

CEO's Report

Toronto Transit Commission

March 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 for the second year in a row the City of Toronto has proclaimed March 18 Transit Operator and Worker Appreciation Day to recognize the hard work and dedication of the TTC's employees. The TTC is proud to celebrate all the employees that keep Toronto moving today — and every day.



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CEO's commentary



I want to begin this month by thanking our fantastic TTC employees for all they do to provide safe, seamless, accessible, inclusive and reliable transit service to the residents of Toronto and beyond.

Every year across North America, March 18 is recognized as Transit Operator and Worker Appreciation Day. In Toronto, the City and Deputy Mayor Jennifer McKelvie proclaimed March 18 as Transit Operator and Worker Appreciation Day.

Transit operators and workers work tirelessly to keep our communities connected; they deserve our respect and gratitude. They also deserve a safe work environment. It is up to all of us to ensure that we continue to work together to keep our transit system, our employees and our customers safe.

Transit operators and workers are essential members of our community, providing critically important linkages between homes, work and appointments that keep our city moving. Transit

Operator and Worker Appreciation Day is an opportunity to show gratitude for their hard work, dedication and commitment to public service.

Although we have a number of ways that employees are recognized throughout the year, working with our industry partners, including the Canadian Urban Transit Association (CUTA), the TTC chose to extend this opportunity for appreciation until March 24 and marked the occasion with several initiatives to celebrate employees.

The TTC partnered with St. Cyril Catholic School in North York to have students express their appreciation by colouring pages with messages of appreciation that were shared with the workforce. This fun activity is available on the TTC website for the public to participate in by printing pages, sharing them with family, and posting them on social media using #TakeTheTTC.



St. Cyril Catholic students express their appreciation for Transit and Operator employees.



CEO's commentary

The TTC's average weekday boardings remained at around 2.2 million in February as a result of inclement weather and closed post-secondary schools for reading weeks. As of the week ending March 10, overall weekday boardings stand at 70 per cent of pre-COVID levels at 2.27 million.

Boardings by mode continue to be highest on the bus network at 82 per cent of pre-COVID levels while streetcar and subway boardings were at 55 per cent and 64 per cent, respectively. Wheel-Trans ridership is at about 70 per cent of pre-COVID.

As noted in previous reports, we anticipate customer demand to increase further through the year as more workers in the downtown core return to the office.

With spring now upon us, good weather and the return of Blue Jays baseball will also work in favour of our ridership reacquisition efforts.

People Group

TTC celebrates employee excellence

It was my great pleasure to recognize the best-of-the-best at the TTC's annual Rewards and Recognition event earlier this month.

The Executive Team formally congratulated the latest group of employees for their exceptional efforts in Safety, Customer Service, Leadership, Teamwork, Diversity, and Innovation and Creativity for 2022. Our annual event also honoured many others for their long-standing service without occupational injury.

Among the winners were Kuldip Bir, a Lead Hand in the Signals/Electrical/Communications Department, our Employee of the Year; Gayle Hollett, Bus Operator, and recipient of the CEO Award; and Scott Haskill, recently retired Acting Chief Strategy and Customer Experience Officer, who was honoured with the Lifetime Achievement Award.

A big congratulations to all our award recipients for going above and beyond, day in and day out.

Diversity and Culture Group

Recognizing International Women's Day

On March 8, the TTC recognized International Women's Day (IWD). The organization acknowledged all the talented people who identify as women working within our ranks.

Embrace Equity was this year's theme and it focused on why equal opportunities are not always enough. Here at the TTC, we continue to work to eliminate the gender gap experienced in the transit industry and we are hiring more women into traditionally male-dominated roles throughout the company.

For a second consecutive year, we achieved our goal of having four out of every 10 Operators hired being women, as set out in the 10-Point Action Plan on Diversity and Inclusion. This is an important accomplishment, and as we continue to strive to be more inclusive across the organization, this year we are working to ensure that 40 per cent of all our news hires are women.

Recognizing IWD is also an important reminder that there is still more work to be done. Along with hiring more women, it is important that they feel empowered and encouraged to pursue their career goals here at the TTC.



CEO's commentary

Strategy and Customer Experience Group

10-cent fare increase effective April 3

Last January, as part of the 2023 Operating Budget, the TTC Board approved a 10-cent fare increase on single cash and PRESTO rides while freezing fares for seniors, Fair Pass program users and those with PRESTO monthly and annual passes. Revenue from this fare increase, in addition to the City's subsidy to the TTC, will help to ensure the system remains safe and reliable for all our riders. The 10-cent fare increase takes effect on April 3.

The fare increase – the first in three years – is helping fund new investments in safety and cleanliness, two things our customers tell us are priorities to both retain and re-gain ridership.

The TTC expands safety reporting options

This month, the TTC introduced additional ways for customers to quickly report safety or security concerns on the system, with SMS Text a Tip, as well as a webform on ttc.ca. Customers can now text 647-496-1940 to report immediate safety concerns to TTC Transit Control.

In addition, customers can also choose to use the webform at ttc.ca to report a safety concern, and submit additional details and images.

These new reporting options are in addition to the SafeTTC app, which is a free mobile app for iOS and Android devices that allows customers to discreetly report safety concerns or suspicious activity within the system. The app lets users report a problem directly to the TTC's Transit Control Centre by sending text, photos or videos of the incident, or to call 911 in an emergency situation.

As a reminder, in the event of an emergency, customers are encouraged to use the yellow emergency alarm strip onboard vehicles, speak to a TTC employee or police officer, or use the Designated Waiting Area (DWA) intercom on the platform to contact an employee.

Resumption of ticketing for fare evasion

Starting on March 27, the TTC resumed ticketing for fare evasion in select stations and on streetcar routes. Initially, TTC Fare Inspectors will focus their

efforts on busy streetcar routes in the downtown core. Ticketing also resumed on subways, many of which have multiple entry points. As ticketing resumes, the TTC will be monitoring fare compliance rates and ticketing rates as well as any other key observations.

Over the past two years, the TTC has undertaken a number of initiatives to improve diversity and customer-focused operations in its Revenue Protection Department.

This has included working with prominent experts and academics in the fields of unconscious bias awareness and race-based data collection to modernize its practices. These experts include Dr. Akwasi Owusu-Bempah and Dr. Scot Wortley from the University of Toronto who authored the Toronto Transit Commission Racial Equity Impact Assessment: Interim Report. The result of this work is new training, ticketing and data collection practices that will allow the TTC to review and evaluate its progress.



CEO's commentary

In future CEO's Reports, we will include metrics related to the resumption of ticketing and we will continue to report back to the Board on any trends.

Transportation and Vehicles Group

March started with thunder snow event

As we head into the spring season, I want to take this opportunity to thank everyone who worked the frontlines and behind the scenes to keep service moving for our customers during the biggest snowstorm of the season on March 3-4.

It was not your typical winter storm. It was a severe snow event that dumped roughly 30 centimetres of heavy, wet snow on the city. The TTC prepared in advance for the storm. Out of an abundance of caution, we cancelled the planned weekend closure on Line 1 between York Mills and Bloor-Yonge (to be rescheduled); replaced SRT train service with shuttle buses; took more than 40 bus stops in hilly areas out of service; and Wheel-Trans activated its severe weather plan.

During the storm, the TTC also prioritized extra buses on 11 routes and corridors that see higher ridership on weekends. These corridors offer essential connections to shopping and medical facilities and are primarily located in Neighbourhood Improvement Areas, where public transit is the sole means of transportation for many people.

Crews worked 24/7 and normal operations resumed on Sunday morning. I could not be more proud of the dedication and teamwork of staff and crews across all groups for getting us through that challenge. Thank you, all!

De-escalation training for frontline staff

On March 13, our Operations Training Centre (OTC) began dedicated training for all frontline staff in professional de-escalation strategies and techniques, using reality-based training and classroom instructions. We were able to take advantage of an existing City of Toronto contract and a third-party vendor, Step Training, is providing the initial 20 sessions to frontline staff. During this

time, TTC OTC Instructors will receive Train-the-Trainer certification to take over the training by approximately mid April, when our Instructors will complete the training for the remaining frontline employees.

Learning outcomes will include: defining de-escalation in both academic and practical terms; identifying and applying strategies and techniques of the professional de-escalation model; and demonstrating specifically how to reduce the emotional tension of a person.

Learners will be able to focus on desired outcomes for the situation and not allow themselves to be caught up in the emotional noise of the situation, while interacting with emotionally escalated persons.

This training is part of our enhanced response to some of the complex safety and security incidents the TTC has been working through recently. We would like to thank our partners at the City of Toronto for the ongoing support.



CEO's commentary

Operations and Infrastructure Group

King-Queen-Queensway-Roncesvalles construction update

On March 14, Roncesvalles Avenue from Queen Street West to Harvard Avenue fully reopened to vehicles, including TTC buses. This represents an important milestone for this project.

The City of Toronto and the TTC started a series of infrastructure upgrades in the King Street West, Queen Street West, The Queensway, and Roncesvalles Avenue area in September of 2020.

The City's contractor continues to work on Roncesvalles Avenue and The Queensway in 2023.

Travel lanes will be reduced to a minimum of one lane in each direction on Roncesvalles Avenue, from Queen Street West to Dundas Street, as needed, while crews complete remaining overhead wiring and streetcar platform installation work on The Queensway from Parkside Drive to Roncesvalles Avenue while other crews complete remaining work.

We will continue to provide updates on this project in the coming months.

Service changes at Scarborough Centre Station

Starting on Sunday, March 26 and until summer 2023, the following routes will have service changes due to construction at the Scarborough Centre Station bus platform: 9 Bellamy, 21 Brimley, 134 Progress, 913 Progress Express and 985 Sheppard East Express (includes alternate accessible connection).

The TTC's priority is to provide safe, reliable and accessible service to everyone. The bus terminal at Scarborough Centre Station will be under construction from March to November 2023 in preparation for the decommissioning of Line 3 Scarborough. Last year, the TTC Board approved the decommissioning of the SRT and converting a portion of the Scarborough RT's right-of-way into a dedicated busway, providing safe and accessible interim bus service until the Scarborough Subway Extension is opened by the Province in 2030.

We will continue to update the Board. Please visit ttc.ca for more information.

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We will continue to update the Board. Please visit ttc.ca for more information.



CEO's commentary

Safety and Environment Group

TPS modifies deployment in response to enhanced TTC safety measures

We have been working closely with our partners at the City of Toronto and Toronto Police Service (TPS) to increase public safety resources.

Over the past few weeks, we have continued to add additional resources to the system, including temporary security guards, Community Safety Ambassadors and Streets to Homes outreach workers. We will also be hiring 50 new Special Constables this year. As a result of these increased efforts, on March 13, TPS adjusted its approach to daily officer deployment on the TTC.

Now that more TTC supports are available, TPS will begin incorporating transit patrols into their regular operational process instead of through overtime, as they have been doing. The deployment of officers will continue to be intelligence-led in consultation with the TTC. The precise numbers of officers in the system will vary.

The safety of our employees and customers remains the top priority for the TTC. TPS, in collaboration with the TTC and the City of Toronto, will continue to assess the situation. This work is part of a larger overall approach to address safety issues on the system.

The next scheduled TTC Board meeting will be on Thursday, April 13.

Stay safe.



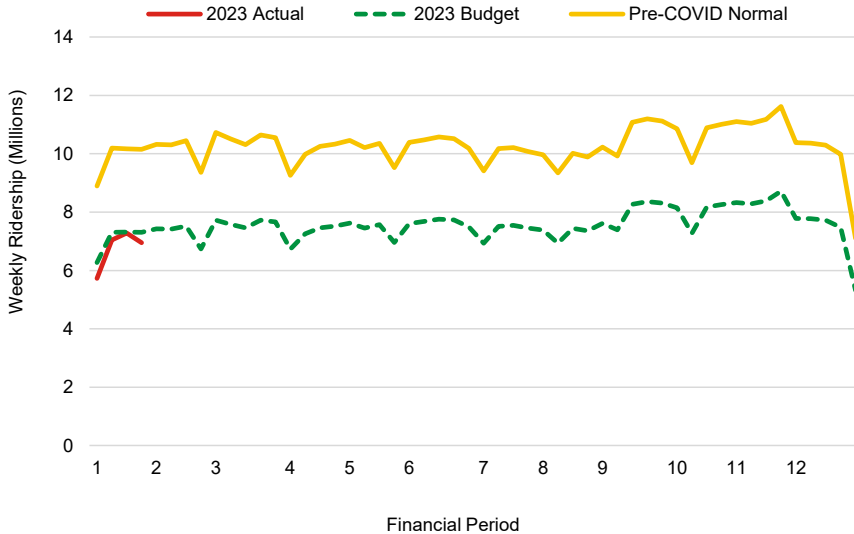
Richard J. Leary
Chief Executive Officer
March 2023





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 1 (January 1 to January 28, 2023) revenue rides totalled 27.0 million or an average of 6.8 million per week, representing 69% of pre-COVID experience and a 0.8% increase from Period 12 2022.

Analysis

Weekly ridership levels in Period 1 reached as high as 72% of pre-COVID experience, matching budgeted levels. For the full month, Period 1 ridership averaged 69% of pre-COVID experience, primarily due to a few significant weather events in the period.

During Period 1, 2023, up to 88% of unique PRESTO riders returned to the system each week with more than 1.02 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 each week) are at 60% of March 2020 levels, below the overall ridership rate of 69% of pre-COVID experience for Period 1. Conversely, riders who use transit less frequently are at 110% 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 February use totalled 98,215, representing 48% of pre-COVID levels, clearly demonstrating a change in travel patterns.

Action

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

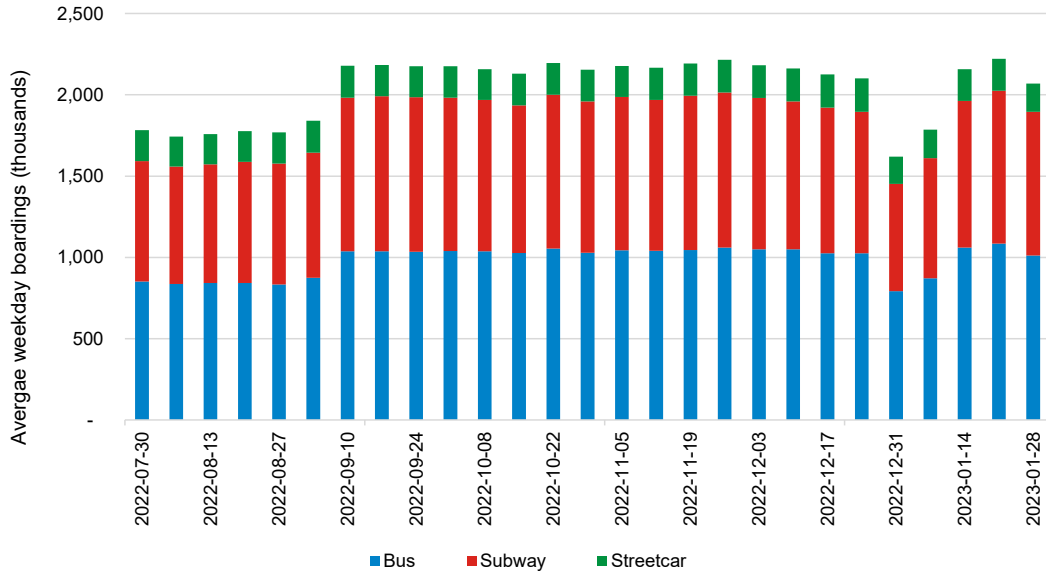
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments.





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.

*Compared to the last week of full demand and full service March 2020. Not adjusted for summer seasonality.

Results

Average weekday boardings of 2.07 million represents 64% of pre-COVID levels for end of January.

Analysis

Bus remains the busiest of all modes with 1.01 million boardings, and the greatest share of pre-COVID ridership, at 73% of pre-COVID for week ending January 27.

A greater portion of subway and streetcar customers are office commuters, and demand on both modes are directly affected by hybrid work. Subway demand is at 59% for week ending January 27, a slight decline from 61% for week ending January 14. Streetcar demand, on the other hand, was affected by a temporary route diversion around City's water main repairs and declined to 50% for week ending January 27 from 55% for week ending January 14.

Action

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

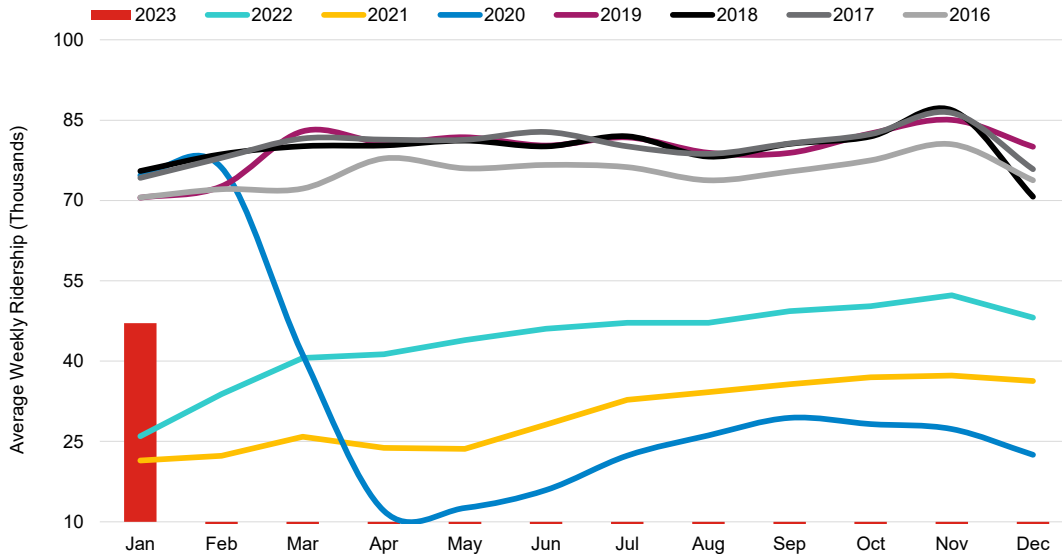
- Monitoring weekly ridership.
- TTC Toronto Employer Survey and monitoring downtown office occupancy.
- Transportation Tomorrow Survey (TTS) participation.
- Rider reacquisition campaign ran from January 2023 to Feb 2023 via television, out-of-home and digital platforms.





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 1 was 194,900 (or 47,077 passengers per week). This figure was (-12.9%) lower than the budgeted 54,060 customers per week. In terms of year-over-year growth, the Period 1 year-to-date (YTD) ridership is 81.2% higher compared to the same period in 2022. YTD actual ridership, however, is -12.9% or 28,900 passengers per week under the annual 2023 YTD budget. The 2023 Period 1 ridership represents 58.7% of the pre-COVID experience in Period 1 of 2019.

Analysis

Wheel-Trans ridership was lower in Period 1 due to the increase number of inclement weather days. Customer travel reduced in poor weather, resulting in a higher cancellation rates. Overall, customer travel, however, is still increasing as we have seen year-over-year increase of 81% for the same time period last year.

Action

Customer trip requests will continue to be analyzed to better understand new travel trends. Forecast demand takes into consideration the classification of new and current customers, previous service trends, as well as the improved capability of the scheduling and dispatching software. We will also be conducting customer surveys in order to get a better understanding of the comfort and dependency on the transportation services provided by the TTC, as well as what impacts their decision for their trips.

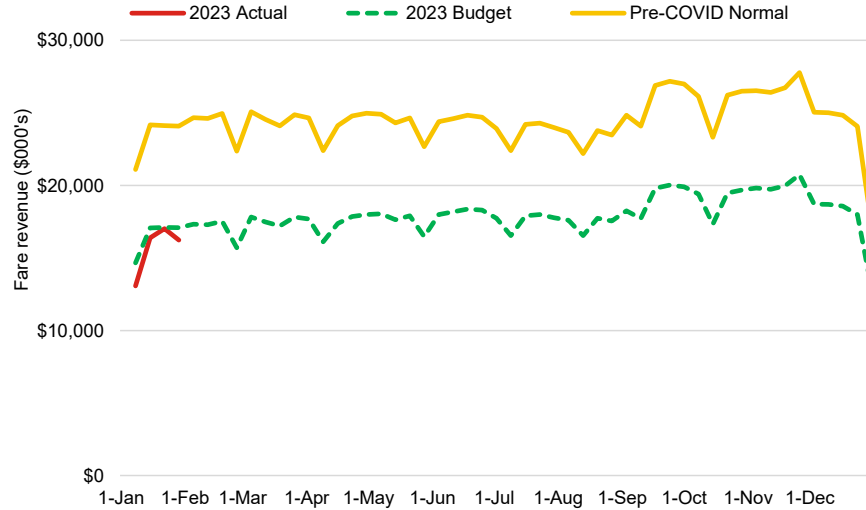
Note: Wheel-Trans ridership is not included in TTC ridership totals.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 1 (January 1 to January 28, 2023) fare revenue was \$62.9 million. This is \$3.0 million or 4.5% below budgeted fare revenue for Period 1, representing 67% rather than the budgeted 71% of pre-COVID revenue. Weekly fare revenue in Period 1 averaged \$15.7 million, which represents a 3.1% increase over Period 12 2022 weekly revenues.

Analysis

Weekly fare revenue levels in Period 1 reached as high as 71% of pre-COVID experience, matching budgeted levels. For the full month, Period 1 fare revenue averaged 67% of pre-COVID experience, primarily due to a few significant weather events that occurred during the period.

Revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$58.4 million for Period 1 — representing a PRESTO ridership adoption rate of 90.5% — and \$4.5 million from other media for Period 1.

Period 1 revenue was generated from the following fare concession groups: 77.3% adult, 10.1% post-secondary, 5.2% senior, 7.2% youth (ages 13-19) and 0.2% other.

Action

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

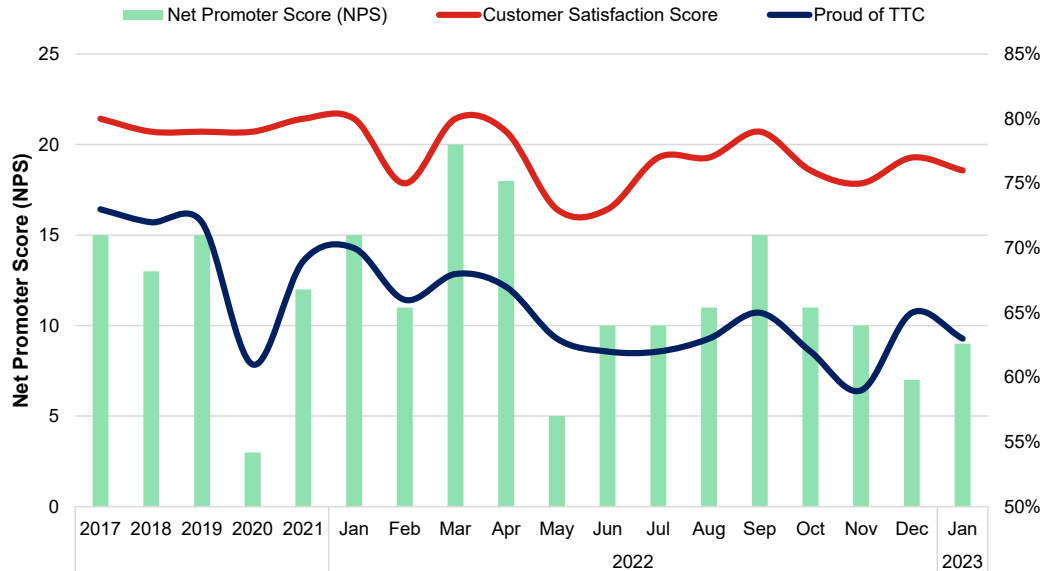
Ridership trends and recovery continue to be monitored closely for all fare concession types and ridership segments.





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.

Results

Customer satisfaction was reported at 76%, a decrease of 1% from December 2022 and increase of 2% from November 2022. For January, Net Promoter Score increased to nine, while the number of customers who say they are proud of the TTC and what it means to Toronto decreased to 63%.

Analysis

In January, overall customer satisfaction increased compared to the post-restriction lows, except for certain areas such as personal safety and security and vehicle cleanliness.

Specifically, bus and streetcar customers reported an increase in satisfaction, while subway customers reported a decline. This decline can be attributed to a higher percentage of occasional users who reported a decrease in satisfaction. In contrast, frequent users reported a significant increase in Net Promoter Score (NPS) from December to January.

Although infrequent users reported a decreased willingness to recommend the TTC, their score was still higher than the previous month. However, frequent users showed a slight decrease in their level of pride in the TTC.

Overall, customer attitudes towards the TTC indicate a slight decline in pride in the transit system and its significance to Toronto. Despite this, overall satisfaction by mode has continued to be positive, with the exception of the aforementioned areas of personal safety and security and vehicle cleanliness.

Action

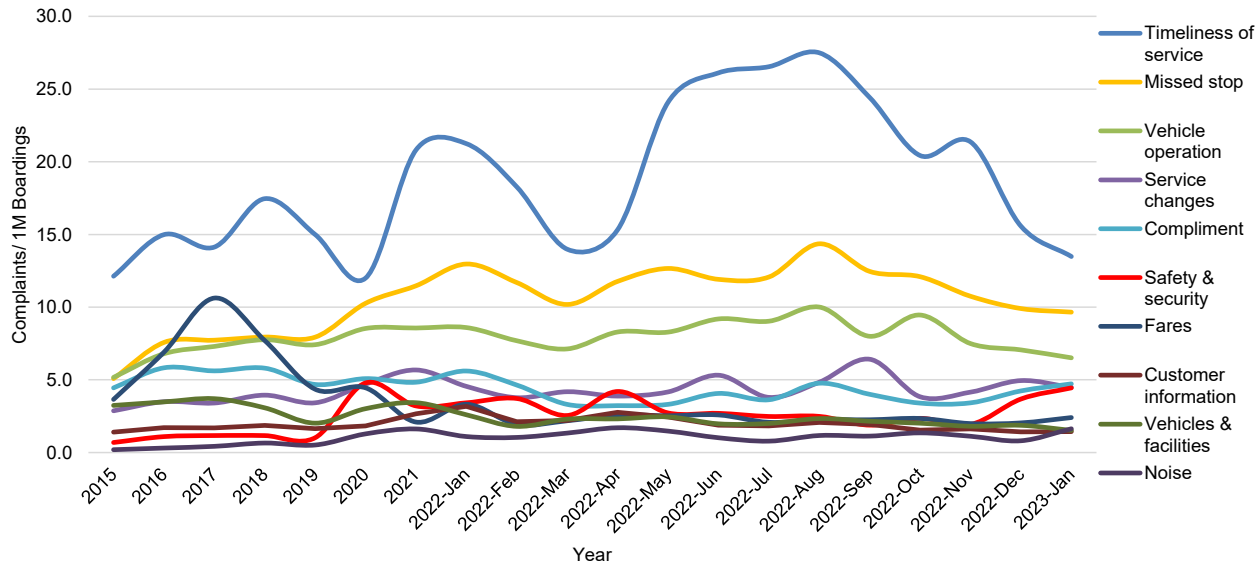
- New vehicle cleaning contracts began in Q1 2023 for streetcars and stations.
- Vehicle Cleanliness and Personal safety and security surveys are underway for TTC riders.
- Action plan focusing on concerns about safety and security is ongoing for current and future strategies.





Customer experience

Customer service communications (CSCs)



We value communication with our customers. It helps inform service planning and operations, and improves our overall customer experience. In addition to our Customer Satisfaction Survey (page 11), volunteered customer feedback is also highly valuable. The TTC's Customer Service Centre receives customer input via our website, telephone, email and Twitter – each one is a CSC. CSCs are routed through the organization in order to acknowledge and respond to individual customers, and used to understand overall customer experience.

Definition

Top 10 CSCs (number of communications) per one million boardings, by category. Customers provide feedback to the TTC via our website, telephone, e-mail and Twitter.

Results

In January, there was a 2% decrease in Customer Service Communications (CSCs) per one million boardings compared to December 2022. The total number of CSCs received increased by 5%, while boardings decreased by 4% between December and January. The total number of CSCs received in January was 3,691, higher than the 3,503 received in December, on more than 2.03 million boardings per weekday.

Analysis

Service related topic improved by 9% overall, however CSCs for Safety & Security increased since December 2022. An early view into February indicates Safety & Security CSCs have since declined.

Noise has emerged as a new Top 10 topic in January, and overall Customer compliments have increased by 11% since November and are at 2019 pre-pandemic levels.

Highlights:

- Timeliness of service CSCs decrease can be attributed to a decrease in surface delay, stopping on route, and subway delay CSCs received in January, decreasing by 16%, 11% and 7% respectively.
- Missed stop CSCs continues to steadily decline since a peak in August 2022.
- Vehicle operation CSCs decreased 8% in January, following a similar pattern since October 2022.





Customer experience

Customer service communications

Service-related CSCs per 1 million Boardings:

- Service changes CSCs have decreased by 9% from December to January. Two-thirds (67%) of service changes CSCs are made in response to customer requests for changes in service and routes. This percentage has decreased by 14% since December.
- After a steady low since June 2022, safety and security CSCs have peaked in January to almost four and a half per one million boardings; a 130% increase since November 2022. CSCs related to safety and security issues were the main themes that has significant increases.

Action

Service-related:

- Route-level analysis of all surface routes, with focus on improved On-Time Performance. Improvements in running-time and reliability are being planned in upcoming schedules.
- Ongoing improvements to workforce planning and review of operator schedule adherence are aimed at decreasing cancellation hours and improving timeliness.

- Proactive steps are being taken to address safety and security concerns by increasing the presence of Special Constables, management and uniformed personnel, conducting vehicle cleaning during peak hours, and collaborating with the City of Toronto, Toronto Police Service and community partners. These efforts aim to implement both short- and long-term strategies that focus on preventing assaults and improving the overall customer experience.

Customer compliments

In January, compliments increased by 11% compared to December 2022; a common theme were TTC operators and employees providing customers excellent service and engagement. However, they remain lower than pre-pandemic levels.



“To the amazing team at the TTC,

I just wanted you to know how special a team member you have as a driver on the Yonge/University line.

We met Eddie when we joined the train one afternoon at St Clair having decided to take my two sons and nephew on a ride on the TTC. My son is a huge fan of public transport and we were in town for a visit with family from our home in London, UK.

Eddie greeted us with a wave when we got on at the very front (of course!). He was kind, engaging, friendly and when we said goodbye my almost teenager said he was the ‘best driver ever’. We all agree!

I thought it was important to let you know about this special member of your team who made our TTC adventure extra special and recruited three new members to the global TTC fan club!”

- Charmian L.



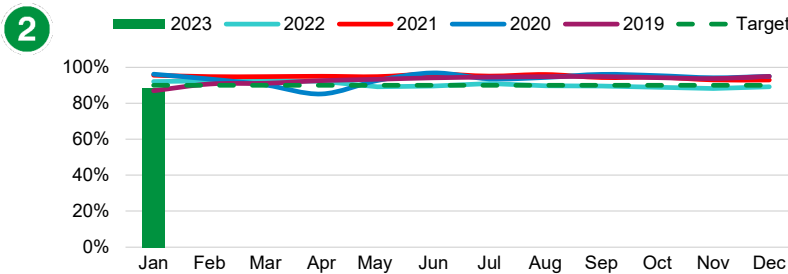
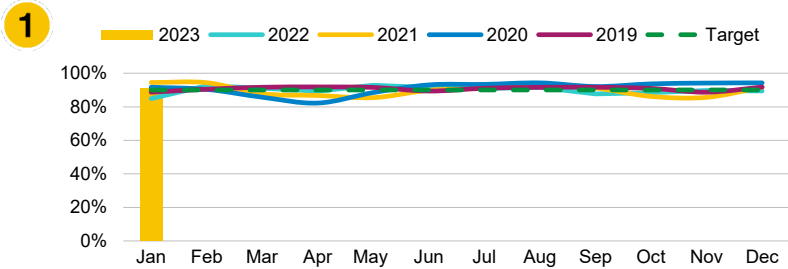


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Subway



Definition

Headway (amount of time between train arrivals at a station) adherence of all service trains at end terminals. Data represents weekday service. To be on time a train must be within 1.5 times of its scheduled headway.

Results

Line 1 OTP was 91.0% in January. This represents an increase from last month (89.5%) and an increase from the same time last year (84.9%). Our target of 90% was met.

Line 2 OTP was 88.4% in January. This represents a decrease from last month (89.2%) and a decrease from the same time last year (92.1%). Our target of 90% was not met.

Analysis

Overall delay minutes for Line 1 saw a 3% decrease in total delay minutes — to 3,024 minutes in January from 3,116 minutes in December. Increases in delay minutes due to subway infrastructure were offset by decreases due to ATC, staff-related and Plan B delay minutes. Additionally, there were early closures from January 30 to February 2 between Osgoode and King stations for track work.

Line 2 experienced a 8.1% increase in total delay minutes — to 2,203 minutes in January from 2,030 minutes in December. Decreases in delay minutes due to staff related delays. These decreases in delays were offset by increased delay minutes due to rolling stock, priority ones, and passenger health-related incidents delays.

Action

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

ATC: Automatic Train Control
Plan B: smoke at track level



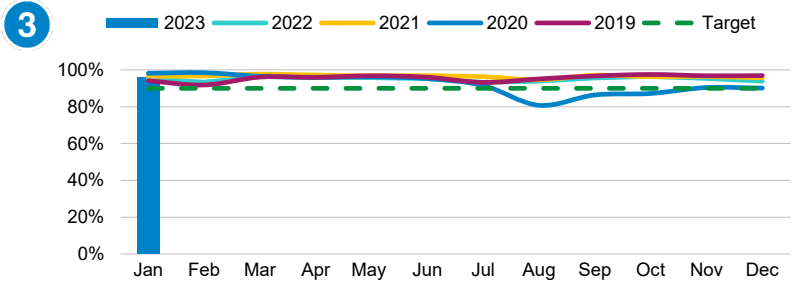


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Subway



Results

Line 3 OTP was 95.8% in January. This represents an increase from last month (93.9%) and an increase from the same time last year (95.2%). Our target of 90% was met.

Line 4 OTP was 98.9% in January. This represents an increase from last month (98.0%) and an increase from the same time last year (99.0%). Our target of 90% was met.

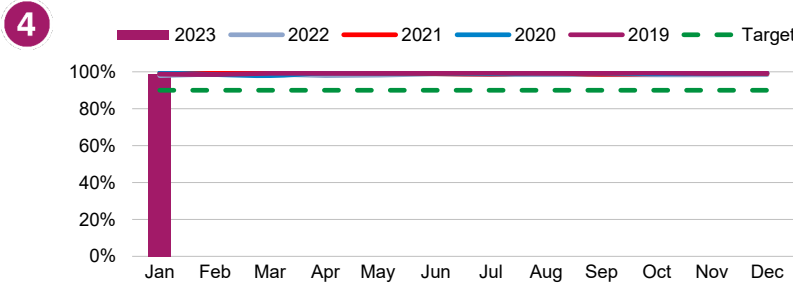
Analysis

There was a 59.8% decrease in total delay minutes — from 769 minutes in December to 309 minutes in January. Decreases were seen in Plan Bs and passenger and staff-related delay minutes.

There was a 28.9% increase in total delay minutes — from 180 minutes in December to 232 minutes in January. The increase in delay minutes was largely due to one Plan B incident that resulted in a 76-minute delay.

Action

There are no anticipated changes for these lines.



Definition

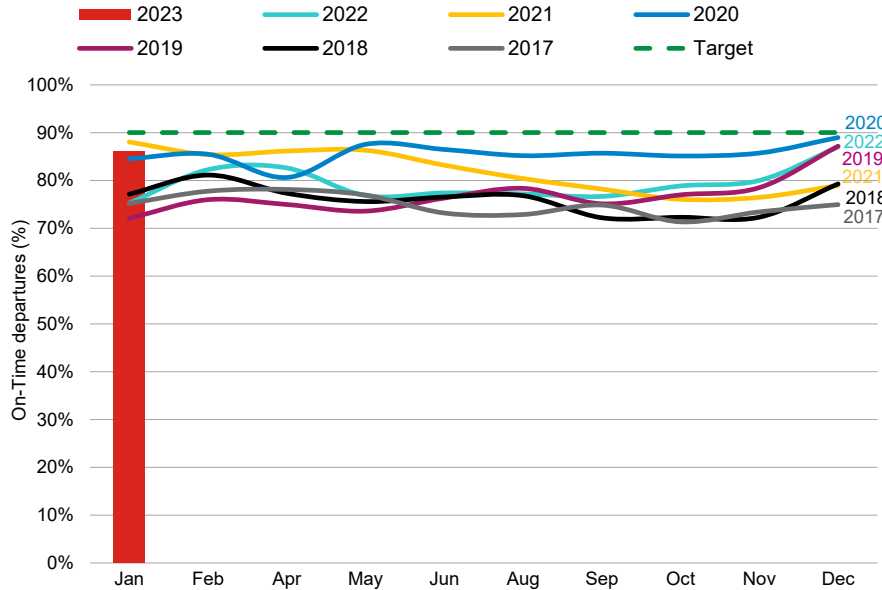
Headway (amount of time between train arrivals at a station) adherence of all service trains at end terminals. Data represents weekday service. To be on time a train must be within 1.5 times of its scheduled headway.





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.

Results

Bus OTP for the January Board Period was 86%, an increase compared to the November 2022 Board Period (80%), and an increase compared to the same board period last year (75%). Our target of 90% was not met.

Analysis

Network performance was negatively impacted by the snowstorm that occurred on January 25. Excluding this day, weekday OTP was 88% for the January Board Period (January). All statistics in the foregoing exclude January 25. During weekends, OTP was 83%. Weekend performance continues to be impacted by deficient schedules.

During the weekdays in January, 21 of 159 routes were impacted by construction for at least three weeks of the period. Overall weekday OTP was 89% for the 138 routes not affected by construction:

- 75 routes were “On-Time” (90% OTP or better)
- 37 routes were “On the Cusp” (between 85% and 90%)
- 26 routes were “Not On-Time” with OTP less than 85%. Root cause diagnostic assessments are being undertaken for all 26 routes.

In summary, 80% of the routes not affected by construction scored 85% or better.

Action

Efforts continue with regard to workforce, schedule, end terminal and Operator monitoring improvement. Some recent highlights from this work include:

- Workforce alignment and service resiliency to ensure cancellations and unfulfilled trips are minimized: In January, the unfulfilled trip rate decreased to 1% of all trips.
- Eight routes received Service Reliability changes for January. These eight routes (63 Ossington, 68/968 Warden, 95/995 York Mills, 96/996 Wilson and 165 Weston Rd North) combined for an On-Time score of 91% over the entire period.
- Five routes were the focus of a pilot project involving weekday Supervisory visits in January with a goal of reducing early departures. These routes (54 Lawrence East, 84/984 Sheppard West, 89 Weston and 102 Markham Rd) achieved an On-Time rate of 90% in January, with an Early rate at 2.5%.



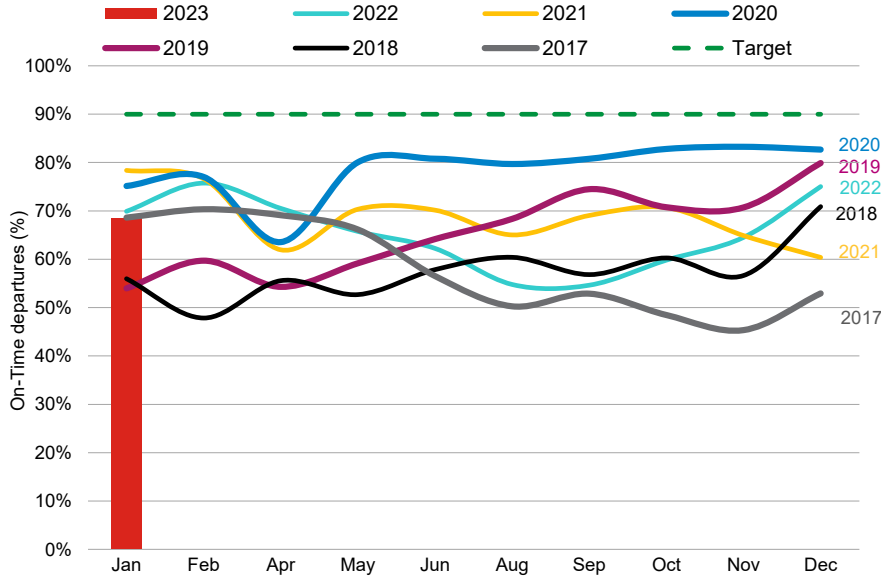


Rich Wong
Chief Transportation and Vehicles Officer

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.

Results

Streetcar OTP for the January Board Period was 68%, an increase compared to the November 2022 Board Period (65%), but a decrease compared to the same Board Period last year (70%). Our target of 90% was not met.

Analysis

Streetcar performance attained its highest level for a non-holiday Board Period since the March/April 2022 Board Period.

Construction projects impacted four of the nine streetcar routes (501, 503, 504 and 505) for all of January. These four routes performed at a 59% On-Time level for the period. The construction impacting these routes included the King-Queen-Queensway-Roncesvalles (KQQR) intersection and lane closures on Dundas Street at Bathurst Street. Emergency sewer repair work at Dufferin Gate Loop and a water main break at King Street and University Avenue also further degraded the performance of the 501 Queen, 503 Kingston Rd and the 504 King routes during the period, with both incidents beginning January 20.

Rail repair work at Exhibition Loop also had a significant impact on the 509 Harbourfront, 510 Spadina and 511 Bathurst routes from January 30 to February 1. Excluding these days from the 509 and 511 scores results in an 81% On-Time rate for the remaining routes not affected by construction, and the 511 Bathurst performed at 85% for the period excluding these days. The 512 St Clair also performed at 85% for the period.

Monday, January 16 was the highest performing day of the period at 82% On-Time for all routes combined.

Action

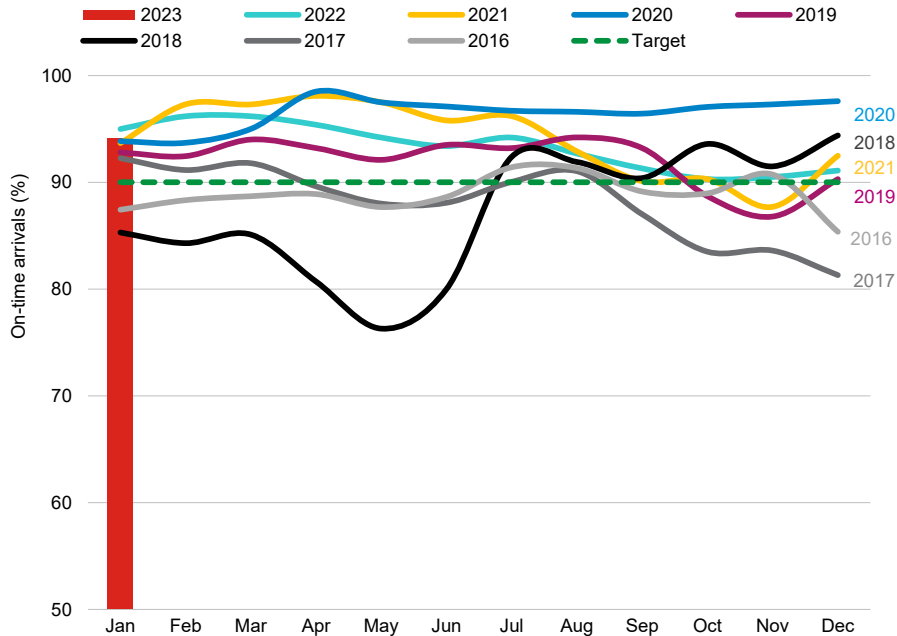
Infrastructure projects that will impact the streetcar network in 2023 are under review and will continue to be addressed through the lens of optimizing OTP for the network. Operator monitoring also continues this quarter, for end-terminals that are not impacted by emergency incidents, such as those that impacted much of the network in January. Route level analyses are also underway in order to best diagnose performance challenges on select routes.





Customer experience

On-time performance (OTP) – Wheel-Trans



Definition

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

Results

OTP in Period 1 (January 1 to 28, 2023) increased by 3.0% from the previous period to 94.1%, and is 0.9% lower than Period 1 in 2022.

Analysis

A continued focus on dynamic service adjustment techniques, combined with a heavy focus on improving the customer experience, has resulted in improvement for this metric. The Dispatch team continues to put extra efforts in adjusting runs when operational issues arise and making it a priority to minimize the impact to our customers.

Action

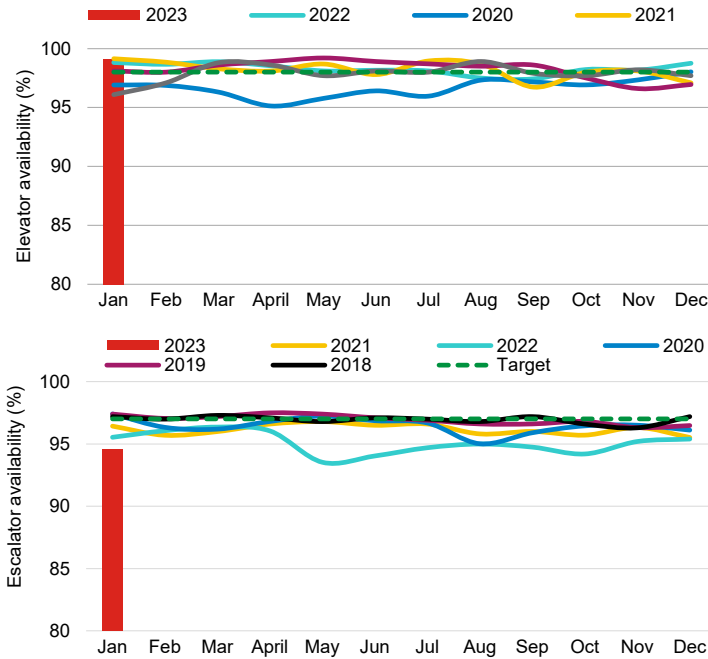
Continue to supervise the efforts being made to improve the customer experience to ensure the methods used are effective. Further analysis of traffic patterns and how vehicles move across the network will be reviewed consistently. This will include constant monitoring of actual map and travel time calculations to ensure they are as accurate as possible.





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 January was 99.14%, exceeding the target of 98%.

Escalator availability for January was 94.6%, not meeting the target of 97%.

Analysis

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

A total of four escalators were removed from service due to water damage: One at York Mills Station, two at St Andrew Station and one at Kennedy Station, resulting in 665.6 hours of downtime.

Three escalators are out of service to accommodate construction work: one at Castle Frank Station, one at Lawrence Station, and one at High Park Station. One escalator at Castle Frank is out of service from December 2021 until December 2023 for construction work; total out of service hours due to construction resulted of 1,210.2 hours of downtime.

However, the escalators at York Mills and Lawrence Stations were inspected, repaired and returned to service.

Action

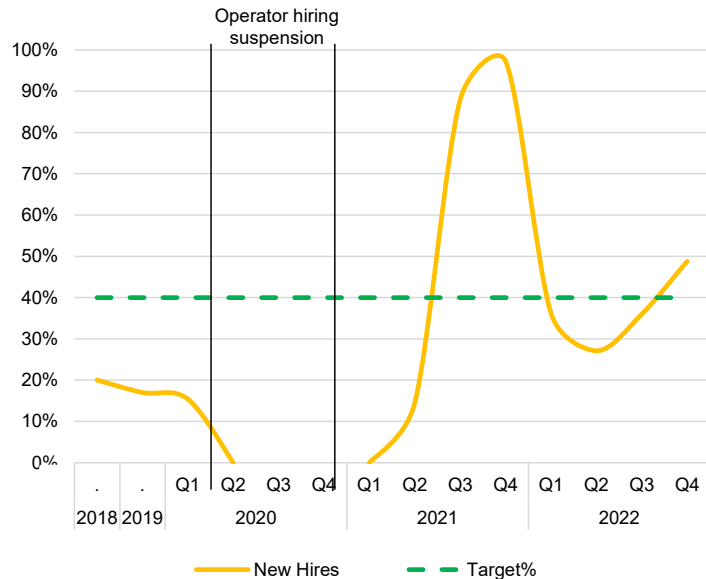
Continue performing preventative maintenance to meet reliability and availability targets.





Diversity

Women operator new hires



Definition
The proportion of operator new hires who identify as women. Note, this metric is reported quarterly and will next be updated in the May 2023 report.

¹ Source: Q4 women operator new hire data received from Urban Dimensions Group.

² Proportions only include employees for whom we have employment equity information.

Results

In 2022, there were 841 new operators hired, including 293 women (35%) and 548 men (65%). Among the women hired in Q4 2022, 73% were racialized, 53% Black, 20% Asian, 6.7% Indigenous, 6.7% Persons with Disabilities, and 13% LGBTQ2S+. In Q4 2022, 60 women and 63 men were hired as operators, with women representing 49% of the total, meeting the target of 40% two years in a row.

Analysis

There was a 13% increase in the proportion of women hired from the previous quarter where they made up 36% of the overall new hires¹. New women hires can be attributed to successful outreach efforts and collaborations with community partners. The outreach efforts and collaboration with community partners have led to a culture shift where women now view the Transit Operator position as a viable career option.

Action

- More than 1,300 participants who attended our two virtual info sessions late last year receive a bi-monthly newsletter, which showcases women in various roles in operations across the organization as well as upcoming job postings.

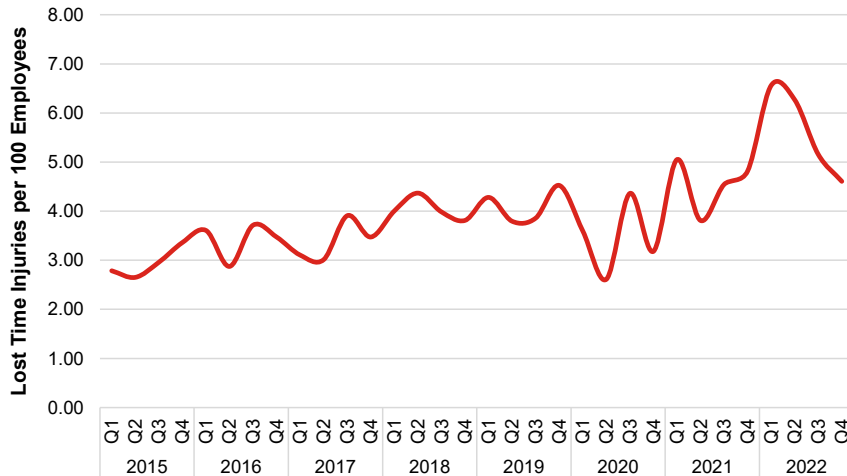
- TTC website was refreshed to include the outreach calendar and align with employer branding goals.
- Collaborate with internal and external stakeholders during the recruitment process to attract participants to attend virtual recruitment events.
- Continue to collaborate with Marketing and Customer Experience teams to monitor the TTC advertising campaign “Be Essential” to attract candidates to priority and safety-critical positions.
- Talent Management leveraged the campaign in social media advertisements to attract candidates to priority and safety-critical positions. The “everywhere” presence made the TTC an “Essential” brand that is top of mind.





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 next be updated in the May 2023 report.

Results

The LTIR in Q4 2022 was 4.6 injuries per 100 employees — a decrease from Q3 (5.2) and from the same period last year (4.8). The LTIR for Q4 was 18% lower than the four-quarter average. There has been an upward trend in the LTIR since 2015.

Analysis

The increase in Q1 2022 was mainly attributed to the increase in COVID-related lost-time injuries in January due to the Omicron variant. There was a 30% drop in the Q4 LTIR since Q1 and a 31% drop since Q3.

Musculoskeletal/ergonomic-type injuries account for 19% of all lost-time injuries and represent the highest injury type. However, there was a 21% reduction in the musculoskeletal/ergonomic type injuries in 2022 compared to 2021.

Injuries due to acute emotional events account for 17% of all lost-time injuries and represent the second highest injury type.

Action

The Ergonomic Musculoskeletal Disorder (MSD) Prevention Program focuses on preventing these types of injuries and resolving ergonomic concerns.

Specific training modules for high-risk groups have been developed and training for Wheel-Trans and Elevating Devices groups was completed in November 2022. Track and Structure group training was completed in December 2022. A new contract needs to be tendered to extend training to additional groups.

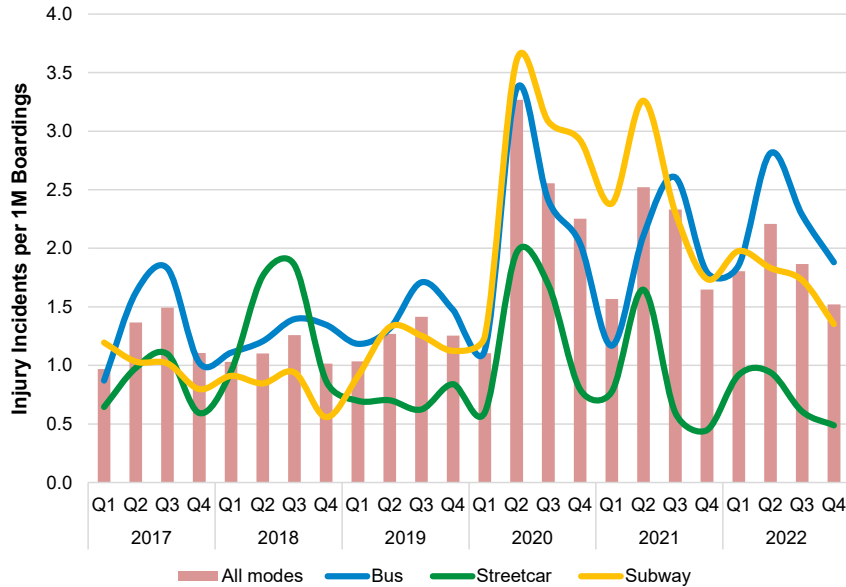
To help address the injuries due to acute emotional events, the TTC has a project underway to identify psychological health and safety (PH&S) hazards and their impact on workers at the TTC as well as to develop tools and resources to develop and implement a PH&S program. An assessment report with recommendations is currently under internal review.





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 May 2023 report.

Results

The CIIR in Q4 2022 was 1.5 injury incidents per one million vehicle boardings — a decrease from Q3 (1.9) and from the same period last year (1.6). The CIIR for Q4 was 18% 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 Q4 (down 16% from Q2), was mainly due to the decrease in bus and subway injuries (Bus CIIR is down 17% and Subway is 18% down, from last quarter). Q3 and Q4 had 167 and 150 bus onboard injuries and 111 and 96 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. Other actions include:

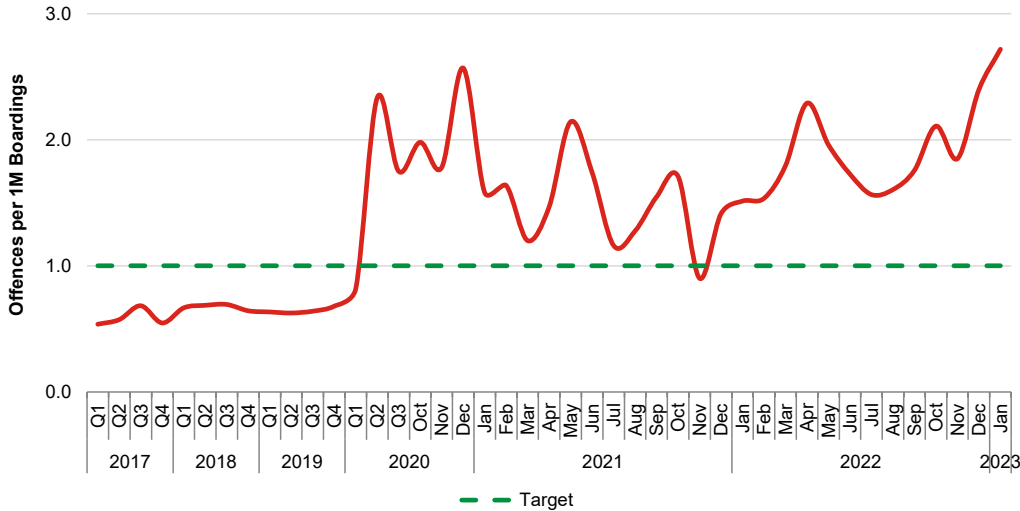
- Our reminder communications to Operators include maintaining a safe following distance, being aware of your surroundings, operating to conditions and applying smooth braking and acceleration.
- We are continuing to update our safety campaigns on our vehicles and in our stations, and exploring new ways to reach our customers to communicate key safety messages.
- We launched content on our social media channels last November to highlight slips, trips and falls month and the precautions customers can take to prevent injuries.





Safety and security

Offences against customers



Note: New reporting system in development. Data is still in cleaning for December and January and may have inaccuracies. Board periods in December and January have different number of days.

Definition
Number of offences against customers per one million boardings.

Results

The number of offences against customers was 2.72 per one million boarding for January, slightly increasing from 2.70 in December.

Analysis

In absolute terms, the number of offences decreased to 136 in Period 1 (January) compared to 163 in Period 12 (December) and as a rate per day increased from 4.65 offences per day in December to 4.85 offences per day in January. The difference between January and December exists due to the number of days per period.

Early examination of February indicates rate of offences against customers has since declined.

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.

- Community Safety Ambassadors and Expansion of Streets to Homes to provide support and outreach for underhoused individuals.
- Increased presence of Special Constables and Security throughout the TTC network to enhance safety and security of customers and staff.
- Increased staff presence and promotion of SafeTTC App and See Something Say Something through stations.
- Increased vehicle cleaning will occur mid-day during peak hours, and enhanced station cleaning in order to maintain a clean environment and improve experience.

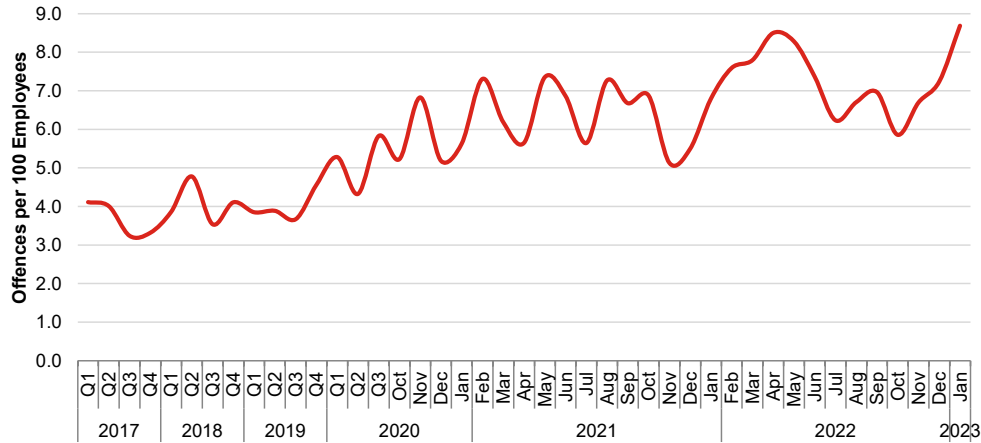
Thee TTCs Special Constable Service continues to monitor these statistics regularly and allocate security and support resources across the network to assist with emerging issues identified by staff and customers across the system. The TTC is in the process of hiring 55 additional Special Constables in 2023, 9 of which begin in April.





Safety and security

Offences against employees



Note: New reporting system in development. Data is still in cleaning for Q1-2023 and may have inaccuracies.

Definition

Number of offences against employees per 100 employees.

Results

The number of offences against employees increased to 8.69 offences per 100 employees in January 2023, up from 7.24 in December 2022.

Analysis

In absolute terms, the number of offences decreased to 103 in January from 107 in December, and as a rate per day increased from 3.1 offences per day in December to 3.6 offences per day in January, due to different number of days per period. During this time the absolute number of assaults reduced while threats and harassment increased.

Early examination of February indicates rate of offences against employees has since declined.

Action

As part of the expansion of the 10-Point Action Plan to prevent Assaults Against Employees, the initiatives include:

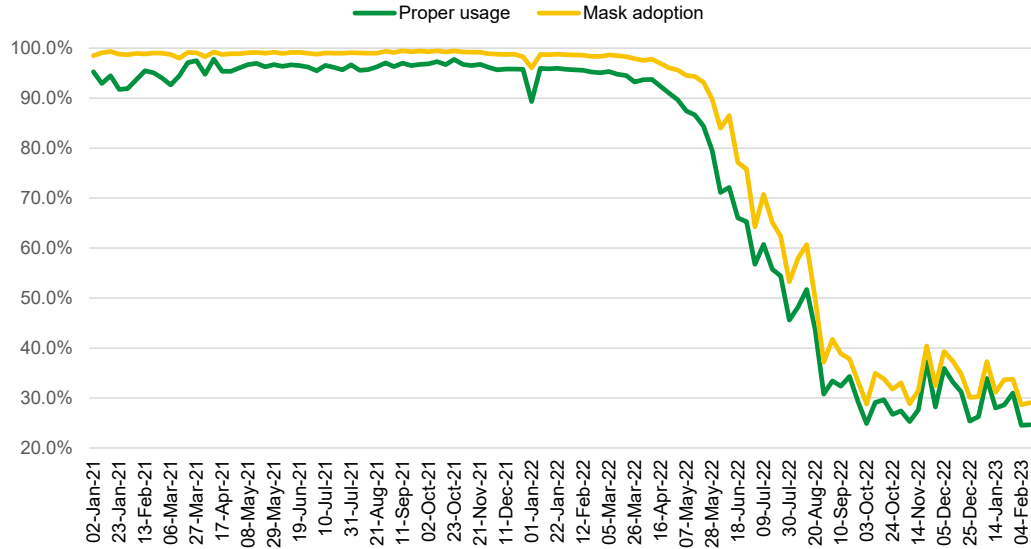
- Expanding de-escalation training and extending to 9000 frontline employees, including unconscious bias training. A train-the-trainer model will be used for the initial portion of the roll-out, with internal TTC instructors delivering training to frontline employees.
- Mobilizing the dispatch of blue night bus vehicles with full barriers at all bus divisions and reviewing a new prototype barrier to protect operators.
- Engaging with our unions through the Joint Labour Management Committee to provide updates on the 10-Point Action Plan and discuss recent incidents.
- Increasing the presence of both Special Constables and Security through the TTC network, and Management during peak service periods; as well as multidisciplinary approaches with City of Toronto and Toronto Police Service to improve incident response and community support through February.





Hot topics

Customer mask use



Definition

Mask adoption: Percentage of customers observed wearing a mask.
Proper usage: Percentage of customers observed wearing a mask properly covering nose, mouth and chin.

Results

For the week ending February 11, 2023, 29% of customers were wearing masks and 25% were wearing masks properly over nose, mouth and chin. There were 26,715 customer mask observations made across the network.

Analysis

The TTC continues to strongly recommend that customers wear masks. From May 2022 until October 2022, there was a decline in both mask usage and adoption. However, between November 2022 and February 2023, there continues to be an average fluctuation between 30% and 40% usage/adoption among riders. Since June 2020, 3.6 million free masks have been distributed to customers at schools, shelters, stations, and at high-ridership stops.

Action

The TTC will continue to monitor the use of masks, which includes:

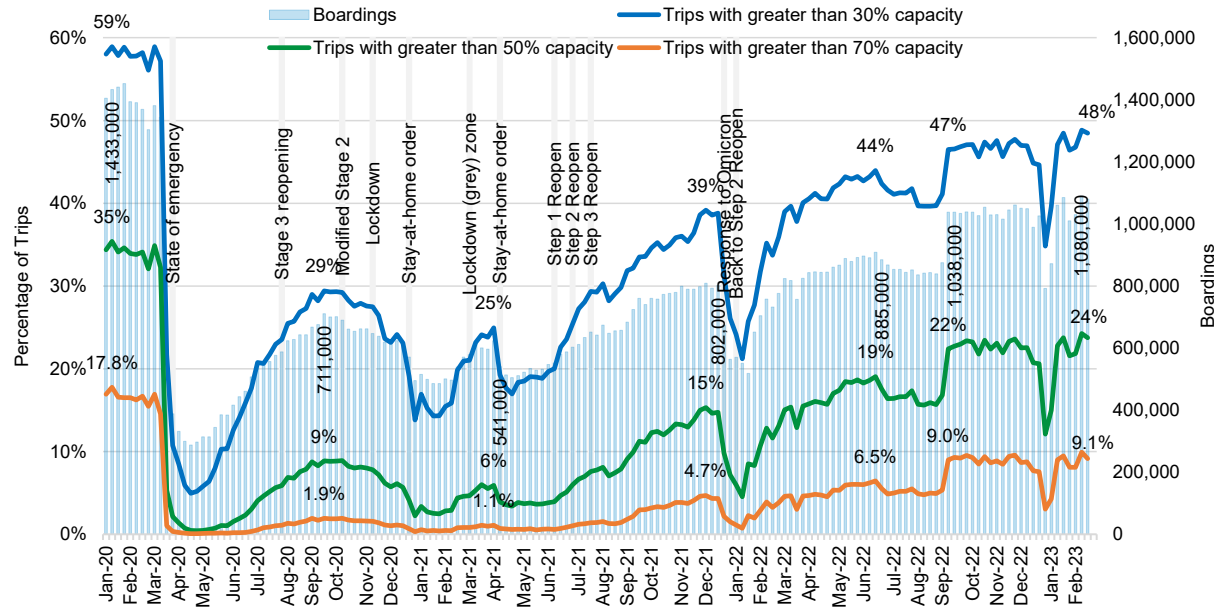
- Monitoring Customer Communications for concerns re mask use.
- Availability of free masks at stations.
- Personal Protective Equipment vending machines at select stations.
- Customer Mask Program is in review beyond March.





Hot topics

Bus occupancy



Definition
 Percentage of weekday bus trips with more than 50% and 70% occupancy.
 50% occupancy: 25 customers onboard a standard 40-foot bus.
 70% occupancy: 35 customers onboard a standard 40-foot bus.
 100% of Capacity: 50 customers onboard a standard 40-foot bus.

Results

Bus occupancy is monitored daily. For the week ending February 17, 2023, 72% of all bus trips were under 50% occupancy, compared to 70% for the week ending January 13, 2023 and 65% pre-COVID.

Analysis

During this time, average weekday bus boardings increased and have remained above one million. The increase in boardings is reflected in slight increases to all occupancy levels, but most noticeably for trips above 30% and 50% capacity.

Action

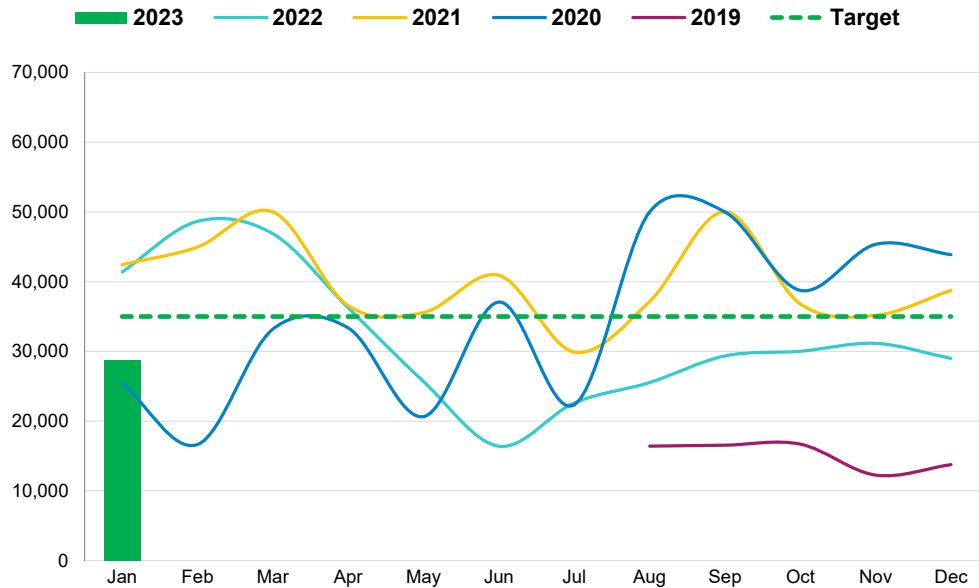
- Maintain weekly monitoring of all bus routes across 30%, 50%, 70% and 100% occupancy levels as customers settle into renewed transit routines.
- Continue weekly occupancy analysis to assist with assigning Run-As-Directed service and to inform service planning.





Hot topics

Streetcar mean distance between failures (MDBF)



Definition

Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more.

Results

MDBF remain stable from December 2022 to January 2023, however, it did not meet its target of 35,000 KM.

Analysis

Failures are distributed over the a number of components and systems.

Action

Staff continue to review and analyze failure data to improve upon preventative maintenance programs. In addition, staff have increased quality control measures to capture and address workmanship issues.





Hot topics

Service Reliability – On-time performance (OTP)

November

	On Time (>90%)	On the Cusp (85% - 90%)	Not-On-Time (75% - 85%)	Priority Not-on-Time (<75%)	Construction
Bus Routes	26	46	40	12	35
% of Ridership	12%	33%	23%	3%	29%

January

	On Time (>90%)	On the Cusp (85% - 90%)	Not-On-Time (75% - 85%)	Priority Not-on-Time (<75%)	Construction
Bus Routes	75	37	23	3	21
% of Ridership	47%	24%	10%	0.2%	19%

Total Bus Routes November: 159
Total Streetcar Routes: 9

*January Board period: Jan 8 – Feb 11

*November Board period: Nov 20 – Dec 24

Note: As mobility changes throughout the city, understanding how routes perform individually is critical. Route-level analytics are paving the way to diagnosing improvements.

The TTC measures service reliability through On-Time Performance (OTP) see pages 16 to 20.

Results

January 2023* weekday OTP was 88%. In analysis of all trips of all routes, 75 bus routes met OTP targets overall for the month and an additional 37 routes were “on-the-cusp” of meeting the target, delivering near OTP to 112 routes and 71% of customers.

21 bus routes supporting 19% of customers were affected by construction as the principle reason affecting OTP. Overall OTP for routes not affected by construction was 89%.

Analysis

Improvements have contributed to an additional 40 routes meeting 85% OTP or better, improving service for 26% of customers. Fourteen fewer routes and 10% fewer customers were affected by construction, in January compared to November, 2022 with these routes principally moving into the “On the cusp” or the “On-time” category.

Reduced construction and improved trip fulfillment rates have contributed to stronger OTP compared to the Fall. Additionally, eight routes received new schedules in January: Improving their OTP to 91%. Further service reliability initiatives are expected to generate similar results.

Action

Continued route-level analytics for diagnostic improvement.

- 13 bus routes will have schedules updated in March Board Period.
- Co-ordinate OTP initiatives with overall Service Improvement 12-Point Action Plan.





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

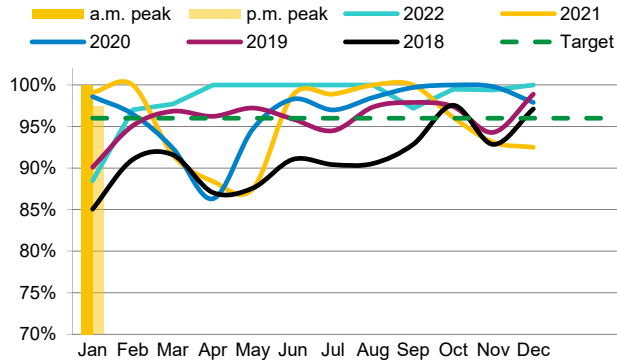
Appendix: Service delivery

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.

January 2023: 100.0%
December 2022: 100.0%
January 2022: 88.5%

Target: 96.0%

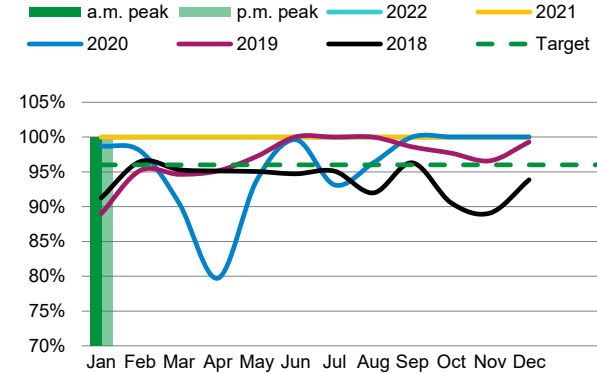


Line 2 capacity

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.

January 2023: 100%
December 2022: 100%
January 2022: 100%

Target: 96.0%

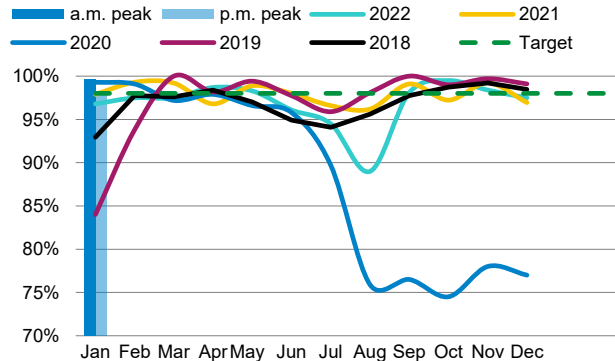


Line 3 capacity

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.

January 2022: 98.8%
December 2022: 97.5%
January 2022: 96.8%

Target: 98.0%

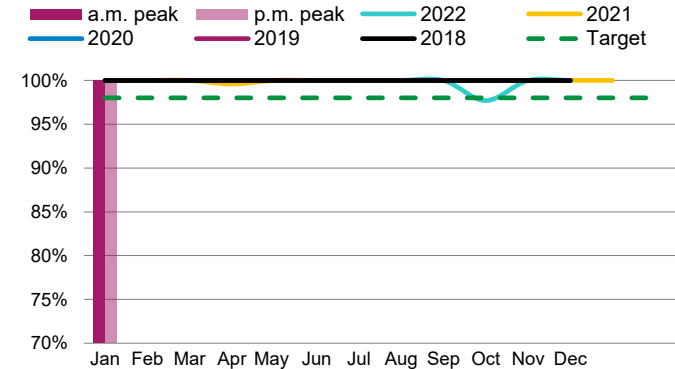


Line 4 capacity

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.

January 2023: 100.0%
December 2022: 100.0%
January 2022: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

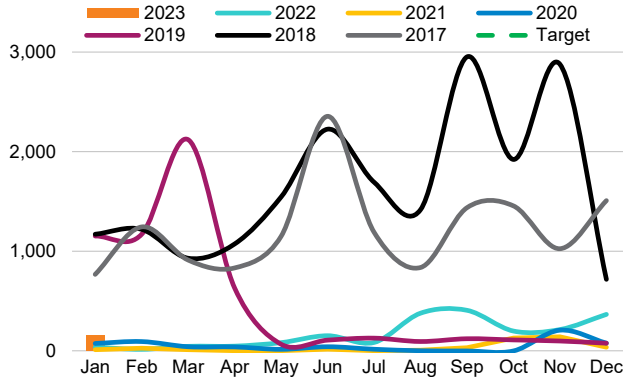
Appendix: Service delivery

Streetcar short turns

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

January 2023: 75
December 2022: 367
January 2022: 37

Target: This target is under review.

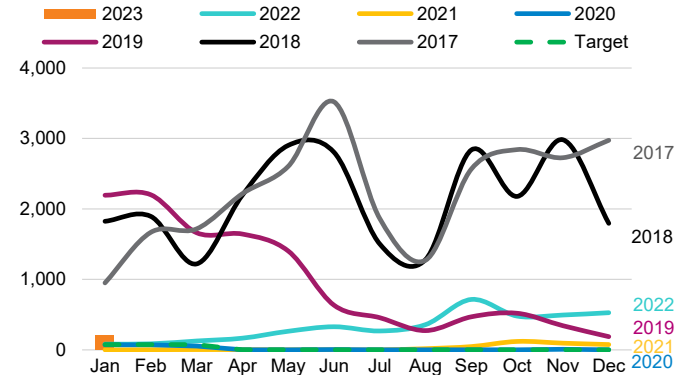


Bus short turns

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

January 2023: 209
December 2022: 527
January 2022: 74

Target: This target is under review.

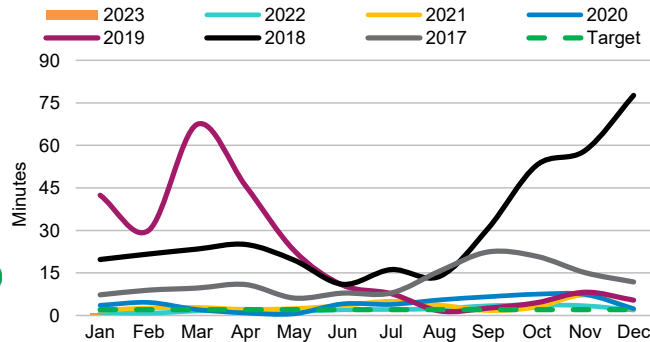


Wheel-Trans contact centre wait time

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

January 2023: 0.7
December 2022: 1.9
December 2022: 2.2

Target: Less than 2





Appendix: Cleanliness

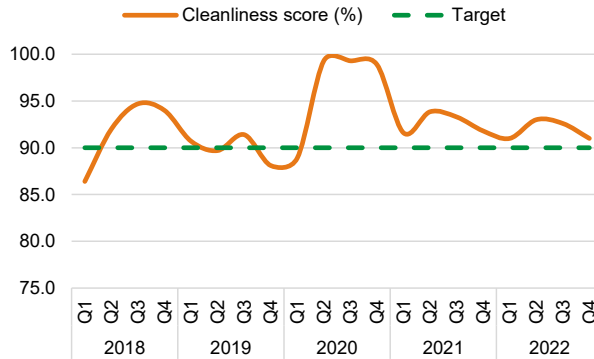
Bus cleanliness

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

Q4: 90.0%
Q3: 92.6%
Q4 2021: 91.8%

Target: 90.0%

Q1 results for 2023 are pending completion of Period 3.



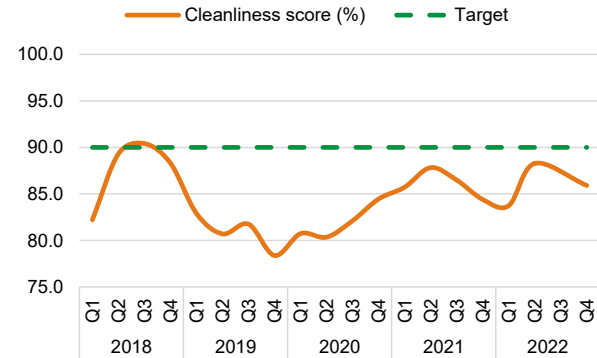
Streetcar cleanliness

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

Q4: 85.9%
Q3: NA
Q4 2021: 84.4%

Target: 90.0%

Q1 results for 2023 are pending completion of Period 3.



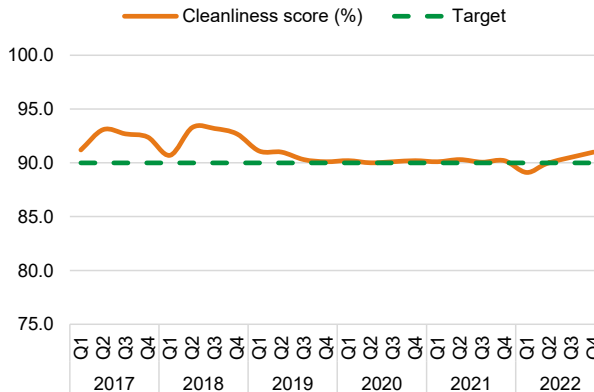
Subway cleanliness

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

Q4: 91.0%
Q3: NA
Q4 2021: 90.0%

Target: 90.0%

Q1 results for 2023 are pending completion of Period 3.



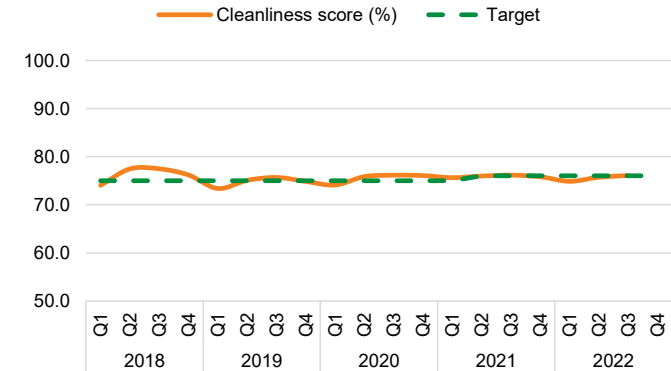
Station cleanliness

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

Q3: 76.1%
Q2: 75.7%
Q3 2021: 76%

Target: 76.0%

Audits resumed in Q4, results will be available after Q1 2023.





Appendix: Asset reliability

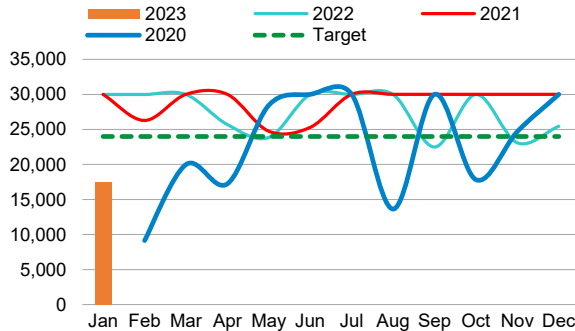
eBus mean distance between failures

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

January: 17,511
December: 25,461
January 2022: 30,000

Target: 24,000 km ❌

The Proterra fleet is facing reliability and design issues affecting its availability, restricting mileage accumulation and hinders the MDBF achievement.

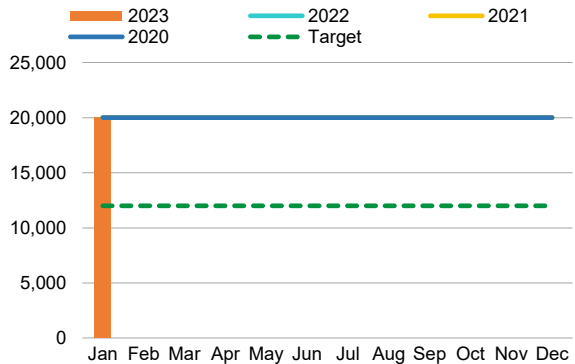


Clean-diesel bus mean distance between failures

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

January: 20,000
December: 20,000
January 2022: 20,000

Target: 12,000 km ✅

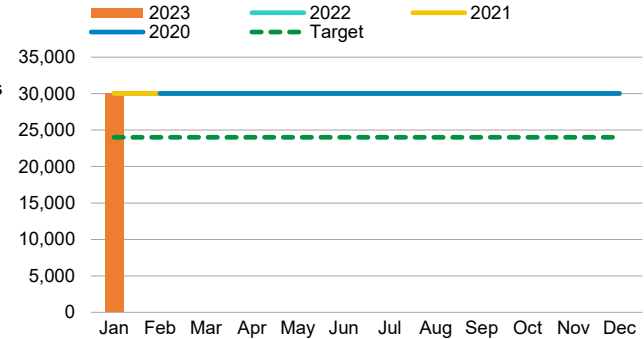


Hybrid bus mean distance between failures

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

January: 30,000
December: 30,000
January 2022: 30,000

Target: 24,000 km ✅

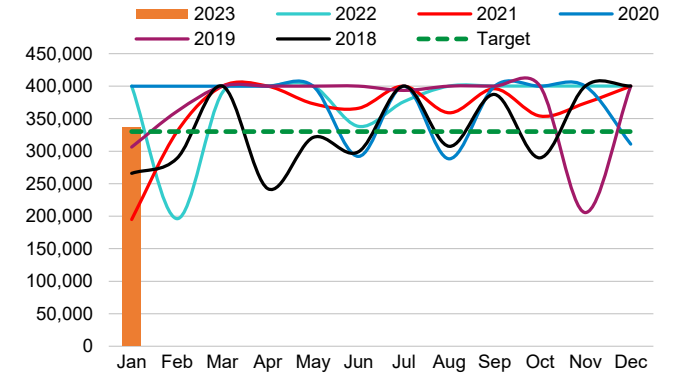


T1 train mean distance between failures

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

January: 336,000
December: 400,000
January 2022: 400,000

Target: 330,000 km ✅





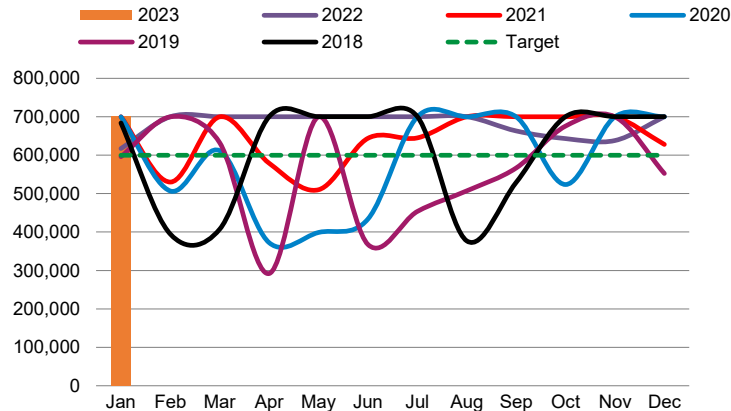
Appendix: Asset reliability

TR train mean distance between failures

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

January: 700,000
December: 700,000
January 2022: 617,000

Target: 600,000 km

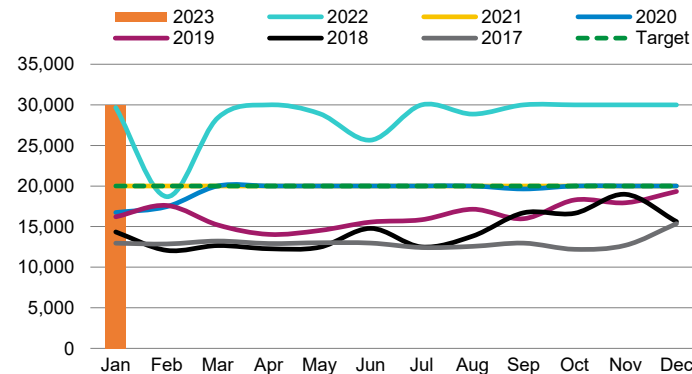


W-T Mean distance between failures

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

January: 30,000
December: 30,000
January 2022: 29,677

Target: 20,000 km





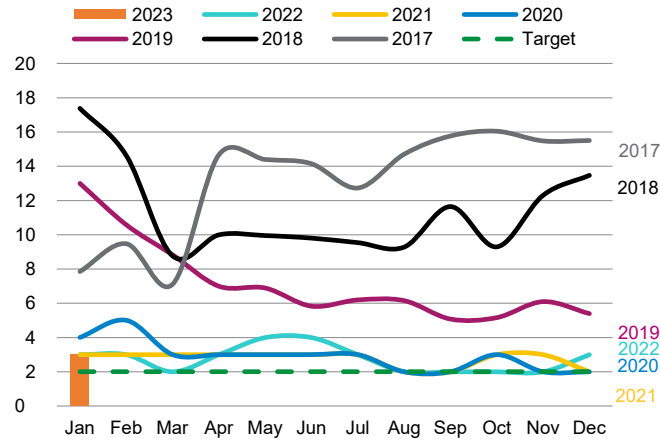
Appendix: Asset reliability

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.

January 2023: 3
December 2022: 3
January 2022: 3

Target: under 2

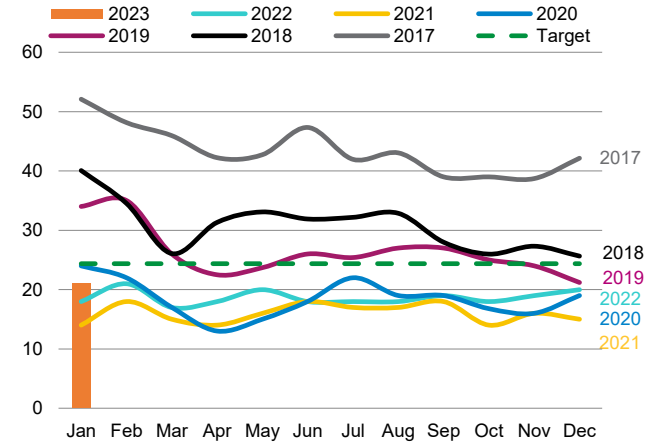


Bus road calls and change offs

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.

January 2023: 21
December 2022: 20
January 2022: 18

Target: under 24





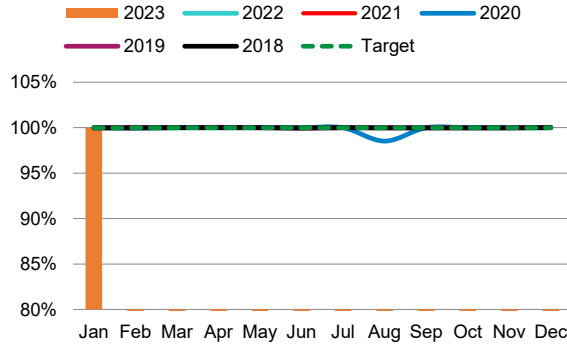
Appendix: Asset availability

Subway service availability

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

January 2023: 100%
December 2022: 100%
January 2022: 100%

Target (RW): 100%

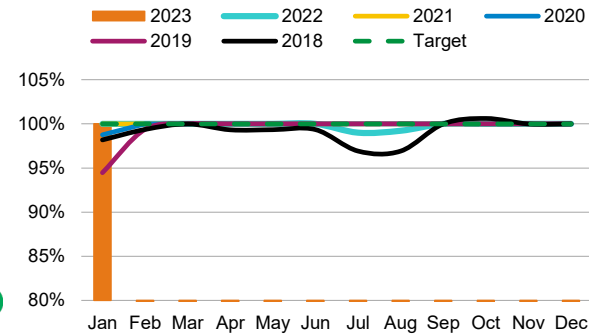


Streetcar service availability

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

January 2023: 100%
December 2022: 100%
January 2022: 100%

Target (RW): 100%

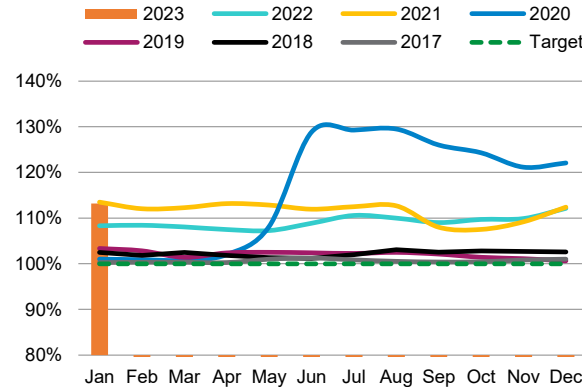


Bus service availability

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

January 2023: 113.2%
December 2022: 112%
January 2022: 108.3%

Target (RW): 100%



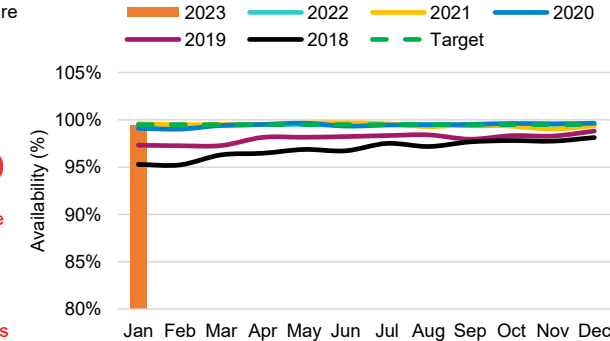
Fare gate availability

Percentage of fare gates are available for use.

January 2023: 99.40%
December 2022: 99.42%
January 2022: 99.40%

Target (SH): 99.50%

A new software patch is improving availability. The other issues have been resolved and we are expecting a continued improvement in the reliability of the Fare gates through 2023





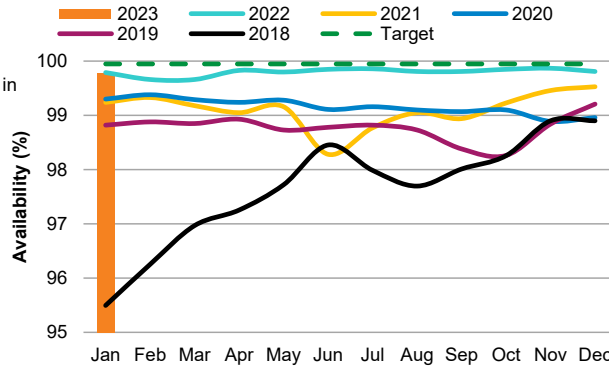
Appendix: Asset availability

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.

January 2023: 99.78%
December 2022: 99.81%
January 2022: 99.79%

Target: 99.99% ❌
Project to replace card readers nearing end of life started in January 2023. New fare payment card readers will improve reliability and availability.

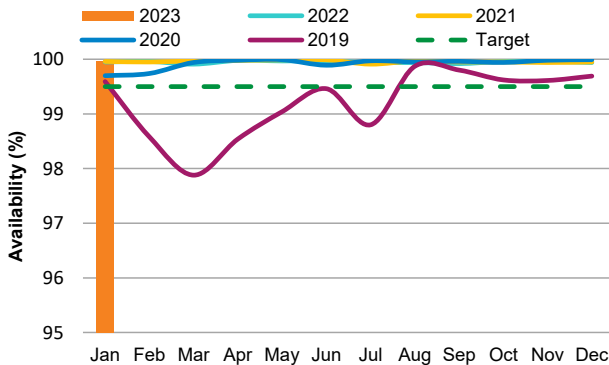


PRESTO Self-Serve Reload Machine (SSRM)

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.

January 2023: 99.97%
December 2022: 99.94%
January 2022: 99.95%

Target: 99.50% ✅

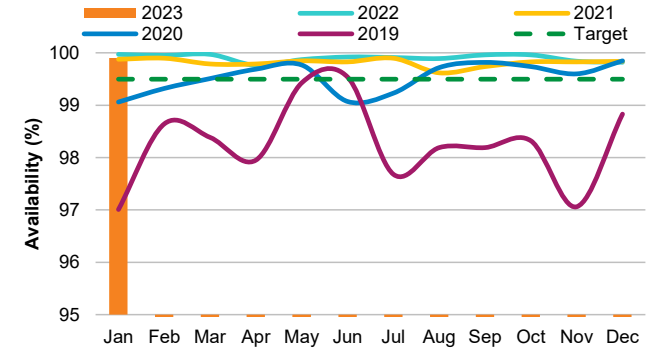


PRESTO Fares and Transfers Machine (FTM)

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.

January 2023: 99.90%
December 2022: 99.82%
January 2022: 99.84%

Target: 99.50% ✅

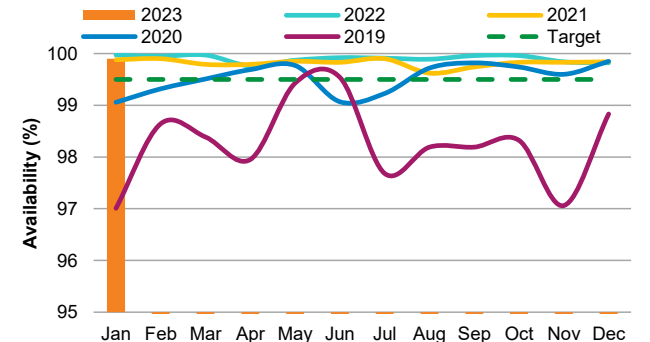


PRESTO Fare Vending Machine (FVM)

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.

January 2023: 99.90%
December 2022: 99.37%
January 2022: 99.57%

Target: 99.50% ✅





Appendix 2: Safety

Regulatory compliance

This table summarizes the number of regulatory interactions and orders issued in 2022 (January 1 – December 31)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, email 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	89	13	11 ^a	Compliance achieved
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	4	0	1 ^b	Compliance achieved
Toronto Fire Services	66	0	4 ^c	Compliance achieved

¹ Next update will be available in the May 2023 CEO's Report

² Orders issued to provide documentation / information

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

^a The 11 MLTSD non-compliance orders were: seven non-compliance with OHSA (Duties of Employers, 25(1) and 25(2)), two non-compliance with OHSA (Powers of Inspector, 54(1)), one non-compliance with OHSA (Orders by Inspector, 57(6)), one non-compliance with O. Reg. 213/91, Construction Projects (Registration and Notices, 6(3))

^b The City of Toronto non-compliance order was for a sewer bylaw exceedance at Malvern Garage.

^c Two of the TFS non-compliance orders were for fire alarm panel troubles, and two were for incomplete (missing signage and unfinished paving) fire access route at Wilson Yard.

