



Chief Executive Officer's Report – July 2024

Date: July 17, 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.

July CEO Report

For July, the CEO's Report covers themes of operation and infrastructure, improving service, and increasing service levels next year.

Hot Topics for July:

1. **New Subway Train Procurement** - provides an overview of the procurement strategy for new subway trains to maintain safety and reliability of TTC system.
2. **Work Car Hydraulics** - provides the current status of independent third party reviews and actions to address hydraulic system and prevent future issues.
3. **King Street** - provides an update on King Street Transit Priority Corridor, a pilot that aims to improve the reliability, speed and capacity of streetcars travelling between Bathurst Street and Jarvis Street.
4. **Introducing the Youth to North American Infrastructure + (IYAI+)** - youth engagement with transit agencies to develop innovative solutions to transit challenges.

Key Highlights:

- Average weekly customer boardings has increased by 2%, as compared to April.
- Customer Satisfaction and Net Promoter score improved in May compared to April.
- Offences against employees have decreased compared to the previous month.

Financial Summary

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

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

Equity/Accessibility Matters

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

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

The CEO's Report also features updates on employees and diversity, encompassing important information about projects and initiatives aimed at creating an organizational culture of inclusiveness, respect and dignity that is free from harassment or discrimination.

The CEO's Report also includes a section that showcases new projects, milestones, achievements and vital initiatives.

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

Issue Background

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

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

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

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

Contact

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Signature

A handwritten signature in black ink, appearing to read 'Richard J. Leary', written in a cursive style.

Richard J. Leary
Chief Executive Officer

Attachments

Attachment 1 – Chief Executive Officer’s Report – July 2024

CEO's Report

Toronto Transit Commission

July 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.

TTC by the numbers



1.3 million
Rides per week
day



185K
weekly
service hours



6,400+ km
of routes



2,114
buses



220
streetcars



143
trains



16,000+
employees



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

Our vision

Moving Toronto toward a more equitable, sustainable, and prosperous future.

Our mission

To serve the needs of transit riders by providing a safe, reliable, efficient, and accessible public transit service through a seamless integrated network, creating access to opportunity for everyone.

Did you know...

Did you know that the TTC is set to welcome 340 more battery-electric buses by the end of 2025, bringing its total eBus fleet to 400, by far the largest in North America. To find out more about the TTC's Green Initiatives visit: <https://www.ttc.ca/riding-the-ttc/TTC-Green-Initiatives>



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CEO's commentary



Over the coming months, the TTC will start rolling out its newest Corporate Plan that will guide the organization over the next five years and beyond.

The *2024-2028 Corporate Plan – Moving Toronto, Connecting Communities*, provides the framework for our work and priorities to meet the needs of Canada's largest city from a public transit perspective. This is not a static document. Rather, it will be reviewed continually to assess progress, identify what resources and supports are required to be successful, and to account for emerging issues and risks, recognizing the dynamic environment in which we operate. The Corporate Plan will also be looked at on a quarterly basis for the purpose of ensuring that the timelines and goals are being effectively tracked.

With our new Corporate Plan comes new vision and mission statements. Our new vision is: *Moving Toronto towards a more equitable, sustainable, and prosperous future*. This is supported by our new mission statement: *To serve the needs of transit riders by providing a safe, reliable, efficient, and accessible public transit service through a seamless integrated network, creating access to opportunity for everyone.*

The TTC will use all its communication channels to bring this plan to life for employees, customers, and all of Toronto. We have always said that we are the lifeblood of this city, and we want to make sure there is an understanding of our focus. As part of our communications, we will emphasize the importance of funding to ensure that transit can continue to support growing communities. Funding for priorities such as state of good repair, including new trains for Line 2 is critical to improving livability in Toronto.

We know that building a system that shapes our city requires action now to place transit at the centre of Toronto's future mobility.

Ridership update

In June, the overall weekday boardings stood at 75-80 per cent of pre-COVID levels or around 2.5 million. Weekday boardings by mode continue to be highest on the bus network at 82 per cent of pre-COVID levels, while streetcar and subway boardings were, respectively, at 68 per cent and 69 per cent. As secondary schools transition into examination weeks, student demand reduced and led to a decrease in overall customer demand compared to earlier weeks. Along with the effect of summer vacations, demand is projected to further decline in July and August.

Diversity and Culture Group

Underground Freedom Ride

The TTC is proud to again support and participate in the annual underground freedom train ride to celebrate Emancipation Day on August 1. This special event marking the role of the Underground Railroad in Canadian history will once again be held on Line 1 Yonge-University on Wednesday, July 31, starting at about 10:30 p.m.



To the left:
participants in the
annual underground
freedom train ride.



CEO's commentary

The symbolic midnight ride is hosted by the Blackhurst Cultural Centre and ushers in Emancipation Day on August 1. Activities celebrating the public event include singing, poetry readings, and drum playing.

Recognizing Emancipation Day and Emancipation Month reminds us of how important it is to address anti-Black racism and to wipe out discrimination in all its forms, once and for all. Last month the Board approved our Anti-Racism Strategy (<https://www.ttc.ca/riding-the-ttc/Updates/TTC-Introduces-Anti-Racism-Strategy>). We are making progress, but we have a lot of work ahead.

Our job at the TTC is to make connections. Speaking on behalf of all employees, we are very proud to help make this connection to an important moment in Canadian history and commemorate Emancipation Day.

TTC Red Rockets reach cricket finals

I want to congratulate the TTC Red Rockets cricket team for a valiant effort at last month's Mayor's Cup tournament. The team reached the finals, only to be topped by the Toronto Police Service. Thank you to all our players for their passion and participation in this year's competition: Mohsin Patel (Manager), Mohammed Shaikh (Captain), Jabbar Chaudrey (Vice Captain), Adil Pathan, Amjadkhan Pathan, Azhar Mohamed Bashirdeen, Fazeel Sadique, Jitender Kumar, Sathyananthan, Ken Calliste, Mohammad Muzmmal, Robinhensman Robinet, Ranjoban Sandhu, Robart Francis, Shaiful Islam, Sukhjinder Cheema and Ujagar Singh Sohi.

Strategy and Customer Experience Group

PRESTO card in Apple Wallet on the way

This month, PRESTO introduced its PRESTO card in Apple Wallet as the latest way for customers to pay their fare on the TTC and other transit agencies in the GTHA that use PRESTO. Youths, post-secondary students, adults, and seniors are now able to use this payment method and will be charged the appropriate amount based on the fare setting on their card.

It's one more way we are working toward making transit seamless for customers.

ACAT accepting applications for new members

The Advisory Committee on Accessible Transit (ACAT) is accepting applications for new members until 4 p.m. on August 27.

Applications are available at ttc.ca for any resident of Toronto interested in joining the advisory committee. Applications can also be requested by phone at 416-393-3030 or 1-800-855-0511 (relay service for people who are deaf or hearing impaired).

Applications can be mailed to: Wheel-Trans – ACAT applications c/o Customer Service, 580 Commissioners St., Toronto ON, M4M 1A7; e-mailed to acat@ttc.ca; or faxed to 416-338-0126, and must be received no later than 4 p.m. on August 27, 2024. Please visit ttc.ca/acat to learn more about the committee and its responsibilities.

ACAT is a 15-member committee that advises the TTC on the difficulties faced by persons with disabilities and seniors and makes recommendations on the elimination of barriers to accessible public transit.

Transportation and Vehicles Group

Bus W835 dedicated to Wheel-Trans rider

A new seven-metre Wheel-Trans bus entered service in late spring with a special plaque dedicated in honour of the late Van Cam Nguyen. Ms. Nguyen was a dedicated Wheel-Trans rider who left the TTC with a \$100,000 gift to be used toward the purchase of a new vehicle. The plaque in Wheel-Trans bus W835 reads: "This vehicle was purchased thanks to a generous posthumous donation by Van Cam Nguyen. Ms. Nguyen, described by her family as 'fiercely independent' was 91 years old and a long-time TTC and Wheel-Trans customer."

Thank you to the Nguyen family.

Preparing for winter in summer

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.



CEO's commentary

At this time of year, we take the opportunity to review our contracts and agreements, making sure that all our inventory and equipment is restocked. We also use the time to train our employees and make any necessary updates to our severe weather plans. Some of the things we will be doing this season are upgrading switch heaters at Leslie Barns, flushing and clearing drains, and upgrading anti-icing trucks with GPS data.

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 the previous year and where there are opportunities to improve.

Operations and Infrastructure Group

Streetcars back on St. Clair

512 St Clair streetcars resumed service between St Clair Station and Gunns Loop last month, weeks ahead of schedule. Streetcar service returned along St. Clair Avenue following major infrastructure upgrades, including the modernization of overhead power along the streetcar right-of-way.

512 St Clair streetcars are scheduled to arrive every 10 minutes or better in all time periods. In addition, a new 312 St Clair night streetcar service was introduced between 2 a.m. and 5 a.m. It operates from St Clair Station to Gunns Loop every 30 minutes.

Thank you to all the employees who worked hard to make this happen ahead of schedule.

Station-cleaning teams making progress

The TTC's station-cleaning teams of summer students are making headway in their efforts to spruce up our subway stations. To date, they have completed 38 stations. The blitz teams are spending a week at a time at an assigned station manually scrubbing surfaces and stairs, and performing detailed cleaning of stainless steel doors, door/window frames, waste receptacles, elevators, escalators, and benches.

Our station cleaning teams are committed to providing our riders with an excellent customer experience when on the system. Their objective this year is to cover all subway stations twice. We will continue to keep you updated on their progress.

It is important to mention also the close collaboration in addressing defects between our Stations and Plant Maintenance staff. With aging and heavily used stations, we see deteriorated concrete or damaged station finishes, among other things. Stations staff conduct frequent checks of our assets and report deficiencies through our MAXIMO system. Plant groups then review, schedule, and prioritize the repairs based on customer safety and address the noted defects to improve overall safety and the station's aesthetics.

Engineering, Construction and Expansion Group

Museum second entrance opens

Earlier this month, I was pleased to be joined by TTC Commissioner and Councillor Dianne Saxe to officially cut the ribbon on the new second exit/entrance at Museum Station. Construction began in August 2022 and was finished in May. This new second entrance/exit, located at the northern end of Queen's Park Circle, provides customers with a convenient alternative to access Museum Station. Museum is also scheduled to become accessible with elevators late next year.

The elevators and second exit/entrance at Donlands Station are scheduled to open for service later this summer.



CEO's commentary

Innovation and Sustainability Program

TTC ready to welcome more new buses

We are looking forward to holding an event in the coming weeks to celebrate the arrival of our newest eBuses as we enter the next phase of our transition to be completely zero emissions.

The TTC is scheduled to receive 340 additional battery-electric buses by the end of 2025, which will bring our total eBus fleet to 400. We are also actively working with our partners to expand our charging infrastructure with work underway at Birchmount, Eglinton and McNicoll garages.

Stay tuned for more details on this in the coming weeks.

Innovation challenge for young employees

To engage the youth within the TTC to help drive innovation, our Innovation and Sustainability team hosted a Youth Innovation Challenge last month. The International Youth Alliance for Innovation (IYAI) Challenge is a competition among transit agencies throughout North America designed to encourage those aged 18 to 25 to pursue a career in transit and to develop innovative solutions to some pressing challenges in the industry.

The event attracted 45 young employees, who brought forward more than 20 ideas to improve customer safety, fare evasion, environmental sustainability and customer wayfinding.

My thanks to all our participants and their TTC mentors who helped everyone get ready for the competition. It was a great success and we look forward to sharing some of their ideas with the organization in the near future.

Safety and Environment Group

Safety on the system

As mentioned at the beginning of my commentary, the safety of our employees and customers remains our top priority. We are committed to helping everyone travel the transit system safely. Our Operators, Station Collectors, Customer Service Agents, Special Constables, and other supervisory personnel are prepared to assist. The TTC has numerous safety features in our stations and on our vehicles. I encourage everyone to visit the TTC website for more information at www.ttc.ca/riding-the-ttc/safety-and-security. Please remember: *if you see something, say something*.

Our ongoing community safety efforts have resulted in a decrease in offences against employees and customers since January 2023. The TTC will continue measures in the areas of high-visibility presence and incident management, social supports for individuals in need and community safety program support.

I also want to mention the issue of assaults against TTC Operators is an extremely important one. Transit Operators must maintain care and control of large vehicles and are responsible for the people on board as well as the safety of those not on board who share the road. The safety of our Operators and customers and the public is at risk each time such an assault occurs.

I want to say thanks again to all our employees for their hard work to date. Getting our customers to and from their destinations safely and getting more people back onboard is all thanks to you.

The next meeting of the TTC Board is scheduled for Wednesday, July 17, and will be live-streamed on the Official TTC YouTube Channel.

Richard J. Leary
Chief Executive Officer
July 2024



New Subway Train Procurement

Pending a Federal funding commitment, the TTC will launch a procurement with a base order of 70 new subway trains to maintain the safety and reliability of our current system. This subway procurement includes:

- 55 trains to replace the T1 trains operating on Line 2.
- Eight trains for the Yonge North Subway Extension funded by Metrolinx.
- Seven trains for the Scarborough Subway Extension funded by Metrolinx.

The contract will also include options to procure an additional 42 trains:

- 25 trains for growth on Line 1 to accommodate ridership growth.
- 17 trains for service maturity on Line 1 and line 2.



Note: Rendered image may not accurately portray final train appearance.

The procurement strategy is based on lessons learned, industry best practices, and innovations to the following key elements:

Canadian Content

- Strengthen requirements for Canadian content.

Cybersecurity

- Control cybersecurity through procurement, design, test, and operations.

Equity, Diversity, Inclusion and Accessibility (EDIA)

- Promote investment and jobs in EDIA seeking groups.
- Ensure ethical purchasing.
- Improve accessibility features.

Fare and Open Public Procurement

- Engage an independent fairness monitor to oversee the procurement.
- Incentivize market participation through an honourarium.

Safety, Quality, and Vendor Production Capacity and Capability

- Conduct vendor facility audits prior to contract award.

Sustainability

- Mandate the use of recycled materials and maximize recyclability.
- Reduce environmental impact from all greenhouse gas emissions.

Next Steps

Staff will provide an update to the Board on an overview of the new subway train procurement process and recommend next steps.

Hot topics

Work Car Hydraulic Fluid Spills

The first six months of this year saw a historically high number of work car hydraulic spills, including one on May 13 that had a significant impact to service. The following are updates on the progress of the investigation since last month's update.

Independent Third-Party Reviews

Rail industry experts, Hatch, have completed their review of all relevant records, conducted interviews of staff, and received results from external laboratory testing. They are currently compiling their interim report, which is expected by the end of this month. The observations, findings, and recommendations will be shared with the TTC Board as soon as it becomes available.

The TTC has also engaged the American Transportation Association (ATA) for a comprehensive peer review of how the incidents were managed. The on-site peer review has been confirmed for the week of July 22 with a final report expected by the end of the year.

Immediate Corrective Action

In addition to the third-party reviews, TTC staff have also taken steps to determine root causes and implemented measures to mitigate future hydraulic leaks. These actions included:

- Completion of a fleet inspection in May, which included all 47 work cars that have hydraulic equipment.
 - Implemented additional quality assurance checks using technical staff.
 - Currently, 73% of the fleet is available for service, with the remaining 27% cars:
 - 10% were held for additional investigation out of abundance of caution.
 - 7% were held for hydraulic repairs further to Hatch's investigation; and
 - 10% were held for unrelated to hydraulic equipment issues.
 - Implemented additional pre-trip hydraulic inspections for all work cars entering service.
- As of June:
- More than 350 pre-trip hydraulic inspections have been completed with a pass rate of 96%.

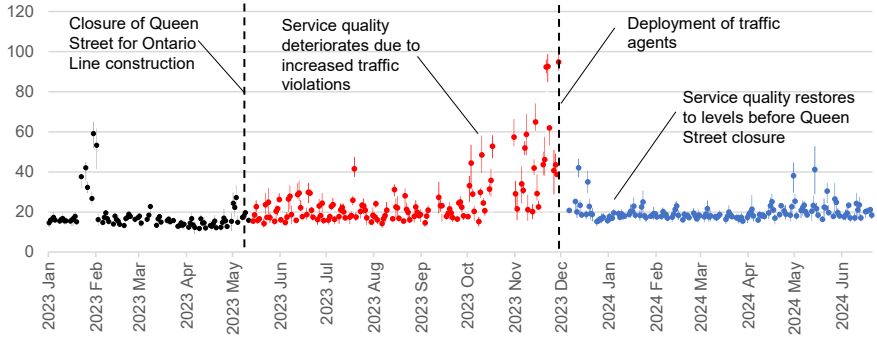


Above: Abraded hose on RT-56.

Hot topics



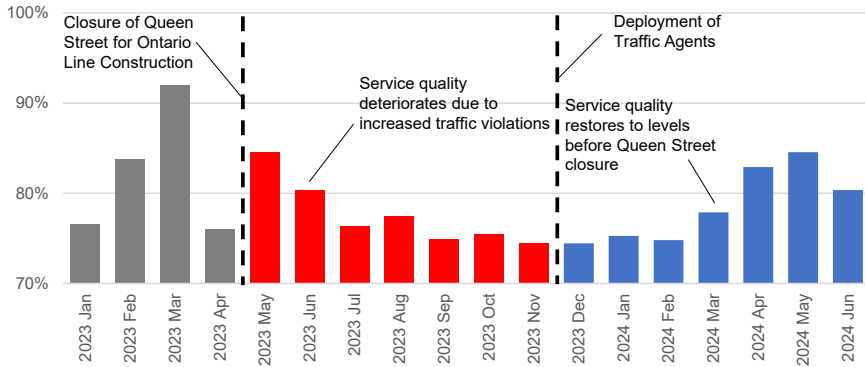
King Street



Above: Average and 90% Range Travel Time (Eastbound Bathurst St to Jarvis St, Weekday 5-6PM).

Below: Percentage of streetcars arriving within 150% of scheduled headway (Bathurst St – Jarvis St).

Weekday PM Peak Period (4-7 PM) Eastbound



Overview

The King Street Transit Priority Corridor aims to improve transit reliability, speed, and capacity between Bathurst Street and Jarvis Street. Initially a pilot in 2017, it became permanent in 2019 due to its success in enhancing transit reliability and ridership.

In fall 2023, the TTC notified the City about deteriorating service caused by increased traffic and road closures mainly related to Metrolinx's Ontario Line construction. Motorists frequently violated restrictions and blocked intersections, hindering streetcar movement. The City of Toronto Transportation Services took action to address these issues.

Key Actions

- Traffic Agents were deployed at key intersections to manage traffic and improve safety for pedestrians and cyclists, decreasing average travel times in the afternoon peak period from 65 to 45 minutes per trip to 17-to-21 minutes across the Transit Priority Corridor.
- Traffic signal timing adjustments were made along the Corridor to prioritize east-west streetcar operations on King Street. In April 2024, the City installed traffic signal modifications at Yonge Street and Church Street to provide greater clarity to motorists on through-movement restrictions.

- Dedicated transit and bicycle signals were installed, with signal phasing adjusted to show green only for transit and cyclists, while general traffic sees red.
- Separation between the green right-turn arrow for vehicles and the pedestrian walk phase has been implemented to enhance pedestrian safety.

Future Strategy

- In the long-term, the TTC and Transportation Services plan to deploy automated enforcement along the King Street Corridor. This will require amendments to the Ontario Highway Traffic Act to grant the City full authority for implementation.
- Toronto Transportation Services plans to improve all 20 transit stop platforms along the Transit Priority Corridor by installing modular raised platforms similar to those at Peter Street's eastbound stop. The rollout will begin at five-to-seven locations in fall 2024, with the remaining stops scheduled for 2025 after resolving utility conflicts through detailed engineering and design.
- Mid-block improvements, such as curb extensions that do not impact transit operations are also planned to enhance the public realm. These could be implemented by the City in 2025.



Hot topics - TBD

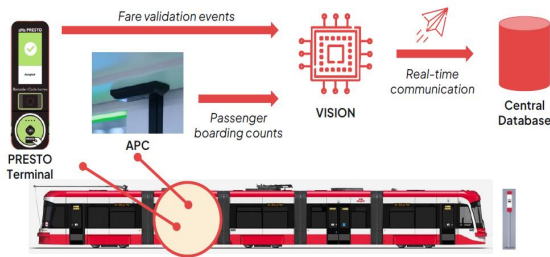
Introducing the Youth to North American Infrastructure (IYAI+) Innovation Challenge



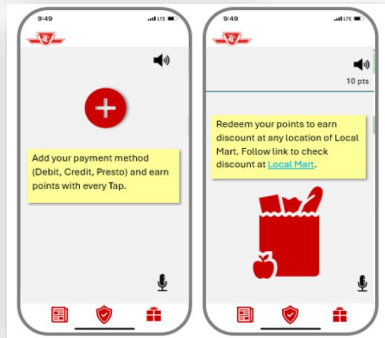
1

PRESTO + APC Live Integration

1 Real-time fare evasion tracking



2



3



Bem Case

Executive Director – Innovation and Sustainability

3

Background

As mentioned in the March CEO's Report, the 2024 IYAI+ innovation challenge encourages youth working at transit agencies throughout North America to develop innovative solutions to some of public transit's most pressing challenges. Employing the same approach that led to TTC's youth winning first place in last year's IYAI+ challenge, over the past couple of months the TTC hosted its own internal Youth Challenge focusing on themes such as customer safety, fare evasion, environmental sustainability, and customer wayfinding.

Status Update

On June 12, the TTC hosted the Youth Innovation Challenge in a shark tank style pitch showcase, and included:

- 45 participants, including co-op students as well as union and non-unionized employees (Image 1)
- 10 TTC subject matter experts mentored and guided the youth in presenting innovative solutions.
- A total of 80 attendees, both in-person and a virtual stream.

This event was a testament to democratizing innovation across the commission, tapping into the potential of our youth. Just three of the 21 solutions demonstrated, are:

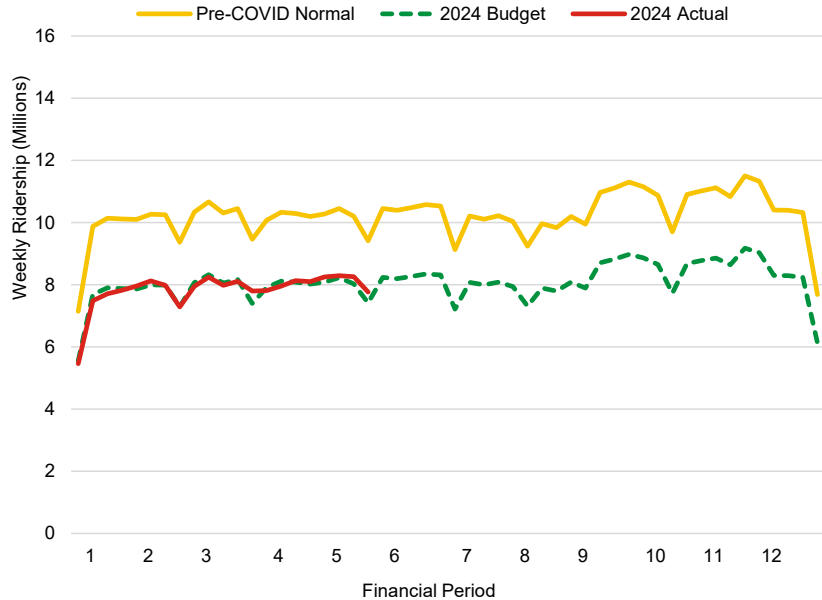
1. Integrating live automatic passenger counter data with a smartcard system to identify, announce, and track fare evasion in real-time. (Image 2)
2. A comprehensive wayfinding system by implementing physical signage to improve navigation within transit stations. (Image 3)
3. An integrated mobile app for customers offering real-time navigation, accessible route planning, fare payment, and safety reporting.





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 5 (April 28 to May 25, 2024) revenue rides totalled 32.6 million, representing 81% of pre-COVID experience, 0.8 million or 2.6% above budgeted revenue rides and 7% above the same period in 2023. Period 5 average weekly ridership increased to 8.1 million rides per week from 8.0 million rides per week in Period 4.

Year-to-date revenue rides totalled 164.4 million, which is 0.4 million above budget, 9% above the comparable period in 2023, and cumulatively represents 78% of pre-COVID experience.

Analysis

Weekly ridership has generally trended to budgeted levels thus far in 2024, with year-to-date ridership at approximately 100% of budget.

In Period 5, the percentage of unique PRESTO card riders using the system each week reached approximately 86% of pre-COVID levels, plus an additional 360,000 weekly riders using the Open Payment method. Travel frequency patterns of riders in Period 5 continued to remain consistent, with a higher usage amongst riders using the system less frequently. During Period 5, the number of unique PRESTO card riders classified as “commuters” (i.e. ride four of five weekdays per week) represented approximately 56% of March 2020 levels while PRESTO card riders who use transit less frequently (ride less than four weekdays per week) represented approximately 109% of March 2020 levels.

Weekday use continued to be highest and consistent across the mid-week period (Tuesday to Thursday), averaging approximately 80% of pre-COVID levels in Period 5. Weekend ridership averaged approximately 91% of pre-COVID levels, demonstrating the continued trend of a higher recovery rate on weekends than experienced on weekdays.

Action

The 2023 experience was used as the basis for the 2024 ridership budget that expected gradual growth throughout the year, growing from an average 78% of pre-COVID levels in the first quarter of 2024 to an average 80% in the fourth quarter of 2024.

Ridership is currently anticipated to sustain the growth experienced so far, up to the end of Period 5 2024, and continue to trend slightly above budget, at approximately 81% of pre-COVID levels for the balance of the year.

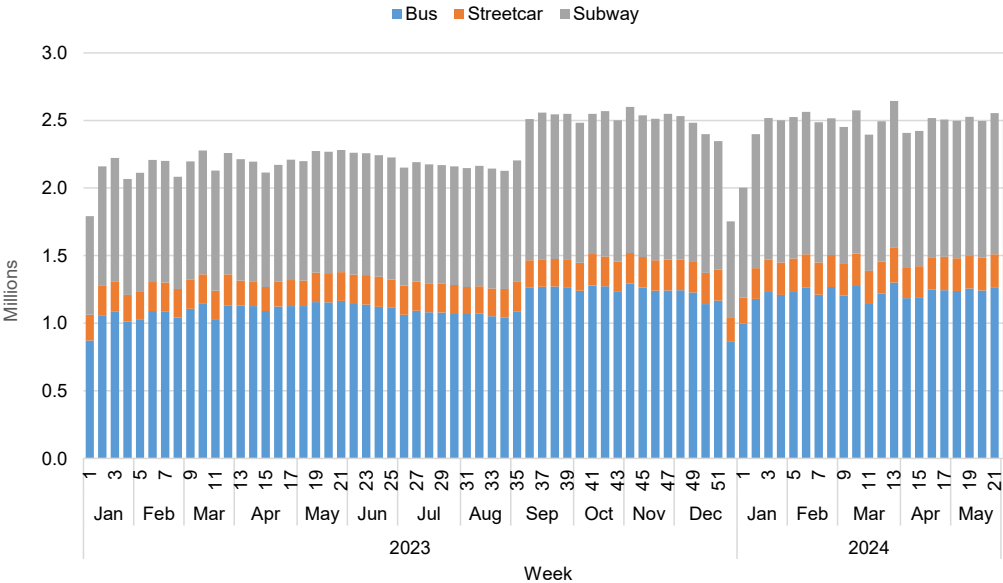
Ridership trends and recovery will be monitored closely for all fare concession types and ridership segments.





Ridership

Customer Boardings



Results

Average weekday boardings for May increased by 2% to 2.51 million compared to April, whereas average Saturday and Sunday boardings in May, respectively, increased by 1% and 3% from April's levels to 1.76 million and 1.42 million.

Analysis

With office commute rates remaining steady and the return of some post-secondary demand for the summer semester, demand on all modes increased in May compared to April. Specifically by mode, bus increased by 2%, whereas streetcar and subway both increased by 1%.

Demand continues to vary across weekdays, with Tuesday to Thursday being the busier days of the week. Compared to pre-pandemic levels, average weekday boardings in May were 89% for bus, 72% for streetcar, and 73% for subway. The busiest weekday, however, were 91% for bus, 75% for streetcar, and 77% for subway.

Weekday peak- and off-peak demand recovered to 74% and 84% of pre-pandemic levels; demand in AM and PM peak periods combined make up about 53% of all-day weekday demand.

With more special events held across the city on weekends compared to April, overall demand in May rose by 2% to 90% of pre-pandemic levels, with bus increased by 1%, streetcar by 4% and subway by 2%.

Action

- Plan service increases and implement service changes from the board-approved 2024 Annual Service Plan throughout fall 2024.
- Continue to monitor shift in demand from One Fare, increasing GO service and lane closures of Gardiner Expressway and adjust service levels as needed.
- Engage with partners on preparing a long-term transit demand outlook to inform and update capital and infrastructure needs.

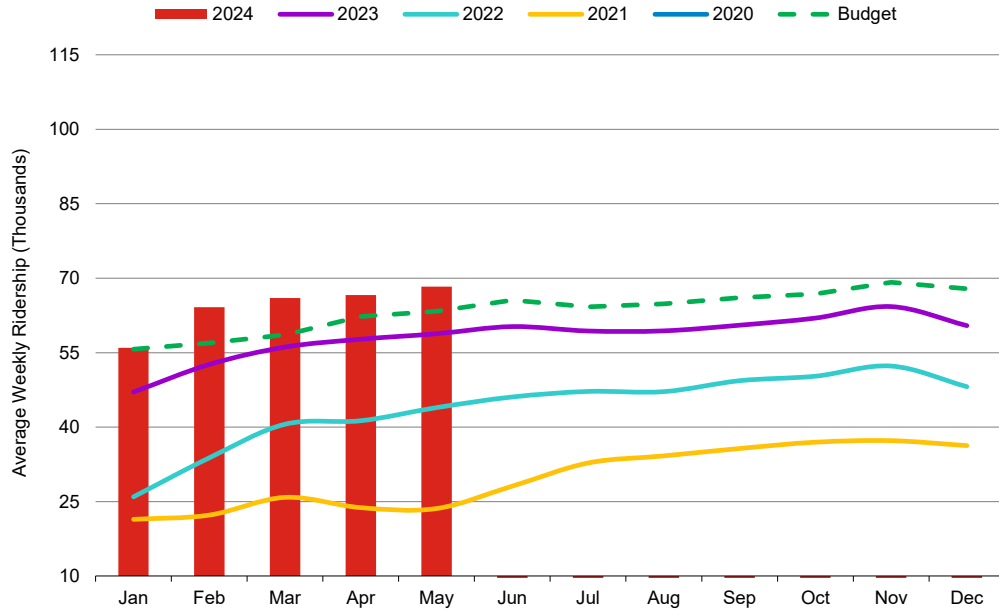
Definition
Boardings measure customer use of the system, by mode and by location. Customers are counted each time they board a TTC vehicle.





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 5 (April 28 to May 25 2024) was 273,244 (or 68,311 passengers per week). This figure was 7.9% higher than the budgeted 63,330 customers per week. In terms of year-over-year growth, the Period 5 year-to-date (YTD) ridership is 17.2% higher compared to the same period in 2023, and is 8.4% (104,100) over the 2024 YTD budget. The 2024 YTD ridership represents 80.0% of the pre-COVID experience (2019 YTD P5).

Analysis

Period 5 ridership has increased due to growth in new customer registration by 1% from the previous period as well as an increase in customer trip frequency. This has been a consistent trend since the beginning of 2024. Customer access to online trip booking and short telephone wait times for reservations, as well as consistent on-time performance has made Wheel-Trans service a favourable option for travel. We expect to see continued increases in period-over-period ridership as we move closer to pre-COVID service levels.

Action

Service levels are consistently being reviewed for availability to accommodate trips with the increased customer demand. The TTC will continue to monitor customer trips and volume of trips booked, both through reservations and online, to better understand new travel trends and better forecast demand.

Service efficiencies are continuously being developed in order to ensure demand is being met while maintaining a low rejection rate.

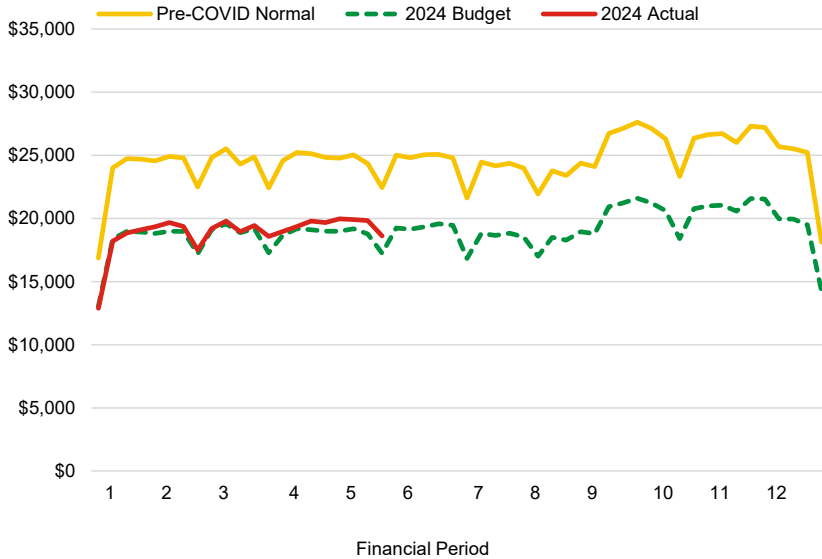
Note: Wheel-Trans ridership is not included in TTC ridership totals.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 5 (April 28 to May 25, 2024) fare revenue was \$78.6 million. This represents 81% of pre-COVID revenue and is \$4.4 million or 6.0% above budgeted fare revenue for Period 5 and 11% above the same period in 2023. Period 5 average weekly fare revenue of \$19.7 million increased 1.0% over Period 4.

On a year-to-date basis, fare revenue totalled \$397.6 million, which is \$10.2 million above the year-to-date budget, 13% above the comparable period in 2023 and cumulatively represents 79% of pre-COVID experience.

Analysis

Weekly fare revenue continues to trend at or slightly above budgeted levels in 2024, with year-to-date fare revenue at 103% of the 2024 revenue budget.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$74.6 million for Period 5 — representing a PRESTO ridership adoption rate of 91.7% — and \$4.0 million from other media for Period 5. The adoption of the Open Payment and Virtual PRESTO Card payment methods continued to grow since their launch in 2023, with up to 14.3% of weekly rides paid using the Open Payment method and 1.6% of weekly rides paid using the Virtual PRESTO card by the end of Period 5.

As a result, legacy fare methods and fare payments from a physical PRESTO card have decreased proportionately, with fare payments from the physical PRESTO card having the greatest reduction in use.

Period 5 revenue was generated from the following fare concession groups: 80.0% adult, 7.5% post-secondary, 5.6% senior, 6.7% youth (ages 13-19) and 0.2% other, similar to Period 4's results – 79.5% adult, 8.1% post-secondary, 5.4% senior, 6.8% youth and 0.2% other.

Action

The 2023 experience was used as the basis for the 2024 revenue budget that expected fare revenue to grow gradually throughout the year and reach 79% of pre-COVID experience by the end of 2024.

Fare revenue is currently anticipated to sustain the growth experienced so far, up to the end of Period 5 2024, and continue to trend slightly above budget, at approximately 81% of pre-COVID levels for the balance of the year.

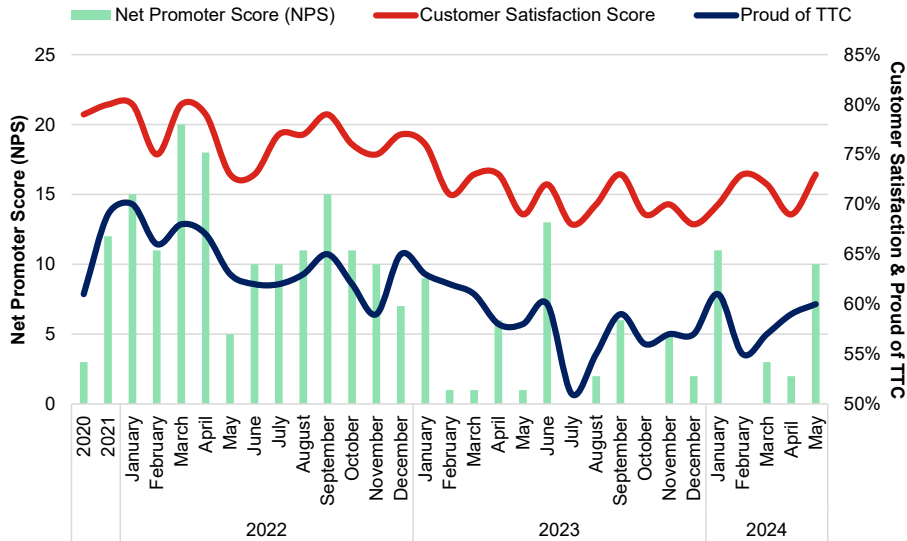
Ridership and fare revenue trends and recovery will be monitored closely for all fare concession types and ridership segments.



Customer experience



Customer satisfaction



Definition
Monthly customer survey of 500 TTC customers. Customers are asked: How satisfied were you overall with the quality of the TTC's service on the last TTC trip you took, on a scale of one to 10 where one is "extremely dissatisfied" and 10 is "extremely satisfied".
Net Promoter Score (NPS) measures how likely customers are to recommend the TTC to a friend, family member or colleague.
Note: the customer satisfaction is a lagging indicator, relating to events that occurred in the previous month.

Results

Overall customer satisfaction increased in May 2024 to 73% from 69% in April 2024. Net Promoter Score (NPS) increased to 10 from two, and the number of customers who say they are proud of the TTC and what it means to Toronto has increased to 60% from 59%.

Analysis

Majority aspects of customer satisfaction have shown improvement across all modes. Streetcar improved the most, with customers noting an increase in all aspects. For subway, maps and signage, real-time information, helpfulness of staff, wait-time and personal safety have improved. Bus has also seen similar level of improvements in real-time information, trip smoothness, cleanliness of station, platform and stop and crowding.

NPS has increased for all modes, subway increasing by six points, bus by 13 points and streetcar by 24 points.

Customers reported an increase in Proud of TTC score for bus and streetcar increasing by one and seven percentage points, respectively, while subway declined by one percentage point.

Action

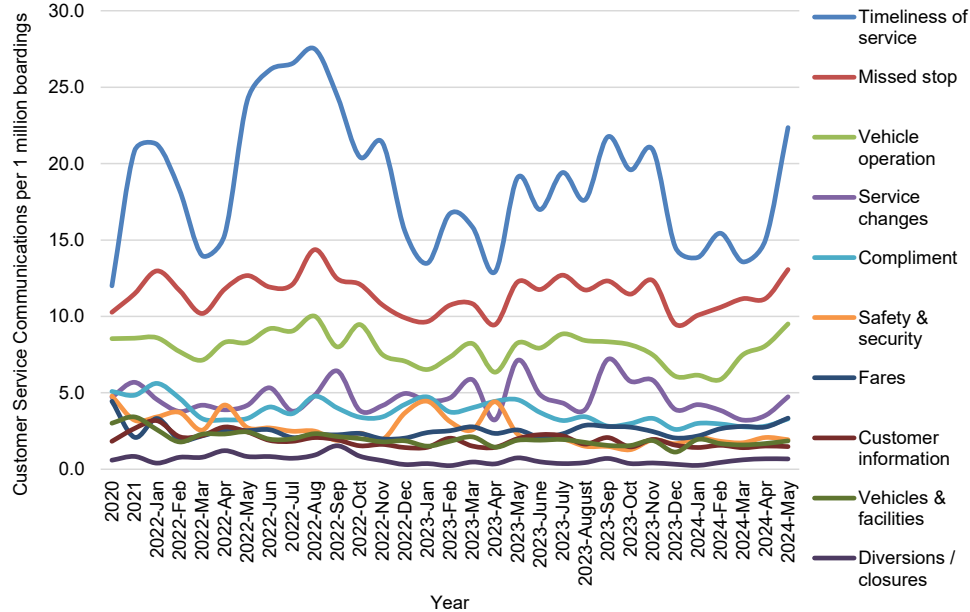
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- An in-depth study is underway to understand social and environmental factors that resonate with TTC customers.
- Embed customer satisfaction, customer research, and CSC priorities in the Customer Experience Action Plan.





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 May 2024, Customer Service Communications (CSCs) per one million boardings increased by 24%, indicating an increase in customer communication, compared to April 2024. Total CSCs increased to 4,573 in May 2024 compared to 3,562 in April 2024 (28% increase), during a period of 4% increase in boardings. The top 10 categories have remained unchanged since December 2023.

Analysis

The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. Timeliness of Service increased by 49%, nature of customer communications were related to both subway and surface delays, likely due to hydraulic oil spill delays and bus delays. Missed Stops has increased by 17% mainly due to bus customers noting on vehicles not waiting, and bypassing patrons waiting at the stop. Vehicle Operation increased by 18% mostly due to driving behaviours for bus mode.

CSCs related to safety and security have decreased by 7% and have remained steady at a rank of seven out of 10 since December 2023. Safety and Security represent 3% of all CSCs.

Action

- Continuing route level analysis for service reliability and impacts of construction and congestion. (On Time Performance slides on pages 21 to 24).
- 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.
- Monitoring Crowding levels across all buses and Line 1.
- Staff presence in stations have increased since November 2023, to 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.

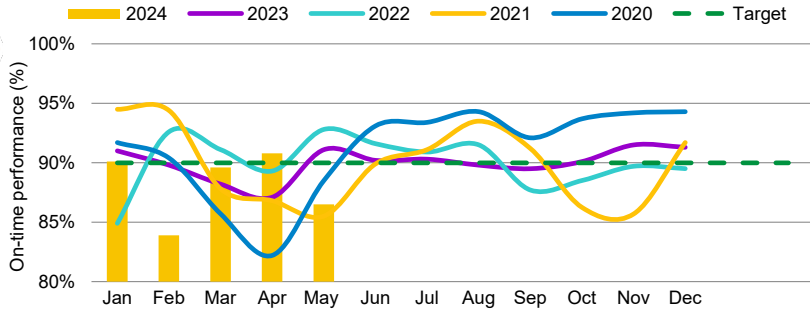




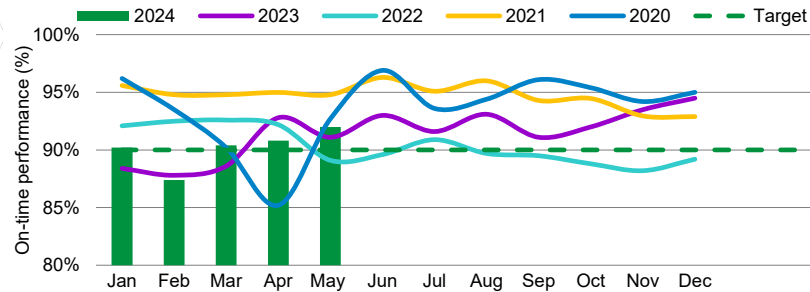
Customer experience

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 86.5% in May. This represents a decrease from last month (90.8%) and a decrease from the same time last year (91.1%). Our target of 90% was not met.

Line 2 OTP was 92.0% in May. This represents an increase from last month (90.8%) and an increase from the same time last year (91.1%). Our target of 90% was met.

Analysis

On Line 1, there was 1.5% increase in total delay minutes – from 3,745 minutes in April to 3,803 minutes in May. Decreases in passenger-related delay minutes were offset by increases in delay minutes due to rolling stock, subway infrastructure, and Plan Bs (smoke at track level) delays. OTP was also adversely affected by early nightly partial closures.

There were 2,268 passenger-related delay minutes accounting for 60% of the total delay minutes. The largest two categories of passenger-related delays were Disorderly Patron – 597 delay minutes (up 37.2% from April), and Passenger Security Other – 329 delay minutes (down 13.4% from April).

On Line 2, there was 1.6% increase in total delay minutes – from 3,074 delay minutes in April to 3,122 delay minutes in May.

Decreases in delay minutes due to Plan Bs and passenger-related delays were offset by increases due to rolling stock and staff-related delays, which included one delay of 716 minutes on May 13 between Broadview and St George stations due to spilled hydraulic oil from a work car affecting the tracks.

There were 1,590 passenger-related delay minutes accounting for 51.0% of the total delay minutes. The largest two categories of passenger-related delays were Disorderly Patrons – 351 minutes (up 74.6% from April) and Passenger Security Other – 268 minutes (down 5.3% from April).

Action

- We will continue to monitor crowding and service levels to ensure sufficient capacity is provided. Further, additional staff were deployed throughout the system to help mitigate passenger-related delays by providing a stronger presence across the system.
- Work is ongoing to remove restricted speed zones. Since the end of February, the vast majority have been removed and work continues to resolve the few that remain.



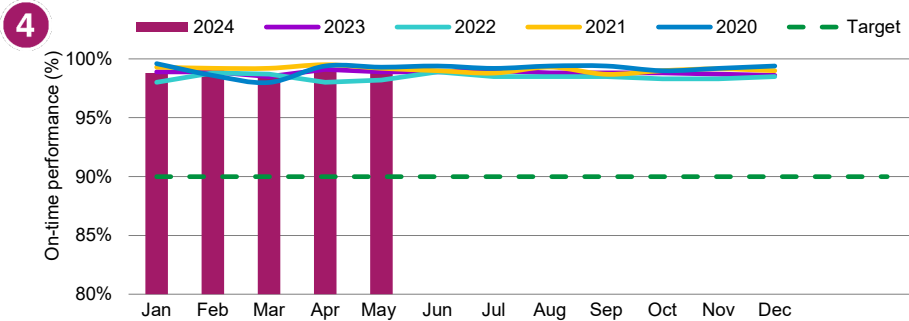


Rich Wong
Chief Transportation and Vehicles Officer

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 was shutdown on July 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, 2023 the line 3 Bus Replacement Plan was implemented with transit priority infrastructure along the routing.

Results

Line 4 OTP was 99.0% in May. This represents a decrease from last month (99.1%) and an increase from same time last year (98.9%). Our target of 90% was met.

Analysis

On Line 4, there was a 33.0% decrease in total delay minutes — from 300 delay minutes in April to 201 delay minutes in May. Decreases in delay minutes were seen across all sectors.

Action

There are no anticipated changes for this line.



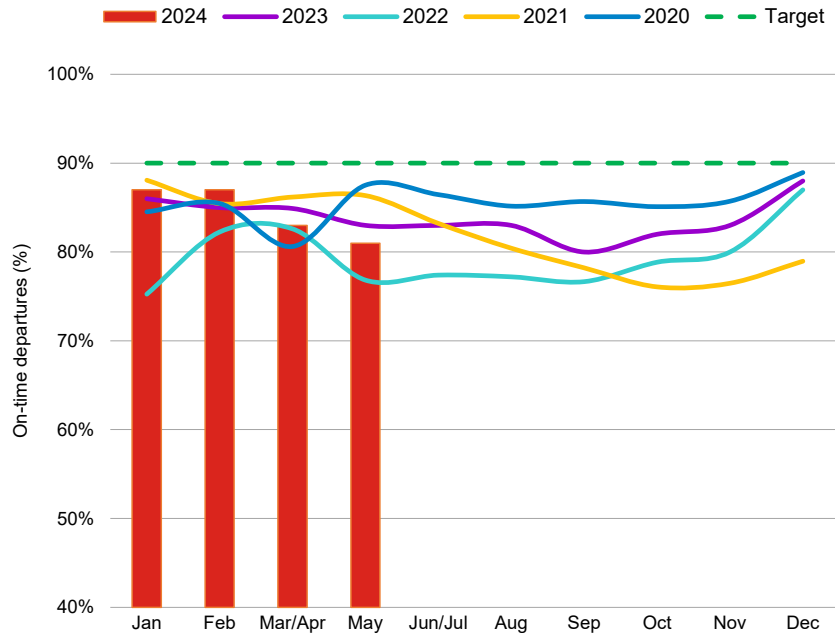


Rich Wong
Chief Transportation and Vehicles Officer

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 May Board Period (May 12 to June 22, 2024) was 81%, a decrease of two percentage-points compared to the March Board Period (83%). This is also a two percentage-point decrease in OTP compared to the same board period last year (83%). The target of 90% was not met.

Analysis

Mondays were the best performing day of the board period at 85% On-Time. This is a two percentage-point decrease compared to the previous board.

On weekdays this board period, OTP was 89% during the AM Peak Period, and 69% during the PM Peak Period, which was the lowest scoring period on weekdays. The AM Peak Period performance held steady, while the PM Peak Period is a seven-percentage-point drop compared to the March Board Period.

Weekend OTP was 81% for the May Board Period overall, holding steady compared to the March Board Period. The Sunday Afternoon period was the worst performing weekend time period at 76% On-Time.

The routes that received Service Reliability updates since the beginning of 2023 operated at an 82% level on weekdays and 83% on weekends during the May Board Period.

Action

- Root cause diagnostic assessments for all 22 “Not On-time” routes.
- Focus on PM Peak period and weekend schedule improvements.
- Fulsome review of deadheading times across the network to improve first trip OTP.
- New set of routes and “hot spots” for Supervisory field presence began in May.
- Review and identification of major delay hotspots across the network with an action plan to follow.

	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Bus Routes	27	69	22	42
% of Ridership	14%	48%	8%	31%
Weekday OTP	84%			69%



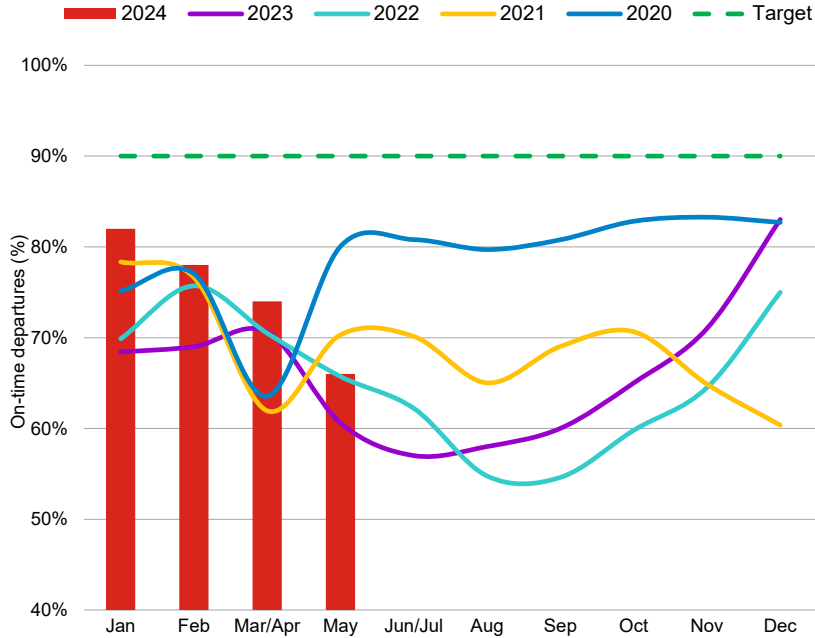


Rich Wong
Chief Transportation and Vehicles Officer

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).

Results

Streetcar OTP for the May Board Period (May 12 to June 22, 2024) was 66%, a decrease of eight percentage-points compared to the March Board Period (74%). This is a five-percentage-point increase in OTP compared to the same board period last year (61%). The target of 90% was not met.

Analysis

After three board periods in a row in which streetcar achieved its best ever per board period performance level, streetcar performance dropped during the May Board Period, largely due to construction and major incidents impacting the network.

On weekdays this board period, OTP was 83% during the AM Peak period and 58% during the PM Peak period, which was the lowest scoring period on weekdays. These are one and 12 percentage-point drops respectively compared to the March Board Period.

OTP was 75% on Mondays – the highest scoring weekday – due largely to the reduced traffic volumes on that day of the week. However, this is a six-percentage-point drop compared to the previous board period.

For the network as a whole, weekend OTP was 58% for the May Board Period, a 10 percentage-point decrease over the March Board Period (68%). The Saturday Early Evening period was the lowest scoring weekend time period (44%).

Action

- New eastern end of line for the 508 Lake Shore route began on June 24.
- Identification and analysis of key delay hotspots across the network.
- Root cause review of off peak performance challenges
- Review of deadheading times and trips.

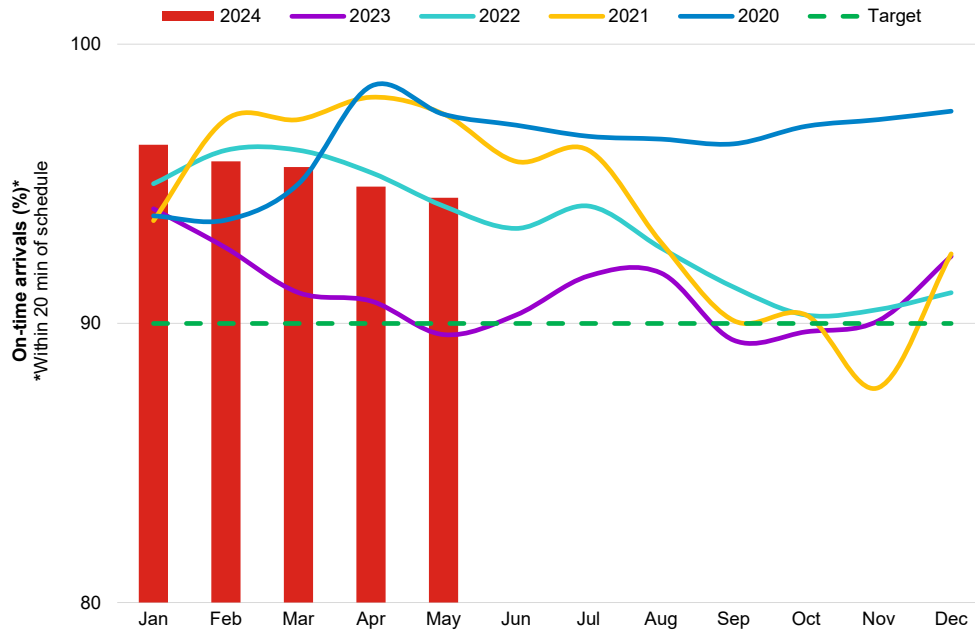
	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Streetcar Routes	1	3	3	4
% of Ridership	3%	27%	24%	46%
Weekday OTP	74%			56%





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 5 (April 28 to May 25 2024) decreased by 0.4% from the previous period to 94.5%, and is 4.9% higher than Period 5 in 2023.

Analysis

Despite a slight decrease in OTP, we remain well above our target of 90%. The decrease in OTP during this period can be attributed to increasing ridership demand, while ongoing seasonal construction continues throughout the city and the Gardiner Expressway lane closures remain in effect. The Dispatch team continues to put extra efforts into adjusting runs when operational issues arise and making it a priority to minimize the impact to our customers.

Action

Wheel-Trans Management will continue to provide extra runs (based on spare board availability) on a daily basis to ensure trips are not delayed and to improve customer experience. Wheel-Trans Management will also continue to supervise the efforts being made to improve the customer experience to ensure the methods used are effective. Decreasing vehicle speed factor in our scheduling system (the speed at which a vehicle is able to travel in the city) to more accurately reflect traffic conditions continues to result in higher OTP without impacting Daily Modal Percentage Delivered.

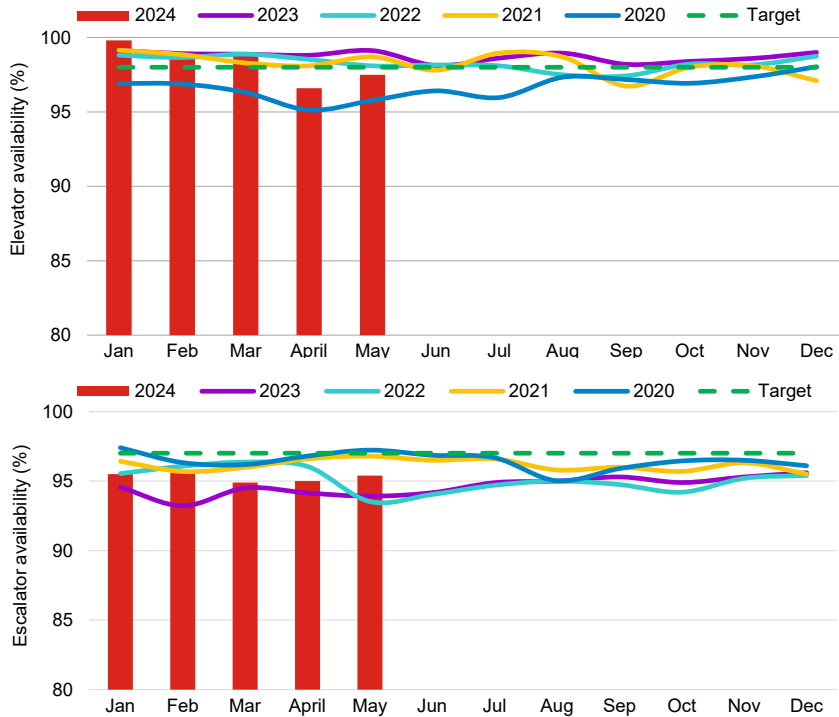
The updated speed factor setting will be maintained in 2024 and close monitoring by dedicated staff will result in OTP remaining above 90%. Gardner Expressway lane reduction and ramp closure is being closely monitored.





Customer experience

Accessibility – Elevator and escalator availability



Results

Subway Elevator availability for May was 97.5%, not meeting the target of 98%.

Escalator availability for May was 95.4%, not meeting the target of 97%.

Analysis

In May, elevator availability was impacted by flooding issues at Finch, Jane and Queen stations. Total out of service hours due to flooding was 847 hours. Jane and Finch stations have been returned to service, while Queen still remains out of service due to water damage.

Escalators

- Six escalators are out of service to accommodate construction work, with one at Castle Frank Station, Greenwood Station, Glencarin Station, Spadina Station, King Station and two at Lawrence Station. The escalator at King is out of service since September 2023 until June 2025.
- Two escalators are out of service due to water damage, with one at Finch Station and one at Yonge Station.
- Overhaul of one escalator at Queen Station and one at Eglinton West Station continue to have an impact on downtime.

Total out of service hours was 2,703 due to construction and water damage.

Action

The escalators at Greenwood Station, Castle Frank Station, King Station and Spadina Station remain out of service to accommodate construction, and the escalators at Lawrence Station has returned to service. The escalators at Finch and Yonge stations have returned to service. One escalator at Queen Station and one at Eglinton West Station remain out of service due to overhaul. Eglinton West is an accessible station.

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.
- Continue performing preventative maintenance to meet reliability and availability targets.

Definition

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





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

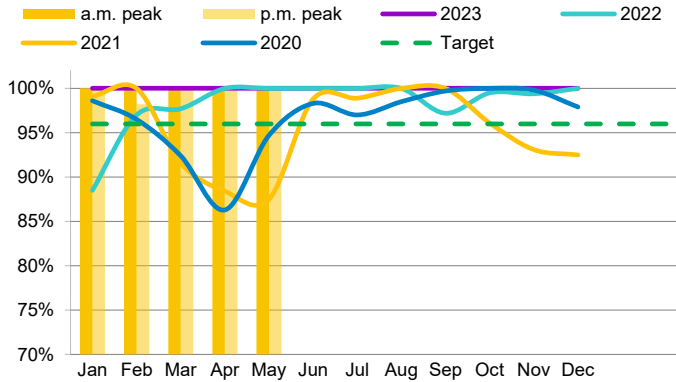
Appendix: Service delivery

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.

May 2024: 100.0%
Apr 2024: 100.0%
May 2023: 100.0%

Target: 96.0%

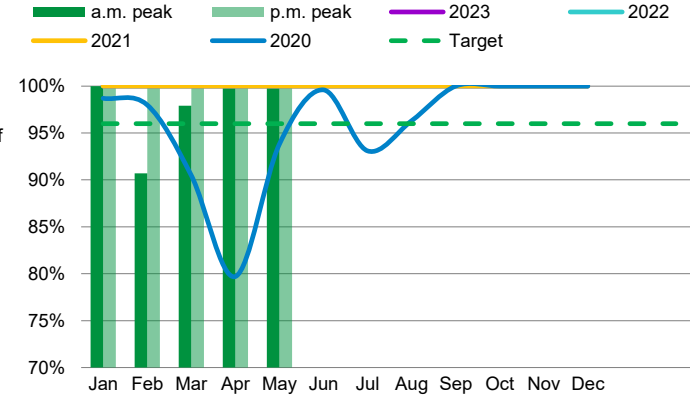


Line 2 capacity

Total number of trains that travelled through 10 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

May 2024: 100.0%
Apr 2024: 100.0%
May 2023: 100.0%

Target: 96.0%



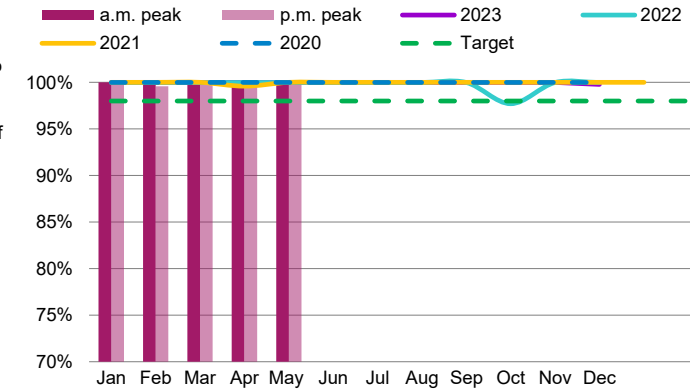
Line 3 was shutdown on July 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, the Line 3 Bus Replacement Plan is in effect with complete transit priority measures and routing.

Line 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.

May 2024: 100.0%
Apr 2024: 100.0%
May 2023: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

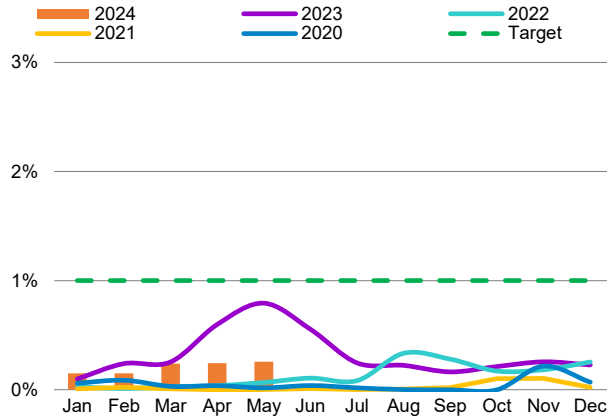
Appendix: Service delivery

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).

May 2024: 0.26%
Apr 2024: 0.24%
May 2023: 0.79%

Target: 1%

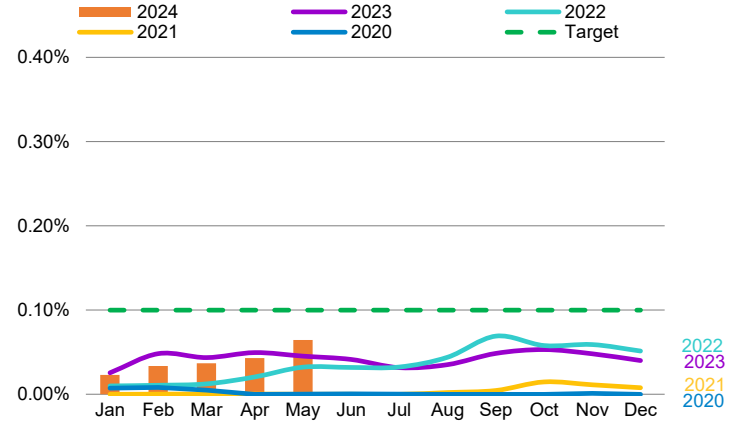


Bus short turns

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).

May 2024: 0.06%
Apr 2024: 0.04%
May 2023: 0.05%

Target: 0.10%

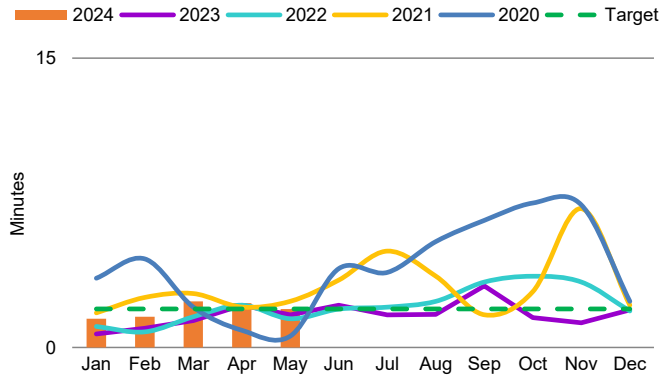


Wheel-Trans contact centre wait time

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

May 2024: 2.0
Apr 2024: 2.3
May 2023: 1.7

Target: 2



Appendix: Cleanliness



Rich Wong
Chief Transportation and Vehicles Officer

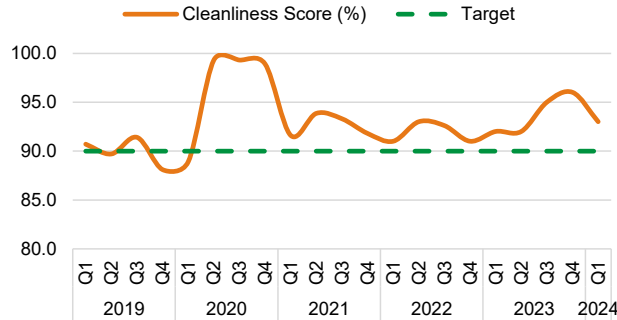
Fort Monaco
Chief Operations and Infrastructure Officer

Bus cleanliness

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

Q1 2024: 93.0%
Q4 2023: 96.0%
Q1 2023: 92.0%

Target: 90.0%

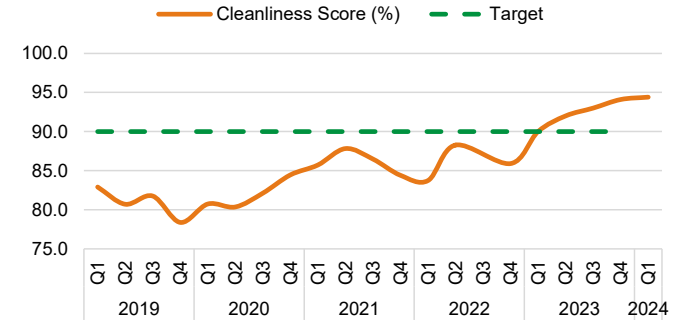


Streetcar cleanliness

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

Q1 2024: 94.4%
Q4 2023: 94.1%
Q1 2023: 90.0%

Target: 90.0%

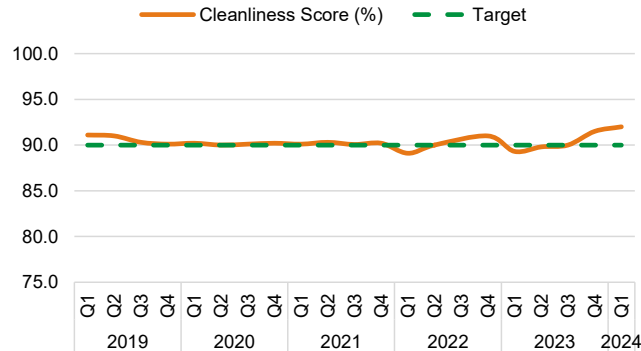


Subway cleanliness

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

Q1 2024: 92.0%
Q4 2023: 91.5%
Q1 2023: 89.3%

Target: 90.0%



Station cleanliness

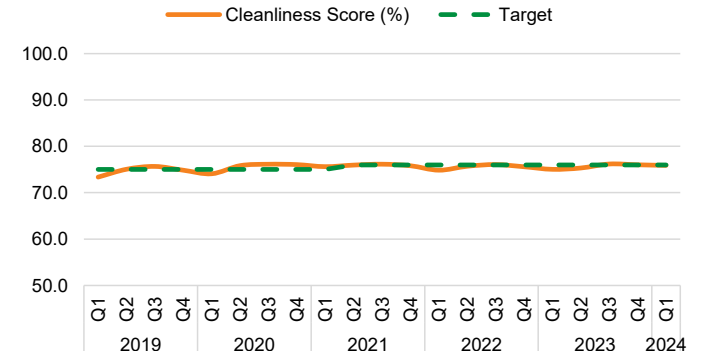
Results of a third-party audit. Average of all 70 stations.

Q1 2024: 75.89%
Q4 2023: 76.02%
Q1 2023: 75.04%

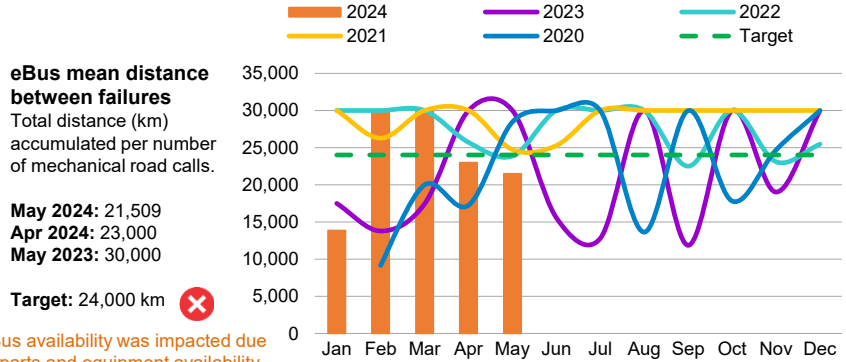
Target: 76.0%



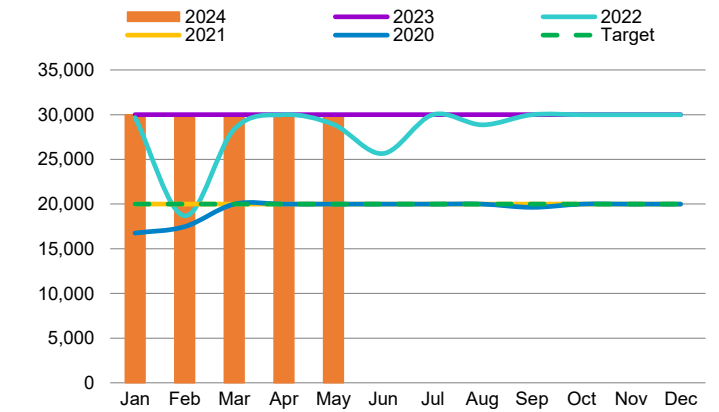
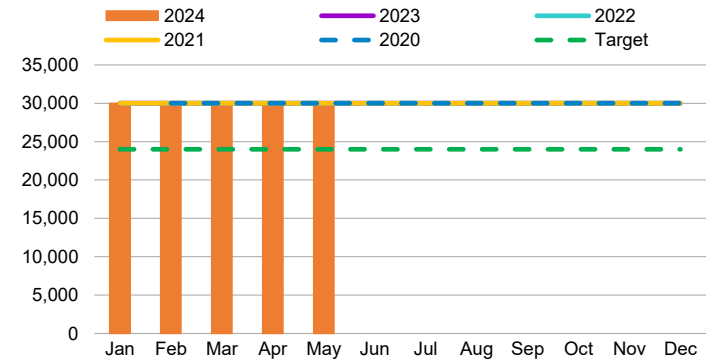
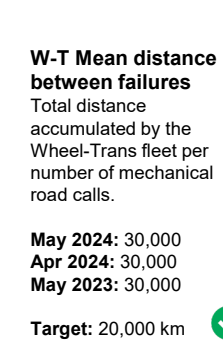
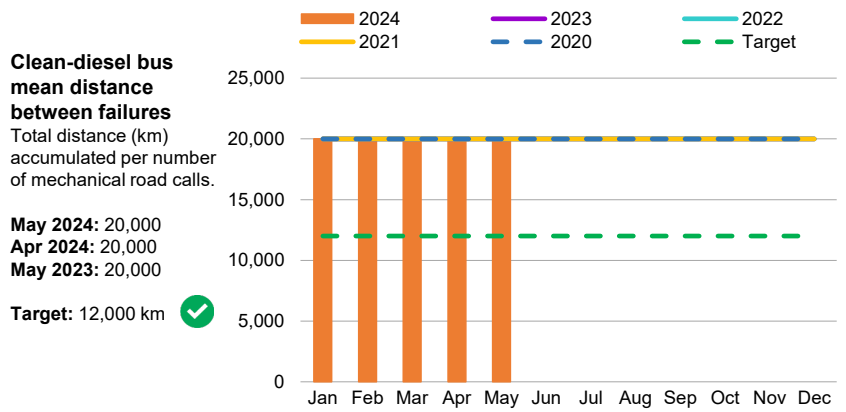
Scores in Q1 usually experience a slight decline due to inclement winter weather, however, recovery is expected in Q2.



Appendix: Asset reliability



eBus availability was impacted due to parts and equipment availability resulting in lower service kilometres.





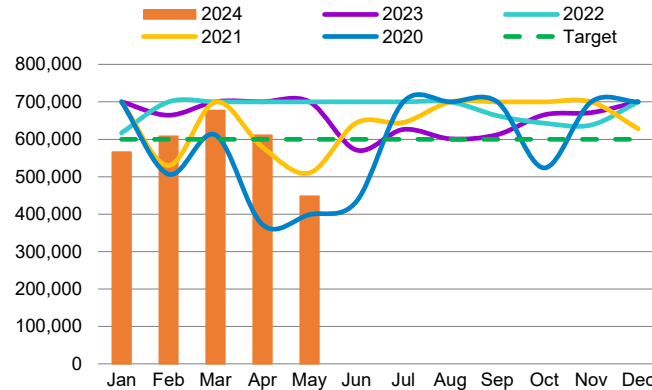
Appendix: Asset reliability

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.

May 2024: 447,908
Apr 2024: 611,000
May 2023: >600,000

Target: 600,000 km ❌



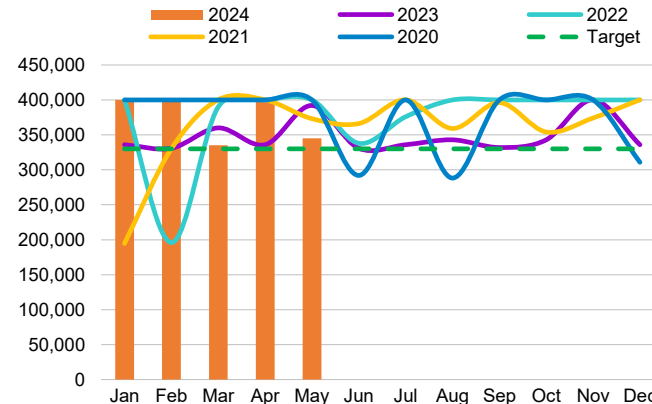
TR trains experienced an increased number of passenger door related delays resulting in the fleet not meeting the reliability target in this period.

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.

May 2024: 344,928
Apr 2024: 400,000
May 2023: >330,000

Target: 330,000 km ✅

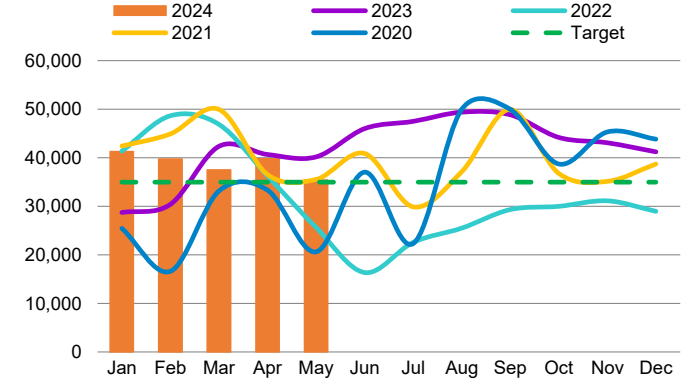


Streetcar mean distance between failures

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

May 2024: 35,454
Apr 2024: 39,800
May 2023: 40,205

Target: 35,000 km ✅





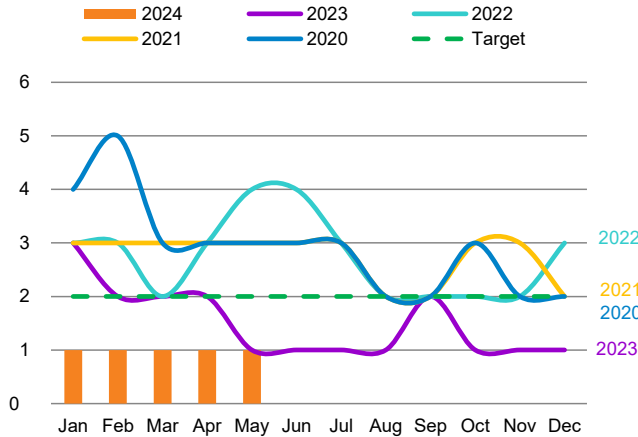
Appendix: Asset reliability

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.

May 2024: 1
Apr 2024: 1
May 2023: 2

Target: Less than 2

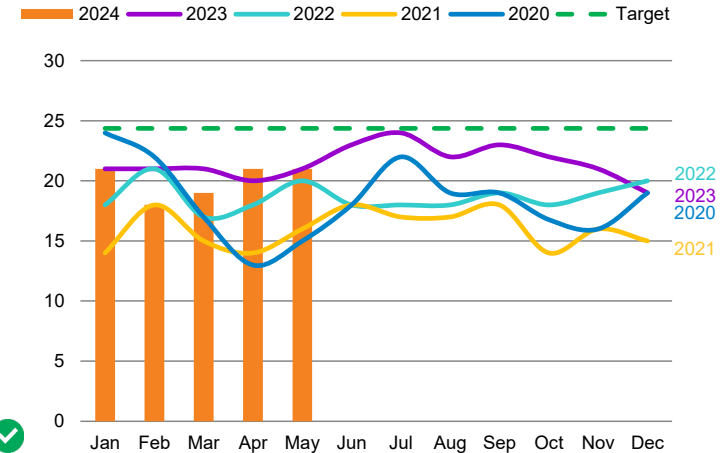


Bus road calls and change offs

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

May 2024: 21
Apr 2024: 21
May 2023: 21

Target: Less than 24





Rich Wong
Chief Transportation and Vehicles Officer

Wendy Reuter
Chief Strategy and Customer Experience Officer (Acting)

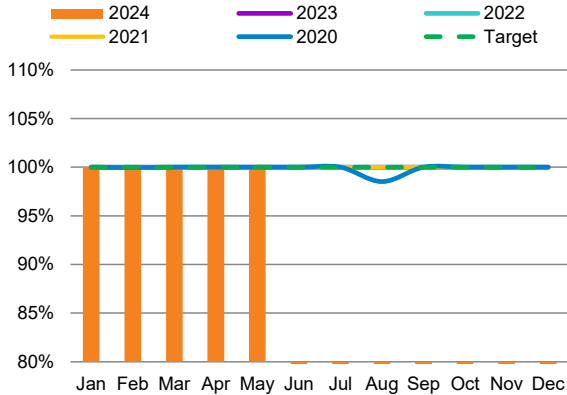
Appendix: Asset availability

Subway service availability

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

May 2024: 100.0%
Apr 2024: 100.0%
May 2023: 100.0%

Target (RW): 100%

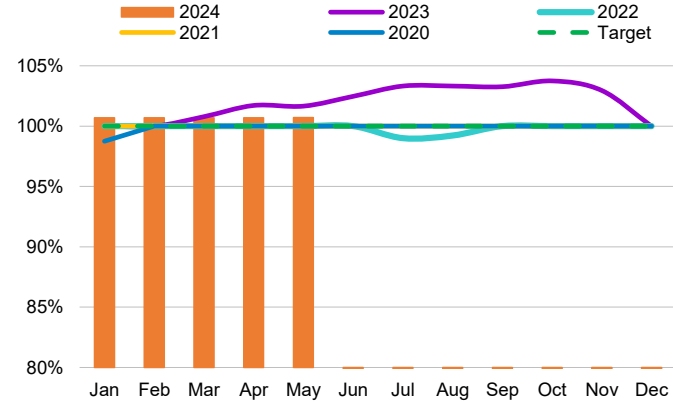


Streetcar service availability

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

May 2024: 101.0%
Apr 2024: 101.0%
May 2023: 102.0%

Target (RW): 100%

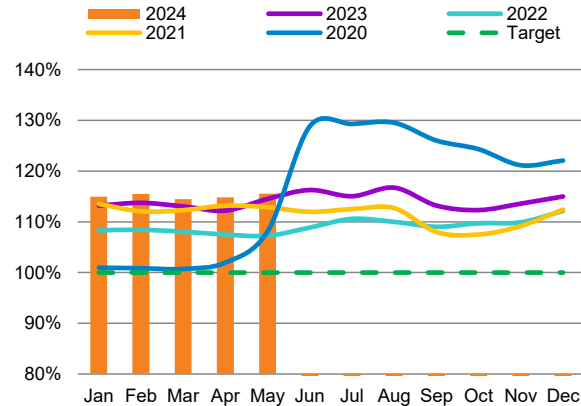


Bus service availability

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

May 2024: 115.5%
Apr 2024: 114.8%
May 2023: 114.5%

Target (RW): 100%

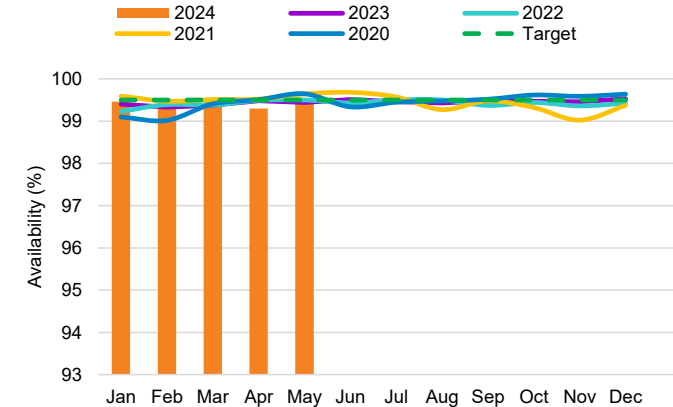


Fare gate availability

Percentage of fare gates are available for use.

May 2024: 99.52%
Apr 2024: 99.30%
May 2023: 99.44%

Target (WR): 99.50%





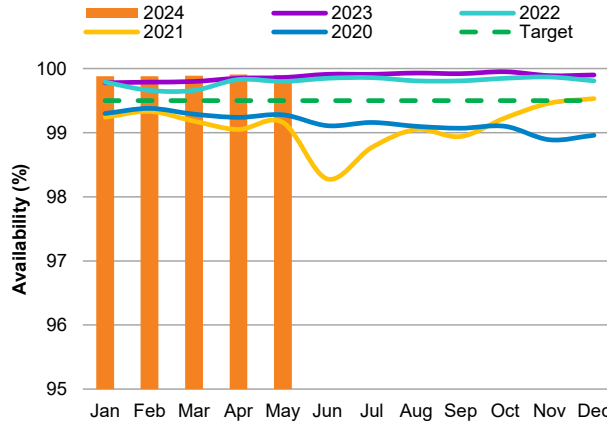
Appendix: Asset availability

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.

May 2024: 99.90%
Apr 2024: 99.91%
May 2023: 99.86%

Target: 99.50%

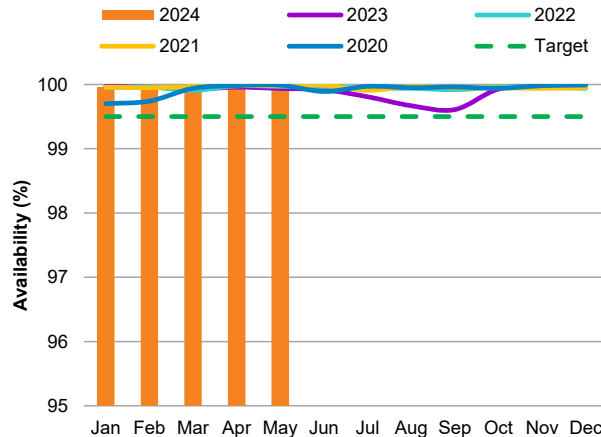


PRESTO Self-Serve Reload Machine (SSRM)

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.

May 2024: 99.94%
Apr 2024: 99.96%
May 2023: 99.94%

Target: 99.50%

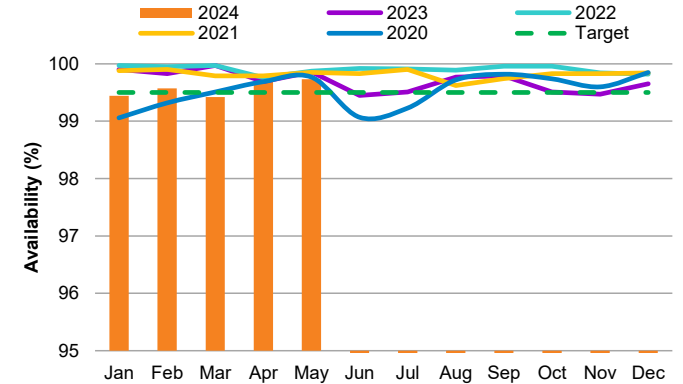


PRESTO Fares and Transfers Machine (FTM)

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.

May 2024: 99.73%
Apr 2024: 99.70%
May 2023: 99.86%

Target: 99.50%

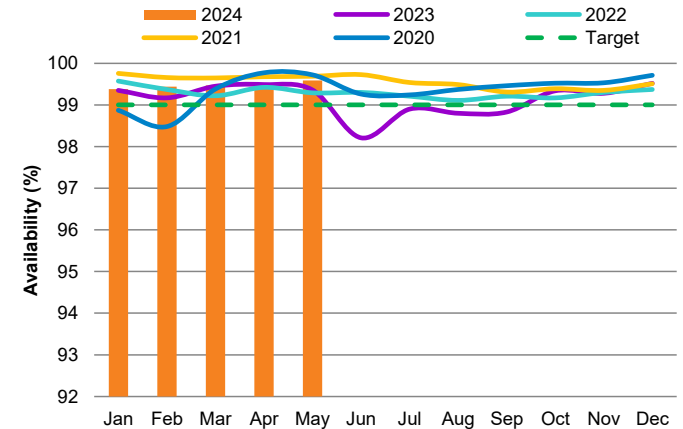


PRESTO Fare Vending Machine (FVM)

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.

May 2024: 99.59%
Apr 2024: 99.44%
May 2023: 99.36%

Target: 99.00%

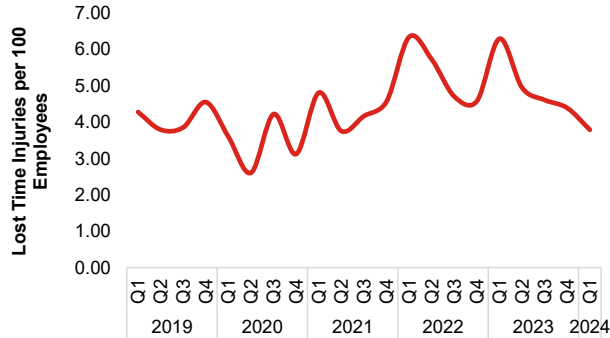




Appendix 2: Safety

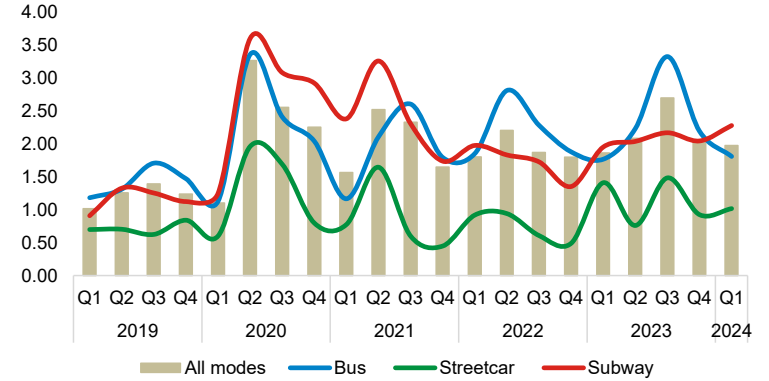
Lost-time injuries rate (LTIR)
Number of employee injuries resulting in missed work per 100 employees (annualized).

Q1 2024: 3.79
Q4 2023: 4.39
Q1 2023: 6.29



Customer injury incidents rate (CIIR)
Number of customer injury incidents per one million boardings.

Q1 2024: 1.98
Q4 2023: 2.05
Q1 2023: 1.86



Note: The next update will be available in August 2024 for both Lost-time injuries rate and Customer incidents rate.



Appendix 2: Safety

Regulatory compliance – (January 1 to March 31, 2024)¹

This table summarizes the number of regulatory interactions and orders issued in 2024 (January 1 to March 31) 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	Number of Orders Issued		
		Requirement orders ² issued	Non-compliance orders ³ issued	Status
Ministry of Labour, Immigration, Training and Skills Development	29	1 ⁽⁴⁾	0	Compliance Achieved
Ministry of the Environment, Conservation and Parks	0	0	0	N/A
Technical Standards and Safety Authority	0	0	0	N/A
City of Toronto	0	0	0	N/A
Toronto Fire Services	0	0	0	N/A

¹ Next update will be available in the August 2024 CEO's Report.

² Orders issued to provide documentation/information.

³ Orders issued to remedy contraventions of the Occupational Health and Safety Act or regulations, Environmental Protection Act, City of Toronto Sewers By-Law, and Technical Standards and Safety Authority Act.

⁴ The MLITSD requirement was:

- One requirement to provide training records and material, occupational injury report, and job briefing as per OHSA section 54(1)(c) following a non-critical leg injury at Hillcrest Streetcar Way.

Note: The next update will be available in August 2024.





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.