaign through stations.
- 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 per 100 employees (annualized rate) increased in November compared to October, from 4.80 to 6.18.

Analysis

The total number of offences have increased from 2.1 to 2.7 per day. Since January 2023, the overall rate of offences (annualized rate) has decreased by 27%.

Action

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

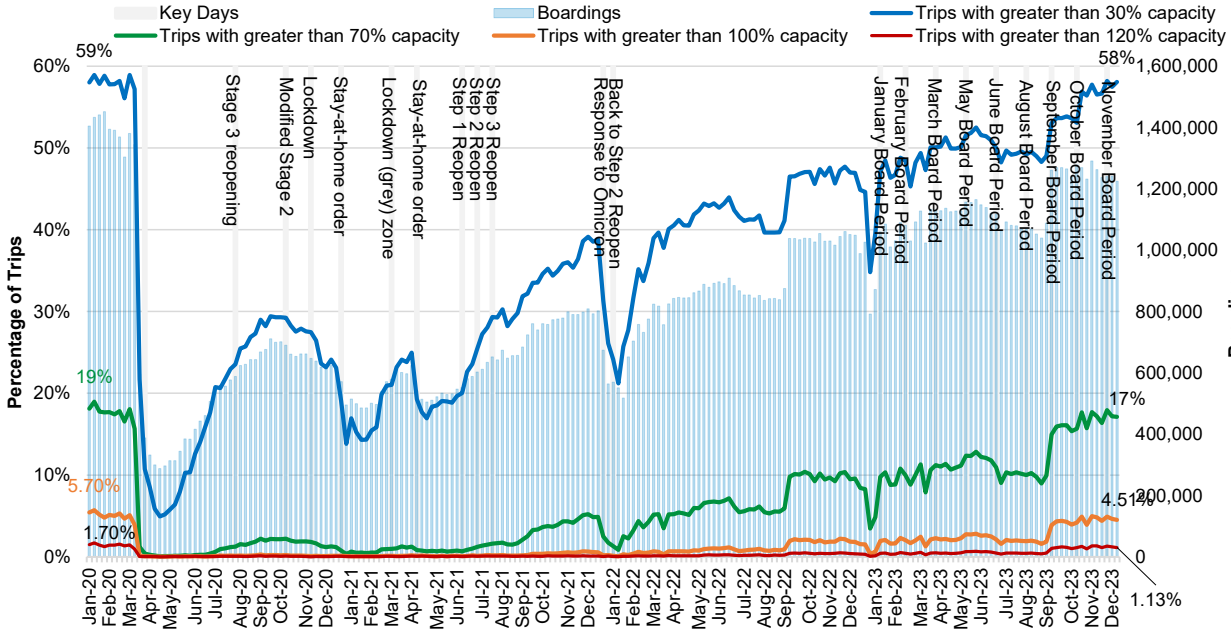
- Continuing high-visibility presence from community safety supports, including Special Constables, Security Guards and Toronto Police Officers, and increasing the presence of TTC staff across the system to improve incident response.
- Supporting 26 proactive site visits, from March 29 to December 12, 2023, conducted by the Ministry of Labour, Immigration, Training and Skills Development and reviewing risk assessments, reporting processes, training and control measures.
- Providing de-escalation training to nearly 2,300 of 9,000 frontline employees, including unconscious bias training, between April 5 and December 8, 2023.
- 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

Bus Occupancy



Definition: Bus Occupancy % is measured by # passengers on board compared to capacity for the bus size on each bus trip. TTC also looks at 4 thresholds: 30% of capacity, 70%, 100% and 120%. This means some portion of the trip is 120%, not necessarily the whole trip. Trips with 120% are prioritized for additional service.

100% of Capacity: 50 customers onboard a standard 12-metre (40-foot) bus.
120% of Capacity: 60 customers onboard a standard 12-metre (40-foot) bus.

Results

For the first week of December 2023, the frequency of bus trips where any portion of the bus trip reached occupancy over 100% was 4.5%, and over 120% was 1.13%. This equates to about 1,021 and 256 number of trips respectively. Both thresholds remain lower than pre-COVID.

Analysis

Bus occupancy rates are increasing due to higher customer use. Despite the overall rise, the growth in high-occupancy trips is slower than that of low-occupancy trips, indicating a positive and effective trend in managing bus capacity.

Action

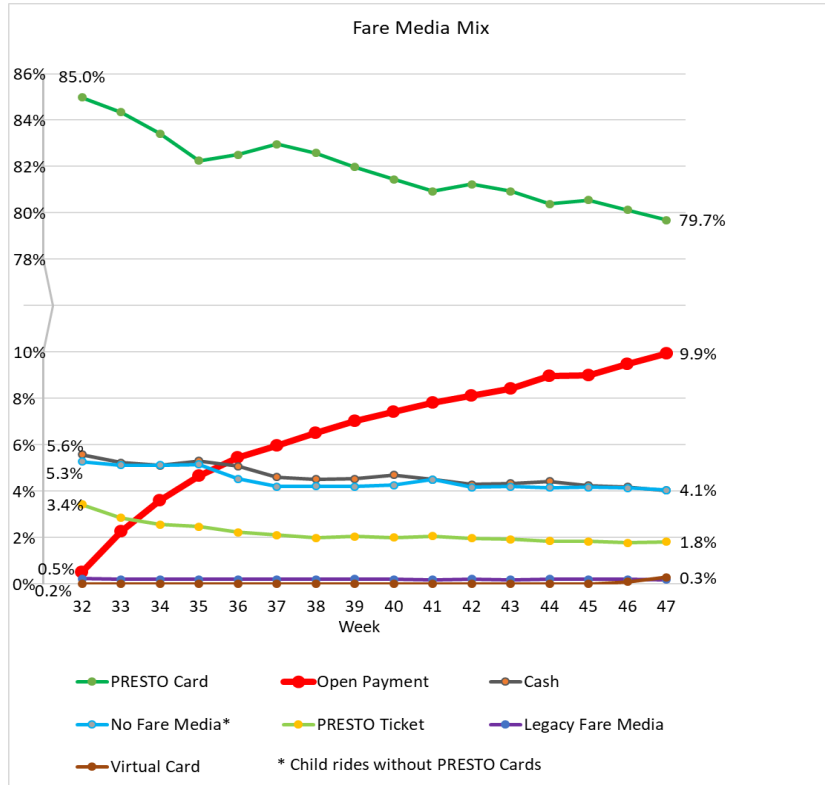
- Continued focus to identify trips with high occupancy (120%) and adjust services.
- Maintain weekly monitoring of all bus routes across 30%, 70% 100% and 120% thresholds through each service board period and as customers return.
- Continue weekly occupancy analysis to inform demand responsive services.





Hot topics

Open Payments and Virtual Card



Overview

The PRESTO Open Payment option for transit riders was launched at the TTC on August 15, 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. As of November 14, riders can also now load their PRESTO card in Google Wallet providing riders with a digital version of their PRESTO card that can be used on an Android smartphone or Wear OS smartwatch. An Open Payment and Virtual Card dashboard, inclusive of this graph, has been established to monitor the use of Open Payments and the Virtual PRESTO Card, and changes in types of fare media used by customers.

Analysis

The adoption of Open Payment continues to grow and for the week ending November 25 (week 47), 0.80 million rides, representing 9.9% of weekly rides were paid using the Open Payment method. For this same week, 19,000 rides were paid using Epurse payments on the Virtual PRESTO Card, representing 0.3% of total weekly rides.

As riders transitioned to Open Payments and Virtual PRESTO Cards, 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 and the Virtual PRESTO Card came from the physical PRESTO card, with the percentage of weekly rides paid with the physical PRESTO card decreasing from 85% at the launch of Open Payments to 79.7% for the week ending November 25.

Open Payment usage reached a daily high of 0.132 million rides paid with Open Payment on Thursday, November 23.

Open Payment usage was highest during peak travel time periods and predominately used for rides initiating on subway (52%), versus bus (36%) and streetcar (12%).

Action

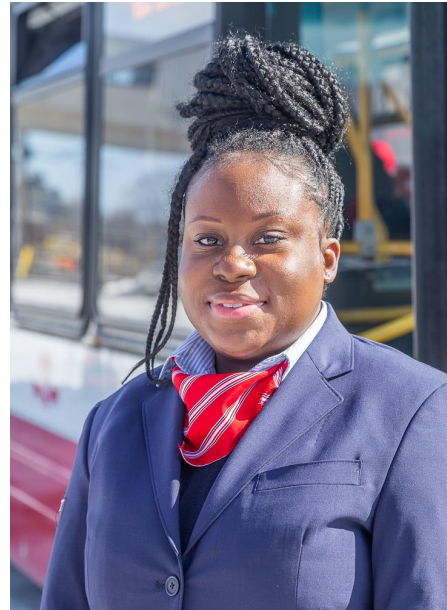
TTC has established a weekly Open Payment & Virtual Card Dashboard to monitor and report the use of the Open Payment and Virtual PRESTO Card methods of payment and capture the changes of fare media used by customers. Additionally, the TTC is collaborating with PRESTO to gain insights into Open Payments users, aiming to enhance our ability to predict future growth sources.





Hot topics

Supporting Women in Operations



Overview

Work is underway to support women at the TTC. We met with various groups of women to discuss improvements to the design and fit of Operator uniforms, are exploring improvements to the availability of women's washroom facilities throughout the network and along bus routes and are reviewing safety features at TTC stations, including improved lighting in certain areas for Operators working at night.

To help address these and other important considerations raised, in Q4 2022, the TTC launched a pilot Mentoring program for all new female bus operators, with each new hire being given the opportunity to partner with an experienced female Operator at their division. One year later, this pilot has successfully integrated across all transportation modes. The program features regular meetings, but also includes resources, training, and a structured framework to support the volunteer mentors taking on this leadership role. Mentees reported a higher comfort level in asking questions and raising concerns, while the mentors reported benefiting from the opportunities to share their experiences, best practices, and knowledge. With more than 80 mentors and 115 mentees to date, the New Hire Women Operator Mentoring program has been an overwhelming success and is recognized as being a contributing factor in employee satisfaction and retention.





Hot topics

King Street Transit Priority Corridor

King at Bay in late November 2023



King at University in mid-December 2023 with Traffic Agents



Overview

Since 2017, the King Street Transit Priority Corridor has demonstrated many benefits to transit riders, with more reliable and predictable travel. However, since the start of major construction projects in the downtown core, including full closures of Adelaide and Queen streets, there has been a negative impact on travel time and reliability along the corridor. This impact can be mainly attributed to the substantial increase of traffic congestion on King Street and drivers not obeying through traffic regulations.

Action

From November to mid-December 2023, traffic congestion along the King Street Transit Priority Corridor was expected to increase due to overlapping construction closures, which includes Ontario Line and the Adelaide Street construction works. Traffic conditions improved with the reopening of Adelaide Street in the third week of December. To support the interim operations and to improve the resiliency of the priority corridor in the future, the City and the TTC identified and implemented several mitigation measures, including:

Short-Term (During December 2023):

- Deployed Traffic Agents and Paid Duty Officers at key locations to effectively manage non-compliance and improve traffic flow.
- Optimized traffic signal timings.
- Updated construction traffic management plans to limit vehicles being directed to King Street.

Medium- to Long-Term Plan:

- Signal design changes to make the through traffic violation more clear.
- Installing additional raised platforms at transit stops to improve customer experience.
- Investigation into providing more eastbound capacity on other streets (such as Wellington).
- Inquiry to the Province about Automated Enforcement.





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

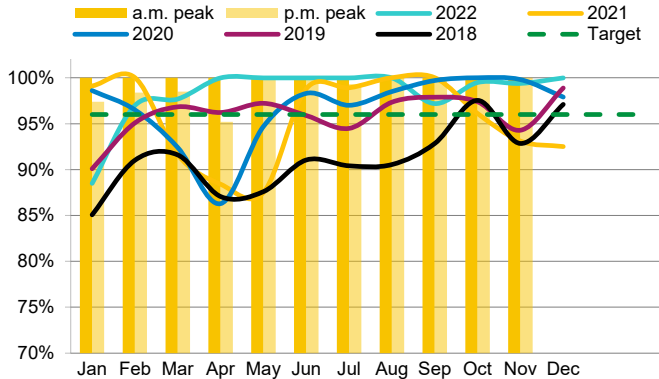
Appendix: Service delivery

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.

Nov 2023: 100.0%
Oct 2023: 100.0%
Nov 2022: 96.0%

Target: 96.0%



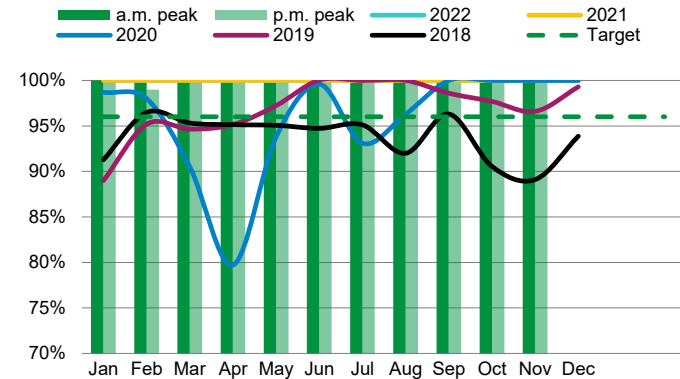
Line 3 was shutdown on July 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, the Line 3 Bus Replacement Plan is in effect with complete transit priority measures and routing.

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.

Nov 2023: 100.0%
Oct 2023: 100.0%
Nov 2022: 100.0%

Target: 96.0%

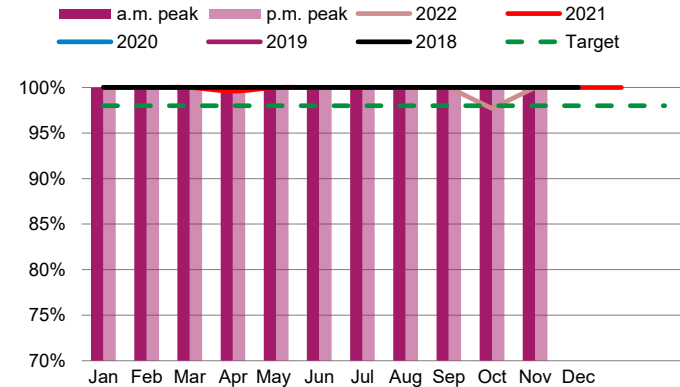


Line 4 capacity

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.

Nov 2023: 100.0%
Oct 2023: 100.0%
Nov 2022: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

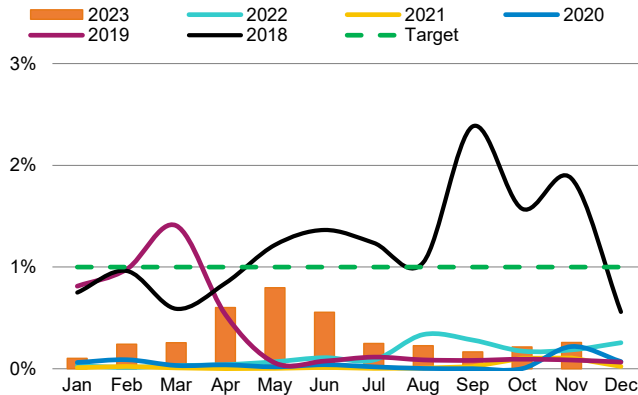
Appendix: Service delivery

Streetcar short turns

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

Nov 2023: 0.26%
Oct 2023: 0.21%
Nov 2022: 0.18%

Target: 1%

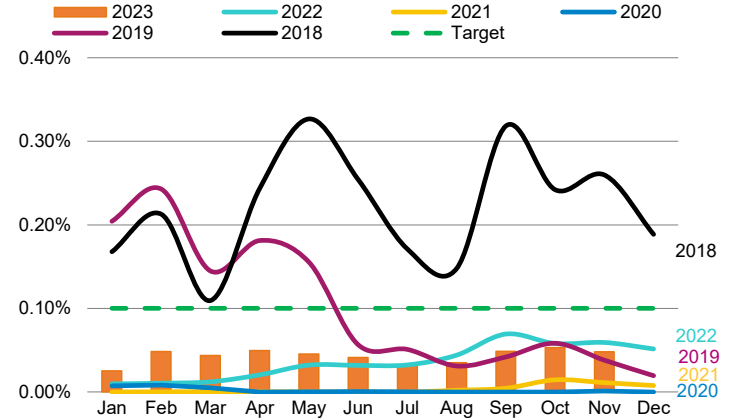


Bus short turns

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).

Nov 2023: 0.05%
Oct 2023: 0.05%
Nov 2022: 0.06%

Target: 0.10%

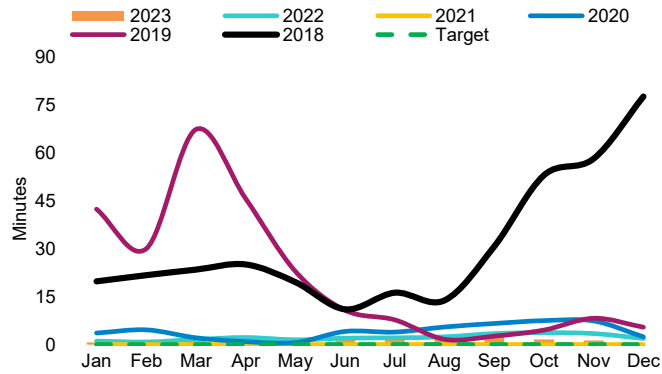


Wheel-Trans contact centre wait time

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

Nov 2023: 1.3
Oct 2023: 1.6
Nov 2022: 3.4

Target: Less than 2





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

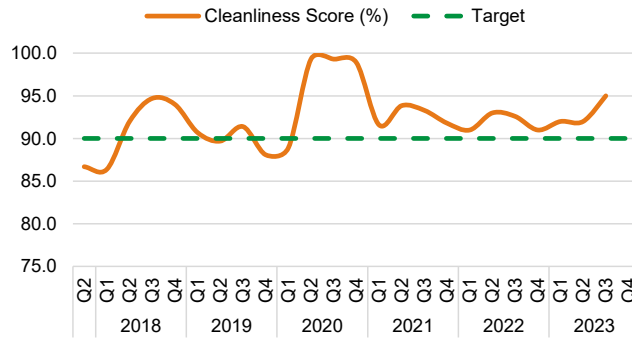
Appendix: Cleanliness

Bus cleanliness

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

Q3 2023: 95.0%
Q2 2023: 92.0%
Q3 2022: 92.6%

Target: 90.0%

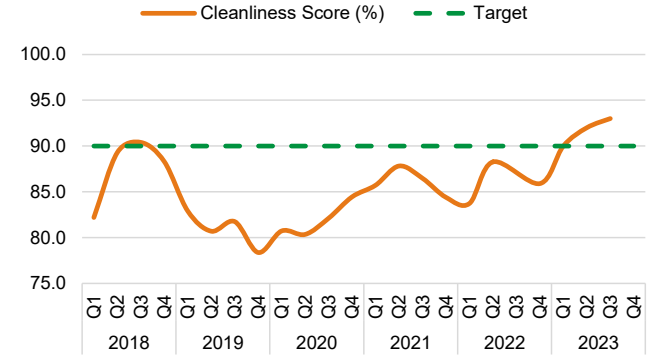


Streetcar cleanliness

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

Q3 2023: 93.0%
Q2 2023: 92.0%
Q3 2022: N/A

Target: 90.0%

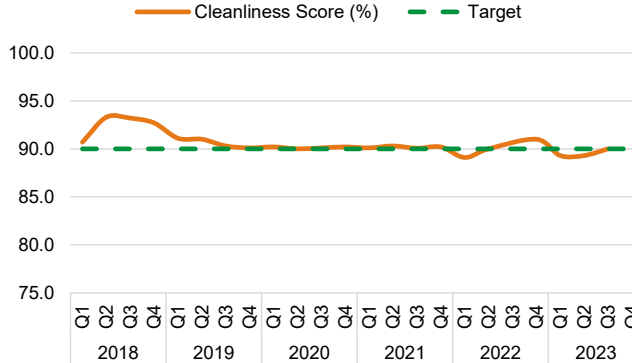


Subway cleanliness

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

Q3 2023: 90.0%
Q2 2023: 89.8%
Q3 2022: N/A

Target: 90.0%

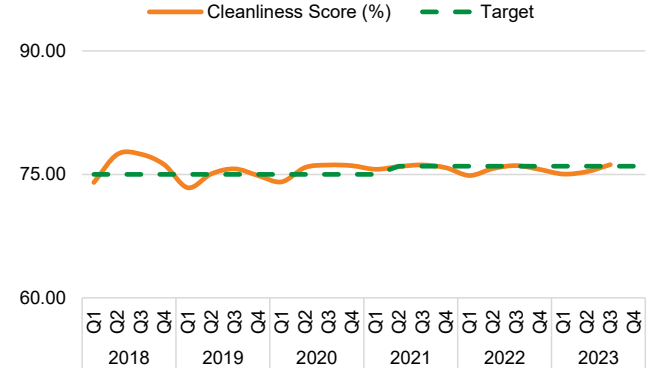


Station cleanliness

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

Q3 2023: 76.19%
Q2 2023: 75.33%
Q3 2022: 76.07%

Target: 76.0%



Appendix: Asset reliability

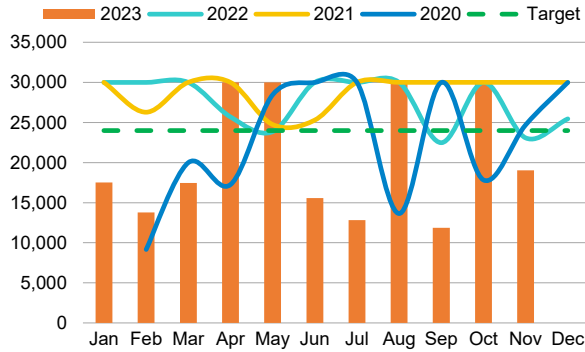
eBus mean distance between failures

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

Nov 2023: 19,037
Oct 2023: 30,000
Nov 2022: 23,094

Target: 24,000 km ✘

eBus reliability is impacted by parts shortages and warranty backlogs.

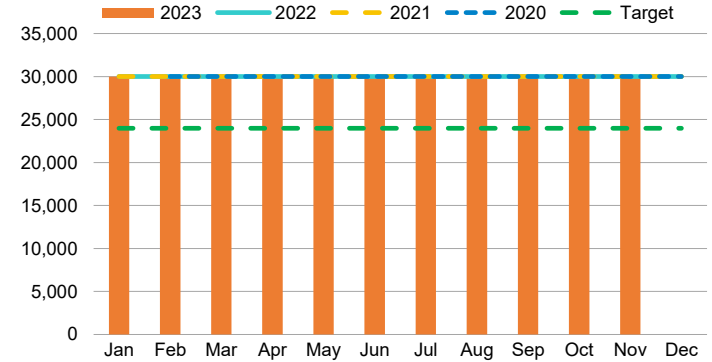


Hybrid bus mean distance between failures

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

Nov 2023: 30,000
Oct 2023: 30,000
Nov 2022: 30,000

Target: 24,000 km ✔

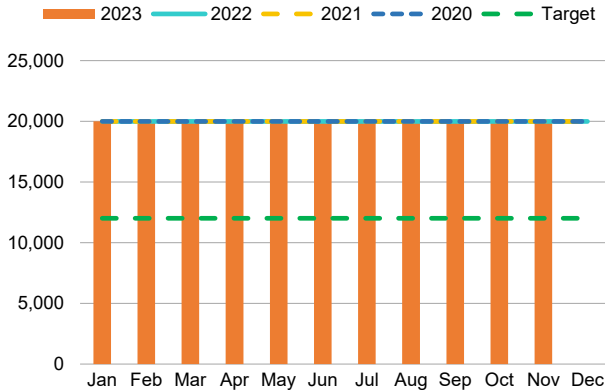


Clean-diesel bus mean distance between failures

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

Nov 2023: 20,000
Oct 2023: 20,000
Nov 2022: 20,000

Target: 12,000 km ✔

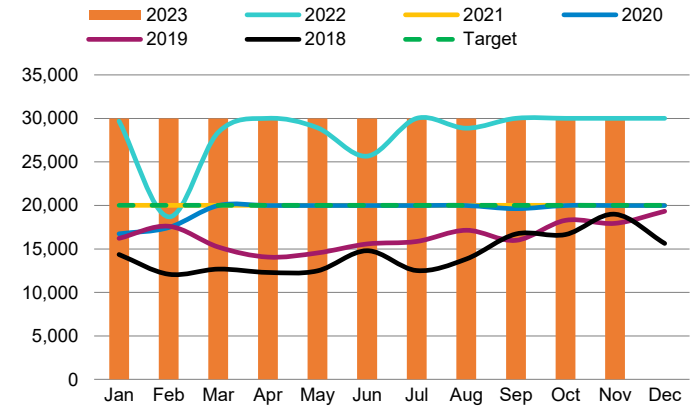


W-T Mean distance between failures

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

Nov 2023: 30,000
Oct 2023: 30,000
Nov 2022: 30,000

Target: 20,000 km ✔





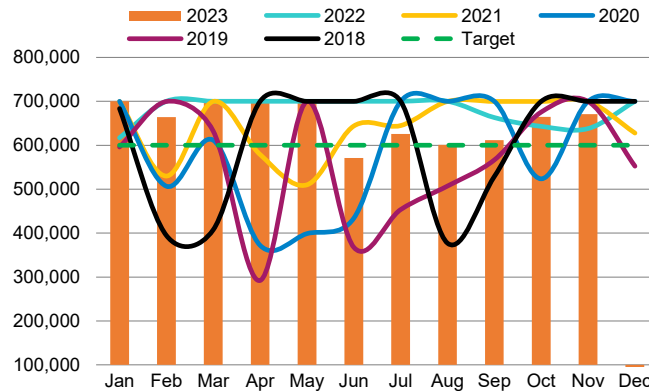
Appendix: Asset reliability

TR train mean distance between failures

Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. TR trains operate on Line 1 and Line 4.

Nov 2023: 671,000
Oct 2023: 665,000
Nov 2022: 638,000

Target: 600,000 km

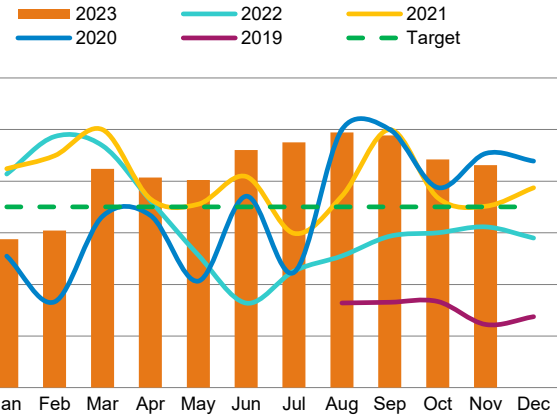


Streetcar mean distance between failures

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

Nov 2023: 44,214
Oct 2023: 48,883
Nov 2022: 31,156

Target: 35,000 km

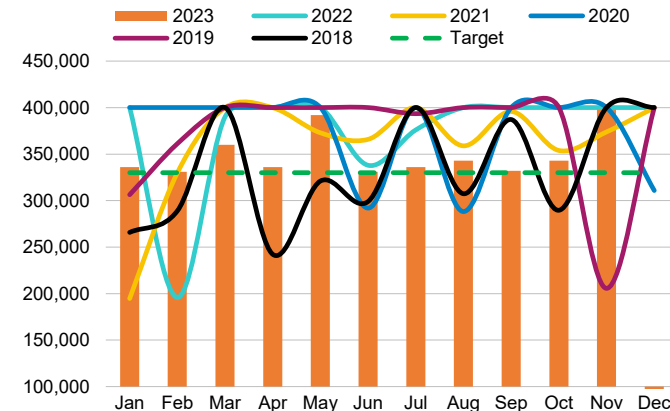


T1 train mean distance between failures

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

Nov 2023: >450,000
Oct 2023: 343,000
Nov 2022: 545,000

Target: 330,000 km





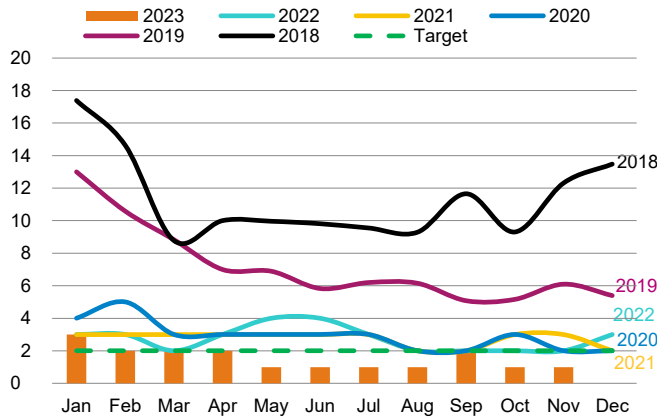
Appendix: Asset reliability

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.

Nov 2023: 1
Oct 2023: 1
Nov 2022: 2

Target: Less than 2

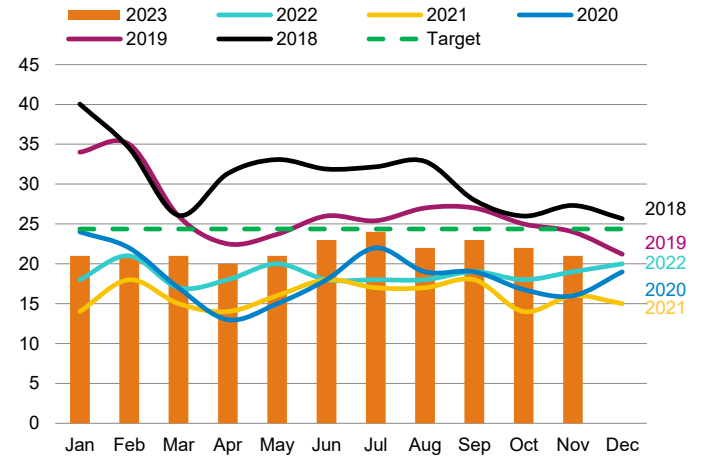


Bus road calls and change offs

Average daily number of vehicle equipment failures requiring a road call for service repair or a change off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable. Target is 1.5% of peak revenue service

Nov 2023: 21
Oct 2023: 22
Nov 2022: 19

Target: Less than 24





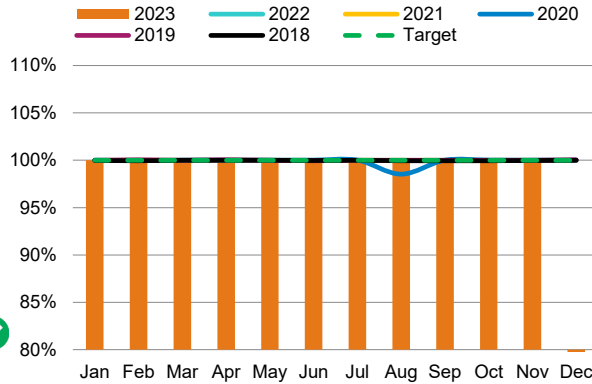
Appendix: Asset availability

Subway service availability

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

Nov 2023: 100.0%
Oct 2023: 100.0%
Nov 2022: 100.0%

Target (RW): 100%

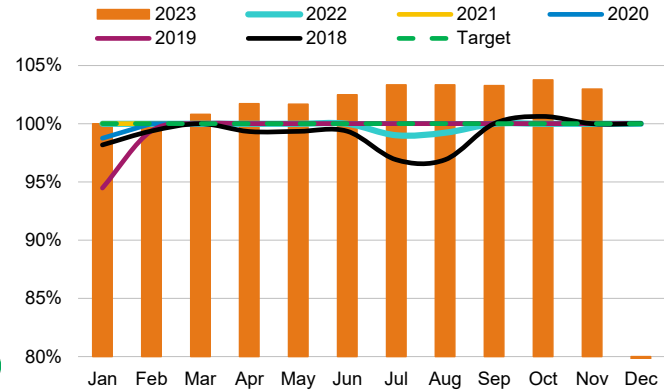


Streetcar service availability

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

Nov 2023: 103.0%
Oct 2023: 103.3%
Nov 2022: 100.0%

Target (RW): 100%

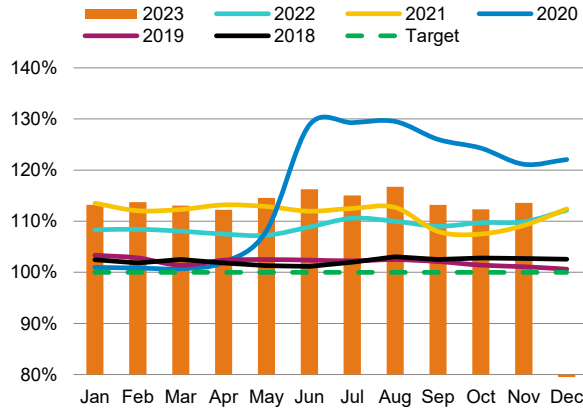


Bus service availability

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

Nov 2023: 113.6%
Oct 2023: 112.3%
Nov 2022: 109.9%

Target (RW): 100%



Fare gate availability

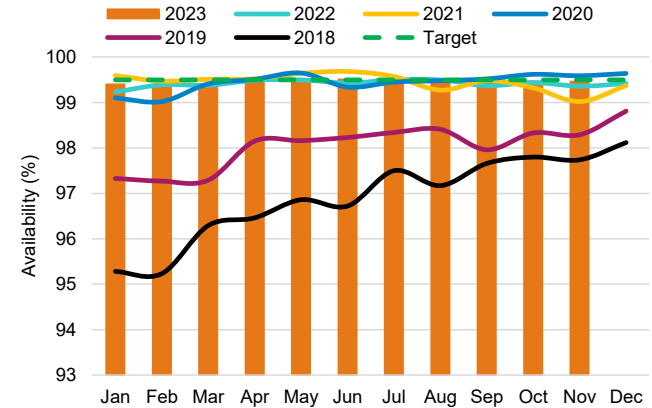
Percentage of fare gates are available for use.

Nov 2023: 99.46%
Oct 2023: 99.47%
Nov 2022: 99.36%

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 2024.





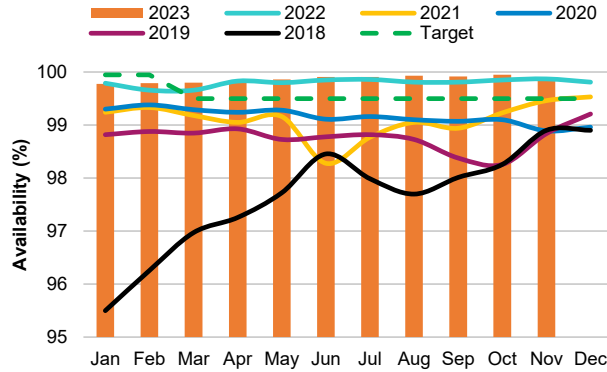
Appendix: Asset availability

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.

Nov 2023: 99.89%
Oct 2023: 99.95%
Nov 2022: 99.87%

Target: 99.50%



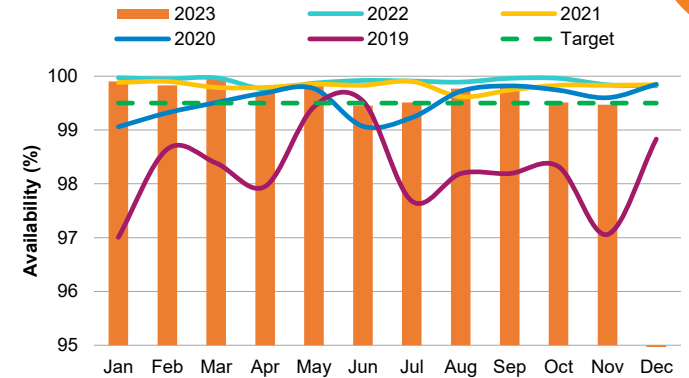
PRESTO Fares and Transfers Machine (FTM)

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.

Nov 2023: 99.47%
Oct 2023: 99.51%
Nov 2022: 99.84%

Target: 99.50%

Power supply issues have been identified and remediation is under way.

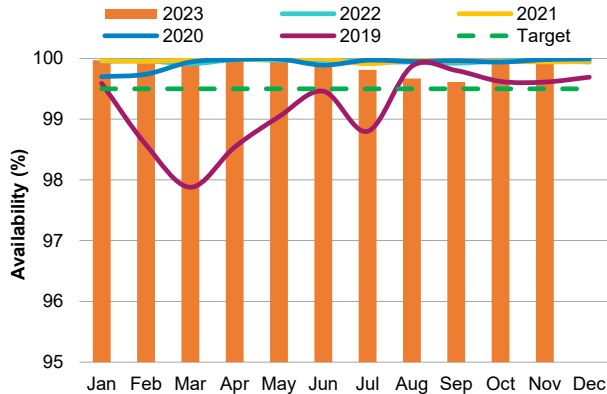


PRESTO Self-Serve Reload Machine (SSRM)

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.

Nov 2023: 99.96%
Oct 2023: 99.93%
Nov 2022: 99.96%

Target: 99.50%

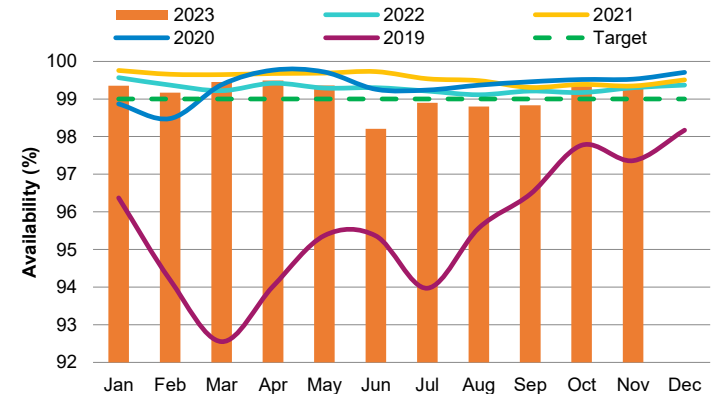


PRESTO Fare Vending Machine (FVM)

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.

Nov 2023: 99.28%
Oct 2023: 98.34%
Nov 2022: 99.30%

Target: 99.00%





Appendix 2: Safety

Regulatory compliance – Q3 2023

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.