

CEO's Report

Toronto Transit Commission

August 2023



Toronto Transit Commission



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

TTC by the numbers



1.7 million
rides a day
pre-pandemic



183,200
weekly service
hours pre-
pandemic



6,400+ km
of routes



2,114
buses



204
streetcars



150
trains



16,000+
employees



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

Our vision

To be a transit system that makes Toronto proud.

Our mission

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

Did you know...

Did you know that starting August 15, customers can use their debit and credit cards or mobile devices to pay their adult TTC fare? TTC customers using this new method of payment will be charged \$3.30 for their fare. Seniors, youth, Fair Pass Transit Discount users and monthly pass customers should continue using a PRESTO card. To find out more visit ttc.ca/PRESTO.



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CEO's commentary



There is a new way to pay your TTC fare. Payment for adult fares with debit and credit cards, or mobile devices, was announced on August 10 and launched across the entire network on August 15.

TTC customers are charged \$3.30 for their fare (rather than the adult cash fare of \$3.35), which is the same as the adult single-ride fare on a PRESTO card. The two-hour transfer is also activated, which is currently only available to riders paying with a PRESTO card or PRESTO ticket.

Seniors, youth, Fair Pass Transit Discount program users, and monthly pass customers should continue using a PRESTO card as their fares are lower than the \$3.30 debit/credit fare.

Credit cards accepted include VISA, MasterCard and American Express. Canadian Interac® debit cards, VISA

debit cards, and MasterCard debit cards are also accepted. Customers can also use cards on a smartphone or smartwatch.

Similar to the PRESTO card, customers should tap every time they board a TTC vehicle or enter a station. Only one fare will be charged within the two-hour transfer limit. To avoid card clash, riders should also tap only with their payment card to make no other debit or credit cards are charged at the validator. Customers can visit ttc.ca/PRESTO for more information.

As of the week ending Aug 18, the TTC's average weekday boardings stand at 76 per cent of pre-COVID levels, at 2.2 million. Boardings by mode continue to be highest on the bus network at 84 per cent of pre-COVID levels while streetcar and

subway boardings were at 69 per cent and 74 per cent, respectively. Wheel-Trans ridership is at 74 per cent of pre-COVID.

In anticipation of students returning to school and more people heading back to the workplace, our service priorities are to ensure we deliver service that is more reliable, that there is more room onboard our vehicles and customers have shorter wait times. These priorities are achieved through the following measures:

- Increasing service across all modes and on many routes to make sure we are delivering service where and when it is most needed;



CEO's commentary

- Recruiting, hiring and training additional frontline workers to meet service investments;
- Enhancing cleanliness across the network, including a summer station cleaning blitz (more details on this below); and
- A renewed focus on safety and customer service excellence.

The TTC will be providing increased service on the following routes:

- 65 Parliament and 75 Sherbourne servicing George Brown College.
- 102 Markham Road, 134/913 Progress and 902 Markham Road Express servicing Centennial College Progress.
- 905 Eglinton East Express and 938 Highland Creek Express servicing University of Toronto Scarborough.
- 927 Highway 27 Express servicing Humber College North.

Service is also restored on a number of routes that service high schools.

Diversity and Culture Group

TTC collecting backpacks and school supplies

This year, the TTC in partnership with the Toronto and Region Chapter of the Conference of Minority Transportation Officials (COMTO), collected 833 backpacks filled with school supplies, well surpassing the goal of 500 backpacks. The backpacks will be distributed to children and teens in Neighbourhood Improvement Areas around the city as they head back to school this September.

Donations were collected across TTC worksites, as well as during the TTC's annual Stuff-the-Bus event, which saw the TTC and COMTO volunteers parking a TTC bus outside the Walmart Supercentre in Etobicoke on August 12 and 13, and encouraging members of the public to donate. This year's total surpassed last year's collection of 450 backpacks.

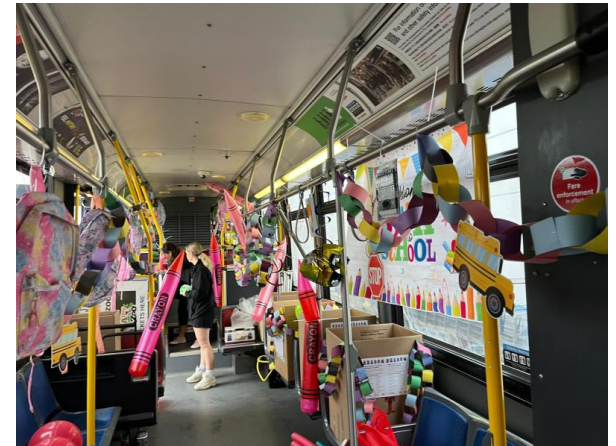
Thank you to all those that donated and volunteered their time for this important initiative.

Underground Freedom Train Ride on Line 1

The TTC was proud to once again be supporting and participating in the annual underground freedom train ride to celebrate Emancipation Day on August 1. The special event to mark the role of the Underground Railroad in Canadian history took place on Line 1 Yonge-University, between Union and Downsview Park. Upwards of 1,000 people participated this year, including Prime Minister Justin Trudeau and Toronto Mayor Olivia Chow.

The symbolic midnight ride was hosted by the Blackhurst Cultural Centre, and involved singing, poetry readings, drum playing and moments of reflection. It was a very moving public event.

Observing Emancipation Day is just one way we are working hard to build a more equitable, inclusive and welcoming transit system for everyone. We are making progress, but as a society, we have more work to do.



Attendees on the bus for Stuff-the-Bus event.

CEO's commentary

TTC's newest accessible streetcar has arrived

The TTC's newest accessible streetcar arrived in Toronto on August 5. Car #4604 was offloaded at Hillcrest on August 9.

The arrival of our 205th accessible streetcar from Alstom's manufacturing plant in Thunder Bay was received with great anticipation. The new vehicle is expected to enter revenue service in September after thorough testing and commissioning.

Funding commitments by Federal, Provincial and City partners enabled us to secure the additional vehicles and much-needed investments at Hillcrest to accommodate an expanded fleet. Design and construction to modernize Hillcrest is already underway. The TTC's Streetcar Program gives us the ability to provide a reliable and accessible service for decades to come.

In 2021, City Council unanimously approved the TTC's capital budget amendment for the purchase of 60 new accessible streetcars and upgrades to Hillcrest Complex. The purchase will bring the total fleet size to 264 over the next couple of years. We are looking forward to continuing to expand our fleet.

Operations and Infrastructure Group

Station cleaning update

The TTC's summer student cleaning campaign is making excellent progress. As of August 23, the cleaning blitz has completed 69 stations, including 23 that were blitzed twice. Our students are continuing to work through the system, with 20 stations

currently in progress (including a second pass through eight of those stations, and a third pass through five others. All stations are scheduled to be completed by the end of August.

The students are divided up into several teams manually scrubbing walls and stairs, as well as performing detailed cleaning of stainless steel doors, door/window frames, waste receptacles, elevators, escalators and benches. TTC customers can follow their progress on our social media channels. City Councillors have been contacted and are welcome to share the progress via newsletters to their residents.



City Councillor Alejandra Bravo of Ward 9 Davenport with students at Dufferin Station.

Students cleaning Queen station.



CEO's commentary

TTC participates in Toronto Caribbean Carnival

The TTC was part of the Toronto Caribbean Carnival Grand Parade on August 5. We invited employees and their guests to dance alongside the special TTC bus in the parade. More than 150 staff and workers joined the festivities. In celebration of Caribbean heritage, we are also featuring employees on workplace screens and posters through the month of August.



TTC employees participating in the Caribbean Parade.

Strategy and Customer Experience Group

Innovations in accessibility on TTC

The TTC is always looking for new and innovative ways to make our system and stations more accessible. We are embarking on two new pilots to improve accessibility for customers.

The first is a subway-style, rear-door exit chime on new hybrid-electric buses that are entering service on routes in North York. This innovation gives TTC riders who experience low vision an audible cue that the rear doors are about to close. The sound replicates the three-tone chimes that is heard in subway trains when the doors are closing.

The second feature we are testing is the Contactless Access™ elevator app at five subway stations: Finch, Kennedy, Kipling, Union and Vaughan Metropolitan Centre. This unique app allows customers to use their smartphone to control elevators, providing a touch-free experience that would benefit customers with disabilities, seniors and anyone who may be carrying large objects or pushing strollers.

I want to encourage everyone to provide any feedback by completing a suggestion form that is available in the Customer Service section on ttc.ca, by calling 416-393-3030 or e-mailing accessibility@ttc.ca.

Transportation and Vehicles Group

Free TTC travel on Warriors' Day for Canadian military and veterans

The TTC was honoured to continue our long-standing tradition of providing free rides to all current members of the Canadian Armed Forces in uniform as well as war and peacekeeping veterans wearing military service medals or ribbons on Warriors' Day, August 19.

Each year, the TTC recognizes the valuable contributions of the Canadian military, veterans and peacekeepers by providing free rides on both Warriors' Day and on Remembrance Day. Free TTC travel was also extended to one companion.

The 2023 Warriors' Day Parade at Exhibition Place honoured the women of the Canadian Armed Forces, Emergency Services and the Home Front. The TTC has a long and proud history of military service. It was 80 years ago next month that women on the home front were first recruited as bus operators while men in the TTC workforce served overseas in the Second World War.

The TTC Honour Guard represented our organization in the annual parade.



CEO's commentary

Innovation and Sustainability Group

Bus Design Innovation

At the July 12 Commission meeting, I was especially proud to bring the Board's attention to the Bus Design Innovation (BDI) program.

This exciting program was developed in partnership with the TTC and Centennial College. The initiative explores opportunities for new bus designs with the goal of developing a safer and more environmentally friendly transit vehicle while also improving the customer experience.

Our teams have developed a superior and complete barrier to help prevent assaults. A prototype bus with the newest design is making the rounds at divisions to gather Operator feedback.

This project was presented to the U.S. Federal Transit Administration in Washington D.C. in June and the ATU International Conference last fall.

The BDI program is a demonstration of effective management-labour collaboration, while leveraging our long-standing relationship with Centennial College and apprenticeship programs and other partners committed to our safety and security objectives. Through our apprenticeship programs, a new generation of college students is actively engaged on research and development of these new designs. We will continue to share innovations from the BDI program.

TTC wins Innovative Solutions Award

The TTC has won METRO Magazine's Innovative Solutions Award. METRO is an industry trade publication.

The award recognizes the TTC's Green Transit Zones. With this application, a hybrid-electric bus will be detected when it enters a designated geo-fenced green-zone area and go into zero-emission Electric Vehicle (EV) mode. While in EV mode, the hybrid bus is operating with its engine off, and all power for propulsion and accessories is provided by the energy storage system (batteries) onboard.

Safety and Environment Group

Top 10 Back 2 School Tips

With back to school right around the corner, here are some helpful tips for customers of all ages that can help the TTC to provide a better, safer service to students and the community:

1. Be safe. Follow traffic signals. Never run or jaywalk to catch a bus or streetcar.
2. Form a single line at a transit stop. Stay back from the curb.
3. Look both ways before exiting transit vehicles.
4. Always be courteous when riding the TTC.
5. Do not rush the doors. Let others exit first.
6. Keep your school bag away from the doors. Carry it in front of you, on your lap or at your feet.
7. Do not block the doors. Move to the back or centre of the vehicle.
8. Allow customers using mobility devices to board first.
9. If you are 13 or older, have your payment ready.
10. Set your PRESTO card for discounted youth fare at a Shoppers Drug Mart or at the TTC Customer Service Centre above Davisville Station.



CEO's commentary

1

This year, we have developed a video for young customers explaining how to pay fares and ride safely. The video will be available on the TTC's website and YouTube channel and will be used by our Community Engagement team at school events. We also work closely with the school boards to provide them with safety messaging for their students.

TTC expands availability of naloxone to all stations

Within the next month, subway stations will be equipped with naloxone kits in the event of an opioid overdose incident on TTC property.

The number of employees authorized and trained to administer naloxone is being expanded to include: Fare Inspectors, Mobile Supervisors, Chief Supervisors, Training Instructors, and supervisory station staff. In total, about 630 TTC employees will be trained on opioid overdose prevention, recognition, and response, including about 100 Special Constables, who carry naloxone with them. All trained staff are also first-aid certified. The naloxone nasal spray kits will be available in Collector booths for trained personnel to use. Naloxone may also be provided to a bystander to administer when requested or volunteered.

SRT train derailment investigation

Last month, we experienced a train derailment on Line 3 Scarborough. Days after the incident, we announced that we were undertaking an investigation, and that a decision about reinstating train service will only be made once the review is complete. Several leading industry experts were immediately called in to assist TTC staff with the investigation. Line 3 remains on full bus replacement.

I want to stress that safety is paramount to everything we do, and we are taking every necessary action to ensure the well-being and safety of our

customers and employees. Despite our best efforts, SRT infrastructure is long past its design life and has shown to be unreliable at times, particularly during extreme winter weather. The TTC was already planning on decommissioning the SRT in November 2023.

I want to express my thanks for the work of emergency responders and all those employees who continue to work diligently and safely to make repairs to the line. I am grateful also to our frontline workers who are providing alternate transit service to our customers in the east end.

We will share more information with employees and the public as it becomes available.

In closing, it is with deep sadness that I let you know that Sam Savona, former Chair of the Advisory Committee on Accessible Transportation, passed away on August 5. Mr. Savona was a long-time member of ACAT. He was an inaugural member of the committee when it was formed in 1993, and went on to serve twice as its Chair. Mr. Savona was instrumental in improving Wheel-Trans services and persuading the former Metro Council to install elevators in subway stations. On behalf of the entire TTC, I would like share our condolences with his family and friends.

The next scheduled TTC Board meeting will be on Tuesday, September 26. The public meeting will be live-streamed on the Official TTC YouTube Channel.

Stay safe.

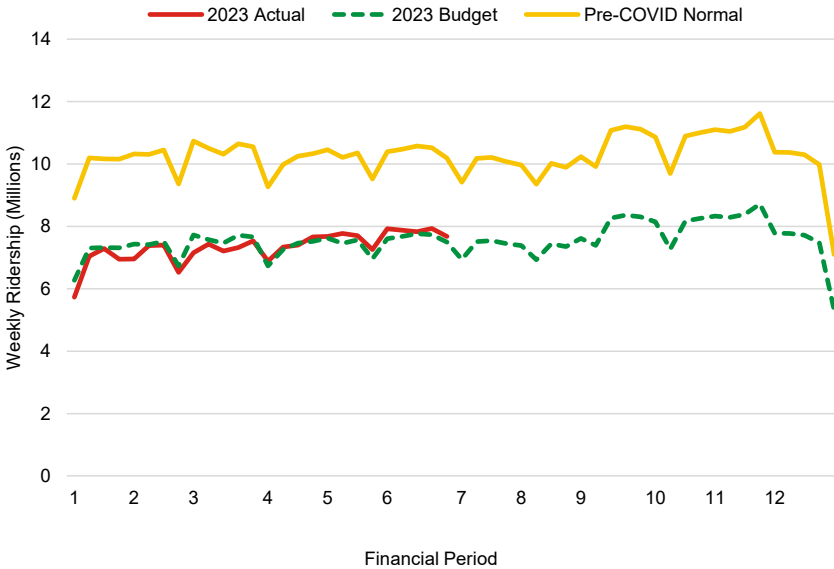
Richard J. Leary
Chief Executive Officer
August 2023





Ridership

Revenue rides



Definition
Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers. Average number of customer linked trips per week, including paid and free trips (children 12 and under).

Results

Period 6 (May 28 to July 1, 2023) revenue rides totalled 39.2 million. This represents 75% of pre-COVID experience and is 1.0 million or 2.5% above budgeted revenue rides for Period 6. Period 6 average weekly ridership increased to 7.8 million rides per week from 7.6 million revenue rides per week in Period 5.

Year-to-date revenue rides totalled 190.9 million, which is 1.4 million below budget and cumulatively represents 72% of pre-COVID experience.

Analysis

Revenue ridership has seen steady growth thus far in 2023. A few significant weather events that occurred during the first three months of the year caused a direct reduction in ridership on those days with significant inclement weather, resulting in ridership in the first quarter to be slightly below budget. With no significant weather events in June, ridership averaged 75% of pre-COVID levels for the period, above the budgeted level of 73%.

During Period 6 2023, up to 95% of unique PRESTO riders returned to the system each week with more than 1.10 million unique cards used per week on the TTC, as compared to 1.16 million in early 2020.

While riders have returned to the system, the travel frequency of the riders has dropped. For example, the number of unique riders classified as “commuters” (i.e. ride four or five weekdays per week) are at 57% of March 2020 levels, well below the overall ridership rate of 75% of pre-COVID experience for Period 6.

Conversely, riders who use transit less frequently (ride three or less weekdays per week) are at 125% of March 2020 levels. This is indicative of a travel pattern change from former daily commuters to a now less frequent usage group likely due to hybrid work practices. These trends are further confirmed given monthly pass sales for July use total 106,690, representing 54% of pre-COVID levels, clearly demonstrating a change in travel patterns.

Action

The 2022 experience was used as the basis for the 2023 revenue ridership budget that expected ridership to reach 75% of pre-COVID levels by the end of 2023.

Ridership is anticipated to trend slightly above budget in the third quarter of 2023 (75% of pre-COVID levels versus budget of 74%) and track to budgeted levels for the fourth quarter of 2023 (75%). The key assumptions used to establish the revenue ridership budget for 2023 continue to be valid as most employers are anticipated to maintain current hybrid work practices with the average number of in-office days increasing marginally throughout the year and attendance levels at special events and in-person class settings for post-secondary institutions and schools are anticipated to be maintained.

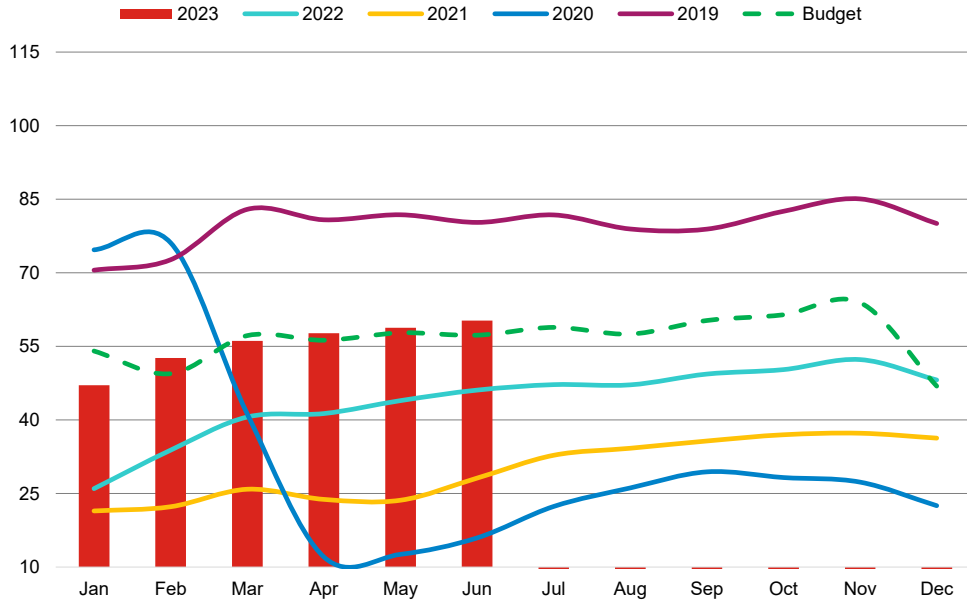
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments.





Ridership

Wheel-Trans – Trips



Definition

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

Results

Ridership in Period 6 (May 28 to July 1, 2023) was 301,193 (or 60,239 passengers per week). This figure was 5.2% higher than the budgeted 57,280 customers per week. In terms of year-over-year growth, the Period 6 year-to-date (YTD) ridership is 42.9% higher compared to the same period in 2022 and is 0.2% or 3,100 over the 2023 YTD budget. The 2023 YTD ridership represents 69.6% of the pre-COVID experience in Period 6 2019.

Analysis

We continue to experience ridership growth. Recreational, School and Work trips have seen significant increases year-over-year although they attribute to only 8% of our trip types. Over the past few periods, ridership is recovering at a faster rate than originally forecasted, which has resulted in YTD ridership being 0.2% over the 2023 YTD budget.

Action

Wheel-Trans will continue to monitor customer behaviour in order to track the impacts on ridership. Customer trips requests are being accommodated as the accommodation rate is at a very high level. This combined with a record low response time to incoming calls, this has had a positive impact on the ability for customers to book trips. Service levels are being reviewed to ensure customer trips continue to be accommodated.

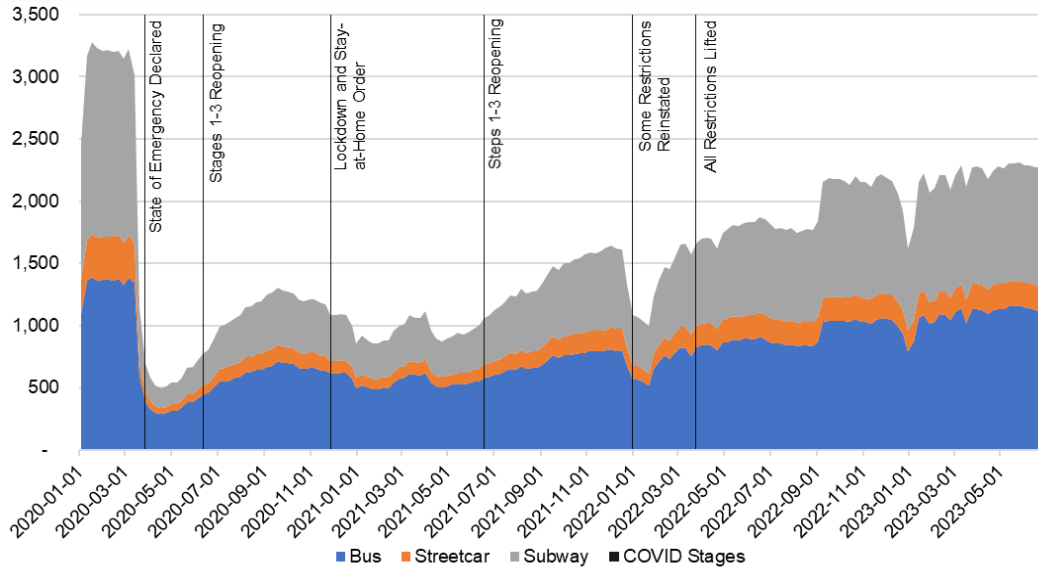
Note: Wheel-Trans ridership is not included in TTC ridership totals.





Ridership

Customer boardings – Bus, subway and streetcar



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

*Analysis uses March 2020 as a common baseline for month-to-month comparisons.

Results

Average weekday boardings of 2.19 million represents 73% of pre-COVID levels for week ending June 30, 2023.

Analysis

The closing of elementary and secondary schools for the summer holidays throughout the third and fourth weeks of June, prompted a normal seasonal decline the later part of the month, compared to levels seen in May. Bus remains the busiest of all modes with 1.064 million boardings or 77% of pre-COVID for week ending June 30. Subway demand is at 61% pre-COVID, a decline from 63% in May, while Streetcar demand increased to 60% pre-COVID in June compared to 56% in May 2023*.

Prior to COVID, commuting to office work represented 38% of TTC weekday boardings. Presently this is 26%. Hybrid work patterns continue to be the single largest effect on boardings and day of week use. As of June, downtown Toronto office workers commuted on average 2.55 days per week, which is up from 2.1 days per week in early 2023. Proportionately more subway and streetcar customers are office workers affecting demand on these two modes to a greater degree.

System-wide demand is expected to remain stable at current levels until September when students return to school and others return from vacations. Hybrid work is expected to shift slowly and fall demand is expected to slightly exceed May levels.

Action

Continue to forecast demand and identify opportunities for ridership growth through:

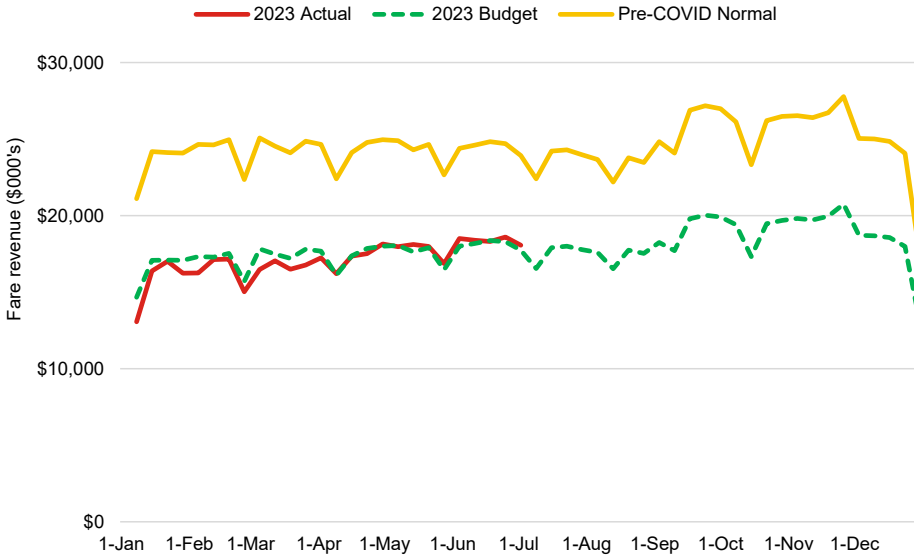
- Monitoring weekly ridership, and regular customer surveys.
- TTC Toronto Employer Survey and monitoring downtown office occupancy.
- Inform demand for 2024 Annual Service Plan, 5-Year Service Plan and Customer Experience Action Plan.
- Developing 2041 and 2051 long-term forecasts to inform fleet planning and long term scenarios.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 6 (May 28 to July 1, 2023) fare revenue was \$91.6 million. This represents 75% of pre-COVID revenue and is \$1.0 million or 1.1% above budgeted fare revenue for Period 6. Period 6 average weekly fare revenue of \$18.3 million increased 2.0% over Period 5.

On a year-to-date basis, fare revenue totalled \$445.6 million, which cumulatively represents 71% of pre-COVID experience and is \$6.2 million below the year-to-date budget.

Analysis

Fare revenue has seen steady growth thus far in 2023. A few significant weather events during the first three months of the year caused a direct reduction in ridership on those days with significant inclement weather, resulting in fare revenue to be \$8.8 million below budget in the first quarter. With no significant weather events in June, fare revenue was at 75% of pre-COVID levels for the period, slightly above the budgeted level of 74%.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$85.1 million for Period 6 — representing a PRESTO ridership adoption rate of 90.4% — and \$6.5 million from other

media for Period 6.

Period 6 revenue was generated from the following fare concession groups: 78.2% adult, 9.3% post-secondary, 5.7% senior, 6.6% youth (ages 13-19) and 0.2% other.

Action

The 2022 experience has been used as the basis for the 2023 revenue budget that expected fare revenue to reach 75% of pre-COVID experience by the end of 2023.

Fare revenue is anticipated to trend slightly above budget in the third quarter of 2023 (75% of pre-COVID levels versus budget of 74%) and track to budgeted levels for the fourth quarter of 2023 (75%). The key assumptions used to establish the fare revenue budget for 2023 continue to be valid as most employers are anticipated to maintain current hybrid work practices with the average number of in-office days increasing marginally throughout the year and attendance levels at special events and in-person class settings for post-secondary institutions and schools are anticipated to be maintained.

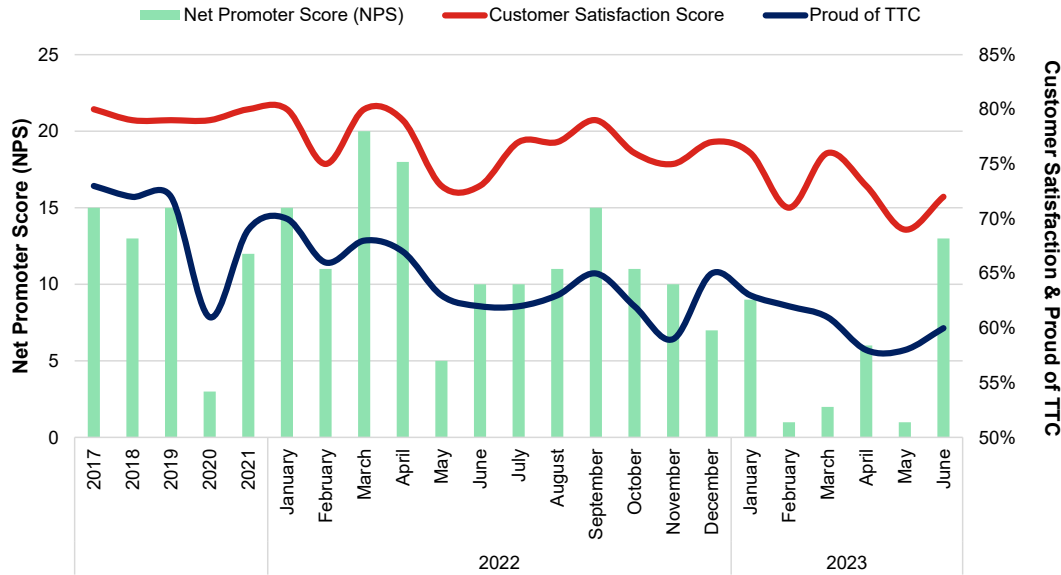
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments.





Customer experience

Customer satisfaction



Definition

Monthly customer survey of 500 TTC customers.

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

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

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

Results

Customer satisfaction has increased since May from 69% to 72% in June, Net Promoter Score increased to 13 in June compared to 1 in May, and the number of customers who say they are proud of the TTC and what it means to Toronto increased steady from 58% to 60%.

Analysis

June data indicates an overall increase in customer satisfaction compared to May, with certain factors playing a more prominent role in this increase. Notably, there has been a noticeable increase in satisfaction levels among subway and streetcar customers.

Satisfaction Categories changing at least +/-3 pts

- Maps and Signage 73% in June from 67% in May.
- Trip Length 72% in June from 68% in May.
- Smoothness of Trip 68% in June from 64% in May.
- Wait time 66% in June from 62% in May.
- Level of Personal Safety 59% in June from 55% in May.

Customer attitudes towards the TTC suggest an improved attitude for being proud of the TTC pride and its importance to Toronto.

Action

The ongoing delivery of Community Safety action plan addressing concerns about safety and security.

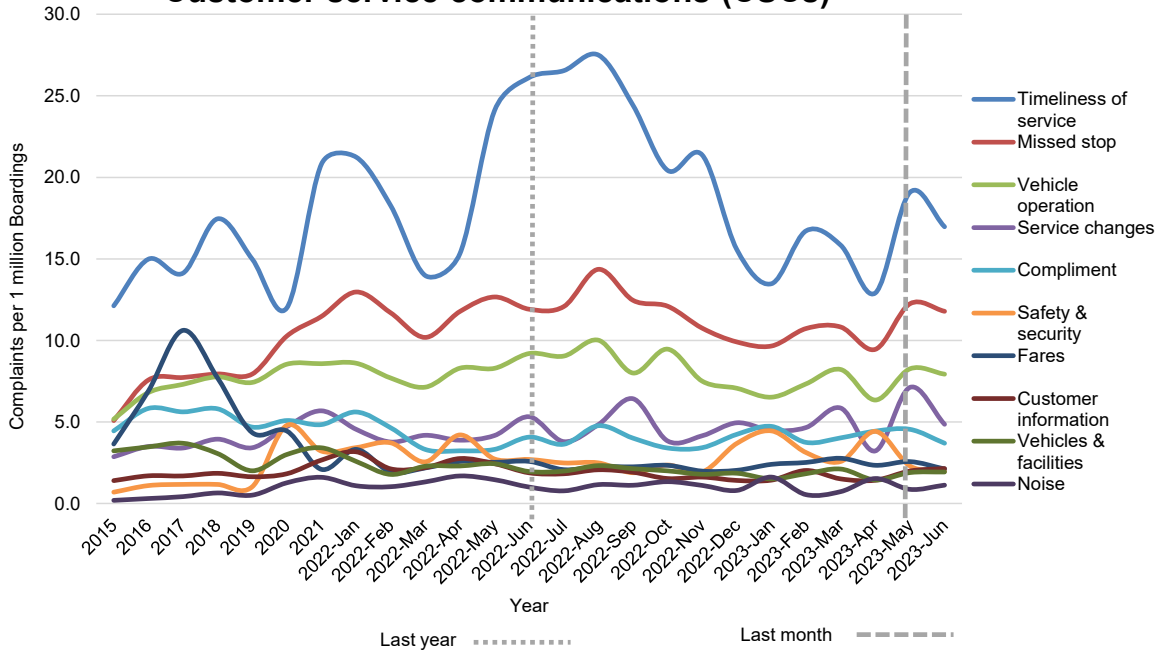
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- Customer streetcar intercept survey is underway.





Customer experience

Customer service communications (CSCs)



Definition

Top 10 categories of CSCs (number of communications) per one million boardings. Customers provide feedback to the TTC via our website, telephone, e-mail and Twitter, which become CSCs for follow-up and monitoring.

Results

Customer Service Communications (CSCs) saw a 12% decrease in June compared to May. In June, there were a total of 3,564 CSCs, compared to 4,117 CSCs in May. Compared with changes in customer boardings, CSCs/1 Million boardings decreased 2% indicating overall reduced complaints. In contrast to June 2022, where overall CSCs were 2% higher, CSCs/1 Million boardings were 20% higher, while still encompassing similar top categories.

Analysis

Several categories witnessed decreases in CSCs between May and June, particularly the most common categories: Timeliness of Service, Missed Stops, and Vehicle Operation and requests for service adjustments. This following an increase in May across the same categories. Other categories, such as Crowding, Service Changes and Idling also experienced decreases. Similarly, CSCs related to Safety and Security experienced a continuous downward trend since April, with a notable decrease of 14%.

More notably, Noise moved up in rank, increasing by 30%, displacing Idling as the 10th category. However, Noise accounted for only 2% of the total CSCs received in June.

Actions

- Continued route level analysis for service reliability, and evaluation of evolving congestion.
- Review of operator schedule adherence to decrease cancellation hours.
- Increased standardization to service schedule changes coming out of COVID.
- Continued delivery of Community Safety initiatives.
- Embed Customer Satisfaction, and research, and Customer CSC priorities in upcoming Customer Experience Action Plan.





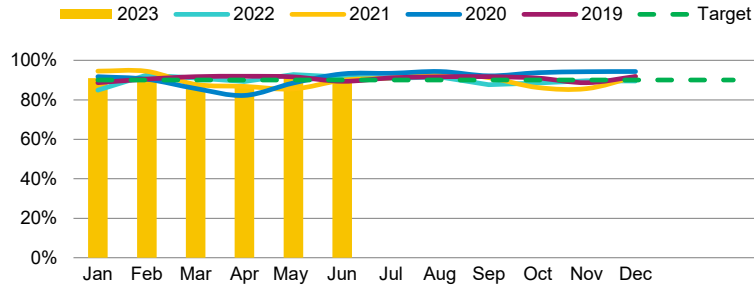
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Chief Transportation and Vehicles Officer

Fort Monaco
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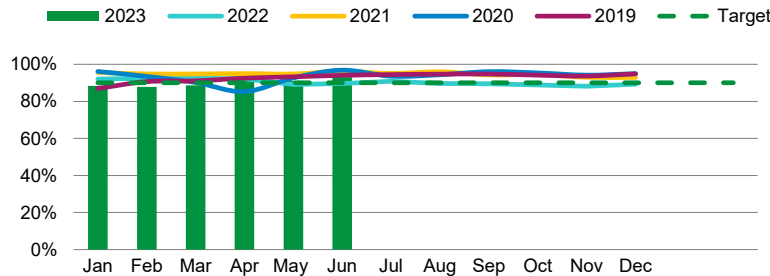
Customer experience

On-time performance (OTP) – Subway

1



2



Definition

Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

ATC: Automatic Train Control OPTO: One-Person Train Operation

Results

Line 1 OTP was 90.2% in June. This represents a decrease from last month (91.1%) and a decrease from the same time last year (91.6%). Our target of 90% was met.

Line 2 OTP was 93.0% in June. This represents an increase from last month (91.1%) and an increase from the same time last year (89.6%). Our target of 90% was met.

Analysis

On Line 1, there was a 26.5% increase in total delay minutes – from 2,607 minutes in May to 3,298 minutes in June. Increases in delay minutes were seen across all sectors except staff-related delays, which remain stable. Passenger-related delays still make up 65% of the total delay minutes.

On Line 2, there was a 3.6% decrease in total delay minutes - from 2,455 delay minutes in May to 2,366 delay minutes in June. Despite a reduction in passenger-related delay minutes, passenger-related delays still account for 63% of the total delay minutes.

Action

We will continue to monitor ridership and service levels and make adjustments where necessary to ensure punctual service levels are delivered.





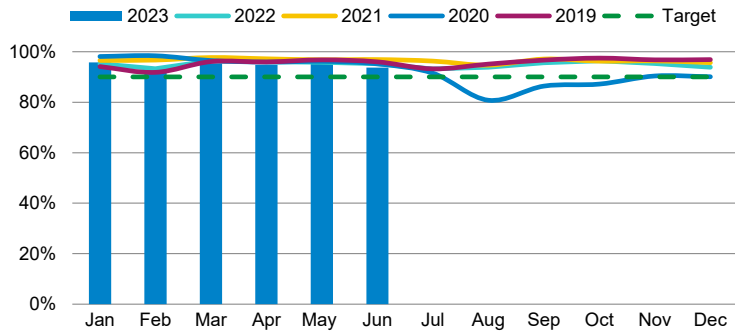
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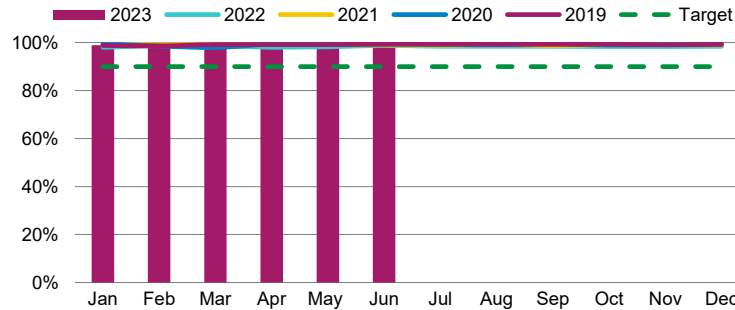
Customer experience

On-time performance (OTP) – Subway

3



4



Definition
Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

Results

Line 3 OTP was 93.7% in June. This represents a decrease from last month (95.4%) and a decrease from the same time last year (95.2%). Our target of 90% was met.

Line 4 OTP was 98.9% in June. This represents no change from last month (98.9%) and also no change from the same time last year (98.9%). Our target of 90% was met.

Analysis

On Line 3 in June, there was a 15.5% increase in total delay minutes — from 753 minutes in May to 870 minutes in June. Increase in delay minutes was due to rolling stock and security-related incidents.

On Line 4, there was a 21.0% reduction in total delay minutes — from 309 delay minutes in May to 244 delay minutes in June. Increases in delay minutes due to signals- and OPTO-related delays were offset by a reduction in delay minutes caused by staff- and passenger-related delays.

Action

There are no anticipated changes for these lines.



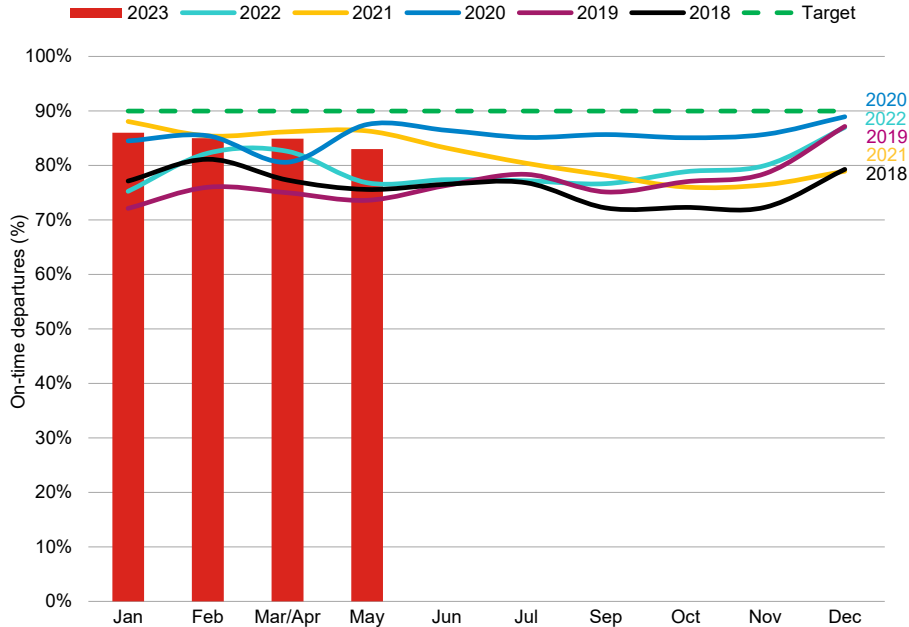


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Bus



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

This analysis is for the May Board Period, which includes May 7 to June 17, 2023.

Results
Bus On-time performance (OTP) for the May Board Period was 83%, a decrease of two percentage-points compared to the March Board Period (85%). In comparison to the same board period last year (77%), there was a six percentage-point increase in OTP. The target of 90% overall was not met.

Analysis
Construction activity increased during the last two weeks of the March Board Period, and continued through May.

111 out of 162 Routes were not affected by construction and achieved 88% OTP during the board period, meeting the target of 90% in Week 20 (May 15-19). Of these routes:

- 36 routes were “On-Time” (90% OTP or better).
- 46 routes were “On the Cusp” (between 85% and 90%).
- 29 routes were “Not On-time” with OTP less than 85%.

In summary, 74% of the routes not affected by construction scored 85% or better.

Monday, May 22 (Victoria Day) was the highest

performing day of the period at 88% OTP for all routes combined.

Service Reliability improvements made on 51 routes this year have improved their performance scoring 86% OTP despite 16 of these routes being impacted by construction for at least three weeks of the May Board Period. Excluding those 16 routes, the OTP for the remaining 35 routes was 89% (weekday and weekends combined). During weekends for the May Board Period, OTP was 84%.

Action
To improve OTP, efforts are focused on areas including workforce alignment, schedule development, and Operator monitoring. Recent highlights from this work include:

- Workforce alignment and service resiliency reviews to ensure that cancellations and unfulfilled trips are minimized.
- Undertake root cause diagnostic assessments for all 29 “Not On-Time” routes.
- Undertake service reliability improvements on weekend schedules to improve performance.



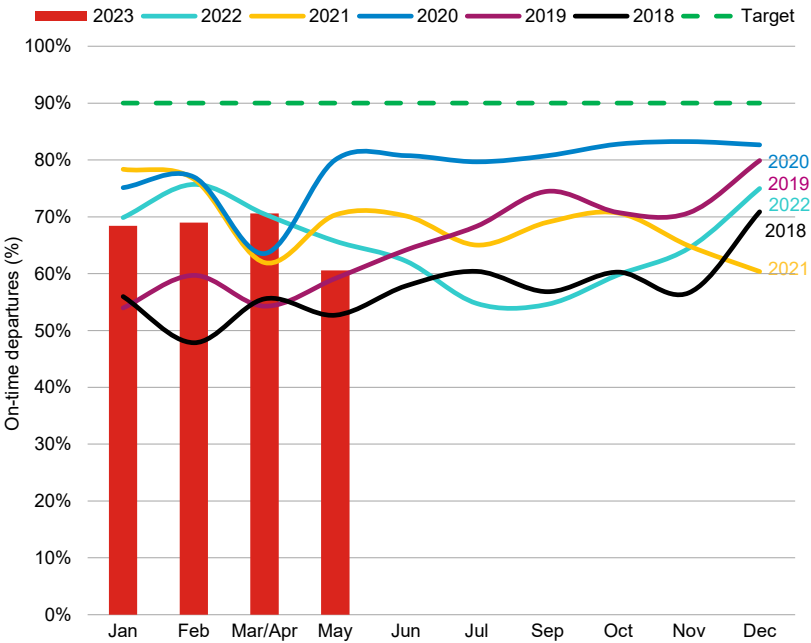


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Streetcar



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

This analysis is for the May Board Period, which includes May 7 to June 17, 2023.

Results

Streetcar On-time performance (OTP) for the May Board Period was 61%, a decrease of 10 percentage-points from the March Board Period (71%). In comparison to the May 2022 Board Period (66%), there was a five percentage-point decrease in OTP and the target of 90% was not met.

Analysis

Streetcar OTP decreased during the May Board Period primarily due to impacts of major construction projects on five routes (501 Queen, 504 King, 505 Dundas, 506 Carlton, and 512 St Clair).

For the three routes not affected by construction (509 Harbourfront, 510 Spadina, and 511 Bathurst), weekday OTP was 84%.

Highlights from these three routes include:

- 510 Spadina and 511 Bathurst achieved 85% weekday OTP or better.
- 510 Spadina achieved 86% weekday OTP for the period, the highest performance level ever achieved under its current routing servicing Union Station.
- 509 Harbourfront achieved 89% OTP from Exhibition Loop.

Monday, May 22 (Victoria Day) OTP was 77%, the highest performing day of the period. The five

construction routes performed at 55% OTP as they were impacted by several major projects:

- Track construction projects on The Queensway, Gerrard Street/Coxwell Avenue, Broadview Avenue, St Clair Avenue.
- Ontario Line construction (Queen/Yonge streets).

There were significant operational challenges, including the need for bus replacement service and streetcar diversions. These diversions required both 504 King streetcar branches to operate westbound from Distillery Loop on a single track, and 501 Queen, 505 Dundas, and 506 Carlton streetcars all to operate on shared tracks between Broadview Avenue at Dundas Street and Queen Street at Kingston Road.

Action

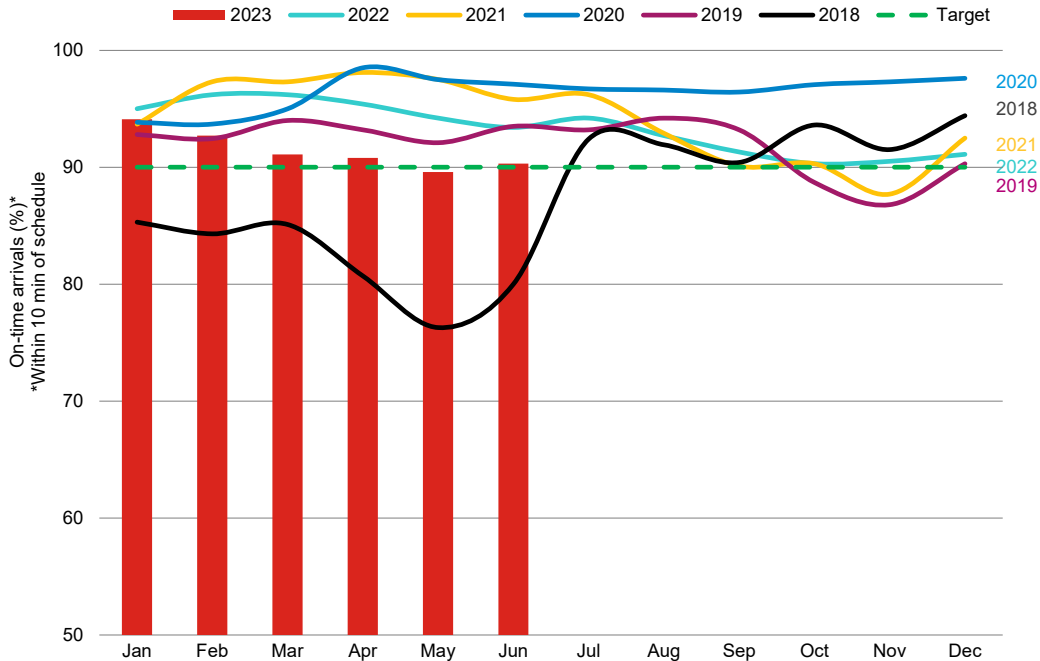
To improve reliability for customers and mitigate impacts of disruptions to the network this fall, new schedules will be deployed on the five construction routes in September. When available, in field Supervisors will be deployed to assist with Operator compliance.





Customer experience

On-time performance (OTP) – Wheel-Trans



Definition

On-time performance of all trips conducted by Wheel-Trans buses. To be on time, the bus must arrive within 20 minutes of its scheduled arrival.

Results

During the time from May 28 to July 1, 2023 (Period 6), the rate at which services were on time increased by 0.7%. It reached 90.3%, which is slightly better than the previous period. However, it is 3.1% lower compared to the same period in 2022.

Analysis

We continue to focus on service efficiencies by expediting call movement. In order to achieve this, the current scheduling software is being updated. We have been optimizing our scheduling software in order to maintain on-time performance.

Action

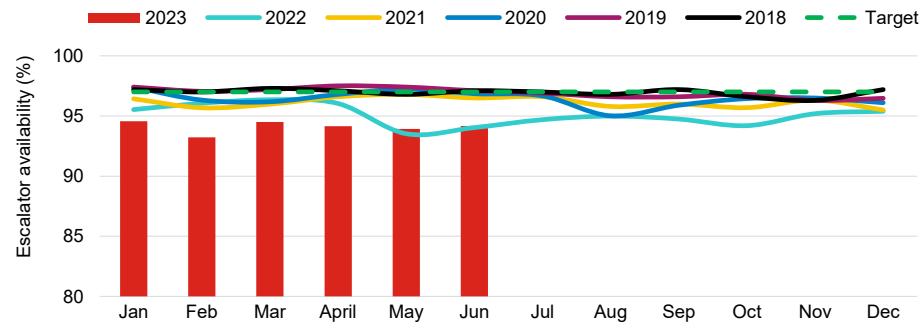
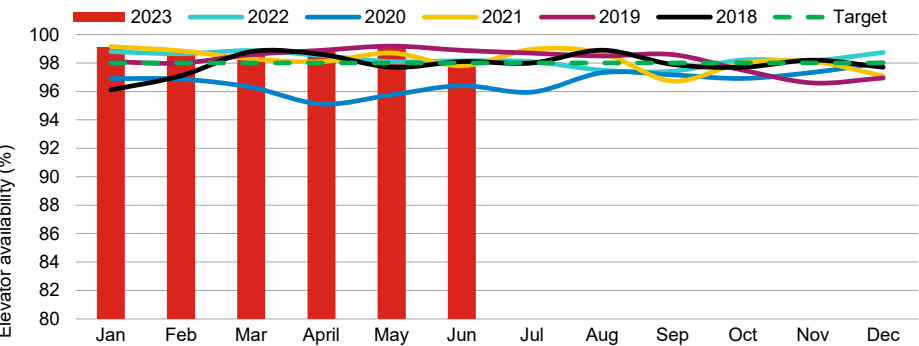
To help operations run smoothly and maintain schedules, extra resources for dispatch are being strategically paced. This will assist in effectively managing trips and keeping everything on time





Customer experience

Accessibility – Elevator and escalator availability



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

Results

Subway Elevator availability for June was 98.12% exceeding the target of 98%.

Escalator availability for June was 94.2%, not meeting the target of 97%.

Analysis

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

A total of five escalators were out of service due to water damage:

- Two at St Andrew Station;
- Two at Wilson Station; and
- One at St George Station

These resulted in 1,351.4 hours of downtime for customers.

Three escalators were out of service to accommodate construction work:

- One at Donlands Station;
- One at Yonge Station; and
- One at Castle Frank Station, which has been out of service from December 2021 and will be until December 2023.

Total out of service hours due to construction has resulted in 1,230.4 hours of downtime for customers.

Overhaul of two escalators at St Clair West Station and one at Queen Station continue to have an impact on downtime.

Additionally, one escalator at Spadina Station was out of service due to vandalism, leading to over 201.7 hours of downtime for customers.

Action

Continue performing preventative maintenance to meet reliability and availability targets.

The escalators at Castle Frank and Donlands stations remain out of service due to construction. However, the other escalators, five affected by water damage, one at Yonge and one at Spadina, have been inspected, repaired and returned to service.





Diversity

Celebrating Caribbean Culture & Heritage



Our Partnership with Toronto Caribbean Carnival

In August, TTC's inaugural celebration of Caribbean Heritage Month, a partnership with Toronto Caribbean Carnival (TCC) was confirmed. The TTC provided two stationary air conditioned buses during the Junior Carnival and joined the Grand Parade procession with two customized vehicles accompanied by 120 employees. The TCC also provided TTC employees and their families with a 20% discount for adult, senior and youth admission to watch the parade.

The Grand Parade

The "Bacchanal Bus" was in the parade from 11:30am to 4:30pm and was the 3rd group to cross the stage during the parade opening. Two wrapped buses drove the parade route followed by 120 festival participants. The full-sized bus was modified to hold speakers and a DJ booth while the Wheel-Trans bus acted as a cooling station and transported necessary items.

This event provided an opportunity to engage with our community while bringing employees together to celebrate one of Toronto's biggest cultural events. The response and feedback have been outstanding and we look forward to partnering with the TCC in the future.

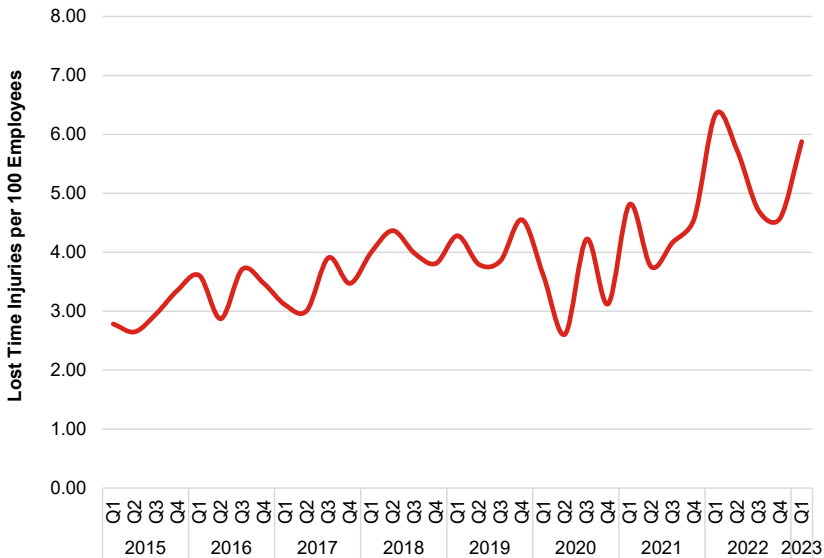
*"[It] was amazing. This needs to happen every year. **The reaction from the community was out of this world.** They love seeing the TTC involved and being apart of a celebration that they hold close to their hearts."*





Safety and security

Lost-time injuries rate (LTIR)



**Numbers have been updated due to a new system has been adopted and continuous improvements for data quality is in place.*

Definition
Number of employee injuries resulting in missed work per 100 employees (annualized). Note, this metric is reported quarterly and will be updated in the September 2023 report.

Results

The LTIR in Q1 2023 was 5.9 injuries per 100 employees — an increase from Q4 2022 (4.6) and a decrease from the same period last year (6.3). The LTIR for Q1 was 13% higher than the four-quarter average. There has been an upward trend in the LTIR since 2015.

Analysis

The increase in Q1 LTIR compared to Q4 2022 is mainly attributed to the increase in acute emotional event and slip/trip injury events.

Injuries due to acute emotional events account for 18% of all lost-time injuries and represent the second highest injury event type. Injuries due to slip/trip incidents account for 14% of all lost-time injuries and represent the third highest injury event type. This increase is seasonal and observed during the winter months.

Musculoskeletal/ergonomic type injuries (e.g. overexertion, reach/bend/twist, repetition) continue to represent the highest injury event type and account for 19% of all lost-time injuries. However, this event type is not driving the increase in the overall LTIR for Q1. There is a 21% reduction in the musculoskeletal/ergonomic type injuries in 2022 compared to 2021.

Action

To help address the injuries due to acute emotional events, the TTC has a project underway to identify psychological health and safety (PH&S) hazards and their impact on workers at the TTC as well as to develop tools and resources to develop and implement a PH&S program. An assessment report with recommendations is currently under internal review. The TTC also has a Suicide Prevention program, which outlines current practices to prevent suicide incidents involving the TTC and to mitigate the impact when incidents cannot be prevented.

The Corporate Ergonomics program focuses on preventing musculoskeletal disorders (MSD) stemming from improper manual material handling and poor office ergonomics. In 2021, it was identified that there were lost-time injuries due to manual material handling. Back care training modules for high-risk groups were delivered in the train-the-trainer model for Wheel-Trans, Elevating Devices and Track and Structure groups in 2022. The trainers were educated on the theory behind MSD and measures to prevent injury through safe manual-handling techniques.

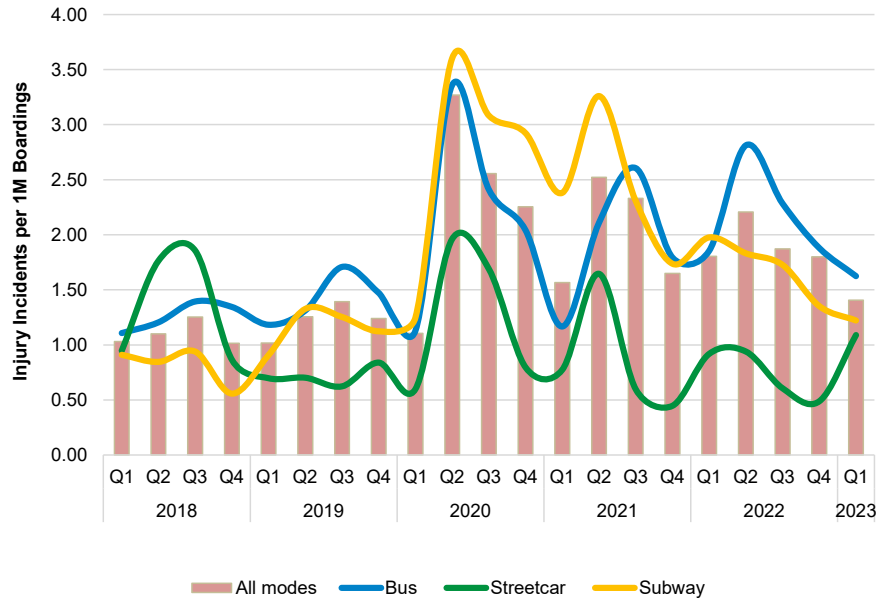
As next steps, we will continue to monitor and analyze injury statistics to guide our decisions and the corporate program for ergonomics will be updated.





Safety and security

Customer injury incidents rate (CIIR)



Definition
Number of customer injury incidents per one million boardings. Note, this metric is reported quarterly and will next be updated in the September 2023 report.

Results

The CIIR in Q1 2023 was 1.4 injury incidents per one million vehicle boardings — a decrease from Q4 2022 (1.8) and from the same period last year (1.8). The CIIR for Q1 was 23% lower than the four-quarter average rate of 1.8 injury incidents per one million vehicle boardings. The four-quarter average, over the five years, shows a statistically significant upward trend in the CIIR.

Analysis

The decrease in the CIIR in Q1 (down 22% from Q4 2022), was mainly due to the decrease in bus and subway injuries (Bus CIIR is down 16%, and Subway is 10% down from last quarter). Q4 and Q1 had 150 and 136 bus onboard injuries and 96 and 87 subway injuries, respectively.

Action

We continue to monitor the CIIR and existing safety initiatives, which includes messaging to promote customer safety and safe vehicle operation.

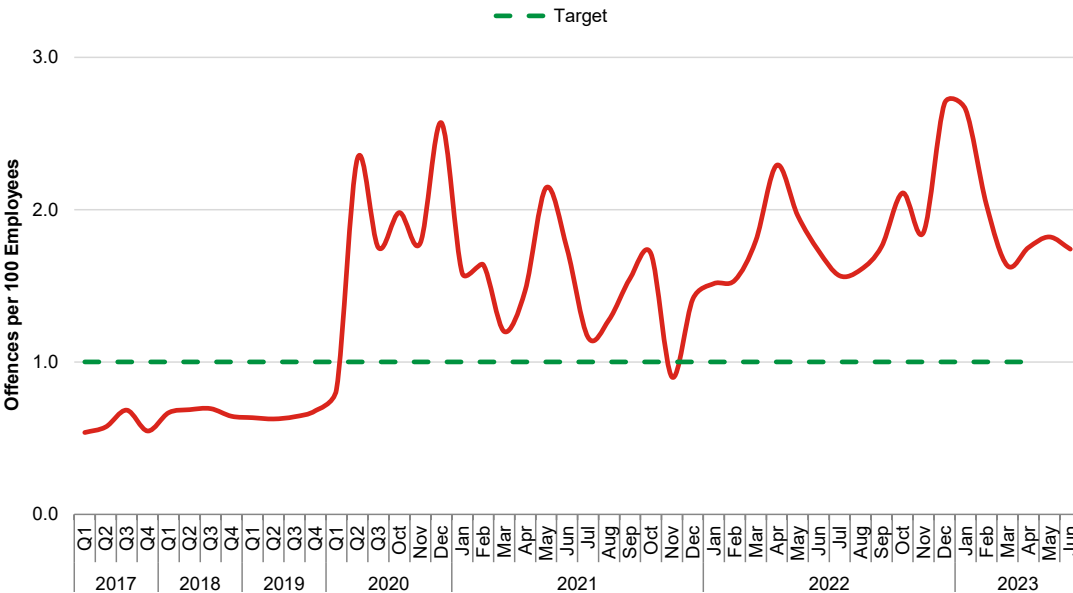
- Over the winter months, we launched content on our social media channels to highlight slips, trips and falls and the precautions customers can take to prevent injuries.
- Our upcoming communications to operators include a spring campaign that will emphasize being aware of your surroundings, maintaining a safe following distance, operating to conditions and applying smooth braking and acceleration.
- We continue to update our safety campaigns across the system and exploring new ways to reach our customers to communicate key safety messages.





Safety and security

Offences against customers



Note: Prior period data may be restated as offences are further reviewed.

Definition

Number of offences against customers per one million boardings.

Results

The number of offences against customers was 1.74 per one million boardings for June, decreasing from 1.82 in May.

Analysis

In June, the types of offenses, robbery and sexual assaults, exhibited decreases. Robbery reduced to zero, while sexual assaults decreased by 14%. This contrasted with the pattern seen in June 2022, where all types of offenses experienced a significant 20% increase from May to June.

Action

The TTC's current initiatives include:

- Multidisciplinary approach with City of Toronto and Toronto Police Service to amplify community support and incident response through short- and long-term strategies.
- Increased streetcar cleaning will occur midday during peak hours is being maintained.

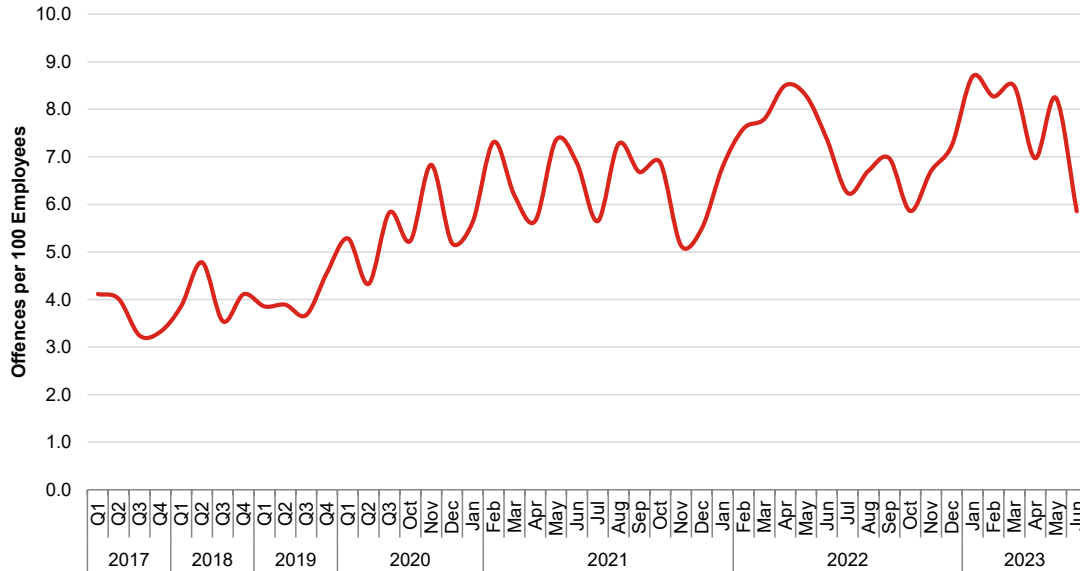
- Station cleaning is in effect to maintain a clean environment and improved customer experience.
- The TTC is in the process of hiring 50 additional Special Constables in 2023.
- The TTC's Special Constable Service continues to monitor these statistics regularly, allocate security and support resources across the network to assist with emerging issues identified by staff and customers across the system.
- Plans are in process to prepare for winter season.
- The Multidisciplinary approach and resulting Community Safety and Security Plan went to the Board in February, April, and June 2023, and updated recommendations will be brought to the Board in September 2023.





Safety and security

Offences against employees



Note: Prior period data may be restated as offences are further reviewed.

Definition

Number of offences against employees per 100 employees.

Results

The number of offences against employees decreased to 5.86 offences per 100 employees in June, down from 8.24 in May.

Analysis

In absolute terms, the number of offences decreased to 90 in June from 101 in May. The number of assaults and threats reported by employees decreased. The decrease in offences against employees is similar to the trend observed in May to June 2023.

Action

As part of the action plan to prevent offences against employees, the initiatives include:

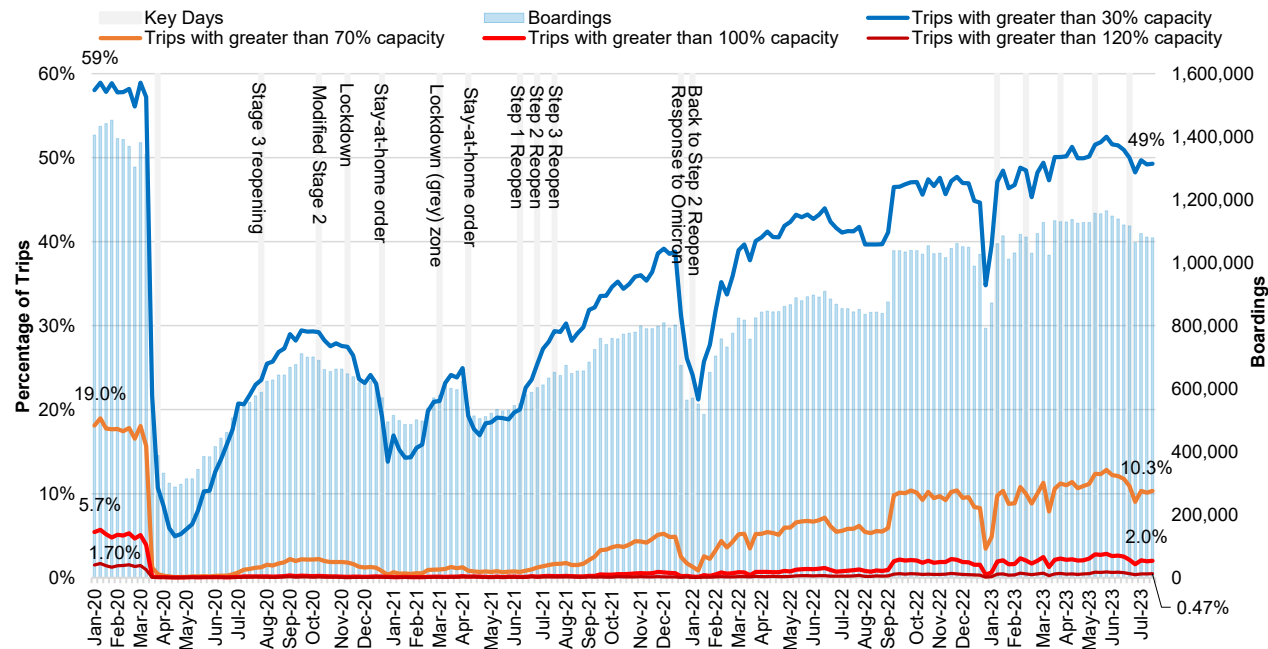
- Supporting ongoing proactive site visits conducted by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) and reviewing risk assessments, reporting processes, training and control measures.
- Expanding de-escalation training to 9,000 frontline employees, including unconscious bias training. Internal TTC Instructors currently deliver training to frontline employees.
- Engaging with our unions through the Joint Labour Management Committee to provide updates on the action plan and discuss recent incidents.
- Increasing the presence of both Special Constables and Security Guards through the TTC network, as well as management personnel during peak service periods.
- Multidisciplinary approaches with the City of Toronto and Toronto Police Service to improve incident response and community support.





Hot topics

Bus Occupancy



Definition
Percentage of weekday bus trips with more than 30%, 50%, 70% and 100% occupancy.
100% of Capacity: 50 customers onboard a standard 12-metre (40-foot) bus.
120% of Capacity: 60 customers onboard a standard 12-metre (40-foot) bus.

Results

For the third week of July 2023, the frequency of bus trips with occupancy under 30% was 50%, while the frequency of bus trips with a single point of occupancy over 100% was 2.0%.

Analysis

Bus occupancy rates at all thresholds are increasing with customer use. However, the frequency of high-occupancy trips are consistently increasing half the pace of the frequency of low-occupancy trips, indicating positive trend in managing capacity on buses.

The frequency of bus trips with less than 30% occupancy is 49% compared to 59% of trips prior to COVID, and the frequency of bus trips with some portion of the trip over 100% occupancy are 2.0% compared to 4.7% prior to COVID.

Action

- Continued focus to identify trips with high occupancy (120%) and adjust services.
- Maintain weekly monitoring of all bus routes across 30%, 70% 100% and 120% thresholds through each service board period and as customers return.
- Continue weekly occupancy analysis to inform demand responsive services.





Hot topics

60 New Streetcars and Additional Overnight Service



New Streetcar Program

A new streetcar is on its way to the TTC from the Alstom plant in Thunder Bay. This is the first of 60 new low-floor streetcars the TTC will be receiving throughout 2023 to 2025, as part of an investment by the provincial and federal governments of up to \$180 million each, and \$208 million from the City of Toronto. A portion of the federal funding will also help the TTC expand its Hillcrest streetcar facility.

Status

- The first new streetcar arrived in Toronto on August 5th and it was delivered to Hillcrest on August 9th. It will enter service in September.
- The additional streetcars will increase capacity on our fleet, as one streetcar can hold the same number of customers that would take approximately two-and-a-half buses.
- In 2018 when these streetcars were ordered, the streetcar network was so oversubscribed that buses were deployed on a number of routes. As new transit capacity is being developed throughout Toronto, these 60 new streetcars will further support Toronto's downtown mobility through the next 30-40 years and the next generation of transit riders.
- The investment in the Hillcrest Facility will accommodate approximately 25 of the 60 additional streetcars, allowing for a total fleet size of 264 vehicles and improving overall service resiliency. Design and construction to modernize Hillcrest is underway.
- Staff reviewed options to mitigate vehicle storage shortage for 2024-2026 that had arisen due to construction schedules. It was determined that operating extra vehicles for overnight service would be the most cost-effective option. The 2024 budget will reflect service hour increases. The expected customer benefits include enhanced capacity in the downtown area and reduced wait times.



Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

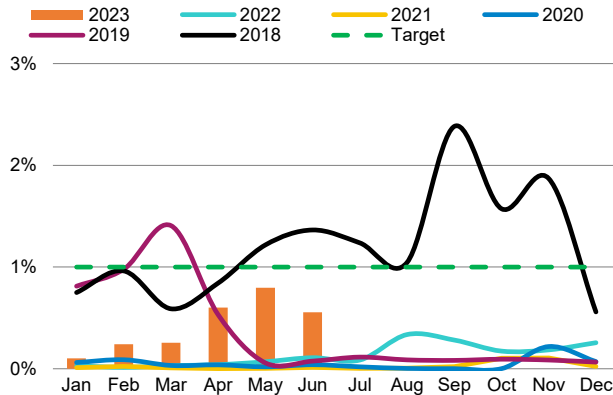
Appendix: Service delivery

Streetcar short turns

A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (percent of departures).

June 2023: 0.56%
May 2023: 0.79%
June 2022: 0.11%

Target: 1%

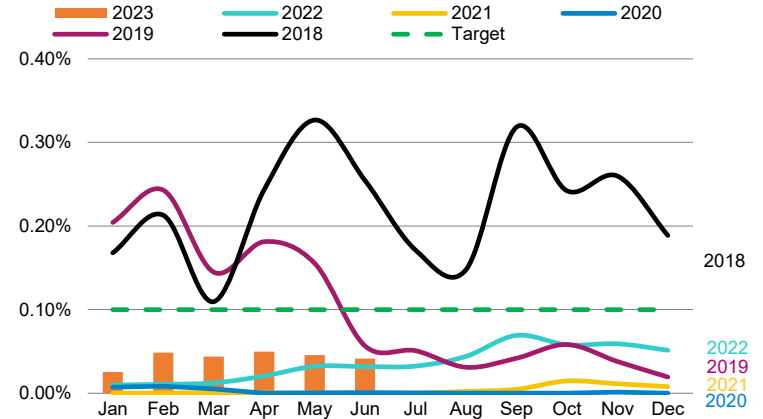


Bus short turns

A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (percent of departures).

June 2023: 0.05%
May 2023: 0.04%
June 2022: 0.20%

Target: 0.10%

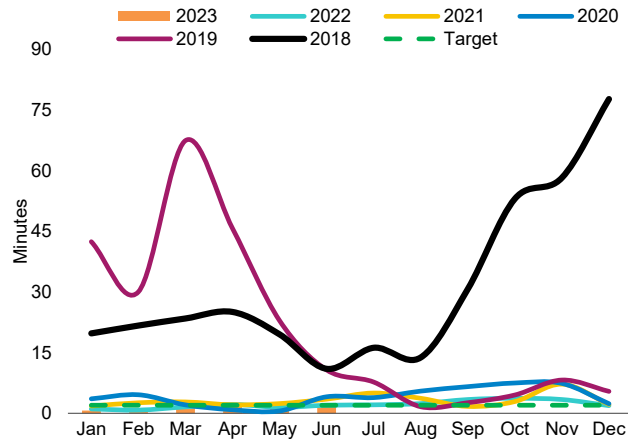


Wheel-Trans contact centre wait time

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

June 2023: 2.2
May 2023: 1.7
June 2022: 2.0

Target: Less than 2





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

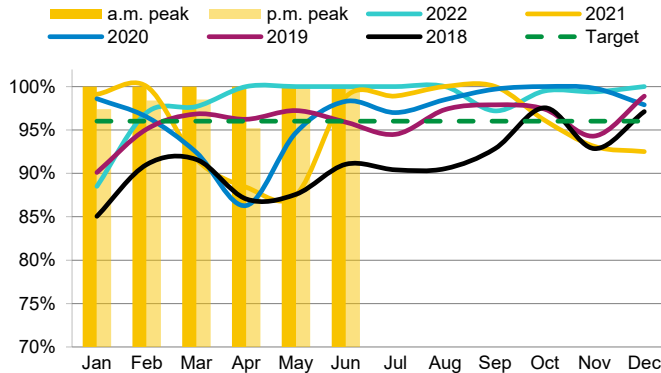
Appendix: Service delivery

Line 1 capacity

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

June 2023: 100.0%
May 2023: 100.0%
June 2022: 100%

Target: 96.0%

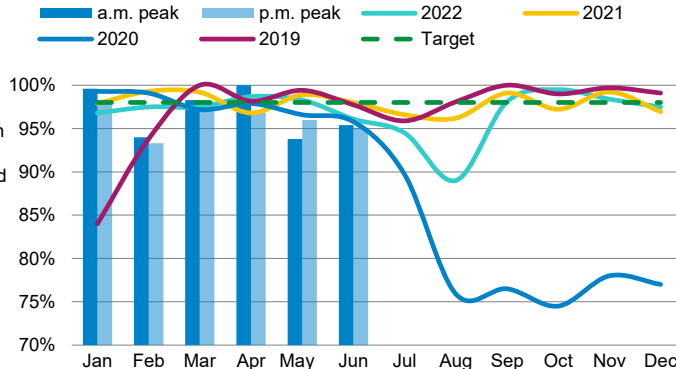


Line 3 capacity

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

June 2023: 95.2%
May 2023: 95.0%
June 2022: 98.0%

Target: 98.0%

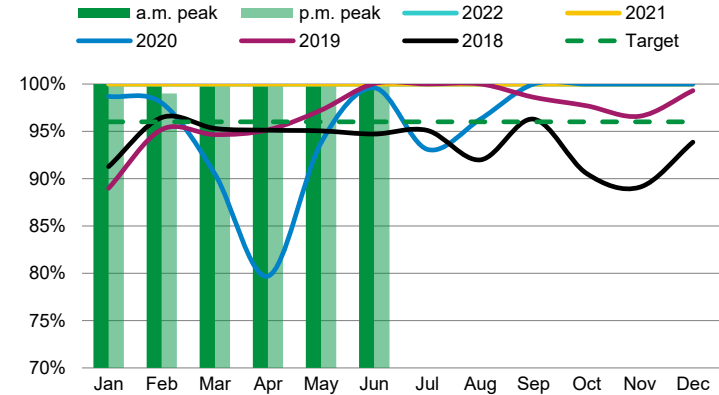


Line 2 capacity

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

June 2023: 100%
May 2023: 100%
June 2022: 100%

Target: 96.0%

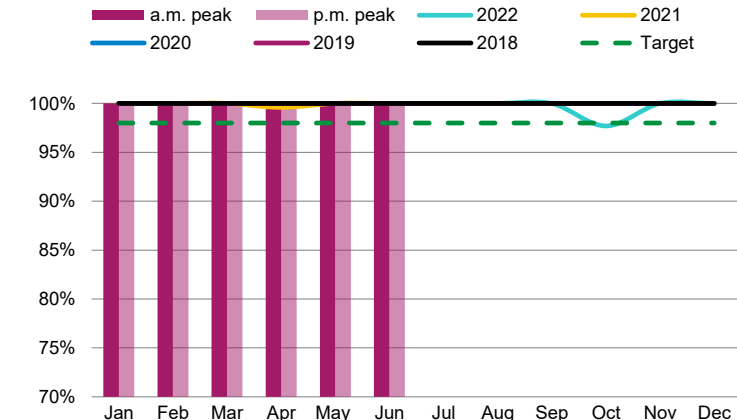


Line 4 capacity

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

June 2023: 100.0%
May 2023: 100.0%
June 2022: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

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Chief Operations and Infrastructure Officer

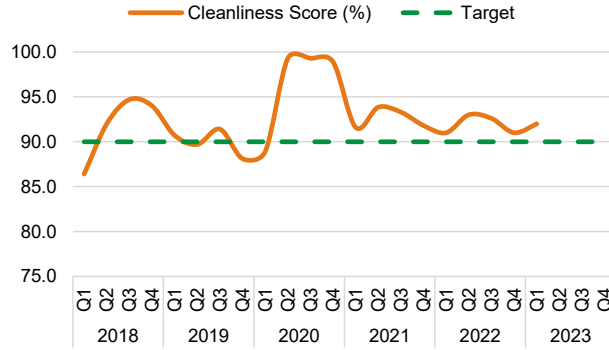
Appendix: Cleanliness

Bus cleanliness

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

Q1 2023: 92.0%
Q4 2022: 90.0%
Q1 2022: 91.0%

Target: 90.0%

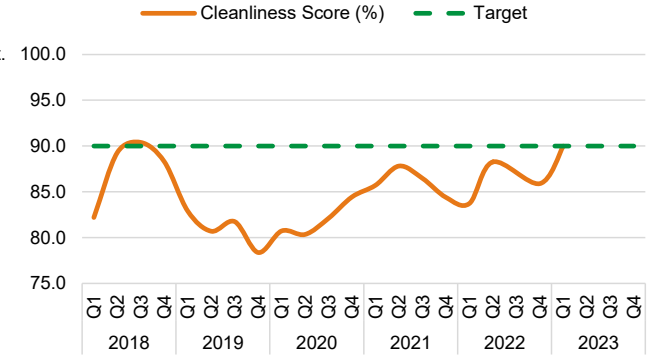


Streetcar cleanliness

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

Q1 2023: 90.0%
Q4 2022: 85.9%
Q1 2022: 83.7%

Target: 90.0%



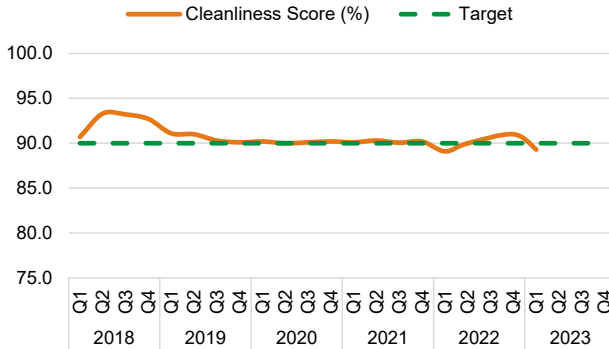
Subway cleanliness

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

Q1 2023: 89.3%
Q4 2022: 91.0%
Q1 2022: 89.1%

Target: 90.0%

Leverage insights from third-party audits to inform improvements



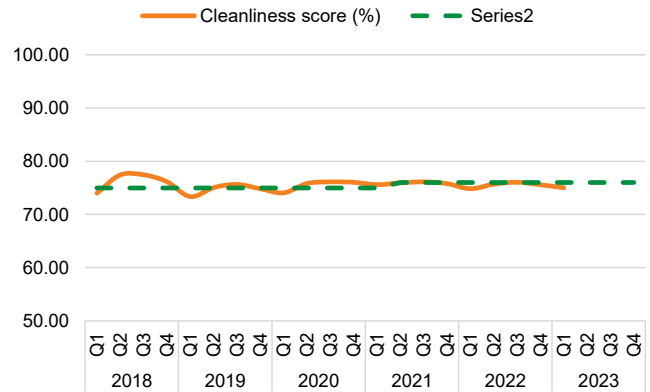
Station cleanliness

Results of a third-party audit. Average of all 75 stations.

Q1 2023: 75.04%
Q4 2022: 75.6%
Q1 2022: 74.86%

Target: 76.0%

Leverage insights from third-party audits to inform improvements





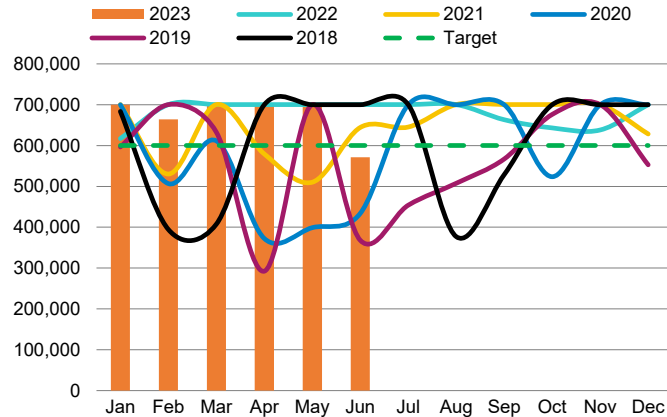
Appendix: Asset reliability

TR train mean distance between failures

Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. TR trains operate on Line 1 and Line 4.

June 2023: 571,000
May 2023: 700,000
June 2022: 700,000

Target: 600,000 km



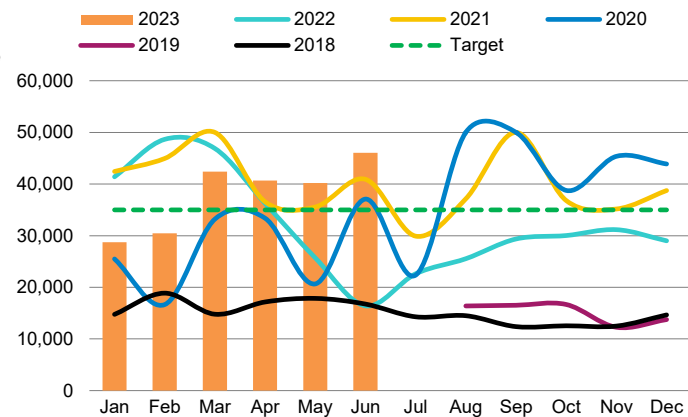
Increase in delay minutes due to truck and door issues that are being addressed on scheduled SOGR programs.

Streetcar mean distance between failures

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

June 2023: 46,032
May 2023: 40,205
June 2022: 22,609

Target: 35,000 km

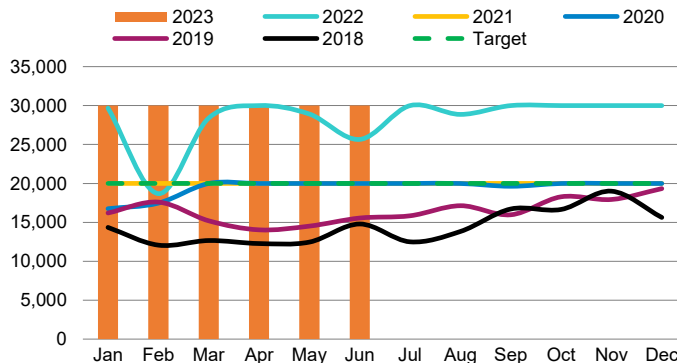


W-T Mean distance between failures

Total distance accumulated by the Wheel-Trans fleet per number of mechanical road calls.

June 2023: 30,000
May 2023: 30,000
June 2022: 25,652

Target: 20,000 km



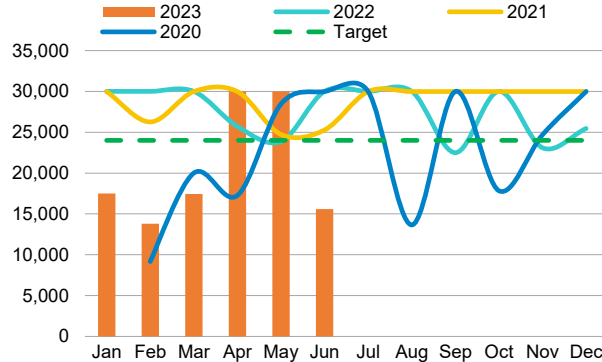
Appendix: Asset reliability

eBus mean distance between failures

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

June 2023: 15,580
May 2023: 30,000
June 2022: 30,000

Target: 24,000 km ❌



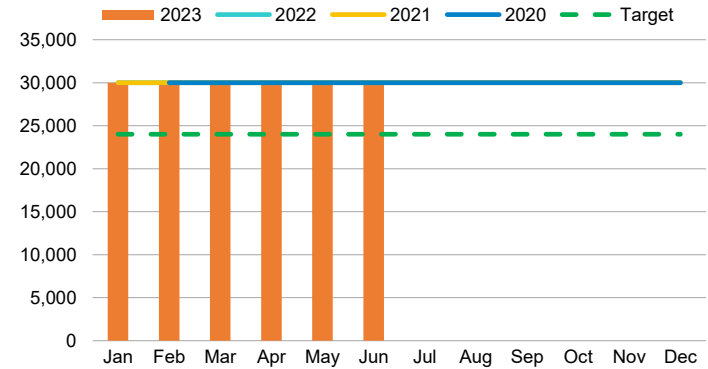
Various technical issues coupled with low service mileage resulted in lower MDBF.

Hybrid bus mean distance between failures

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

June 2023: 30,000
May 2023: 30,000
June 2022: 30,000

Target: 24,000 km ✅

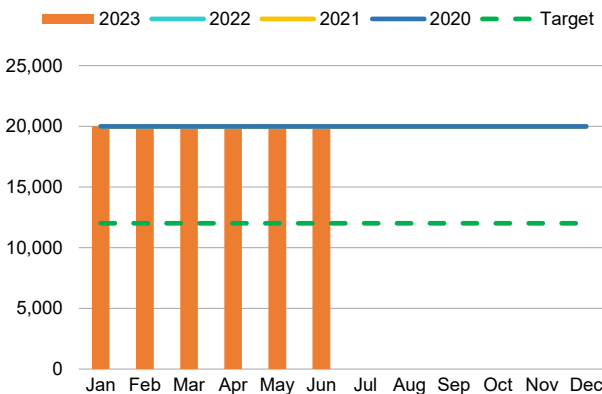


Clean-diesel bus mean distance between failures

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

June 2023: 20,000
May 2023: 20,000
June 2022: 20,000

Target: 12,000 km ✅

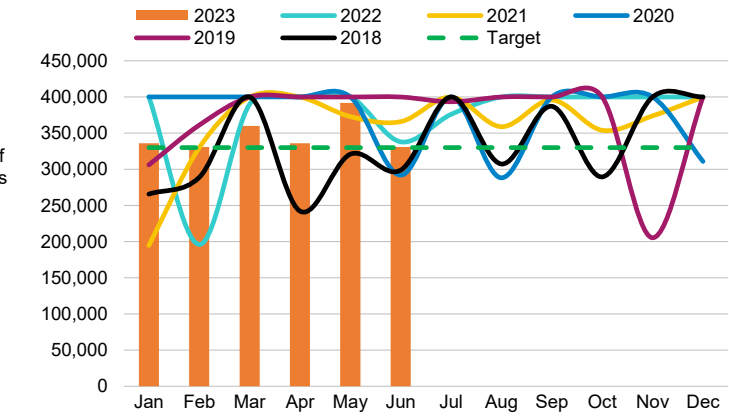


T1 train mean distance between failures

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

June 2023: 392,000
May 2023: 392,000
June 2022: 338,000

Target: 330,000 km ✅





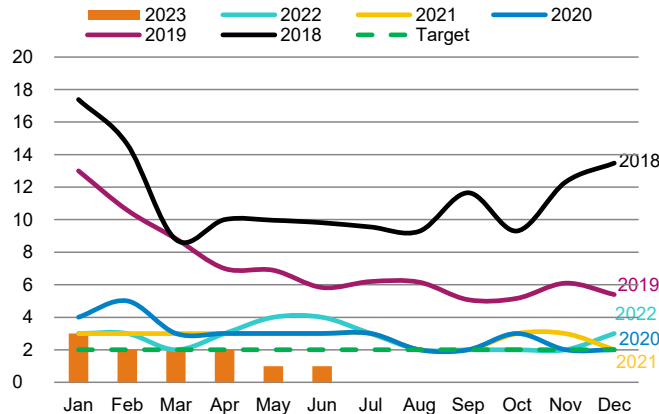
Appendix: Asset reliability

Streetcar road calls and change offs

Average daily number of vehicle equipment failures requiring a road call for service repair or a change-off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable.

June 2023: 1
May 2023: 1
June 2022: 3

Target: Less than 2

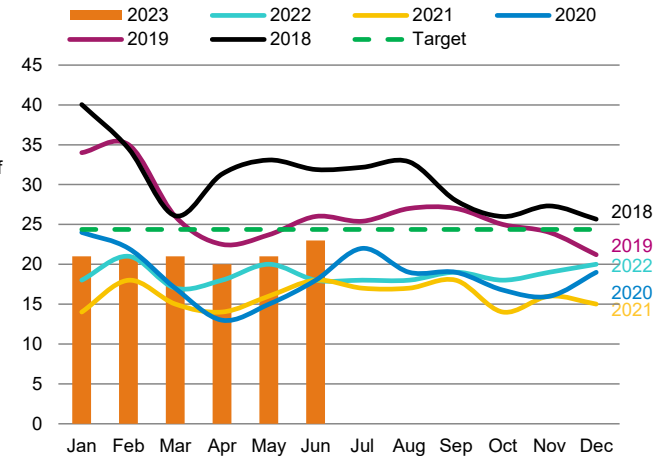


Bus road calls and change offs

Average daily number of vehicle equipment failures requiring a road call for service repair or a change off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable.

June 2023: 23
May 2023: 21
June 2022: 18

Target: Less than 24



Bus Maintenance teams are monitoring and initiated review.





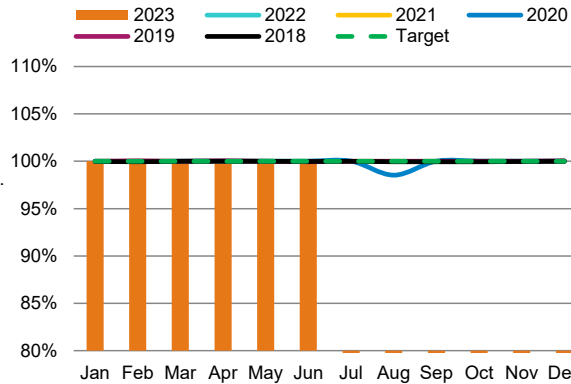
Appendix: Asset availability

Subway service availability

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

June 2023: 100%
May 2023: 100%
June 2022: 100%

Target (RW): 100%

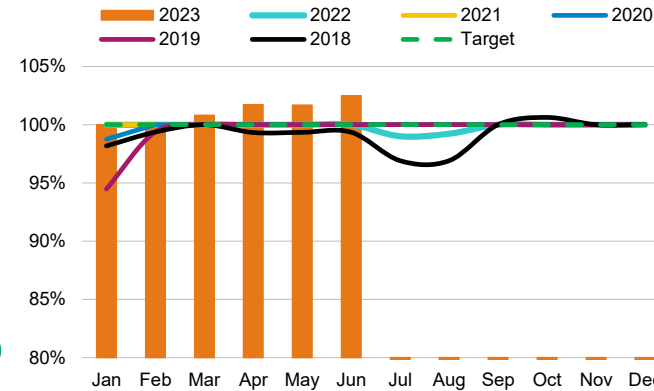


Streetcar service availability

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

June 2023: 102.5%
May 2023: 101.7%
June 2022: 100%

Target (RW): 100%

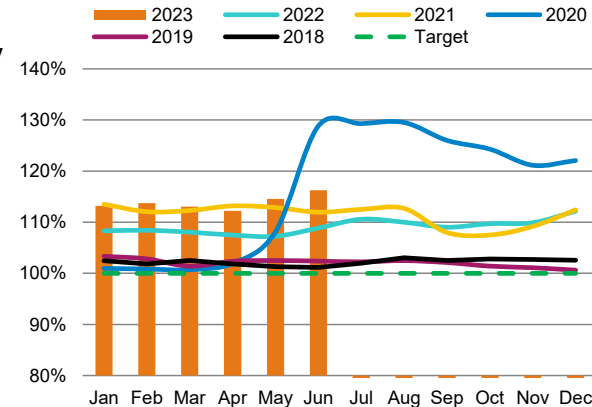


Bus service availability

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

June 2023: 116.3%
May 2023: 114.5%
June 2022: 107.3%

Target (RW): 100%

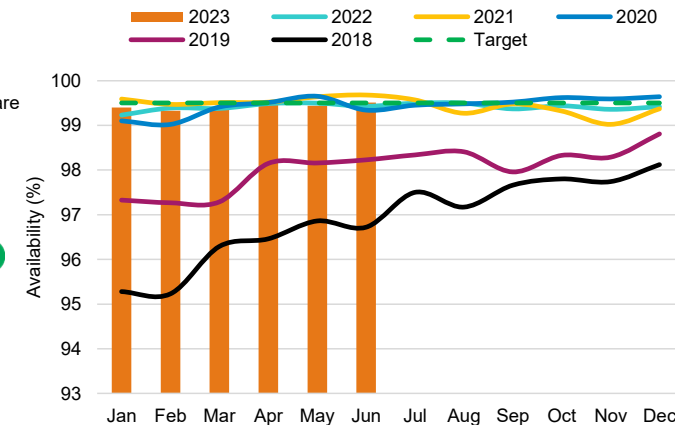


Fare gate availability

Percentage of fare gates are available for use.

June 2023: 99.51%
May 2023: 99.44%
June 2022: 99.43%

Target (AG): 99.50%





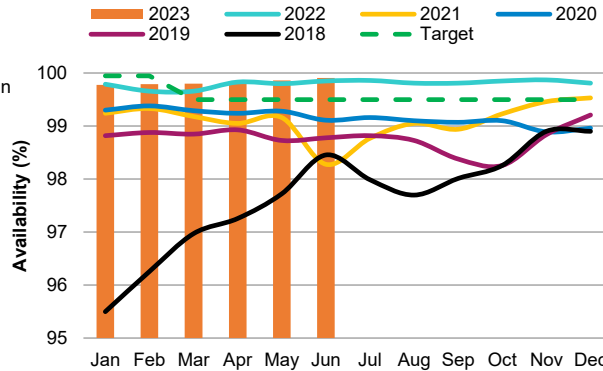
Appendix: Asset availability

PRESTO reader

Percentage of PRESTO readers in working order. PRESTO readers allow customers to pay their fare and are installed onboard TTC buses and streetcars.

June 2023: 99.85%
May 2023: 99.86%
June 2022: 99.85%

Target: 99.50%

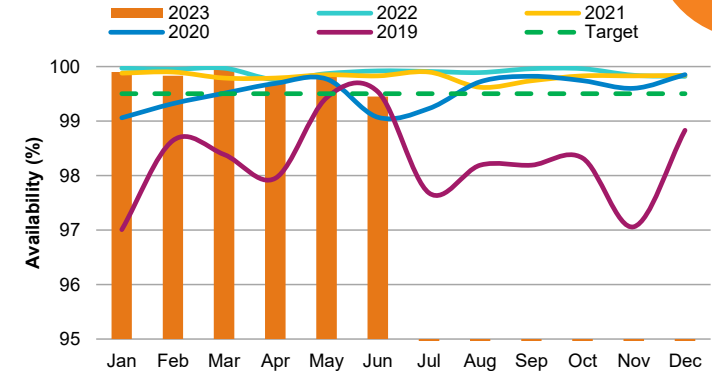


PRESTO Fares and Transfers Machine (FTM)

Availability of FTMs based on duration of fault to time of resolution. FTMs allow customers to purchase Proof of Payment tickets on streetcars and at selected streetcar stops.

June 2023: 99.45%
May 2023: 99.86%
June 2022: 99.83%

Target: 99.50%

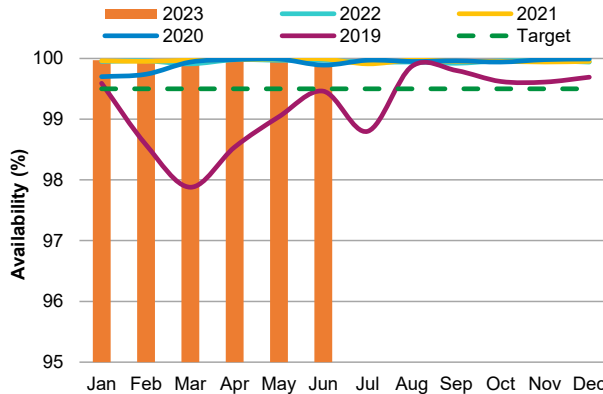


PRESTO Self-Serve Reload Machine (SSRM)

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

June 2023: 99.92%
May 2023: 99.94%
June 2022: 99.97%

Target: 99.50%

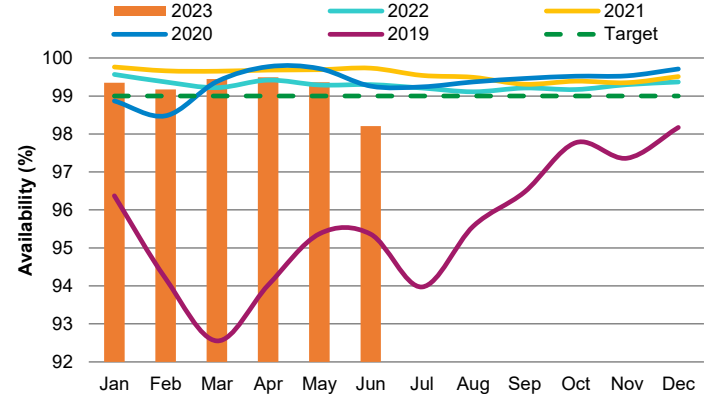


PRESTO Fare Vending Machine (FVM)

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

June 2023: 98.21%
May 2023: 99.36%
June 2022: 99.30%

Target: 99.00%



Vending Machines had an increase in bill jams disrupting availability. New bill acceptor is underway.





Appendix 2: Safety

Regulatory compliance

This table summarizes the number of regulatory interactions and orders issued in Q1 2023 (January 1 to April 1)¹ and their status.

An Interaction refers to a:

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

Type	Interactions/visits	Requirement orders ² issued	Non-compliance orders ³ issued	Status
Ministry of Labour, Immigration, Training and Skills Development	22	0	0	No orders issued
Ministry of the Environment, Conservation and Parks	0	0	0	No orders issued
Technical Standards and Safety Authority	0	0	0	No orders issued
City of Toronto	0	0	0	No orders issued
Toronto Fire Services	0	0	0	No orders issued

¹ Next update for Q2 2023 will be available in the September 2023 GEO's Report

² Orders issued to provide documentation/information

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





Appendix: Ridership what is it?

Revenue Rides and Boardings

Revenue Rides and Customer Boardings are both measures of transit ridership. Some transit agencies report ridership as 'Linked Trips' others report ridership as Boardings. Like many agencies TTC uses both.

Revenue Rides

Revenue rides are linked trips. They represent a customer journey from origin-to-destination one-way, including transfers.

Why this is important: Indicates how many paid trips customers have made, and ties to fare revenue. Is the basis for forecasting and collecting fare revenue.

In the public transit industry:

- Can be referred to as 'linked trips', and 'ridership'.
- "Revenue Rides" are used by MTO to determine Gas Tax funding allocations.
- "Revenue Rides" aligns with CUTA's (Canadian Urban Transit Association) definition of "ridership", standardizing ridership reporting across Canadian transit agencies.
- Includes all fare groups as well as those with \$0 fares, including child and 2-hour transfer rides. Excludes fare evasion.

Definition in TTC CEO Report

Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers. The CEO Report includes the average number of customer linked trips per week, including paid and free trips (children 12 and under).

Customer Boardings

Boardings measure customer use of the system. Customers are counted each time they board a TTC vehicle.

Why its important: Represents use on the system, by mode, by vehicle, by times of day, and ties to occupancy. Is the basis for customer demand and service planning.

In the public transit industry:

- Can be referred to as 'unlinked trips' and 'ridership'.
- Is used by US Transit Agencies reporting to FTA for funding.
- Boardings aligns with APTA (American Public Transit Association) definition of Ridership, which includes select Canadian transit agencies,
- www.apta.com/research-technical-resources/transit-statistics/ridership-report/.
- Some Canadian transit agencies use Boardings to report ridership.
- Includes both paid and unpaid use.

Definition in TTC CEO Report

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