



## **Chief Executive Officer's Report – June 2024**

Date: June 20, 2024

To: TTC Board

From: Chief Executive Officer

### **Summary**

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

### **Financial Summary**

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

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

### **Equity/Accessibility Matters**

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

The CEO's Report includes monthly reporting on elevator and escalator availability in our system, performance metrics for our Wheel-Trans service, and 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**

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

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

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

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

## **Contact**

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## **Signature**

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Richard J. Leary  
Chief Executive Officer

## **Attachments**

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

# CEO's Report

Toronto Transit Commission

June 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



**217**  
streetcars



**143**  
trains



**16,000+**  
employees



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

## Our vision

Moving Toronto towards 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...

This month, the TTC has translated the names of four subway stations (Spadina, North York Centre, Old Mill and Victoria Park) into three different Indigenous languages (Anishinaabemowin, Wyandot and Kanien'kéha). The station wall murals will be displayed all through June in celebration of Indigenous Peoples Month. Old Mill is Teyoyà:kon (or stream crossing) in the Kanien'kéha language.



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# CEO's commentary



I am extremely pleased that we were able to reach a tentative framework settlement with ATU Local 113, and avoid any job action and service disruptions on June 7. An earlier agreement with ATU Local 113 ensured that all Wheel-Trans services, including contracted taxi service, would continue uninterrupted in the event of job action.

This is a fair deal that is affordable for the TTC and respectful of the important work the 11,500 members of ATU Local 113 do every day to keep our system safe and our service reliable. We will share more details once the settlement has been ratified by the Union membership and approved by the TTC Board.

I want to thank the TTC Board for its guidance and leadership as well as members of both bargaining teams for their hard work to reach this framework settlement without any negative impact on TTC customers. I also want to thank all TTC employees for their dedication, hard work, and patience as we worked diligently to reach a fair, negotiated agreement.

## Remembering TTC Chair Robinson

All of us at the TTC were deeply saddened to learn that Councillor and former TTC Chair Jaye Robinson passed away on May 16. All flags across TTC properties were lowered to half-mast in Chair Robinson's honour.

Ms. Robinson served as our Chair from December 2018 until November 2022. She oversaw many strategic changes within the organization, including bringing a more disciplined approach to long-term planning. Under her tenure, the TTC introduced its inaugural Capital Investment Plan, *Making Headway*, which laid out for the first time the capital supports needed to keep transit in Toronto moving.

Chair Robinson also championed greening our fleet and preparing the TTC for the future. Under her watch, we adopted many new technologies. She was a big proponent of our Innovation and Sustainability Program and for advancing environmentally sustainable programs across our operating groups and properties.

Perhaps her greatest contribution as Chair was leading the organization through the global COVID-19 pandemic – one of the most challenging times in the TTC's 100-year history. Chair Robinson oversaw our initial response to the pandemic and then helped to chart a course for the TTC through recovery as we began to welcome customers back.

I have personally benefited from her advice throughout the years and I am proud to have had the opportunity to work directly with her in her role as TTC Chair.



Above: TTC Chair Jaye Robinson and CEO Rick Leary pictured at City Hall in 2022.



# CEO's commentary

## **TTC's new vision and mission statements**

At last month's Board meeting, Commissioners approved the *TTC Corporate Plan 2024-2028 & Beyond: Moving Toronto, Connecting Communities*.

Our newest five-year Corporate Plan provides the framework to guide our work and priorities in the delivery of mass transit services that meet the needs of Canada's largest city. The Corporate Plan will be reviewed on a regular basis 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.

With our new Corporate Plan comes new vision and mission statements, which are now reflected on page three of the CEO's Report. Our new vision: ***Moving Toronto towards a more equitable, sustainable, and prosperous future.***

This vision statement 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.***

## **Ridership update**

For the week ending May 31, the overall weekday boardings stood at 80 per cent of pre-COVID levels or 2.51 million. With a reduction in post-secondary students for the summer semester, overall boardings were five per cent lower than the post-pandemic record of 2.64 million set for the final week of March. Weekday boardings by mode continue to be highest on the bus network at 88 per cent of pre-COVID levels while streetcar and subway boardings were, respectively, at 72 per cent and 74 per cent.

## **Diversity and Culture Group**

### **TTC celebrates Indigenous Peoples and Pride Month in June**

June is an important month for the TTC as we recognize Indigenous Peoples Month and Pride – essential parts of our broader commitment to build a more equitable and inclusive transit system for everyone.

During Indigenous Peoples Month, the TTC is displaying First Nations, Inuit and Metis stories and contributions through customer and employee campaigns.

This year, we kicked off Indigenous Peoples Month during National AccessAbility Week by featuring a Wheel-Trans bus wrapped with art by Indigenous artist Shawn Howe. The art is called *Queer Earth* and represents Two-Spirited/IndigiQueer people.



# CEO's commentary

**Ishpadinaa**  
(high hill or ridge) *Anishinaabemowin*

**SPADINA**

**Ka'nyahrá:ke**  
(on the slope) *Kanien'kéha*

**Kayarę:re?**  
(where it leans) *Wyandot*

The TTC is proud to support Indigenous Peoples Month  
Learn more at [ttc.ca/IndigenousPeoplesMonth](https://ttc.ca/IndigenousPeoplesMonth) or scan the QR code.



*Above: Murals displayed at Spadina Station.*

The TTC also worked with Indigenous community partners to translate the names of four TTC stations (Spadina, North York Centre, Old Mill and Victoria Park) on station wall murals. Station names will be shown in three different Indigenous languages (Anishinaabemowin, Wyandot and Kanien'kéha) as a way to celebrate the contributions of Indigenous communities in Toronto. My thanks to language translators: Lena Recollet, Catherine Tammaro, Jeremy Green and Dr. Craig Kopriss.

Art by Indigenous artists will be displayed on nine TTC buses, four streetcars and two Wheel-Trans buses throughout June. My thanks to participating artists: Catherine Tammaro, Joel Martin, Tannis Neilson, Shawn Howe, Mo Thunder, and SJ Okemow.

As in past years, we will also hold several events within the TTC, including sunrise ceremonies at Downsview Park Station, Lakeshore Division and McNicoll Garage.

The TTC kicked off Pride Month with a flag-raising ceremony on May 31 at Hillcrest Complex where TTC employees who shared their experiences as members of the 2SLGBTQ+ community joined us.

Our Pride celebrations continue throughout the month with an internal poster campaign, featuring TTC employees across our various communication channels. Thank you to everyone who participated and who have helped to bring this important campaign to life.

We are also continuing our tradition of wrapping a 94 Wellesley bus with Pride-themed artwork to celebrate the diversity of Toronto's 2SLGBTQ+ communities, and one of our eBuses will be wrapped for the Pride Parade on the weekend of June 23. If you see one of the Pride-themed vehicles, take a picture and share it on social media using #TTCPride.

The TTC has made equity, diversity and inclusion organizational priorities. I am so proud of the great work our staff is doing to make the TTC a more welcoming and inclusive organization.



*Above: TTC bus wrapped with Pride-themed artwork.*





# CEO's commentary

## Strategy and Customer Experience Group

### **Body-Worn Camera pilot underway**

The Body-Worn Camera pilot for Special Constables and Fare Inspectors began on May 27. The nine-month pilot will see the cameras rotating among all Special Constables and Fare Inspectors, each wearing the devices for a six-week period. Through this phased approach, all Officers will have the opportunity to be equipped with a body-worn camera during the pilot.

Body-worn cameras will provide an unbiased and independent account of Officer/customer interactions. Special Constables and Fare Inspectors will activate their camera during the full duration of their interactions with customers in the following circumstances:

- Fare Inspectors: When conducting fare inspections and when interacting with customers to investigate and ensure compliance with TTC By-law No 1.
- Special Constables: When interacting with customers for the purpose of a lawful investigation with respect to TTC By-law No 1, Trespass to Property Act, Liquor Licence and Control Act, Mental Health Act, and Criminal Code of Canada.

Special Constables and Fare Inspectors are required to inform customers that they are being recorded through both video and audio at the earliest opportunity in their interaction with them.

Commissioners approved a pilot last month to support the Revenue Protection and Special Constable Service Culture Change Program. Starting this summer, Special Constable patrol cars will be equipped with in-car cameras as part of a second nine-month pilot.

### **Bay Lower opened its doors to thousands**

Bay Lower saw 6,700 visitors as part of Toronto's Doors Open event on May 25. While Bay Lower continues to enthrall visitors of all ages, it continues to play a crucial role in the day-to-day operations of the TTC. The abandoned station is used for moving maintenance vehicles, as a training facility, and as a testing ground for new station designs and finishes before they are implemented in operational stations.

My thanks to everyone who took the time to take a behind-the-scenes tour of our popular Bay Lower. Doors Open is a great opportunity to delve into Toronto's rich transit history.

## Transportation and Vehicles Group

### **June service changes**

Starting on Sunday, June 23, the TTC is introducing the second phase of annual service restorations on 200-series routes and on routes with increased seasonal demand. Ongoing reliability improvements will see the implementation of new runtimes system-wide to improve service efficiency.

This service board period will also see the restoration of 512 St Clair streetcar service, bus replacement on the 510 Spadina route during overhead wire work, and the closure of the Jane Station bus terminal, with bus routes diverted to neighbouring Old Mill and Runnymede stations. Other changes include:

- 508 Lake Shore streetcar service will be extended to operate between Long Branch Loop and Broadview Station.
- Introduction of overnight 312 St Clair streetcar service, between Gunns Loop and St Clair Station. Service between Gunns Loop and Dundas West Station will be replaced by a new overnight 340 Junction bus service. The existing overnight 312 St Clair bus service will be suspended.

For complete details on the service changes, TTC customers can follow @TTCNotices on X (formerly Twitter) or check [ttc.ca](http://ttc.ca) for the most up-to-date information.



# CEO's commentary

## Operations and Infrastructure Group

### **York Street track renewal project**

In early May, Metrolinx began streetcar track renewal work on York Street, between Adelaide and Queen streets. This work began as the City and the TTC were completing track renewal work on Adelaide (York to Victoria).

The track renewal work on Adelaide Street and York Street, as well as the ongoing required overhead wiring work, is required to effectively divert the 501 Queen streetcar around Metrolinx's long-term closure of the Queen/Yonge intersection for construction of the Ontario Line. This closure began in May of last year.



*Above: Tracks being laid on York Street.*

On York Street, work crews have excavated and installed new rail between Adelaide Street and Richmond Street. On June 10, work crews started excavating between Richmond Street and Queen Street West. During this work, a single westbound lane on Queen Street West and a single northbound lane will be maintained at all times. Starting as early as June 15 (until June 18), the York/Richmond intersection will close. During this closure, a single westbound lane on Richmond Street and a single northbound lane on York Street will be maintained. This will allow construction crews to work 24/7 and excavate and remove old concrete and install new rail.

## Safety and Environment Group

### **Joint Health and Safety Committee (JHSC) Day**

The TTC will be hosting a JHSC Day in June for all JHSC Co-Chairs and executives from the TTC and its Unions. The daylong session takes place on June 18.

The main objective of JHSC Day is to bring together representatives from all 53 safety committees for an interactive day of learning and exchange of ideas. The day is also intended to enhance the scope and consistency in the work that committees perform as well as seek suggestions for improvement to the overall JHSC process.

A Joint Health and Safety Committee is made up of union and management employees. It is an integral part of TTC's internal responsibility system, allowing a joint effort between workers and management to equally participate in resolving health and safety concerns, and to enhance the safety and health of the workplace.

Finally, I would like to wish the TTC Rockets cricket team best on luck at the CIMA Mayor's Trophy tournament at Sunnybrook Park on June 22. The event is open to the public and everyone is invited to cheer on their favourite team.

The next meeting of the TTC Board is scheduled for Thursday, June 20, and will be live-streamed on the Official TTC YouTube Channel.

**Richard J. Leary**  
**Chief Executive Officer**  
**June 2024**

# Hot topics

## Community Safety



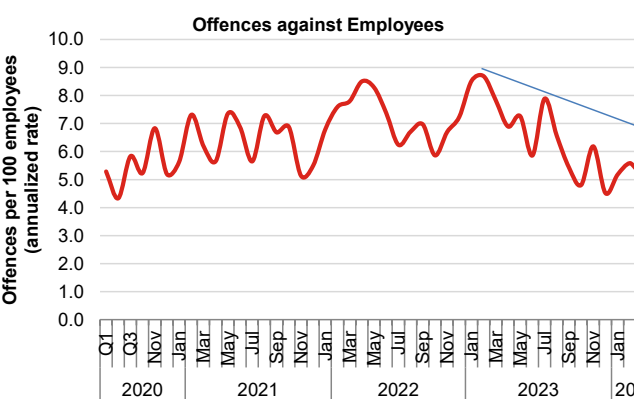
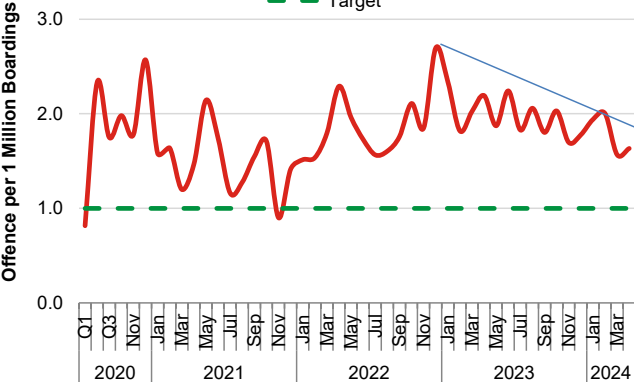
**Betty Hasserjian**  
Chief Safety Officer

**Wendy Reuter**  
Chief Strategy and Customer Experience Officer (Acting)



Offences against Customers

— Target



### Overview

The safety and security of customers and employees is paramount for the TTC. The TTC has continued a comprehensive approach, engaging in a multidisciplinary partnership with the City and external vendors to enhance safety and security measures.

### Results – Customer and Employee Experience

These efforts have improved the experience for both employees and customers since January 2023 to April 2024. Community Safety issues have been on a downward trend since peaking between December 2022 and January 2023:

#### Customers

- Offences against customers decreased to 1.63 in April 2024 from 1.94 in January 2024, a 16% decrease. Compared to January 2023, the rate of offences decreased by 30%.
- Customer Service Communications related to safety and security tipped slight up April 2024 however have decreased by 53% since January 2023. The TTC will continue to monitor customer satisfaction with personal safety, and the effect of Community Safety program. (page 11)
- SafeTTC App usage by customers increased by 2%, potentially due to increased customer awareness in reporting options. SafeTTC App usage has increased by 87% compared to January 2023. (page 11)

#### Employees

- Offences against employees increased to 7.28 in April 2024 from 5.18 in January 2024, a 41% increase. Compared to January 2023, the rate of offences declined by 14%.
- Reported offences against Station Collectors increased P4. In response, Special Constables attend stations to monitor, assist with closing and to support employees.
- Early results of de-escalation training showed on average 11% reduction in assaults against employees for every 1,000 employees trained.
- Calls to Special Constables related to safety initiatives, the proportion of calls related to safety non-offence initiatives have remained stable at 28%. Overall calls to service remained stable since January 2023.



# Hot topics

## Community Safety

(Continued from previous page)

### Safety and Security Measures

The TTC has implemented a range of safety and security measures to enhance transit experience for both customers and employees, including:

- Increased high-visibility presence across the network, with an additional 161 customer-facing personnel hired by the end of 2023, and ongoing hiring of 50 more Special Constables.
- Providing de-escalation, including unconscious bias training to frontline staff, 6,029 staff trained by the end of May 2024.
- Engaged with CUTA's Safety and Security Task Force, as well as union partners through the Joint Labour Management Committee.
- Increased promotion of SafeTTC App and *See Something Say Something* campaign through stations.
- Community Engagement Unit has engaged with 15 school presentations, 24 Focus Tables, 29 Community Workshops focusing on Transit Safety for students and 51 Streets to Homes and Partners meetings focusing on assisting persons experiencing homelessness.
- Provided ongoing support for Ministry of Labour, Immigration, Training and Skills Development (MLITSD) proactive site visits. Co-ordinated a progress meeting with the MLITSD in April 2024.

### Future Strategy

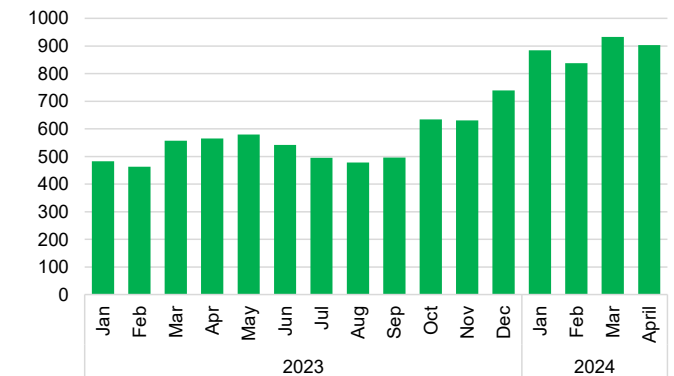
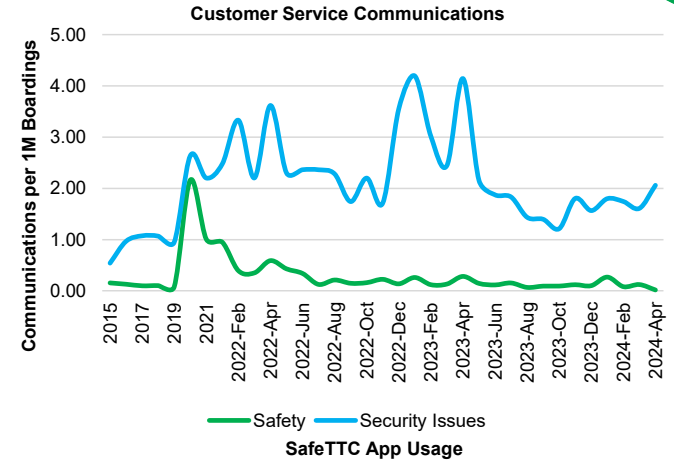
The TTC is committed to continuing our efforts to enhance safety and security for TTC customers and employees. The TTC will continue to monitor progress of the multidisciplinary approach and to collaborate with partners to ensure the safety of everyone in our transit system. The public Community Safety & Wellbeing on Transit Dashboard is updated monthly and includes: KPIs from the TTC, City of Toronto Streets to Homes, LOFT Community Services Multi-Disciplinary Outreach Team, Toronto Police Service, Toronto Public Health. (City Dashboard link: <https://www.toronto.ca/city-government/data-research-maps/transit-community-safety-data/>) Interdisciplinary teams regularly review and adjust programming, including shelter and resource needs.

A report with fulsome updates will be provided to the TTC Board in July 2024.



**Betty Hasserjian**  
Chief Safety Officer

**Wendy Reuter**  
Chief Strategy and Customer Experience Officer (Acting)



# Hot topics

## Fare Compliance

### Overview

A comprehensive program is underway to tackle fare compliance issues identified most recently through TTC's Audit, Risk, Compliance function. The resulting strategy encompasses more than 25 initiatives, focusing on key areas of Education, Environment - Physical, Technical and Policy, Enforcement, and Equity. The overall plan will be reported to the TTC Board in July.

Progress is being made in all key areas above, including increases in staffing, with a focus on hiring additional personnel dedicated to fare compliance and leveraging analytics to identify key issues and support deployment. Fare Inspections are now based on data-based deployments and a Fare Compliance Campaign also commenced in March 2024. Focus is being placed on evasion by mode.

### Stations

New staff stationed at secondary station entrances to provide customer service and support safety are now also strategically deployed to support fare compliance deterring fare gate evasion.

### Milestones

- Since May 2023, fare gate evasion has decreased from 3.58% to 3.32% in May 2024, reported through fare gate sensors.
- Following deployment of CSAs in Nov 2023 and March initiatives, fare gate evasion decreased from 3.48% to 3.32%, noting increased customer use.
- Fare gate evasion rates are seasonally affected. Early 2024 results indicate the TTC is approaching 2024 summer months 7% lower than 2023.
- Many of the above milestones are a result of improvements in tailgating. Since additional CSA deployment (Nov 2023 to May 2024), the tailgating improved by 7%, and year over year improvement (May 2023 to May 2024) is 13%.

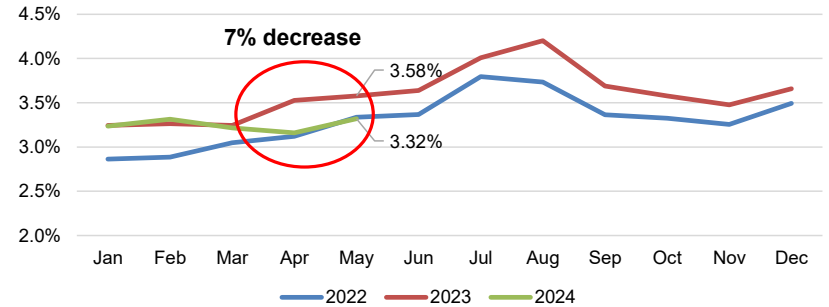


**Josie LaVita**  
Chief Financial Officer

**Wendy Reuter**  
Chief Strategy and Customer Experience Officer (Acting)

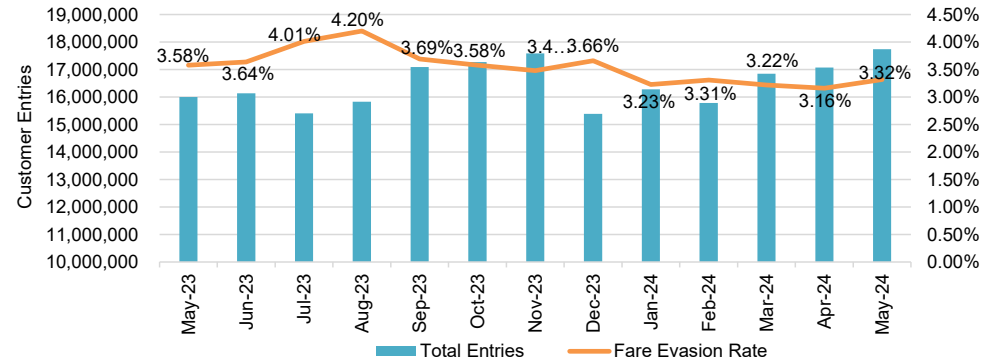


Year-over-Year Comparison Fare gate Fare Evasion Rate, 2022 to 2024



Above: Fare evasion at the station fare gates is seasonal, peaking each year in the summer months.

Fare Evasion Rate and Customer Entries in the past 12 Months



Above: Overall reduction in fare evasion at fare gates. Blue bars indicate total passenger entry at faregates, and the orange trend line indicates fare evasion rate for total of Breakthrough, Opposite and Tailgating.



# Hot topics



**Josie LaVita**  
Chief Financial Officer

**Wendy Reuter**  
Chief Strategy and Customer Experience Officer (Acting)



## Fare Compliance

### Stations – Physical Environment

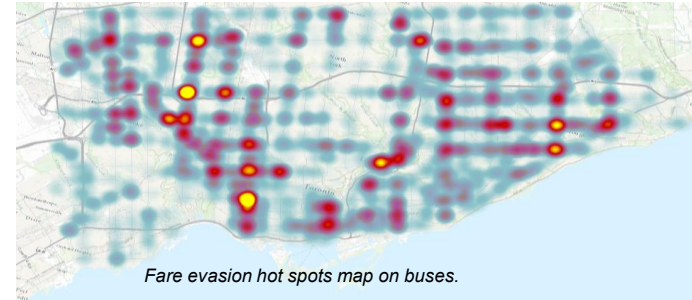
Early initiatives include leveraging analysis to inform strategic deployment of existing resources, and physical environment initiatives.

Milestone reached for the physical barrier initiative for illegal entries for subway stations shows that 70 revenue stations were fully inspected, 16 gap issues were identified and 13 have permanent or temporary solutions and three deferred due to construction.

Further, early evaluation of illegal entries at Bus Bays has identified key location-time of day hotspots with preliminary response supported by increased deployment of Special Constables for both evasion and safety.

### Buses

Operator ability to identify fare evasion on buses has led to full network understanding of evasion hot spots throughout the network and throughout the service day.



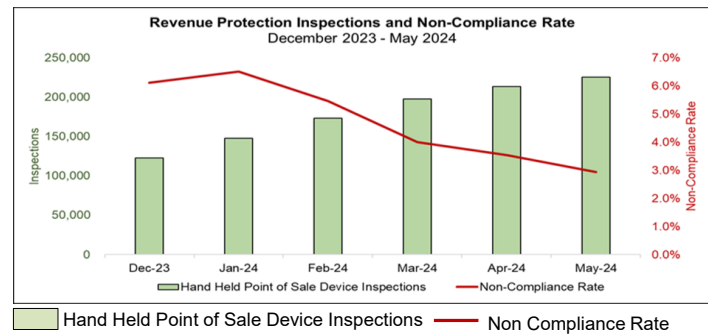
### Streetcar and Stations Inspections

Fare enforcement initiatives continue on streetcars and at stations with mobile ticketing pilot underway and the body worn camera pilot started May 2024. The non-compliance rate (red line) was 6.9% in Dec 2023 and has decreased to 2.9% in May of 2024. From Dec 2023 to May 2024 total inspections on hand-held devices increased 83%.

Stations	Sum of Illegal Entrance by Hour	Sum of Illegal Exit	Total Sum of Illegal (Estimate)	Sum of Illegal
8	27	19	10	10
9	2	2	20	36
10	7	10	11	4
11	4	6	13	9
12	6	2	11	3
13	1	1	11	3
14	2	4	3	3
15	1	1	2	2
16	1	1	2	2
17	1	1	2	2
18	1	1	2	2
19	1	1	2	2
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91	1	1	2	2
92	1	1	2	2
93	1	1	2	2
94	1	1	2	2
95	1	1	2	2
96	1	1	2	2
97	1	1	2	2
98	1	1	2	2
99	1	1	2	2
100	1	1	2	2

Fare evasion heat map table indicating fare evasion at Bus Bays by time of the day.

At the same time broader initiatives for Fare Modernization, which will bring new fare media options, policy and technology, are also underway.





# Hot topics

## Work Car Hydraulic Fluid Spills

There has been a recent increase in hydraulic fluid spills from work cars. Work cars are subway vehicles that do not carry passengers, but instead are specialized to aid in the maintenance of subway track and infrastructure. In 2024, there were seven reported spills, including four on the mainline, of which two spills impacted service. In the years prior, between 2020 and 2023, there had been a total of four spills along the mainline. The significant increase in frequency and severity has prompted the TTC's CEO to initiate a number of reviews.

### Independent Third-Party Reviews

The TTC has requested rail industry experts, Hatch, to perform a forensic root cause analysis of all incidents. Their investigation, which began on May 17, includes reviewing vehicle specifications and maintenance procedures, training records, maintenance records, recovery procedures, station platform video recordings, and incident records to establish the root cause for each of the incidents and provide recommendations. Hatch continues their investigation under sponsorship of the CEO and is working with equipment manufactures and an external laboratory to analyze failed equipment and determine any common root causes. An interim report is expected in July 2024.

The TTC has also engaged the American Transportation Association (ATA) for a comprehensive peer review of the incidents and how they were handled. Referencing best practices elsewhere, this will include an independent review of how the TTC has managed these incidents, including but not limited to, the protocols for recovery of the vehicles and the adequacy of communications to the public, customers, and Board. The ATA Peer Review panel, which will be made up of transit agency leaders, will review the TTC's relevant standard operating, maintenance, recovery, training, and safety procedures to identify gaps and provide recommendations. ATA is currently targeting to be on-site to begin their review in July with their final report expected by the end of the year.

### Immediate Corrective Action

In parallel to the third-party reviews, the TTC has completed the following internally:

- Conducted a preliminary root cause analysis of each failure.
- Performed a fleet-wide inspection of all work car hydraulic systems.
- Increased preventive maintenance inspections before work cars are released for service, including a pre-trip hydraulic system inspection.

The TTC will continue to provide regular updates on this topic as the investigations continue to progress.



# Hot topics – forward looking



## Five-Year Plan – Accessibility



Above: TTC employees providing 5-Year Accessibility information.  
Below: TTC customers waiting to board Wheel-Trans Bus.

### Overview

The TTC is preparing the next 5-Year Accessibility Plan (5YAP) for 2024-2028 to better serve the evolving needs of the diverse customer base in Toronto and to fulfill one of the key requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The main goal of the 5YAP is to highlight concrete plans and strategies to improve the accessibility of the TTC (stations, vehicles, Wheel-Trans, customer experience). We are undertaking a robust consultation process to get feedback during the plan development. Phase 1 consultations were held in fall/winter 2023 with customers and frontline staff, as follows:

- Online customer survey.
- Annual Public Forum on Accessible Transit.
- Advisory Committee on Accessible Transit (ACAT).
- Pop-ups at stations and community events/hubs.
- Focus groups with customers, disability organizations, frontline staff.

There were more than 1,000 interactions across the various Phase 1 events, and we received almost 400 online survey responses. We have had internal discussions to explore Phase 1 feedback, which will help inform what goals and objectives the TTC should focus on to improve accessibility. Customers noted that the following would enhance their experience (as a few examples): better assisting customers with disabilities on accessible-conventional transit; improved co-ordination and communication during conventional transit closures and diversions; extending Wheel-Trans customer service hours; and increasing flexibility of Family of Services for conditional customers.

### Action and Next Steps

The TTC is in the process of creating an effective and collaborative action plan that addresses the concerns voiced during Phase 1 and other consultations to improve customer experience and continue to grow an inclusive culture.

Phase 2 consultations for the 5YAP will start later this summer, where we will seek feedback on key proposed accessibility goals and objectives for the next five years. This phase will include another online survey, ACAT consultations, and focus groups with customers, disabilities organizations and with frontline staff. Consultation information will be added to [accessttc.ca](https://www.ttc.ca/accessttc).

The final 5-Year Accessibility Plan will come to the Board in fall 2024.

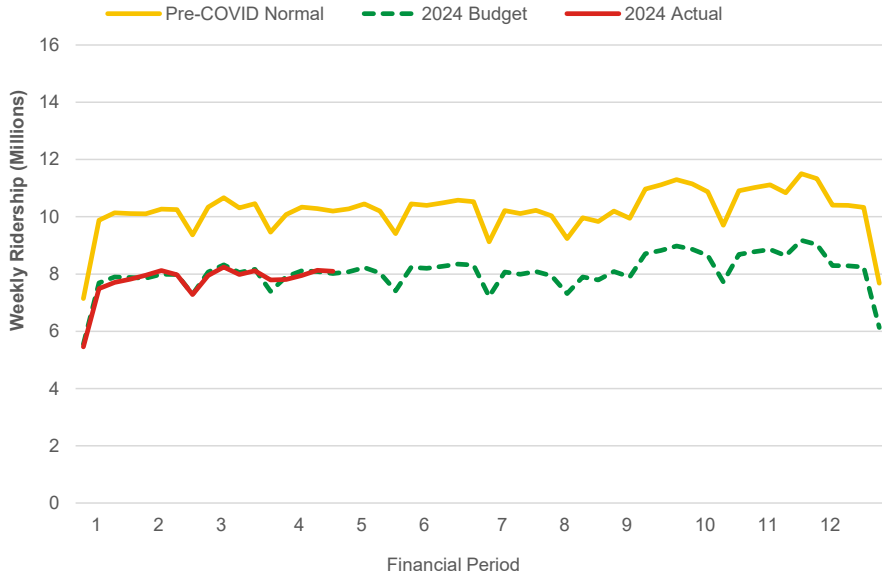






# Ridership

## 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 4 (March 31 to April 27, 2024) revenue rides totalled 32.0 million, representing 78% of pre-COVID experience, 0.1 million or 0.4% below budgeted revenue rides and 7% above the same period in 2023. Period 4 average weekly ridership remained unchanged from Period 3 at 8.0 million rides per week.

Year-to-date revenue rides totalled 131.9 million, which is 0.4 million below 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 4, the percentage of unique PRESTO card riders using the system each week reached 86% of pre-COVID levels, plus an additional 353,000 weekly riders using the Open Payment method. Travel frequency patterns of riders in Period 4 continued to remain consistent, with a higher usage among riders using the system less frequently. At the end of Period 4, the number of unique PRESTO card riders classified as “commuters” (i.e. ride four of five weekdays per week) represented

approximately 53% of March 2020 levels, while PRESTO card riders who use transit less frequently (ride less than four weekdays per week) represented approximately 110% of March 2020 levels.

Weekday use continued to be highest and consistent across the mid-week period (Tuesday to Thursday), averaging approximately 77% of pre-COVID levels in Period 4. Weekend ridership averaged approximately 89% of pre-COVID levels, demonstrating the continued trend of a higher recovery rate on weekends than experienced on weekdays.

### Action

Building on ridership growth rates experienced in 2023, the 2024 ridership budget forecasts 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 trends and recovery will be monitored closely for all fare concession types and ridership segments.

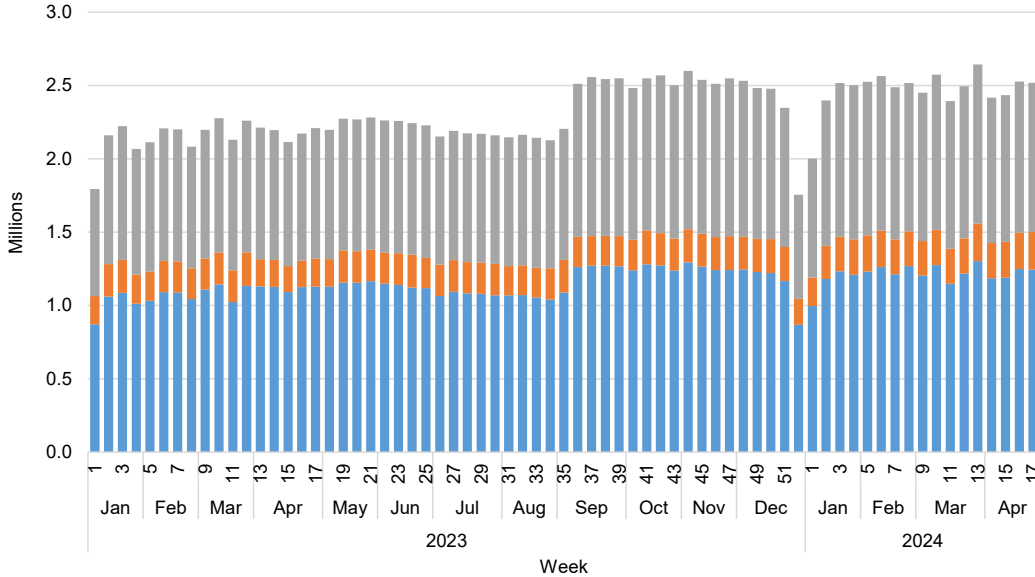




# Ridership

## Customer Boardings

■ Bus ■ Streetcar ■ Subway



### 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 April declined from previous month by 2% to 2.48 million.

### Analysis

Although office commute rates are holding steady at 2-3 days per week on average, a reduction in post-secondary demand during examination weeks led to a decline in demand across all modes. Bus, streetcar and subway demand, respectively, declined by 1%, 2%, and 3% compared to March levels.

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 April were 87% for bus, 71% for streetcar, and 72% for subway. The busiest weekday, however, were 90% for bus, 75% for streetcar, and 76% for subway.

### Action

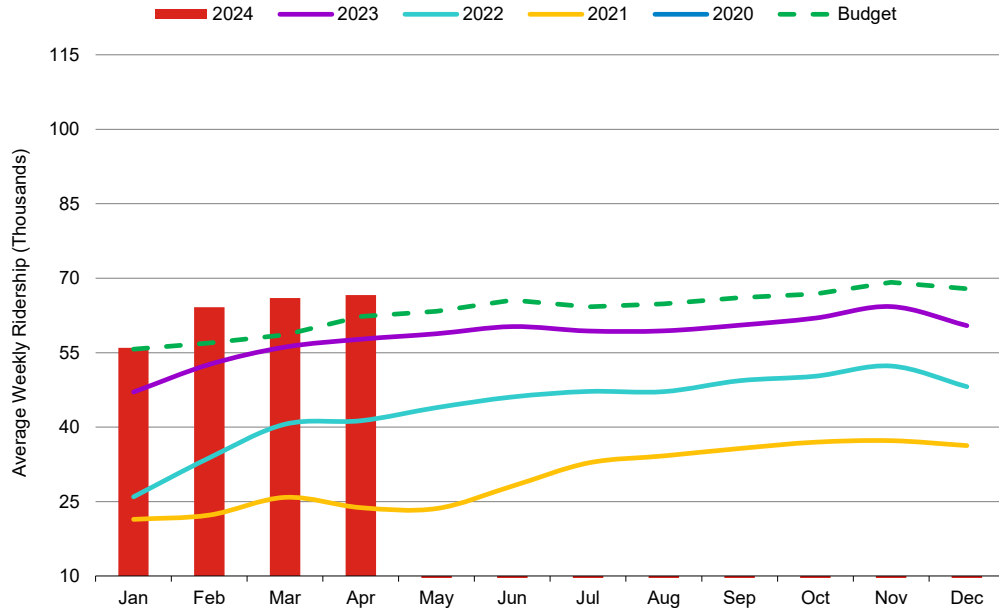
- Continue to analyze 2024 spring customer use data to inform capacity adjustments through reallocation and planned service increases throughout 2024, and plan for return of post-secondary students in September 2024.
- Continue to monitor customer demand at inter-agency connection locations and adjust service levels as necessary.
- Assess impacts of GO Transit service increases started on April 27 on TTC surface network transfers.





# 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 4 (March 31 to April 27, 2024) was 266,433 (or 66,608 passengers per week). This figure was 7.0% higher than the budgeted 62,265 customers per week. In terms of year-over-year growth, the Period 4 year-to-date (YTD) ridership is 17.4% higher compared to the same period in 2023, and is 8.5% (84,100) over the 2024 YTD budget. The 2024 YTD ridership represents 79.1% of the pre-COVID experience in P4 2019 YTD.

### Analysis

Wheel-Trans has experienced higher-than-budgeted ridership due to an increase in customer registration and increased existing customer trip frequency for this period.

Favourable weather and quicker contact call centre response times have a positive impact on the customer's ability to travel. Another influence in increased ridership is a higher trend for customers receiving same-day trip requests. Wheel-Trans has been able to accommodate the increasing trend in same-day trip requests. Scheduling efficiencies continue to be the focus and on-time performance ensures consistent dependable service for customers.

### Action

Periodic reviews of service levels are initiated to ensure optimal trip scheduling and service accommodation. Efficiencies that are customer focused are tested and implemented to ensure reliable, efficient service is delivered, while meeting ridership demand.

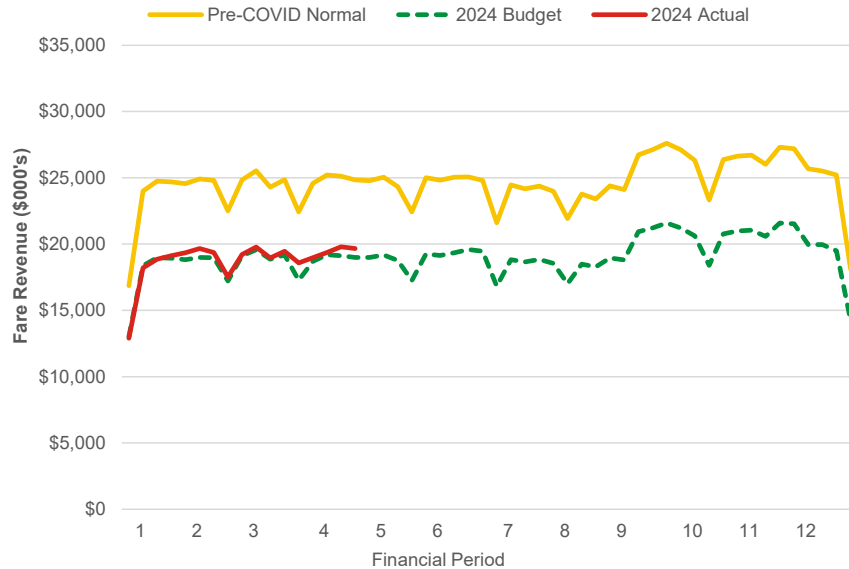
Note: Wheel-Trans ridership is not included in TTC ridership totals.





# Financial

## Fare revenue



Definition  
Revenue generated through fares.

### Results

Period 4 (March 31 to April 27, 2024) fare revenue was \$77.9 million. This represents 78% of pre-COVID revenue and is \$1.9 million or 2.5% above budgeted fare revenue for Period 4 and 11% above the same period in 2023. Period 4 average weekly fare revenue of \$19.5 million increased 1.2% over Period 3.

On a year-to-date basis, fare revenue totalled \$319.0 million, which is \$5.7 million above the year-to-date budget, 14% above the comparable period in 2023 and cumulatively represents 78% 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 102% of the 2024 revenue budget.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$74.0 million for Period 4 — representing a PRESTO ridership adoption rate of 91.9% — and \$3.9 million from other media for Period 4. With the launch of Open Payment on August 15, 2023 and the Virtual PRESTO Card on November 14, 2023, the adoption of the Open Payment and Virtual PRESTO Card payment methods continued to grow during Period 4, with up to 13.8% of weekly rides paid

using the Open Payment method and 1.5% of weekly rides paid using the Virtual PRESTO card by the end of Period 4. 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 4 revenue was generated from the following fare concession groups: 79.5% adult, 8.1% post-secondary, 5.4% senior, 6.8% youth (ages 13-19) and 0.2% other, similar to Period 3's results – 78.8% adult, 8.7% post-secondary, 5.3% senior, 7.0% youth and 0.2% other.

### Action

Building on fare revenue growth rates experienced in 2023, the 2024 fare revenue budget forecasts gradual growth throughout the year, with ridership increasing from an average 78% of pre-COVID levels in the first quarter of 2024 to an average 80% in the fourth quarter of 2024.

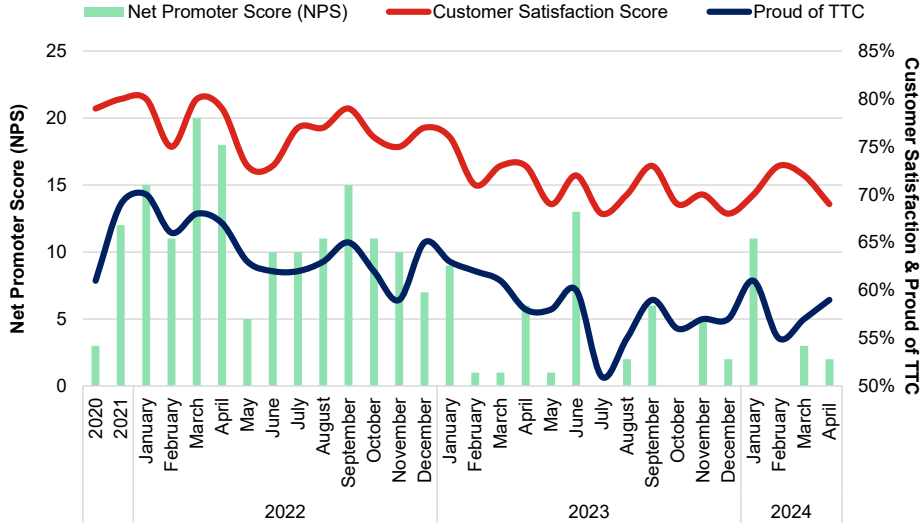
Ridership and fare revenue trends and recovery will be monitored closely for all fare concession types and ridership segments.



# 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 decreased in April 2024 to 69% from 72% in March 2024. Net Promoter Score (NPS) decreased to two from three, and the number of customers who say they are proud of the TTC and what it means to Toronto has increased to 59% from 57%.

### Analysis

Majority aspects of customer satisfaction has shown improvement across bus and subway customers. For bus, all aspects except for comfort of ride increased, with length of trip time, cleanliness of vehicle, level of personal safety and real-time information being the most improved aspects. Subway have also seen similar level of improvements in length of trip time, level of personal safety, trip smoothness and real-time information, while streetcar has declined in all aspects.

NPS has increased for subway, increasing by two points. Bus and streetcar has decreased by four and 13 points, respectively, however, NPS for bus has remained positive.

Customers reported an increase in Proud of TTC score for subway and bus, subway increasing by two, and bus by four points, streetcar declined by five percentage points.

### Action

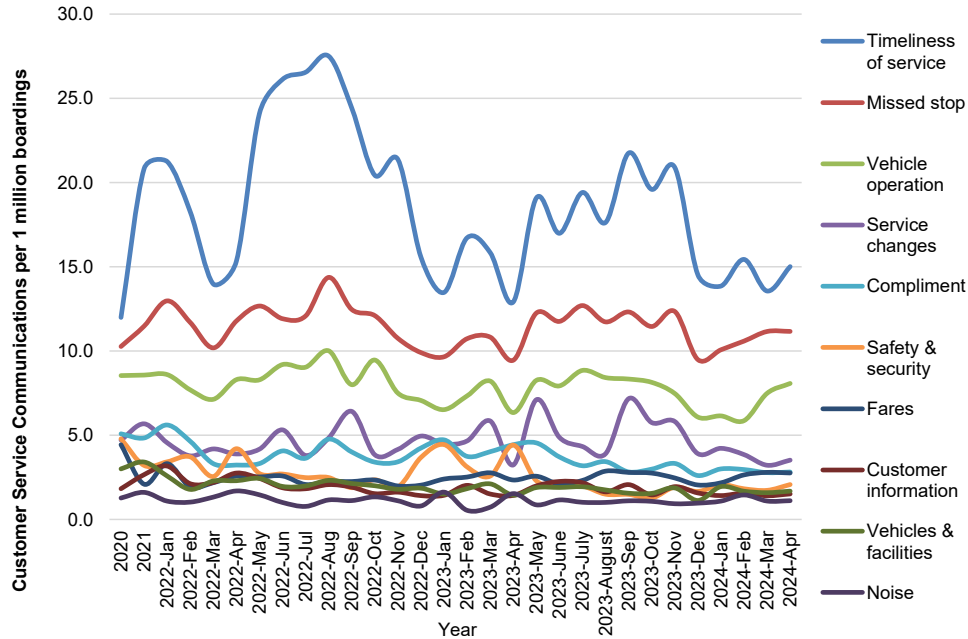
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- An in-depth study is underway to understand social and environmental factors that resonate with TTC customers.
- Embed customer satisfaction, customer research, and CSC priorities in Customer 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 April 2024, Customer Service Communications (CSCs) per one million boardings increased by 6%, indicating 6% increase in complaints and communication, compared to March 2024. Total CSCs increased to 3,562 in April 2024 compared to 3,299 in March 2024 (8% increase), during a period of 1% 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 11%, following a six month decline since November. Missed Stops has remained stable and Vehicle Operation increased by 8%. Vehicle Operation has increased in due to doors not opening and driving behaviours, similar to July 2023.

CSCs related to safety and security have increased by 20% and have remained steady at a rank of seven out of 10 since December 2023. The nature of CSCs related to safety and security is unruly customer behaviour. Safety and Security represent 4% 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.





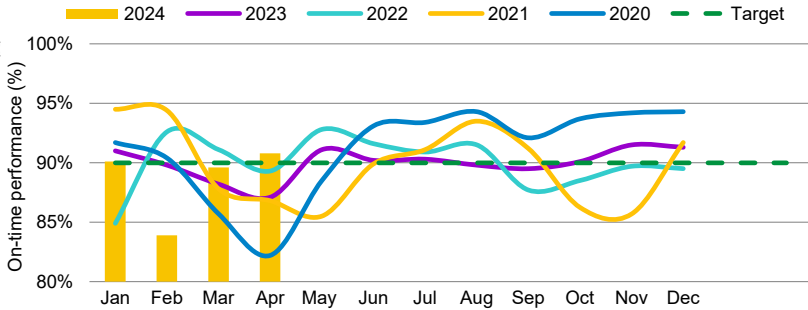
**Rich Wong**  
Chief Transportation and Vehicles Officer

**Fort Monaco**  
Chief Operations and Infrastructure Officer

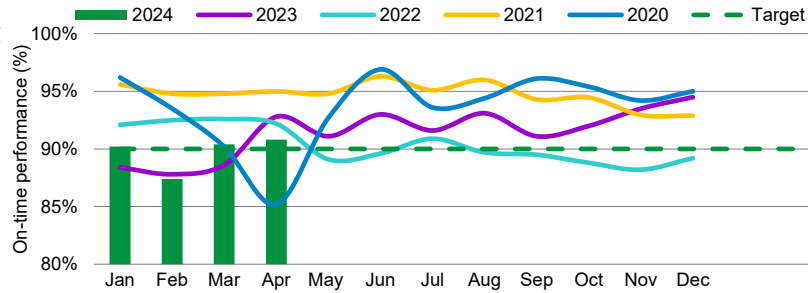
# Customer experience

## 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 90.8% in April. This represents an increase from last month (89.6%) and an increase from the same time last year (87.1%). Our target of 90% was met.

Line 2 OTP was 90.8% in April. This represents an increase from last month (90.4%) and a decrease from the same time last year (92.8%). Our target of 90% was met.

### Analysis

On Line 1, there was 2.3% reduction in total delay minutes – from 3,834 minutes in March to 3,745 minutes in April. Increases in passenger-related delay minutes were offset by decreases in delay minutes due to staff-related and subway infrastructure delays.

There were 2,546 passenger-related delay minutes accounting for 70.0% of the total delay minutes. The largest two categories of passenger-related delays were Disorderly Patron – 435 delay minutes (up 9.8% from March), and Sick Customers Transported – 415 delay minutes (up 131.8% from March).

On Line 2, there was a 25.5% increase in total delay minutes – from 2,449 delay minutes in March to 3,074 delay minutes in April. Decreases were seen across all major sectors except for Plan Bs (smoke at track level) which includes one delay of 640 minutes on April 25 between Islington and Kipling.

There were 1,729 passenger-related delay minutes accounting for 56.2% of the total delay minutes. The largest two categories of passenger-related delays were Passenger Security Other – 283 minutes (up 32.9% from March) and Unauthorized at Track Level – 263 minutes (up 21.8% from March).

### Action

- We will continue to monitor crowding and service levels to ensure sufficient capacity is provided. Further, additional staff were deployed throughout the winter 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.



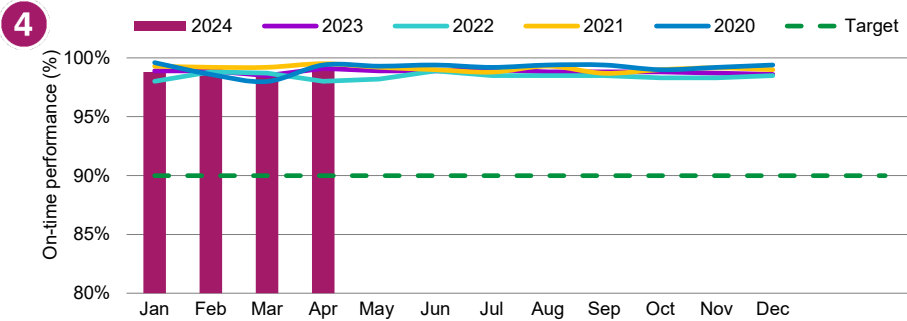


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# Customer experience

## 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 99.1% in April. This represents an increase from last month (98.6%) and the same value from same time last year (99.1). Our target of 90% was met.

### Analysis

On Line 4, there was a 33.7% increase in total delay minutes — from 222 delay minutes in March to 300 delay minutes in April. Increases in delay minutes were seen across all reasons except staff-related and speed control.

### Action

There are no anticipated changes for this line.





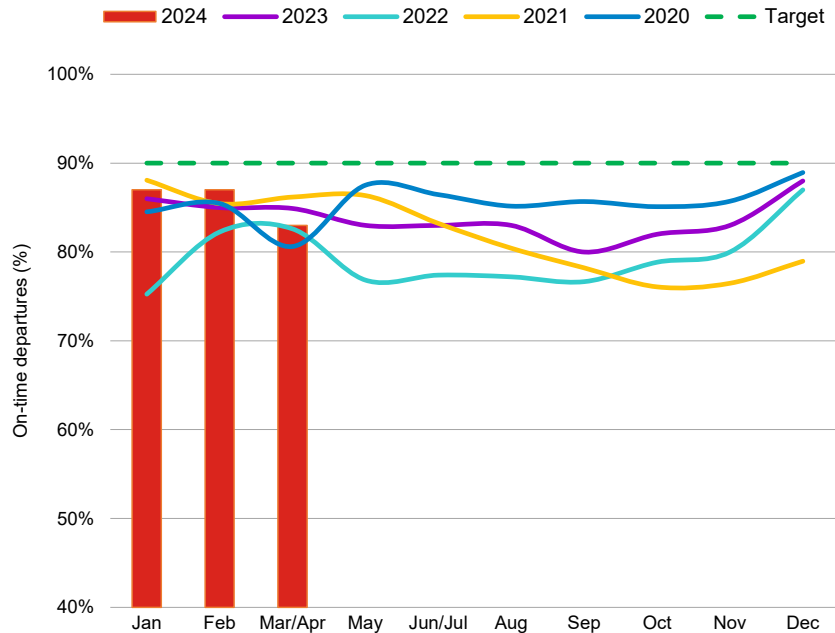


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# Customer experience

## On-time performance (OTP) – Bus



**Definition**  
On-time performance measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or five minutes later than their scheduled departure time (-1 to +5)

### Results

Bus On-Time Performance (OTP) for the March Board Period (March 30 to May 11, 2024) was 83%, a decrease of four percentage-points compared to the February Board Period (87%). This is a two percentage-point decrease in OTP compared to the same board period last year (85%). The target of 90% was not met.

### Analysis

On weekdays this board period, OTP was 89% during the AM Peak Period and 76% during the PM Peak Period, which was the lowest scoring period on weekdays. These are two- and five-percentage point drops respectively compared to the February Board Period.

Mondays were the best performing day of the board period at 87% On-Time.

Weekend OTP was 81% for the March Board Period, a six-percentage-point decrease over the February Board Period (87%). The Saturday Early Evening period was the worst performing weekend time period at 75% On-Time.

The routes that received Service Reliability updates since the beginning of 2023 operated at an 85% level (both weekdays and weekends) during the March Board Period.

An increase in the intensity of construction projects was challenging across the network.

The Weekday OTP score excluding construction was 87%, which is two percentage points lower than February, however the Construction Impacted OTP was 75%, a five-percentage-point reduction from February. This is due to more significant impacts from construction projects ramping up, requiring lane closures and other more impactful measures than what was observed throughout February.

### Action

- Root cause diagnostic assessments for all 14 “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
<b>Bus Routes</b>	38	70	14	37
<b>% of Ridership</b>	21%	46%	5%	28%
<b>Weekday OTP</b>	87%			75%



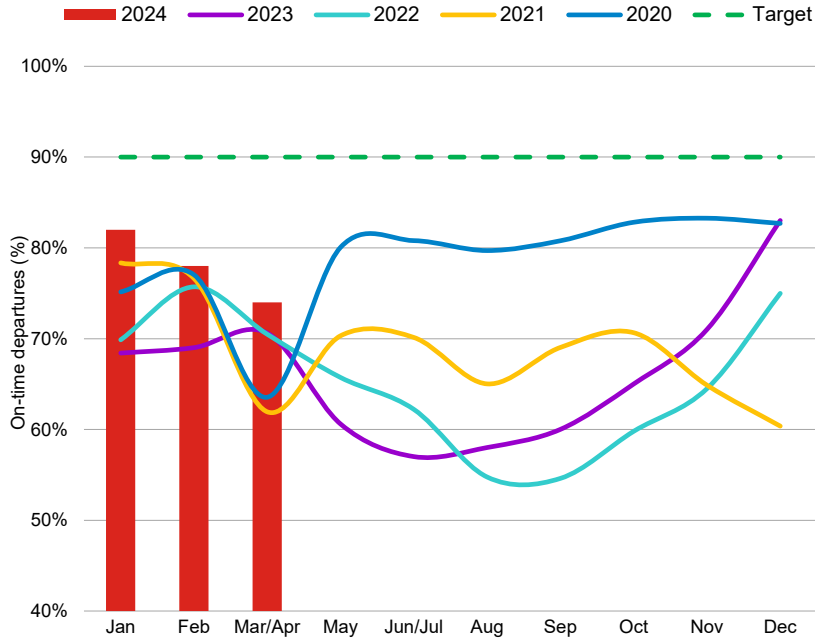


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# Customer experience

## 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 March Board Period (March 30 to May 11, 2024) was 74%, a decrease of four percentage-points compared to the February Board Period (78%). This is a three-percentage-point increase in OTP compared to the same board period last year (71%). The target of 90% was not met.

### Analysis

The 74% On-Time achieved during the March 2024 Board Period is the highest scoring March Board Period to date. This is the third consecutive Board Period where results have exceeded all previous years.

On weekdays this board period, OTP was 84% during the AM Peak period and 70% during the PM Peak period, which was the lowest scoring period on weekdays. These are two- and one-percentage point drops respectively compared to the February Board Period.

OTP was 81% on Mondays – the highest scoring weekday – due largely to the reduced traffic volumes on that day of the week.

For the network as a whole, weekend OTP was 67% for the March Board Period, an eight-percentage-point decrease over the February Board Period (75%). The Saturday Early Evening period was the lowest scoring weekend time period (49%).

### Action

- New eastern end of line for the 508 Lake Shore route in June.
- Identification and analysis of key delay hotspots across the network.
- Review of deadheading times and trips.
- Root cause review of poor Saturday Early Evening and Late Evening performance.

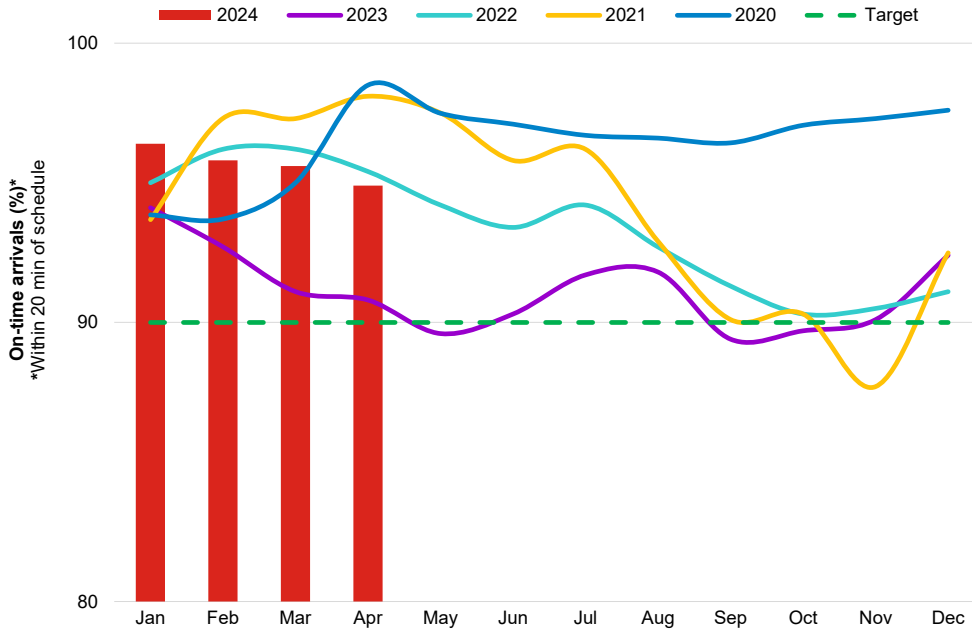
	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Streetcar Routes	2	2	4	3
% of Ridership	9%	21%	35%	34%
Weekday OTP	79%			65%





# 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 4 (March 31 to April 27, 2024) decreased by 0.7% from the previous period to 94.9%, and is 4.1% higher than Period 4 in 2023.

### Analysis

Despite a slight decrease in On-time Performance, we remain well above our target of 90%. Although daily and weekly runs were slightly reduced from the winter 2024 board period, with a healthy workforce and daily extras out in service, we were able to maintain the OTP above 90%. However, ongoing seasonal construction has ramped up throughout the city and the Gardiner Expressway lane closures have had a negative impact on travel times. 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

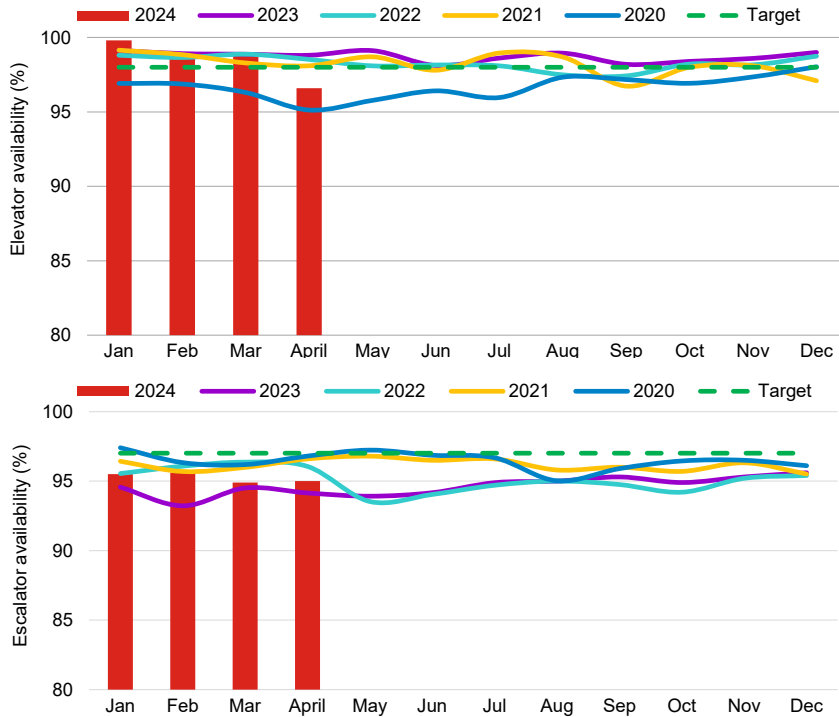
Wheel-Trans management will continue to provide extra runs based on spare board availability, which can fluctuate based on employee absences on a daily basis to ensure trips are not delayed and to improve customer experience. Decreasing vehicle speed factor in our scheduling system (the speed at which 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%. Gardiner Expressway lane reduction and ramp closure is being closely monitored.





# Customer experience

## Accessibility – Elevator and escalator availability



### Results

Subway Elevator availability for April was 96.6%, not meeting the target of 98%.

Escalator availability for April was 95%, not meeting the target of 97%.

### Analysis

In April, elevator availability was impacted by flooding issues at Finch, Pape and Queen stations. Total out of service hours due to flooding was 1,271 hours. Finch and Pape have been returned to service, Queen still remains out of service due to water damage.

### Escalators

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

Total out of service hours was 3,570 due to construction and water damage.

### Action

The escalators at Greenwood Station, Castle Frank Station and King Station remain out of service to accommodate construction, and the escalator at Glencarin Station has returned to service. The escalators at Finch, Dupont and Yonge stations have returned to service. The escalators at Queen and St Clair West stations have been returned to service, however the escalator at Eglinton West Station remains out of service and a different escalator at Queen is out of service due to overhaul.

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.





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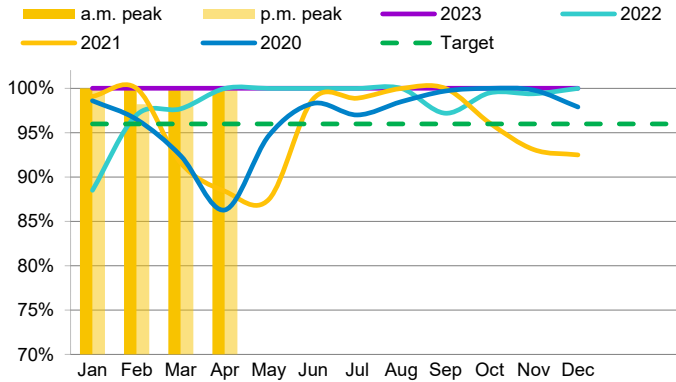
# Appendix: Service delivery

## 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.

**Apr 2024:** 100.0%  
**Mar 2024:** 100.0%  
**Apr 2023:** 100.0%

**Target:** 96.0%



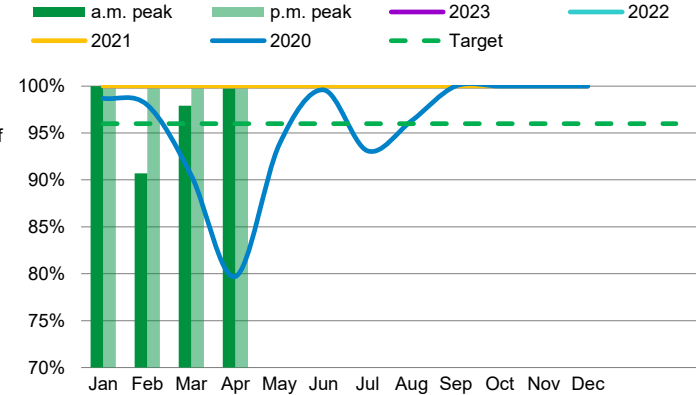
Line 3 was shutdown on July 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, the Line 3 Bus Replacement Plan is in effect with complete transit priority measures and routing.

## Line 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.

**Apr 2024:** 100.0%  
**Mar 2024:** 100.0%  
**Apr 2023:** 100.0%

**Target:** 96.0%

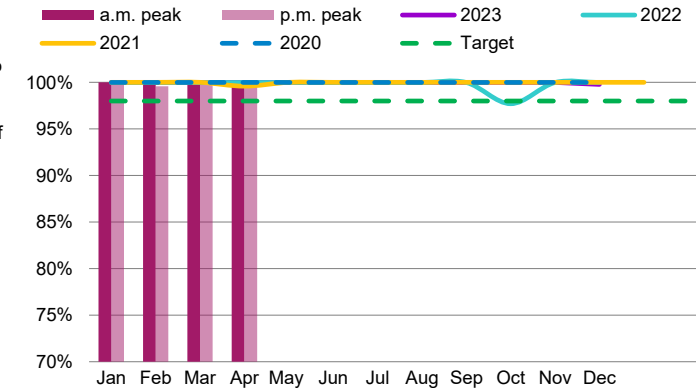


## Line 4 capacity

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.

**Apr 2024:** 100.0%  
**Mar 2024:** 100.0%  
**Apr 2023:** 100.0%

**Target:** 98.0%





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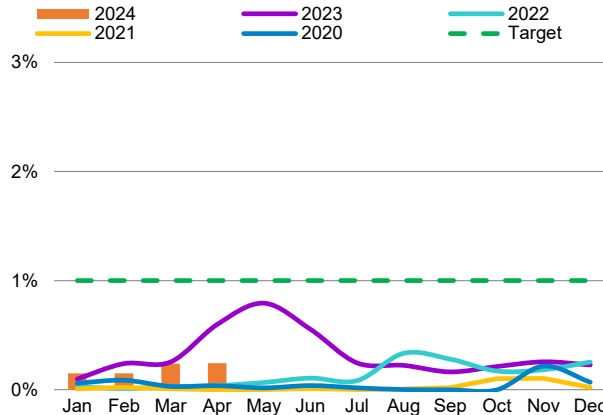
# Appendix: Service delivery

## 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).

**Apr 2024:** 0.24%  
**Mar 2024:** 0.24%  
**Apr 2023:** 0.60%

Target: 1%

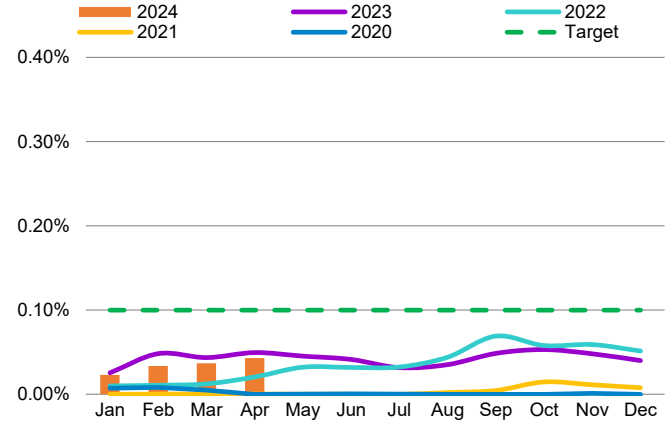


## Bus short turns

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).

**Apr 2024:** 0.04%  
**Mar 2024:** 0.04%  
**Apr 2023:** 0.05%

Target: 0.10%

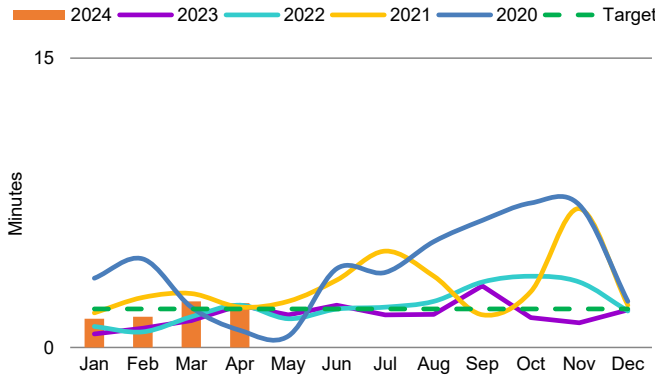


## Wheel-Trans contact centre wait time

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

**Apr 2024:** 2.3  
**Mar 2024:** 2.4  
**Apr 2023:** 2.2

Target: 2



Wheel-Trans wait time was higher due higher call volumes and unexpected absences. New class of staff have been onboarded to mitigate attendance and expected growth in call volumes in summer months.



# Appendix: Cleanliness



**Rich Wong**  
Chief Transportation and Vehicles Officer

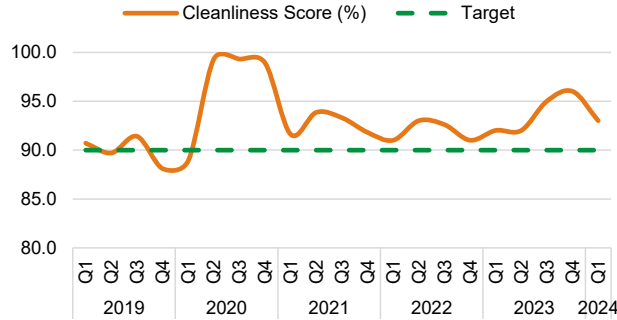
**Fort Monaco**  
Chief Operations and Infrastructure Officer

## 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%

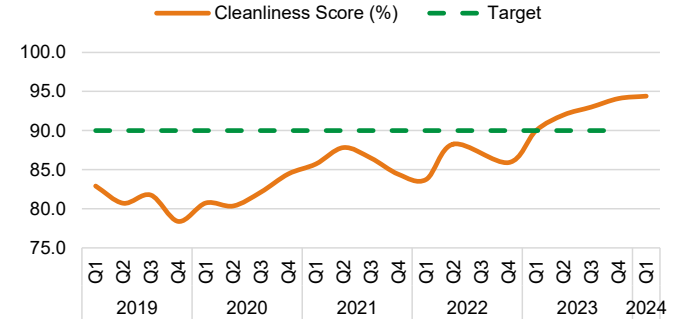


## Streetcar cleanliness

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%

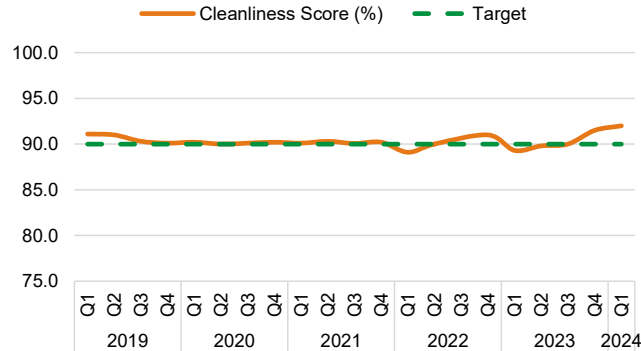


## Subway cleanliness

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

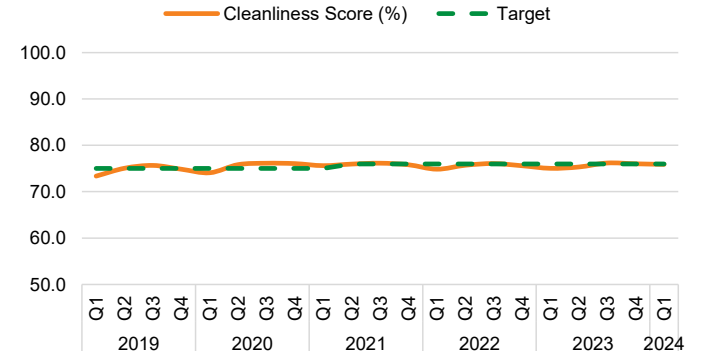
Results of a third-party audit. Average of all 71 stations.

**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.





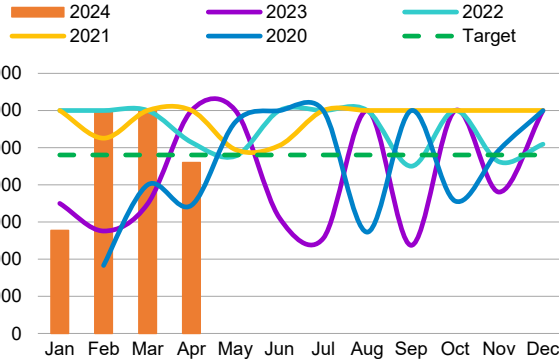
# Appendix: Asset reliability

**eBus mean distance between failures**  
Total distance (km) accumulated per number of mechanical road calls.

**Apr 2024:** 23,000  
**Mar 2024:** 30,000  
**Apr 2023:** 30,000

**Target:** 24,000 km ❌

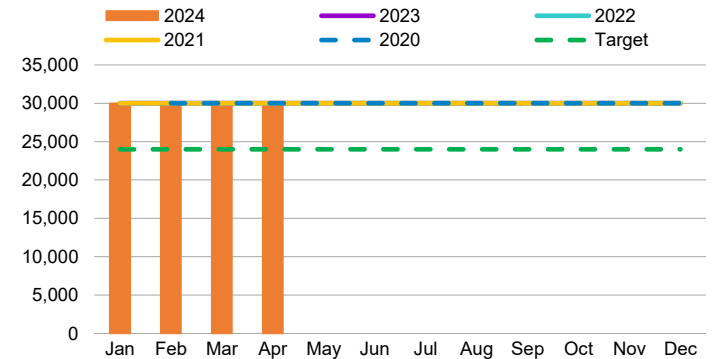
eBus availability was impacted due to parts and equipment availability and buses being used as warming centres resulting in lower service kilometres.



**Hybrid bus mean distance between failures**  
Total distance (km) accumulated per number of mechanical road calls.

**Apr 2024:** 30,000  
**Mar 2024:** 30,000  
**Apr 2023:** 30,000

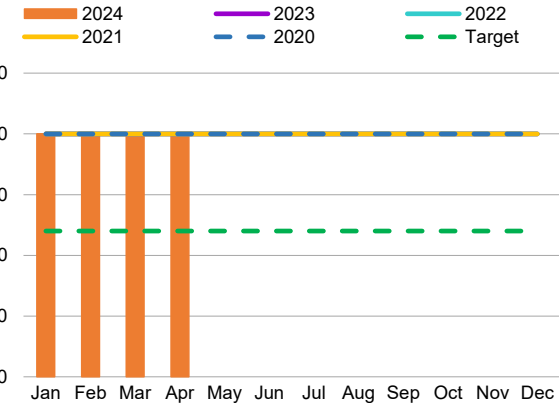
**Target:** 24,000 km ✅



**Clean-diesel bus mean distance between failures**  
Total distance (km) accumulated per number of mechanical road calls.

**Apr 2024:** 20,000  
**Mar 2024:** 20,000  
**Apr 2023:** 20,000

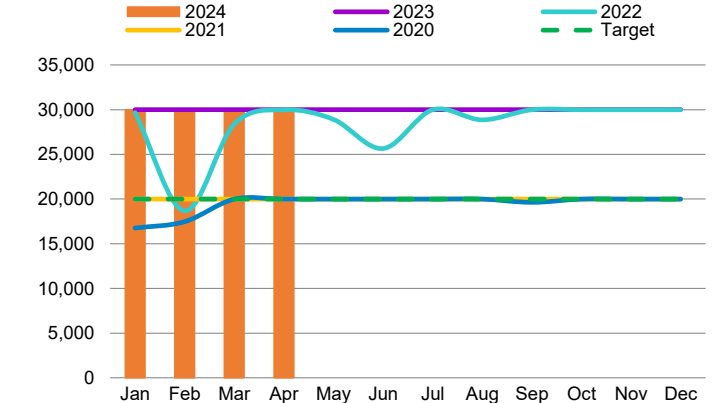
**Target:** 12,000 km ✅



**W-T Mean distance between failures**  
Total distance accumulated by the Wheel-Trans fleet per number of mechanical road calls.

**Apr 2024:** 30,000  
**Mar 2024:** 30,000  
**Apr 2023:** 30,000

**Target:** 20,000 km ✅







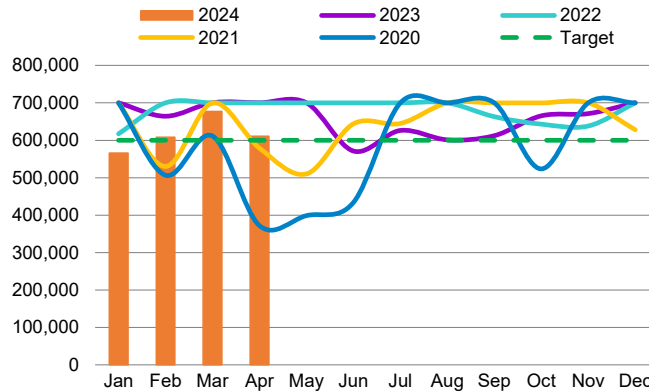
# Appendix: Asset reliability

## 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.

**Apr 2024:** 611,000  
**Mar 2024:** 677,000  
**Apr 2023:** >600,000

**Target:** 600,000 km

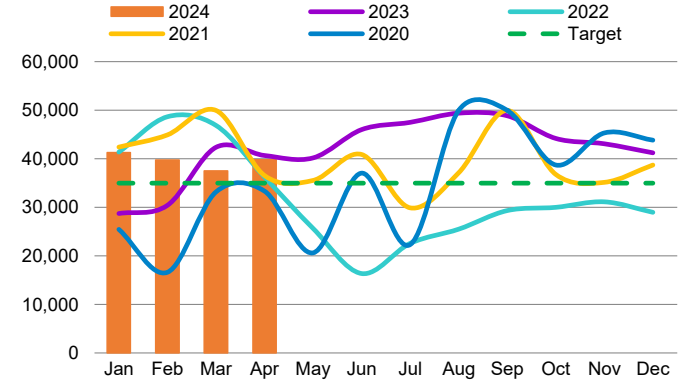


## Streetcar mean distance between failures

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

**Apr 2024:** 39,800  
**Mar 2024:** 37,510  
**Apr 2023:** 40,700

**Target:** 35,000 km

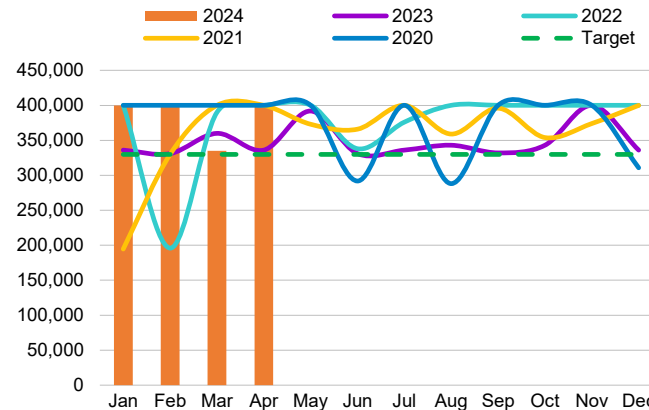


## T1 train mean distance between failures

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

**Apr 2024:** 400,000  
**Mar 2024:** 335,000  
**Apr 2023:** >330,000

**Target:** 330,000 km





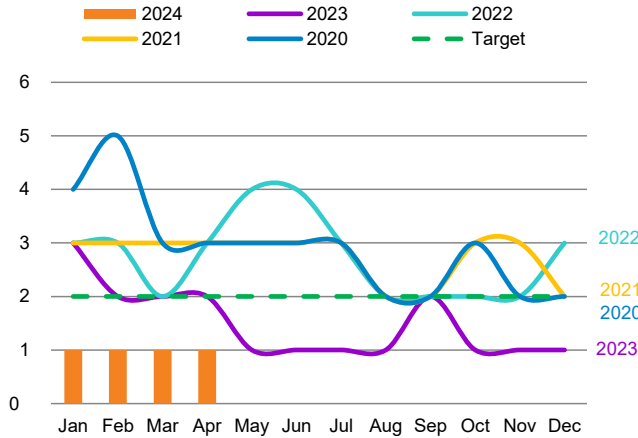
# Appendix: Asset reliability

## 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.

Apr 2024: 1  
Mar 2024: 1  
Apr 2023: 2

Target: Less than 2

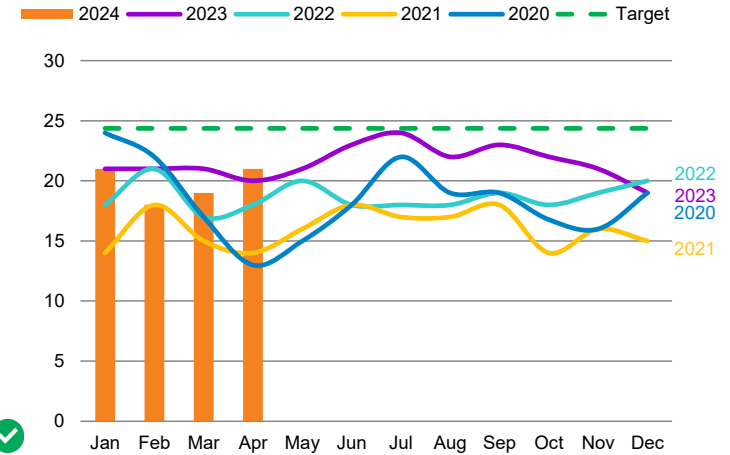


## Bus road calls and change offs

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

Apr 2024: 21  
Mar 2024: 19  
Apr 2023: 20

Target: Less than 24





**Rich Wong**  
Chief Transportation and Vehicles Officer

**Wendy Reuter**  
Chief Strategy and Customer Experience Officer (Acting)

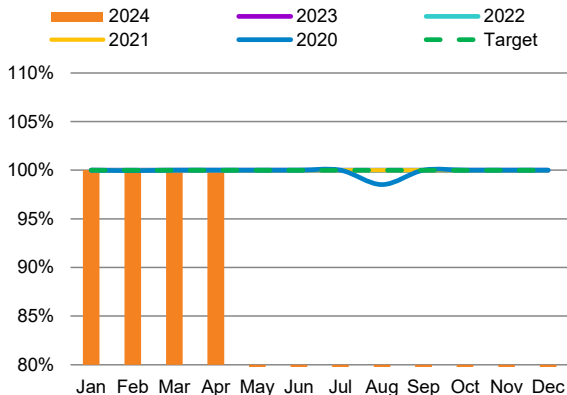
# Appendix: Asset availability

## Subway service availability

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

**Apr 2024:** 100.0%  
**Mar 2024:** 100.0%  
**Apr 2023:** 100.0%

**Target (RW):** 100%

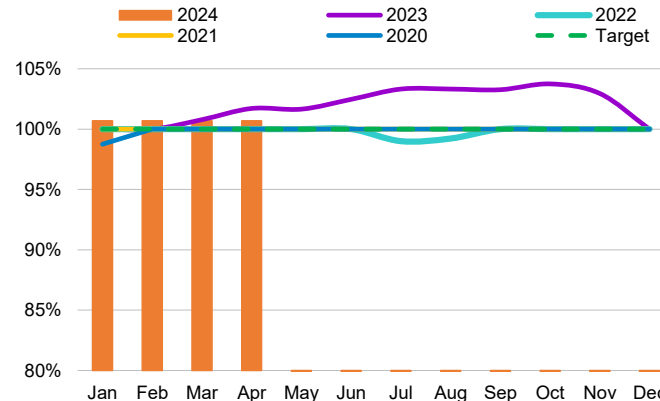


## Streetcar service availability

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

**Apr 2024:** 101.0%  
**Mar 2024:** 101.0%  
**Apr 2023:** 102.0%

**Target (RW):** 100%

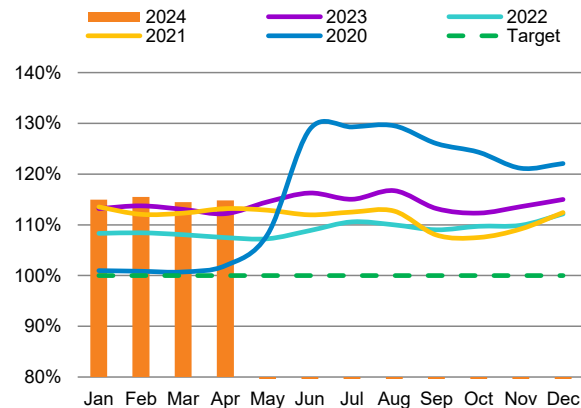


## Bus service availability

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

**Apr 2024:** 114.8%  
**Mar 2024:** 114.5%  
**Apr 2023:** 112.2%

**Target (RW):** 100%



## Fare gate availability

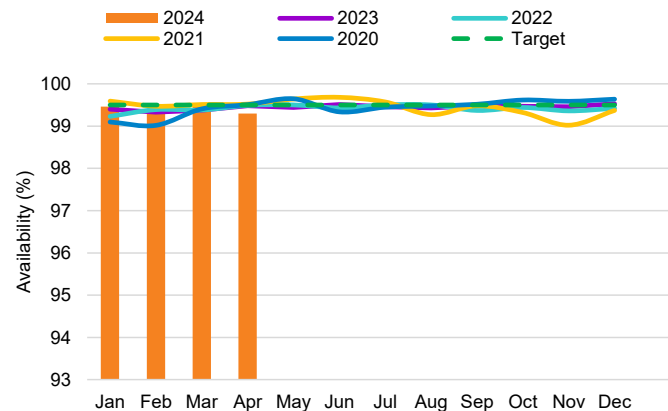
Percentage of fare gates are available for use.

**Apr 2024:** 99.30%  
**Mar 2024:** 99.50%  
**Apr 2023:** 99.38%

**Target (WR):** 99.50%



Work is underway to implement a new software patch to improve availability and continued improvement on the reliability of the Fare gates through 2024.





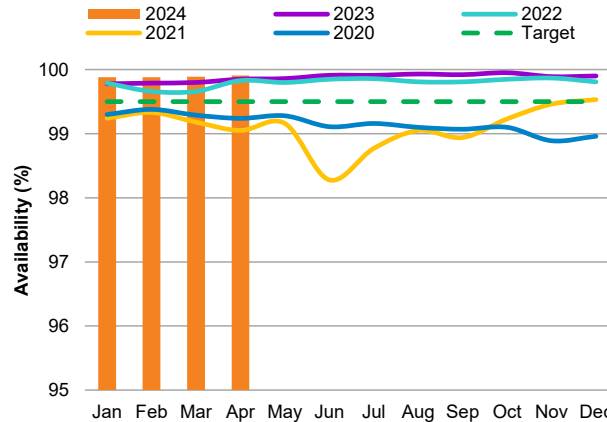
# Appendix: Asset availability

## 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.

**Apr 2024:** 99.91%  
**Mar 2024:** 99.89%  
**Apr 2023:** 99.85%

**Target:** 99.50%

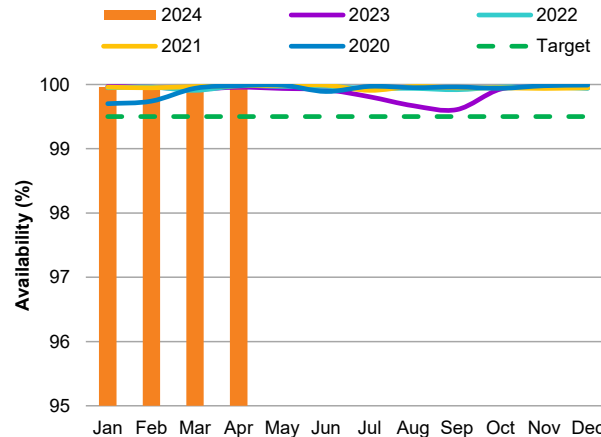


## PRESTO Self-Serve Reload Machine (SSRM)

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.

**Apr 2024:** 99.96%  
**Mar 2024:** 99.92%  
**Apr 2023:** 99.96%

**Target:** 99.50%

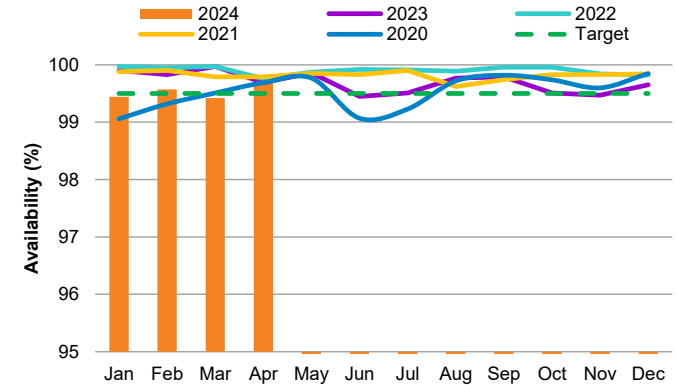


## PRESTO Fares and Transfers Machine (FTM)

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.

**Apr 2024:** 99.70%  
**Mar 2024:** 99.42%  
**Apr 2023:** 99.69%

**Target:** 99.50%

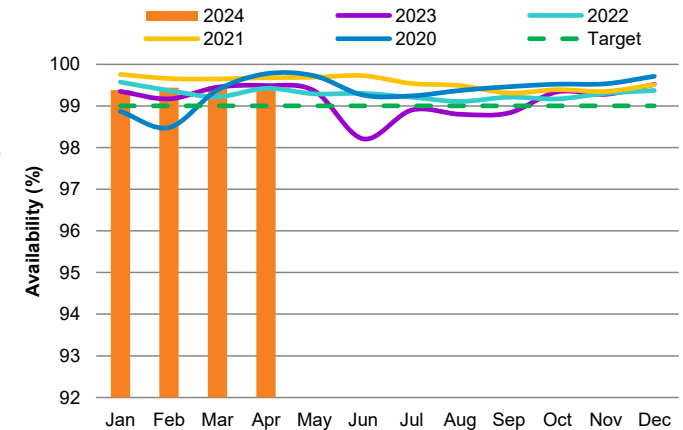


## PRESTO Fare Vending Machine (FVM)

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.

**Apr 2024:** 99.44%  
**Mar 2024:** 99.47%  
**Apr 2023:** 99.49%

**Target:** 99.00%



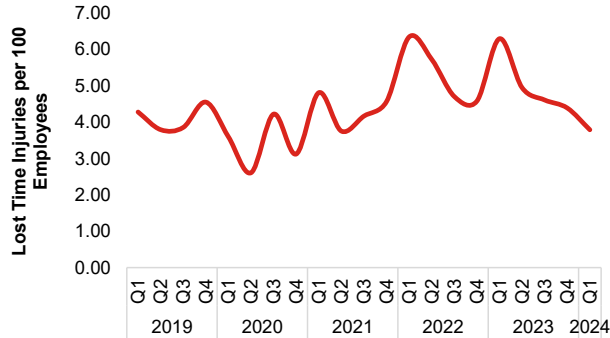


# Appendix 2: Safety

## Lost-time injuries rate (LTIR)

Number of employee injuries resulting in missed work per 100 employees (annualized).

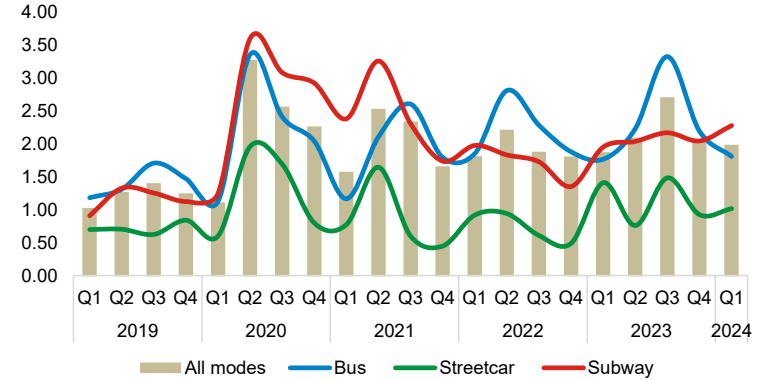
Q1 2024: 3.79  
Q4 2023: 4.39  
Q1 2023: 6.29



## 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)<sup>1</sup>

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 <sup>2</sup> issued	Non-compliance orders <sup>3</sup> issued	Status
Ministry of Labour, Immigration, Training and Skills Development	29	1 <sup>(4)</sup>	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

<sup>1</sup> Next update will be available in the August 2024 CEO's Report.

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

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

<sup>4</sup> 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/](http://www.apta.com/research-technical-resources/transit-statistics/ridership-report/).
- Some Canadian transit agencies use Boardings to report ridership.
- Includes both paid and unpaid use.

#### Definition in the TTC CEO's Report

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