

CEO's Report

Toronto Transit Commission

August 2024



Toronto Transit Commission



The TTC is a City of Toronto agency that provides public transit services for Toronto that extend into surrounding municipalities. The TTC's mandate is to establish, operate and maintain the local transportation system in the city of Toronto. The TTC is the largest public transit system in Canada and the third-largest in North America. It is also integrated with other nearby transit systems, such as YRT in York Region, MiWay in Mississauga, and Ontario's regional GO Transit lines.

Our vision

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

Our mission

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

TTC by the numbers



1.3 million
Rides per week
day



185K
weekly
service hours



6,400+ km
of routes



2,114
buses



220
streetcars



143
trains



16,000+
employees



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

Did you know...

Every year in honour of Warriors' Day, the TTC offers free rides to active members of the Canadian military and veterans, along with one companion each. Warriors' Day was Saturday, August 17, 2024.



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CEO's commentary



This commentary marks my last as CEO of the TTC. As most people know, my last official day on the job is August 30.

Since announcing my resignation in June, I have had a lot of time to reflect on my decade here at the TTC – an organization I have been lucky enough to lead for almost seven of those 10 years. There are many things I will miss about the TTC, but none more than the people. Through the good times and the hard times, I was always impressed by our employees - individuals who take getting our customers to their destination in a safe manner very seriously.

When I became CEO in 2017, I took over an organization built on the solid foundations poured by my predecessors, including Gary Webster and Andy Byford. Like them, I have taken great pride in holding this position. I have also welcomed the chance to expand on their work.

Each of us faced unique situations requiring different solutions and approaches, but we all agreed on the importance of service reliability, customer service excellence, and long-term sustainability. For me, that meant delivering service as advertised, focusing on state-of-good repair throughout the network, modernizing the TTC's business model to address new and emerging challenges, and securing funding to maintain our infrastructure and fleets.

To accomplish this vision, I felt it imperative to implement more strategic, long-term planning across the organization. This allowed us to break down silos between groups and departments to ensure more co-ordination in our program and service delivery. It also resulted in a number of firsts for the TTC.

In my time, the TTC developed its first Capital Investment Plan (CIP), *Making Headway: Capital Investment to Keep Transit Moving*. This Plan laid out, for the first time, a comprehensive overview of what was required to ensure the TTC was keeping pace with the City's transit needs. The goal was to inform our funding partners about our long-term needs to ensure the system is properly funded. The Plan looked 15 years into the future and highlighted the importance of capital investments in transit and in Toronto.

And our work paid off. We've secured close to \$8 billion in new funding from sources like Toronto's City Building Fund and through project-specific partnerships with the Federal, Provincial, and Municipal governments for things like Capacity Expansion at Bloor-Yonge Station, and hundreds of new buses, streetcars, and soon, subway trains.

Following the CIP, we introduced other foundational documents like the TTC's first 5-year Service Plan, the 10-Point Action Plan on Diversity and Inclusion, and the Innovation and Sustainability Framework.

I am very proud of these plans as they paint a picture for decision-makers and customers alike of the TTC's needs and how we can address them moving forward. They form a road map toward long-term success and fiscal sustainability.



CEO's commentary

Through our service plans, we set out clear, ambitious, and achievable objectives to improve transit across this City and Region. This resulted in the creation of a partnership with the City called RapidTO – a planned network of red-painted transit-only lanes across Toronto. Already we have seen some success with this plan along the Eglinton East corridor between Kennedy Station and University of Toronto's Scarborough Campus. I'm optimistic that the success of that first project bodes well for plans we have for other high-ridership corridors like Dufferin, Jane, and others – which are currently being developed.

Through our work on diversity, we've made the TTC a more inclusive and welcoming place for our employees and customers. While we still have work to do, we are closer than ever to having a workforce that reflects the City we serve. Our staff speaks more languages, and our gender ratios are improving because of changes we made to our recruitment practices – four in 10 new operators identify as women. We also introduced new training and accountability measures that ensure everyone is treated with dignity and respect. This marked a significant shift in the TTC's approach and ushered in a significant change in our corporate culture – a change for the better.

Through our innovation and modernization efforts, we have made our fleets and facilities greener and cleaner – taking action to make all TTC vehicles zero-emission by 2040, for example. We've also updated our systems, allowing us to use data to better inform our service planning and monitor our operations in real-time. As well, we worked with the Province and other GTA transit agencies to promote more and better fare and service integration.

Beyond these formal documents, we've continued to make system accessibility a priority with our Easier Access Program which will see all subway stations become fully accessible. Our robust Project Management Office and systemic reporting to the TTC Board will keep us on schedule.

Knowing the fiscal constraints the City faces, we also got creative and demonstrated our commitment to service delivery through careful fiscal management and being responsible stewards of the public purse. This allowed us to find approximately \$175 million in efficiencies that we were able to re-invest in service.

This is far from an exhaustive list of things we've achieved over my almost seven years as CEO, but it does capture some of the highlights.

It's also worth noting that we did all of this as the world and the TTC faced a number of challenges: increasingly erratic weather, cybersecurity threats, COVID-19, and safety concerns shaped all of our experiences. Like so many, we at the TTC got through these challenges and we came out stronger.

At the end of the day, I believe that, like those who came before me, I leave the TTC better positioned to grow and succeed than when I joined the organization. With the launch of our new strategic plan, I look forward to seeing how the transit agency contributes to the livability of the City. We have always said that the TTC is the lifeblood of Toronto and the Region, which could not be more true. This City has grown around our century-old transit agency. When I look at Toronto's skyline, I see a City connected by a safe, accessible public transit system – one that includes reliable, upgraded fleets and signals. Of course, traffic conditions still pose challenges when it comes to the environment in which our surface modes operate. But that's why working with the City to advance initiatives like RapidTO is so important.



CEO's commentary

I want to thank all the Boards and Chairs I have worked with over the years as well as former Mayor John Tory and Mayor Olivia Chow, for their guidance. And I want to thank my family for their love and patience.

Most importantly, I want to thank the almost 17,000 incredible employees at the TTC, including the exceptional Executive and Senior Management Team. I have been incredibly proud to lead this organization with you. Your dedication, your hard work, and your compassion should never go unnoticed. Toronto is lucky to have you.

The next scheduled TTC Board meeting will be on Tuesday, September 24. The public meeting will be live-streamed on the Official TTC YouTube Channel.

Stay safe.

Richard J. Leary
Chief Executive Officer
August 2024

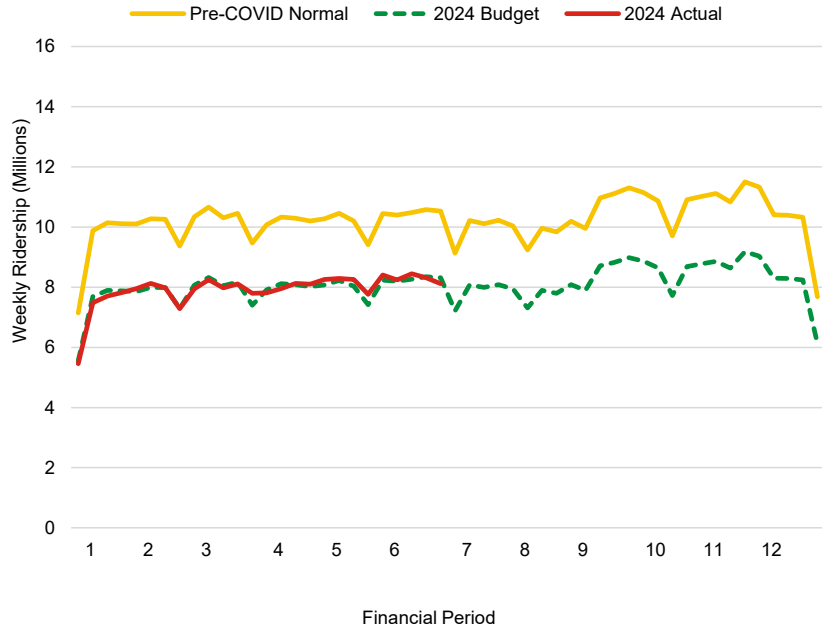


Above: CEO Rick Leary and employee at the TTC Rodeo.



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 6 (May 26 to June 29, 2024) revenue rides totalled 41.5 million, representing 79% of pre-COVID experience, 0.2 million or 0.4% above budgeted revenue rides and 6% above the same period in 2023. Period 6 average weekly ridership increased to 8.3 million rides per week from 8.1 million rides per week in Period 5.

Year-to-date revenue rides totalled 206.0 million, which is 0.6 million above budget, 8% above the comparable period in 2023, and cumulatively represents 79% 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 6, the percentage of unique PRESTO card riders using the system each week reached approximately 86% of pre-COVID levels, plus an additional 380,000 weekly riders using the Open Payment method. Travel frequency patterns of riders in Period 6 continued to remain consistent, with a higher usage among riders using the system less frequently. During Period 6, the number of unique PRESTO card riders classified as “commuters” (i.e. ride four of five weekdays per week) represented approximately 55% 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 79% of pre-COVID levels in Period 6. 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

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

Ridership is currently anticipated to sustain the growth experienced so far, up to the end of Period 6 2024, and trend slightly above budget at an average 81% of pre-COVID levels for the balance of the year.

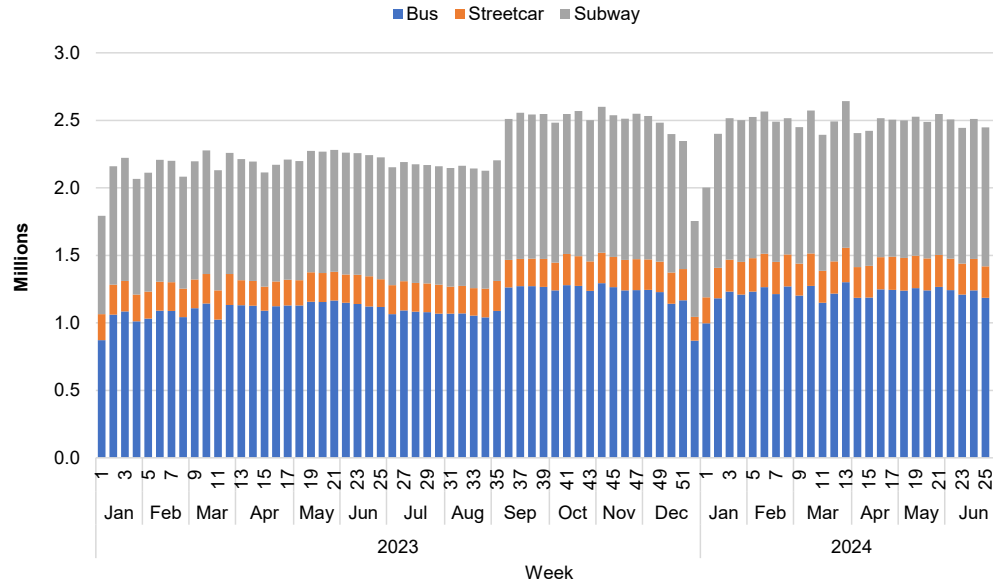
Ridership trends and recovery will be monitored closely for all fare concession types and ridership segments.





Ridership

Customer Boardings



Results

Average weekday boardings for June declined by 2% to 2.45 million compared to May, whereas average Saturday and Sunday boardings for the month also declined by 2% and 1% from May levels to 1.73 million and 1.4 million.

Analysis

Office commute rates have remained steady from May to June, but the month also marked the end of regular classes ahead of the summer break for major school boards. As secondary schools transitioned into examination weeks in the final two weeks of June, student demand also declined. Compared to May, weekday demand on bus and streetcar reduced by 4% and 2% respectively, whereas subway demand was steady.

Demand continues to vary across weekdays, with Tuesday to Thursday being 8% busiest than Mondays and Fridays. Compared to pre-pandemic levels, average weekday boardings in June were 86% for bus, 70% for streetcar, and 72% for subway. The busiest weekday, however, were 88% for bus, 73% for streetcar, and 76% for subway. Weekday peak- and off-peak demand recovered to 71% and 82% of pre-pandemic levels; demand in AM and PM peak periods continue to make up about 53% of all-day weekday demand.

With special events held across the city during the season, weekend demand fluctuated from week-to-week. Compared to May, weekend demand in June declined by 1% to 89% of pre-pandemic levels, with bus and streetcar declining by 2% and 5%, and subway holding steady.

Action

- Plan service increases and implement service changes from the Board-approved 2024 Annual Service Plan throughout fall 2024.
- Engage with internal and external stakeholders through consultation sessions this summer to inform 2025 Annual Service Plan proposals.
- Engage with partners on preparing a long-term transit demand outlook to inform and update capital and infrastructure needs.

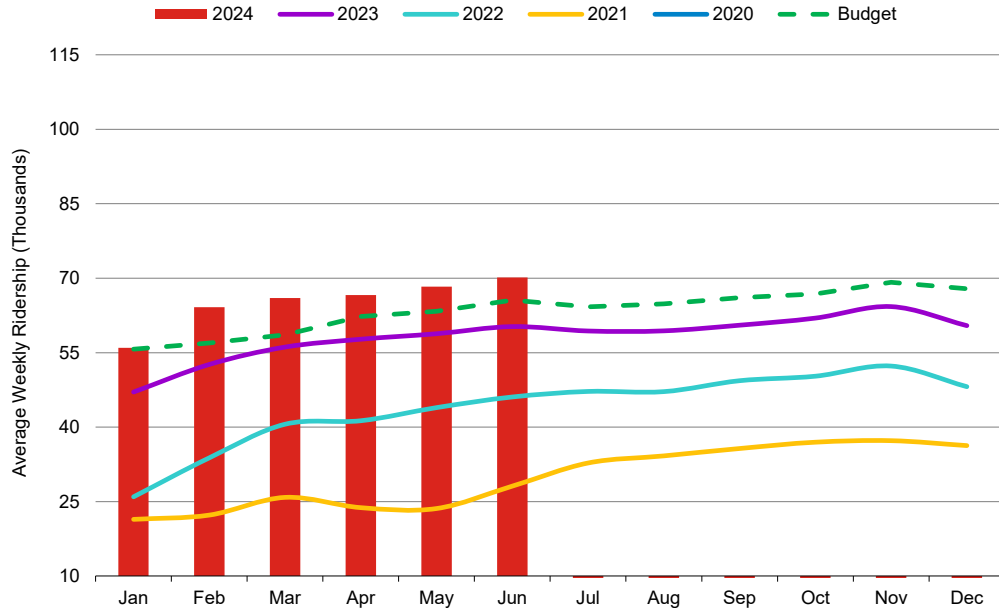
Definition
Boardings measure customer use of the system, by mode and by location. Customers are counted each time they board a TTC vehicle.





Ridership

Wheel-Trans – Trips



Definition

Average number of trips per week using both Wheel-Trans dedicated services and contracted services. Wheel-Trans ridership is counted separately from TTC ridership on conventional bus, streetcar and subway.

Results

Ridership in Period 6 (May 26 to June 29, 2024) was 350,615 (or 70,123 passengers per week). This figure was 6.9% higher than the budgeted 65,570 customers per week. In terms of year-over-year growth, the Period 6 year-to-date (YTD) ridership is 17.0% higher compared to the same period in 2023, and is 8.1% (126,800) over the 2024 YTD budget. The 2024 YTD ridership represents 81.4% of the pre-COVID experience (2019 YTD P6).

Analysis

Wheel-Trans registrations grew by 1.7% in Period 6 versus Period 5, bringing the number of active registrants to 41,602. This represents 92% of pre-COVID registrants for the same period in 2019. Also, with a trip frequency increase of 0.50% from Period 5, there has been an increase in total ridership in Period 6. Trip frequency has recovered to 97.6% of pre-COVID numbers in Period 6 compared to the same period in 2019. These two factors, with further motivation from increased service improvements in on-time performance, will further drive ridership increases above budget, which is currently at 8%.

Action

Further review of ridership trends and service requirements will continue to be the focus. Resources are on standby to meet the demand of increased ridership. The TTC will monitor customer trips and volume of trips booked, both through reservations and online, to better understand new travel trends and better forecast demand.

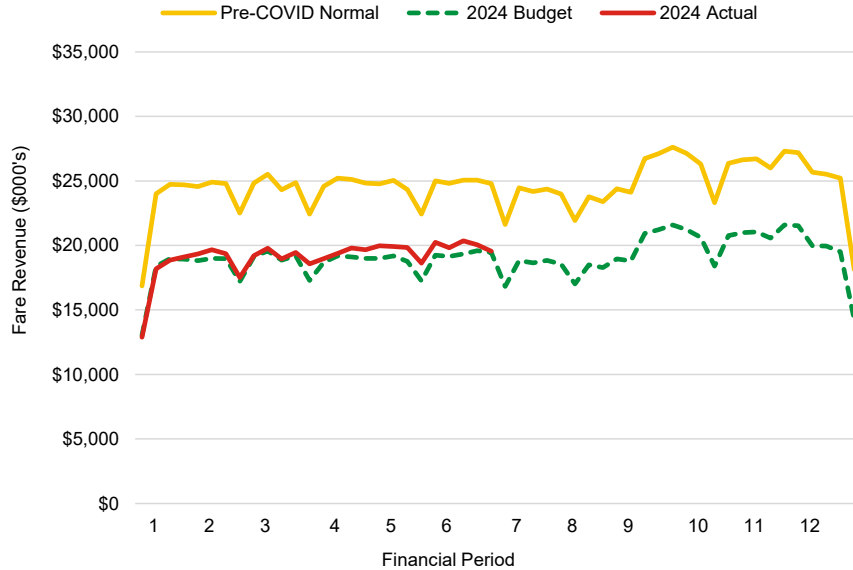
Note: Wheel-Trans ridership is not included in TTC ridership totals.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 6 (May 26 to June 29, 2024) fare revenue was \$100.2 million. This represents 80% of pre-COVID revenue and is \$3.5 million or 3.6% above budgeted fare revenue for Period 6 and 9% above the same period in 2023. Period 6 average weekly fare revenue of \$20.0 million increased 2.0% over Period 5.

On a year-to-date basis, fare revenue totalled \$497.8 million, which is \$13.6 million above the year-to-date budget, 12% above the comparable period in 2023 and cumulatively represents 79% of pre-COVID experience.

Analysis

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

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$95.0 million for Period 6 — representing a PRESTO ridership adoption rate of 91.8% — and \$5.2 million from other media for Period 6. The adoption of the Open Payment and Virtual PRESTO Card payment methods continued to grow since their launch in 2023, with up to 14.9% of weekly rides paid using the Open Payment method and 1.7% of weekly rides paid using the Virtual PRESTO card by the end of Period 6.

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 6 revenue was generated from the following fare concession groups: 80.5% adult, 7.6% post-secondary, 5.6% senior, 6.1% youth (ages 13-19) and 0.2% other, similar to Period 5's results – 80.0% adult, 7.5% post-secondary, 5.6% senior, 6.7% youth and 0.2% other.

Action

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

Fare revenue is currently anticipated to sustain the growth experienced so far, up to the end of Period 6 2024, and trend slightly above budget at an average 81% of pre-COVID levels for the balance of the year.

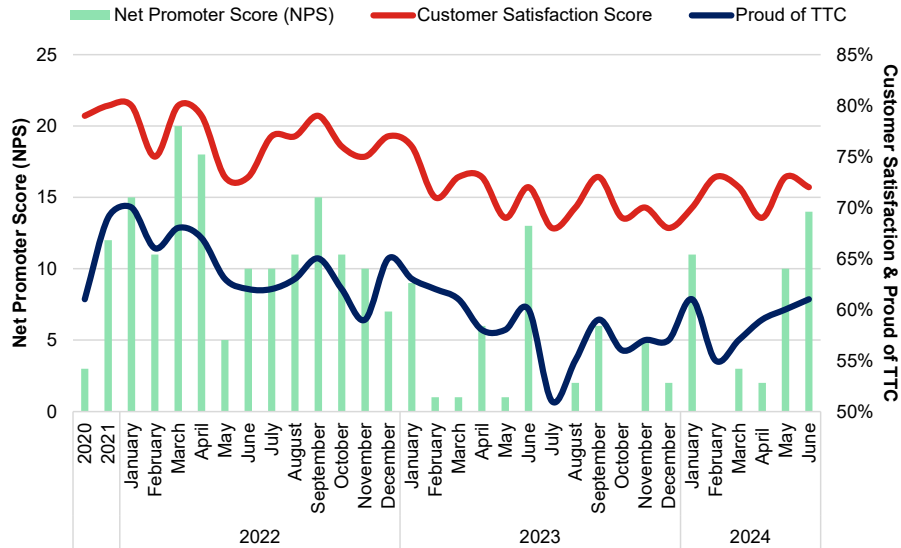
Ridership and fare revenue trends and recovery will be monitored closely for all fare concession types and ridership segments.



Customer experience



Customer satisfaction



Definition

Monthly customer survey of 500 TTC customers.

Customers are asked: How satisfied were you overall with the quality of the TTC's service on the last TTC trip you took, on a scale of one to 10 where one is "extremely dissatisfied" and 10 is "extremely satisfied".

Net Promoter Score (NPS) measures how likely customers are to recommend the TTC to a friend, family member or colleague.

Note: the customer satisfaction is a lagging indicator, relating to events that occurred in the previous month.

Results

Overall customer satisfaction remained stable in June 2024 at 72%. Net Promoter Score (NPS) increased to 14, and the number of customers who say they are proud of the TTC and what it means to Toronto increased to 61% from 60%.

Analysis

Majority aspects of customer satisfaction have shown improvement across subway and bus modes. Subway improved the most, with customers noting increases in nine out of 11 aspects, such as cleanliness of vehicle and stations/platform/stops, ride comfort, personal safety, trip time length and staff helpfulness.

Bus has also seen similar level of improvements in cleanliness of vehicles, staff helpfulness, ride comfort, maps and signage, cleanliness of stops, personal level of safety and wait time.

Overall NPS has increased principally due to the increase in subway by seven points. Bus has remained stable at 16 and streetcar has moved to six points.

"Proud of the TTC" measures moved similarly, with subway NPS increase contributing to the overall increase to 61%.

Action

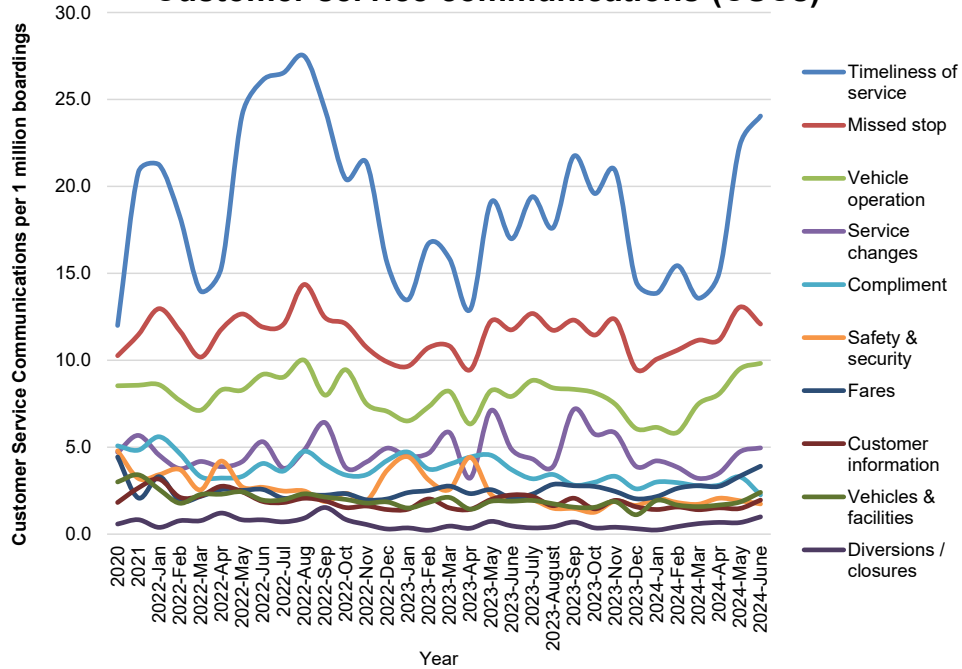
- Embed customer satisfaction, customer research, and CSC priorities in the Customer Experience Action Plan, and service improvements.
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.





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

The number of Customer Service Communications (CSCs) per one million customer boardings increased in volume by 4% in June 2024 compared to May 2024. While the number of CSCs decreased to 4,443, customer boardings also decreased due to seasonality (7%). The top nine CSCs are unchanged. However, Timeliness of Service has spiked, and Diversions/Closures has moved up in rank to 10th as customer concerns.

Analysis

Timeliness of Service increased by 8% in June following a 49% increase in May, with the key reasons being disruptions in service due to work car hydraulics, changes in service on 510 Spadina and subway slow orders, and seasonality due to congestion and construction.

CSCs related to safety and security have decreased by 9% and have declined to a rank of nine out of 10 since December 2023. Safety and Security now represent only 2% of all CSCs.

Action

- Co-ordination with the City on implementation of dedicated bus lanes to service 510 Spadina for early August.
- Expanded communication channels to inform customers of locations of subway Restricted Speed Zones.
- Complete Work-Car fleet inspection moving 27% of cars from service for review in May, followed by peer review of Hydraulics by the American Public Transportation Association.
- Leverage operational CRM dashboard for performance improvement on other contributors to Timeliness of Service, Missed Stop and Vehicle Operation.
- Maintained increased staff presence in stations supporting customer service and safety.

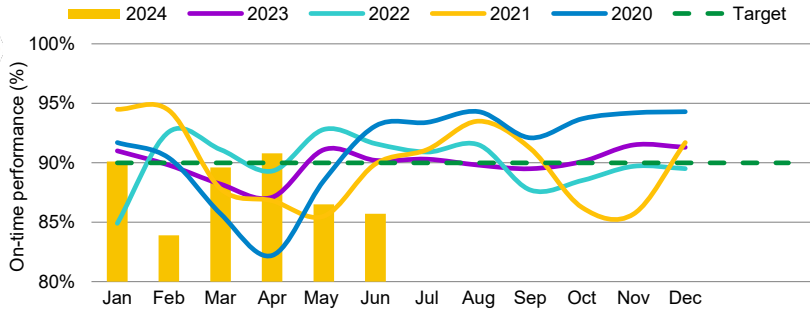




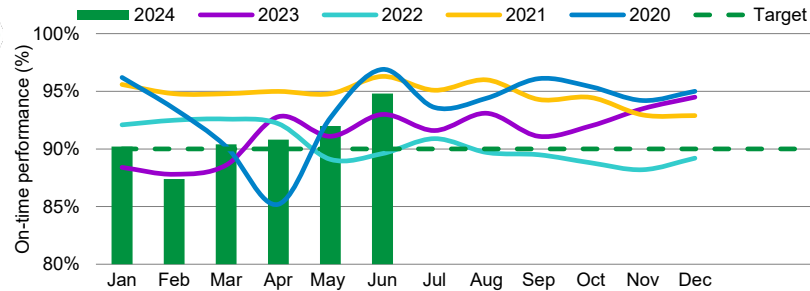
Customer experience

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 85.7% in June. This represents a decrease from last month (86.5%) and a decrease from the same time last year (90.2%). Our target of 90% was not met.

Line 2 OTP was 94.8% in June. This represents an increase from last month (92.0%) and an increase from the same time last year (93.0%). Our target of 90% was met.

Analysis

On Line 1, there was a 27.3% decrease in total delay minutes – from 3,803 minutes in May to 2,764 minutes in June. Decreases were seen across all sectors except staff-related delays. Even with a decrease in delay minutes, OTP also decreased. This was due to early nightly partial closures and a high number of Restricted Speed Zones.

There were 1,787 passenger-related delay minutes accounting for 64.7% of the total delay minutes. The largest two categories of passenger-related delays were Disorderly Patron – 334 delay minutes (down 44.1% from May), and Unauthorized at Track Level – 319 delay minutes (up 16.0% from May).

On Line 2, there was a 48.2% decrease in total delay minutes – from 3,122 delay minutes in May to 1,618 delay minutes in June. Decreases in delay minutes were seen across all sectors.

There were 1,167 passenger-related delay minutes accounting for 72.1% of the total delay minutes. The largest two categories of passenger-related delays were Passenger Security Other – 237 minutes (down 11.6% from May) and Disorderly Patrons – 162 minutes (down 53.8% from May).

Action

- We will continue to monitor crowding and service levels to ensure sufficient capacity is provided.
- Further, additional staff were deployed throughout the system to help mitigate passenger-related delays by providing a stronger presence across the system.
- Work is ongoing to remove Restricted Speed Zones.



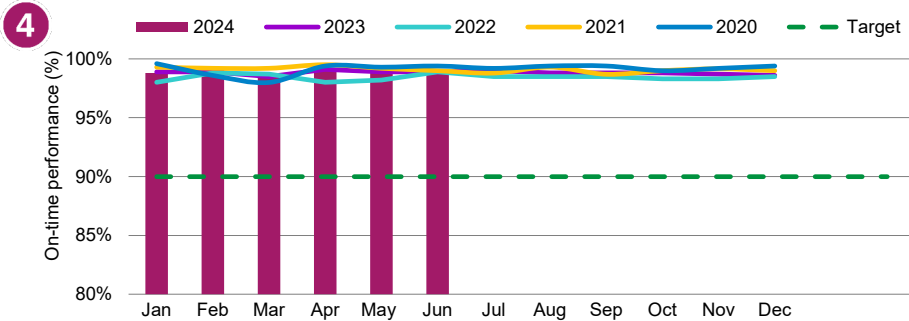


Rich Wong
Chief Transportation and Vehicles Officer

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

Results

Line 4 OTP was 99.0% in June. This remains unchanged from last month (99.0%) and an increase from the same time last year (98.9). Our target of 90% was met.

Analysis

On Line 4, there was a 31.3% increase in total delay minutes — from 201 delay minutes in May to 264 delay minutes in June. Decreases in passenger-related and Speed Control were offset by increases in equipment and staff-related delays.

Action

There are no anticipated changes for this line.



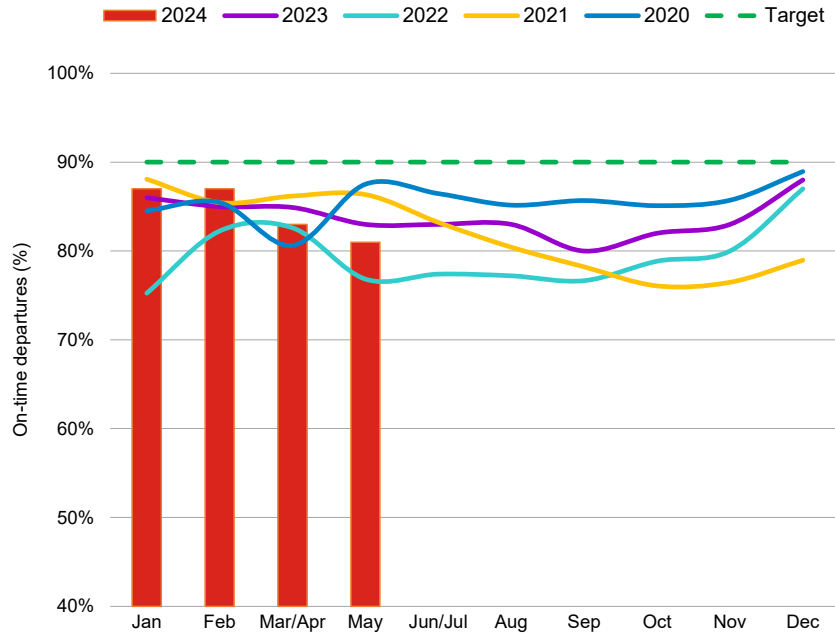


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Bus



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

Results

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

Analysis

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

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

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

Action

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

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



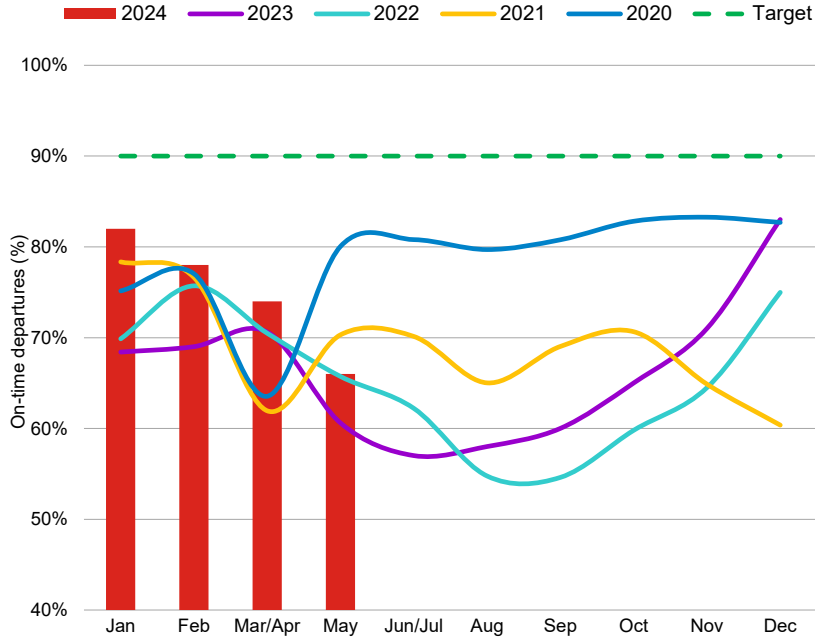


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Streetcar



Definition

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

Results

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

Analysis

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

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

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

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

Action

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

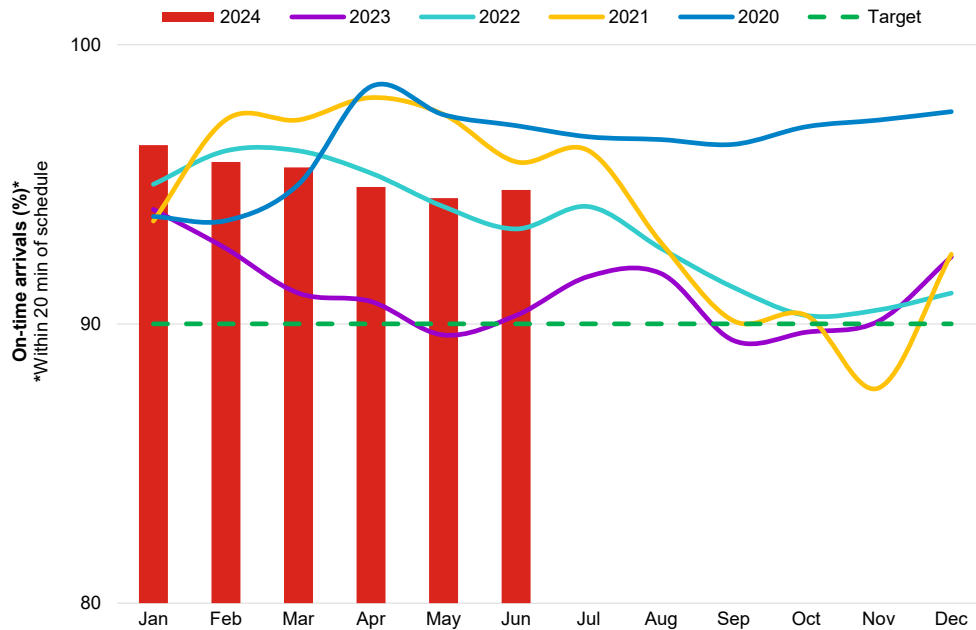
	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Streetcar Routes	1	3	3	4
% of Ridership	3%	27%	24%	46%
Weekday OTP	74%			56%





Customer experience

On-time performance (OTP) – Wheel-Trans



Definition

On-time performance of all trips conducted by Wheel-Trans buses. To be on time, the bus must arrive within 20 minutes of its scheduled arrival.
Daily Modal Percentage Delivered: The ratio between ridership delivered via Wheel-Trans Buses vs. Contracted Taxis.

Results

OTP in Period 6 (May 26 to June 29, 2024) increased by 0.3% from the previous period to 94.8%, and is 4.5% higher than Period 6 in 2023.

Analysis

OTP rose slightly despite a significant 17% increase in ridership compared to the same period in 2023 and we remain well above our target of 90%. Ongoing seasonal construction continues throughout the city and the Gardiner Expressway lane closures remain in effect. The Dispatch team continues to put extra effort 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.

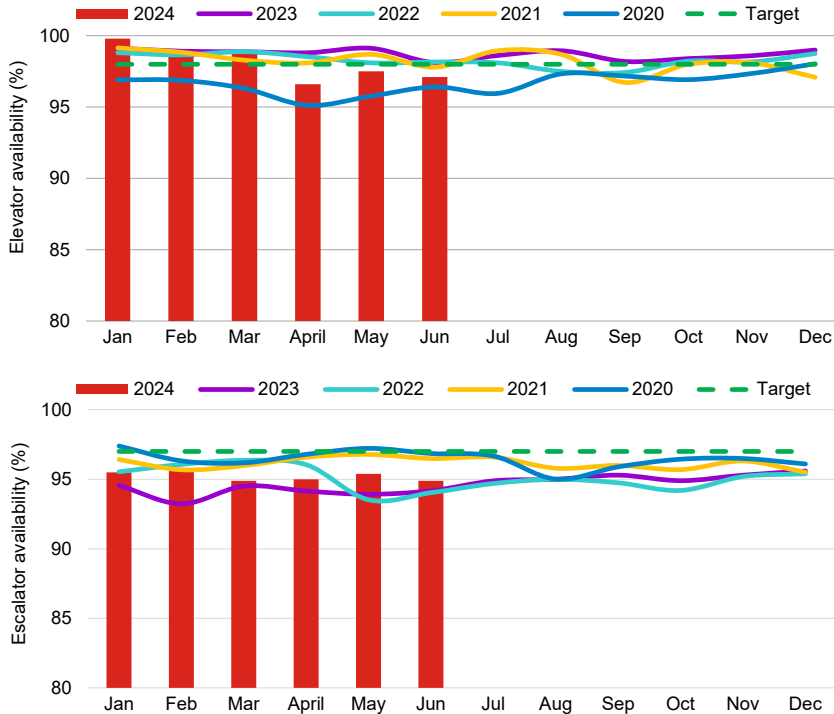
Decreasing vehicle speed factor in our scheduling system (the speed at which a vehicle is able to travel in the city) to more accurately reflect traffic conditions continues to result in higher OTP without impacting Daily Modal Percentage Delivered. The updated speed factor setting will be maintained in 2024 and close monitoring by dedicated staff will result in OTP remaining above 90%. Gardner Expressway lane reduction and ramp closure is being closely monitored.





Customer experience

Accessibility – Elevator and escalator availability



Definition

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

Results

Subway Elevator availability for June was 97.1%, not meeting the target of 98%.

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

Analysis

Elevators

In June, elevator availability was impacted by flooding issues at Finch and Queen stations, the sole reason for not meeting target. Total out of service hours due to flooding was 1,130 hours. Finch and Queen stations have been returned to service.

Escalators

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

Total out of service hours was 2,844 due to construction and water damage.

Action

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

To mitigate accessibility impact on customers:

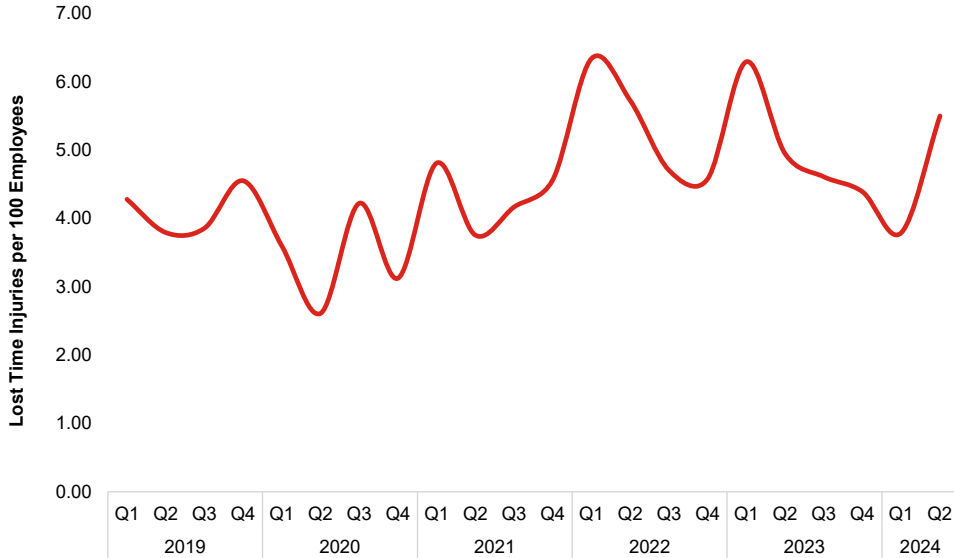
- TTC website is updated with elevator status.
- "Accessible alternative" signage is located at each elevator.
- Elevator out-of-service status is communicated through Live "service alerts" on the website and the TV screens in stations and on platforms, as well as on the TTC's Lift Line [416-539-LIFT(5438)].
- Appropriate signage for annual maintenance, overhauls and construction is posted near elevators/escalators.
- Continue performing preventative maintenance to meet reliability and availability targets.





Safety and security

Lost time injury rate (LTIR)



Definition

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

Results

The Lost-Time Injury Rate (LTIR) for Q2 in 2024 was 5.50 injuries per 100 employees — an increase from Q1 2024 (3.83) and an increase from same period last year (4.95). The LTIR for Q2 was 20% higher than the four-quarter average.

Analysis

The increase in Q2 2024 LTIR (up 44% from Q1 2024) is mainly attributed to 176% increase in lost-time injuries as a result of Assault and Threat events (from 21 to 58 per quarter). Lost-time injuries associated with Acute Emotional Events also saw an increase of 15% (from 35 to 40 per quarter). In contrast, lost-time injuries due to Slip/Trip events saw a seasonal decrease of 21% (29 to 23 per quarter). Slip/Trip events account for 8% of all lost-time injuries and represents the third highest injury event type in Q2. While Assaults/Threats, representing 26% of all lost-time injuries in Q2, is the second highest. Injuries due to Acute Emotional Events account for 29% of all lost-time injuries in Q2 and continues to represent the highest injury event type in the past four quarters.

Action

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

The TTC continues to implement its multidisciplinary 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, maintaining high-visibility presence of security personnel, issuing communications to enhance awareness of safety measures, strengthening penalties for assaults against all transit workers 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.

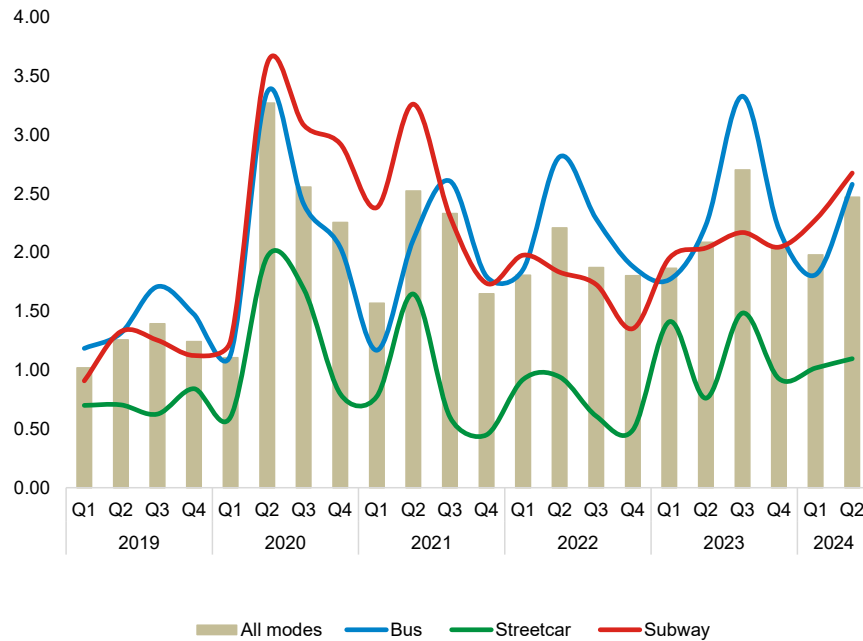
Note: Next update will be available in the November 2024 CEO's Report.





Safety and security

Customer injury incidents rate (CIIR)



Results

The CIIR for Q2 2024 was 2.47 injury incidents per one million vehicle boardings — an increase from Q1 2024 (1.99) and an increase from the same period last year (2.08). The CIIR for Q2 2024 was 7% higher than the four-quarter average rate of 2.31 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 increase in the CIIR in Q2 2024, up 24% from Q1 2024, is mainly attributed to a 39% increase in onboard bus injury rates. Streetcar onboard and subway customer injuries were up 13% and 11%, respectively, from the previous quarter. Q1 2024 and Q2 2024 had 161 and 229 bus onboard injuries, respectively. Customer falls contributed to the increase to the overall CIIR as customer falls onboard buses increased by 34% and customer falls in stations increased by 18% (173 from 147).

Action

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

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

Current work addressing hard braking issues in the Bus Collision Reduction Strategy, combined with work on bus Operator turning techniques will provide additional benefits in customer injury prevention.

Additional strategies are in development to improve customer communications to influence customer behaviour in higher risk customer groups.

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

Definition

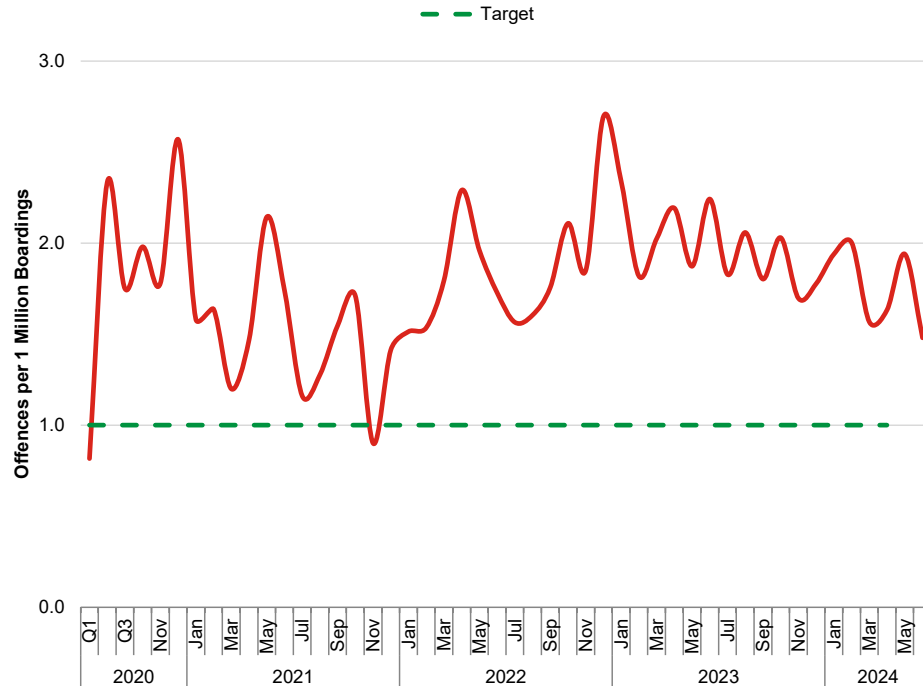
Number of customer injury incidents per one million boardings.



Safety and Security



Offences against Customers



Results

The number of reported offences against customers was 1.48 per one million boardings for June 2024, decreasing from 1.94 in May 2024.

Analysis

The rate of reported offences has decreased, and correspondingly the per-day rate also decreased from 4.29 in May 2024 to 3.34 in June 2024. Since January 2023, there has been an overall decrease of 37% in rate offences against customers.

Action

- Maintaining high-visibility presence across the network, with an additional 161 customer-facing personnel hired in 2023, and ongoing hiring of 50 more Special Constables.
- Community Safety Ambassadors and Streets to Homes staff continue to provide support and outreach for underhoused individuals since April 2023.
- Since February through June 2024, Community Engagement Unit engaged in 22 school presentations, 32 Focus Tables, 34 Community Workshops focusing on Transit Safety for students and 65 Streets to Homes and Partners meetings focusing on assisting persons experiencing homelessness.
- Increasing promotion of SafeTTC App and *See Something Say Something* campaign through stations and campaign to be issued in September that educates customers about the importance of the improvements to safety on the TTC.
- Multidisciplinary approach with City of Toronto and Toronto Police Service to amplify community support and incident response through short- and long-term strategies. Detailed updates have been captured in the Update in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report (July).

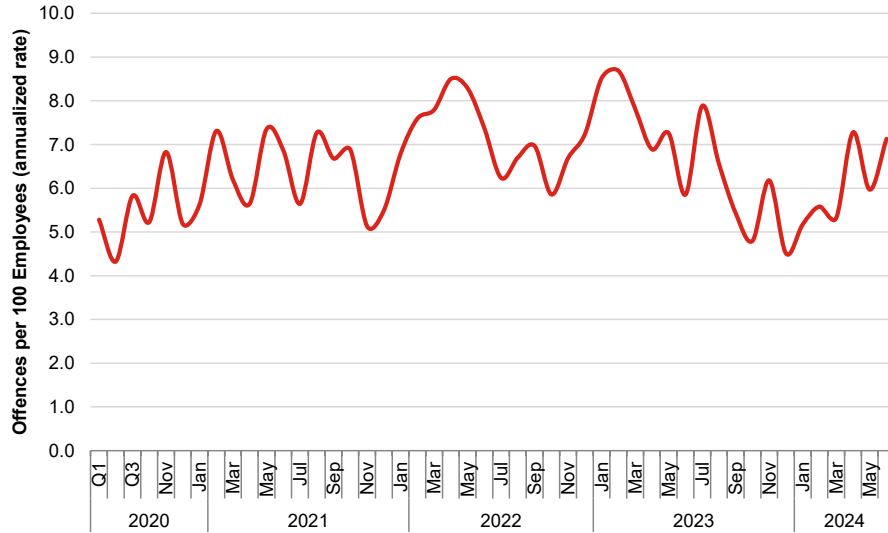
The TTC's Special Constable Service continues to monitor these statistics regularly, and report up to the multidisciplinary table, and reallocate resources across the network to assist with emerging issues.



Safety and Security



Offences against Employees



Results

The number of reported offences against employees per 100 employees (annualized rate) increased in June 2024 compared to May 2024, to 7.13 from 5.97.

Analysis

The total number of reported offences have increased to 3.27 from 2.68 per day. Since January 2023, the overall rate of offences (annualized rate) has decreased by 16%.

Action

The TTC's Community Safety, Security and Well-being Action Plan, initiatives include:

- Continuing high-visibility presence from community safety supports, including Special Constables, Security Guards and Toronto Police Officers, and increasing the presence of TTC staff across the system to improve incident response.
- Supporting 34 proactive site visits conducted by the Ministry of Labour, Immigration, Training and Skills Development. (MLITSD) proactive site visits. Co-ordinated a progress meeting with the MLITSD in April 2024.
- Providing de-escalation, including unconscious bias training to frontline staff, 7,494 staff trained by August 2, 2024.
- Engaging with CUTA's Safety and Security Task Force, as well as Union partners through the Joint Labour Management Committee.
- Supporting amendments to the Criminal Code to include all public transit workers, with the Act receiving its first reading on June 12, 2024.
- Special Constables and security guards are deployed at terminal stations to assist and support staff with closing and inspect areas to prevent graffiti.
- Detailed updates have been captured in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report (July).





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

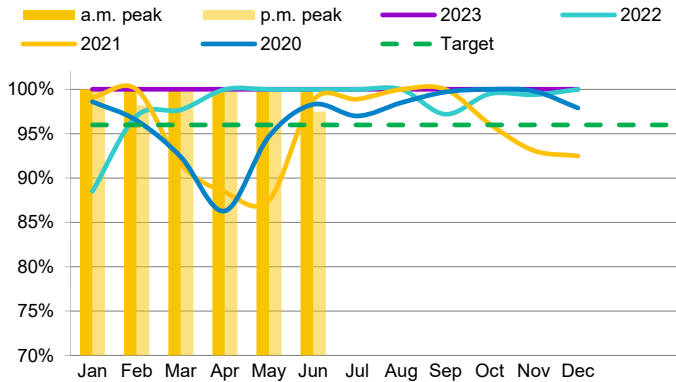
Appendix: Service delivery

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.

Jun 2024: 100.0%
May 2024: 100.0%
Jun 2023: 100.0%

Target: 96.0%



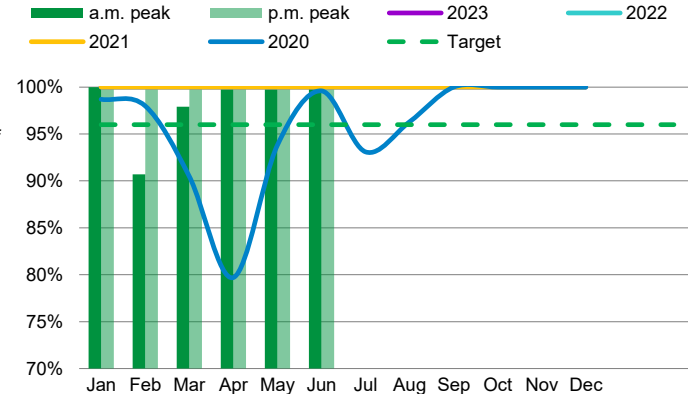
Line 3 was shutdown on August 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, the Line 3 Bus Replacement Plan is in effect with complete transit priority measures and routing.

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.

Jun 2024: 100.0%
May 2024: 100.0%
Jun 2023: 100.0%

Target: 96.0%

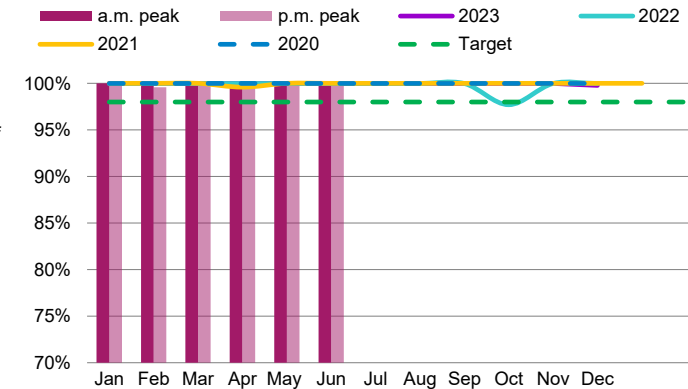


Line 4 capacity

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.

Jun 2024: 100.0%
May 2024: 100.0%
Jun 2023: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

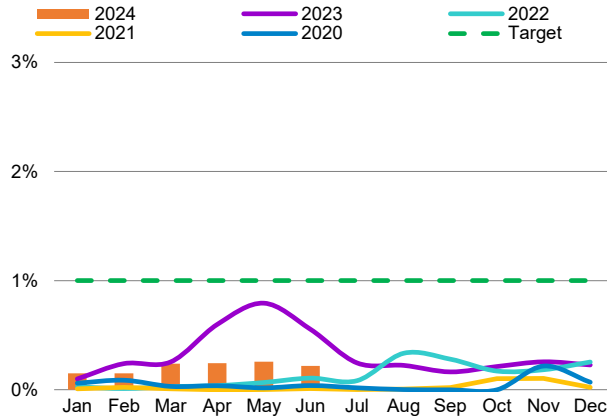
Appendix: Service delivery

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).

Jun 2024: 0.22%
May 2024: 0.26%
Jun 2023: 0.56%

Target: 1%

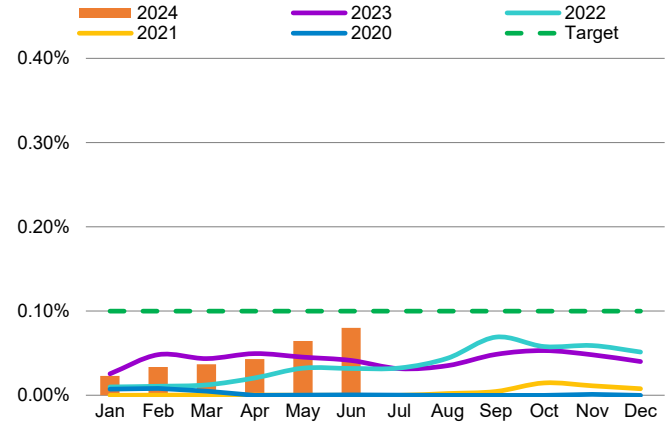


Bus short turns

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).

Jun 2024: 0.08%
May 2024: 0.06%
Jun 2023: 0.04%

Target: 0.10%

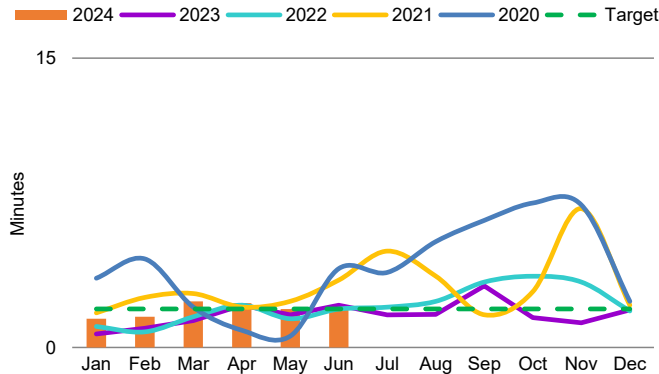


Wheel-Trans contact centre wait time

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

Jun 2024: 2.1
May 2024: 2.0
Jun 2023: 2.2

Target: 2





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

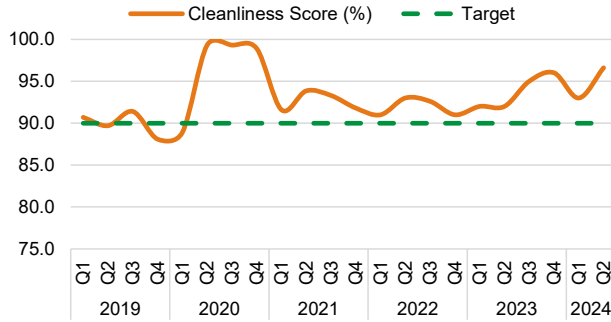
Appendix: Cleanliness

Bus cleanliness

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

Q2 2024: 96.6%
Q1 2024: 93.0%
Q2 2023: 92.0%

Target: 90.0%

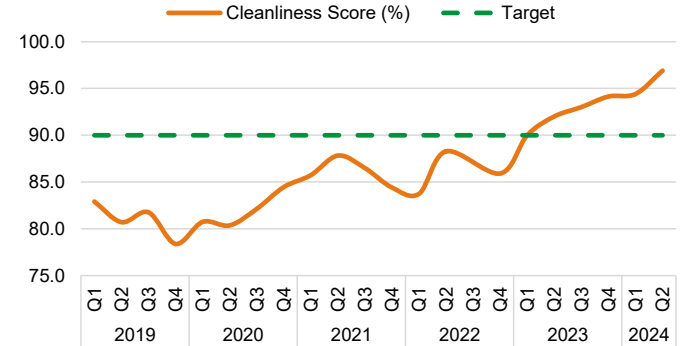


Streetcar cleanliness

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

Q2 2024: 96.9%
Q1 2024: 94.4%
Q2 2023: 92.0%

Target: 90.0%

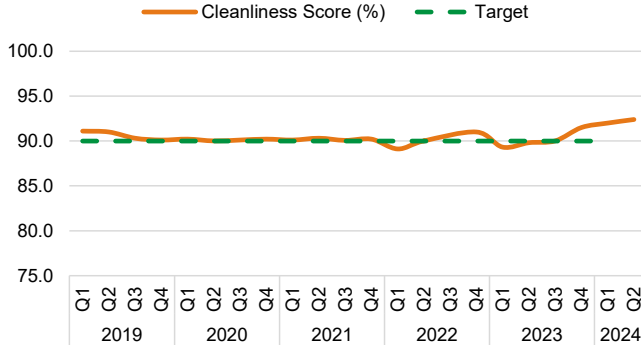


Subway cleanliness

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

Q2 2024: 92.4%
Q1 2024: 92.0%
Q2 2023: 89.8%

Target: 90.0%

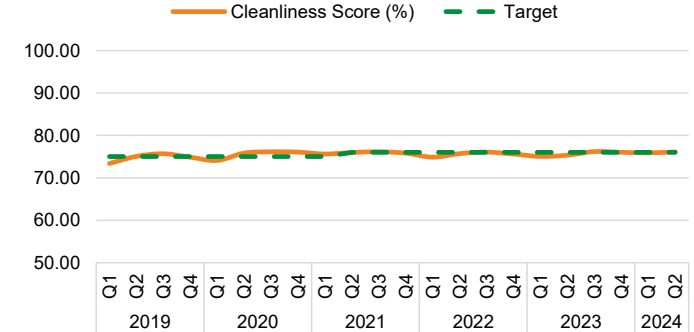


Station cleanliness

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

Q2 2024: 76.10%
Q1 2024: 75.89%
Q2 2023: 75.33%

Target: 76.0%



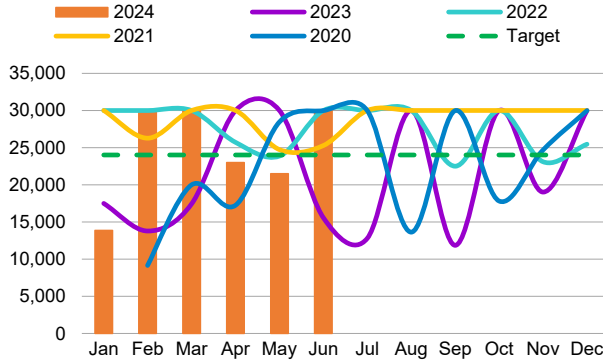


Appendix: Asset reliability

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

Jun 2024: 30,000
May 2024: 21,509
Jun 2023: 30,000

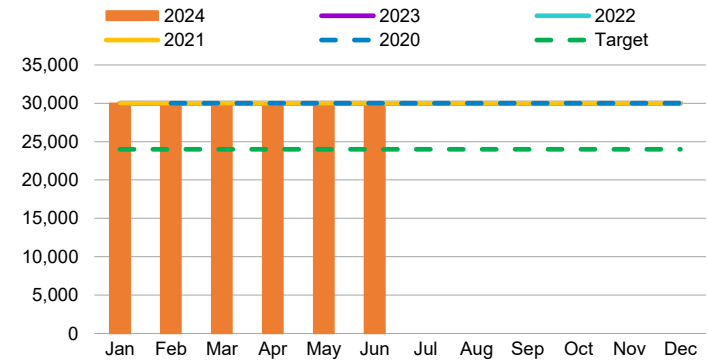
Target: 24,000 km



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

Jun 2024: 30,000
May 2024: 30,000
Jun 2023: 30,000

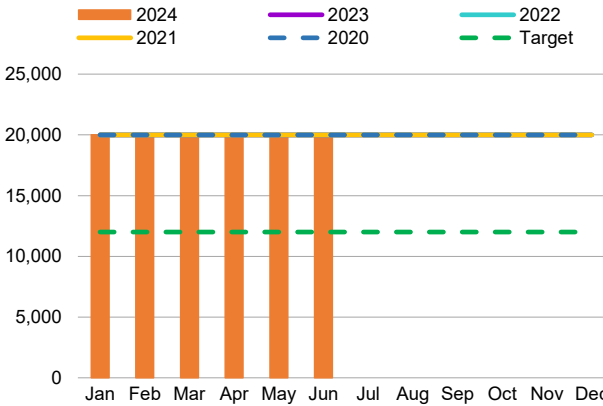
Target: 24,000 km



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

Jun 2024: 20,000
May 2024: 20,000
Jun 2023: 20,000

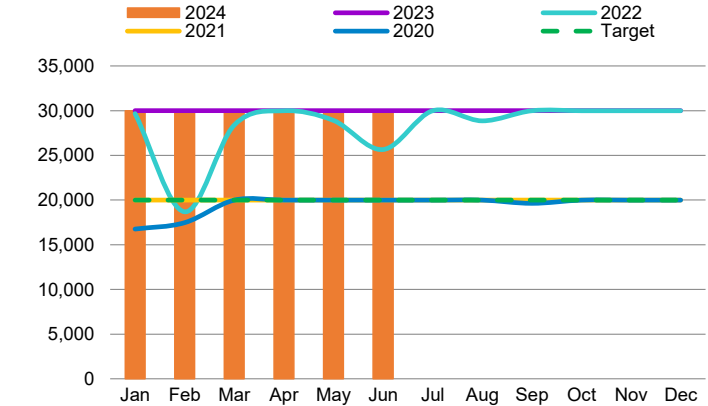
Target: 12,000 km



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

Jun 2024: 30,000
May 2024: 30,000
Jun 2023: 30,000

Target: 20,000 km





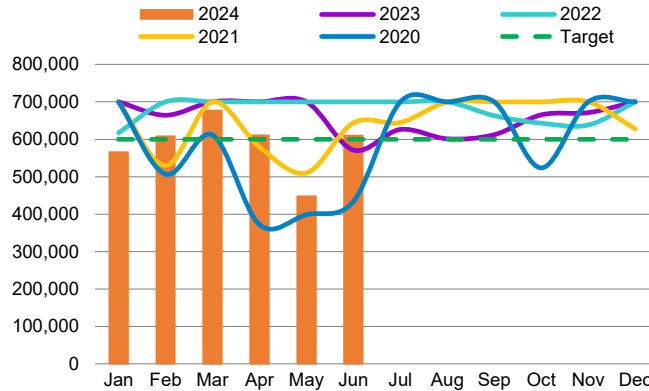
Appendix: Asset reliability

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.

Jun 2024: 610,00
May 2024: 447,908
Jun 2023: 571,000

Target: 600,000 km

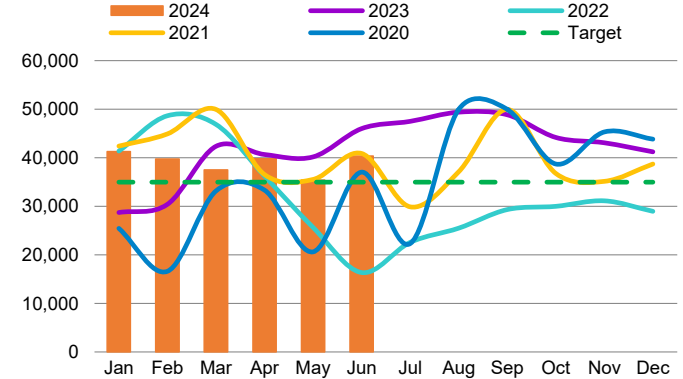


Streetcar mean distance between failures

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

Jun 2024: 40,376
May 2024: 35,454
Jun 2023: 46,032

Target: 35,000 km

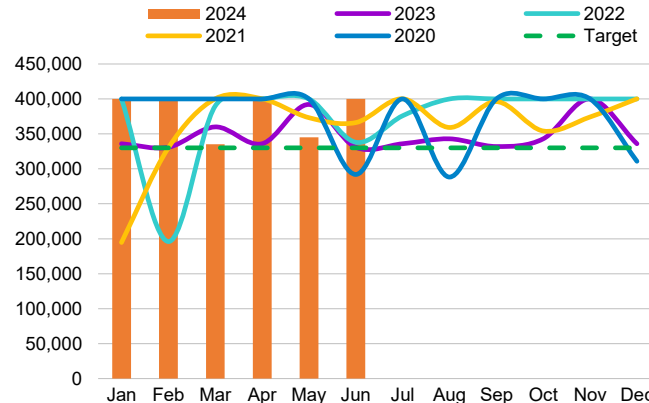


T1 train mean distance between failures

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

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

Target: 330,000 km





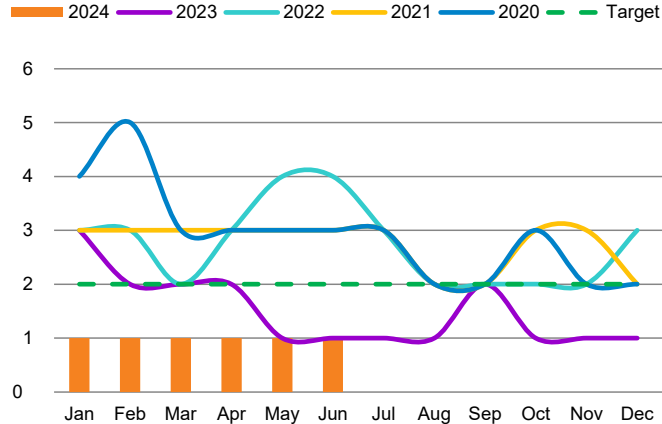
Appendix: Asset reliability

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.

Jun 2024: 1
May 2024: 1
Jun 2023: 1

Target: Less than 2

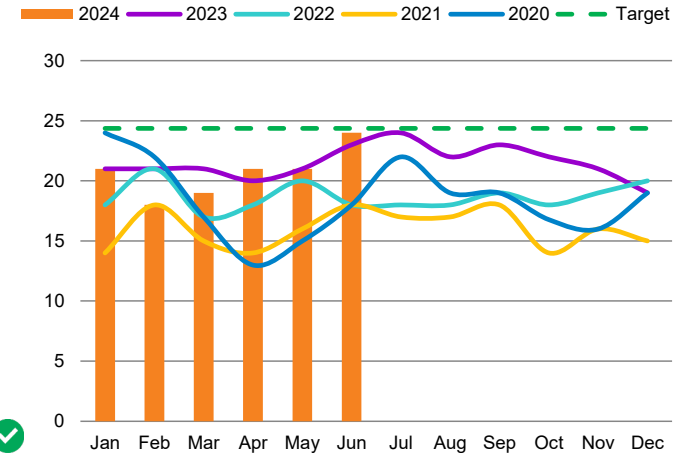


Bus road calls and change offs

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

Jun 2024: 24
May 2024: 21
Jun 2023: 23

Target: Less than 24



Period 6 showed a marginal variance. Bus Maintenance and Shops is monitoring and will report root causes and corrective actions if the trend persists.





Rich Wong
Chief Transportation and Vehicles Officer

Josh Colle
Chief Strategy and Customer Experience Officer

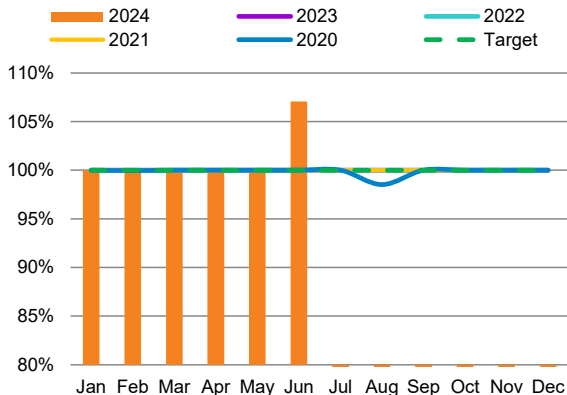
Appendix: Asset availability

Subway service availability

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

Jun 2024: 107.1%
May 2024: 100.0%
Jun 2023: 100.0%

Target (RW): 100%

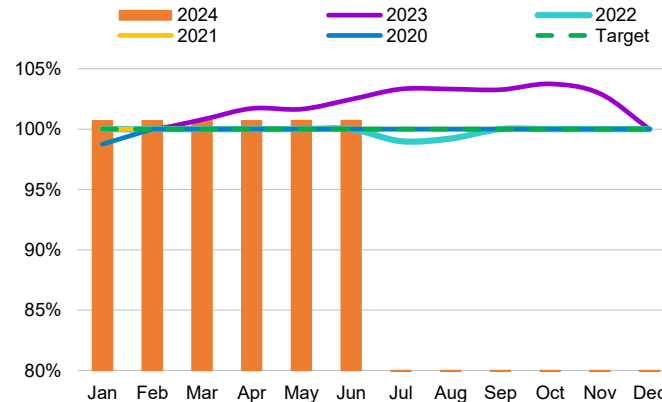


Streetcar service availability

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

Jun 2024: 101.0%
May 2024: 101.0%
Jun 2023: 102.0%

Target (RW): 100%

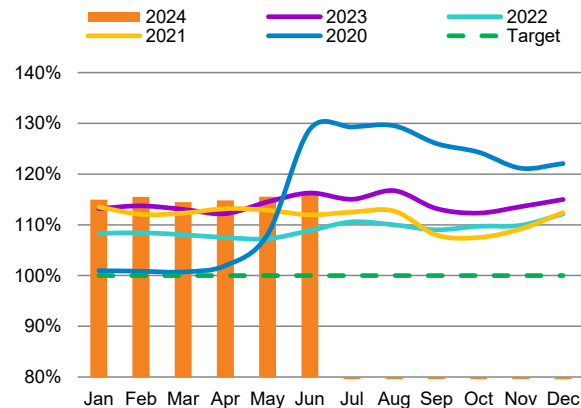


Bus service availability

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

Jun 2024: 116.1%
May 2024: 115.5%
Jun 2023: 116.3%

Target (RW): 100%



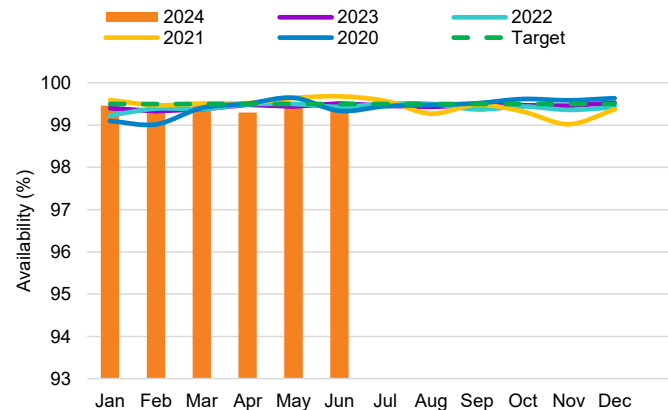
Fare gate availability

Percentage of fare gates are available for use.

Jun 2024: 99.48%
May 2024: 99.52%
Jun 2023: 99.51%

Target (JC): 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.





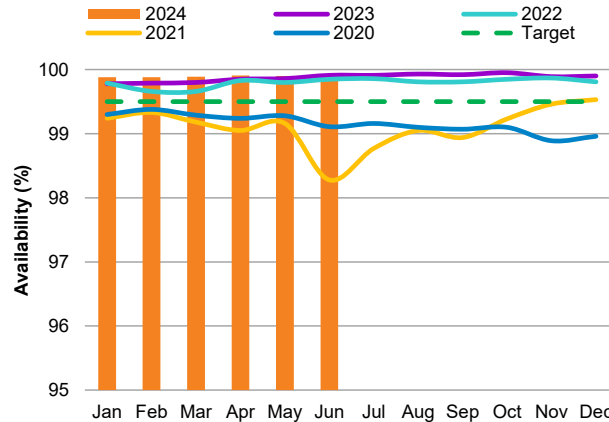
Appendix: Asset availability

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.

Jun 2024: 99.88%
May 2024: 99.90%
Jun 2023: 99.91%

Target: 99.50%

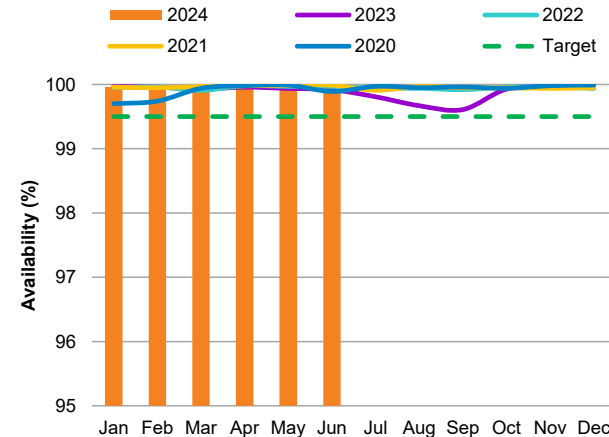


PRESTO Self-Serve Reload Machine (SSRM)

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

Jun 2024: 99.91%
May 2024: 99.94%
Jun 2023: 99.92%

Target: 99.50%

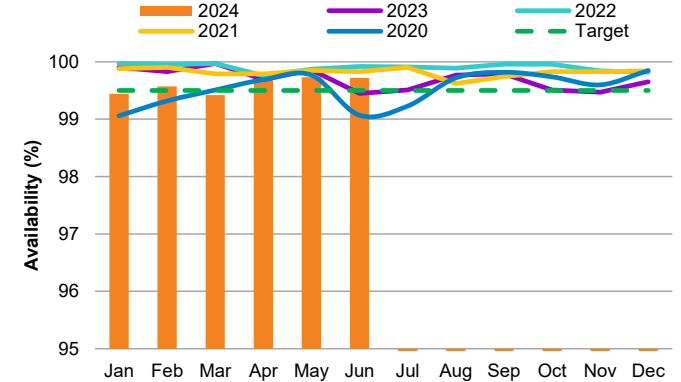


PRESTO Fares and Transfers Machine (FTM)

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.

Jun 2024: 99.72%
May 2024: 99.73%
Jun 2023: 99.51%

Target: 99.50%

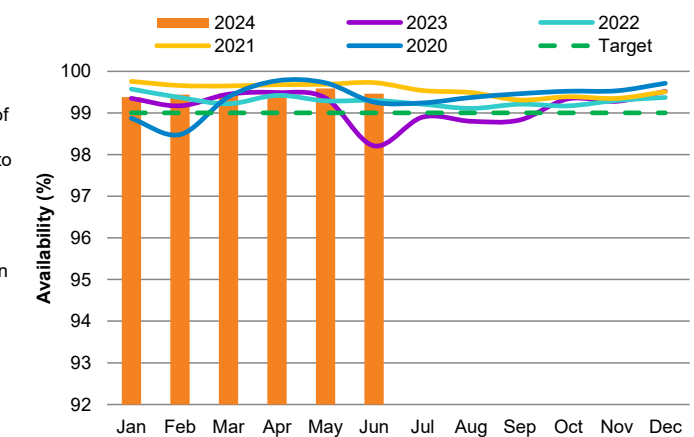


PRESTO Fare Vending Machine (FVM)

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.

Jun 2024: 99.46%
May 2024: 99.59%
Jun 2023: 98.21%

Target: 99.00%





Appendix 2: Safety

Regulatory compliance – (January 1 to June 30, 2024)¹

This table summarizes the number of regulatory interactions and orders issued in 2024 (January 1 to June 30) and their status.

An Interaction refers to a:

- Report made by the TTC to a regulatory agency.
- Communication received from a regulatory officer requesting information, by phone, e-mail or in person.
- Visit to a site or TTC property, pre-planned or unplanned, by a regulatory officer.

Type	Interactions	Number of Orders Issued		
		Requirement orders ² issued	Non-compliance orders ³ issued	Status
Ministry of Labour, Immigration, Training and Skills Development	41	4 ⁽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	1	0	0	N/A
Toronto Fire Services	0	0	1 ⁽⁵⁾	Compliance Achieved

¹ Next update will be available in the November 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 ensure scene is secured as per Section 54 of the OHSA for a critical injury at Glencairn Station.
- One requirement to provide CCTV footage as per Section 54 of the OHSA for a critical injury at Glencairn Station.
- One requirement to provide an ergonomics assessment report per Section 54 of the OHSA for a work refusal at Harvey Shops.

⁵ The TFS non-compliance order was:

- Notice of violation for TTC supervisory staff at Kennedy Station that were not trained on the fire safety plan.





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.