



Chief Executive Officer's Report – May 2024

Date: May 16, 2024

To: TTC Board

From: Chief Executive Officer

Summary

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

Financial Summary

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

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

Equity/Accessibility Matters

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

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



Richard J. Leary
Chief Executive Officer

Attachments

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

CEO's Report

Toronto Transit Commission

May 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



206
streetcars



143
trains



16,000+
employees



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

Our vision

To be a transit system that makes Toronto proud.

Our mission

To provide a reliable, efficient, accessible and integrated bus, streetcar and subway network that draws its high standards of customer care from our rich traditions of safety, service and courtesy.

Did you know...

Did you know that that your GHG emissions are reduced by 79 per cent when taking the TTC instead of a car? To learn more about how the TTC makes Toronto a cleaner, greener place to live and work, please visit [ttc.ca/green](https://www.ttc.ca/green).



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CEO's commentary



Earlier this month, we announced that the TTC is introducing a number of significant improvements to regular service. Starting May 12, the TTC is delivering more frequent and reliable trips, shorter wait times, and more room for customers on board.

The latest round of service increases brings service to 96 per cent of pre-pandemic levels, the highest since 2019. Twenty-four bus routes see improved service, primarily in off-peak periods, including the 995 York Mills Express, which has a 50-per-cent increase in service to support the key employment and residential corridors between York Mills and the University of Toronto Scarborough campus.

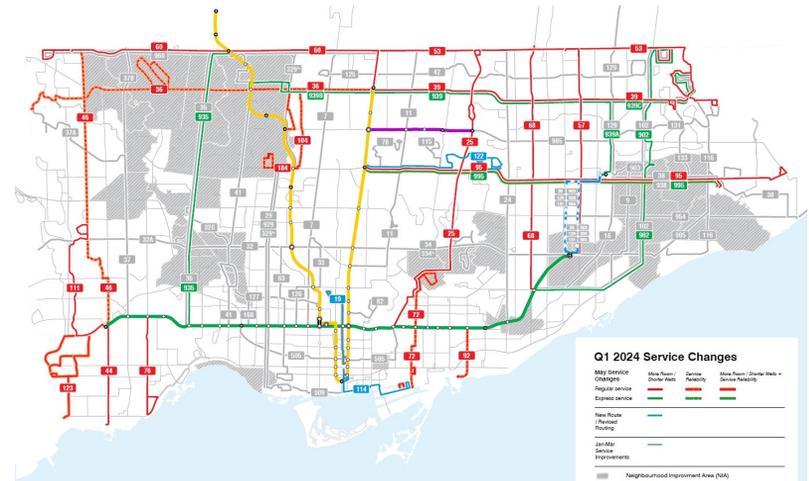
Some of the service changes include the following targeted initiatives:

- Providing more room onboard and improving more than 140,000 daily customer trips;
- Improving service frequency to reduce crowding and match service with projected ridership demand;
- Addressing gaps in the 10-Minute Network;
- Improving service frequency on routes where demand has shifted since the closure of Line 3 Scarborough; and
- Updating schedules to reflect operating conditions and improve service reliability.

Seasonal service adjustments include restoring various 200-series routes that serve key city leisure destinations, such as Toronto Zoo, Bluffer's Park and Cherry Beach.

For the week ending May 3, the overall weekday boardings stood at 81 per cent of pre-COVID levels or 2.5 million. A slight uptake in the number of office commuters was observed over the past several weeks, but this increase was offset by a reduction in post-secondary students during the examination weeks. Weekday boardings by mode continue to be highest on the bus network at 91 per cent of pre-COVID levels while streetcar and subway boardings were, respectively, at 74 per cent and 73 per cent.

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



Map showing increase and changes in service.



CEO's commentary

Transportation and Vehicles Group

The TTC Celebrates Hillcrest's 100th

When the TTC formed in 1921, it purchased a 22-acre site on the southwest corner of Bathurst and Davenport. Construction on the new site began in 1921, and after three years of steady construction, Hillcrest Complex was born. It was named after Hillcrest Race Track, which had previously occupied the site. Through the years, Hillcrest has grown and expanded to meet the operational needs of the TTC. Most recently, the TTC opened a new Streetcar Way facility to centralize streetcar infrastructure activities. The facility enables TTC workers to bend larger rail pieces, which reduces joint failures and rail assembly time.

This year, the TTC will be celebrating the 100-year anniversary of Hillcrest Complex. Later this year, we will be opening the doors of the property to the public so they can see firsthand the importance of Hillcrest to the TTC's operations.

Over the coming years, the property will transform once again in order to house and maintain the arrival of additional accessible streetcars. This project will include alterations to the yard and to Harvey Shop. Community relations efforts are currently underway to

support this construction project. And we will continue to keep the Board informed of the progress.

Light Rail Vehicle Apprenticeship Graduates

To address the growing need for skilled technicians to support the expansion of light rail transit vehicles across Ontario, the TTC Streetcar Maintenance Department, partnered with Centennial College to develop the first Light Rail Technician Apprenticeship Program. This Program, which started in 2021, is based on the Railway Car Technician Program (268R) and is being modified to suit light rail technology. In total, the Program requires approximately 8,000 hours of on-the-job training and three levels of classroom studies.

In 2022, the first apprenticeship class was introduced to students. This month, I am proud to say that the TTC recently recognized its first three graduates. These graduates are Adam Sargent, Jason Simpson and Henry Kiwanuka, who challenged and successfully passed the Ministry 268R exam.

The Program provides students with the skills and training needed to meet the challenges of working on today's modern vehicles and systems. In addition, this Program helps to build pride, professionalism, and camaraderie as becoming a licensed Rail Technician

takes commitment, discipline, knowledge and skill, ultimately opening the door for new apprentices to have a meaningful career in the transportation sector.

While only in its infancy, the Light Rail Technician Apprenticeship Program is gaining attention across Canada as it sets the standard for education, training and experience needed for individuals working in the industry.

We know TTC apprentices who graduate from this Program and successfully pass the exam will be frontrunners in this growing field. We look forward to congratulating more graduates in the future.

Operations and Infrastructure Group

Summer students join Stations team

The TTC's spring station-cleaning blitz gets underway in May. We have once again hired 100 post-secondary summer students to join the Stations Department. This year the objective of the cleaning blitz is to cover all subway stations twice. From now to the end of August, our student janitors will clean ceilings, walls, floors, and all metal surfaces and touchpoints.



CEO's commentary

The blitz teams will be 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.

And, in addition to the blitz, we will have more than 400 students joining the TTC in areas, such as Engineering, Finance, Innovation and Sustainability and Operations. Welcome students!

Innovation and Sustainability Program

Update on TTC's Electric Fleet

The TTC has committed to electrifying 50 per cent of its fleet by 2030 and 100 per cent before 2040. With investments from our government partners, the TTC is contributing to a greener future for Toronto by improving air quality, reducing noise pollution, and decreasing its environmental footprint.

The TTC will have 60 more accessible streetcars by the end of 2025, with roughly half of that number being delivered by the end of this year.

Next month, the TTC is set to receive its last shipment of hybrid-electric buses before transitioning to exclusively purchasing zero-emissions battery electric buses (eBuses). The TTC's latest generation of hybrid-electric buses have proven to be the most reliable the city has ever seen, all while cutting emissions and fuel costs by nearly half.

The first new eBus is set to arrive within weeks. By the end of 2025, the TTC will welcome 340 more battery-electric buses, raising our total number of eBuses to 400 – by far the largest in North America. The TTC is actively working to install 248

new eBus charging systems at garages across the city ahead of new vehicle deliveries.

Work on greening the roughly 240 Wheel-Trans buses in our fleet has been underway since 2017 through the transition from diesel to gasoline-fuelled buses. Innovation continues at Wheel-Trans with an RFP currently in the market to pilot up to 10 battery-electric buses (eWT Buses). This pilot will evaluate bus and vendor performance in our operating environment, and provide lessons learned to inform future procurements. In parallel, vehicle charging systems are being deployed for eWT Buses to ensure the EVs can hit the road as soon as they arrive.

Lastly, but also significant, the TTC is currently working to deploy its first EVs and chargers to begin replacing our close to 1,000 non-revenue vehicles.

We are proud to be leaders in the green space and look forward to keeping the Board updated on our progress.

Engineering, Construction and Expansion Group

Finch West LRT Train Operating Services Agreement

Following the approval provided by the Board at its January 25, 2024 meeting, in April the TTC successfully completed negotiations with Metrolinx and City staff on the Line 6 Finch West LRT Train Operating Services Agreement (TOSA). LRT Operations department staff conducted internal reviews with applicable departments and their respective Chief Officers to prepare a full review with myself and our Legal team.



CEO's commentary

This Agreement will be signed in mid May by the City Manager, Metrolinx President & CEO, and myself, which will be administered for the TTC by the LRT Operations Department. The TTC is assisting in many great things that are happening on the LRT projects, which I would like to highlight below:

- Dedicated TTC Instructor staff at each line assist with vehicle testing and commissioning.
- Leading the development of the Operator/Driver training program for Line 6 Finch West to assist project partners.
- The TTC's participation in Engineering Technical reviews as it relates to operating systems and operating environment.
- TTC staff assisting the Project Companies with the development of both the Line 5 and 6 Rule Book and all SOPs.

The TTC remains committed to assisting Metrolinx and its project partner companies in successfully opening these lines safely and efficiently to enhance the overall TTC network in our great city.

Bloor-Yonge overnight work

The TTC thanks our neighbours along Bloor Street East for their patience as we completed overnight sewer work for the future expanded Bloor-Yonge subway station. The overnight work was completed in late April.

Sewer and hydro utilities along Bloor Street East are being relocated to make room for the future expanded Bloor-Yonge Station footprint, which will include a new Line 2 Bloor-Danforth passenger platform and expanded Line 1 Yonge-University platforms.

Additional daytime weekend work is scheduled on the north side of Bloor Street East for May 4-5, 11-12, 18-19 and 25-26.

People Group

Labour Relations Update

We were extremely pleased that the TTC and CUPE Local 2 were able to reach a tentative agreement and avoid job action and any potential service disruptions. This is a fair deal that acknowledges the important work the 650 members of CUPE Local 2 do every day to keep our system safe and our service reliable. Details will be shared with everyone after the agreement is ratified by the union membership and the TTC Board.

The TTC is currently in negotiations with ATU Local 113. Since February, bargaining teams have been working hard to reach a fair, negotiated collective agreement. ATU Local 113 is our largest union partner, representing approximately 11,500 Operators, Collectors, maintenance, stations staff and other frontline employees. The TTC values the important and challenging work carried out by all our employees – the employees in ATU Local 113 are an integral part of our operations.

The bargaining teams from ATU and the TTC remain at the table where they continue to negotiate a new collective agreement to replace the one that expired on March 31, 2024. We remain committed to keeping everyone updated on negotiations as they progress. We encourage both our employees and customers to check our website at www.ttc.ca/bargaining for the most current updates.

Strategy and Customer Experience Group

TTC introduces Body-Worn Camera pilot

At last month's Board meeting, Commissioners approved a pilot to support the Revenue Protection and Special Constable Service Culture Change Program. The Body-Worn Camera pilot is scheduled to run for a nine-month period, beginning at the end of this month.



CEO's commentary

At the start of the pilot, 20 Special Constables and 20 Fare Inspectors will be equipped with body-worn cameras. The phased implementation will have body-worn cameras rotated 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.

An evaluation of pilot success will be completed using established KPIs, with a report outlining the final results to the TTC Board in Q4 2024.

Body-worn cameras will provide an unbiased, independent account of Officer/customer interactions. Officers will activate the 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.

Officers are required to inform customers that they are being recorded through both video and audio at the earliest opportunity in their interaction with them. Starting this summer, all 14 Special Constable patrol cars will have in-car camera systems installed as part of a second nine-month pilot.

I look forward to updating the Board on the outcomes of the pilot program.

Bay Lower opens its doors to Toronto

Bay Lower, long considered one of the City's hidden treasures, will open its doors to the public on Saturday, May 25 as part of Toronto's Doors Open event. Doors will be open from 10 a.m. to 5 p.m. and we expect thousands of visitors to the station below Bay Station.

Although closed to the public since 1966, the abandoned station has appeared in numerous feature films, music videos, and television commercials over the years – movies such as Total Recall, Resident Evil and Suicide Squad.

Everyone is invited to take a self-guided tour of the station, where the likes of Michael Douglas, Bruce Willis, Mark Wahlberg, The Weeknd, Drake, and many others have come to film.

We are proud to participate in Doors Open and look forward to welcoming people to the TTC.

Diversity and Culture Group

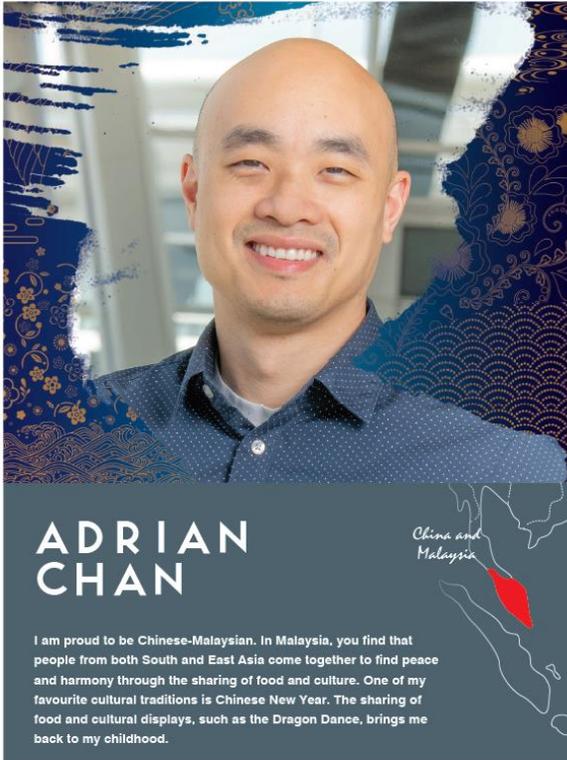
TTC celebrates Asian Heritage Month

TTC employees are celebrating Asian Heritage Month this May. Staff who are of Asian heritage are showcasing their rich culture and sharing their unique experiences across our communication channels throughout the month. Events will be held at worksites across the Commission to celebrate the month.

The TTC is proud to support Asian Heritage Month. We are committed to building an organization that celebrates diversity. My thanks to those employees who are sharing their stories, insights, histories and traditions. Diversity and inclusion remain priorities for this organization, and the TTC needs to reflect the city and communities we serve. We are striving to do all we can to ensure the TTC is a welcoming place for everyone.



CEO's commentary



TTC recognizes National AccessAbility Week

The TTC marks National AccessAbility Week from May 26 to June 1. Beginning May 26, two Wheel-Trans buses will be wrapped with artwork by Indigenous and Two-Spirit artists with disabilities. An accessibility campaign has also been launched to help our Operators revisit the various ways in which they can support customers with disabilities travelling on the TTC.

The TTC is proud to celebrate the contributions of Canadians with disabilities and promote accessibility and inclusion in different spheres of life. National AccessAbility Week represents an opportunity to reinforce our commitment to building a more inclusive workplace for employees and to making the TTC accessible for everyone.

Safety and Environment Group

Road Safety Week

May 14-20 is Canada Road Safety Week, an initiative to encourage everyone to adopt and follow safe driving practices. At the TTC, safety is paramount in everything we do. With more than 180 TTC bus and streetcar routes throughout the city, we recognize the important role we play in keeping our roads safe. Throughout the month, we will be sharing safety reminders with employees and customers to promote safe driving, particularly targeted for spring and summer weather.

Finally, at City Council on April 17, the appointment of a Public Member to the TTC Board was approved. I would like to welcome citizen Commissioner Liane Kim. She will be serving for a term of office ending on June 16, 2027.

Liane Kim is an Internal Audit and Enterprise Risk Management executive. She currently leads the Internal Audit function at Home Trust, a federally regulated financial institution. Previously, she was Chief Risk and Audit Executive at Ontario Power Generation, Vice President Enterprise Risk Management at D+H (now Finastra), and senior consultant at various global consultancies. Commissioner Kim holds the CFA designation and is a graduate from the University of Alberta, holding a Master of Business Administration and a Master of Science degrees. Commissioner Kim lives with her family in Toronto.

The next meeting of the TTC Board is scheduled for Thursday, May 16, and will be live-streamed on the Official TTC YouTube Channel.

Richard J. Leary
Chief Executive Officer
May 2024

We proudly support our employees of Asian descent and celebrate Asian Heritage Month on our path to build a more inclusive TTC.



#AHMxTTC

Poster showcasing Asian Heritage month at the TTC.



Hot topics

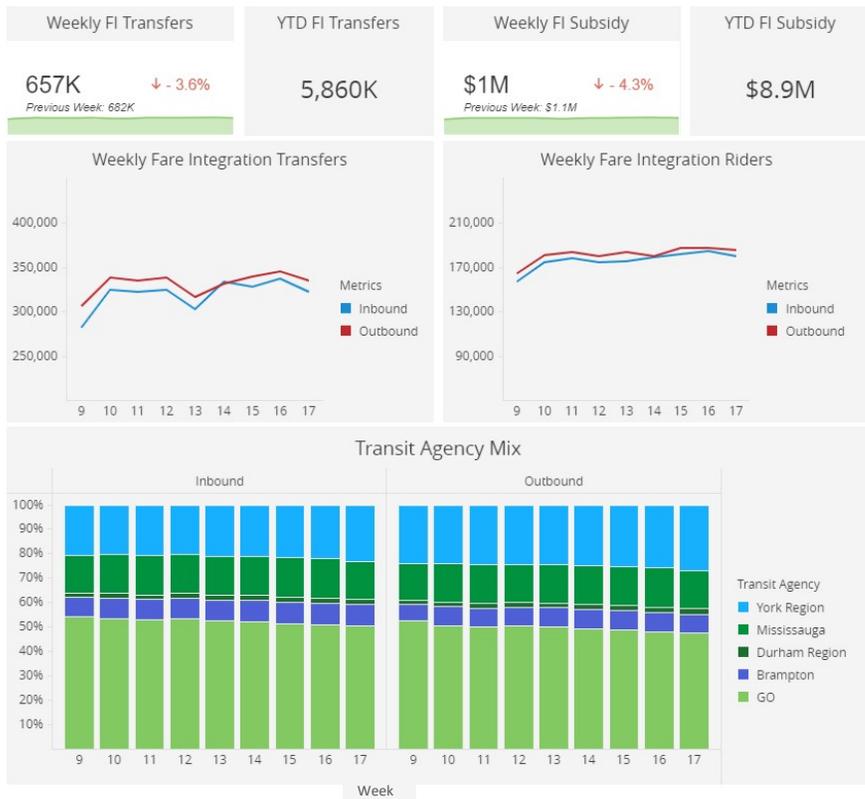
One Fare and Cross-Boundary Transit Travel: One Fare Dashboard

As of the Week Ending April 27, 2024



Wendy Reuter
Chief Strategy and Customer Experience Officer (Acting)

Josie La Vita
Chief Financial Officer



Overview

On February 26, 2024, the TTC joined Ontario's Fare Integration Program called "One Fare." One Fare eliminates double fares for customers transferring between the TTC, GO Transit and other GTA transit agencies when customers pay with a PRESTO card, PRESTO in Google Wallet, debit or credit card.

The TTC established a weekly Fare Integration dashboard to monitor, report and further understand the inter-agency transfers to/from the TTC and the potential shift in rider travel patterns from the use of the One Fare Program.

Since the program's launch and until April 27, 2024, customers have made 5.86 million inter-agency transfers to/from the TTC, with an associated customers savings of \$8.9 million received from the province for the free TTC rides provided.

For the week ending April 27 (week 17), there were 0.180 million customers making inbound One Fare transfers to TTC and 0.186 million customers making outbound One Fare transfers from TTC. These customers generated 0.657 million inter-agency transfers to/from the TTC, which made up 8% of all TTC revenue rides and an associated fare subsidy of \$1.0 million received from the province for the free TTC rides provided.

Among all inter-agency transfers to/from TTC, 49% were made to/from GO Transit, 25% to/from York Region Transit, 16% to/from MiWay, 8% to/from Brampton Transit, while 2% occurred to/from Durham Region Transit.

Overall satisfaction rating of customers who used the One Fare Program was 76%, higher than the 73% rating for customers that did not use the program. Most customers (60%) who used the One Fare Program noted that they received good or excellent value for money.

Weekly Fare Integration Dashboard.



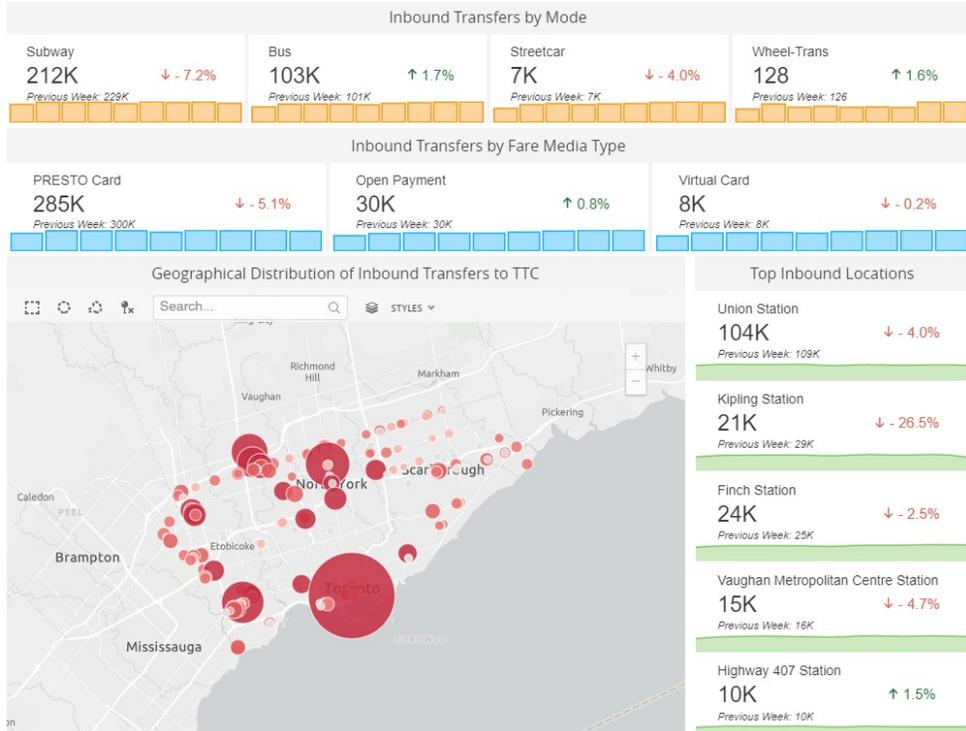
Hot topics

Fare Integration: One Fare and Cross-Boundary Transit Travel



Wendy Reuter
Chief Strategy and Customer Experience Officer (Acting)

Josie La Vita
Chief Financial Officer



Weekly Fare Integration Dashboard continued.

Analysis

The red dots on the dashboard map identify where the inter-agency transfers are occurring and the size increases with the number of transfers occurring. As seen from the largest red dots, Union, Kipling, Finch, Vaughan Metropolitan Centre and Highway 407 stations are the most used in-bound transfer locations as they function as major transit hubs where cross-boundary services converge into and terminate at. These five stations combined to show 8% higher weekly customer demand, while the overall increase for those with cross-boundary connections was 6%.

On the surface network, weekly customer usage at TTC stops connecting to GO stations have increased by 5% on average compared to weeks prior to the One Fare Program. The highest increases were observed at Eglinton, Etobicoke North, Guildwood GO stations and Union Station, which contributed to 56% of the increases since the program's inception.

It should be noted that these increases also include seasonal growth in customer demand from winter to spring.

Action

- Continue the weekly Fare Integration dashboard to monitor, report and understand the inter-agency transfers to/from the TTC and the potential shift in rider travel patterns from the use of the One Fare Program.
- The TTC and other transit agencies within the One Fare Program are working through a data sharing agreement. Once finalized, it will allow Metrolinx to provide the TTC with the inter-agency transfer data from prior to the One Fare Program's launch. This data will allow the TTC to establish the pre-program baseline and determine the uptake and/or increase in the TTC's ridership as a result of the implementation of the One Fare Program.
- Continue to monitor customer demand at inter-agency connection locations and adjust service levels as necessary.
- Assess impacts of GO Transit service increases beginning on April 27 on TTC surface network transfers.



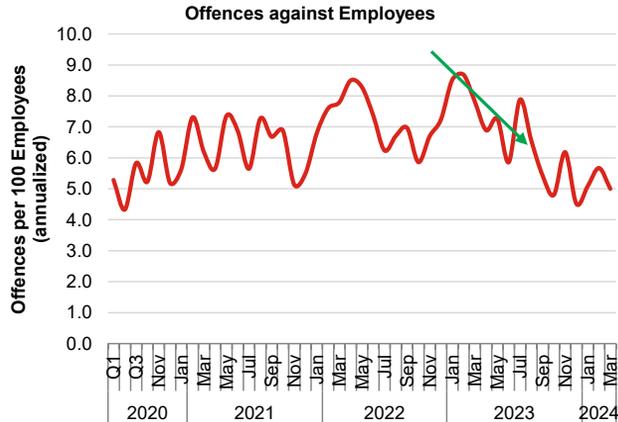
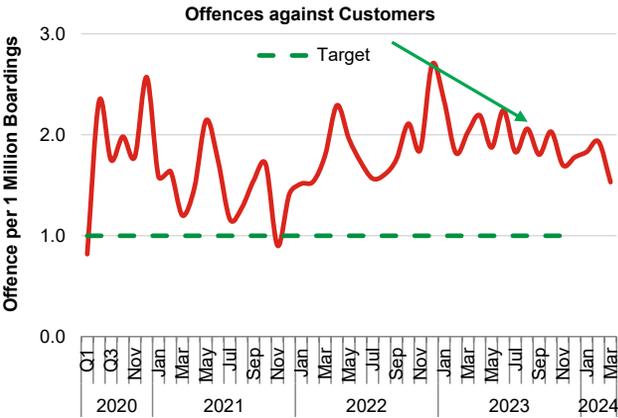
Hot topics

Community Safety



Betty Hasserjian
Chief Safety Officer

Wendy Reuter
Chief Strategy and Customer Experience Officer
(Acting)



Overview

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

Safety and Security Measures

Community Safety issues have been on a downward trend since peaking between December 2022 and January 2023. 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, 4,737 staff trained by the end of March 2024.
- Mobilized dedicated transport buses to provide a means of accessing warming centres and shelters from November 2023 to April 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 11 schools, 24 Focus Tables, 26 Community Workshops focusing on Transit Safety for students and 37 Streets to Homes and Partners meetings focusing on assisting persons experiencing homelessness.
- Supported 30 proactive site visits conducted by the Ministry of Labour, Immigration, Training and Skills Development.

Results – Customer and Employee Experience

These efforts have improved the experience for both employees and customers (March 2024 to February 2024):

- Decreased offences against customers to 1.53 from 1.93, a 21% decrease. Compared to January 2023 the rate of offences decreased by 35%. See chart on the top left.
- Decreased offences against employees to 5.00 from 5.67, a 12% decrease. Compared to January 2023, rate of offences have declined by 41%. See chart on the bottom left. Early results of de-escalation training showed on average 11% reduction in assaults against employees for every 1,000 employees trained (statistically significant).



Hot topics

Community Safety – Calls for Service, Communications and SafeTTC App Usage

(Continued from previous slide)

- A more immediate indicator is Customer Service Communications related to safety and security, which has decreased by 5% (decrease is good) between February and March, and 65% since May 2023. The TTC will continue to monitor customer satisfaction with personal safety, and the effect of Community Safety program.
- **Top right** shows decreased number of complaints related to safety and security, 1.73 per 1 million boardings from 1.82, 5% decrease.
- Increased number of compliments related to station staff to 0.35 per 1 million boardings from 0.24.
- **Bottom right** shows SafeTTC App usage by customers, which has increased by 11%, potentially due to increased customer awareness in reporting options.
- Calls to Special Constables related to safety initiatives, the proportion of calls related to safety initiatives have decreased to 27% from 28%. Increase in overall calls have been driven by increase in TTC Bylaws category – this is likely in part due to increased customer reporting of such incidents.

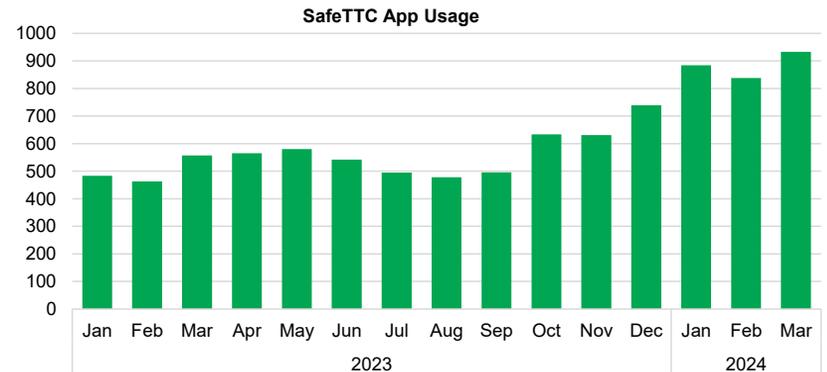
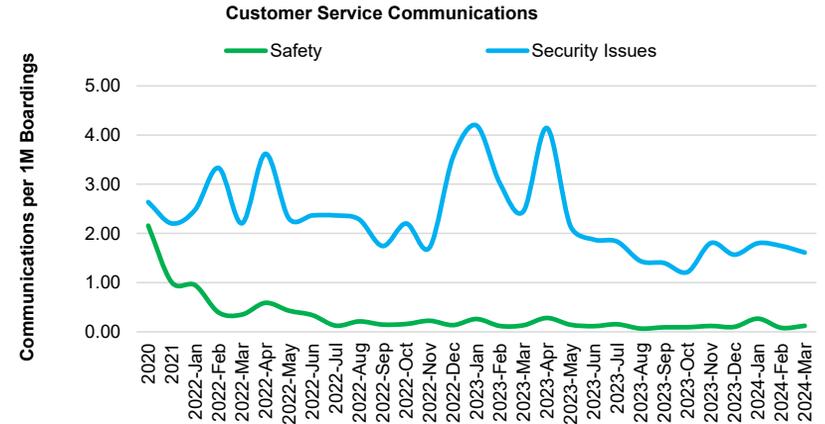
Future Strategy

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 multi-disciplinary 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 Streets2 Homes, MDOT, TPS, TPH. (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.



Betty Hasserjian
Chief Safety Officer

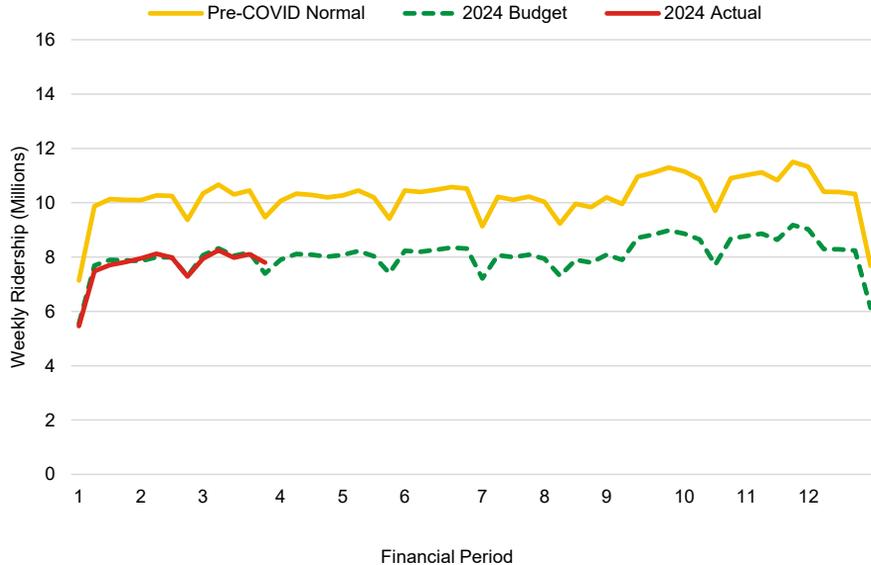
Wendy Reuter
Chief Strategy and Customer Experience Officer
(Acting)





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 3 (February 25 to March 30, 2024) revenue rides totalled 40.1 million, representing 78% of pre-COVID experience and 0.1 million or 0.2% above budgeted revenue rides. Period 3 average weekly ridership increased 2.3% to 8.0 million rides per week from an average of 7.8 million revenue rides per week in Period 2.

Year-to-date revenue rides totalled 99.9 million, which is 0.3 million below budget 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 100% of budget.

The percentage of unique PRESTO riders using the system each week reached 85% of pre-COVID levels in Period 3. Travel frequency patterns of riders in Period 3 continued to remain consistent with those experienced in 2023, with a higher usage amongst riders using the system less frequently. During Period 3, the number of unique riders classified as “commuters” (i.e. ride four of five weekdays per week) reached

approximately 58% of March 2020 levels while riders who use transit less frequently (ride less than four weekdays per week) represented approximately 107% of March 2020 levels.

Weekday use continued to be highest and consistent across the mid-week period (Tuesday to Thursday), averaging up to approximately 77% of pre-COVID levels in Period 3. Weekend ridership averaged up to approximately 89% of pre-COVID levels, demonstrating a consistently stronger recovery rate 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.

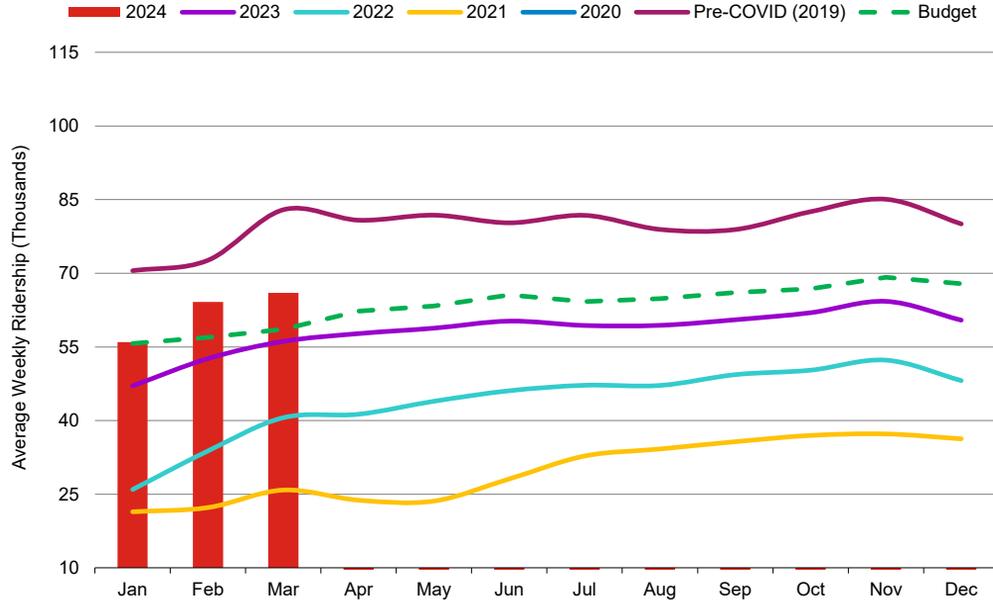
Ridership trends and recovery will be monitored closely for all fare concession types and ridership segments.





Ridership

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 3 (February 25 to March 30, 2024) was 329,888 (or 65,978 passengers per week). This figure was 12.6% higher than the budgeted 58,600 customers per week. In terms of year-over-year growth, the Period 3 year-to-date (YTD) ridership is 18.1% higher compared to the same period in 2023, and is 9.0% (66,800) over the 2024 YTD budget. The 2024 YTD ridership represents 78.1% of the pre-COVID experience in Period 3 2019 YTD.

Analysis

Wheel-Trans has experienced a 2.3% registrant growth from Period 2 to 3, which has contributed to the ridership growth increase. Customer confidence in the service has returned due to consistent on time service in the 90% range and ease of booking via Wheel-Trans Self-Booking website or low contact centre wait times. As the spring season progresses, there will be continued ridership growth above budgeted figures.

Action

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 adjust service based on forecast demand. Reviews of customer trips scheduled within booking window is underway to improve customer trip requests as close to requested times as possible.

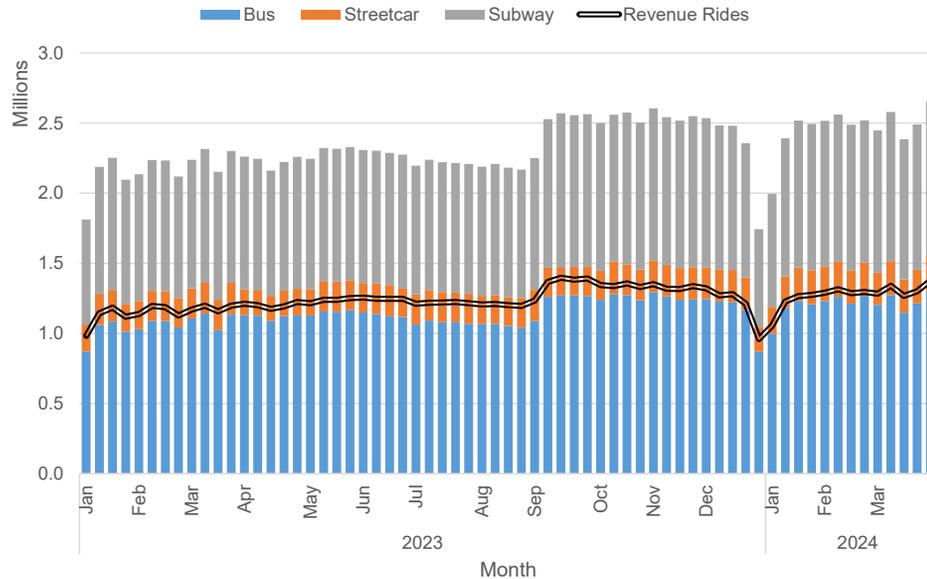
Note: Wheel-Trans ridership is not included in TTC ridership totals





Ridership

Customer Boardings



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

Results

Average weekday boardings in March increased slightly from February by 0.5% and remained at approximately 2.5 million.

Analysis

March and February saw similar weekday boardings because both months saw major school breaks, each lasting for a week. Elementary and secondary schools held spring break in the second week of March, reducing student demand, especially on bus and subway. Reading weeks for post-secondary institutes were held in the latter half of February, resulting in similar ridership decline as in the particular week in March. Average weekday boardings for all modes also saw minimal change from February, with bus remained unchanged, and both streetcar and subway increasing by 1%.

The last week of March did see another post-pandemic record of 2.65 million customer boardings, 2% higher since the last record of 2.6 million set in the first week of November 2023, as schools were not in breaks. Moreover, office commutes rates rose slightly to over three days per week.

Demand continues to vary across weekdays. Compared to pre-pandemic levels, average weekday boardings in March were 89% for bus, 70% for streetcar, and 72% for subway. The busiest weekday, however, were 91% for bus, 76% for streetcar, and 76% for subway.

Action

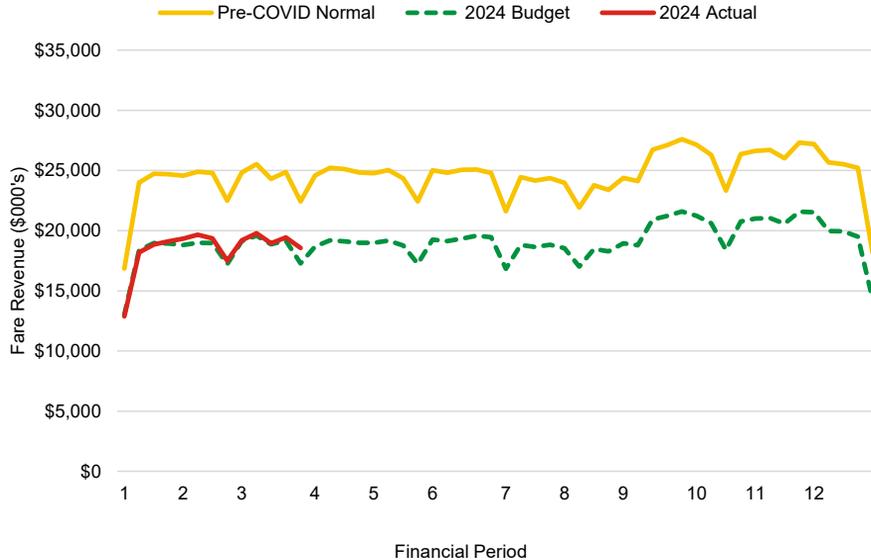
- Analyze past summer customer use data to inform coming summer seasonal service adjustments.
- Continue to analyze early 2024 customer use data to inform capacity adjustments through reallocation and planned service increases throughout 2024.
- Monitor shifting customer patterns as a result of the One Fare Program.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 3 (February 25 to March 30, 2024) fare revenue was \$96.1 million. This represents 79% of pre-COVID revenue and is \$2.1 million or 2.2% above budgeted fare revenue for Period 3. Period 3 average weekly fare revenue of \$19.2 million increased 1.2% over Period 2.

On a year-to-date basis, fare revenue totalled \$241.2 million, which cumulatively represents 78% of pre-COVID experience and is \$3.8 million above the year-to-date budget.

Analysis

Weekly fare revenue continues to trend at or above budgeted levels in 2024, with year-to-date fare revenue at 102% of budget.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$91.4 million for Period 3 — representing a PRESTO ridership adoption rate of 91.8% — and \$4.7 million from other media for Period 3. 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 3, with up to 13.0% of weekly rides paid using the Open Payment method and 1.4% of weekly rides paid using the Virtual PRESTO card by the end of Period 3.

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 3 revenue was generated from the following fare concession groups: 78.8% adult, 8.7% post-secondary, 5.3% senior, 7.0% youth (ages 13-19) and 0.2% other, similar to Period 2's results – 78.4% adult, 8.8% post-secondary, 5.2% senior, 7.4% 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

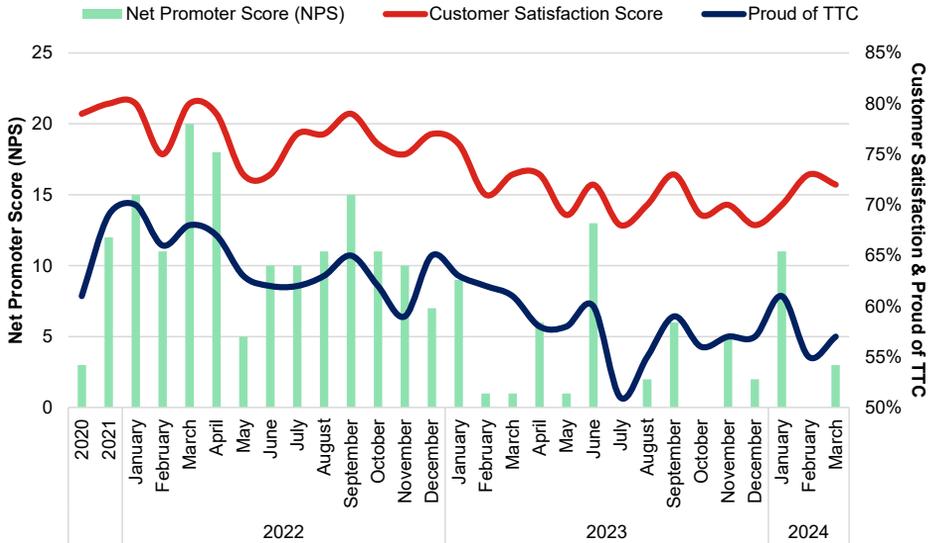


Wendy Reuter

Chief Strategy and Customer Experience Officer (Acting)



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 remained stable in March 2024 at 72%, compared to February 2024 (73%) following five months being in the 70% range. Net Promoter Score (NPS) increased from zero to three, and the number of customers who say they are proud of the TTC and what it means to Toronto has increased to 57%.

Analysis

Specific aspects of customer satisfaction have shown improvement across all modes. For bus, aspects such as the helpfulness of staff and personal safety have increased. Streetcar have seen improvements in wait time and vehicle cleanliness, while subway have shown an increase in vehicle cleanliness. In March, compared to February, the network has seen improvements in the comfort of the ride, smoothness of the trip, cleanliness of platforms, stations, and stops, as well as wait times, by different modes.

NPS has increased for bus and subway, increasing by six and two points, respectively. Streetcar has decreased by one point.

Customers reported an increase in Proud of TTC score for all modes, subway increasing by three, and bus and streetcar both increasing by two percentage points.

In March, the overall Customer Effort Score (CES) decreased by two points.

Additionally, customers who used One Fare Program reported higher satisfaction and better value for money compared to customers who did not use One Fare Program.

Action

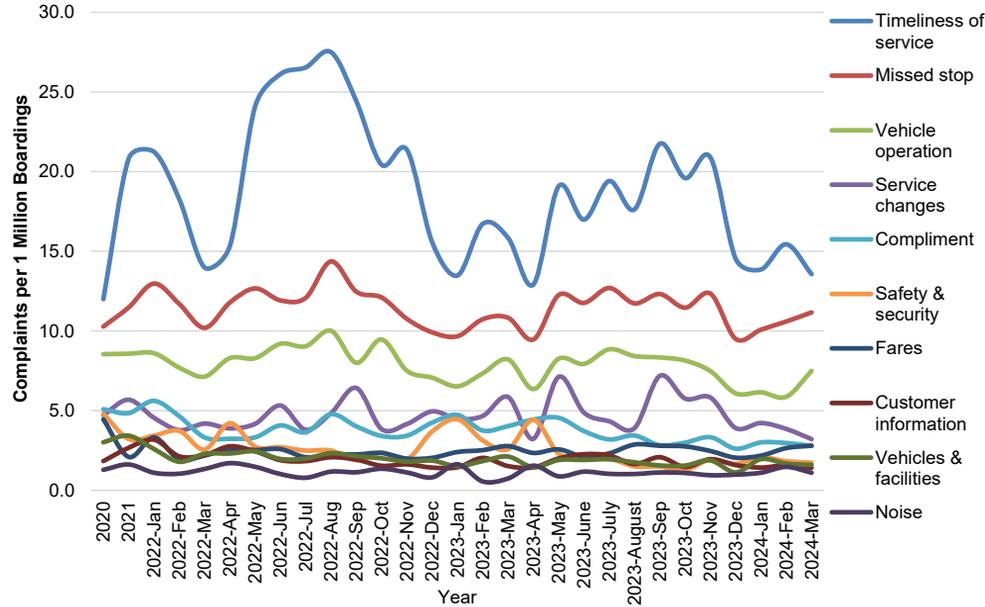
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- An in-depth study is underway to understand social and environmental factors that resonate with TTC customers.
- Embed customer satisfaction, customer research, and CSC priorities in Customer 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 March 2024, Customer Service Communications (CSCs) per one million boardings decreased by 2%, indicating 2% less complaints, from February 2024. Total CSCs increased to 3,299 in March 2024 compared to 3,201 in February 2024 (0.13% increase), during a period of 5% increase in boardings.

Analysis

The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. Timeliness of Service decreased by 12%, following a five-month decline since November. Missed Stops increased by 5% and Vehicle Operation increased by 28%. Vehicle Operation has increased in March due to doors not opening and driving behaviours, similar to March 2023 and summer 2023 trend. Since Summer 2023, Timeliness of Service and Missed Stops, the top two areas of concerns for customers, have remained on average 7% to 24% lower, indicating lower number of complaints received from customers.

CSCs related to safety and security have decreased by 5% and have remained steady at a rank of seven out of 10 since December 2023. Also, the proportion of safety CSCs at 3% to total CSCs decreased in March 2024, compared to December 2023.

Action

- Continuing route-level analysis for service reliability, and impacts of construction and congestion. (Please see OTP slides on page 16 to 19.)
- 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.



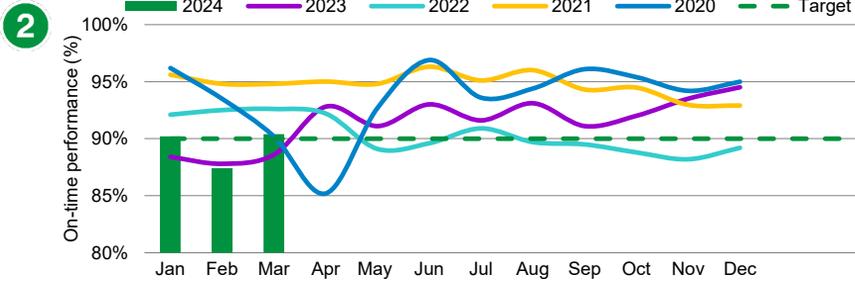
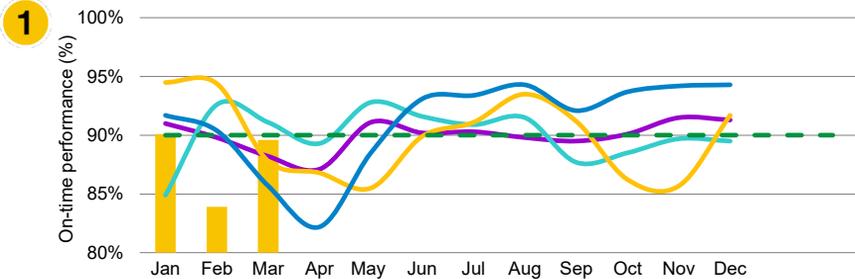


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Subway



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 89.6% in March. This represents an increase from last month (83.9%) and an increase from the same time last year (88.2%). Our target of 90% was not met.

Line 2 OTP was 90.4% in March. This represents an increase from last month (87.4%) and an increase from the same time last year (88.6%). Our target of 90% was met.

Analysis

On Line 1, there was a 13.8% increase in total delay minutes – from 3,370 minutes in February to 3,834 minutes in March. Decreases in delay minutes due to staff-related and Plan Bs (fire at track level) were offset by increases due to subway infrastructure and passenger-related delays.

There were 2,228 passenger-related delay minutes accounting for 58.1% of the total delay minutes. The largest two categories of passenger-related delays were Disorderly Patron – 396 minutes (down 19.8% from January), and Passenger Security Other – 340 minutes (down 5.0% from January).

On Line 2, there was a 26.2% increase in total delay minutes – from 1,940 delay minutes in February to 2,449 delay minutes in March.

Increases were seen in all major sectors except for Plan Bs (fire at track level).

There were 1,701 passenger-related delay minutes accounting for 69.4% of the total delay minutes. The largest two categories of passenger-related delays were Priority Ones (injury at Track level) – 346 minutes (up 226.4% from February) and Disorderly Patrons – 300 minutes (up 11.5% from February).

The increase in OTP for March compared to February was due to the reduction in restricted speed zones.

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.



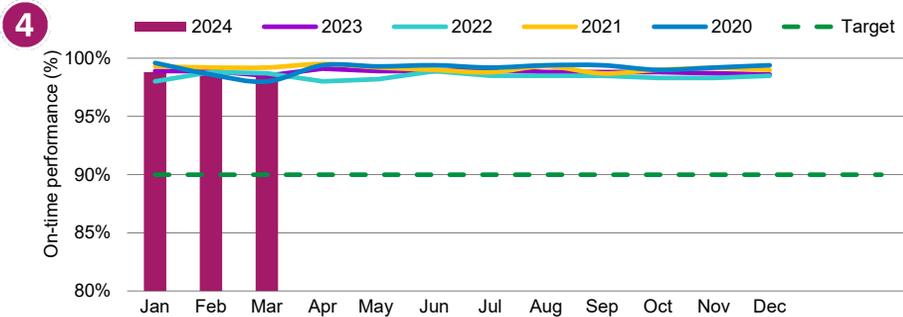


Rich Wong
Chief Transportation and Vehicles Officer

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 98.6% in March. This represents a decrease from last month (99.1%) and an increase from the same time last year (98.5%). Our target of 90% was met.

Analysis

On Line 4, there was a 33.7% increase in total delay minutes — from 166 delay minutes in February to 222 delay minutes in March. Increases in delay minutes were seen across all sectors except staff-related and Plan Bs (fire at track level).

Action

There are no anticipated changes for this line.



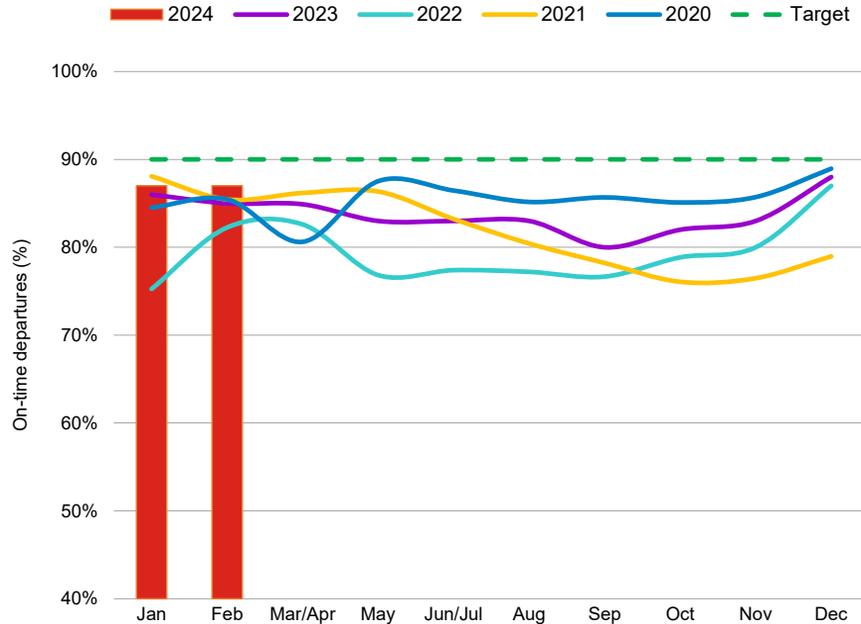


Rich Wong
Chief Transportation and Vehicles Officer

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 February Board Period (February 18 to March 30, 2024) was 87%, holding steady over the January Board Period (87%). This is a two-percentage-point increase in OTP compared to the same board period last year (85%). The target of 90% was not met.

Analysis

The 90% OTP target was achieved for two days of the Board Period (Monday, February 19 and Monday, March 18).

On weekdays, this board period, OTP was 91% during the AM Peak Period, and 81% during the PM Peak Period, which was the lowest scoring period on weekdays.

Weekend OTP was 87% for the February Board Period, a one-percentage-point decrease from the January Board Period (88%). The Saturday Afternoon period was the lowest scoring period on weekends (82%).

The routes that received Service Reliability updates since the beginning of 2023 operated at an 88% level, and 89% on weekends, during the February Board Period.

Action

- Root cause diagnostic assessments for all nine “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 March.
- Comprehensive review of challenging end terminals on select routes.

	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Bus Routes	66	46	9	39
% of Ridership	41%	28%	3%	27%
Weekday OTP	89%			80%



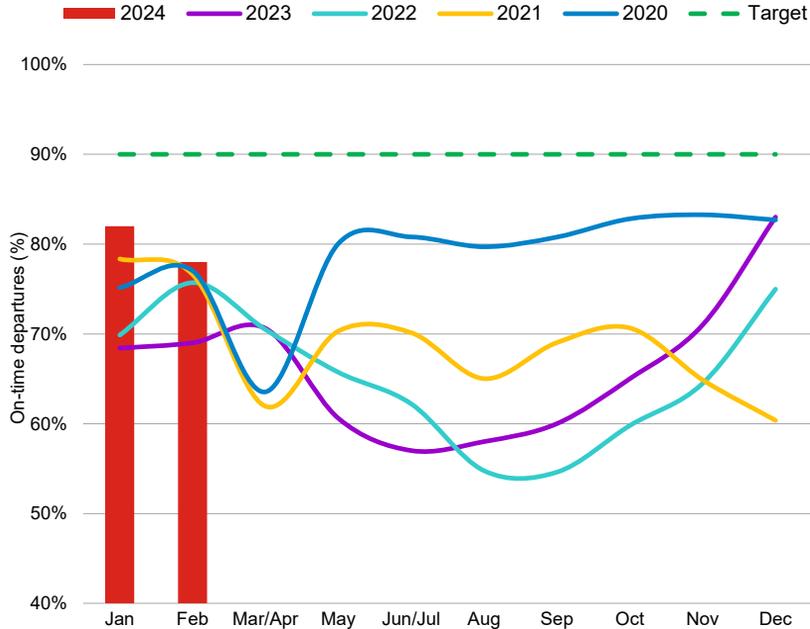


Rich Wong
Chief Transportation and Vehicles Officer

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 February Board Period (February 18 to March 30, 2024) was 78%, a decrease of four percentage-points compared to the January Board Period (82%). This is a nine-percentage-point increase in OTP compared to the same board period last year (69%). The target of 90% was not met.

Analysis

On weekdays, this board period OTP was 86% during the AM Peak Period, and 71% during the Late Evening period, which was the lowest scoring period on weekdays. OTP was 82% 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 75% for the February Board Period, a five-percentage-point decrease over the January Board Period (80%). However, OTP increases to 79% when excluding weekends where there were service suspensions for tunnel maintenance as well as diversions around water main breaks. The Saturday Early Evening period was the lowest scoring period weekend time period (64%).

Action

- Implementation of new operational strategy on 509 Harbourfront.
- New eastern end of line for 508 Lake Shore route in June.
- In depth review of seasonal off-peak operations on the network in preparation for a busier summer season.

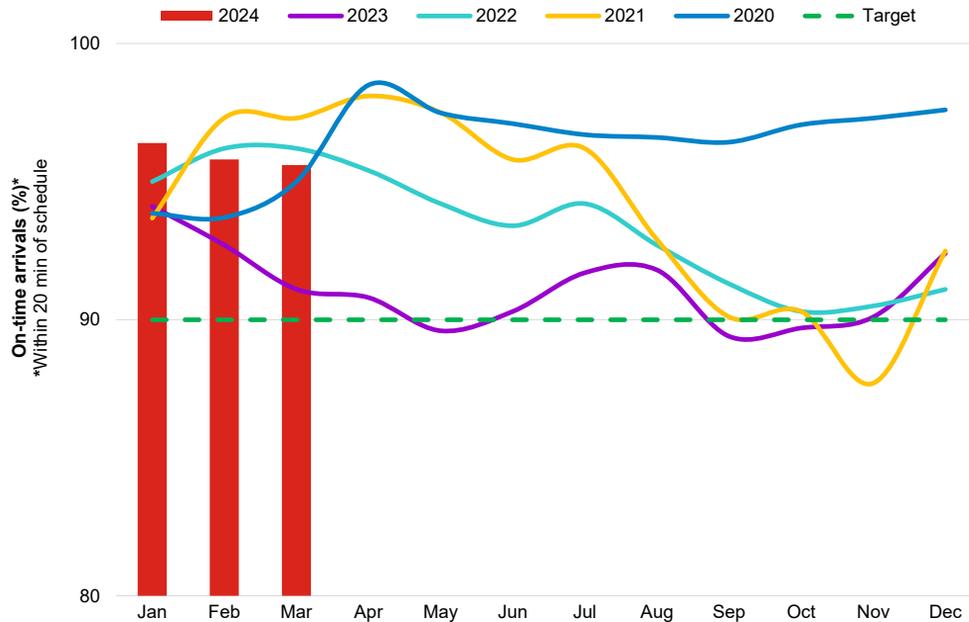
	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Streetcar Routes	3	2	4	2
% of Ridership	18%	18%	42%	22%
Weekday OTP	80%			68%





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 3 (February 25 to March 30, 2024) decreased by 0.2% from the previous period to 95.6%, and is 4.5% higher than Period 3 in 2023.

Analysis

Despite a slight decrease in On-time performance, we remain well above our target of 90%. The decrease in On-time performance during this period can be partially attributed to occasional inclement weather events, but primarily to a 14.95% increase in ridership demand from the same period last year, resulting in additional time being required to complete runs. In addition, road closure and construction impacts increased during this period. 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

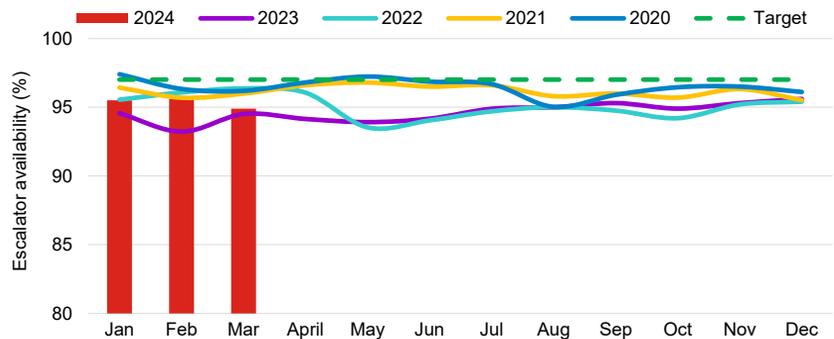
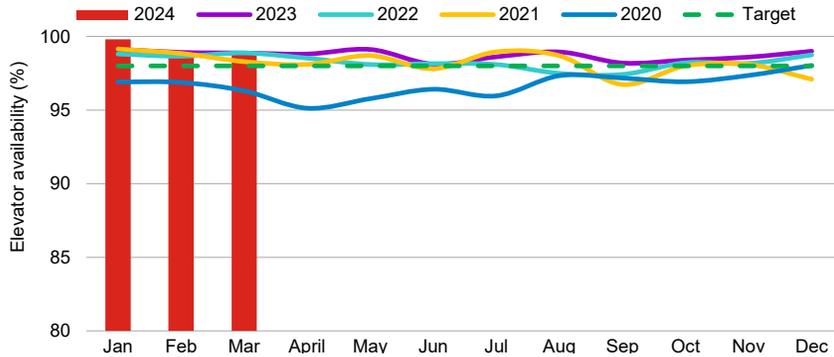
Staff will continue to supervise the efforts being made to improve the customer experience to ensure the methods used are effective. Decreasing vehicle speed factor in our scheduling system (the speed at which a vehicle is able to travel in the city) to more accurately reflect traffic conditions continues 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%. We are keeping a close eye on the Gardiner Expressway ramp closures specifically.





Customer experience

Accessibility – Elevator and escalator availability



Results

Subway Elevator availability for March was 98.9%, exceeding the target of 98%.

Escalator availability for March was 94.9%, not meeting the target of 97%.

Analysis

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

Escalators

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

Total out of service hours was 3,469 due to construction and water damage.

Action

The escalators at Greenwood Station, Castle Frank Station, Glencarin Station and one at King Station remain out of service to accommodate construction. The escalator Finch Station remains out of service returned to service in April. One escalator at Finch Station is out of service due to water damage as we look to repair the drainage issue.

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.

Definition

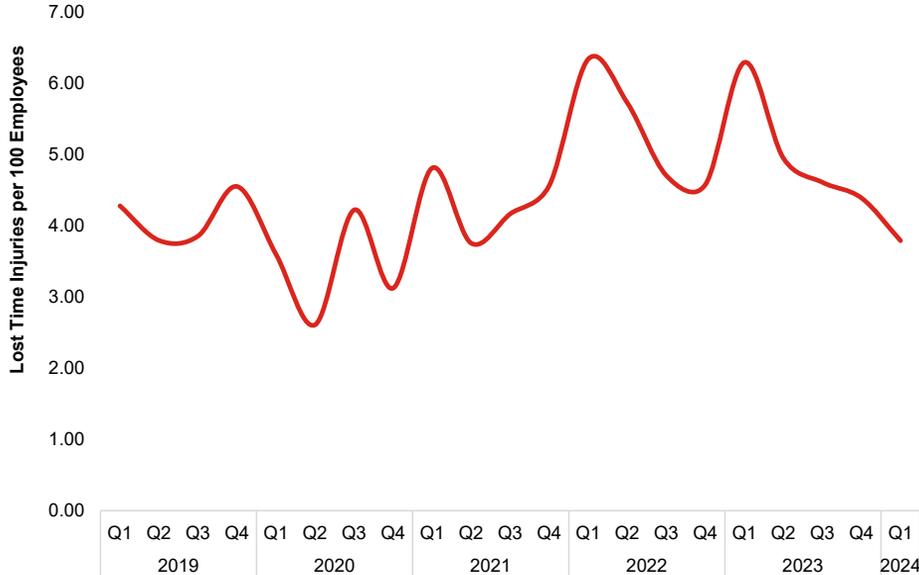
Percentage of total available elevator and escalator service hours during subway service.





Safety and security

Lost-time injuries rate (LTIR)



Definition

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

Results

The Lost-Time Injury Rate (LTIR) for Q1 2024 was 3.8 injuries per 100 employees — a decrease from Q4 2023 (4.4) and from the same period last year (6.3). The LTIR for Q1 was 14% lower than the four-quarter average.

Analysis

The slight decrease in Q1 2024 LTIR compared to Q4 2023 is mainly attributed to a 44% reduction in Assault and Threat injury events. There is a seasonal increase in lost-time injuries due to slip/trip incidents, which account for 14% of all lost-time injuries and represents the second highest injury event type in Q1. Injuries due to acute emotional events account for 26% of all lost-time injuries in Q1 and continues to represent the highest injury event type of the past four quarters.

Action

The TTC has current corporate objectives aimed at reducing the frequency and severity of lost-time injuries.

The TTC has developed a multi-disciplinary approach to community safety, security and well-being on public transit. This includes initiatives to prevent assaults against transit workers, such as delivering de-escalation training modules to frontline employees, reviewing risk assessments, reporting processes and control measures, and engaging with unions and Joint Health and Safety Committees.

The TTC is providing a Trauma Assist Program to employees with specialized care to treat individuals, manage symptoms, and build resiliency.

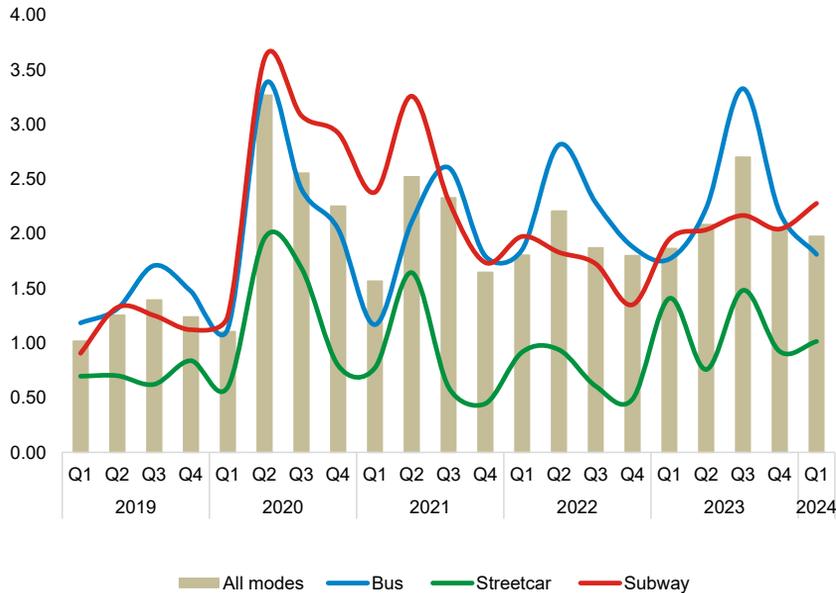
Note: Next update will be available in the August 2024 CEO's Report.





Safety and security

Customer injury incidents rate (CIIR)



Results

The CIIR in Q1 2024 was 1.98 injury incidents per one million vehicle boardings — a decrease from Q4 2023 (2.05) and an increase from the same period last year (1.86). The CIIR for Q1 2024 was 10% lower than the four-quarter average rate of 2.2 injury incidents per one million vehicle boardings. The four-quarter average, over the five years, shows a statistically significant upward trend in the CIIR.

Analysis

The decrease in the CIIR in Q1 2024 (down 3% from Q4 2023), was mainly attributed to the decrease in Bus onboard injuries, down 12% from the previous quarter. Streetcar onboard and Subway customer injuries were up 6% and 11%, respectively, from the previous quarter. Q4 2023 and Q1 2024 had 213 and 172 bus onboard injuries, respectively.

Action

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

Winter communications to customers included reminders to avoid slips, trips and falls while travelling on TTC vehicles and within stations.

Spring communications to Operators will focus on the increase in road users as the weather changes, reminding Operators to scan ahead, slow down and operate to changing road and traffic conditions.

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

Definition

Number of customer injury incidents per one million boardings.





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

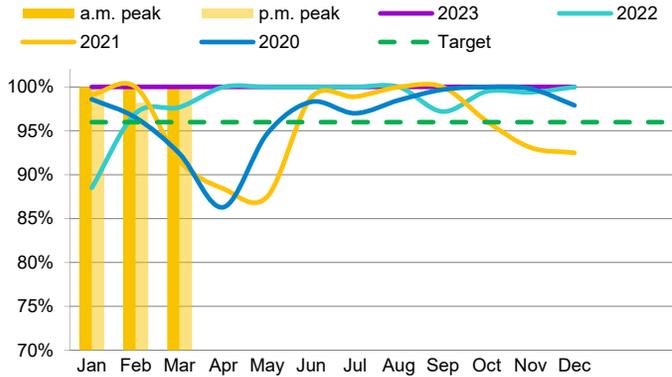
Appendix: Service delivery

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.

Mar 2024: 100.0%
Feb 2024: 100.0%
Mar 2023: 100.0%

Target: 96.0%



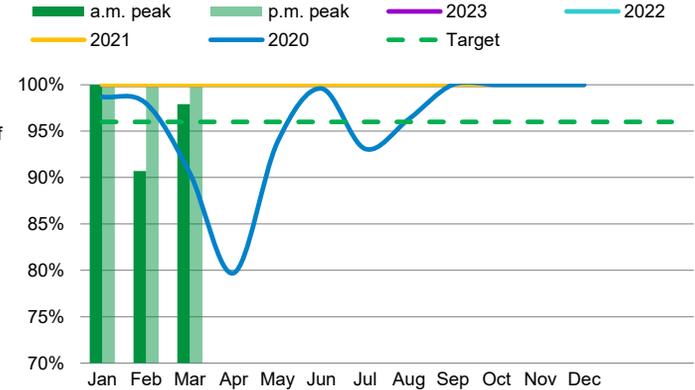
Line 3 was shutdown on July 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, the Line 3 Bus Replacement Plan is in effect with complete transit priority measures and routing.

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.

Mar 2024: 100.0%
Feb 2024: 97.4%
Mar 2023: 100.0%

Target: 96.0%

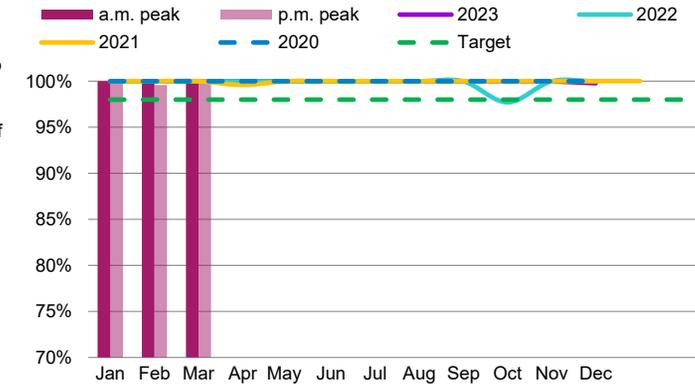


Line 4 capacity

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.

Mar 2024: 100.0%
Feb 2024: 100.0%
Mar 2023: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

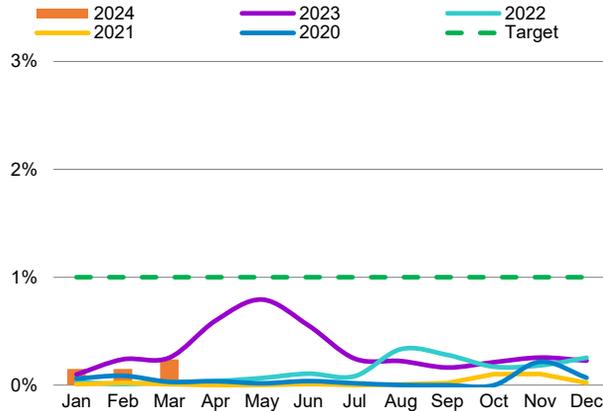
Appendix: Service delivery

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).

Mar 2024: 0.24%
Feb 2024: 0.15%
Mar 2023: 0.26%

Target: 1%

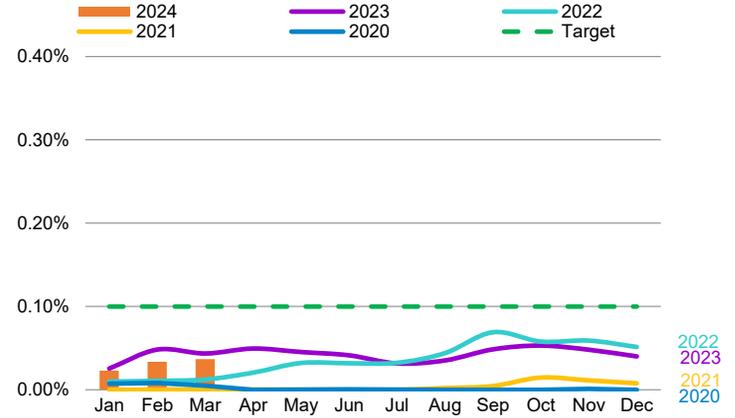


Bus short turns

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).

Mar 2024: 0.04%
Feb 2024: 0.03%
Mar 2023: 0.04%

Target: 1.30%

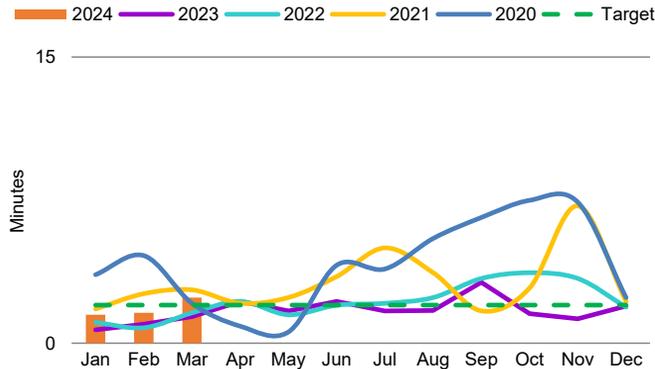


Wheel-Trans contact centre wait time

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

Mar 2024: 2.4
Feb 2024: 1.6
Mar 2023: 1.4

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.



Appendix: Cleanliness



Rich Wong
Chief Transportation and Vehicles Officer

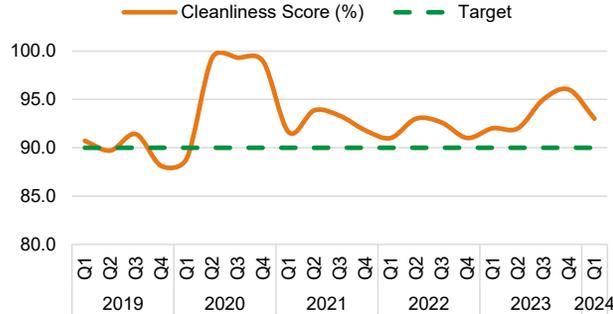
Fort Monaco
Chief Operations and Infrastructure Officer

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%

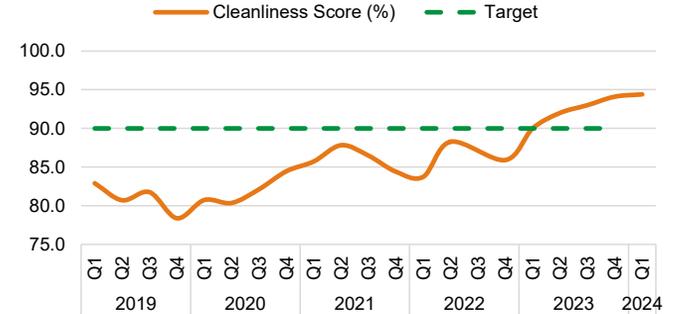


Streetcar cleanliness

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%

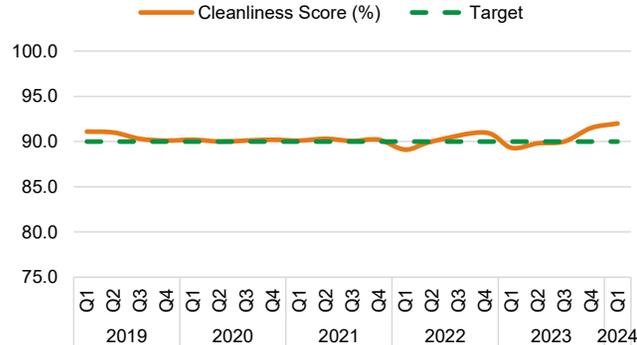


Subway cleanliness

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

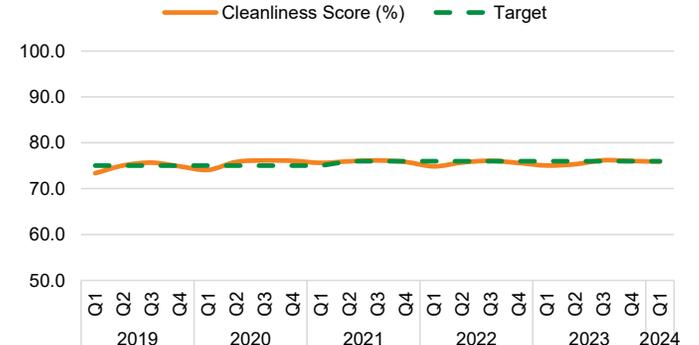
Results of a third-party audit. Average of all 71 stations.

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

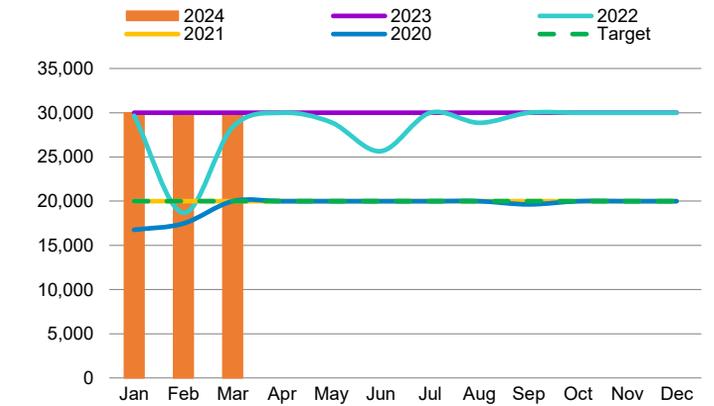
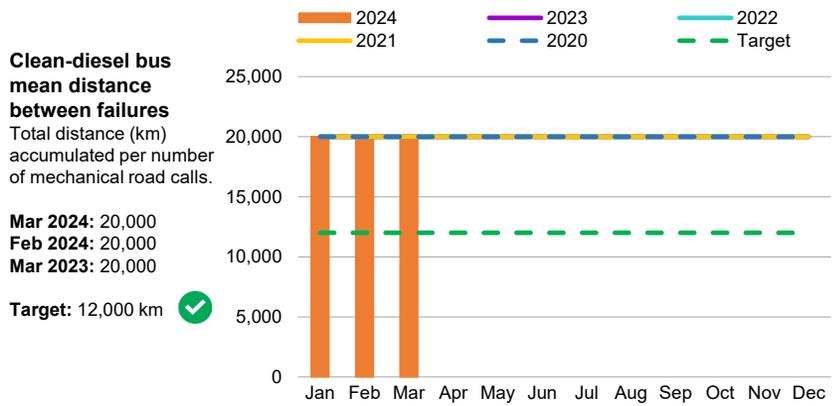
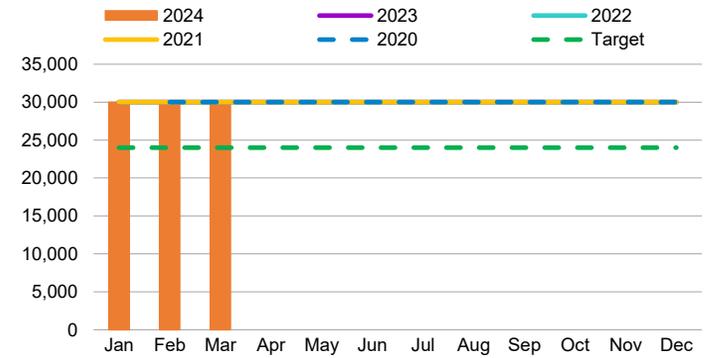
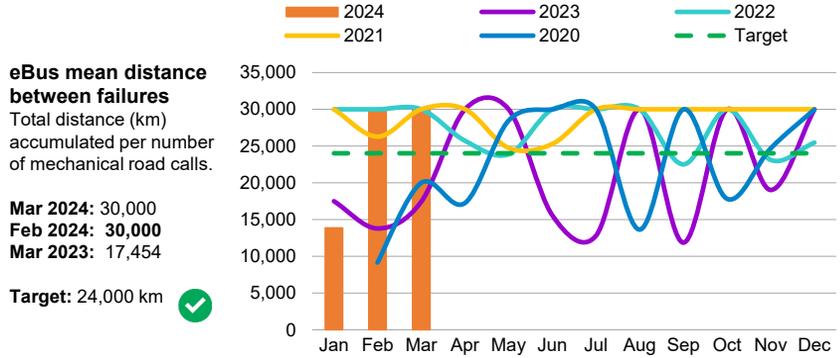
Target: 76.0%



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



Appendix: Asset reliability





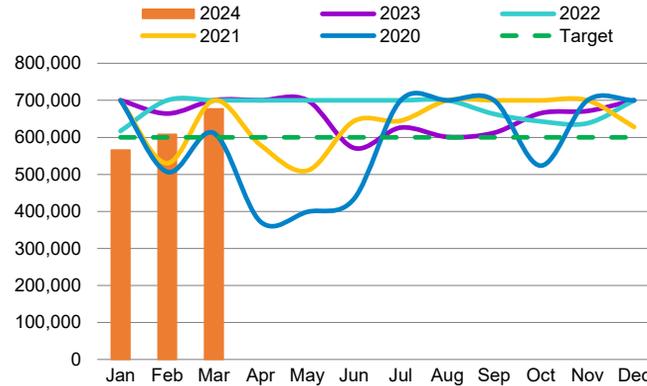
Appendix: Asset reliability

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.

Mar 2024: 677,000
Feb 2024: 608,000
Mar 2023: >600,000

Target: 600,000 km

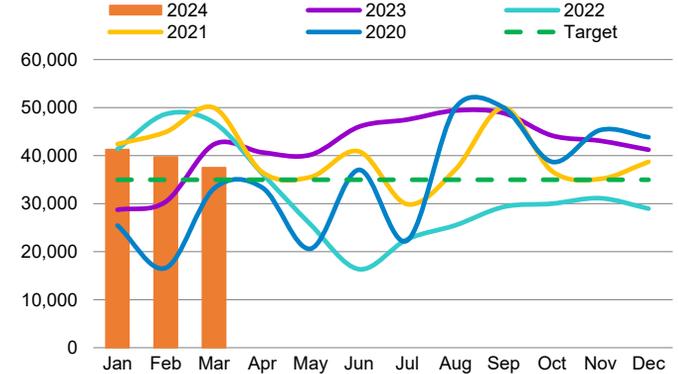


Streetcar mean distance between failures

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

Mar 2024: 37,510
Feb 2024: 39,786
Mar 2023: 42,386

Target: 35,000 km

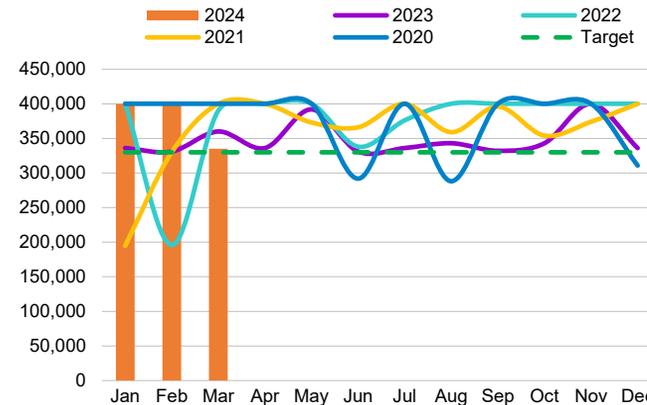


T1 train mean distance between failures

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

Mar 2024: 335,000
Feb 2024: >330,000
Mar 2023: >330,000

Target: 330,000 km



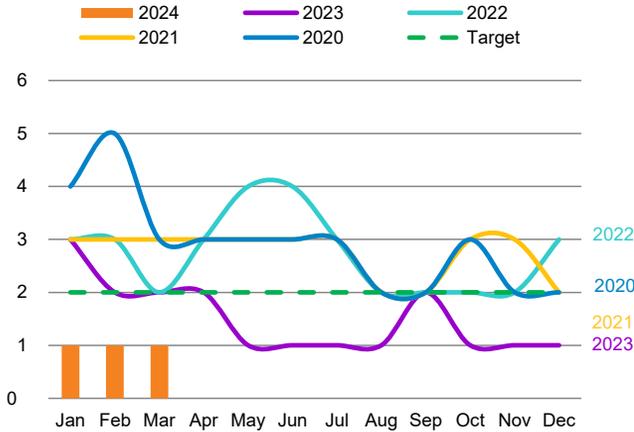
Appendix: Asset reliability

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.

Mar 2024: 1
Feb 2024: 1
Mar 2023: 2

Target: Less than 2 

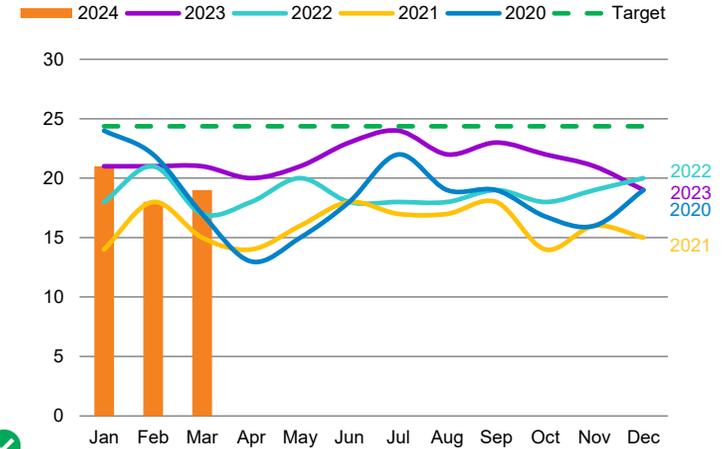


Bus road calls and change offs

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

Mar 2024: 19
Feb 2024: 18
Mar 2023: 21

Target: Less than 24 





Rich Wong
Chief Transportation and Vehicles Officer

Wendy Reuter
Chief Strategy and Customer Experience Officer (Acting)

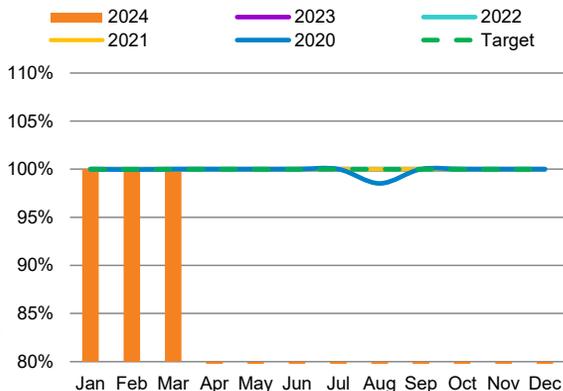
Appendix: Asset availability

Subway service availability

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

Mar 2024: 100.0%
Feb 2024: 100.0%
Mar 2023: 100.0%

Target (RW): 100%

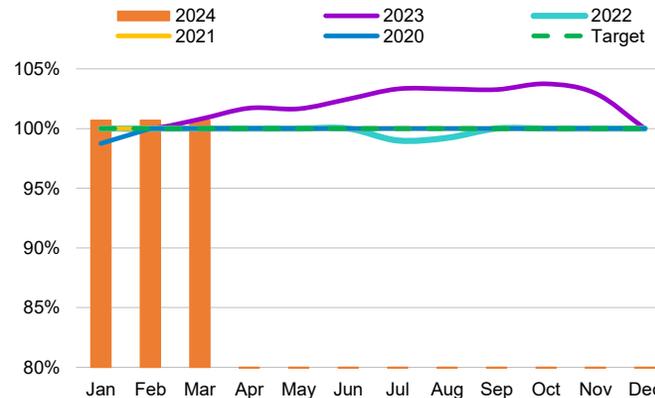


Streetcar service availability

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

Mar 2024: 101.0%
Feb 2024: 101.0%
Mar 2023: 101.0%

Target (RW): 100%

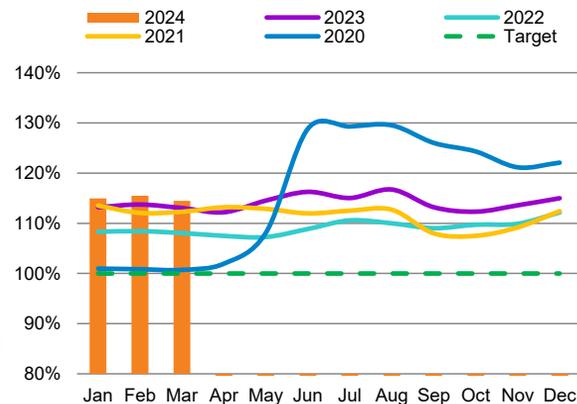


Bus service availability

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

Mar 2024: 114.5%
Feb 2024: 115.5%
Mar 2023: 113.0%

Target (RW): 100%

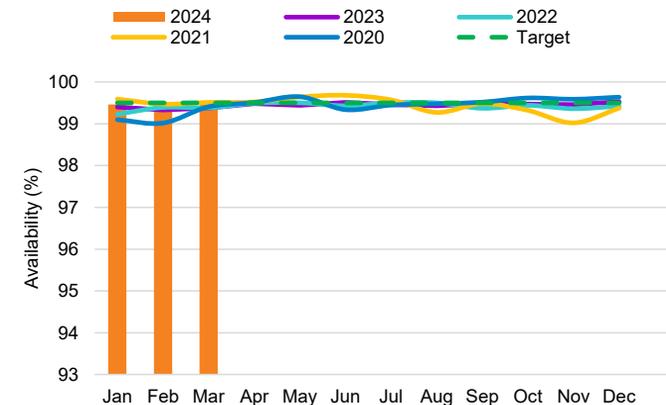


Fare gate availability

Percentage of fare gates are available for use.

Mar 2024: 99.50%
Feb 2024: 99.30%
Mar 2023: 99.38%

Target (WR): 99.50%





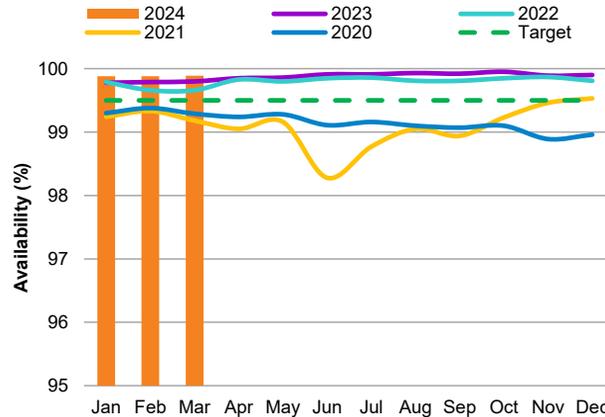
Appendix: Asset availability

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.

Mar 2024: 99.89%
Feb 2024: 99.88%
Mar 2023: 99.80%

Target: 99.50%

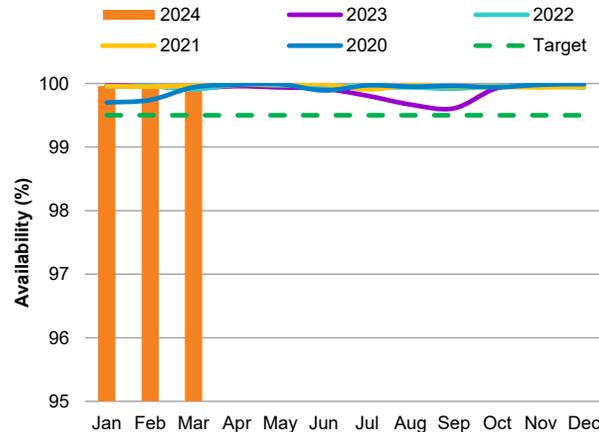


PRESTO Self-Serve Reload Machine (SSRM)

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.

Mar 2024: 99.92%
Feb 2024: 99.95%
Mar 2023: 99.93%

Target: 99.50%



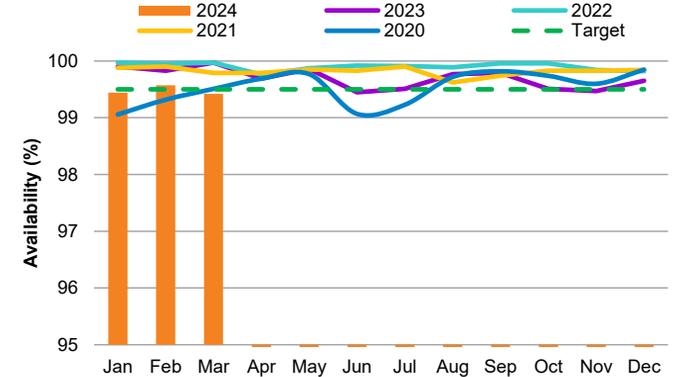
PRESTO Fares and Transfers Machine (FTM)

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.

Mar 2024: 99.42%
Feb 2024: 99.57%
Mar 2023: 99.97%

Target: 99.50%

Longer than expected repair time of devices due to streetcar scheduling and availability – working with partners to ensure timely repairs.

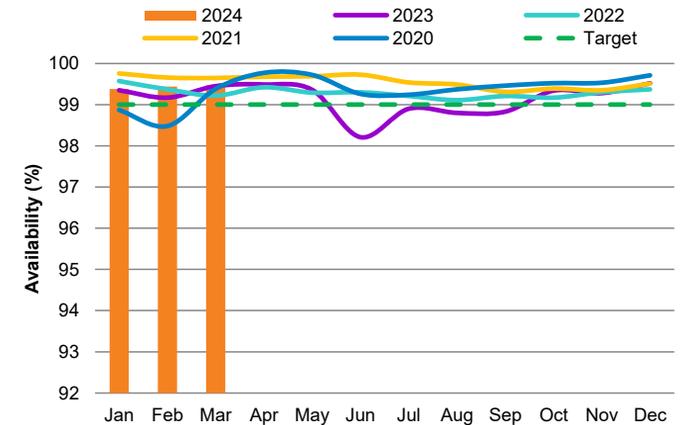


PRESTO Fare Vending Machine (FVM)

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.

Mar 2024: 99.47%
Feb 2024: 99.44%
Mar 2023: 99.45%

Target: 99.00%



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.



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.