Toronto Transit Commission

CEO’s Report

March 2021

Performance scorecard	2
CEO’s commentary	9
COVID-19 dashboard	14
Performance updates:	
Safety and security	18
Ridership	25
Customer experience	28

Performance scorecard

TTC performance scorecard – March 2021

Key performance indicator	Description	Latest measure	Current	Target	Current status	Ongoing trend	Page
Safety and security							
Lost-time injuries	Injuries per 100 employees	Q4 2020	3.3	4.0*	✓	✗	18
Customer injury incidents	Injury incidents per 1M boardings	Q4 2020	2.2	2.3*	✓	✗	20
Offences against customers	Offences per 1M boardings	Q4 2020	2.11	1.00	✗	✗	23
Offences against staff	Offences per 100 employees	Q4 2020	5.11	4.18	✗	✗	24
Ridership							
Ridership	Monthly ridership	Jan 2021	10.9M	12.9M	✗	✗	25
Ridership	Year-to-date ridership	2021 YTD (to Jan)	10.9M	12.9M	✗	✗	25

Ongoing trend indicators: ✓ Favourable – Mixed ✗ Unfavourable ● Not applicable

*Represents four-quarter average of actual results

Key performance indicator	Description	Latest measure	Current	Target	Current status	Ongoing trend	Page
PRESTO ridership	Monthly ridership	Jan 2021	9.9M	11.9M	✗	✗	27
PRESTO ridership	Year-to-date ridership	2021 YTD (to Jan)	9.9M	11.9M	✗	✗	27
Wheel-Trans ridership	Monthly ridership	Jan 2021	91,744	137,329	●	●	29
Wheel-Trans ridership	Year-to-date ridership	2021 YTD (to Jan)	91,744	137,329	●	●	29
Customer experience							
Customer satisfaction	Customer satisfaction score	Q3 2020	78%	80%	✗	✓	31
Subway services							
1 On-time performance Line 1	Scheduled headway performance at end terminals	Jan 2021	94.5%	90.0%	✓	✓	33
2 On-time performance Line 2	Scheduled headway performance at end terminals	Jan 2021	95.6%	90.0%	✓	✓	34
3 On-time performance Line 3	Scheduled headway performance at end terminals	Jan 2021	96.6%	90.0%	✓	✓	35

Ongoing trend indicators: ✓ Favourable – Mixed ✗ Unfavourable ● Not applicable

*Represents four-quarter average of actual results

Key performance indicator	Description	Latest measure	Current	Target	Current status	Ongoing trend	Page
4 On-time performance Line 4	Scheduled headway performance at end terminals	Jan 2021	99.3%	90.0%	✓	✓	36
1 Capacity Line 1	Trains-per-hour during peak	Jan 2021	99.1%	96.0%	✓	✓	37
1 Capacity Bloor-Yonge Station	Trains-per-hour (8 a.m. to 9 a.m.)	Jan 2021	100.0%	96.0%	✓	✓	37
1 Capacity St George Station	Trains-per-hour (8 a.m. to 9 a.m.)	Jan 2021	99.4%	96.0%	✓	✓	37
2 Capacity Line 2	Trains-per-hour during peak	Jan 2021	100.0%	96.0%	✓	✓	38
3 Capacity Line 3	Trains-per-hour during peak	Jan 2021	97.9%	98.0%	✗	✗	39
4 Capacity Line 4	Trains-per-hour during peak	Jan 2021	100%	98.0%	✓	✓	40
Amount of service	Average weekly service hours delivered	Jan 2021	9,425 h	9,578 h	✗	−	41
Vehicle reliability T1 trains	Mean distance between failures	Jan 2021	194,761 km	300,000 km	✗	−	42
Vehicle reliability TR trains	Mean distance between failures	Jan 2021	700,000 km	600,000 km	✓	✓	44

Ongoing trend indicators: ✓ Favourable − Mixed ✗ Unfavourable ● Not applicable

*Represents four-quarter average of actual results

Key performance indicator	Description	Latest measure	Current	Target	Current status	Ongoing trend	Page
Service availability	Daily average service delivered	Jan 2021	100%	100%	✓	✓	45
Subway cleanliness	Audit score	Q4 2020	90.2%	90.0%	✓	✓	46
Streetcar services							
On-time performance	On-time departures from end terminals	Jan 2021	79.0%	90.0%	✗	−	48
Amount of service	Average weekly service hours	Jan 2021	17,342 h	17,068 h	✓	−	50
Vehicle reliability: *Contractual*	Mean distance between failures	Jan 2021	50,000 km	35,000 km	✓	−	51
Vehicle reliability: *Operational*	Mean distance between failures	Jan 2021	42,432 km	35,000 km	✓	−	51
Road calls and change offs	Average daily road calls or vehicle change offs	Jan 2021	3	2.4	✗	✓	54
Service availability	Daily number of vehicles available for service	Jan 2021	100%	100%	✓	✓	56
Streetcar cleanliness: Pre-service	Audit score	Q4 2020	88.6%	90.0%	✗	✓	57

Ongoing trend indicators: ✓ Favourable − Mixed ✗ Unfavourable ● Not applicable

*Represents four-quarter average of actual results

Key performance indicator	Description	Latest measure	Current	Target	Current status	Ongoing trend	Page
Streetcar cleanliness: In-service & post-service	Audit score	Q4 2020	80.3%	90.0%	✗	✓	59
Bus services							
On-time performance	On-time departures from end terminals	Jan 2021	88.8%	90.0%	✗	✓	61
Amount of service	Average weekly service hours	Jan 2021	150,017 h	152,508 h	✗	–	63
Vehicle reliability: eBus	Mean distance between failures	Jan 2021	30,000 km	24,000 km	✓	✓	64
Vehicle reliability: Hybrid	Mean distance between failures	Jan 2021	30,000 km	24,000 km	✓	✓	65
Vehicle reliability: Clean Diesel	Mean distance between failures	Jan 2021	20,000 km	12,000 km	✓	✓	67
Road calls and change offs	Average daily road calls or vehicle change offs	Jan 2021	14	24	✓	✓	69
Service availability	Daily average service delivered	Jan 2021	113.5%	100%	✓	✓	71
Bus cleanliness: Pre-service	Audit score	Q4 2020	99.1%	90.0%	✓	✓	72

Ongoing trend indicators: ✓ Favourable – Mixed ✗ Unfavourable ● Not applicable

*Represents four-quarter average of actual results

Key performance indicator	Description	Latest measure	Current	Target	Current status	Ongoing trend	Page
Bus cleanliness: In-service & post-service	Audit score	Q4 2020	98.9%	90.0%	✓	✓	73
Wheel-Trans services							
On-time performance	% within 20 minutes of schedule	Jan 2021	93.7%	90.0%	✓	✓	74
Vehicle reliability	Mean distance between failures	Jan 2021	20,000 km	12,000 km	✓	✓	76
Accommodation rate	Percentage of requested trips completed	Jan 2021	99.9%	99.0%	✓	✓	77
Average wait time	Average amount of time a customer waits before call is answered	Jan 2021	1.8 min	2 min	✓	✓	78
Station services							
Station cleanliness	Audit score	Q4 2020	76.1%	75.0%	✓	✓	80
Elevator availability	Per cent available	Jan 2021	99.2%	98.0%	✓	−	81
Escalator availability	Per cent available	Jan 2021	96.4%	97.0%	✗	✓	82

Ongoing trend indicators: ✓ Favourable − Mixed ✗ Unfavourable ● Not applicable

*Represents four-quarter average of actual results

Key performance indicator	Description	Latest measure	Current	Target	Current status	Ongoing trend	Page
Fare gates	Per cent available	Jan 2021	99.59%	99.50%	✓	−	84
PRESTO fare card readers	Per cent available	Jan 2021	99.24%	99.99%	✗	✗	86
PRESTO Fare Vending Machines	Per cent available	Jan 2021	99.76%	95.00%	✓	✓	87
PRESTO Self-Serve Reload Machines	Per cent available	Jan 2021	99.96%	95.00%	✓	✓	88
PRESTO Fares and Transfer Machines	Per cent available	Jan 2021	99.88%	95.00%	✓	✓	89

Ongoing trend indicators: ✓ Favourable − Mixed ✗ Unfavourable ● Not applicable

*Represents four-quarter average of actual results

CEO’s commentary

During the month of March, many of us look forward to the first day of spring and longer, brighter days with the return of Daylight Saving Time. But we’re also reminded that it will be a year since the Premier declared a state of emergency across Ontario to prevent the spread of COVID-19. Toronto Public Health was monitoring about 100 positive cases across the city and employers (TTC included) were directing staff to work from home.

At the TTC to date, approximately 590 employees have tested positive for the virus since the beginning of the pandemic. About 520 have returned to work and we wish those workers currently self-isolating a full and speedy recovery.

Last month, the TTC was among about a dozen employers in the city identified as having multiple positive cases of COVID-19 at a worksite. This was a small cluster limited to four individuals within our Subway Infrastructure Group. We also know from Toronto Public Health that they had declared nine other small clusters, ranging from two to eight individuals each, as outbreaks in eight TTC workplaces since last November.

Since the onset of the pandemic, the TTC has publicly reported every single positive COVID-19 case, making us one of the most transparent employers in the province. We do that to be open with customers and employees. It is the role of Toronto Public Health to declare and report workplace outbreaks.

In addition, cases with a suspected link to the workplace are reported to the Ministry of Labour, Training and Skills Development for their investigation. Follow-ups include a call or site visit at the work location with both management and the Joint Health and Safety Committee worker representatives. Updates are posted on Safety Notice boards at the workplace as per the legislative requirements.

I want to remind everyone to remain vigilant and to continue to follow safety protocols and procedures. As I’ve said many times before, the safety of our employees and customers is unwavering and we continue to take steps to keep it that way.

TTC completes another 10-day subway closure

At last month’s Board meeting, Commissioners recommended we continue to advance vital work on asbestos abatement on a portion of

Line 1, this time at St Patrick Station.

As a result, the TTC undertook its second 10-day closure between March 15-24, from St George to St Andrew stations, to perform asbestos abatement at St Patrick Station, northbound platform only. The extended closure was also used to perform infrastructure upgrades and station cleaning. Normal service resumed on March 25.

Concentrating on various state-of-good-repair works along this stretch of stations went a long way to reducing the schedule of future weekend and early closures, while taking advantage of low subway ridership caused by the pandemic. This extended closure reduced the need to have 20 to 30 weekend closures over the next few years. However, the larger benefit from the singular 10-day closure was saving an estimated two years of bypassing the St Patrick northbound platform while abatement would be taking place behind the barrier/platform. In this context, bypassing means that trains would operate through the northbound platform without stopping, and the platform would be closed to the public.

Last December, we successfully completed a 10-day subway closure on the portion of Line 1 between

Finch and Sheppard-Yonge. Crews were able to accelerate necessary state-of-good-repair work, such as tunnel liner repairs, asbestos removal and ATC signal upgrades – accomplishing more than two years' worth of work during the 10-day period. All work assignments were finished safely and in accordance with all environmental regulations.

And I'm pleased to report that we have had great success taking advantage of reduced ridership to accelerate a number of critical infrastructure projects. On the ATC project alone, we estimate that we will have shaved five months off the construction schedule. That's fantastic progress. Other areas in which we have made progress include stations upgrades, rail and signaling work and tunnel rehabilitation.

International Women's Day

March 8 marked International Women's Day around the world. It's a day devoted to celebrating the many achievements of women in our society. At the TTC, it was an opportunity to pay tribute to the contributions and perspectives that women in our workforce bring to all aspects of the service we provide across Toronto.

As a special salute to the nearly 2,600 women employed at the TTC, we showcased some of their achievements on social media and within the organization. This year's theme was *Choose to Challenge.* Together, we can all choose to challenge gender bias and inequality to bring about a more inclusive TTC.

Through our new Five-Year Diversity and Human Rights Plan as well as 10-Point Action Plan, we'll continue to attract and retain more women in our skilled and semi-skilled trades. And in 2021, we set ourselves a goal of working toward having at least four of every 10 new Operators hired identify as a woman.

As part of this work, we have been deliberate in noting key deliverables and attaching timelines to initiatives. We know the transformation the TTC has underway will result in a workforce that better reflects the diverse of the city we serve and in turn improve our relationship with our customers and employees. The TTC looks forward to reporting back to the Board on its successes.

Anti-racism training

I'd also like to add that between March and July, the TTC will be providing *Addressing Anti-Black Racism* training to our entire leadership group. This training has already been delivered to our Executive Team, senior management and several priority groups across the organization.

My thanks to the City of Toronto's Confronting Anti-Black Racism Unit (CABR), and specifically Denise Andrea Campbell, Aina-Nia Grant and Anthony Morgan for their continued support in the delivery of this important training to the TTC.

Attention engineering and construction graduates

On April 1, TTC Talent Management will be conducting a virtual information session to recruit engineering and technical professionals, with a focus on recent college and university graduates. The purpose of this information session is to promote future job opportunities, such as engineering technologists, project managers, draftspersons and electrical and mechanical engineers. While this recruitment is geared to new graduates and underrepresented groups to the TTC workforce, everyone is welcome to register for the event.

We hope to attract up to 2,000 participants. Similar to the Women as Transit Operator sessions held late last year, this virtual event will also be widely promoted. Next month's session is a wonderful opportunity for people interested in TTC careers to hear directly from our staff who are in these roles today. Complete details will be posted on ttc.ca.

Talent Management staff are taking proactive steps to seek out qualified candidates in various fields. For Operators specifically, about 800 are eligible to retire in the next couple of years. The Women as Transit Operator sessions provided an excellent opportunity to build a pool of diverse candidates for when this position is posted this year.

Wheel-Trans reminder

Wheel-Trans staff are reminding customers that in response to increased inactivity due to the pandemic, we have updated our account deactivation timeframe to 24 months (March 2022) from the usual 12 months for those who haven't taken the service. Riders who had their account default to inactive status because they were unable to ride during the pandemic, and would like to reactivate their account, can simply Wheel-Trans Customer Service at 416-393-4111, Monday to Friday, between 8 a.m. to 4 p.m. Accounts are reactivated promptly.

Safe Restart Agreement

On March 1, 2021, the Province of Ontario provided an update on the Safe Restart Agreement (SRA) funding program. The TTC, under the SRA, is eligible to receive up to $1.3 billion in funding, which will make a significant contribution to addressing the fiscal impact of COVID-19 on the TTC. The SRA agreement provides for three phases of funding which span the period of April 2020 to December 31, 2021. An update on the Safe Restart Funding and financial outlook will be reported to the Board next month.

TTC Budgets approved at Council

City Council passed its 2021 Capital and Operating Budgets last month, which included the TTC's 2021 Operating and Wheel-Trans Budget as well as the 2021-2030 Capital Budget and Plan. Council's decision followed the TTC Board's unanimous approval of our budgets at its meeting last December. Our budgets will preserve and enhance our services and key capital priorities, as well as freeze fares for our customers during these unprecedented times.

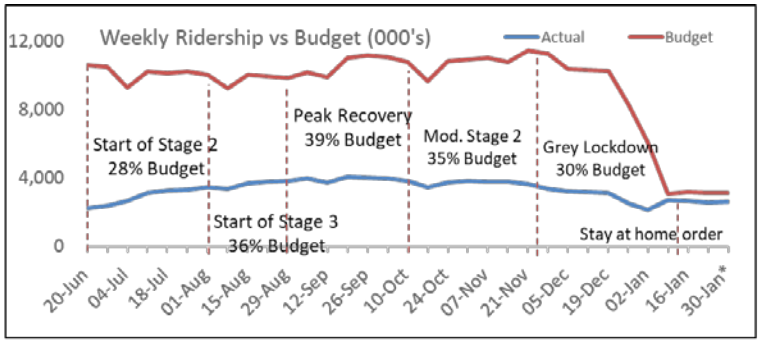
I'm grateful to City Councillors and Commissioners for their confidence and ongoing support. I'd also like to publicly express my appreciation to everyone across the organization who helped prepare the budgets, make the tough decisions and attend Board and City meetings to speak to the issues.

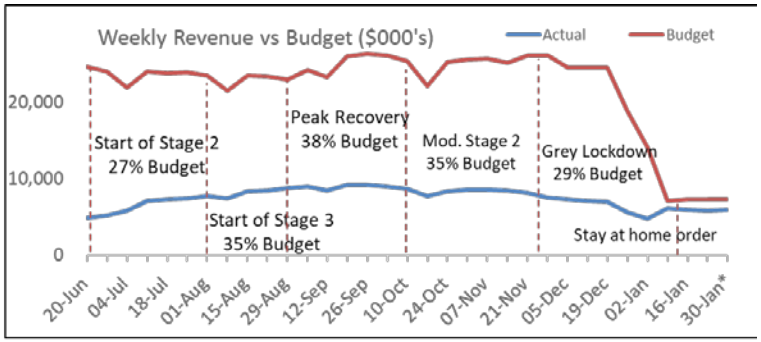
And finally, I'd like to conclude this commentary by mentioning the CEO's Report will have a new look and format starting with the April edition. The CEO's Report will be more streamlined and focused on strategically aligned performance metrics. Our new-look CEO's Report will continue to be informative, data-driven and reflective of our drive to modernize the TTC.

Richard J. Leary
Chief Executive Officer
March 2021

COVID-19 dashboard

2020/2021 Weekly ridership and revenue





2020/2021 Ridership Budget vs Actual (000's)				
Week Ending	Budget	Actual	Change	%
26-Dec	8,313	2,504	(5,809)	(69.9)
09-Jan	3,061	2,684	(377)	(12.3)
16-Jan	3,143	2,621	(522)	(16.6)
23-Jan	3,134	2,554	(580)	(18.5)
30-Jan*	3,131	2,591	(540)	(17.2)

2020/2021 Revenue Budget vs Actual ($000's)				
Week Ending	Budget	Actual	Change	%
26-Dec	$18,827	$5,594	($13,233)	(70.3)
09-Jan	$7,089	$6,102	($987)	(13.9)
16-Jan	$7,284	$5,953	($1,331)	(18.3)
23-Jan	$7,262	$5,793	($1,469)	(20.2)
30-Jan*	$7,255	$5,883	($1,372)	(18.9)

2021 Ridership Normal vs Actual (000's)				
Week Ending	Normal	Actual	Change	%
09-Jan	9,876	2,684	(7,192)	(72.8)
16-Jan	10,139	2,621	(7,518)	(74.1)
23-Jan	10,112	2,554	(7,558)	(74.7)
30-Jan*	10,101	2,591	(7,510)	(74.3)

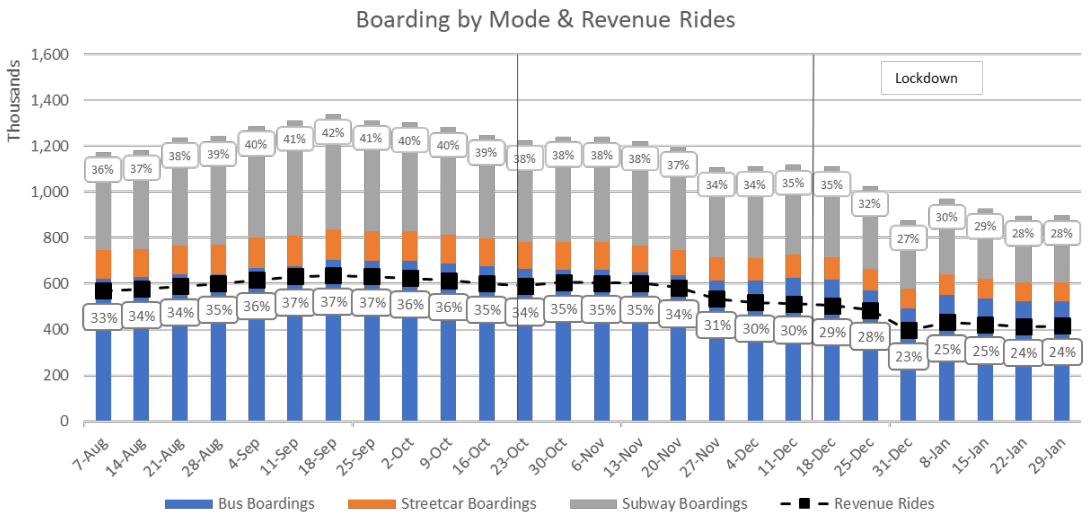
2021 Revenue Normal vs Actual ($000's)				
Week Ending	Normal	Actual	Change	%
09-Jan	$23,499	$6,102	($17,397)	(74.0)
16-Jan	$24,125	$5,953	($18,172)	(75.3)
23-Jan	$24,061	$5,793	($18,268)	(75.9)
30-Jan*	$24,035	$5,883	($18,152)	(75.5)

Ridership is currently 17.2% below budget, and Revenue is currently 18.9% below budget.

** Jan 24 - 30 100% complete. Jan 2021 monthly pass sales is 47.4K, 4K lower than Dec sales of 51.4K.*

Average weekday customer use: Week ending January 22

Customer Usage	Pre-COVID (March 2-6)	Jan 25 - 29	% of Pre-COVID
Bus Boardings	1,381,000	523,000	38%
Streetcar Boardings	350,000	82,000	23%
Subway Boardings	1,492,000	293,000	20%
Total System-wide Boardings	**3,223,000**	**898,000**	**28%**
System-wide Revenue Rides	**1,720,000**	**417,000**	**24%**



Mask compliance

- We are currently surveying customers both who are wearing a mask and those wearing a mask **correctly** (i.e. covers mouth, nose and chin)
- Compliance = Wearing mask correctly
- Surveys are completed during day time
- About 92% of customers complied with mask rules
- There is variation between locations and time of day

Location	Date	Total Observations	Correct Usage %	Incorrect Usage %	Mode
Eglinton Stn	25-Jan-21	1,326	97%	3%	Subway
Main Street Stn	25-Jan-21	1,339	87%	13%	Subway
Jane Stn	26-Jan-21	1,644	89%	11%	Subway
Coxwell Stn	27-Jan-21	1,611	91%	9%	Subway
Broadview Stn	28-Jan-21	926	96%	4%	Subway
Finch Stn	29-Jan-21	3,482	92%	8%	Bus
Total		**10,328**	**92%**	**8%**	

Period	Total Observations	Correct Usage %	Incorrect Usage %
AM (6-9am)	4,586	93%	7%
Midday (9am-3pm)	4,756	92%	8%
PM (3-7pm)	986	88%	12%
Early Evening (7-10pm)	0	N/A	N/A

Mode	Total Observations	Correct Usage %	Incorrect Usage %
Subway	6,846	92%	8%
Bus	3,482	92%	8%

Mask adoption

- Adoption = Wearing mask (correctly or not correctly)
- **99%** of customers are wearing a mask
- Surveys are completed during day time
- There is no variation between locations, time of day and modes

Location	Date	Total Observations	Mask %	No Mask %	Mode
Eglinton Stn	25-Jan-21	1,326	99%	1%	Subway
Main Street Stn	25-Jan-21	1,339	98%	2%	Subway
Jane Stn	26-Jan-21	1,644	98%	2%	Subway
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Broadview Stn	28-Jan-21	926	98%	2%	Subway
Finch Stn	29-Jan-21	3,482	99%	1%	Bus
Total		**10,328**	**99%**	**1%**	

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Mode	Total Observations	Mask %	No Mask %
Subway	6,846	98%	2%
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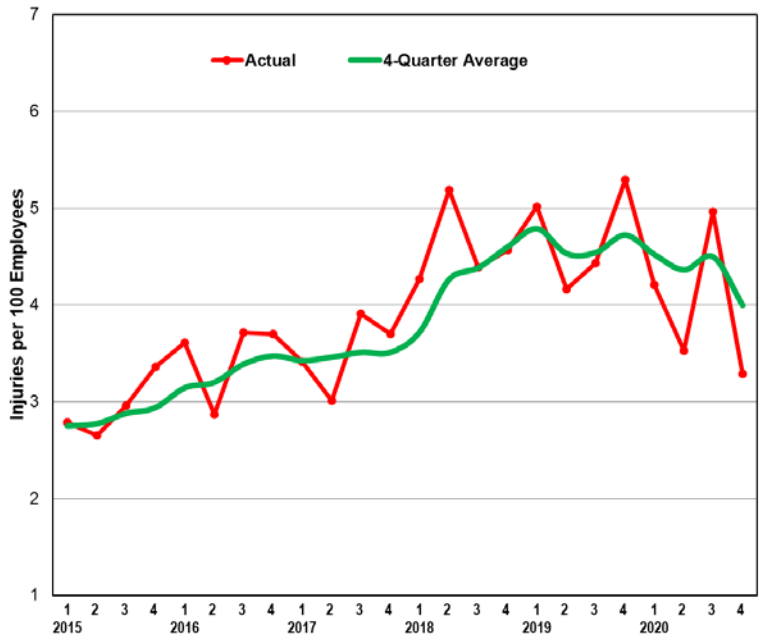
Safety and security

Lost-time injuries rate (LTIR)



Definition
Number of lost-time injuries reported per 100 employees.

Contact
Betty Hasserjian,
Chief Safety Officer (Acting)

Results

The LTIR in Q4 2020 was 3.3 injuries per 100 employees — a decrease from Q2 (5.0) and the same period last year (5.3). The LTIR for Q4 was 18% lower than the four-quarter average. However, there has been an upward trend in the LTIR since 2015.

Analysis

Musculoskeletal/ergonomic type injuries (e.g. overexertion, reach/bend/twist, repetition) continue to account for 23% of all lost-time injuries and to represent the highest injury event type since 2014.

Acute emotional event injuries account for 17% of all lost-time injuries and represent the second highest injury event type.

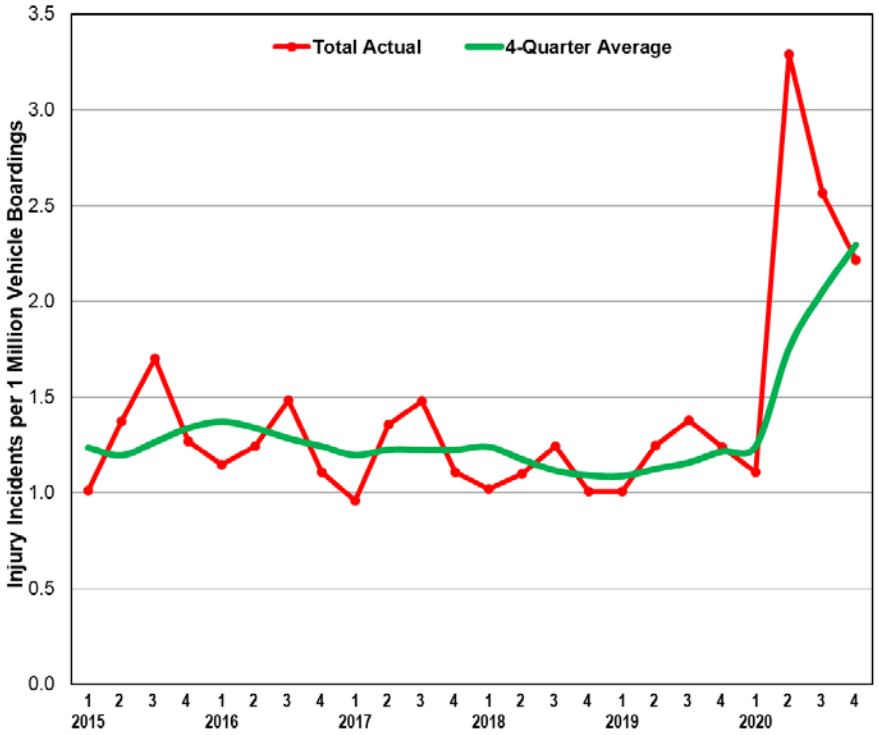
Action plan

The Ergonomic Musculoskeletal Disorder Prevention Program, currently being implemented, focuses on preventing musculoskeletal/ergonomic type injuries and resolving ergonomic concerns. Specific training modules for high risk groups have been developed. The train-the-trainer sessions have been deferred to winter 2021 due to the pandemic.

Note: *In January 2018, under the Workplace Safety and Insurance Board Act, the Province introduced two legislative changes: 1) The new policy on Chronic Mental Stress allows for compensation due to work-related stressors like bullying or harassment; 2) The policy on Traumatic Mental Stress is revised to broaden the spectrum of psychological claims. These changes have created an opportunity for an increase in the reporting of claims related to emotional trauma injuries.*

Note: *Q1 2021 data will be available in the June 2021 CEO's Report.*

Customer injury incidents rate (CIIR)



Definition
Number of customer injuries per one million boardings.

Contact
Betty Hasserjian,
Chief Safety Officer (Acting)

Results

The CIIR in Q4 2020 was 2.22 injury incidents per one million vehicle boardings — a decrease from Q3 (2.6) and an increase from the same period last year (1.2). The CIIR for Q4 was 9% lower than the four-quarter average rate of 2.2 injury incidents per one million vehicle boardings. The four-quarter average line shows a statistically significant upward trend in the CIIR.

Analysis

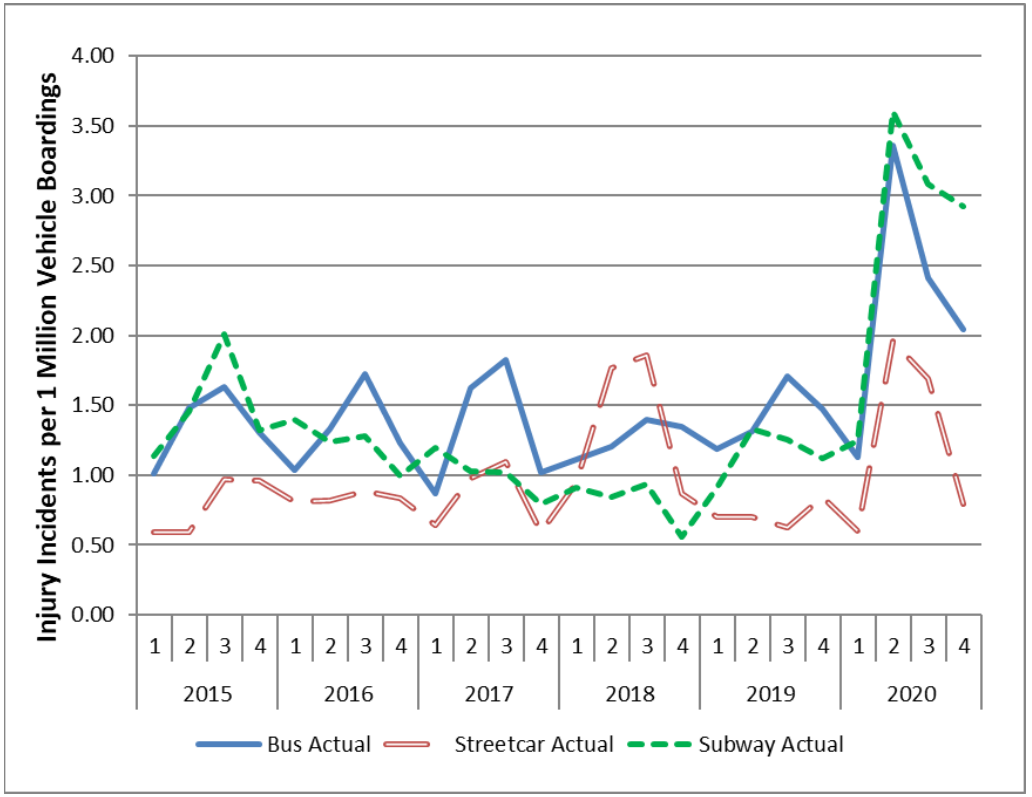
The overall increase in the CIIR in 2020 was mainly due to the significant decrease in the overall TTC ridership as a result of the COVID-19 pandemic and state-of-emergency declaration.

The decrease in the CIIR in the last two quarters compared to Q2, was partly due to the small increase in ridership in the summer and winter compared to spring 2020.

Action plan

We will continue to monitor the CIIR and existing customer safety initiatives.

Note: *Q1 2021 data will be available in the June 2021 CEO's Report.*



Regulatory compliance

At the May 29, 2019 Audit and Risk Management Committee meeting, a commitment was made to report to the Board on compliance to Safety, Health and Environment regulatory orders and to provide assurance that Commissioners have discharged their legal responsibilities. The table entitled *Order compliance* summarizes the number of regulatory orders issued from January 1 to December 31, 2020 and their status.

Contact
Betty Hasserjian,
Chief Safety Officer (Acting)

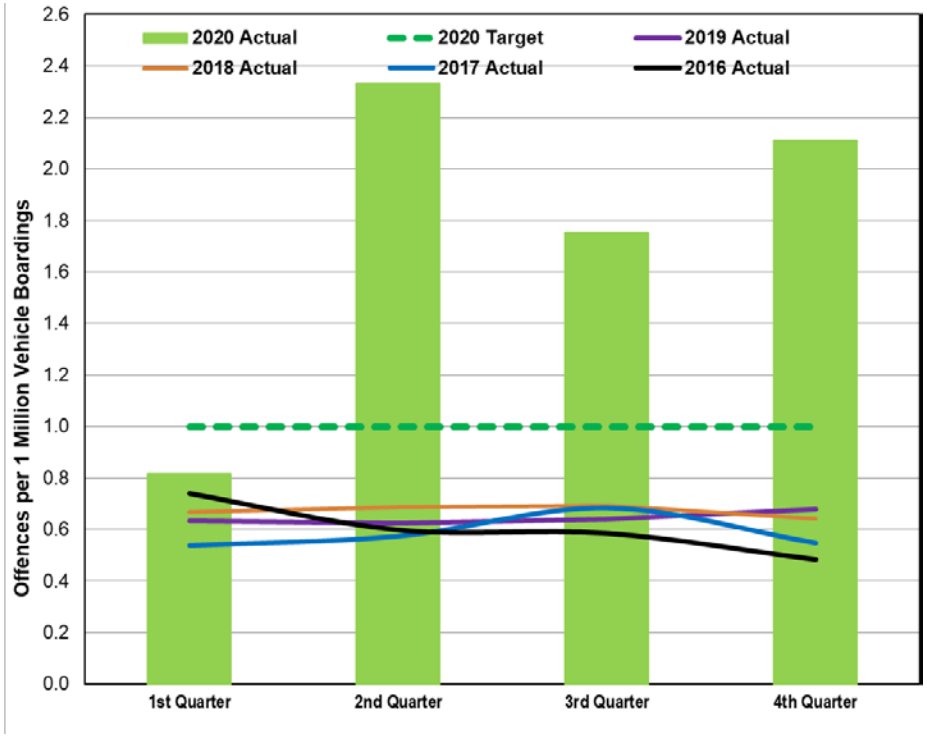
Order compliance

Type	Number of Orders Issued		Status
	Requirement Orders[1]	Non-compliance Orders[2]	
Ministry of Labour Orders	7	7	Compliance Achieved
Ministry of the Environment, Conservation and Parks Orders	0	0	Not Applicable
Technical Standards and Safety Authority Orders	0	0	Not Applicable
City of Toronto - Notice of Violation	0	1	Compliance Achieved
Toronto Fire Services Code Violations	18	112	Compliance Achieved

[1] Orders issued to provide documentation/information.

[2] Orders issued to remedy contraventions of the Occupational Health and Safety Act or regulations, Environmental Protection Act, City of Toronto Sewers By-Law and Ontario Fire Code.

Offences against customers



Definition
Number of offences against customers per one million vehicle boardings.

Contact
Kathleen Llewellyn-Thomas, Chief Strategy & Customer Officer

Results

In Q4, the number of offences against customers per one million vehicle boardings was 2.11. This is a 20% increase from last quarter and a 210% increase from the same time last year.

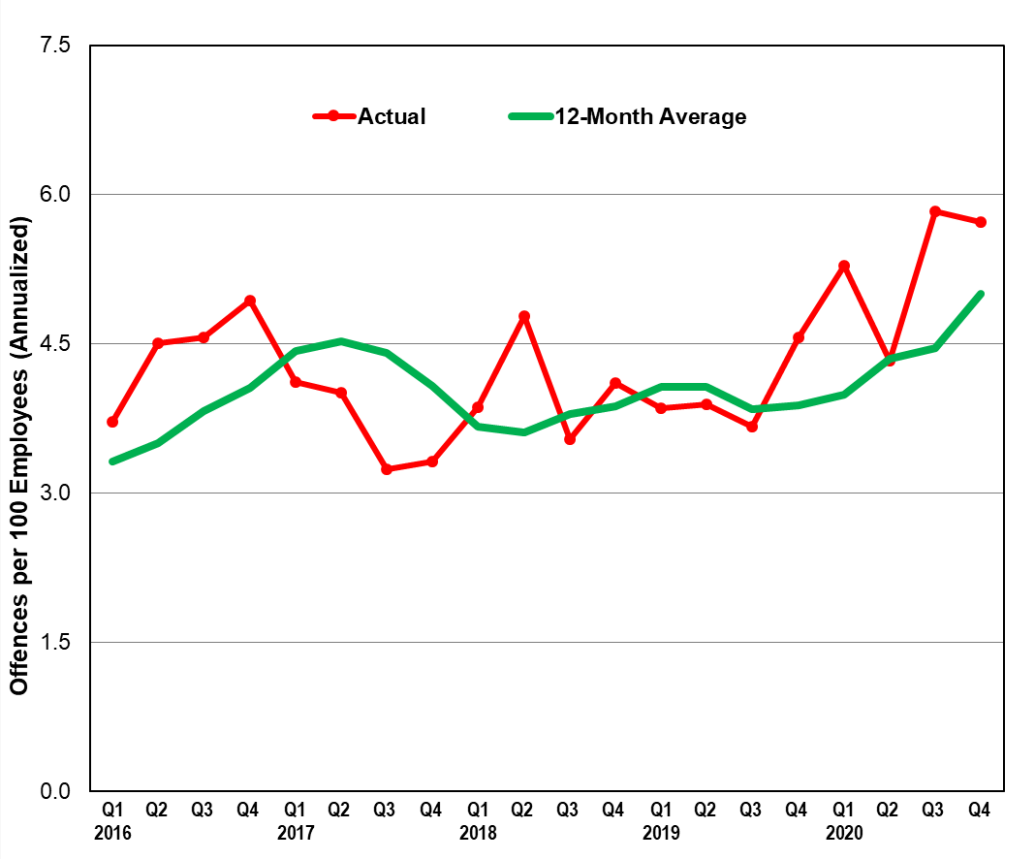
Analysis

Overall, there was an increase in the number of offences compared to the previous quarter — 167 compared to 156 offences respectively. The greatest increase was in assaults — 111 in Q4 compared to 93 in Q3.

Action plan

We continue to monitor these statistics on a regular basis and allocate Transit Special Constables across the network to provide support in the way of special details and initiatives that assist with ongoing and emerging issues identified by staff across the system. 17 new Special Constables received their status December 15. The next class of 18 Special Constables started training in October 2020 and were deployed January 10, 2021.

Offences against staff



Definition
Number of offences per 100 employees.

Contact
Kathleen Llewellyn-Thomas,
Chief Strategy & Customer Officer

Results

In Q4 2020 the number of offences against staff was 5.11 offences per 100 employees. This rate is a 2% decrease from last quarter and a 25% increase compared to the same time last year.

Analysis

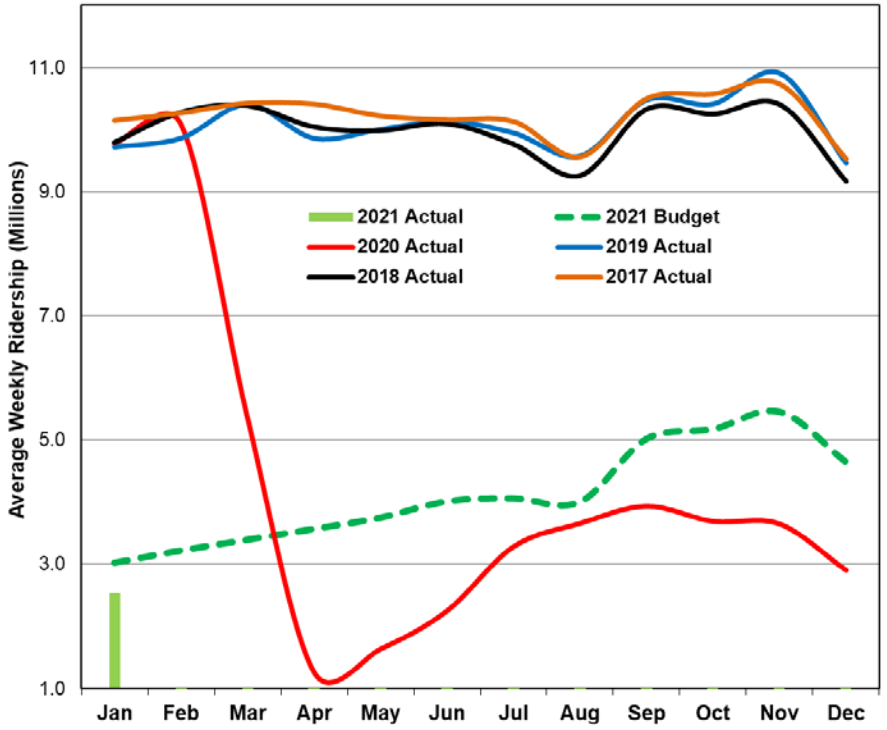
There has been a minimal decrease in offences towards staff in Q4 2020 compared to Q3 2020; 206 offences compared to 210 offences respectively.

Action plan

We continue to monitor these statistics on a regular basis and allocate Transit Special Constables across the network to provide support in the way of special details and initiatives that assist with ongoing and emerging issues identified across the system. 17 new Special Constables received their status December 15. The next class of 18 Special Constables started training in October 2020 and were deployed January 10, 2021.

Ridership

Ridership



Definition
Average number of journeys per week, including paid and free journeys (e.g. two-hour transfers and children 12 and under). A journey with transfers is counted as one journey. The total is derived from cash, tickets and token counts, PRESTO data, diary studies and ridership analytics.

Contact
Josie La Vita,
Chief Financial Officer

Results

Period 1 (January 1 to 30, 2021) revenue ridership totalled 10.895 million or 2.542 million passengers per week. This represents a 12.3% decrease from period 12 (2.900 million passengers per week). Ridership was 2.048 million or 15.8% below budget and 30.962 million or 74.0% below the comparable period in 2020, or pre-COVID experience.

Analysis

Ontario issued a stay-at-home order effective January 14. Weekly ridership averaged 3.1 million in mid-December and dropped to 2.5 million in mid-January during the stay-at-home order.

Period 1 ridership is 74.0% below the comparable period in 2020, or pre-

COVID experience. This represents a further 4.3% decline over Period 12, which was 69.3% below 2019 ridership levels. The decline is partially due to increased COVID-19 restrictions during the period. Ridership is expected to stay at January levels through February and slowly recover as the City of Toronto slowly eases restrictions.

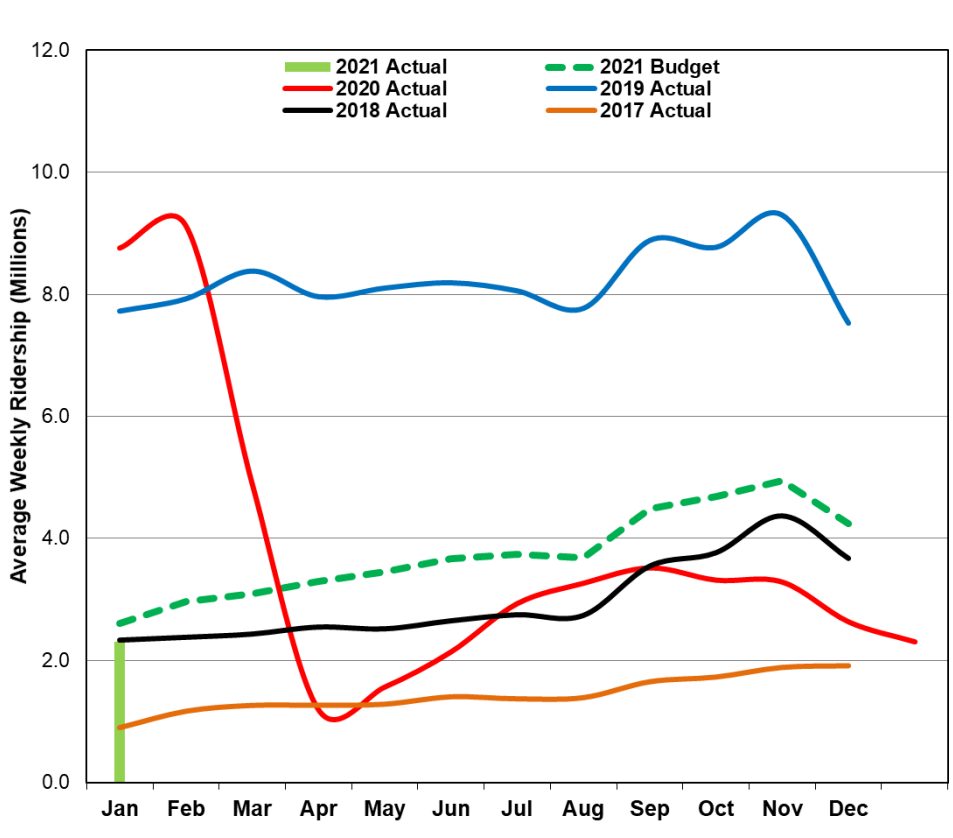
Action plan

In January, we are continuing to operate the demand-responsive service plan as outlined in the 2021 Annual Service Plan (ASP) approved by the TTC Board in December. Bus service is scheduled at 100%, streetcar at 83% and subway at 86% of pre-COVID levels. Overall, the TTC is operating 97% of pre-COVID levels.

The ASP includes the restoration of bus service comprising of most express routes and the continued provision of demand-responsive buses to deploy where additional capacity is required. Flexible buses will be used on high-demand routes and in specific high-demand cases. For example, flexible buses are being used to serve a new Amazon Fulfillment Centre in Scarborough where 1,600 essential workers are employed. The flexible buses provide additional capacity over and above regular scheduled service during a shift change when demand peaks.

We will continue to monitor ridership and adjust service to match capacity with demand.

PRESTO ridership



Definition
Average number of journeys per week using PRESTO fare media, including PRESTO taps and PRESTO pass rides. PRESTO ridership is included in TTC ridership totals.

Contact
Josie La Vita,
Chief Financial Officer

Results

Period 1 (January 1 to 30, 2021) PRESTO ridership totalled 9.882 million or 2.306 million passengers per week. This represents a 12.4% decrease from period 12 (2.633 million passengers per week). PRESTO ridership was 2.049 million or 17.2% below budget and 27.668 million or 73.7% below the comparable period in 2020, or pre-COVID experience.

Analysis

The PRESTO adoption rate for Period 1 decreased slightly to 90.7% from 90.8% in Period 12. The rate is expected to stay at the current level as outstanding tickets and tokens continued to be used.

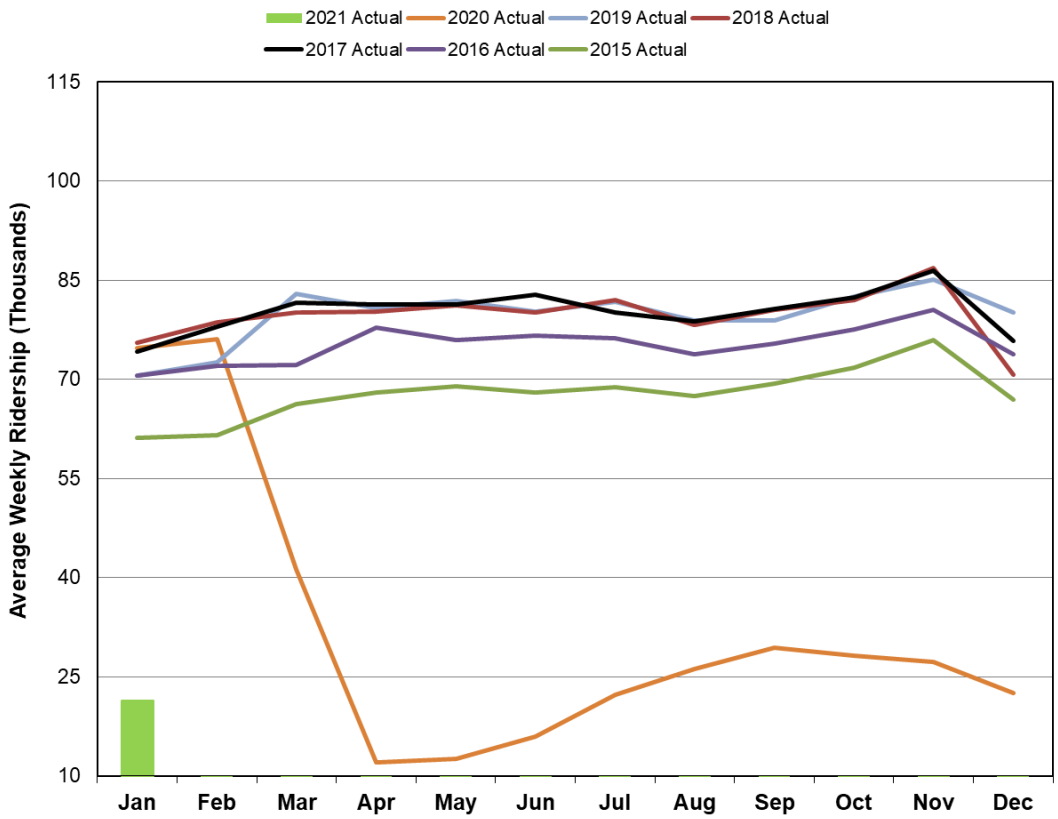
Based on monthly passes sold to date, February pass sales were approximately 43,887 monthly. This represents a decrease of approximately 3,473 over January. The largest decrease was in the adult and post secondary group (3,181), followed by seniors (207) and youth (85).

As COVID-19 cases remains high, period pass sales are not expected to increase as uncertainty of travel restriction increases.

Action plan

PRESTO adoption is expected to increase over time as legacy media is phased out, more PRESTO fare options are made available and marketing initiatives encourage further PRESTO adoption.

Wheel-Trans ridership



Definition
Average number of journeys per week using both Wheel-Trans dedicated services and contracted services. Wheel-Trans ridership is not included in the TTC ridership totals.

Contact
James Ross,
Chief Operating Officer

Results

Ridership in Period 1 (January 1 - January 30, 2021) was 91,744 or 21,436 passengers per week. This figure was 33.2% lower than the budgeted 32,080 customers per week. In terms of year-over-year growth, the Period 1 year-to-date ridership is 73.1% lower compared to the same period in 2020.

Analysis

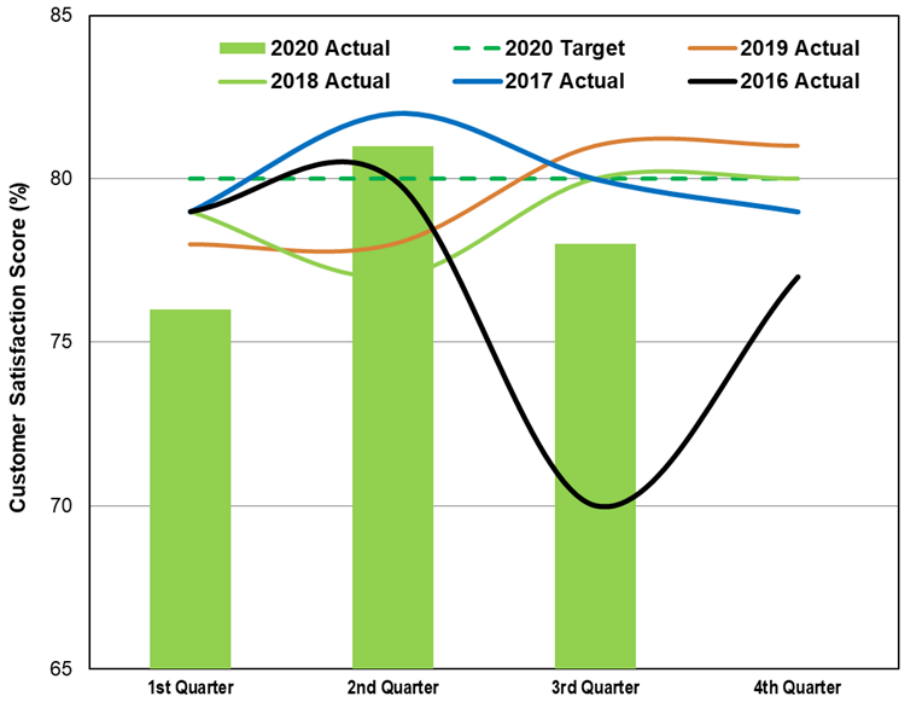
Due to the pandemic second wave and restrictions implemented by the City, ridership for Period 1 has shown a slight decline when compared to year end 2020. Customer trip requests continue to decline with closures of schools, restaurants and non-essential retail locations. Customers are utilizing service for essential trips with medical, grocery and pharmacy trips being the majority of the destinations.

Action plan

Ridership will continue to be monitored. Current safety measures will remain in effect including PPE, extra cleaning of vehicles and solo-rides for customers. Wheel-Trans will continue to monitor public health recommendations and work with other accessible transit service providers to ensure customers receive a consistent service during the pandemic.

Customer experience

Customer satisfaction



Definition
Overall satisfaction: How satisfied were you overall with the quality of the TTC's service on the last TTC trip you took?

Contact
Kathleen Llewellyn-Thomas, Chief Strategy & Customer Officer

Results

In Q3 2020, 78% of customers reported high levels of satisfaction with TTC services. This represents a decrease from last quarter (81%) and the same time last year (81%).

Analysis

Overall satisfaction peaked in August (84%) and dropped significantly in September (74%), diverging from 2019 scores. The decrease was largely driven by bus riders, who reported lower satisfaction with trip duration, the helpfulness of staff and levels of crowding.

Perceptions of safety on the TTC also fell significantly in September compared to previous months, particularly in customer confidence in their ability to physically distance on vehicles and in stations.

Action plan

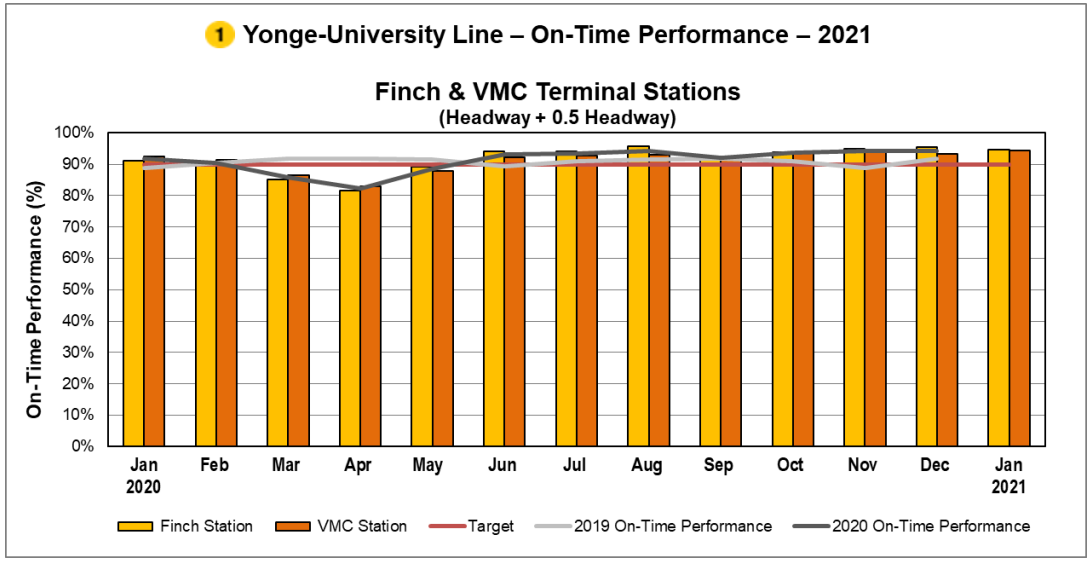
We continue to monitor higher volume routes, particularly at rush hour, and direct additional buses where they are needed most. We are also conducting regular audits of mask use as physical distancing has become more challenging. In January, 99% of customers were observed to be wearing a mask.

Since late March, we have been conducting customer surveys focused specifically on the pandemic. Results have helped inform safety measures, communication efforts and ridership forecasting.

Note: *Q4 2020 data will be available in the April 2021 CEO's Report.*

Subway services

Line 1 (Finch and Vaughan Metropolitan Centre terminal stations): On-time performance (OTP)



Definition
OTP measures the headway adherence of all service trains at end terminals. Data represents Monday-to-Friday service between 6 a.m. and 2 a.m. To be on time a train must be within 1.5 times of its scheduled headway.

Contact
James Ross,
Chief Operating Officer

Results

Line 1 recorded an average OTP of 94.5% in January, a significant improvement from the 91.7% recorded the same time last year.

Our target of 90% has been continuously met for the past eight months.

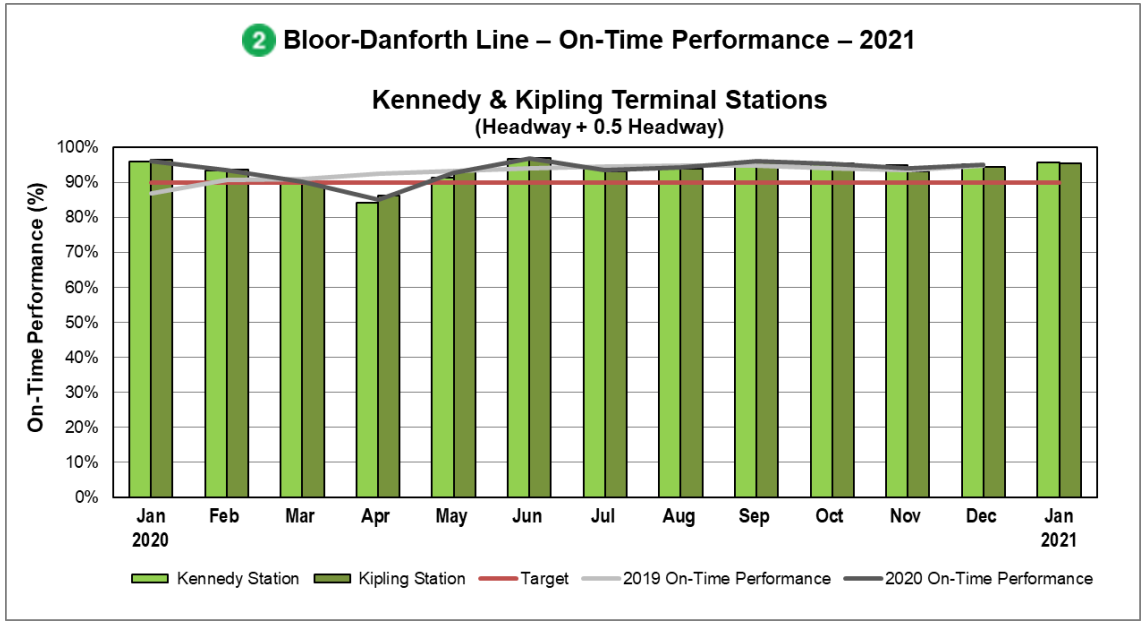
Analysis

With ridership levels still at much lower levels, service continues to perform well despite a modest increase in delay minutes during this period.

Action plan

With schedules being adjusted down to closer match demand over the next few months, we will be monitoring the line's performance closely and continue to utilize Run-As-Directed trains in our peak periods to mitigate any issues. The next anticipated change to our operating schedules will be in March.

Line 2 (Kennedy and Kipling terminal stations): On-time performance (OTP)



Definition

OTP measures the headway adherence of all service trains at end terminals. Data represents Monday-to-Friday service between 6 a.m. and 2 a.m. To be on time a train must be within 1.5 times of its scheduled headway.

Contact

James Ross,
Chief Operating Officer

Results

Line 2 achieved an overall average of 95.6% in January, a slight improvement from the 95.0% recorded in December.

Our target of 90% has been continuously met for the past nine months.

Analysis

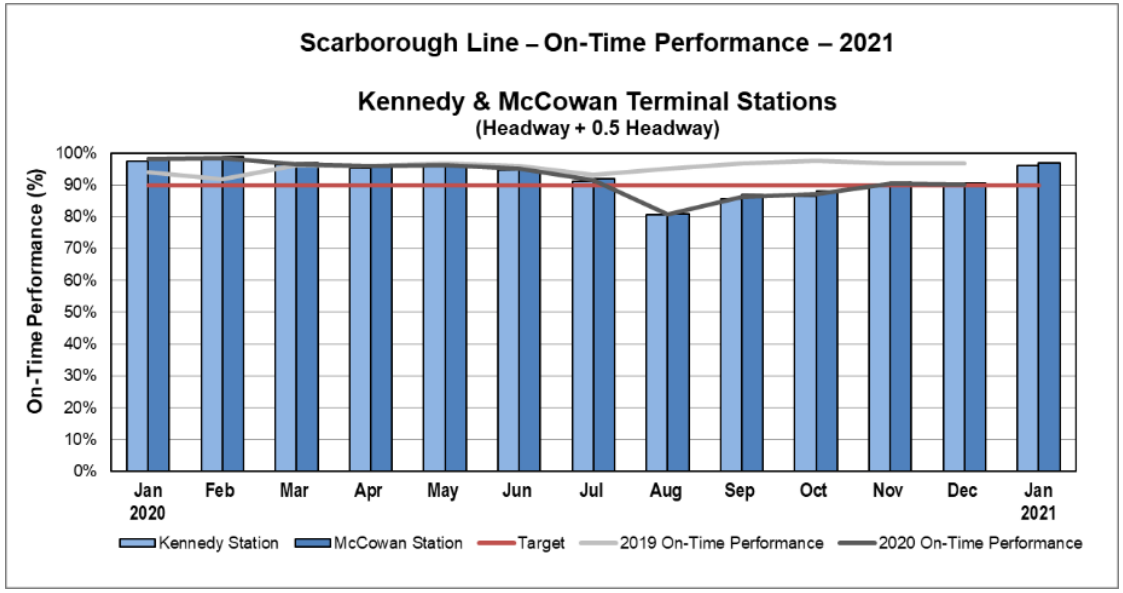
Compared to the same time last year, there has been a 14.8% increase in total delay minutes. However, this is mostly attributable to a few significant, uncontrollable delay incidents and is not indicative of any other trend.

Action plan

February will be the first board period where our new schedules are implemented, decreasing service levels at some times to closer match capacity with the decreased demand in subway ridership.

We are constantly monitoring ridership and service levels and will make further adjustments where necessary to ensure that appropriate service levels are delivered.

Line 3 (Kennedy and McCowan terminal stations): On-time performance (OTP)



Definition

OTP measures the headway adherence of all service trains at end terminals. Data represents Monday-to-Friday service between 6 a.m. and 2 a.m. To be on time a train must be within 1.5 times of its scheduled headway.

Contact

James Ross,
Chief Operating Officer

Results

This line achieved an overall average of 96.6% in January, a significant improvement from the 90.1% recorded in December.

Our target of 90% has been met for the past three months.

Analysis

With the completion of the vehicle reliability work we were able to return to our normal compliment of 5 trains instead of 4 during the peak periods.

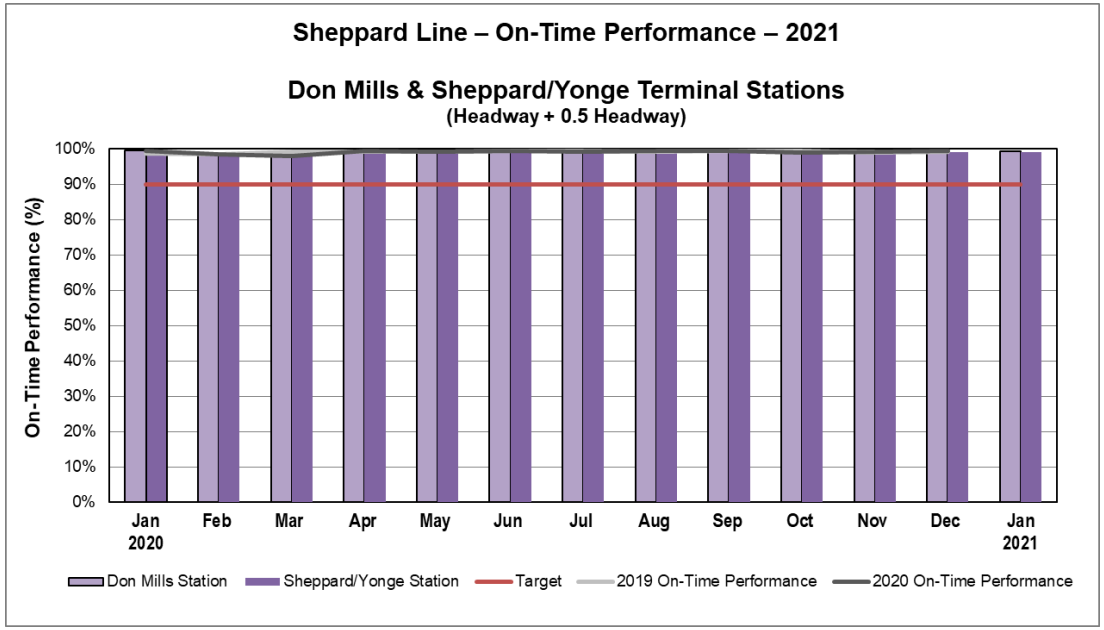
Total delay minutes in January dropped by 69.3% compared to December. This improvement is largely attributed to a 90.8% reduction in delay minutes related to Subway Infrastructure equipment.

There has been a 42.4% improvement in total delay minutes compared to the same time last year. This is mainly due to a decrease in subway infrastructure equipment-related delays.

Action plan

With the completion of vehicle work and a return to full fleet availability, we anticipate a return to previously strong levels of performance, keeping in mind that Line 3 performance during the winter months is often weather-dependent.

Line 4 (Don Mills and Sheppard-Yonge terminal stations): On-time performance (OTP)



Definition
OTP measures the headway adherence of all service trains at end terminals. Data represents Monday-to-Friday service between 6 a.m. and 2 a.m. To be on time a train must be within 1.5 times of its scheduled headway.

Contact
James Ross,
Chief Operating Officer

Results

OTP remained stable in January at 99.3%, virtually unchanged from the 99.4% we recorded in December.

Our target of 90% was met.

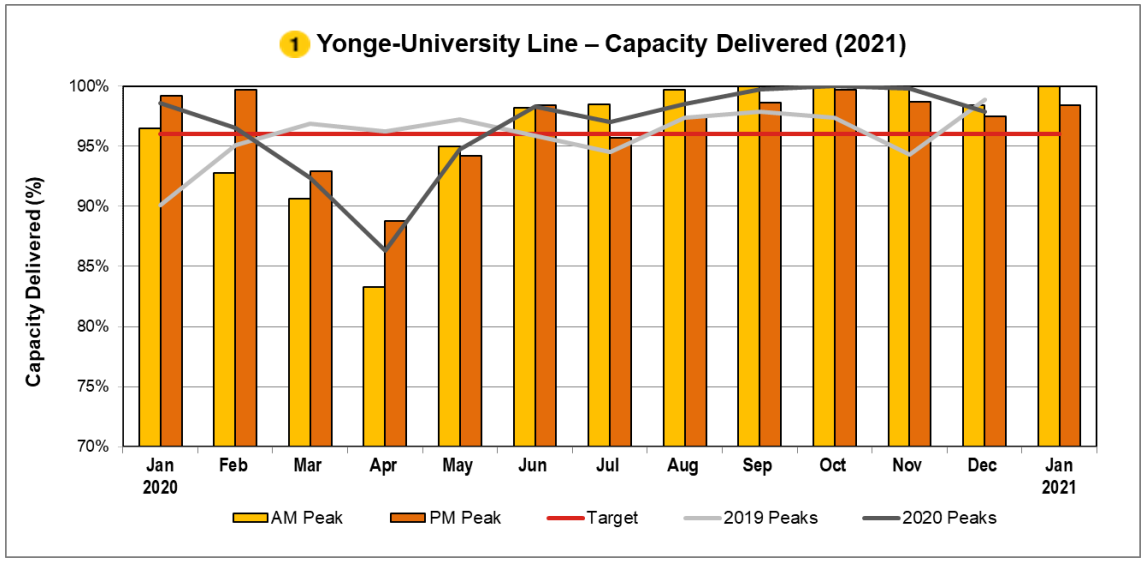
Analysis

The Line 4 ran as scheduled without the challenges we observed on our other lines.

Action plan

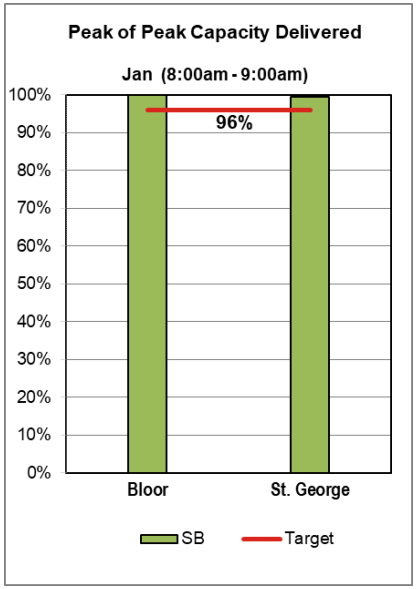
There are no anticipated changes for this line.

Line 1: Capacity



Definition
Total number of trains that travelled through 12 key sampling points during a.m. and p.m. peak as a percentage of trains scheduled. Data is based on Monday-to-Friday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Contact
James Ross,
Chief Operating Officer



Results

Line 1 achieved an overall average of 99.1% in January, up from the 97.9% achieved in December. Our target of 96% has been continuously met for the past eight months.

Analysis

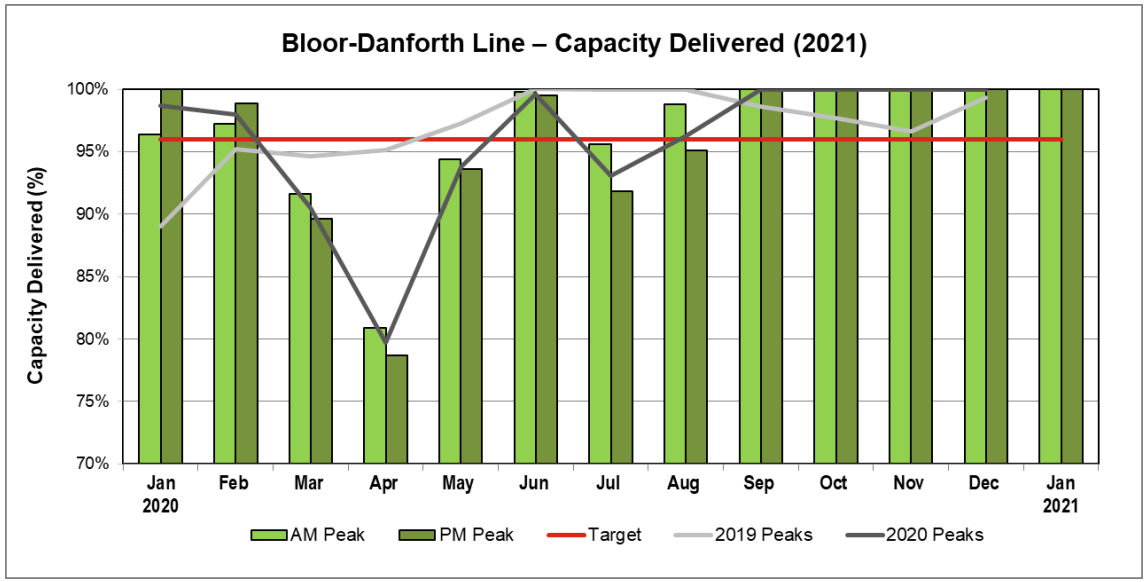
Peak of the peak capacity reached 100% at Bloor and 99.4% at St George compared 98.4% and 97.5% in December, respectively.

The number of days where the peak of the peak dropped below the target of 17 trains-per-hour decreased from eight in December to four in January, all of which were at St George.

Action plan

With schedules being adjusted down to closer match demand over the next few months, we will be monitoring the line's performance closely and continue to utilize Run-As-Directed trains in our peak periods to mitigate any issues. The next anticipated change to our operating schedules will be in March.

Line 2: Capacity



Definition
Total number of trains that travelled through 10 key sampling points during a.m. and p.m. peak as a percentage of trains scheduled. Data based on Monday-to-Friday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.
Note: Capacity delivered is the actual train count divided by the scheduled train count for each hour at sampled locations. Data is based on weekday service from Monday to Friday.

Contact
James Ross,
Chief Operating Officer

Results

With both peak periods at 100% in January, we recorded a combined average of 100% for the fifth consecutive month.

Our target for this measure is 96%.

Our target for this measure of 96% was met.

Analysis

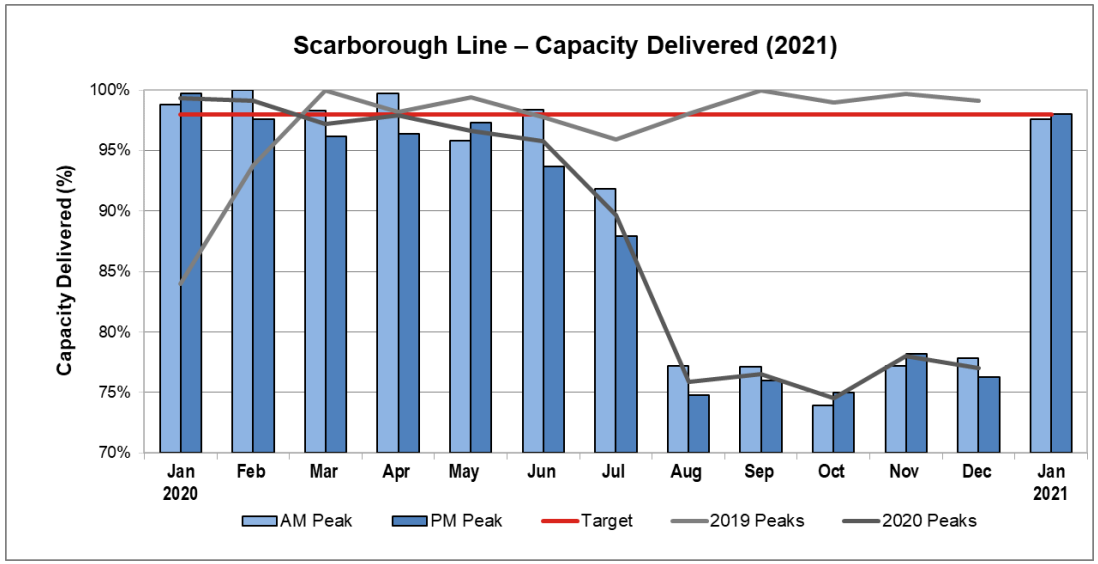
The number of restricted speed zones in January continued to remain relatively low. This has resulted in trip time improvements, similar to what was observed in December.

Action plan

With schedules being adjusted down to closer match demand on this line in February, we will be monitoring the line's performance closely and continue to utilize Run-As-Directed trains in our peak periods to mitigate any issues.

‘

Line 3: Capacity



Definition
Total number of trains that travelled through two key sampling points during a.m. and p.m. peak as a percentage of trains scheduled. Data is based on Monday to Friday service.

Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Contact
James Ross,
Chief Operating Officer

Results

We were able to achieve an overall average of 97.9% in January, significantly higher than the 77.0% recorded in December. However, our target of 98% was not met.

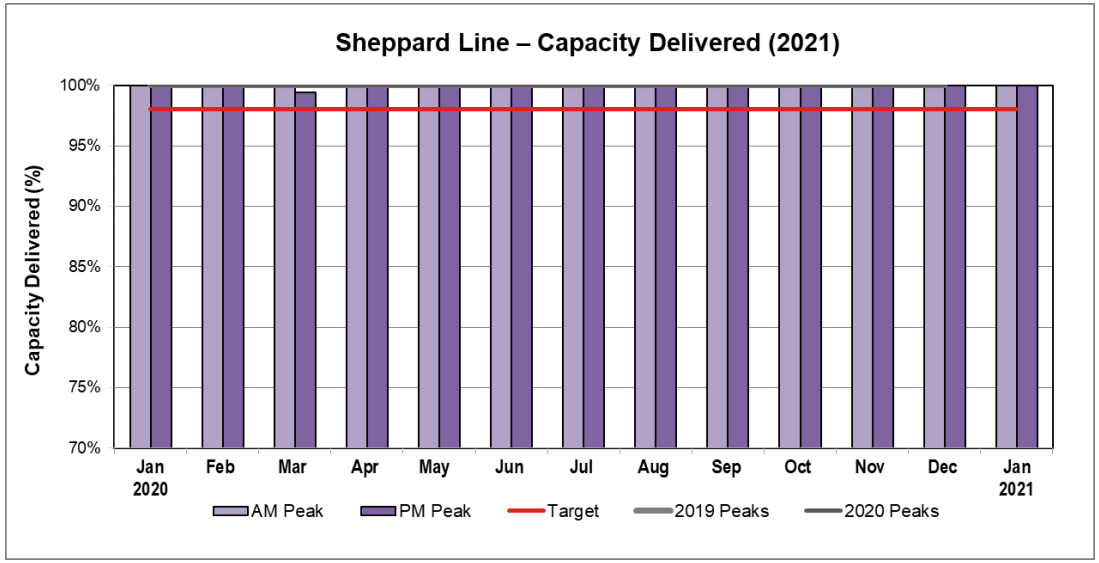
Analysis

With the completion of the vehicle reliability work we were able to return to our normal complement of five trains instead of four during the peak periods. This made it possible to meet our 12 trains-per-hour target, which was achieved during most peak periods in January.

Action plan

With the completion of work and a return to full fleet availability, we anticipate a return to previously strong levels of performance.

Line 4: Capacity



Definition
Total number of trains that travelled through two key sampling points during a.m. and p.m. peak as a percentage of trains scheduled. Data is based on Monday to Friday service.

Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Contact
James Ross,
Chief Operating Officer

Results

This line has remained at 100% since April and easily meets target.

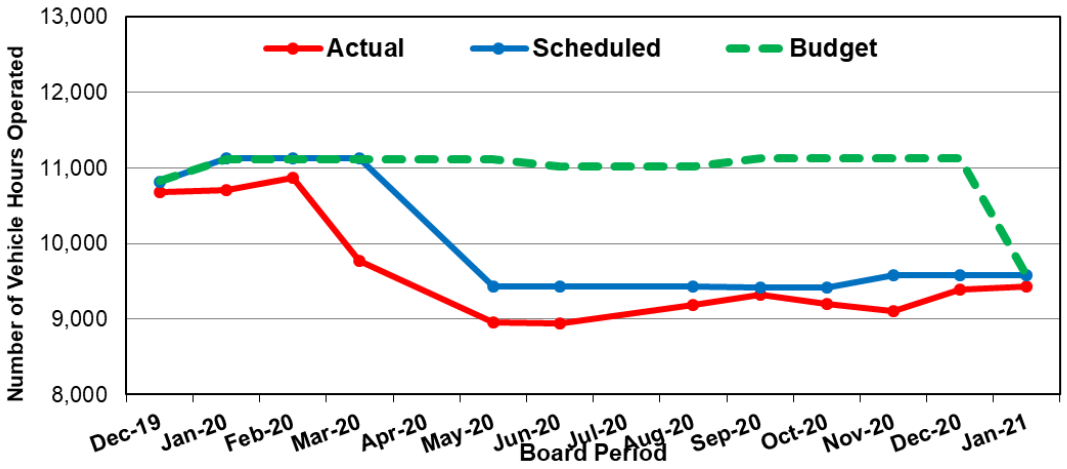
Analysis

This line has not been affected by many of the issues affecting other lines, as reflected in the level of performance.

Action plan

There are no anticipated changes planned for this line.

Subway: Weekly service hours



Definition
Calculated duration of time that all revenue trains are in service.

Contact
Kathleen Llewellyn-Thomas,
Chief Strategy & Customer Officer

Results

In the January 2021 Board Period, 9,574 weekly hours were budgeted for subway services while 9,578 weekly hours were scheduled to operate, which represents no variance.

Of the 9,578 weekly service hours scheduled to operate, 9,425 weekly service hours were actually delivered which represents a variance of -1.6%.

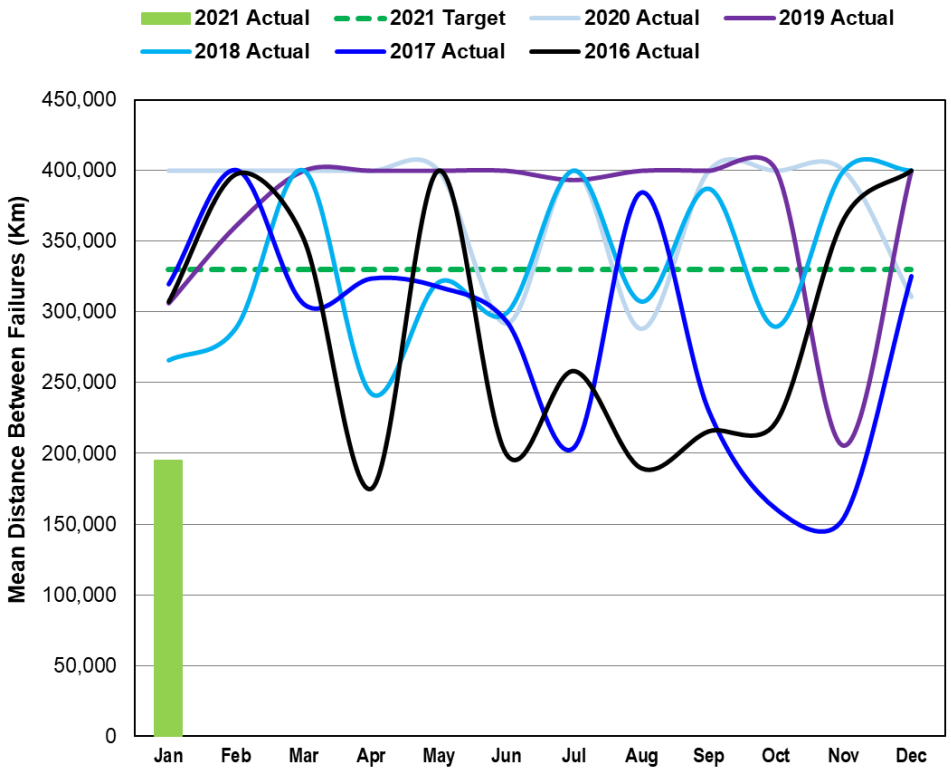
Analysis

Actual service hours are below scheduled service hours as a result of ongoing state of good repair subway infrastructure work.

Action plan

We will continue to monitor service hours during the pandemic.

Subway T1 train: Mean distance between failures (MDBF)



Definition
Total kilometres travelled in month compared to the number of rolling stock equipment incidents resulting in delays of five minutes or more.
Includes all seven days of service.
T1 trains operate on Line 2.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The T1 fleet achieved a MDBF of 194,761 kilometres in January, which is below the target of 300,000 kilometres.

Analysis

In January, there were thirteen delay incidents greater than or equal to five minutes. The passenger door system had seven delay incidents, followed by the HVAC system with three incidents. The body, compressed air and propulsion invertor systems each had one delay incident greater than or equal to five minutes.

The seven passenger door-related incidents were due to a faulty and out of adjustment door lock assembly (DLA), a faulty door master supply panel (DMSP), a door control switch, a defective open magnet valve (OMV), a damaged door control cable and loose door closing studs. The faulty DLA was replaced and out of adjustment DLA adjusted to specs. Both door sets were cycle tested with positive results. The faulty DMSP was replaced for fault isolation. Faulty door control switch was replaced. The defective OMV is

waiting to be replaced as there are no stock availability. Train has been placed on hold until OMV is replaced. Damaged door control cable was repaired, and loose door closing studs adjusted back to specifications. All doors were cycle tested with positive results.

The three HVAC related incidents were a result of cab heaters not working. The incidents were the result of a blown fuse, and a faulty cab heater blower. The blown fuse and cab heater blower were both replaced and HVAC was tested with positive results. The third incident was cleared by resetting the HVAC system with no further issues detected.

The body-related incident was due to an off cab side window not opening. Debris was located in the window track. Root cause was determined to be poor quality work. The window was tested to be working with positive results.

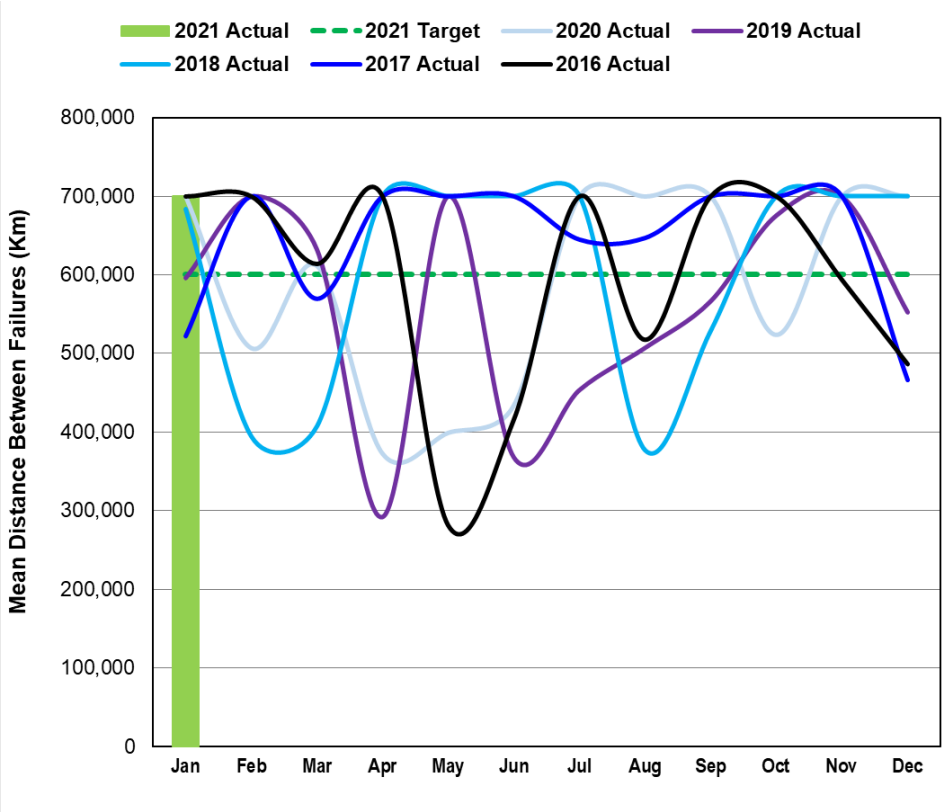
The compressed air incident was due to a leaking R1 valve causing the pressure in the main reservoir to drop. The faulty R1 valve was replaced and compressed air system tested to be working positively. Root cause is still under investigation.

The propulsion invertor related incident was a result of a defective propulsion electronic control unit (PECU). The PECU was replaced and system tested to be working with positive results. Root cause is still under investigation.

Action plan

The 20-year state-of-good-repair (SOGR) program is ongoing, and includes brake and compressed air system overhauls. A 20-year passenger doors SOGR program was accelerated and has since been completed, and included door lock assembly replacement. A new 25-year SOGR scope is currently in development, to begin in 2022.

Subway TR train: Mean distance between failures (MDBF)



Definition

Total kilometres travelled in month compared to the number of rolling stock equipment incidents resulting in delays of five minutes or more. Includes all seven days of service.TR trains operate on Line 1 and Line 4.

Contact

Rich Wong,
Chief Vehicles Officer

Results

The TR fleet achieved a MDBF of greater than 700,000 kilometres in January, which is above the target of 600,000 kilometres.

Analysis

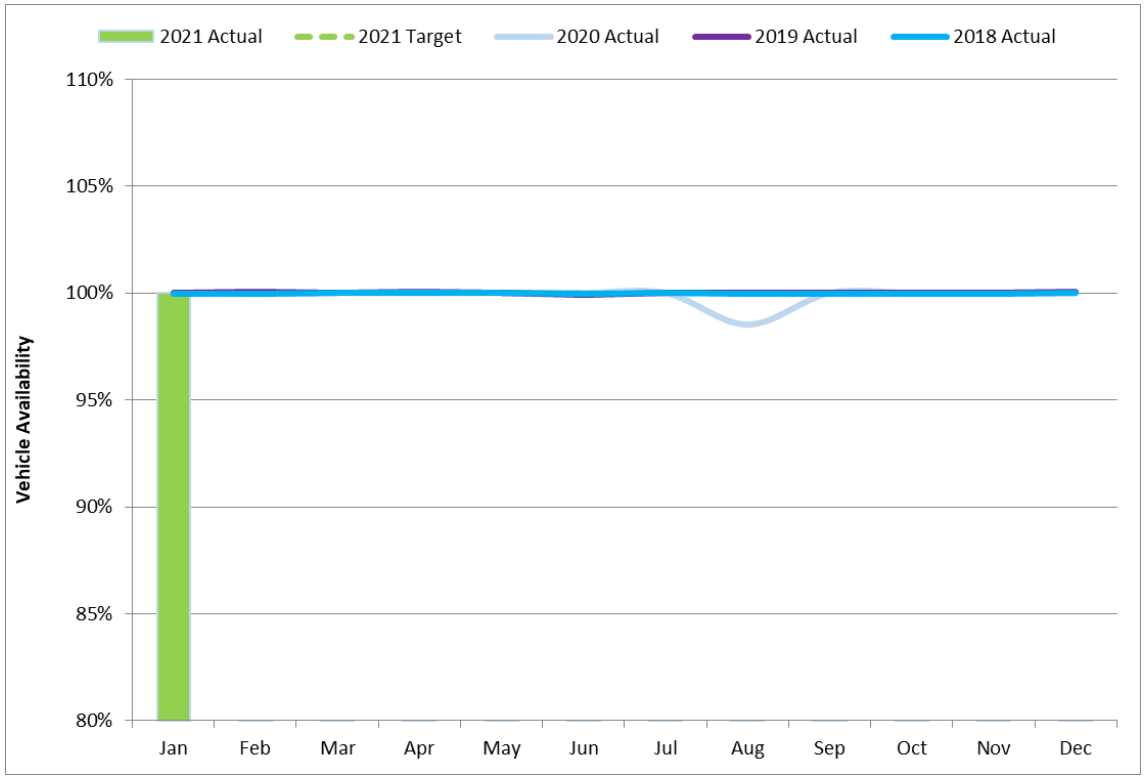
In January, there were five delay incidents greater than or equal to five minutes. The brakes and trainline systems each had two incidents, followed by the passenger door system with one delay incident.

All defective components were replaced, repaired and tested with root cause investigations ongoing.

Action plan

All incidents have been resolved. All trains returned back into revenue service with no further issues. Door electronic control unit is in scope for state-of-good-repair (SOGR) replacement starting 2026.

Subway: Service availability



Results

The vehicle availability in January was 100%.

Analysis

We continue to meet the service requirements, achieving the target of 100% vehicle availability. All vehicles were available for service when required.

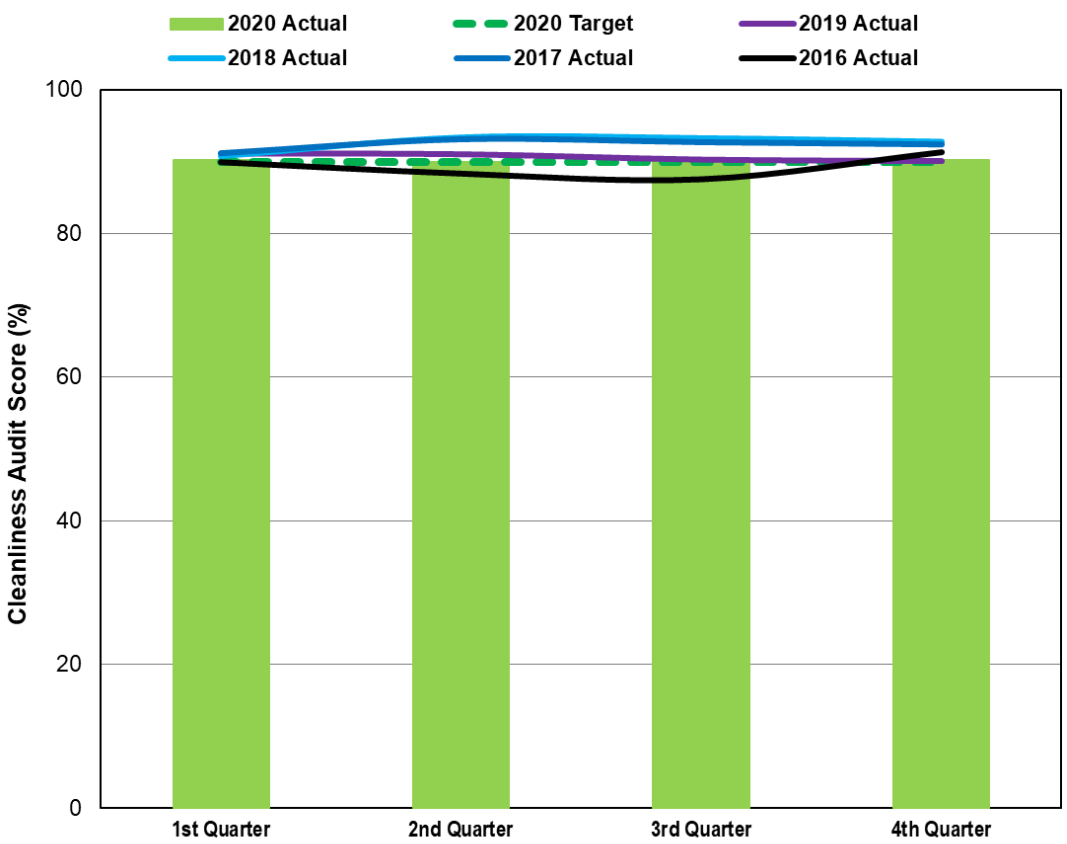
Action plan

We will continue with the delivery of safe, reliable and clean vehicles to service on all lines.

Definition
Daily average number of trains put into service (including RADs) compared to the number of trains scheduled for the a.m. peak period. Data represents Monday to Friday only. Holidays excluded.

Contact
Rich Wong,
Chief Vehicles Officer

Subway: Vehicle cleanliness



Definition
Average results of third party audit conducted each quarter. Average of "prior" "mid-day" and "end of service" results. Audits conducted weekdays only, excluding holidays.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The average cleanliness rating of 90.2% in Q4 2020 is above the target of 90.0%. We have recorded a score of greater than or equal to 90.0% since Q4 2016.

Analysis

Areas of strength in vehicle cleanliness across all fleets and lines were the ceilings, etching/scratchitti, graffiti/stickers and mandatory decals. Factors impacting the quarter-to-quarter cleanliness scores were the overall door cleanliness, windows and exterior. Trash and debris were documented in the mid-day and end-of-day audits at different stations across all lines.

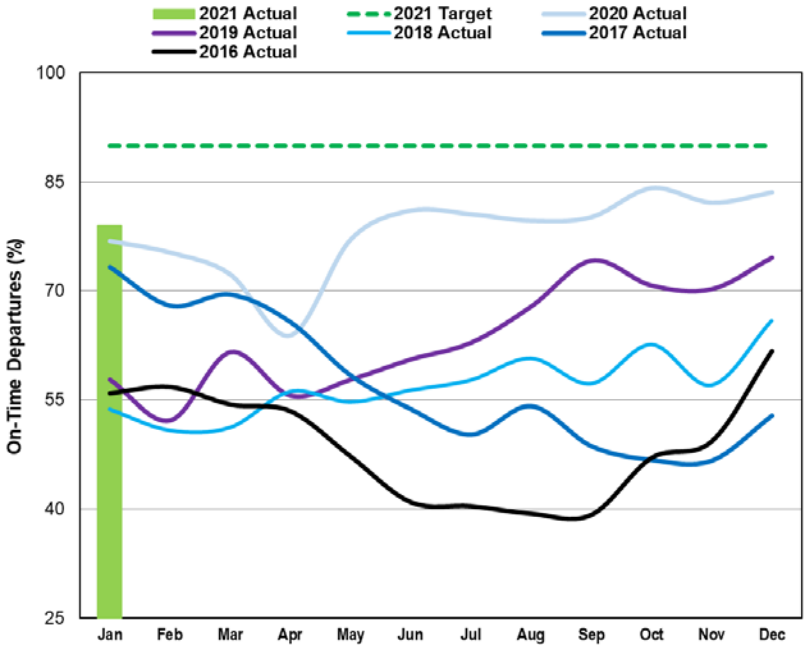
End terminal cleaning staff have been performing additional disinfection of all high touch points (poles and stanchions) twice a day after rush hour on all revenue vehicles during the COVID-19 pandemic.

Action plan

Exterior vehicle washes are being performed on all vehicle fleets, weather permitting. The TR and T1 fleets will commence focused power washes in 2021. The floor wash cycle continues to be addressed once every 14 days.

Streetcar services

Streetcar: On-time performance (OTP)



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. Includes all seven days of service. Night routes are excluded.

Contact
James Ross,
Chief Operating Officer

Results

OTP in January was 79.0%, a decrease compared to December (83.6%), but an increase over the same period last year (76.9%). Our target of 90% was not met.

Analysis

Streetcar OTP in January reached a high of 81.7% on January 17 (Week 4) and a low of 74.1% on the last day of the period, January 30 (Week 5).

The January Board Period began on January 3 and with it, the 501 Queen, 504 King, and 506 Carlton routes all began operating on a set of modified schedules due to construction projects, with shuttle buses operating on portions of all three routes. In total, seven main service branches have been operating for most of the period on these three routes. Overall, these changes amounted to a 38% increase in the number of weekly trips on the streetcar network compared to the November Board Period.

These changes proved challenging at three key locations throughout the network in particular, and with several construction-related schedules introduced. The three key locations are functioning as temporary end terminals and are as follows: on Parliament at Gerrard (506), on Queen at Parliament (501), and on King at Sudbury (504). The 501 Queen (67.9%) and the 506 Carlton (65.6%) routes have performed the poorest among all routes during the period. If these two streetcar routes were excluded, the streetcar network performance for the period would increase to 85.0%.

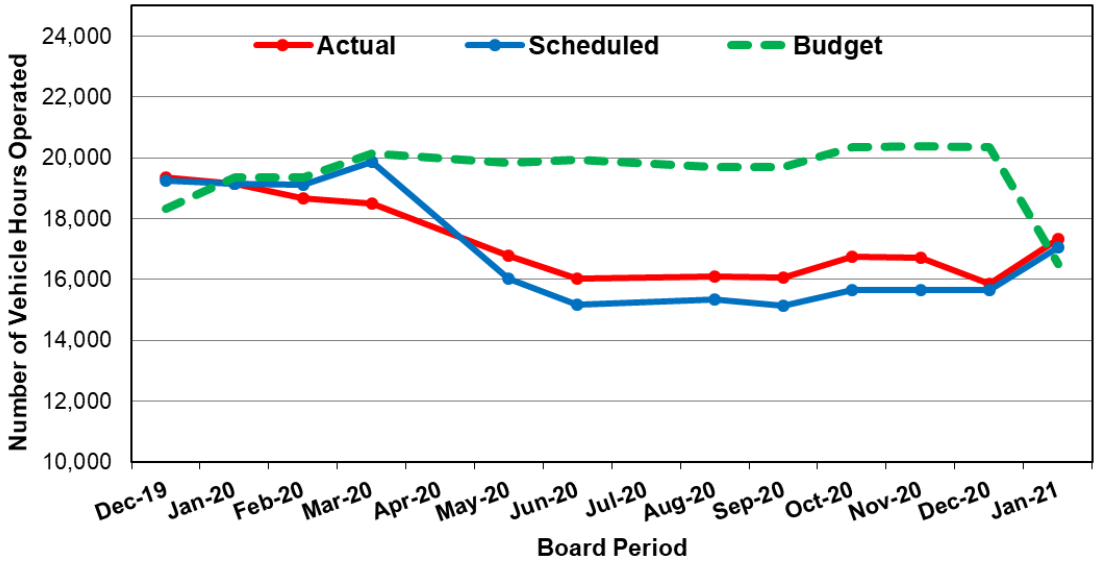
Streetcars returned to the 511 Bathurst route with the January Board Period, posting a score of 91.6% OTP for the remaining four weeks of the period. As an overview, the percentage of early trips for the period increased to 9.6% when compared to December (7.2%). The percentage of late trips also increased to 7.9% (6.0% in December), while the percentage of missed trips held relatively steady at 3.4% (3.2% in December).

On the weekend of January 9/10, 505 Dundas and 504B King streetcars had to turn back short of Broadview Station due to rail repair work near the station, which brought down the OTP for these two routes on both days. A significant amount of snowfall impacted streetcar performance on Tuesday, January 26, with a drop in performance that continued through this last week of the period.

Action plan

January Board Period construction-related service continues to be reviewed with adjustments made where possible and as required. Construction-related service adjustments, focusing mainly on the reconstruction of the King-Queen-Roncesvalles intersection, will continue over the next several months and throughout the year.

Streetcar: Weekly service hours



Definition
Service hours are calculated from the time a streetcar leaves the yard to when it returns to the yard. Measured daily.

Contact
Kathleen Llewellyn-Thomas, Chief Strategy & Customer Officer

Results

In the January 2021 Board Period, 16,500 weekly hours were budgeted for streetcar services while 17,068 weekly hours were scheduled to operate, which represents a variance of 3.4%.

Of the 17,068 weekly service hours scheduled to operate, 17,342 weekly service hours were actually delivered which represents a variance of 1.6%.

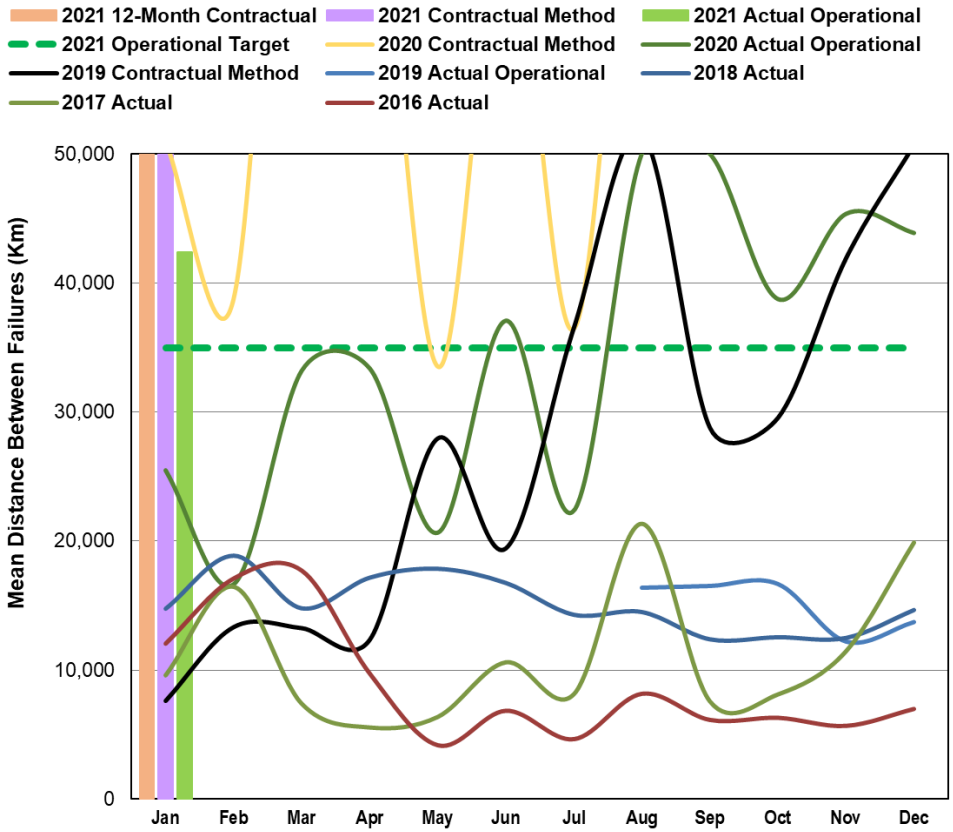
Analysis

In January, major service changes were made to the streetcar network to accommodate the King-Queen-Queensway-Roncesvalles project and additional service was delivered to ensure a smooth transition.

Action plan

In February 2021, service adjustments are planned to schedule to align with budget.

Streetcar: Mean distance between failures (MDBF)



Definition

Total kilometres travelled by the Low-Floor Light Rail Vehicle (LFLRV) fleet compared to the number of incidents (defined contractually) resulting in delays of five minutes or more. Includes all seven days of service. A threshold of 35,000 km was established to reflect the manufacturer's obligations for reliability.

The operational MDBF includes incidents defined contractually, as well as delay incidents that are caused by failures of equipment from other vendors and delays caused by TTC operations.

Contact

Rich Wong, Chief Vehicles Officer

Results

The monthly contractual Mean Distance Between Failures (MDBF) for the LFLRV fleet in January exceeded 50,000 kilometres.

The 12-month average contractual MDBF also exceeds 50,000 kilometres.

The monthly operational MDBF for the LFLRV fleet in January was 42,432 kilometres. This exceeds the target of 35,000 kilometres, but is a decrease of 1,441 kilometres from the previous period.

Analysis

Engineering design changes, modifications and improvements in the maintenance programs have had

a positive impact on the MDBF, allowing the vehicles to meet or exceed targets.

In January, there were a total of 9 relevant failures under the Contractual reliability method. The top contributors were the train and cab controls system with five and the door system with two. Compared to the previous month, contractual failures decreased by seven.

With respect to the Operational method, there were a total of 17 delays. This is a decrease of three failures from December, but since total mileage also decreased, the MDBF reflected a small decrease. The top contributors to these failures in addition to the contractual reliability failures, include the brake system with three failures and the ramp and security systems with two failures each.

The brake system failures were due to leaking brake caliper, a loose ground brush assembly and a loose speed sensor cable. The brake caliper is a recognized issue and a redesign is underway. The other failures were caused by previous repairs that did not meet requirements.

The ramp system failures were caused by a bent side guard and switches that became out of adjustment through use. The security system failures — a distress alarm that would not reset and camera malfunction — were also caused by repairs that did not meet requirements.

The failures have been corrected and are being reviewed with staff to understand the repair standards and requirements.

Action plan

Vehicle modification programs designed to address the root cause(s) of failures are at various stages of development and implementation. These reliability improvement programs continue to be refined as the LFLRV vehicles in service mileage increases and more in-service data becomes available.

Train and cab control system: TTC is continuing to work with Alstom (formally Bombardier) to review master controller failure modes and determine corrective actions that will be implemented in a future fleet modification in Q2 2021. Additionally, an Engineering investigation of other electrical failures is underway. This includes improving workmanship during maintenance activities.

Door system: We are working with Alstom to review the failure mode of the cab door handles and determine corrective actions.

Train control management system: We are working with Alstom to review the vehicle control unit failure modes and determine corrective actions. Additionally, data logger failures are under Engineering investigation.

Communication system: A camera modification program that addresses known issues with image quality and stability has faced ongoing delays due to impact of the pandemic on the supplier. Also passenger information system failures are under Engineering investigation.

Brake system: Quality control containment and improvements have

been implemented at supplier sites. In addition, component improvements (e.g. seals, guidance shaft and locking pins) are in validation and planning stages with implementation targeted for Q2 2021

High voltage power system: Multiple modifications aimed to improve various sub-systems are being implemented on the fleet. This includes adjusting the limit switch on the main switch, and replacement of some of trolley pole and pantograph components with more robust ones (e.g. bracket and chain).

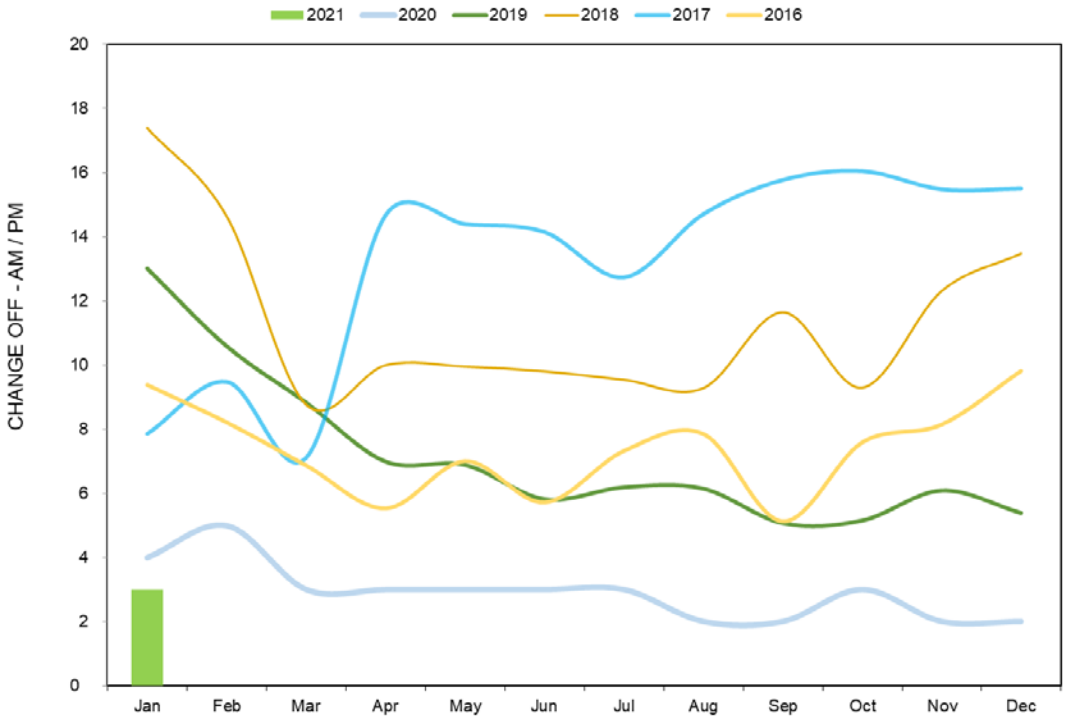
In addition to the contractual programs, Operational reliability improvements being made to improve MDBF include:

Brake system: In addition to the component improvements that Alstom and suppliers are validating, TTC technical staff will continue to audit all work performed and analyze repairs to improve the quality of repairs and reliability of the components. The identified failures have been reviewed with maintenance staff to prevent further occurrences.

Ramp system: TTC Engineering staff is validating improvements through a design change to improve ramp side guard reliability.

Security equipment system: Maintenance staff are aware of the of the failure causes and will improve process to prevent further occurrences. Continued audits of maintenance performed and pre-service inspections will prevent similar failures in service

Streetcar: Road calls and change offs (RCCOs)



Definition
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. Includes Monday to Friday only.

Contact
Rich Wong
Chief Vehicles Officer

Results

The target for the maximum number of Road Calls & Change Offs (RCCOs) is 1.5% of peak daily service. In January, 2.0% (or 3 of 145 vehicles) of the peak daily service, including Run-As-Directed (RAD) vehicles, resulted in a RCCO.

Analysis

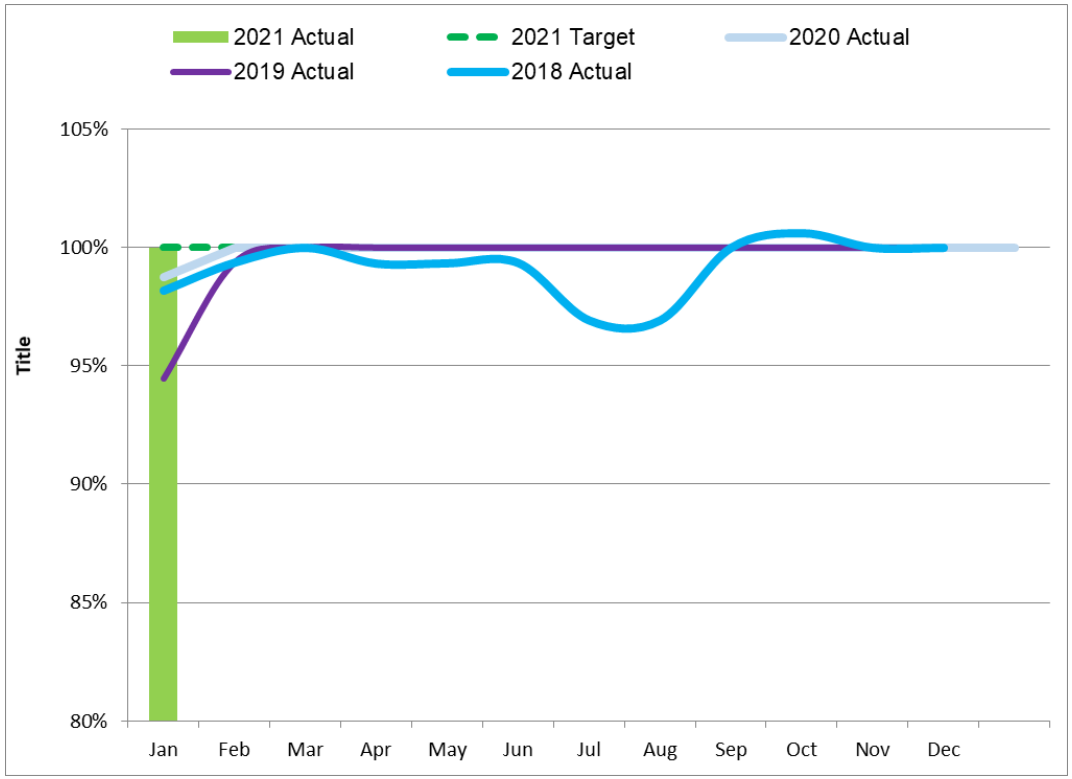
The daily average number of RCCOs for January increased by one compared to December 2020. There was a reduction in failures of the passenger door system, but this was offset by an increase in failures of other systems which include the master control units and passenger ramps.

Action plan

Alstom and TTC staff are aware of the component reliability issues related to the master controller units and other equipment that continue to cause RCCOs and are investigating to determine a resolution.

TTC staff is investigating a process to better secure the adjustment controls on the armrest and is prototyping a stronger side guard for the ramp. In addition, staff will continue to monitor additional causes of failure and introduce other programs to reduce failures.

Streetcar: Service availability



Definition
Daily average number of streetcars put into service (including RADs) compared to the number of streetcars scheduled for the a.m. peak period. Data represents Monday-to-Friday only. Holidays excluded.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The target for Streetcar availability is 100% of peak daily service, including Run-As-Directed (RAD) vehicles. In January 2021, the target requirements were met with an average of 145 vehicles available for service.

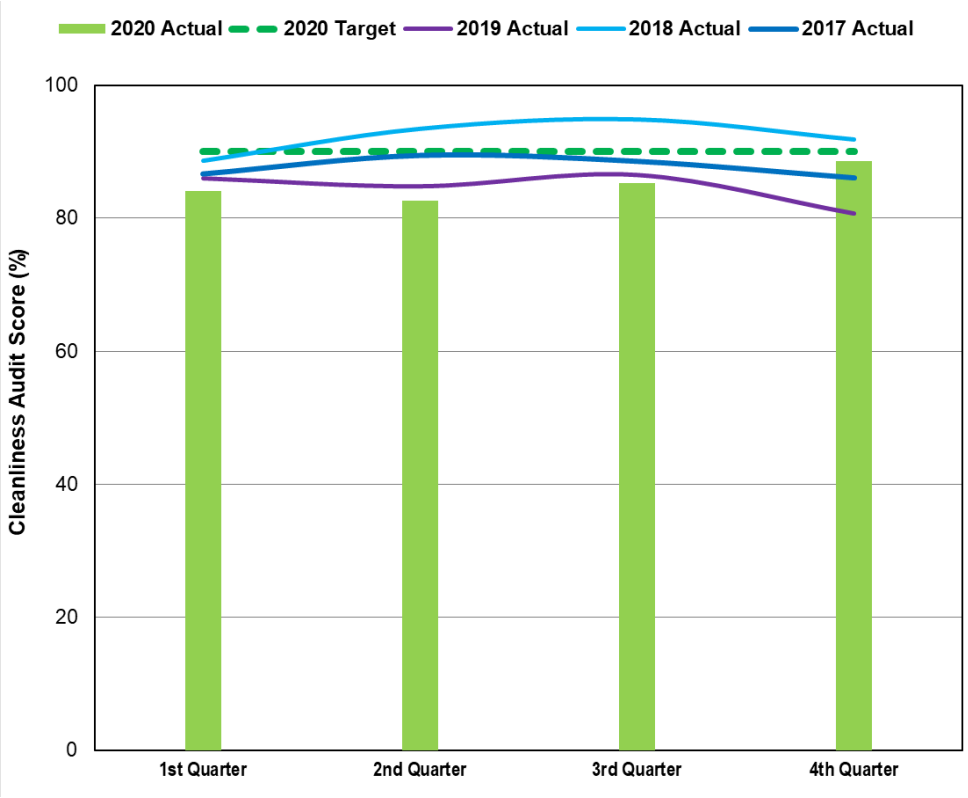
Analysis

Availability numbers continue to be met in January. Continued reduced service levels from the current COVID-19 situation provides opportunity for increased vehicle maintenance.

Action plan

Availability target will be achieved with continued pre-service & preventative maintenance practices.

Streetcar: Cleanliness (pre-service)



Definition
Results of third-party audit conducted each quarter. "In-service" and "post-service" cleanliness results. Audits conducted weekdays only, excluding holidays.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The audit score for streetcar pre-service cleanliness was 88.6% in Q4 2020. This is an increase from Q3 2020 (85.2%) and Q4 2019 (80.7%). Overall performance on Streetcar cleanliness is below the target of 90%.

Analysis

Exterior cleanliness continues to improve as required changes to the carwash system has allowed increased scheduling. Passenger seat results remain high due to the seat replacement program. In addition, targeting of problem areas has improved results in lighting, debris and the cab area.

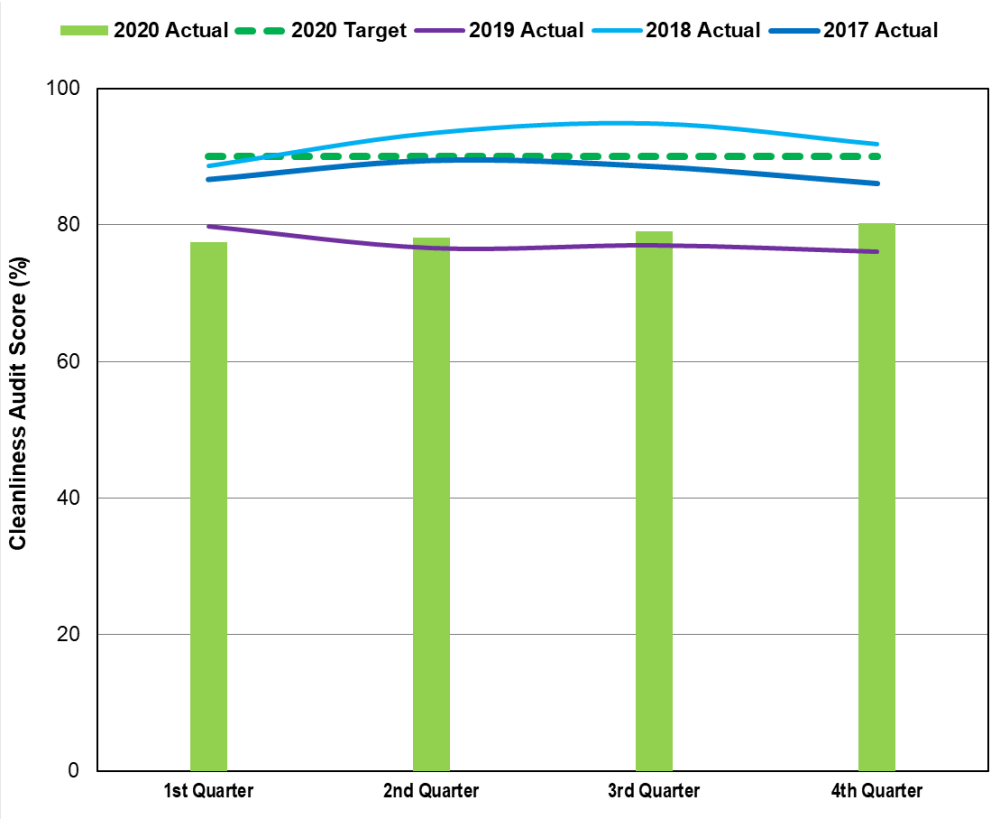
Floors, walls and passenger doors have been identified as areas requiring improvement.

Action plan

Exterior washing of vehicles, as weather permits, will continue to improve exterior cleanliness.

We will focus staff on the problem areas to address flooring, wall and door cleanliness activities during scheduled maintenance programs to further improve results.

Streetcar: Cleanliness (in-service and post-service)



Definition
Results of third-party audit conducted each quarter. "In-service" and "post-service" cleanliness results. Audits conducted weekdays only, excluding holidays.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The audit score for in-service and post-service cleanliness was 80.3% in Q4 2020. This is an increase from both Q3 2020 (79.0%) and Q4 2019 (76.1%).

Analysis

Improved pre-service cleaning practices along with reduced passenger ridership levels due to the COVID-19 pandemic contributed to increased cleanliness scores.

Snowfall in December caused accumulation of snow and dirt residue on the floors, which has negatively impacted in-service and post-service cleanliness results for Q4 2020.

Debris/trash and floors have been identified as areas requiring improvement during in-service and post-service.

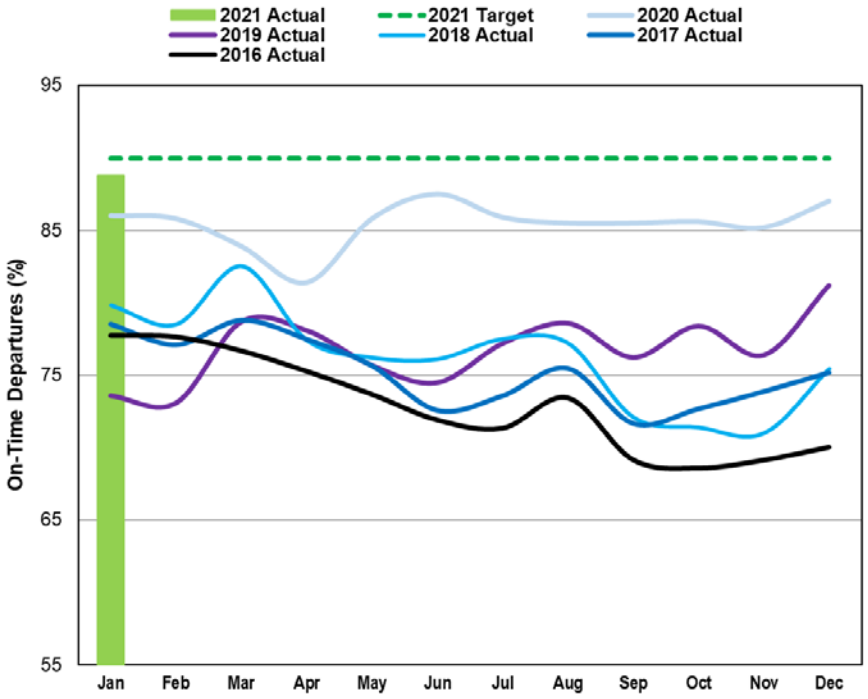
Action plan

Maintenance staff will continue to monitor and identify further opportunities to improve overall cleanliness.

In response to the COVID 19 pandemic, disinfecting of vehicles is being performed pre-service and mid-day.

Bus services

Bus: On-time performance (OTP)



Definition
OTP measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or up to five minutes later than their scheduled departure time. Includes all seven days of service. Night routes are excluded.

Contact
James Ross,
Chief Operating Officer

Results

OTP in January was 88.8%, an increase compared to December (87.0%) and an increase over the same period last year (86.0%). Our target of 90% was not met.

Analysis

The January bus operations performance score was the highest recorded since 2015, when the OTP metric began being measured in this way. The performance score for January reached a weekly high of 89.1% in Weeks 3 and 4 (tie) with a low of 88.1% in Week 5. The percentage of early (3.1%), late (6.3%), and missed (1.8%) trips in January all decreased slightly over the previous period (3.4%, 6.7%, and 2.9% in December respectively).

Thirteen bus routes received reliability-related schedule updates with the January Board Period,

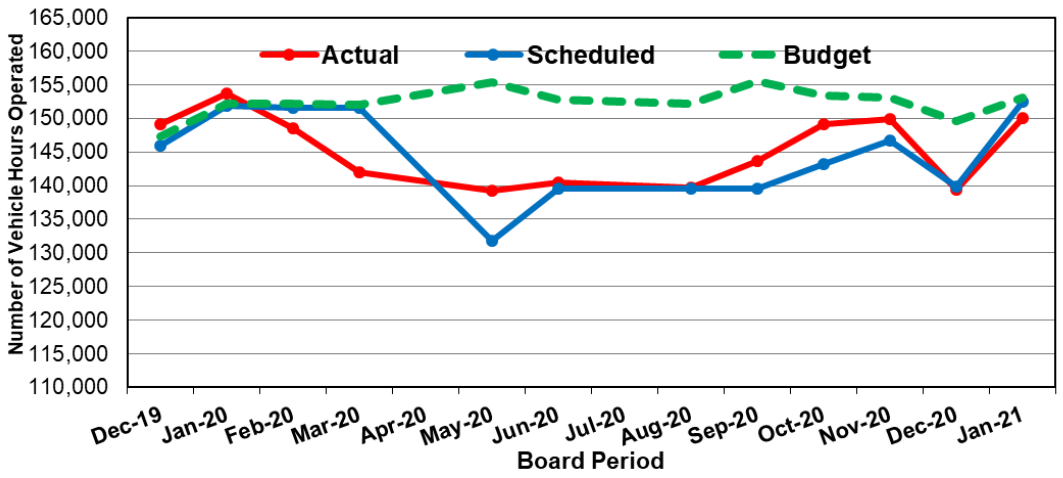
beginning in Week 2 of January. These routes combined for an 86.5% performance figure for Weeks 2 to 5 of the January period, a significant improvement over the routes' combined score for the same period last year (80.4%). Of these thirteen routes, the worst performer from Weeks 2 to 5 was the 952 Lawrence West Express route, which operated at a 70.4% level (and at a similar performance level compared to the same period last year of 70.0%).

When reviewing the routes operating on the recently implemented Eglinton East Priority Bus Lanes, these routes (86 Scarborough, 116 Morningside, 905 Eglinton East Express, and the 986 Scarborough Express) combined for 89.6% OTP for the period, an increase compared to 83.1% for the same period last year. As a highlight, bus operations' performance surpassed the 90% target on five operating days during the period. The day with the highest score was January 17 when OTP reached a peak of 91.7%.

Action plan

Work continues on multiple fronts in an effort to improve on-time performance and attain the target. Currently, this includes developing run times for key bus routes for the May 2021 Board Period. This work will shift focus soon to the Summer months and the Fall. These efforts continue to work towards right-sizing schedules to actual operating conditions, with the challenge of predicting future levels of ridership and traffic volumes due to the pandemic.

Bus: Weekly service hours



Definition
Service hours are calculated from the time a bus leaves a garage to the time it returns to the garage. Measured daily. Board period total calculated using a weekly average.

Contact
Kathleen Llewellyn-Thomas,
Chief Strategy & Customer Officer

Results

In the January 2021 Board Period, 153,071 weekly hours were budgeted for bus services while 152,508 weekly hours were scheduled to operate, which represents a variance of -0.4%.

Of the 152,508 weekly service hours scheduled to operate, 150,017 weekly service hours were actually delivered which represents a variance of -1.6%.

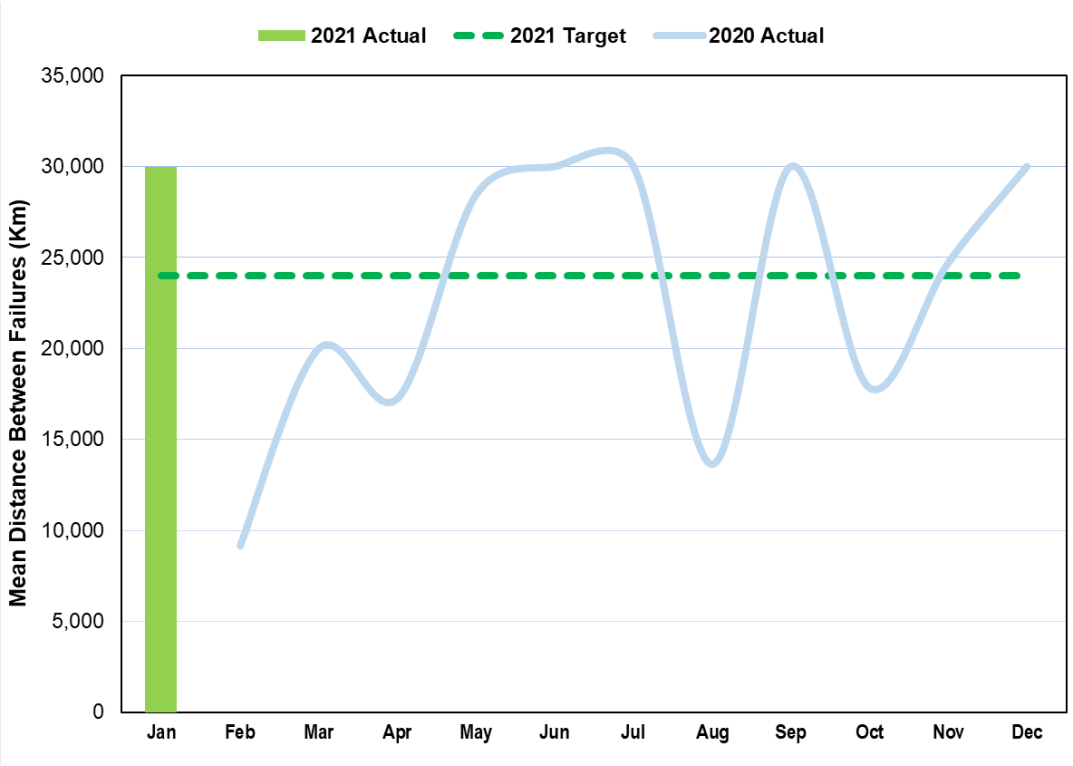
Analysis

Two factors have resulted in a variance between scheduled and actual service. First, weekly service hours increased by 4% which increased the operator requirement. Second, operator availability was impacted by COVID-related absenteeism.

Action plan

Schedules will be updated to match capacity with demand.

Bus (eBus): Mean distance between failures (MDBF)



Definition
Total kilometres accumulated over the eBus fleet compared to the total number of chargeable mechanical road calls. Data included for all seven days of service.

Contact
Rich Wong
Chief Vehicles Officer

Results

eBuses in the TTC fleet achieved a combined MDBF of 30,000 km in Period 1 2021.

Analysis

eBuses still have not accumulated sufficient in service mileage for appropriate failure analysis. We will continue to closely monitor the performance of these buses as service mileage increases.

Action plan

Various investigations and design changes are underway, which are being managed as part of the testing programs. Some of the notable campaigns for each eBus series include:

New Flyer

- New rear battery tub retrofit to eliminate water intrusion and associated HVIL faults.

Expected completion by end of Q2 2021.

- Auto-charge retrofit to have buses automatically initiate charge when plugged into charger. This will eliminate operator errors and ensure charging. Expected completion by end of Q2 2021.

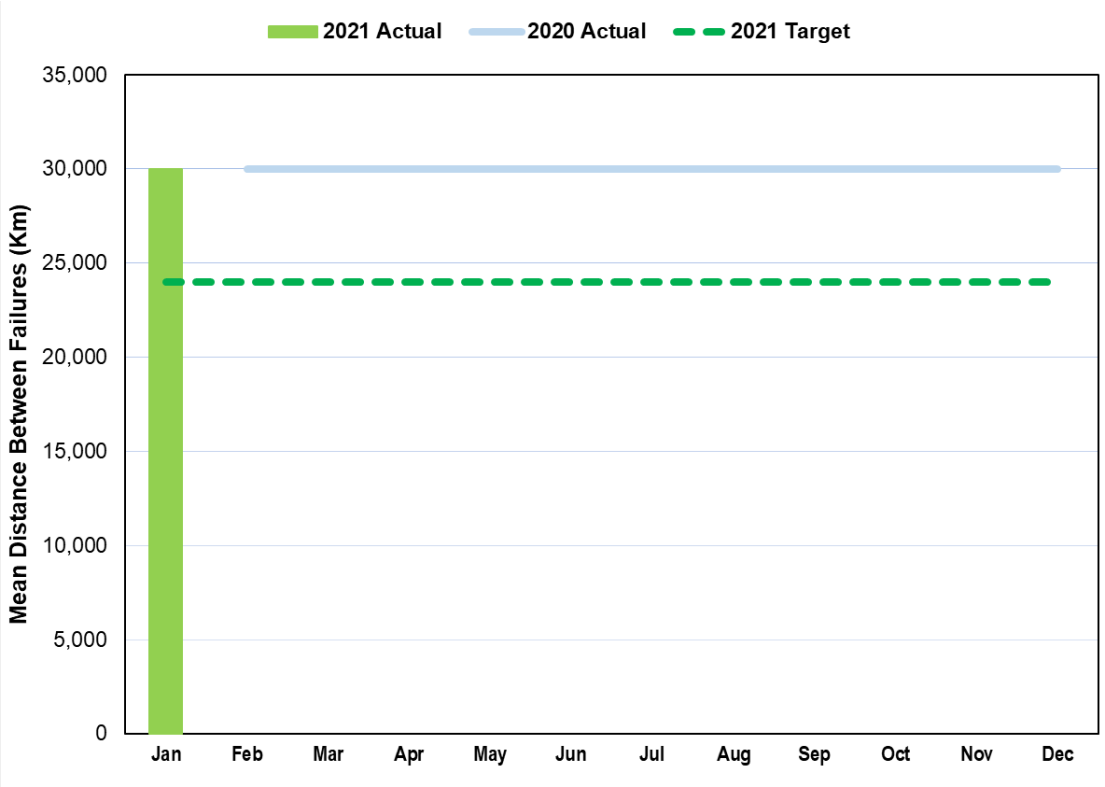
Proterra

- Operator convector campaign: Addition of operator area heat convector. This should improve energy efficiency and driver comfort. Expected completion by end of Q2 2021.
- Rear exit door light curtain campaign: Retrofit of new light curtain to improve reliability and function of exit door. Expected completion by end of Q2 2021.

BYD

- Entrance door convector campaign: Retrofit of heater unit at front door to prevent floor freezing during winter operations. Expected completion by end of Q2 2021.
- Entrance door emergency release valve campaign: Retrofit to relocate release valve for better accessibility. Expected completion by end of Q2 2021.

Bus (Hybrid): Mean distance between failures (MDBF)



Definition
Total kilometres accumulated over the hybrid fleet compared to the total number of chargeable mechanical road calls. Data included for all seven days of service.

Contact
Rich Wong
Chief Vehicles Officer

Results

Hybrid buses in the TTC fleet achieved a MDBF of 30,000 kilometres in Period 1, 2021.

Analysis

Nova LFS Hybrid buses equipped with the BAE Hybrid drive system are performing well above the expected reliability with respect to the hybrid powertrain system. Most of the powertrain failures on this fleet are related to the Cummins engine and exhaust after-treatment systems which are being addressed and corrected through Diesel investigations.

Action plan

There are several warranty retrofits underway to further improve the reliability and availability of this fleet:

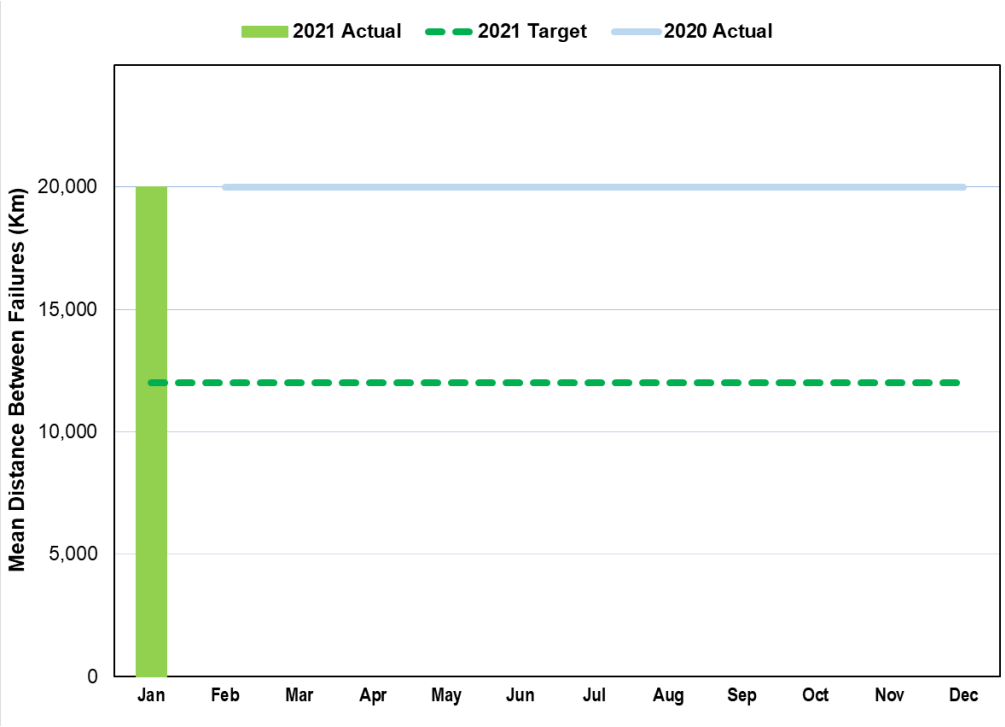
- A/C roof drain retrofits to eliminate water damage to

electrical compartment is 89% completed.

- Energy storage systems connector box sealing is 81% completed. This fix will ensure that the vehicle is not disabled due to water intrusion in this connector.
- Front door lower pivot bracket fix is 61% complete, which will lower the number of door not opening failures.

Various other retrofits are at proposal stage, or being completed through attrition as part of the new bus warranty program. Quarterly technical review meetings for Nova buses are taking place with participation from Nova Bus, BAE Systems, and TTC staff. These buses are performing well above target and we foresee a continuation of this trend.

Bus (Clean Diesel): Mean distance between failures (MDBF)



Definition
Total kilometres accumulated over the clean diesel fleet compared to the total number of chargeable mechanical road calls. Data included for all seven days of service.

Contact
Rich Wong
Chief Vehicles Officer

Results

Nova LFS Diesel buses, equipped with Cummins engines, achieved a collective MDBF of 20,000 kilometres in Period 1 2021.

Analysis

This fleet continues to exceed reliability targets due mainly to their age, system engineered retrofits, and various reliability programs.

Action plan

The articulated Nova LFS60 bus rebuild program is now complete, on schedule and under budget, and we are now closely monitoring the fleet performance post overhaul. The LFS40 Nova buses purchased in 2015 have begun their overhaul program (8 completed year-to-date).

Air and Electrical system maintenance programs are continuing on schedule with the Nova 8620-9239 bus series with a target of 350 buses in 2021 (30 completed year-to-date). Parts are now being

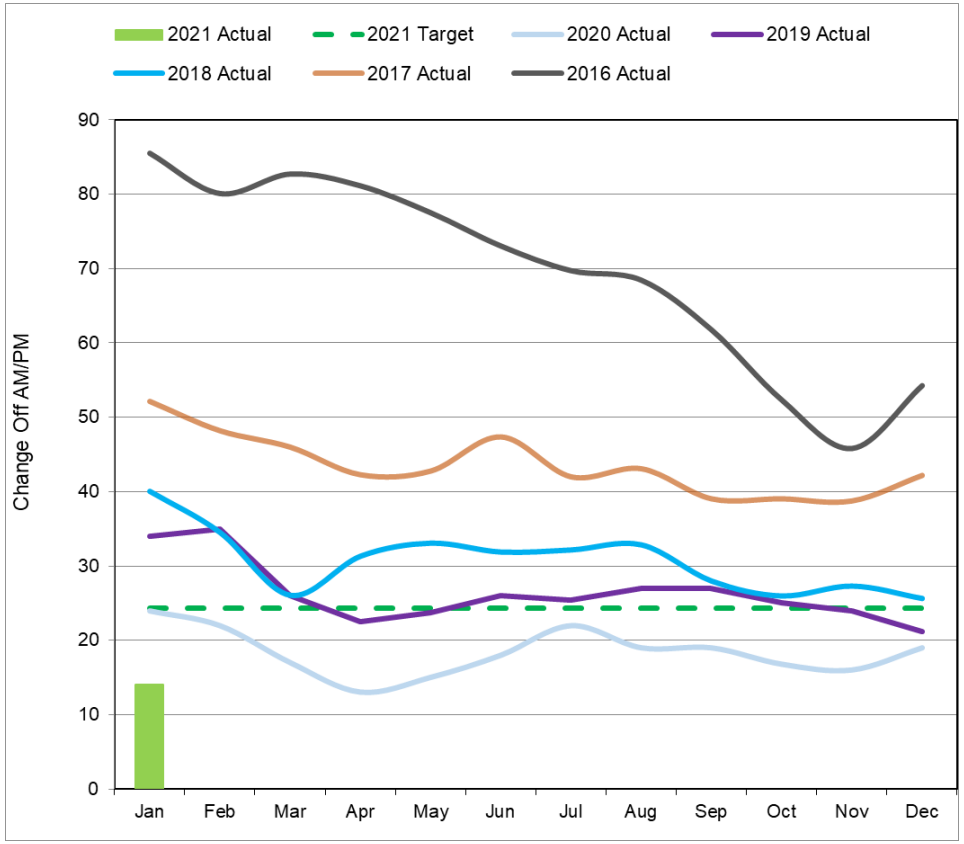
received and kits are being created for the cooling system design changes for the Nova 8620-8964 bus series set to begin Q1 2021. These design changes will help to reduce leaks.

System specific work methods are being developed and continuously improved to guide technicians in ensuring a state-of-good-repair (SOGR). Packages have so far been developed for cooling, air, door, and HVAC systems. These packages are used to fill the knowledge gap due to the influx of new technology adopted in our fleet. SOGR inspections are continuing at all garages. This program has been very successful at reducing road calls. Garages are expected to complete 60% of fleet. Compliance Audit are on track to audit 10% of fleet on all periodic preventative maintenance programs. Road Call and Change Off root cause analysis are being completed on a daily basis, and fed back into our problem reporting database for a more detailed investigation. There are currently over 80 active engineering investigations in progress, plus others stemming from new bus warranty retrofits.

To combat COVID-19, a design change to Merv-13 (high efficiency) HVAC filters for all bus types is now underway and being completed through attrition as parts become available on the market.

Cummins emission controls and after treatment failures are being addressed through remote telematics health monitoring, fleet wide Engine Oil analysis, Root cause investigations with Cummins and the Aftermarket warranty group. Cummins and aftermarket Predictive monitoring and guidance services are being implemented and utilized such as Cummins Expert Diagnostic Systems (EDS), Failure predictive services.

Bus: Road calls and change offs (RCCOs)



Definition
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. Monday to Friday data only.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The average number of RCCOs in January was 14 per day, well below the target of 1.5% of peak service currently set at 24.

Analysis

This is a result of the improved reliability of the bus fleet and from a reduction in service due to COVID-19 initiatives.

Action plan

We continue to monitor and control road calls via daily tracking, gap analysis, reliability programs, and working closely with the service line contractor to look at opportunities to reduce road calls.

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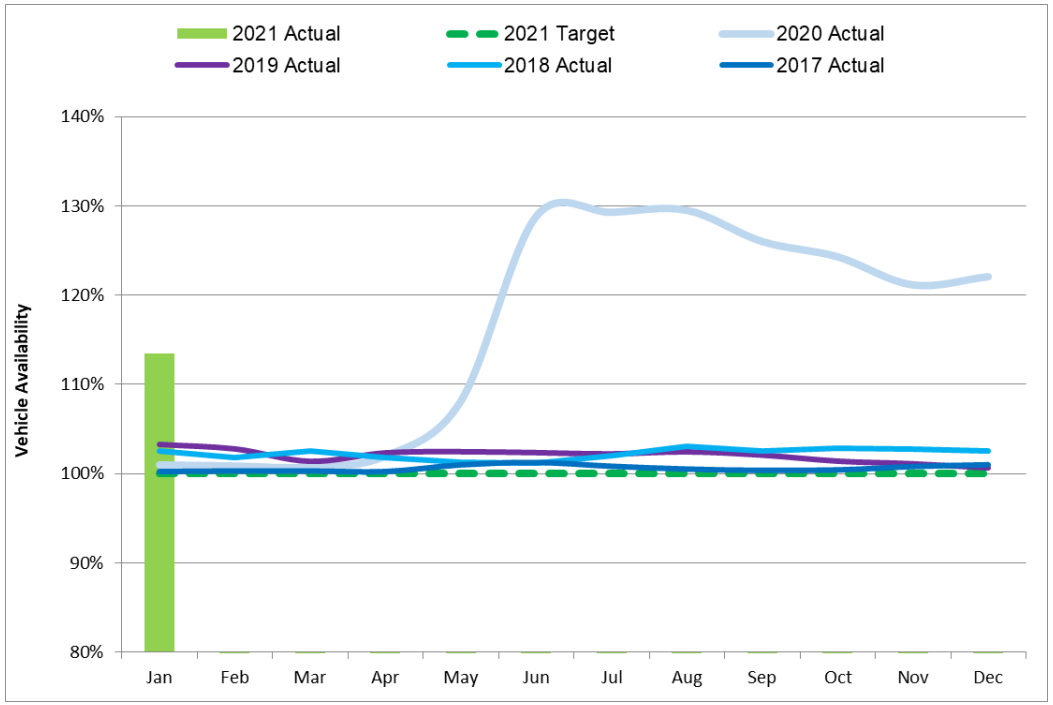
Bus: Service availability



Definition
Daily average number of buses put into service (including RADs) compared to the number of buses scheduled for the a.m. peak period. Data represents Monday to Friday only. Holidays excluded.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The average number of buses available for a.m. peak service in Period 1 2021 was 1,732 buses per day or 113.51% of planned service, above the target of 1526 buses.

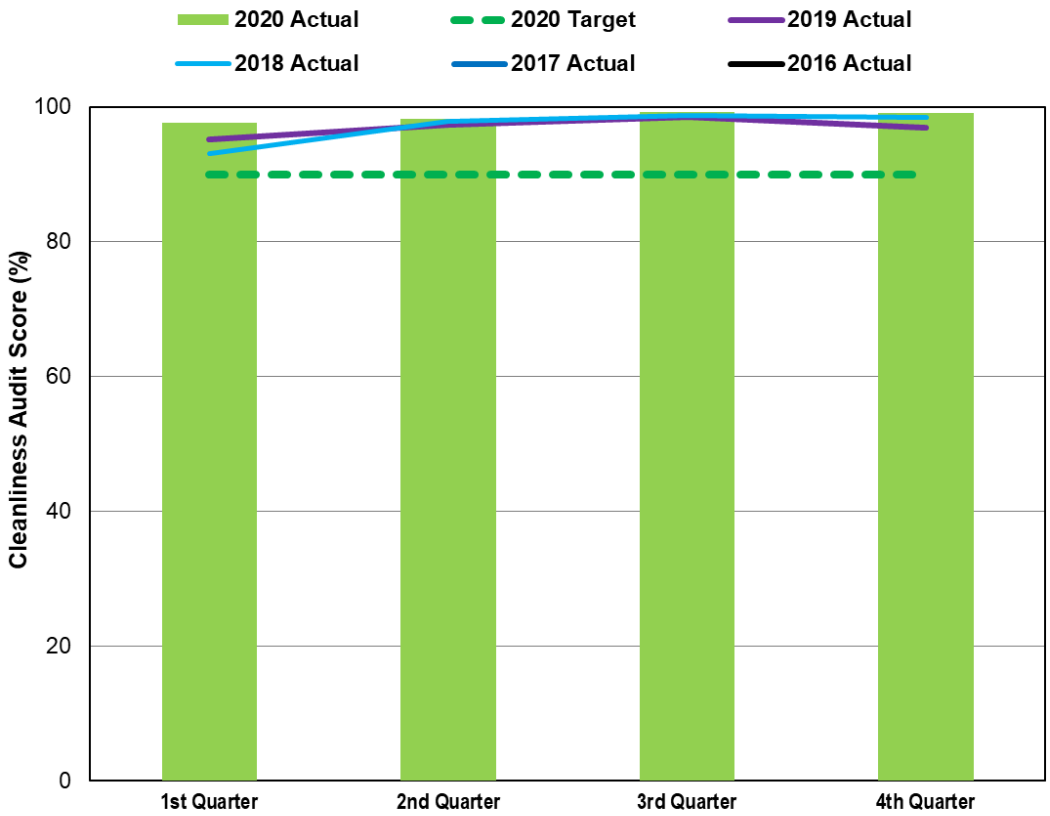
Analysis

The gap in service requirements in January 2021 (1387) and available vehicles (1693) is due to temporarily reduced service levels as a result of COVID-19. We expect a recovery in service level requirements and are currently taking the opportunity to complete outstanding retrofit projects on our fleet.

Action plan

We continue to monitor and control all aspects of maintenance that support continuous improvement initiatives.

Bus: Cleanliness (Pre-service)



Definition
Results of third party audit conducted each quarter. "Pre-service" cleanliness results. Audits conducted weekdays only, excluding holidays.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The pre-service bus cleanliness audit score in Q4 2020 was 99.1%, which is above the target of 90%.

Analysis

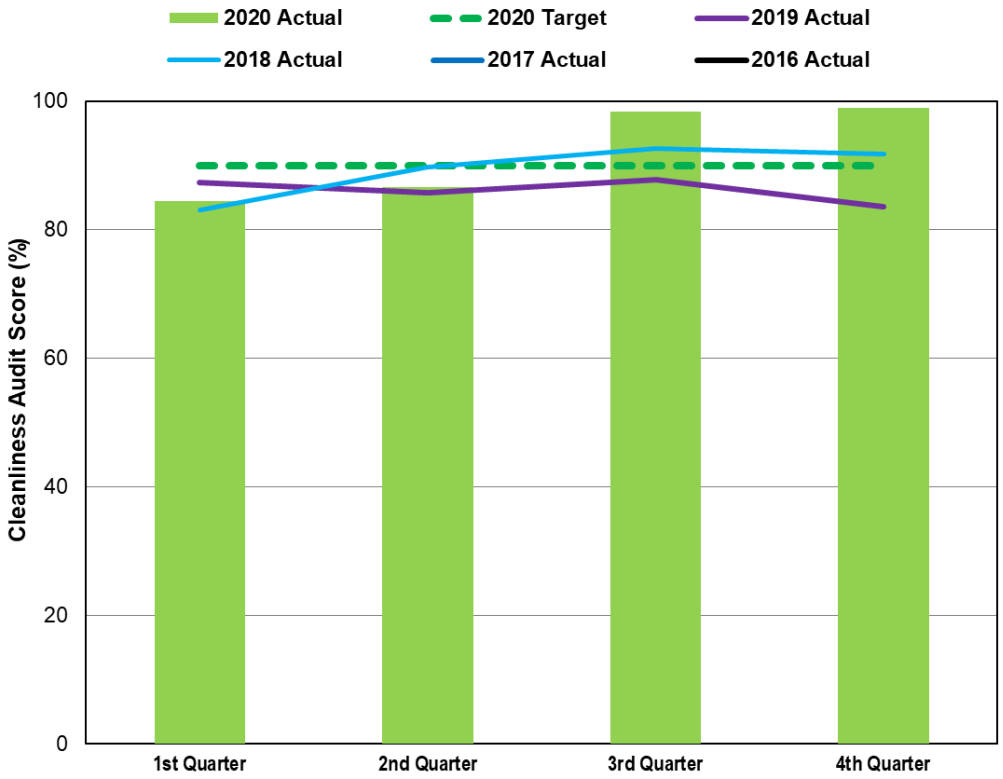
The score deduction of 0.9% is strictly due to the wheel assembly cleanliness of buses coming out of the wash rack.

Action plan

We are investigating the root cause of lower audit score for wheel assemblies by review of audit criteria, contractor performance, and other discovered contributing factors. We will continue to closely monitor and control cleaning contractor performance.

In response to the COVID-19 pandemic, we are performing specific cleaning and disinfection of all buses at multiple points during service: post-service, post a.m. rush, and during servicing.

Bus: Cleanliness (In-service & post-service)



Definition
Results of third party audit conducted each quarter. "In-service" and "post-service" cleanliness results. Audits conducted weekdays only, excluding holidays.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The in-service and post-service bus cleanliness average audit score in Q4 2020 was 98.9%. This is an increase from Q3 (98.4%) and Q4 2019 (83.6%).

Analysis

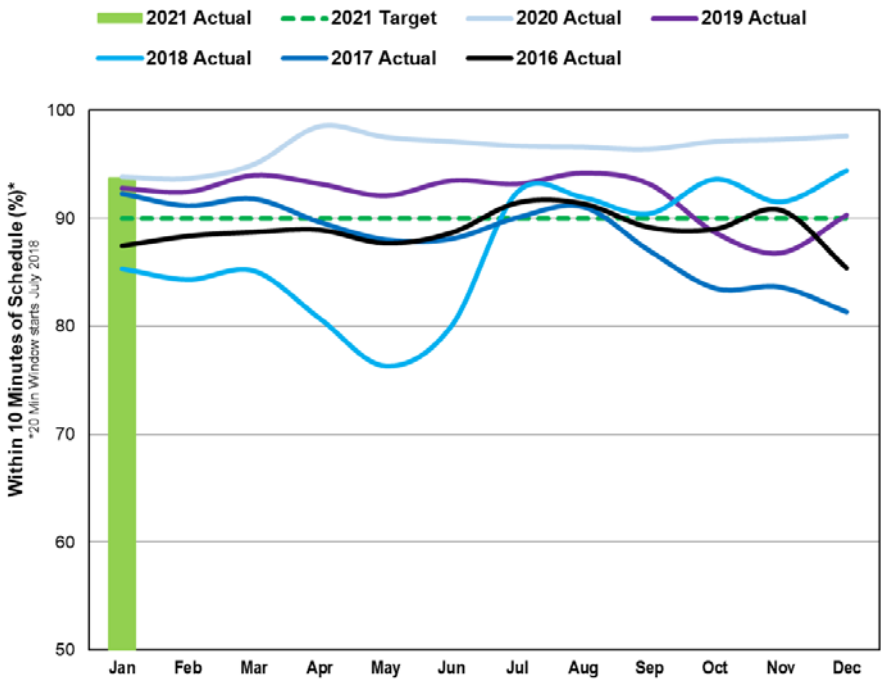
The high cleanliness score can be attributed to lower service requirements, low ridership, and significantly fewer customers with food or drinks on buses.

Action plan

We will continue to monitor the cleanliness of the fleet post-service to determine whether increasing the frequency of cleaning is required.

Wheel-Trans Services

Wheel-Trans: On-time performance (OTP)



Definition
Measures on-time performance of all trips conducted by Wheel-Trans buses. Seven days a week, all time periods included. To be on time, the trip must arrive within 20 minutes of its scheduled arrival.

Contact
James Ross,
Chief Operating Officer

Results

OTP in Period 1 (January 1 - January 30) decreased by 3.9% from the previous period to 93.7%, and is 0.2% lower than the same period in 2020.

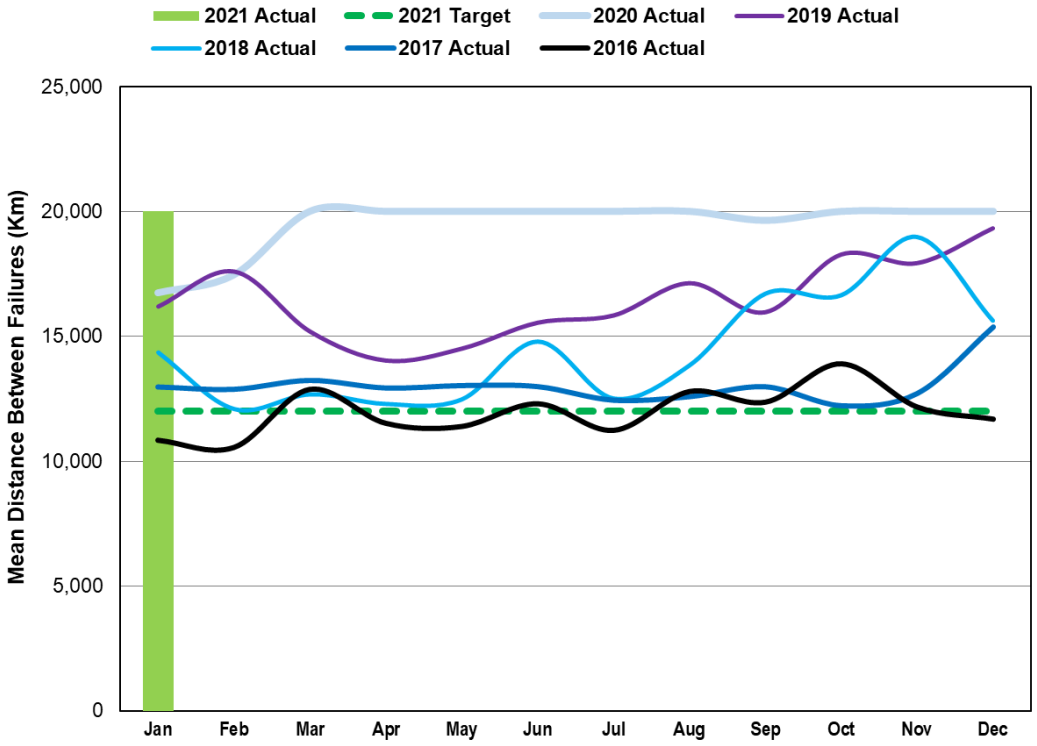
Analysis

Wheel-Trans has been able to consistently meet the OTP target of 90 per cent for the past two years. Period 1 results are lower when compared to previous months, but remain consistent with Period 1 results from the previous two years.

Action plan

Our Dispatch team is dedicated to adjusting late runs consistently to reduce the impact of late service to our customers. Changes implemented in Q4 are being assessed with new measures being implemented for the winter Board.

Wheel-Trans: Mean distance between failures (MDBF)



Definition
Total kilometres accumulated over the entire fleet compared to the total number of chargeable mechanical road calls. Data included for all seven days of service.

Contact
Rich Wong,
Chief Vehicles Officer

Results

The Period 1 2021 MDBF was 20,000 kilometres, which exceeded the target of 12,000 kilometres. This is a significant reliability improvement from Period 1 2020 of 16,751 kilometres MDBF.

Analysis

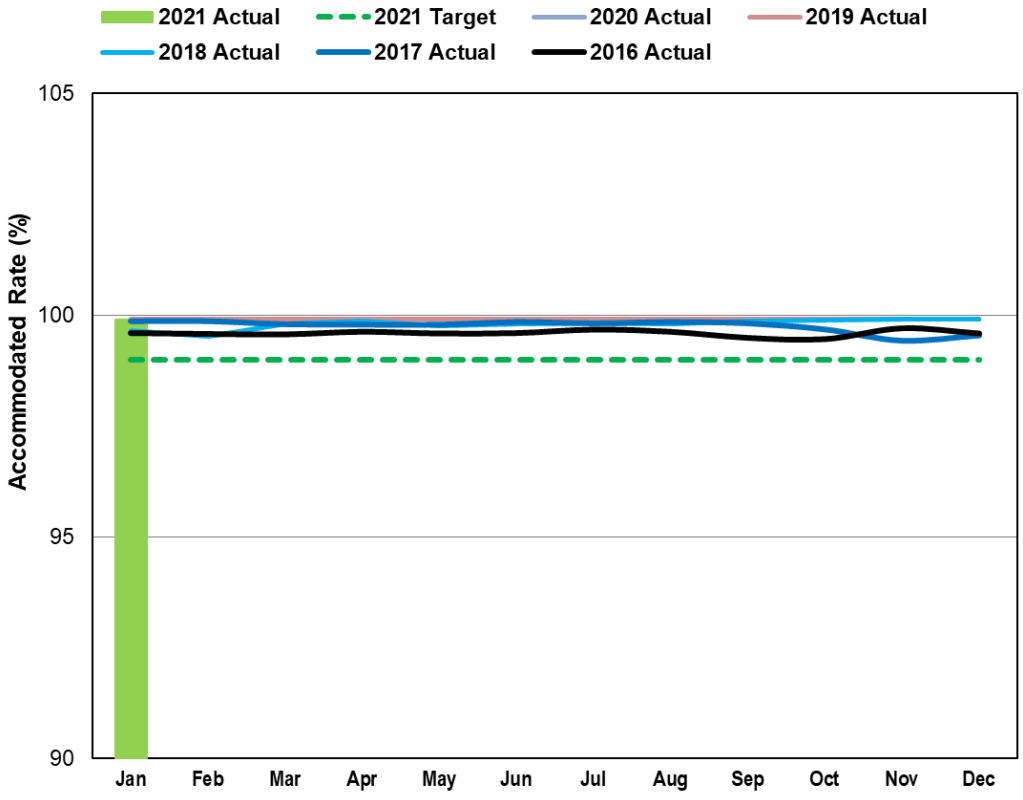
ProMaster mini buses continue to go through a tune-up program, which is helping to improve reliability.

Action plan

Garage management continues to monitor the effectiveness of these programs as part of our continuous improvement process. Lakeshore Garage is also approximately 18% of the way through a Program that focuses on the Friendly and ProMaster passenger door adjustments and switches. These Programs are designed to address Lakeshore's highest areas of failure and maintain overall state of good repair of the entire fleet.

ProMaster buses continue to go through a tune-up program, so far 57% of the fleet has been completed. This program focuses on the vehicle's ignition, components such as ignition coils, spark plugs and PCV valves. These programs will reduce engine electrical issues and starting failures experienced on the ProMaster fleet. We will continue to monitor the effectiveness of these programs as part of our continuous improvement process.

Wheel-Trans: Accommodated service



Definition

Accommodated rate is the percentage of passengers requesting Wheel-Trans services that are actually provided trips by either a Wheel-Trans bus, accessible taxi or sedan taxi.

Contact

James Ross,
Chief Operating Officer

Results

The accommodated rate in Period 1 (January 1 - January 30) was 99.9%. This is 0.9% higher than the Wheel-Trans target, and consistent with the same period in 2020.

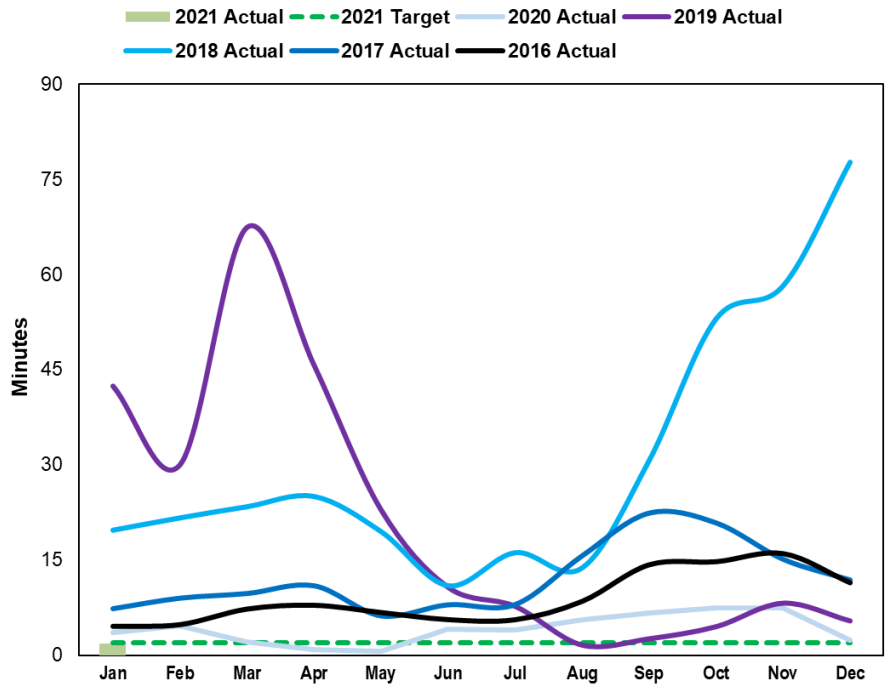
Analysis

Wheel-Trans continues to deliver above target for trip requests. Period 1 results have been consistent for the past two years at 99.9%.

Action plan

Wheel-Trans continues to evaluate efficient ways of providing trips to our customers. With the pandemic, measures are in place to provide all trip requests as single occupant trips. The focus has been on ensuring all essential trips are provided as well as determining whether special transport for life-sustaining treatment trips are required. We are committed to keeping customers and staff safe.

Wheel-Trans Contact Centre: Average wait time



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

Contact
James Ross,
Chief Operating Officer

Results

The average wait time in Period 1 (January 1 - January 30) was 1.8 minutes. This is lower than the 2.4-minute average in December, and below our new target for this metric of 2 minutes.

Analysis

With the uncertainty of the pandemic, call volumes continue to fluctuate and over this most recent period we have seen a slight decrease in call volumes similar to our ridership. Our overflow contract provider (Telus) is becoming more comfortable and efficient at taking calls, which has also contributed to lower wait times for our customers.

Action plan

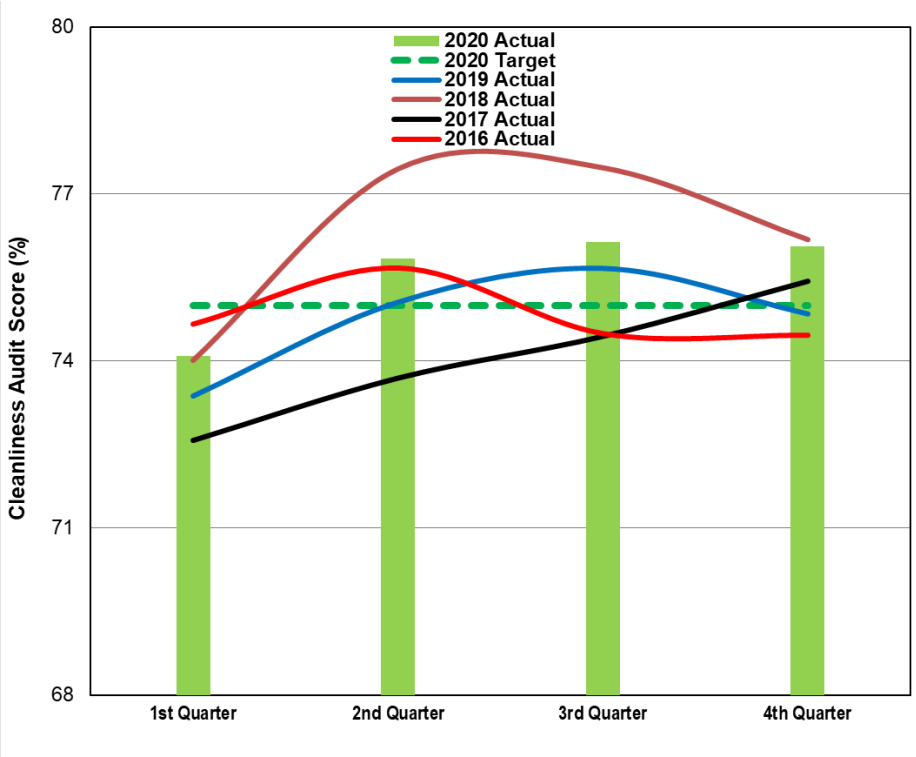
We plan to continue ensuring a smooth transition and collaboration with Telus to ensure the schedules for their agents appropriately complement our in house team, ensuring the average wait times remain low at all times for our customers. This will include regular

team meetings to communicate gaps in schedules, trends in call volumes and more efficient ways on handling calls.

Note: The target of two minutes was set for January 2021.

Station services

Station cleanliness



Definition
Average results of a third party audit conducted each quarter of all 75 stations. Audits are conducted weekdays only, excluding holidays.

Contact
James Ross,
Chief Operating Officer

Results

The Q4 audit results exceeded target with an average score of 76.1%, which is consistent with last quarter (76.1%).

Analysis

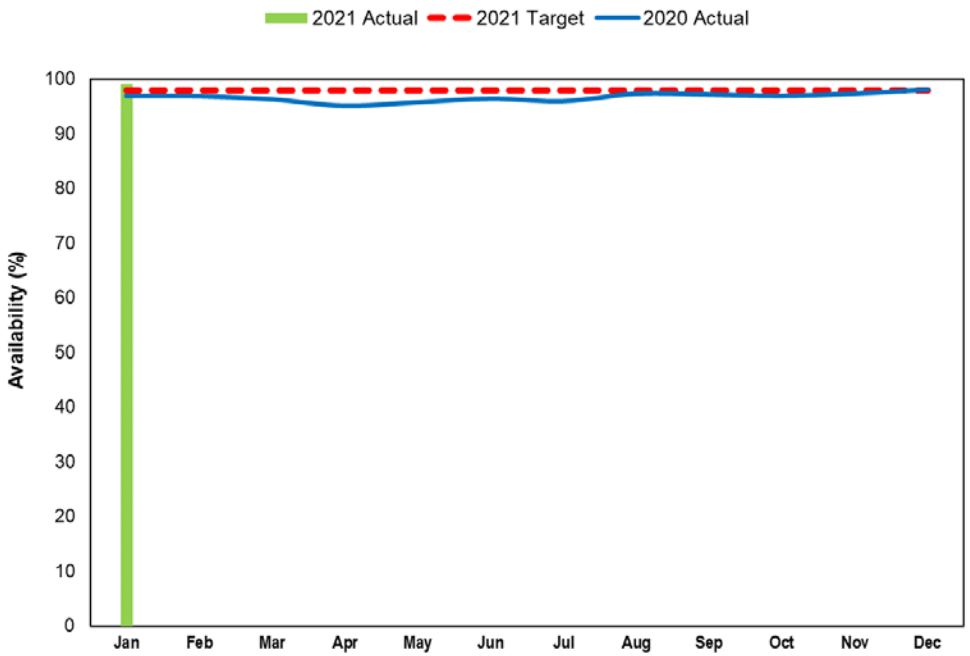
Of 22 components that are scored, three increased in their score, 16 remained the same, and three saw a slight decrease. 40 stations (53%) met or exceeded the target score, 30 stations (40%) scored between 70.0%-75.0%, while only 5 stations (7%) scored below 70%.

The top three scoring stations in Q4 were: York University (94.6%), Pioneer Village (91.2%), and Vaughan Metropolitan Centre (88.8%).

Action plan

We are developing a plan to accelerate a deep cleaning program and seasonal projects at all of our stations, which should continue the favourable trend in audit scores.

Elevator availability



Results

Elevator availability in January was 99.2%, above the target. The performance increased in January compared to previous month (98.0%).

Analysis

Elevator maintenance was completed as planned and scheduled.

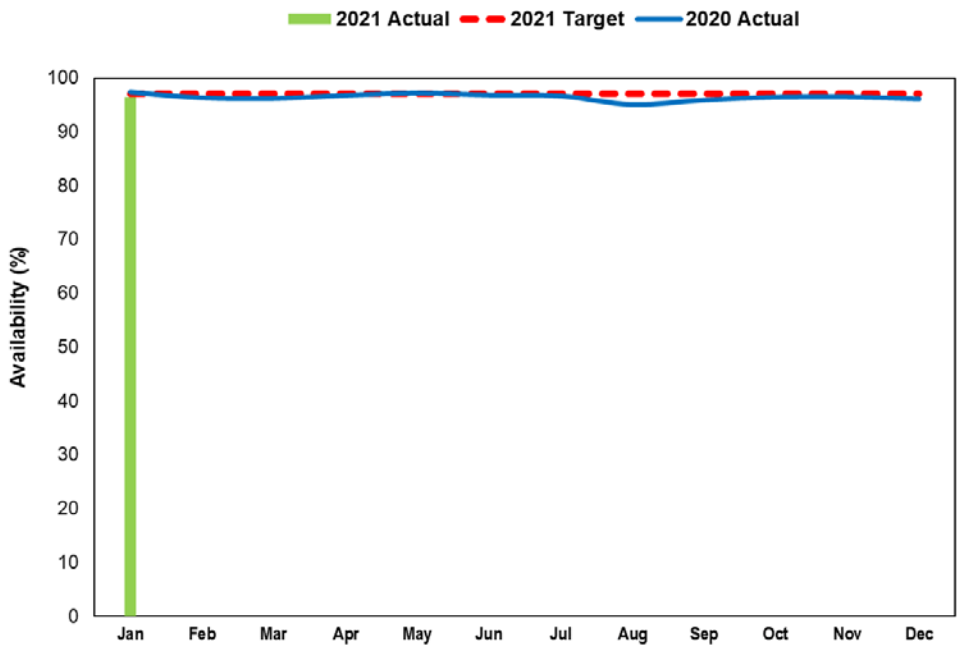
Action plan

We will continue performing preventative maintenance to meet reliability and availability targets.

Definition
Percentage of total available subway elevator service hours during subway revenue service in a given month.

Contact
Fort Monaco,
Chief Infrastructure and Engineering Officer

Escalator availability



Definition
Percentage of total available escalator service hours during subway revenue service in a given month.

Contact
Fort Monaco,
Chief Infrastructure and Engineering Officer

Results

Escalator availability in January 2021 96.4%, under the target of 97%. Performance marginally increased in January compared to last month (96.1%).

Analysis

The following factors negatively impacted escalator service in January 2021:

- An escalator at Lansdowne Station was removed from services to accommodate the Easier Access Program.
- An investigation of the Lawrence Station entrance on the northwest corner of Yonge Street and Lawrence Avenue resulted in the entrance being closed off. The escalator serving the entrance was shut off until January 15.
- Water infiltration in three escalators led to the shut down of the escalators to prevent hazardous conditions,

and damage to the equipment.

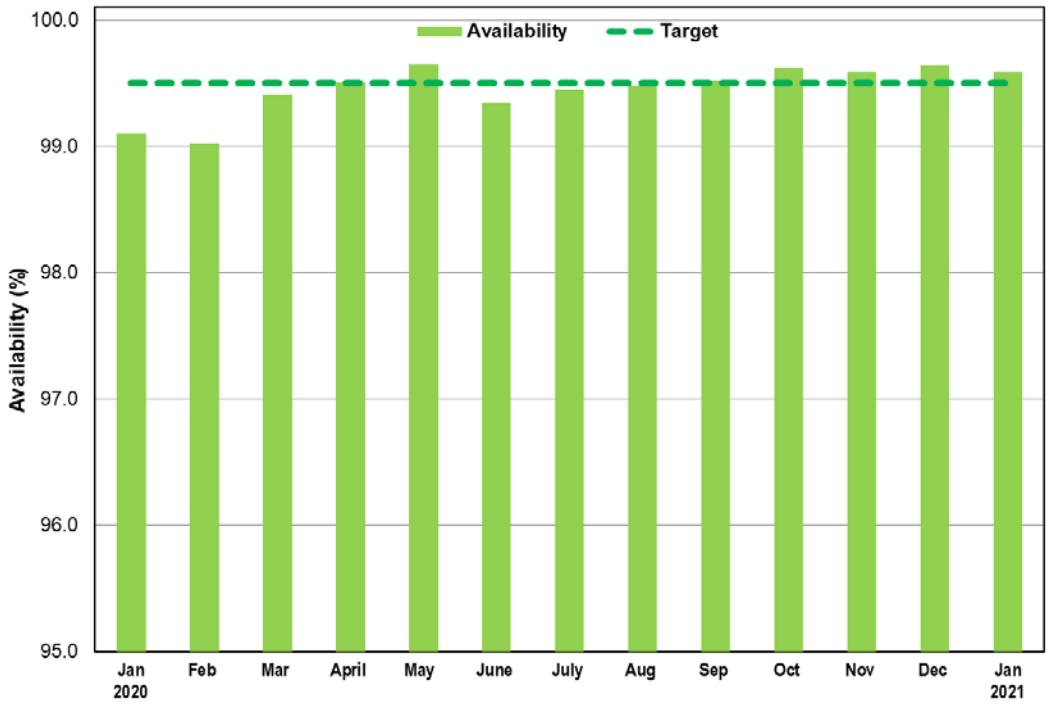
Action plan

The escalator at Lansdowne Station will be returned to service upon completion of the construction phase.

The investigation at Lawrence Station was completed and the escalator returned to service on January 15.

Station pumps were repaired and the three escalators were returned to service.

Fare gates



Definition
Percentage of time fare gates equipped with PRESTO are available for use. Availability data provided by manufacturer for 24 hours a day, seven days a week.

Contact
Kathleen Llewellyn-Thomas, Chief Strategy & Customer Officer

Results

Fare gate availability averaged 99.59% in January, which represents a small decrease over last month and an increase of 0.49% over the same time last year. Availability was above the 99.5% target.

Analysis

These results reflect the continued ongoing efforts by both TTC and Scheidt and Bachmann (S&B) to address the hardware and software issues with the fare gates. With the current modification programmes in place, we expect performance to continue to improve throughout 2021.

Action plan

We continue to work with S&B to address ongoing hardware and software issues. A number of programs have been developed and are currently being implemented. These include:

- In September 2020 we completed an upgrading of the control and

operating system for the gates (FareGo 3.9). This upgrade will allow us better visibility and reporting functionality.

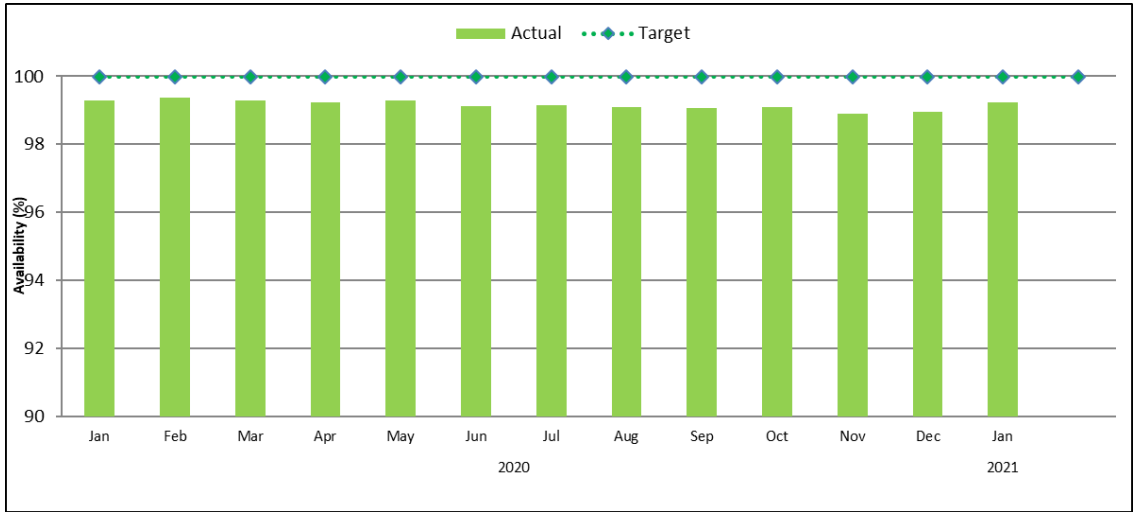
- An additional software upgrade was completed in September 2020. This software update will address a number of ongoing issues with the fare gates and will further improve gate reliability. The teams are currently monitoring the new software and documenting any issues in preparation for future software releases.

- The program to replace the industrial computers in the fare gates was completed Q4 2019. The S&B second-generation industrial computer with a new solid state drive will provide a number of improvements including: Extending the hard drive capacity, improving and protecting the hard drive sectors, increasing the hard drive speed (faster read/write, start-up time will be improved), extending the data logging, and helping address USB disconnect issue we are currently having with the fare gates.

- S&B development teams are currently completing a further in-depth review of ongoing issues with the fare gate motors. The final report has been completed. The team has completed a number of the recommendations from the report and expects continued improvement in the fare gates. The TTC has received an upgraded motor type and the teams are currently conduction field testing of this new motor.

These plans will help to address the following issues: screen freezing, tap/no entry, card reader failures, motor and heater failures. We have additional software and hardware updates in the planning stage, which will add functionality and provide further fixes to known problems, improving the gate availability to the customers.

PRESTO card readers



Definition
The total percentage of all PRESTO card readers that are in working order and available for customer use.

PRESTO card readers are devices that are installed onboard TTC surface vehicles (buses and streetcars) and allow customers to pay their fare by tapping on the device.

Contact
Kathleen Llewellyn-Thomas, Chief Strategy & Customer Officer

Results

PRESTO card reader availability averaged 99.24% in January, which represents an increase of 0.28% from last month. Availability remains below the target of 99.99%.

Analysis

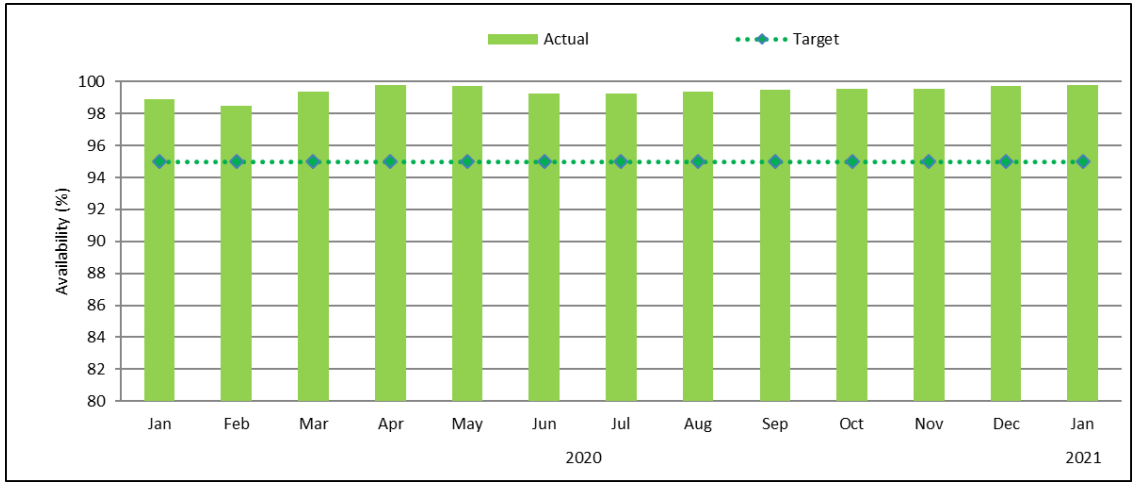
The increase in availability is attributed to more efficient issue identifications and resolution of card reader issues.

Action plan

We will continue to work with partners to ensure vehicle availability and Metrolinx response preparedness.

Note: *Results shown here are representative of overall card reader availability received from Metrolinx. The method used by Metrolinx for determining availability does not consider all environmental or operational factors. We are working with Metrolinx to improve their approach to calculate device availability including the frequency at which the devices are polled.*

PRESTO Fare Vending Machines (FVM)



Definition

The average percentage of daily availability of PRESTO FVMs are based on duration of identified fault incidents to time of resolution. Cash collection incidents are currently not reflected in the calculation. PRESTO FVMs allow customers to load funds onto their PRESTO cards via credit or debit payment, purchase new PRESTO cards, view balance and card history and activate any products purchased online. The FVMs are installed at station entrances.

Contact

Kathleen Llewellyn-Thomas,
Chief Strategy & Customer Officer

Results

PRESTO FVM availability averaged 99.76% in January, which represents an increase of 0.05% from the previous month. Availability remains above the target of 95.00%.

Analysis

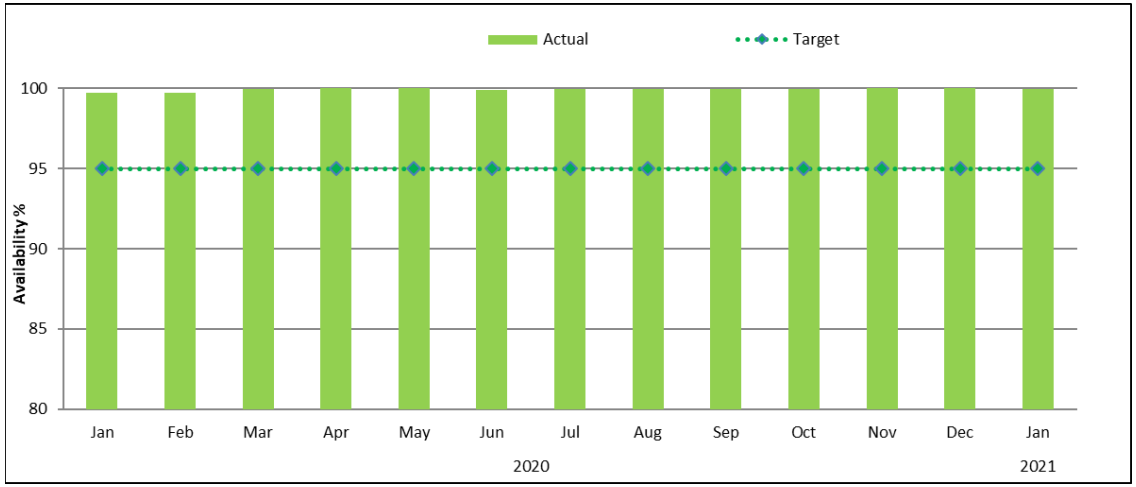
The increase in availability is attributed to proactive inspections, monitoring and coordination of maintenance activities.

Action plan

We will continue to monitor performances to ensure availability remains above target (95.00%).

Note: *Results submitted here are representative of overall PRESTO Fare Vending Machine availability received from Metrolinx.*

PRESTO Self-Serve Reload Machines (SSRM)



Definition

The average percentage of daily PRESTO SSRM availability are based on duration of identified fault incidents to time of resolution. PRESTO SSRMs allow customers to load funds onto their PRESTO cards via credit or debit payment. The device also allows customers to view their balance and card history, and activate any products purchased online. The SSRMs are installed at subway station entrances.

Contact

Kathleen Llewellyn-Thomas,
Chief Strategy & Customer Officer

Results

PRESTO SSRM availability averaged 99.96% in January, which represents a decrease of 0.03% from the previous month. Availability remains above the target of 95.00%.

Analysis

The decrease in availability may be attributed to temporary outages of 4 devices at 3 stations during January.

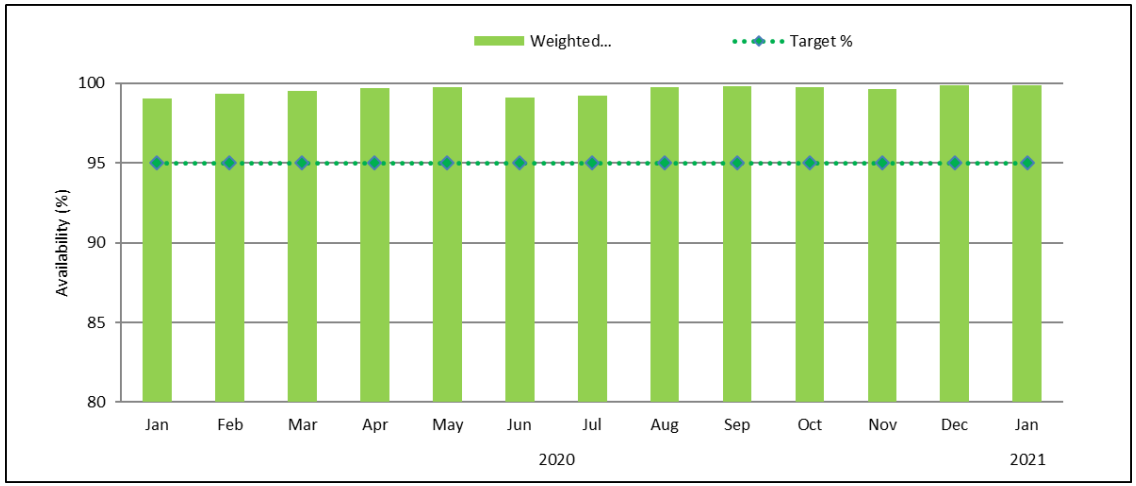
Resolution time for all incidents was within service-level agreement limits of acceptance.

Action plan

We will continue to monitor performances to ensure availability remains above target (95.00%).

Note: *Results shown here are representative of overall PRESTO Fare Vending Machine availability received from Metrolinx.*

PRESTO Fares and Transfer Machines (FTM)



Definition

The average percentage of daily availability of PRESTO FTMs are based on duration of identified fault incidents to time of resolution. Cash collection incidents are currently not reflected in the calculation. The FTMs are Single Ride Vending Machines (SRVMs), installed on the new TTC streetcars and at selected streetcar stops. These allow customers to purchase Proof of Payment tickets.

Contact

Kathleen Llewellyn-Thomas,
Chief Strategy & Customer Officer

Results

PRESTO FTM availability averaged 99.88% in January, which is an increase of 0.04% from the previous month. Availability remains above the target of 95.00%.

Analysis

The increase in availability is attributed to more efficient coordination of vehicle availability for device maintenance activities.

Action plan

We will continue to monitor performance to ensure availability remains above target (95.00%).

Note: *Results shown here are representative of overall PRESTO Fare Vending Machine availability received from Metrolinx.*

For further information on TTC performance, projects and services, please visit ttc.ca