



## **Chief Executive Officer's Report – July 2022**

Date: July 14, 2022

To: TTC Board

From: Chief Executive Officer

### **Summary**

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

### **Financial Summary**

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

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

### **Equity/Accessibility Matters**

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

The CEO's Report includes monthly reporting on elevator and escalator availability in our system, performance metrics for our Wheel-Trans service, and regular updates on the TTC's Easier Access Program.

The CEO's Report also features a section on employees and diversity. This section includes regular updates on important projects and initiatives aimed at creating an organizational culture of inclusiveness, respect and dignity that is free from harassment or discrimination. In the summer of 2021, a new diversity section was launched to include core metrics on our Women Operators New Hires.

The design and layout of the CEO's Report have been optimized to meet web accessibility standards.

## **Issue Background**

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The CEO's Report was created in 2012, replacing the Chief General Manager's Report. The previous report provided detailed information on all TTC departments and capital projects.

The CEO's Report was updated in 2016 to be more closely aligned with the TTC's seven strategic objectives at the time: safety, customer, people, assets, growth, financial sustainability, and reputation.

In 2018, with the launch of the 2018-2022 Corporate Plan, the report again underwent progressive changes to align and reflect our reporting metrics to the TTC's continued transformation.

With new and emerging priorities and strategic objectives, we again updated the CEO's Report in 2021 to ensure it meets the needs of the Board, the public and the organization going forward.

## **Contact**

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## **Signature**

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Richard J. Leary  
Chief Executive Officer

## **Attachments**

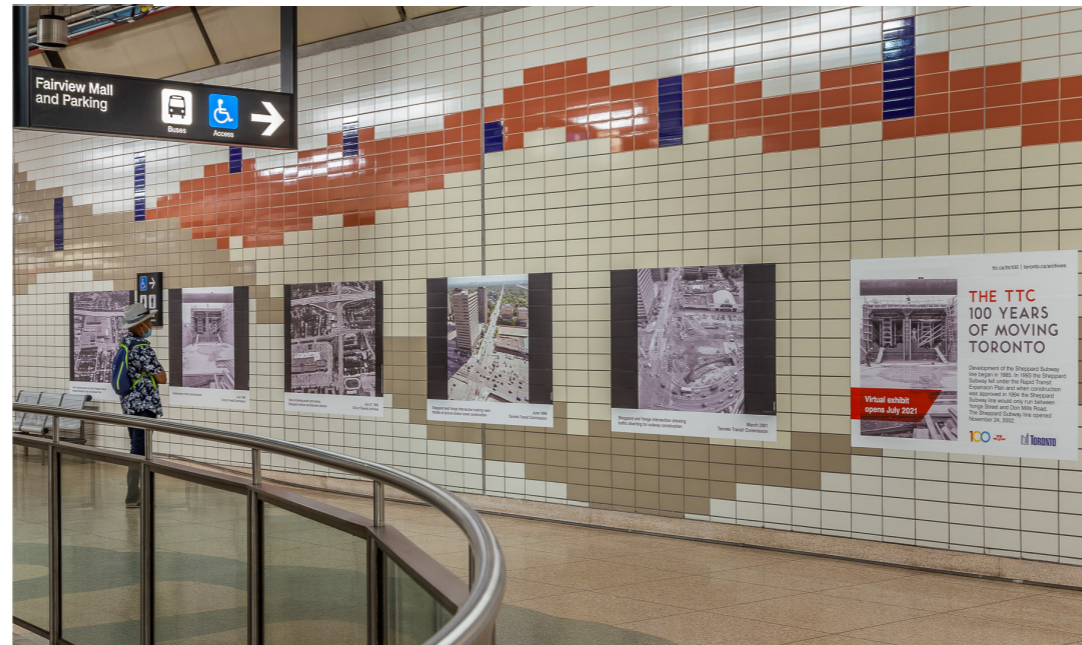
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Attachment 1 – Chief Executive Officer's Report – July 2022

# CEO's Report

Toronto Transit Commission

July 2022





# 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 like 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**  
accessible  
buses



**204**  
streetcars



**150**  
trains



**16,000+**  
employees



**60**  
battery-electric accessible  
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 this year the TTC is proud to once again support and participate in the 10th annual underground freedom train ride to celebrate Emancipation Day on August 1. Hosted by the Blackhurst Cultural Centre, the event will be in person after two years of being virtual. The event begins at 10:45 p.m. on July 31 at Union Station and ends at Sheppard West Station on August 1.





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# CEO's commentary



On July 2, the TTC's Red Rockets cricket team finished second in the 18th annual Chartered Institute of Management Accountants (CIMA) Mayor's Cricket Trophy event. Cricket teams from the public, private and community sector participated in the event held at Sunnybrook Park. The TTC's team was made up of employees from across the Commission. A big congratulations on this year's showing!

After a two-year hiatus, we are pleased to see things starting to return to normal with more in-person events happening at the TTC. On July 23, the TTC Recreation Council will hold its Annual Softball Tournament where teams from around the Commission will compete. Good luck to all those participating!

These events are not the only sign that life is returning to what it used to be pre-pandemic — our ridership is also continuing to return. As of the week ending June 24, overall ridership

remains close to 60 per cent of pre-pandemic levels. As was the case throughout the pandemic, bus boardings lead the way at 64 per cent of pre-COVID levels with streetcar and subway boardings at 56 per cent and 52 per cent, respectively.

As we head into summer, I hope everyone will be able to take some time to rest and recharge. I also want to say a special thank you to all our employees for their hard work over the past few months. Getting our customers to and from their destinations safely and getting more people back on transit is thanks to you.

## **Diversity and Culture Group**

### **Underground Freedom Train Ride**

The TTC is proud to once again be supporting and participating in the annual underground freedom train ride to celebrate Emancipation Day on August 1. This is the 10th annual

Emancipation Day Freedom Ride and will be an in-person event after two years of being virtual.

The event begins at 10:45 p.m. on Sunday, July 31, at Union Station and ends at Sheppard West Station. The midnight train ride is hosted by the Blackhurst Cultural Centre (formerly known as A Different Booklist Cultural Centre) and ushers in Emancipation Day on August 1. It marks the role of the Underground Railroad in Canadian history.

Celebrations include: singing, poetry readings and drum playing. The event is open to the public. Honouring Emancipation Day reminds us of how important it is to combat anti-Black racism and to eliminate discrimination in all its forms in our communities as well as our workplaces, something the TTC is firmly committed to.



# CEO's commentary

## June COMTO events

Late last month, the Toronto and Region Chapter of the Conference of Minority Transportation Officials (COMTO) hosted two virtual events in recognition of Indigenous Heritage Month and Pride. The first event involved a discussion on the history and resilience of the Mississaugas of the Credit First Nations. It was hosted by the TTC's Anti-Racism Policy Consultant Brittany Manu and featured Darin P. Wybenga, a Traditional Knowledge and Land Use Coordinator.

The second event dealt with trans inclusion in the workplace with a focus on how to use inclusive language. The session was hosted by Gayle Hollett, transgender woman activist for Natural Inclusion, and also one of our bus operators. The guest speaker was Sandeep Nair, Business Development Manager for Pride at Work Canada.

If you weren't able to watch the sessions, they will be available on the COMTO Toronto and Region website in the coming days at [comtotorontoandregion.ca/past-events](http://comtotorontoandregion.ca/past-events)

## Strategy and Customer Experience Group

### TTC 100 Contest Update

I'm very pleased to announce that we have selected the winners of our TTC 100 Contest. Earlier this year, we invited school-aged kids in Toronto — our next generation of customers — to share their vision for the TTC of the future. They responded with fantastic and creative ideas using illustrations, photos, drawings, models and written

submissions. Thank you to our partners at the Toronto District School Board, the Toronto Catholic District School Board and the STEPS Initiative. Also a very big thank you to everyone who participated!

### Take the Tiger Bus to the Toronto Zoo

This summer, we are encouraging all our customers to visit the Toronto Zoo — and to take the TTC to get there. To continue celebrating the Year of the Tiger, the TTC has a specially





# CEO's commentary

wrapped bus featuring tiger stripes. The bus will be rolling out this month and we look forward to sharing images with everyone on social media.

Visit [Torontozoo.com](http://Torontozoo.com) to find out more about special Year of the Tiger events July 29 through August 1.

## Operations Group

### **September Readiness**

The TTC has seen a steady increase in its ridership for the past few months and we are expecting this upward trend to continue in September. In order to prepare for the increase in ridership, the TTC has undertaken September Readiness planning.

This planning focuses on ensuring the TTC is ready to welcome customers back. We are doing this in a number of different ways including: providing better service by increasing the number of routes and vehicles; hiring more employees to meet demand; improving cleanliness throughout the entire system, including a station cleaning blitz;

and a renewed focus on safety. We are also going to take the opportunity to remind customers about how affordable transit is compared to driving (especially given current gas prices) and about

Programs, such as children under 12 riding free and the two-hour transfer, which allows customers to get on and off the system as much as they would like within a two-hour period.

Through this planning, we are examining every part of our business to make sure we are ready. In the coming months we will share more.

## Safety and Environment Group

### **Ongoing Safety Precautions**

Safety remains a core priority for the TTC. Even though masks are no longer mandatory on public transit, we have a number of COVID safety measures that remain in place:

- Vehicle filtration has been upgraded to the highest standards on our vehicles.
- Enhanced cleaning is ongoing.

- Windows on TTC buses will continue to be opened when the bus goes into service, to enhance the air flow on the vehicle. Decals have been affixed to the windows of every bus, encouraging customers to leave them open for fresh air.
- Customers can view real-time bus arrival and occupancy levels by route on [TTC.ca](http://TTC.ca) to plan ahead before boarding.

The TTC continues to work closely with public health officials and is still strongly recommending that customers and employees wear masks while on the TTC.

The next TTC Board meeting is scheduled for Thursday, July 14 and will be live-streamed on the Official TTC YouTube Channel, starting at 10 a.m.



**Richard J. Leary**  
Chief Executive Officer  
July 2022



# CEO's commentary

Indigenous TTC employees shared the beauty of their culture with us by holding a Pow Wow on June 25 at Mount Dennis Division.

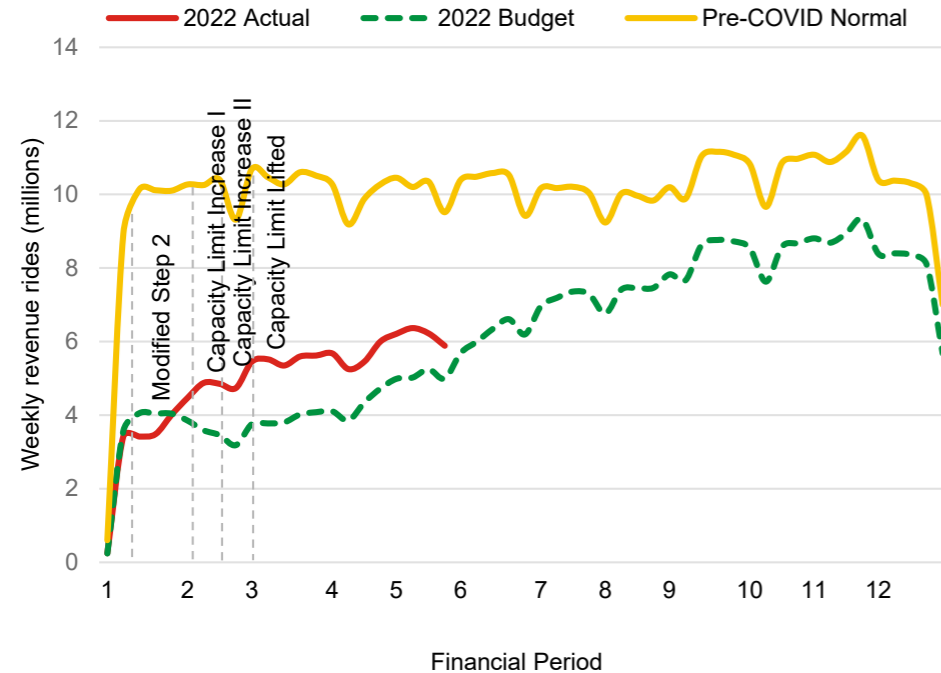






# Ridership

## 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 5 (May 1 to May 28, 2022) revenue rides totalled 24.7 million or an average of 6.2 million per week, representing 61% of pre-COVID experience. Period 5 experience reflects a 4.4% increase from Period 4, which averaged 5.6 million revenue rides per week and represented 57% of pre-COVID experience.

### Analysis

The Province's accelerated easing of public health restrictions coming out the Omicron wave continued to drive an increase in revenue rides, growing from 37% of pre-pandemic normal in Period 1; to 47% in Period 2; 52% in Period 3; 57% in Period 4 and 61% in Period 5. This ridership recovery has been driven by the resumption of special events and festivals, an increase in post-secondary in-person learning and a gradual, hybrid return to office.

During Period 5, occasional customers (five-to-eight taps per week) and infrequent customers (one-to-four taps per week) increased by 1% from the prior period to 81%, while the proportion of

monthly pass customers, and frequent customers (nine-plus taps per week) decreased 1% from Period 4 to 19%. In comparison, 68% were infrequent/occasional customers and 32% were frequent/monthly pass holders pre-pandemic.

Monthly pass sales for June use totalled 80,121, representing 40% of pre-COVID experience. There were 5,949 more passes sold for June use compared to May. The largest increase was observed in the post-secondary group (3,161), followed by adult (2,456), youth (186) and seniors (146).

### Action

Ridership trends and recovery continue to be monitored closely and we anticipate revenue rides will continue to increase across all modes. However, some uncertainty remains on whether budgeted customer revenue levels in the second half of the year will be achieved, should there be potential future COVID waves that may require employers to revise their return-to-office arrangements.

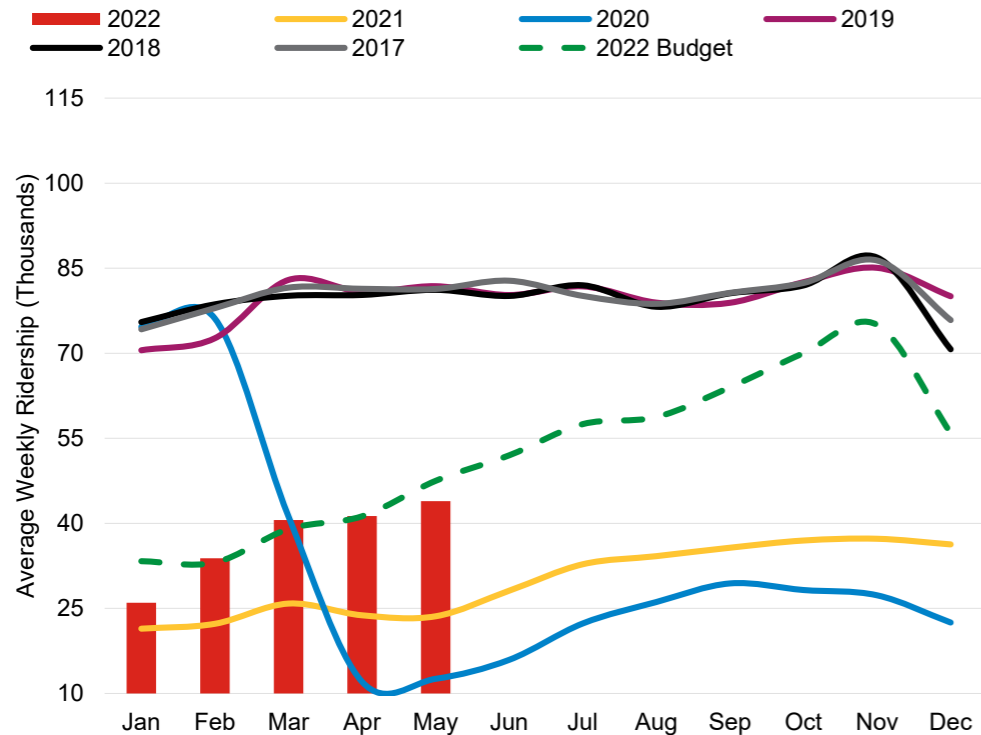






# Ridership

## 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

Period 5 (May 1 to May 28, 2022) Wheel-Trans trips totalled 175,702 or 43,926 trips per week — representing 53.7% of pre-COVID experience. This figure is 7.5% lower than the budgeted 47,500 trips per week.

Year-to-date ridership is 57.4% higher compared to the same period in 2021, and is 4.1% (33,700) under the year-to-date 2022 budget.

### Analysis

The upward trend in ridership is expected to continue with customers using Family of Services trips (combination of Wheel-Trans and accessible TTC conventional services) as well as door-to-door service for their travel needs. Regular activities and special events in the city resuming this summer will also encourage further growth.

### Action

With the increase in ridership, we will be

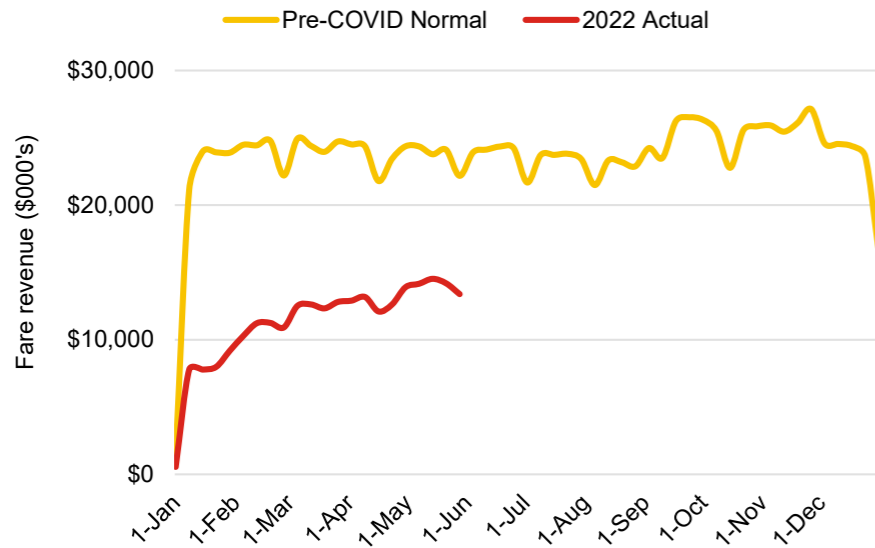
modifying service to meet customer demand. Our call centre is prepared to handle the increase in customer calls (page 26). Family of Service trips will be our focus to get customers to their destinations with Wheel-Trans combined with conventional services.





# Financial

## Fare revenue



Definition  
Revenue generated through fares.

### Results

Period 5 (May 1 to May 28, 2022) fare revenue was \$56.3 million. This is \$11.5 million, or 25.6% above budgeted fare revenue for Period 5, representing 60% of pre-COVID experience. Weekly fare revenue in Period 5 averaged \$14.1 million, which represents a 9% increase over Period 4 average weekly revenues of \$13 million.

On a year-to-date basis, fare revenue totalled \$248.4 million, which is \$57.9 million above budget and represented 50% of pre-COVID experience.

### Analysis

The 2022 Board-approved revenue budget was revised through the City's 2022 Budget process to account for the Omicron impact, decreasing the 2022 passenger revenue by \$104.9 million (\$99.9 million net of PRESTO commissions), from \$845.9 million to \$741.0 million. This budget amendment assumed restrictions would continue throughout Q1 before recovery recommencing in Q2.

In actual experience, the Omicron impact on customer revenue was limited to January. Given the effects of the Omicron variant were not as widespread as originally considered, the Province accelerated their reopening plan, gradually easing public health restrictions starting on January 31, with the majority of measures lifted by March. These actions helped drive passenger revenue each period, up to an average of 60% of pre-COVID normal for Period 5, resulting in revenue that has exceeded the Council-approved budget since Period 1.

The Period 5 revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$51.3 million from PRESTO — representing a PRESTO ridership adoption rate of 88.8% — and \$5.0 million from other media.

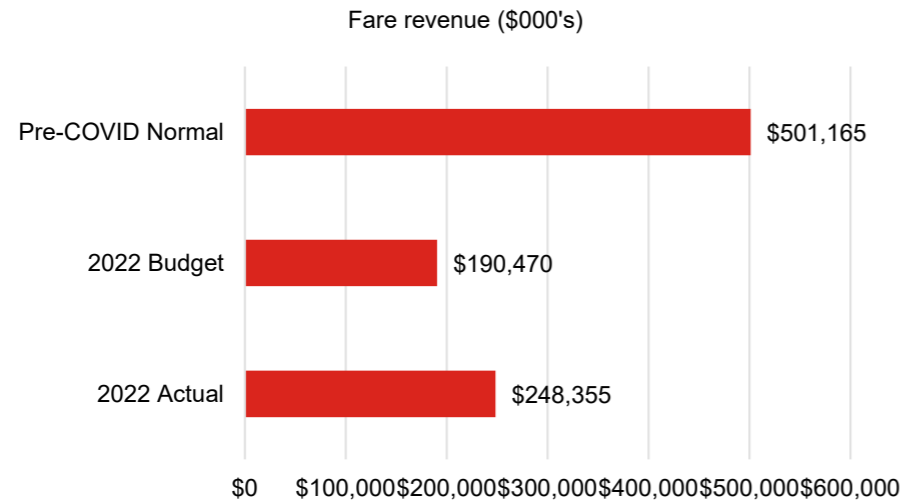
Period 5 revenue reflected the following fare concession profile: 79.4% adult, 7.2% post-secondary, 7.3% youth (ages 13-19), 5.9% senior and 0.2% other.





# Financial

## Fare revenue



### Action

Ridership trends and recovery continue to be monitored closely. Continued recovery is expected as many major employers have announced the transition to return-to-work using a hybrid working model. However, some uncertainty remains on whether budgeted passenger revenue levels in the second half of the year will be achieved, should there be potential future COVID waves that may require employers to revise their return-to-office arrangements.

Definition  
Revenue generated through fares.

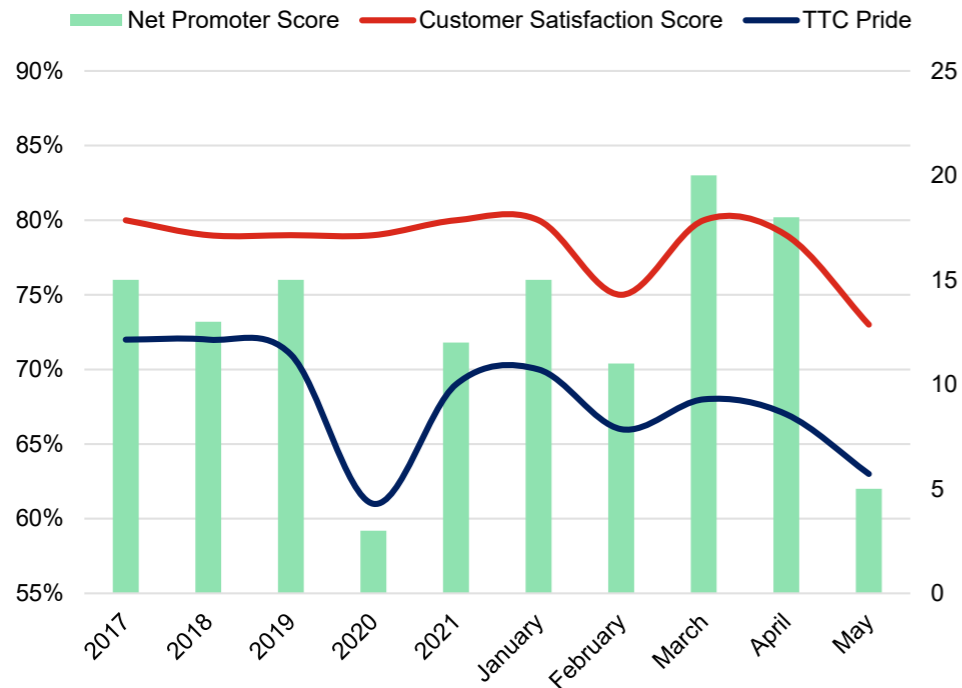






# Customer experience

## 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".

### Results

In May, 73% of customers reported high levels of satisfaction with TTC services. Our Net Promoter Score (NPS), measuring how likely customers are to recommend the TTC to a friend, family member or colleague, was five — representing a low-to-average result when compared to industry benchmarks. The majority (63%) of customers say they are proud of the TTC and what it means to Toronto.

### Analysis

The satisfaction score in May represents a decrease from last month (79%), with overall results being driven mainly by customer perceptions of the comfort of their trip and feelings of safety on the system. Customers are reporting lower feelings of safety month-over-month.

Customers were most satisfied with the length of time their trip took and the maps and signage available in stations — 74%. Customers were least satisfied with cleanliness (64%) and crowding (60%). While crowding Customer Service Communications (page 12) were outside of the the top 10 in May, they increased by 28% month-over-month.

NPS decreased 13 points from last month (18), and is nearing levels last seen in 2020, where customer loyalty dipped considerably at the outset of the pandemic. TTC pride has followed a similar trend, rebounding significantly after the earlier days of the pandemic, but trending back down in the first half of 2022.

### Action

- We continue to work with the City and Toronto Police Service to keep our customers safe.
- We continue to work with the City's Streets to Homes project to reach out to customers in our system who could use assistance.
- Enhanced cleaning in stations and vehicles is ongoing.

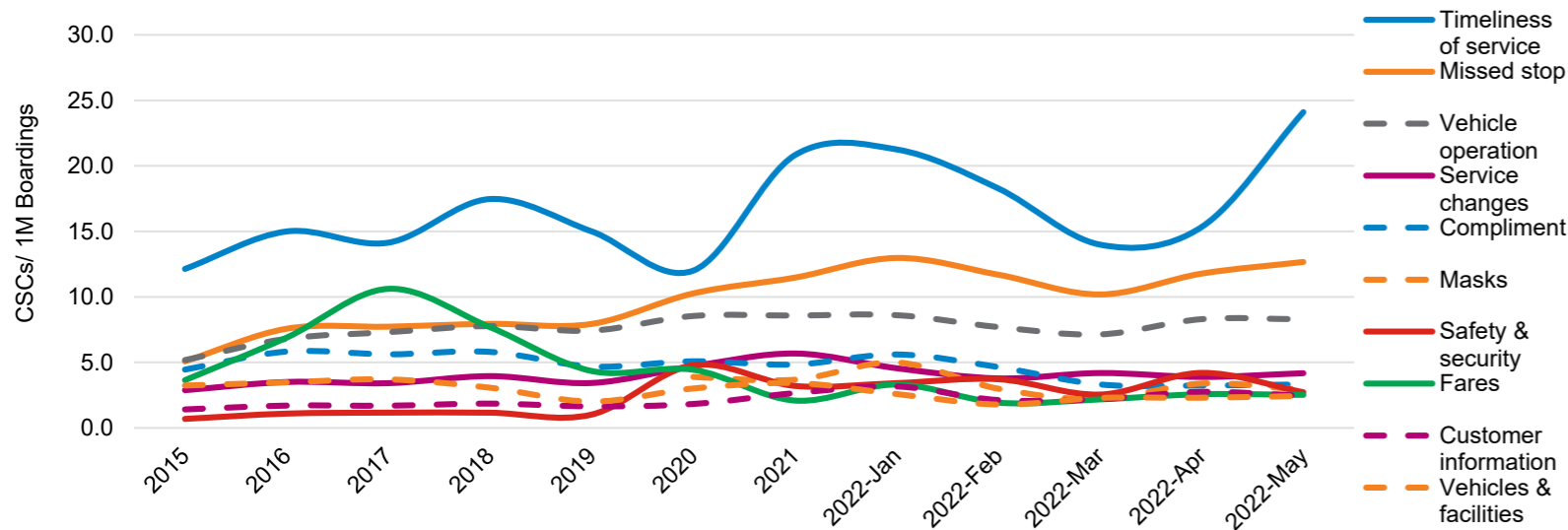




# Customer experience

## 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, email and Twitter.

### Results

Overall, CSCs per one million customer boardings increased by 11% in May compared to April. The total number of CSCs increased by 23%, while customer boardings increased by 11% month-over-month.

### Analysis

CSC categories increased this month, with the exception of mask related and safety and security CSCs.

*COVID-related CSCs* continue to improve:

- Communications related to employees and customers not wearing masks improved (-14%) as remaining mask mandates were lifted. Surveys indicate the majority of customers continue to wear masks, but use has decreased recently.
- Crowding CSCs remained outside of the top 10 areas of customer concern for the eighth consecutive month, but increased by 28% from last month as more customers return to the system.
- Safety & security CSCs decreased (-35%). The vast majority of these CSCs continue to be related to instances of anti-social behaviour on the system.

*Service-related CSCs* increased this month, driven primarily by timeliness of service CSCs:

- Missed stop CSCs increased by 8% and have trended up since March.

*Commentary continued on next page*





# Customer experience

## Customer service communications

- Service changes CSCs increased in May by 7%, with the overall trend remaining relatively flat.
- Timeliness of service CSCs increased again this month (57%), after showing an improving trend since August 2021. These CSCs are primarily related to surface routes. Our on-time performance metrics (pages 19-20) have also decreased month-over-month.
- Vehicle operation CSCs remain consistent month-over-month.

### Compliments:

- Compliments made up 5% of CSCs, down from 6% last month.

### Action

#### COVID-related:

- Continue to monitor mask use with system-wide observations and distribute free masks to customers.
- With the expiry of the Provincial mask mandate on June 11, customers no longer need to wear a mask while indoors on TTC property and the requirements for employees to wear a mask will be limited to in classrooms, in conference rooms or board rooms, in Transit Control rooms and when travelling in non-revenue vehicles with others. We still strongly recommend that customers and employees wear masks on the TTC.
- Vehicle occupancy data continues to drive the deployment strategy for Run-As-Directed buses. (page 28)
- We are currently operating 100% of planned subway service.

- We continue to work with the City’s Streets to Homes project to reach out to customers in our system who could use assistance. We are currently working on a Memorandum of Understanding with Streets to Homes to have a dedicated presence of outreach workers in our system going forward.

### Service-related (pages 14-18):

- Continue to review and update schedules to improve service reliability, with a number of changes implemented in June.
- Ongoing improvements to workforce planning aimed at decreasing cancellation hours, assessing options related to construction projects impacting routes, and a network-wide review of operator schedule adherence at end terminals.

### Customer compliment

“I had a positive interaction with a Fare Inspector. I am tourist in the city and he assisted in explaining how the transit system works. He gave great suggestions for attractions to see and do. He was very knowledgeable and we had a great discussion.”- TTC customer



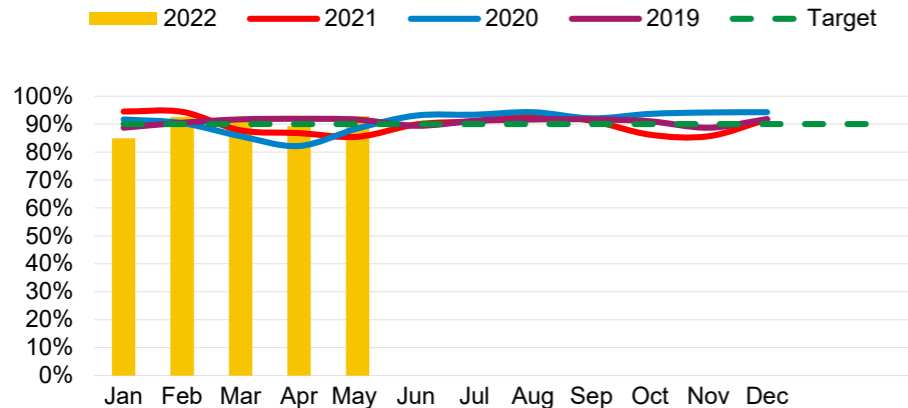




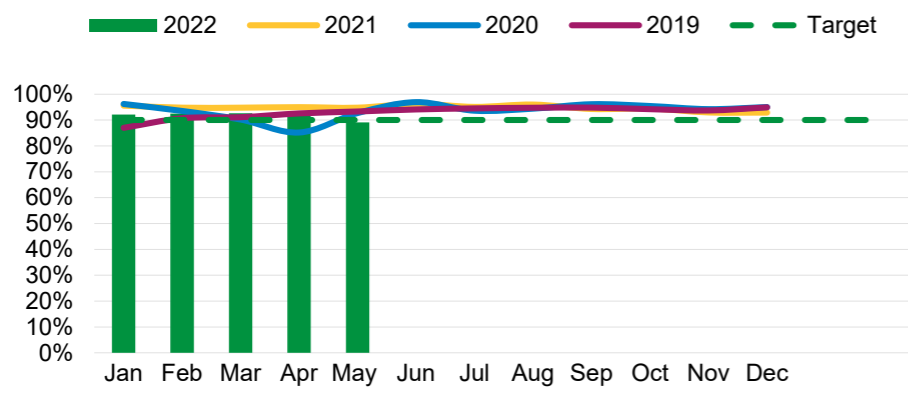
# Customer experience

## On-time performance (OTP) – Subway

1



2



### 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 92.8% in May. This represents an increase from last month (89.3%) and an improvement from the same time last year (85.5%). Our target of 90% was met.

Line 2: OTP was 89.1% in May. This represents a decrease from last month (92.2%) and from the same time last year (94.8%). Our target of 90% was not met.

Line 3: OTP was 95.8% in May. This represents a decrease from last month (96.0%) and from the same time last year (96.8%). Our target of 90% was met.

Line 4: OTP was 98.2% in May. This represents an increase from last month (98.0%), but a decrease from the same time last year (99.2%). Our target of 90% was met.

### Analysis

Line 1: There was a 7.4% decrease in total delay minutes in May. Increases in Automatic Train Control and One Person Train Operation delays were offset by reductions in staff absenteeism. Despite a reduction this month, security-related delays continue to negatively impact the operational performance of the subway network.

Line 2: There was a 23.5% decrease in total delay minutes in May. The reduction can be attributed to rail infrastructure and security issues.

There were nightly early closures for track work between Broadview and Woodbine stations on May 2-5, May 9-13, May 9-16, and May 24-26. There was also a full weekend closure for the same work between these stations on May 14-15

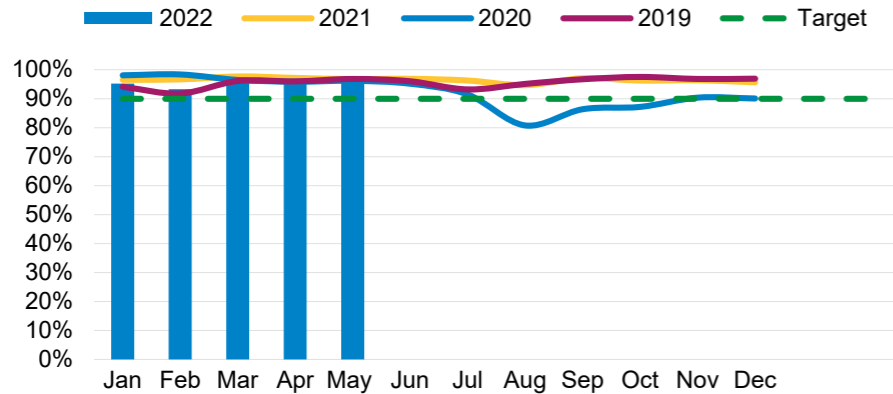




# Customer experience

## On-time performance (OTP) – Subway

3



Line 3: There was a 6.7% increase in total delay minutes in May. A reduction in fire and smoke related delay minutes was offset by an increase in infrastructure (signals) related delay minutes.

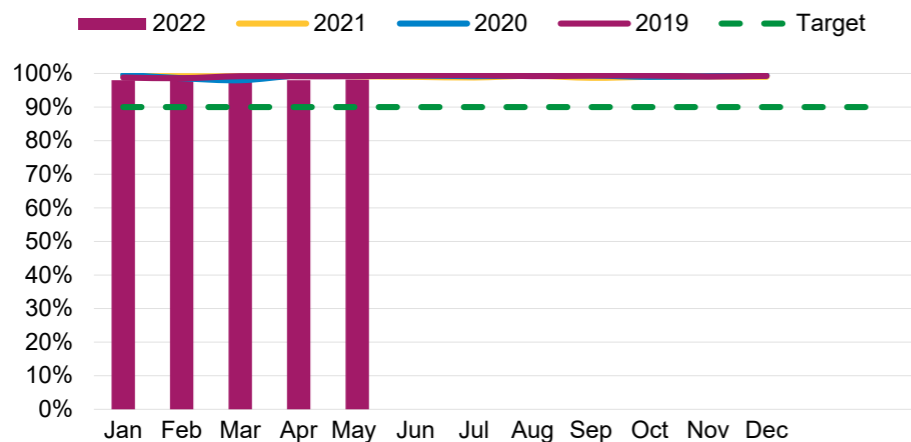
Line 4: There was a 1.8% increase in total delay minutes in May, but performance remained above target. Decreases in delay minutes due to security, rolling stock and subway infrastructure were offset by an incident at track level.

### Action

We continue to coordinate with City programs and the Toronto Police Service (TPS) to support safe transit and reduce security-related incidents.

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

4



### Definition

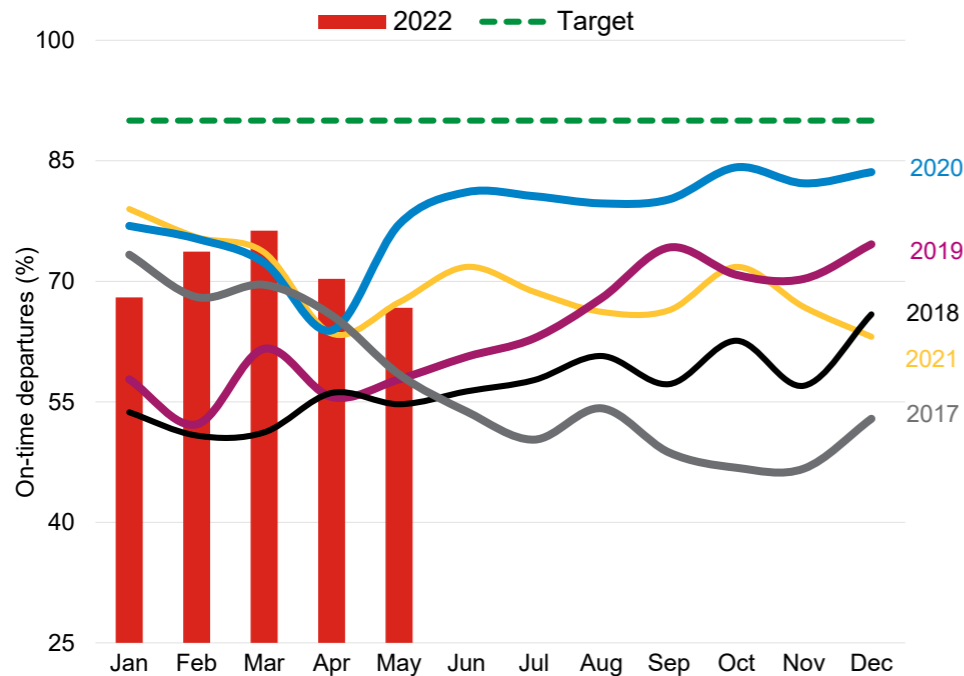
Headway (amount of time between train arrivals at a station) adherence of all service trains at end terminals. Data represents weekday service. To be on time a train must be within 1.5 times of its scheduled headway.





# Customer experience

## On-time performance (OTP) – 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 in May was 66.7%, a decrease compared to April (70.3%) and the same period last year (67.4%). Our target of 90% was not met.

### Analysis

Streetcar performance in May continued to follow a decreasing trend.

City of Toronto construction projects and TTC state-of-good-repair work negatively impacted performance. Infrastructure upgrades at Dundas West Station began in Week 16. Construction work on Broadview Avenue and the King-Queen-Queensway-Roncesvalles intersection also contributed to lower performance.

Four routes were impacted by construction and maintenance: 501 Queen, 504 King, 505 Dundas and 506 Carlton. These routes made up almost two-thirds of all streetcar network trips for the period and performed at

a 60.2% level. Other streetcar routes combined for a 77.3% score.

### Action

- Working groups continue to review upcoming infrastructure projects, with the goal of implementing options that will provide the best opportunity for reliable service to our customers.
- Operator departure monitoring.
- Workforce planning and schedule reviews on poor performing routes.

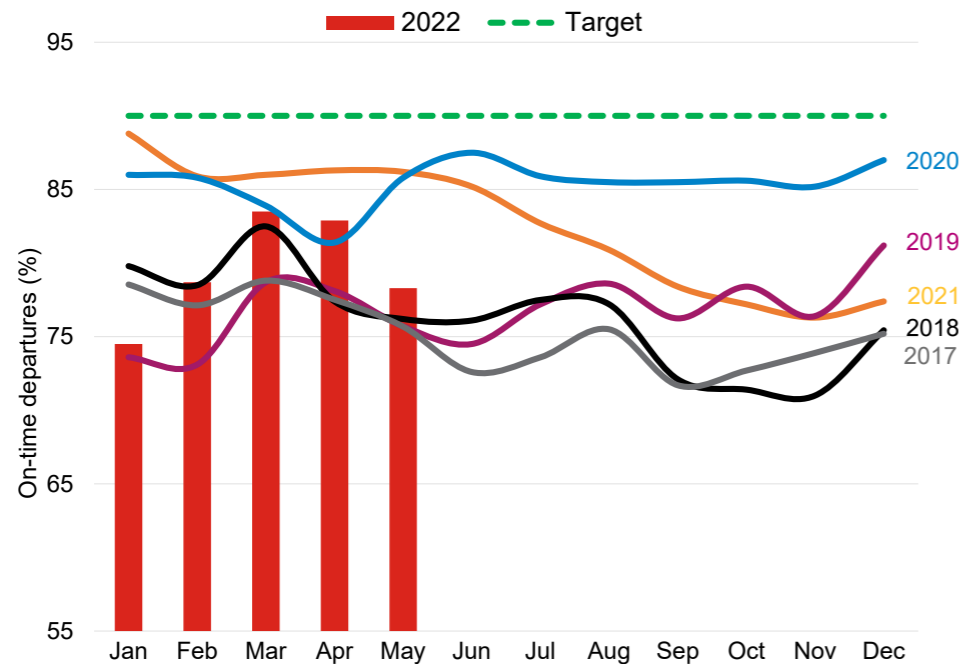






# Customer experience

## 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 in May was 78.3%, a decrease compared to April (82.9%) and the same period last year (86.2%). Our target of 90% was not met.

### Analysis

After two months of performance over 80%, bus performance fell below 80% in May. Lower scores were driven by the start of the summer construction season and an increase in late trips and missed trips.

Late trips had the greatest impact on performance (10.8% compared to 8.7% in the previous period). Missed trips also increased compared to the previous period (5.0% compared to 3.4%).

The 40 Junction-Dundas West and 168 Symington routes experienced the largest route-level OTP decrease compared to last period (44 percentage-point and 45 percentage-point drops, respectively). The decreased performance is attributed to

infrastructure upgrades at Dundas West Station. This infrastructure work required these two routes to be extended to Dufferin and Lansdowne stations.

Overall, 87 of the 160 routes performed at an 80% level or greater, while 12 of them performed at a 90% level or greater.

### Action

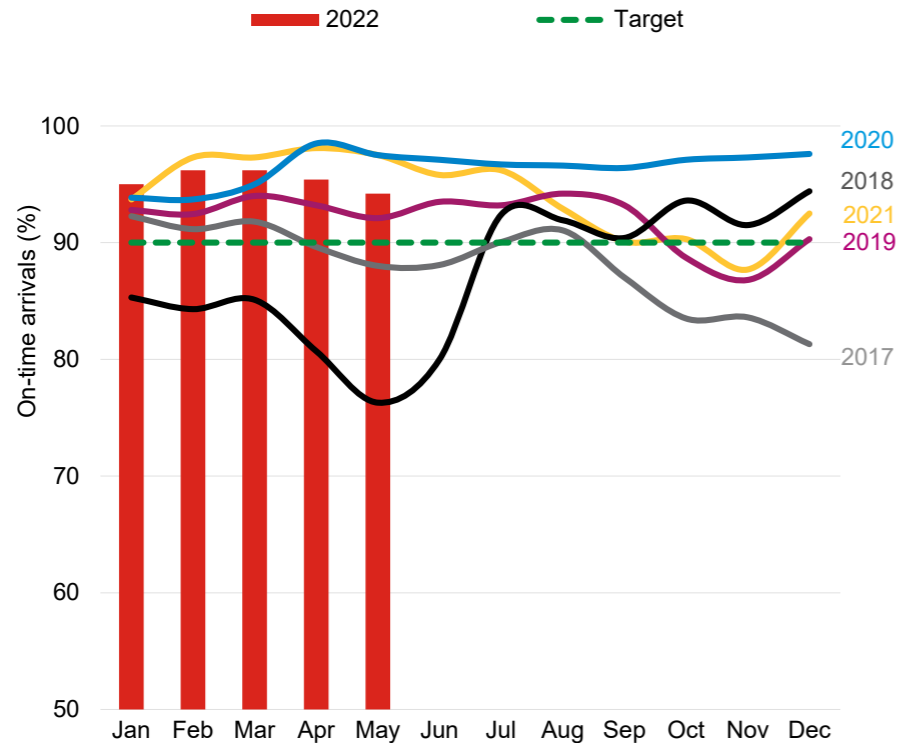
An OTP program has been developed to approach performance improvement through a series of internal working groups. These groups will be working to improve construction planning and coordination, ensure that scheduled service is aligned with workforce availability and update schedules for future service periods.





# Customer experience

## On-time performance (OTP) – Wheel-Trans



### Results

Wheel-Trans OTP in May decreased by 1.2% from April to 94.2%, and is 3.3% lower than the same time last year.

### Analysis

With increased ridership and more events and construction throughout the city, performance decreased slightly in May, but remains above target.

### Action

With increased ridership expected in the coming months, Wheel-Trans will work to maintain our performance level, while adjusting service for efficiencies.

### Definition

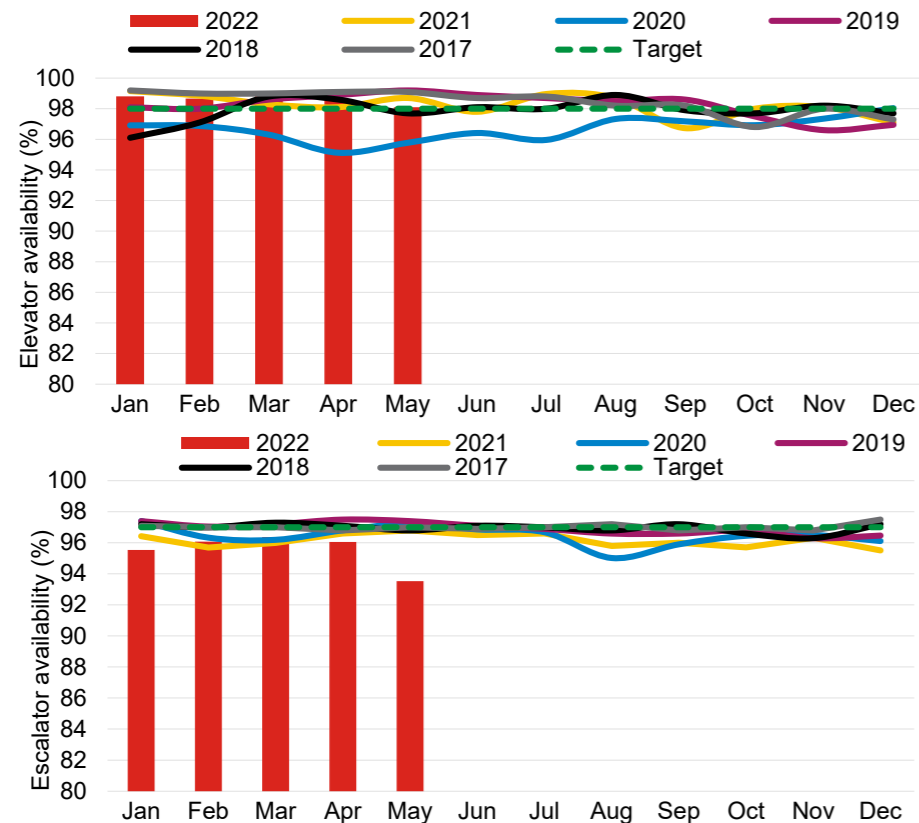
On-time performance of all trips conducted by Wheel-Trans buses. To be on time, the bus must arrive within 20 minutes of its scheduled arrival.





# Customer experience

## Accessibility – Elevator and escalator availability



### Definition

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

### Results

Elevator availability in May was 98.0%, which represents a decrease from last month (98.5%) and the same time last year (98.7%). Availability was above our target of 98%.

Escalator availability in May was 93.5%, which represents a decrease from last month (96.1%) and from the same time last year (96.8%). Availability was under our target of 97%.

### Analysis

Elevator maintenance and repairs were completed as planned and scheduled.

Escalator availability remained below target this month. Nine escalators were removed from service due to water damage in May. An additional three escalators remained out of service to accommodate construction work at Dundas West, Lansdowne and Castle Frank stations.

Two escalators serving the north-east entrance of Spadina Station have been removed from service to perform end-of-life overhauls. Both escalators must be overhauled at the same time to maintain safe pathways for customers and safe work spaces for technicians. This work will have a significant impact on performance until the beginning of fall 2022.

### Action

Three of the nine water-damaged escalators in stations were inspected, repaired, and returned to service. Two escalators at Sheppard Station and four escalators at Wilson Station remain out of service pending repairs to the drainage and plumbing systems.

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

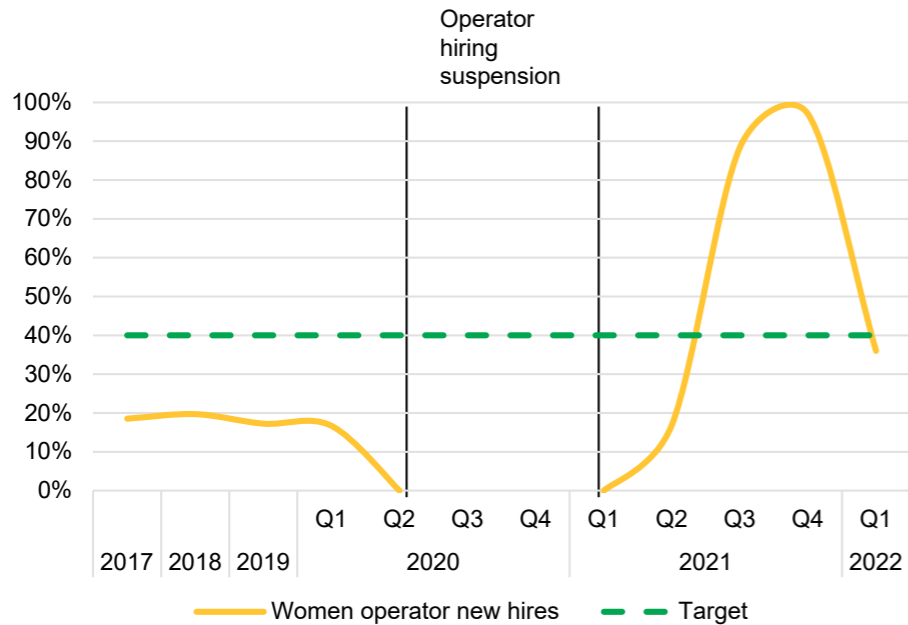






# Diversity

## Women operator new hires



### Results

In our 10-Point Action Plan on Diversity and Inclusion, we made the commitment to recruit more women into transit operations, with women representing at least four in every 10 new operator hires by the end of 2021. Last year, we reached our goal with 60% of new hires identifying as women. The hiring of operators was halted during the height of the pandemic and resumed in April 2021.

In Q1 2022, we hired 149 operators (54 women, 95 men), with women representing 36% of that total. This proportion of women hired is a decrease from the previous quarter where they made up 97% of new hires.

### Analysis

Among the women we hired as operators in Q1 2022, 89% are racialized, of which 46% are Black and 40% are Asian.

Similar to Q1 2021 results, we have started off the year slow, but we continue to stay committed to finishing 2022 above our target. We also have some challenges ahead as many industries face a labour shortage.

### Action

Several events as part of the 2022 Talent Management Outreach Plan are underway to continue attracting women to the transit operator role. Additional tactics are being added using social media as well having notices with links to apply in City Councillor newsletters.

### Definition

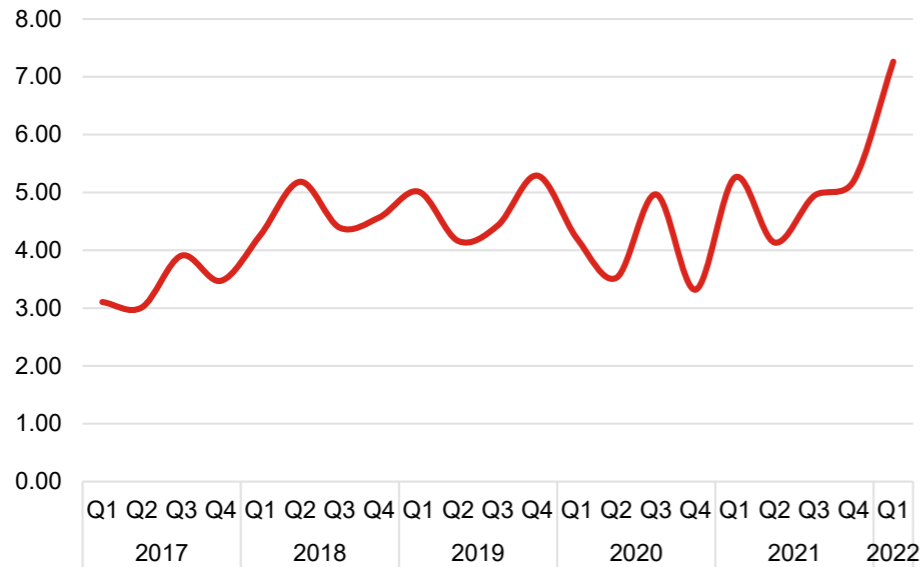
The proportion of operator new hires who identify as women.





# Safety and security

## Lost-time injuries rate (LTIR)



### Definition

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

### Results

The LTIR in Q1 2022 was 7.3 injuries per 100 employees — an increase from Q4 (5.2) and the same period last year (5.3). The LTIR for Q1 was 35% higher than the four-quarter average. There has been an upward trend in the LTIR since 2015.

### Analysis

The increase in Q1 was mainly attributed to the increase in COVID-related lost-time injuries in January due to the Omicron variant.

Acute emotional event injuries account for 17% of all lost-time injuries and represent the second highest injury event type. Musculoskeletal/ergonomic type injuries (e.g. overexertion, reach/bend/twist, repetition) account for 23% of all lost-time injuries.

### Action

To help address the acute emotional event injuries, 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.

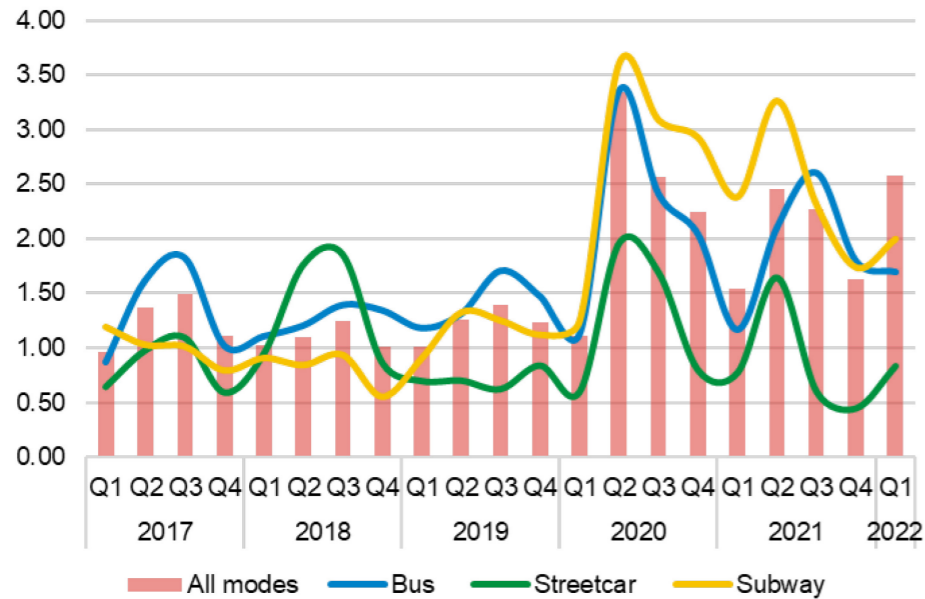
The Ergonomic Musculoskeletal Disorder (MSD) Prevention Program, focuses on preventing musculoskeletal/ergonomic type injuries and resolving ergonomic concerns. It is important to be proactive and address potential hazards before they lead to injuries. The purpose of the program is to increase awareness of MSD hazards, provide tools for management and employees to address hazards and to prevent injury by controlling hazards in the workplace. Specific training modules for high-risk groups have been developed. The training sessions will commence this year. Resources are provided on the TTC's Intranet for general instruction as well as awareness and self-assessments.





# Safety and security

## Customer injury incidents rate (CIIR)



### Results

The CIIR in Q1 2022 was 2.57 injury incidents per one million vehicle boardings — an increase from Q4 2021 (1.62) and from the same period last year (1.54). The CIIR for Q1 was 15% higher than the four-quarter average rate of 2.23 injury incidents per one million vehicle boardings. The four-quarter average shows a statistically significant upward trend in the CIIR.

### Analysis

In Q4, there were 198 customer injuries across all modes and in Q1 there were 197 customer injuries across all modes. The increase in the CIIR from Q4 (up 59% from last quarter), was mainly due to the decrease in customer boardings in January and February.

### Action

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

This summer, we will be updating the content and design of our safety campaigns on our vehicles and in our stations, and exploring new ways to reach our customers to communicate key safety messages when travelling on the TTC.

### Definition

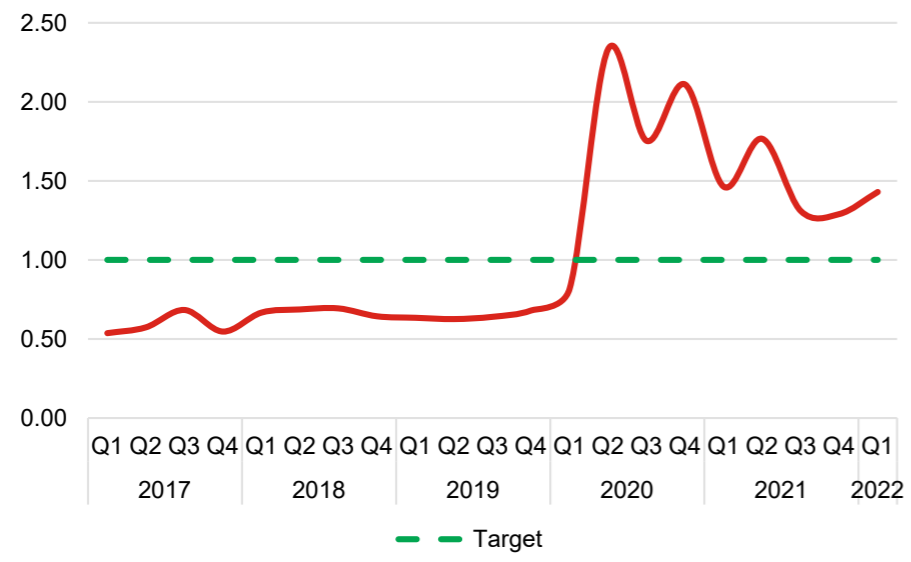
Number of customer injury incidents per one million boardings.





# Safety and security

## Offences against customers



Note: New reporting system in development. Reporting will resume in August.

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

### Results

Offences against customers was 1.43 per one million boardings in Q1 2022, representing an increase of 10.9% compared to Q4 2021 and a 2% decrease compared to the same time last year.

### Analysis

The total number of offences against customers increased in Q1 compared to Q4 2021 — 161 and 157, respectively.

### Action

We have increased patrols and Special Constable presence in our system.

Our Community Engagement Unit (CEU) continues to focus on the needs of individuals who are experiencing homelessness, mental health or addiction issues. We are bringing sustainable solutions that benefit customers and other community stakeholders, as this is a principal factor in the safety of customers and employees during the pandemic.

Since April 2020, the TTC has partnered with the City to support their Streets to Homes initiative. As part of this program, our CEU Special Constables proactively patrol the TTC system with outreach workers from Streets to Homes. We are currently working on a Memorandum of Understanding with Streets to Homes to have a dedicated presence of outreach workers in our system going forward.

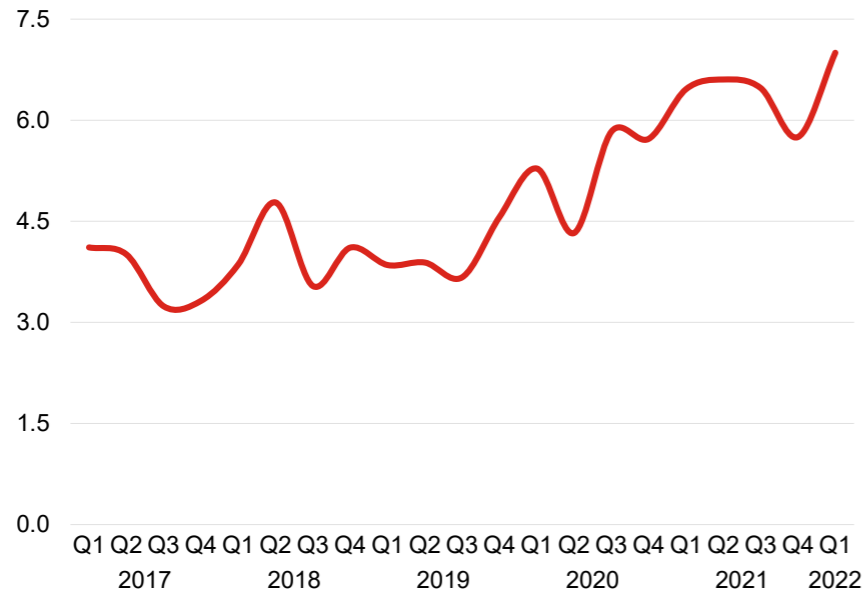






# Safety and security

## Offences against employees



Note: New reporting system in development. Reporting will resume in August.

### Definition

Number of offences against employees per 100 employees.

### Results

In Q1 2022, the number of offences against employees was 7.0 per 100 employees. This represents an 22% increase from Q4 2021 and a 0.5% increase from the same time last year.

### Analysis

The total number of offences against employees increased in Q1 compared to Q4 2021 — 233 and 208, respectively.

### Action

Employee and customer safety remains our highest priority. The TTC continues to monitor the progress of its 10-Point Action Plan to prevent assaults. This includes implementing the recommendations recently approved by the TTC Board:

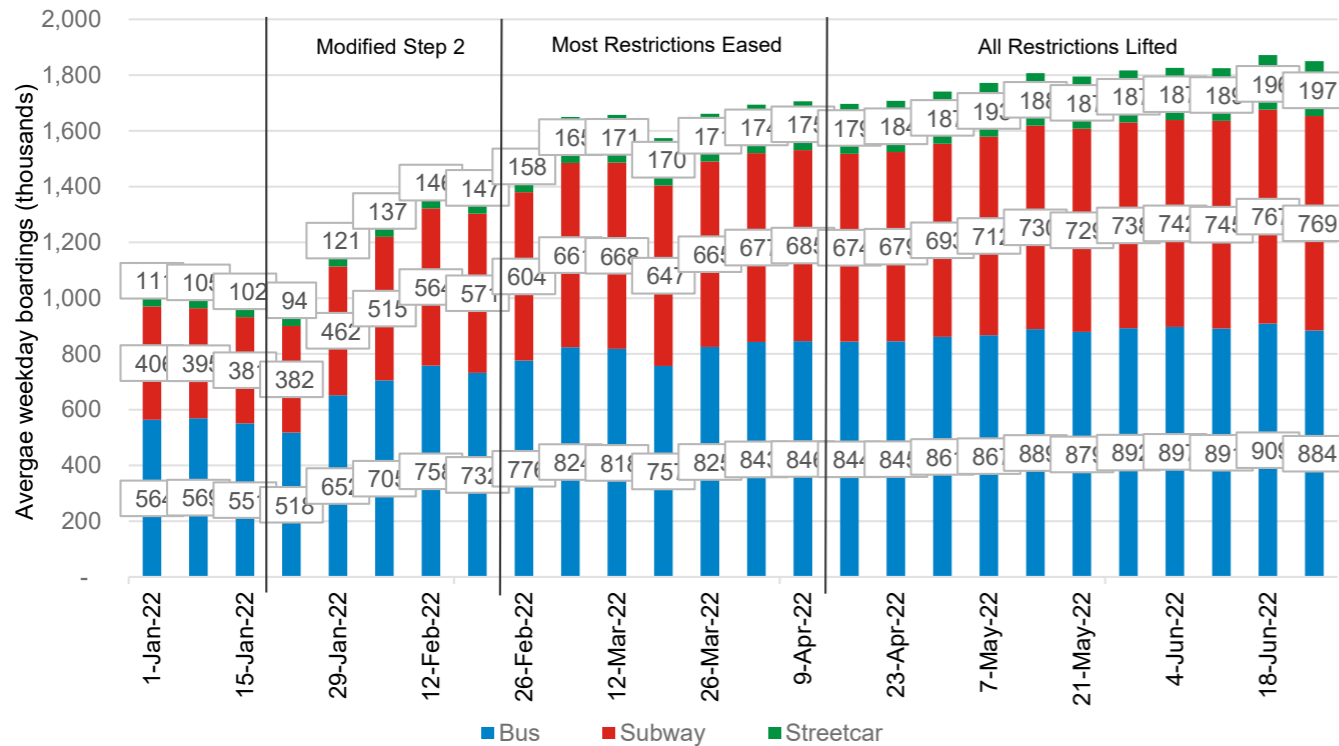
- Request the Government of Canada to amend subsection 269.01 of the Criminal Code to include all transit workers in these provisions, not just operators.
- Direct TTC staff to coordinate a table with representatives from all three levels of government to work with ATU Local 113 on a national framework aimed at eliminating transit worker assaults.
- Request TTC staff to explore options, in consultation with ATU Local 113, to continue to raise public awareness of transit worker safety and respect for TTC employees, as soon as possible.
- The TTC is committed to working with our Unions through the formation of a Joint Labour-Management Committee focusing on assault prevention. The committee will provide a forum to discuss and communicate updates on the 10-Point Action Plan and related programs and initiatives.





# Hot topics

## 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.

\*as compared to the last week of full demand and full service prior to COVID March 2020. Not adjusted for summer seasonality.

### Results

Average daily weekday boardings of 1.85 million for the week ending June 25 represents 57% of pre-COVID\* levels, and is a 3% increase in use over the last month and 34% since the beginning of February.

### Analysis

While overall transit demand has consistently exceeded 55% of pre-COVID levels since April, growth is flattening week-over-week. There are two divergent growth trends in June. With the winding down of post-secondary classes, ridership growth has become more gradual. We expect this trend to continue for the summer. At the same time discretionary travel is returning and commuter return-to-office increasing slowly. Downtown office occupancy is now expected to reach 30% prior to August 2022.

Bus remains the busiest of all modes with the greatest share of pre-COVID ridership (week ending June 25: 64% of pre-COVID). Bus customers are proportionately more likely to rely on transit for a greater portion of their mobility needs. Subway demand (week ending June 25: 52% of pre-COVID) has increased 49% since the beginning of February compared to 25% on bus and 44% on streetcar (week ending June 25: 56%) as travel demand downtown increases.

### Action

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

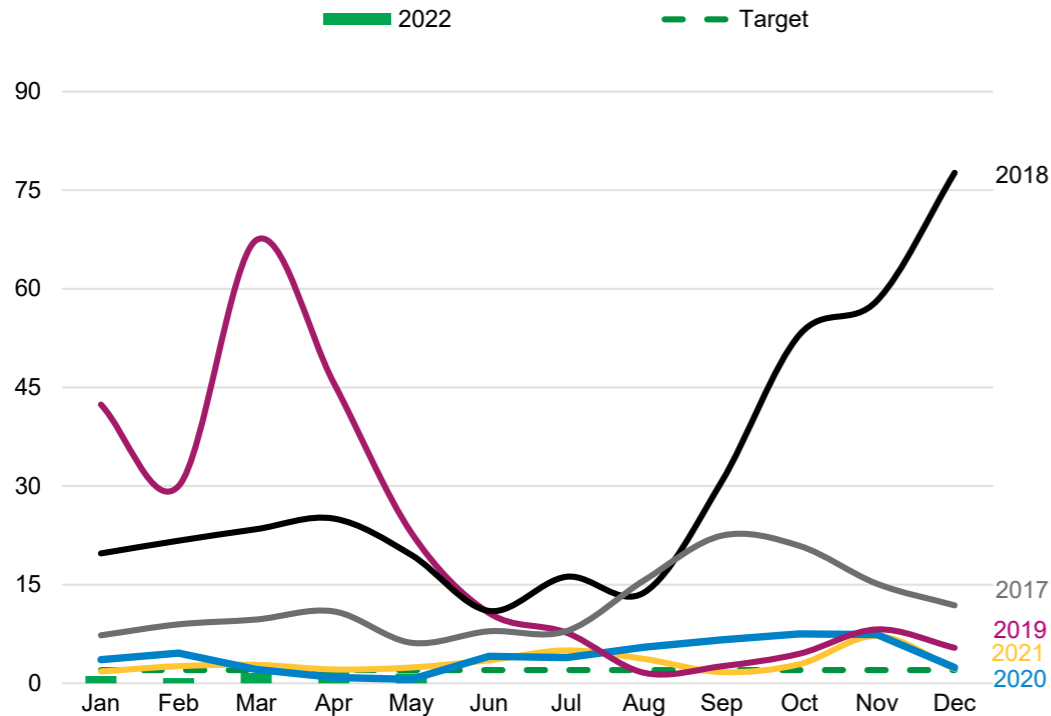
- Regular customer surveys.
- Toronto employer surveys and monitoring downtown office occupancy.
- Outreach to school boards and post-secondary institutions.
- Campaign on customer reacquisition planned for later this year.





# Hot topics

## Wheel-Trans contact centre wait time



### Definition

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

### Results

In May, the average Wheel-Trans contact centre wait time was 1.5 minutes. This is lower than the 2.2-minute average in April, and below our target of two minutes.

### Analysis

Close monitoring of call volumes and projections played a key role in exceeding our target. In May, additional TELUS (overflow contract vendor) staff were trained and scheduled on specific days and intervals where call volumes have increased.

### Action

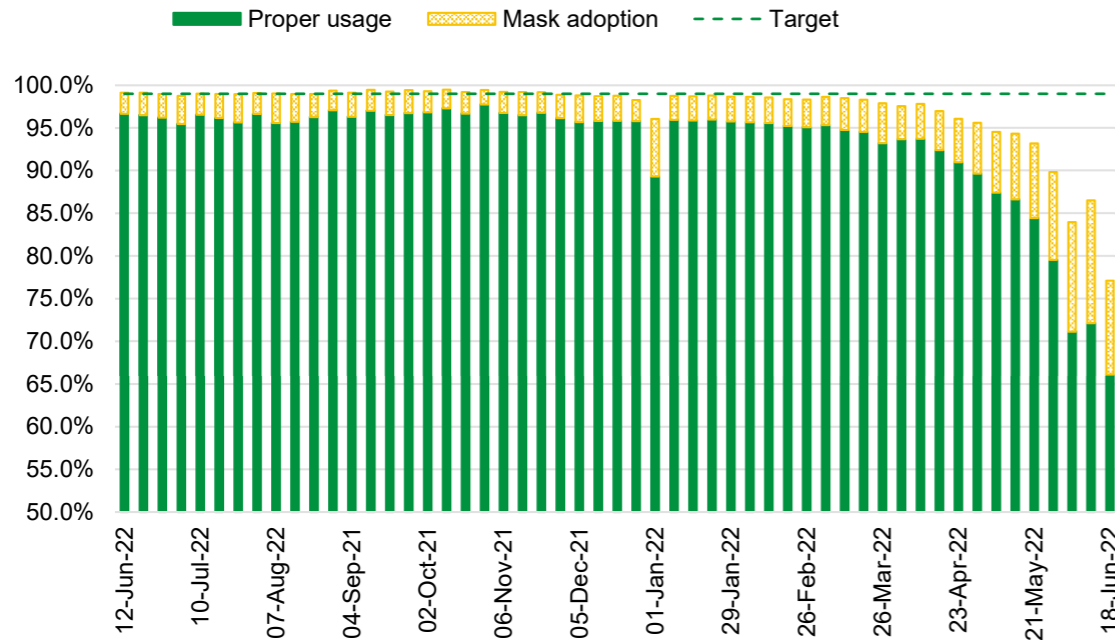
TELUS plans to add more staff to ensure coverage and enable the team to respond more quickly to unplanned absences and increased volumes. New summer schedules are being reviewed and adjusted to ensure balanced shifts and coverage.





# 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 June 18, 77% of customers were wearing masks and 66% were wearing masks properly over nose, mouth and chin. There were 55,674 customer mask observations made across the network.

### Analysis

With the state of emergency in Toronto coming to an end on May 9 and the expiry of the Provincial mask mandate on June 11, customer mask use has declined. The TTC still strongly recommends that customers wear masks. From regular customer surveys, most TTC customers still say they feel safer riding the TTC when they wear masks alongside other customers.

### Action

- While customers no longer need to wear a mask while indoors on TTC property, we continue to recommend they do so.
- Regular surveys on customer sentiment related to mask use.
- Broad mask distribution on bus routes and all stations and targeted mask distribution at low points across the city. Since June 2020, 3.58 million free masks have been distributed to customers at schools, shelters, stations, and at high-ridership stops – 19,000 were distributed in June 2022.

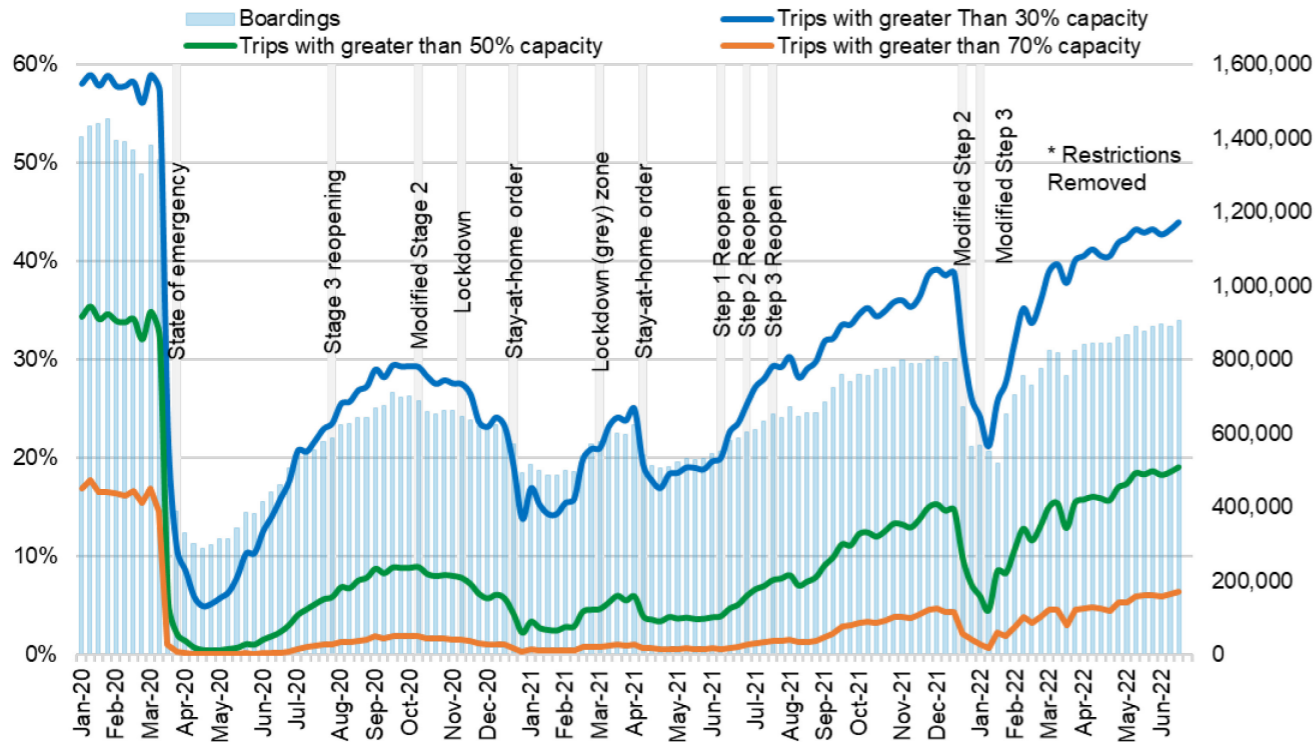






# Hot topics

## 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.

### Results

Bus occupancy is monitored daily. For the week ending June 18, 81% of all bus trips were under 50% occupancy. During this time, we served an average 908,000 bus customers per weekday, which is 69% of pre-COVID bus boardings.

### Analysis

About 19% of bus trips had more than 25 customers on some part of the route (50% capacity) and 7% of bus trips had more than 35 customers per bus (70% capacity) on some part of the route.

Bus occupancy has increased in recent weeks, with more customers returning to the system.

### Action

- Continue to restore service levels to routes across the city. Additional service improvements were implemented in June.
- Maintain weekly monitoring of all bus routes across 30%, 50% and 70% occupancy levels as customers return to transit.
- Continue weekly occupancy analysis to assist with assignment of unscheduled Run-As-Directed service and inform service planning schedules.





# Hot topics

## Innovation and sustainability

In 2021, the TTC announced the establishment of its Innovation & Sustainability Program. This program is a new organization-wide initiative that will allow the TTC to explore the ideas we need now to better prepare for the future. It will build on the success of existing green initiatives, including plans for a fully electric TTC fleet by 2040, reducing carbon emissions and preparing for climate change.

### eBuses

On April 4, 2022, the TTC engaged the market through a public request for proposal for the supply and delivery of approximately 240 40-foot eBuses between 2023 and 2025 with up to 755 optional buses available for delivery between 2023-2027. Contract award for this procurement is targeted for September 2022 with deliveries to commence in late 2023.

The TTC's Green Bus Program, which was approved by the TTC Board in November 2017, identifies a procurement strategy to transition the fleet (~2,100 buses) to become zero-emissions by the year 2040. This plan is in alignment with the City of Toronto's Transform TO Net Zero Strategy and the C40 Fossil-Fuel-Free Streets Declaration. The TTC has since further accelerated its Green Bus Program targeting a zero-emission fleet from 2040 to 2037

### Benefits of a zero-emission fleet:

- Emissions will be reduced by approximately 250,000 tonnes of CO2 annually.
- Diesel emissions will be eliminated from bus operations thereby improving local air quality.
- Vehicle reliability and availability will increase by an estimated 25%.
- Total life cycle cost of zero-emission buses is estimated to be lower than any currently available fossil-fuel propulsion alternative.

### Birchmount Garage proof of concept begins

Installation is underway for the TTC's first eBus pantograph charging systems along with a cutting edge, highly compact, centralized rectification system at Birchmount garage. This initial installation will be used to assess the performance and effectiveness of pantograph charging and the new, more compact, central charging system to determine if they meet the TTC's requirements and operational needs.



*Breaking ground at Birchmount Garage*





# Hot topics

## Innovation and sustainability

Upon successfully achieving the desired outcomes, further pantograph charging and central rectification installations will take place at the remaining bus garages.

### **Pioneering innovative partnership for eBus Infrastructure**

The TTC has signed a monumental agreement with PowerON Energy Solutions LP to deliver eBus electrification infrastructure.

PowerON, a subsidiary of Ontario Power Generation Inc. (OPG) will own, design, build, maintain and operate the TTC's eBus charging systems and its associated infrastructure. PowerON will leverage OPG's experience as the province's principal electricity generator to explore innovative uses for the infrastructure, including the creation of microgrids and participation in Ontario's energy markets.

### **Hybrid buses**

The TTC's Green Bus Program includes the procurement of hybrid-electric buses as a transition technology until the procurement of only zero-emission buses starting in 2023.

The TTC engaged the market through a publicly posted negotiable request for proposal (nRFP) for the supply and delivery of 336 hybrid-electric buses. These buses are being procured to replace buses that have reached the end of their useful life and for fleet growth.

After a thorough and comprehensive request for proposal process, which included retention of a fairness monitor to oversee the procurement process, evaluation of the technical submissions, engaging internal and external TTC stakeholders, including customer focus groups to provide input into the evaluation of the bids, and Best and Final Offer negotiations with the vendors, a total of three contracts were awarded on February 28, 2022.

- Nova Bus (LFS Hybrid Platform) – 40 foot hybrid-electric buses (quantity 134)
- New Flyer (Xcelsior Hybrid Platform) – 40 foot hybrid-electric buses (quantity 134)

- New Flyer (Xcelsior Hybrid Platform) – 60 foot hybrid-electric buses (quantity 68)

Currently, the TTC is working with the vendors on pre-production meetings finalizing the bus configuration changes and design prior to start of the production. Delivery of hybrid-electric buses will commence in 2023.

### **Wheel-Trans**

The procurement of new Wheel-Trans buses is an integral component of the 10-Year Wheel-Trans Transformation Program. The buses being procured are smaller and more efficient than the 'Friendly' vehicles, which have reached the end of their life.

The TTC has received delivery of 148 – 6m ProMaster with the last delivery in 2021, and have a contract in place for the procurement of 165 – 7m ProMaster vehicles for delivery by the end of 2023, with a total of 19 currently delivered. Both of these contracts were awarded as a joint procurement through the Metrolinx Transit Procurement Initiative Group.





# Hot topics

## Innovation and sustainability

These new vehicles are for the replacement of end of life vehicles and growth of TTC fleet, while continuously improving accessibility, customer experience, vehicle reliability vehicle availability, maintainability and safety.

### **New subway trains**

The TTC requires 80 new subway trains over the next 10 years to maintain the safety and reliability of its network and accommodate forecasted demand. This includes 55 trains to replace the aging T1 trains operating on Line 2 at the end of design life, and an additional 25 trains to meet future ridership on Line 1. The procurement will also provide options for Metrolinx to procure the trains required for the Scarborough Subway Extension and the Yonge North Subway Extension. The trains will be designed to further enhance safety, increase capacity, improve accessibility and customer experience, improve reliability and maintainability of the vehicles, and optimize energy consumption and reduce GHG emissions.

As outlined in TTC's 2022 - 2031 Capital Budget & Plan, government partner funding is required to purchase the new trains. The City of Toronto has committed \$624 million towards the total estimated final cost.

The trains are planned to enter service on Line 1 and Line 2 in 2028. To meet this schedule, staff is currently finalizing the RFP with a target Issuance of Q3 2022. In parallel, the TTC continues to advocate for partnership funding from senior orders of government and will require funding commitments in 2023 prior to contract award.





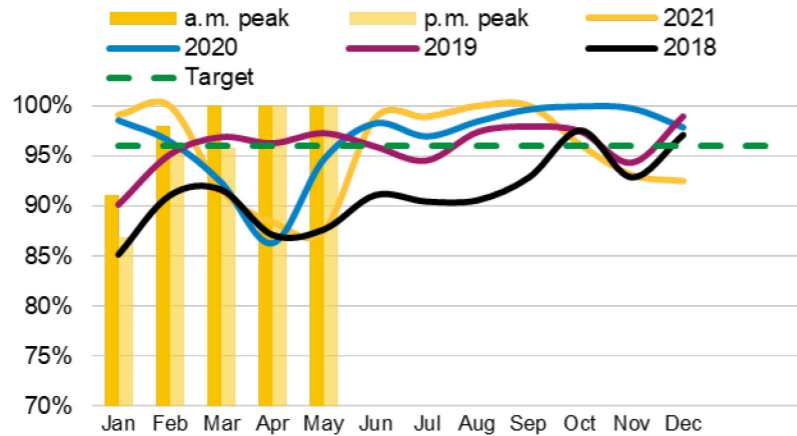


# Appendix: Service delivery

## Line 1 capacity

Total number of trains that travelled through 12 sampling points during weekday a.m. and p.m. peaks as a % of trains scheduled. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

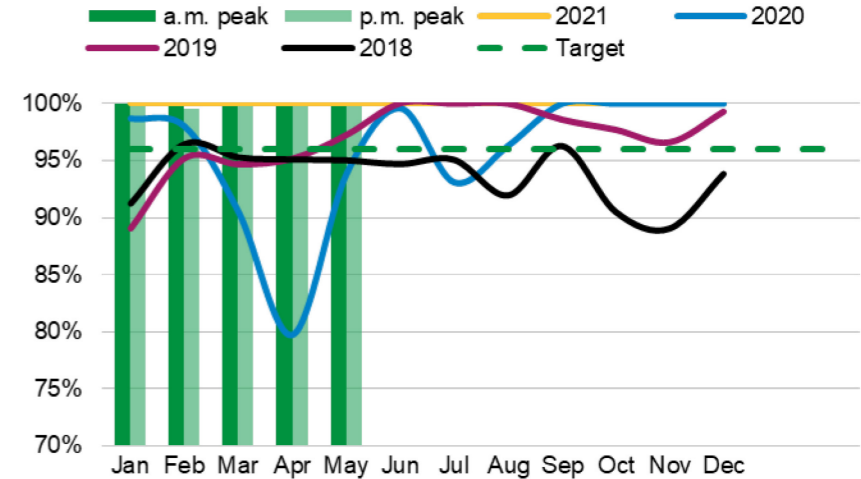
May: 100%  
April: 100%  
May 2021: 87.5%  
Target: 96.0% ✓



## Line 2 capacity

Total number of trains that travelled through 10 sampling points during weekday a.m. and p.m. peaks as a % of trains scheduled. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

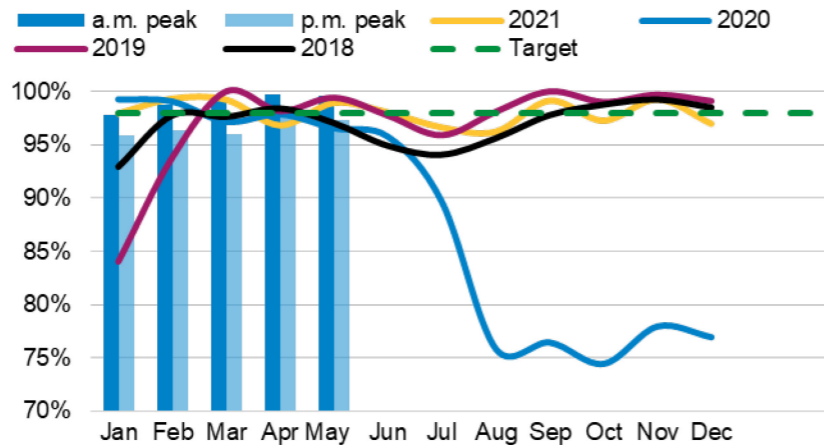
May: 100%  
April: 100%  
May 2021: 100%  
Target: 96.0% ✓



## Line 3 capacity

Total number of trains that travelled through two sampling points during weekday a.m. and p.m. peaks as a % of trains scheduled. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

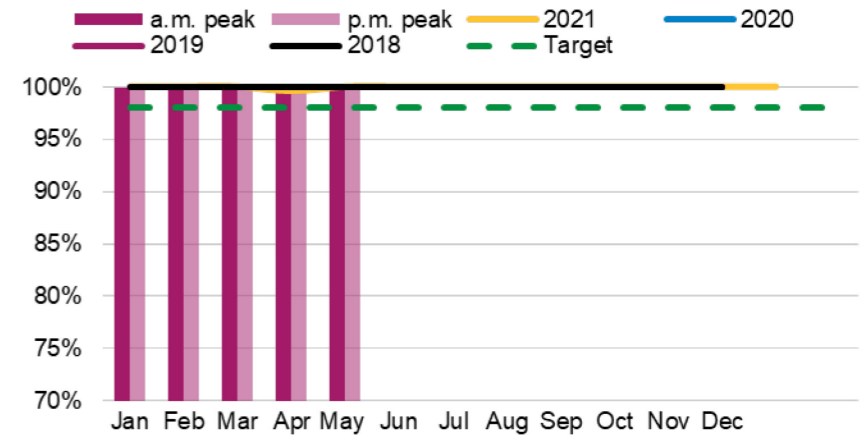
May: 98.3%  
April: 98.7%  
May 2021: 99.2%  
Target: 98.0% ✓



## Line 4 capacity

Total number of trains that travelled through two sampling points during weekday a.m. and p.m. peaks as a % of trains scheduled. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

May: 100%  
April: 100%  
May 2021: 100%  
Target: 98.0% ✓



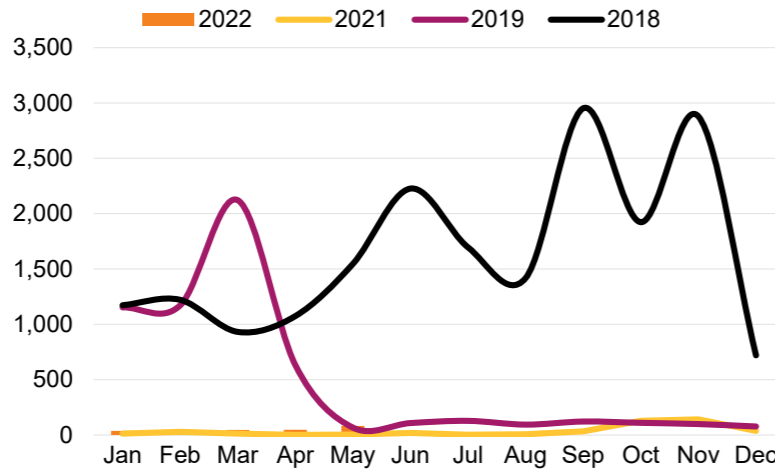
# Appendix: Service delivery

## 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.

**May: 82**  
**April: 47**  
**May 2021: 3**

**Target:** Given the significant decrease in short turns compared to previous years, this target is under review.

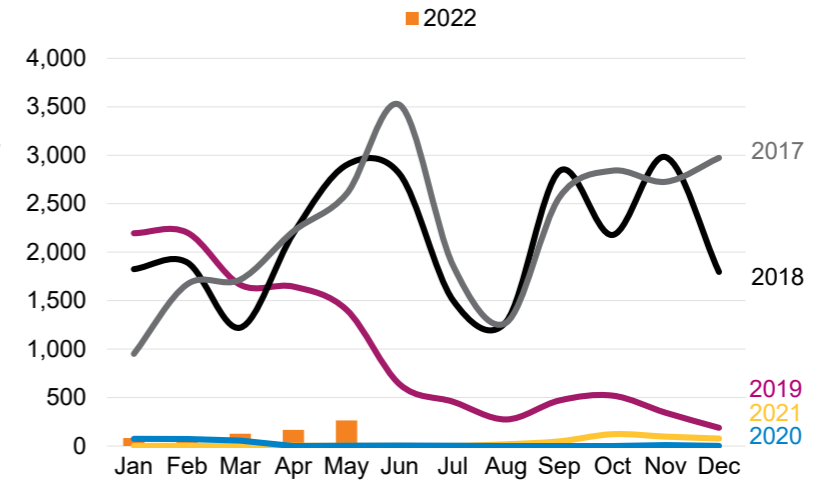


## Bus short turns

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

**May: 264**  
**April: 166**  
**May 2021: 1**

**Target:** Given the significant decrease in short turns compared to previous years, this target is under review.





**Rich Wong**  
Chief of Vehicles

**James Ross**  
Chief Operating Officer

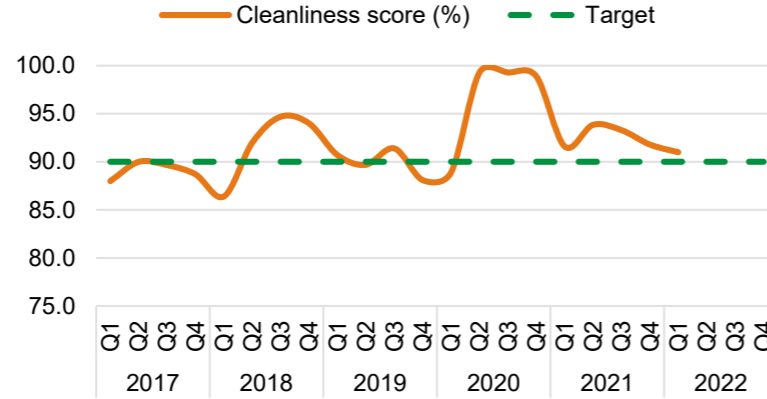
# Appendix: Cleanliness

## Bus cleanliness

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

**Q1:** 91.6%  
**Q4:** 91.8%  
**Q1 2021:** 98.9%

**Target (RW):** 90.0%



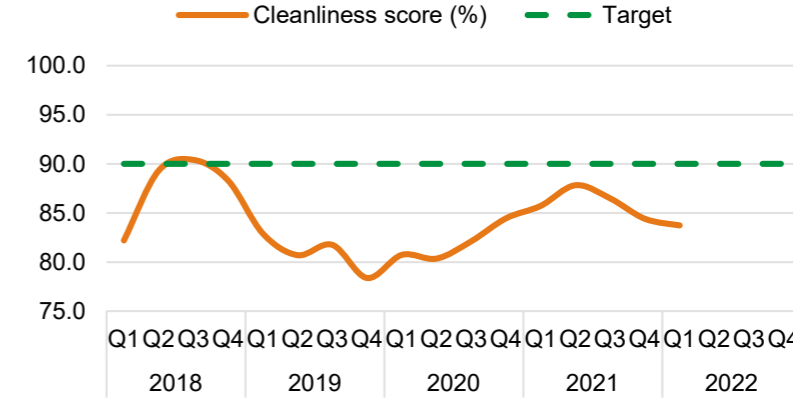
## Streetcar cleanliness

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

**Q1:** 83.7%  
**Q4:** 84.4%  
**Q1 2021:** 85.7%

**Target (RW):** 90.0%

Seats identified as an area requiring improvement. Fleet wide audit of passenger seats has been completed and replacements are underway.



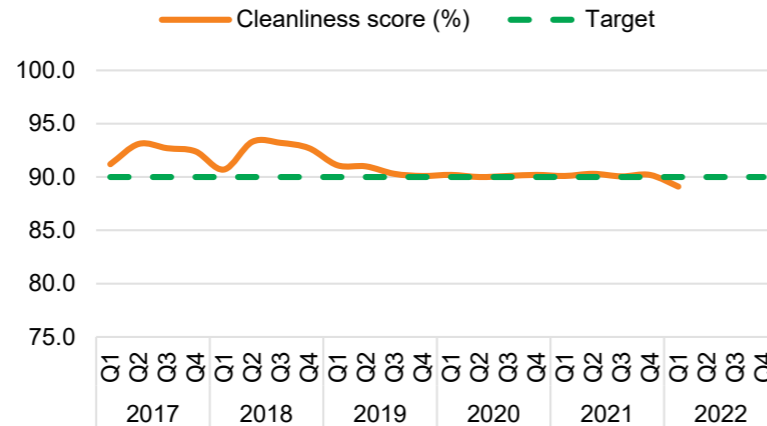
## Subway cleanliness

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

**Q1:** 89.1%  
**Q4:** 90.2%  
**Q1 2021:** 90.1%

**Target (RW):** 90.0%

Inclement weather and staff availability, contributed to a score slightly below target.



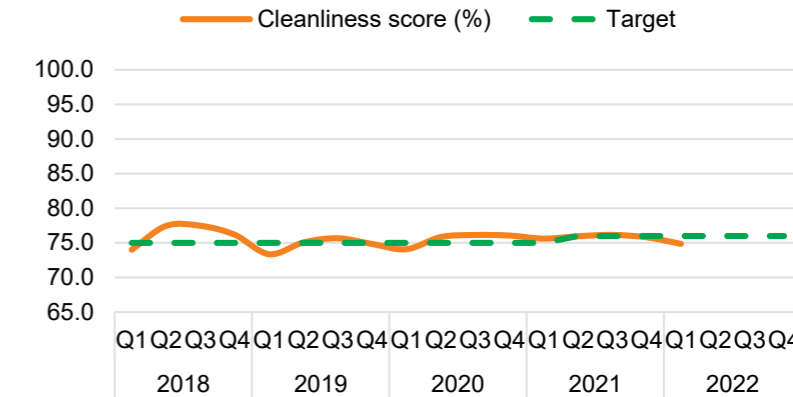
## Station cleanliness

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

**Q1:** 74.9%  
**Q4:** 75.8%  
**Q1 2021:** 75.6%

**Target (JR):** 76.0%

Inclement weather contributed to a score slightly below target.





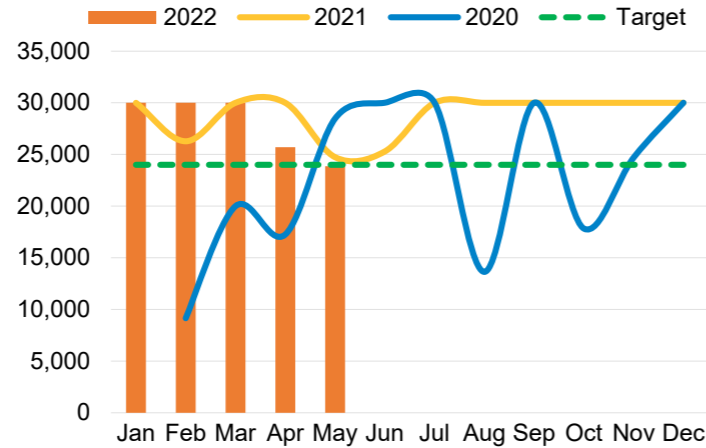
# Appendix: Asset reliability

## eBus mean distance between failures

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

May: 23,863 km  
April: 25,708 km  
May 2021: 324,739 km

Target: 24,000 km ❌

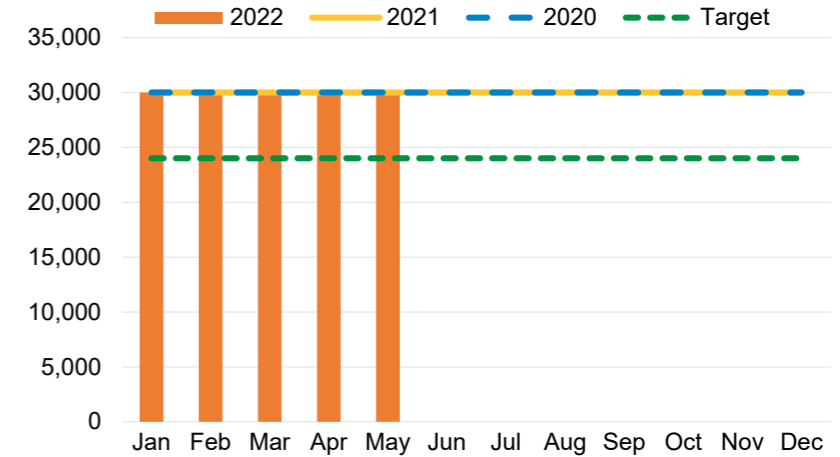


## Hybrid bus mean distance between failures

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

May: 30,000 km  
April: 30,000 km  
May 2021: 30,000 km

Target: 24,000 km ✅

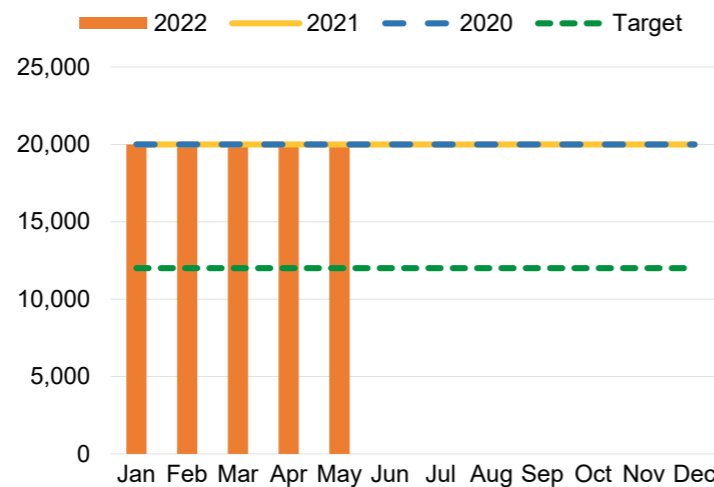


## Clean-diesel bus mean distance between failures

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

May: 20,000 km  
April: 20,000 km  
May 2021: 20,000 km

Target: 12,000 km ✅

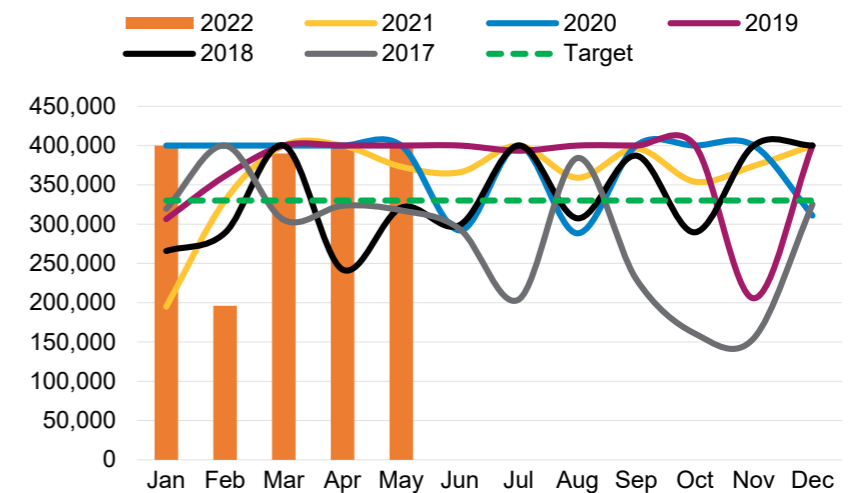


## T1 train mean distance between failures

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

May: 400,000 km  
April: 390,000 km  
May 2021: 400,000 km

Target: 330,000 km ✅







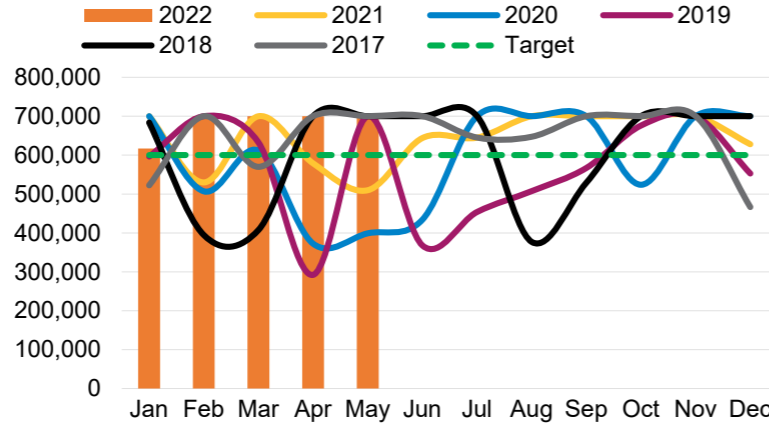
# Appendix: Asset reliability

## 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.

May: 700,000 km  
April: 700,000 km  
May 2021: 510,000 km

Target: 600,000 km



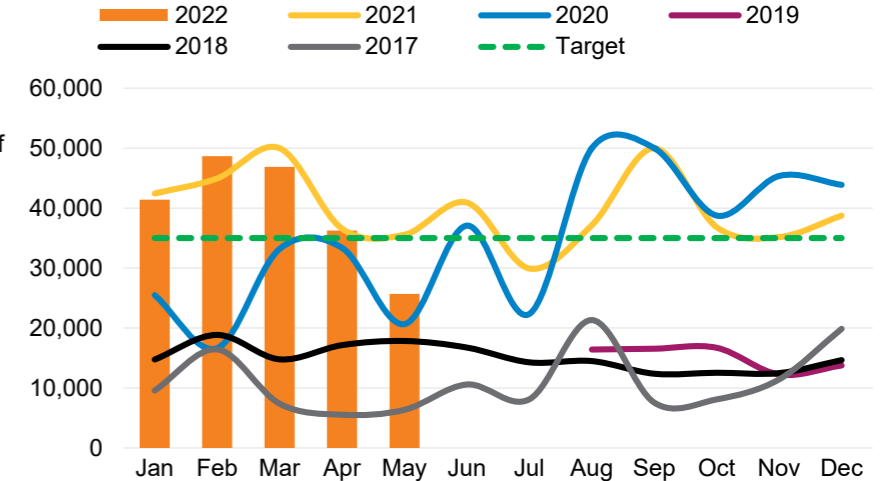
## Streetcar mean distance between failures

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

May: 25,690 km  
April: 36,256 km  
May 2021: 35,556 km

Target: 35,000 km

Under target due to technical and workmanship issues with master controller, data logger and door wiring.

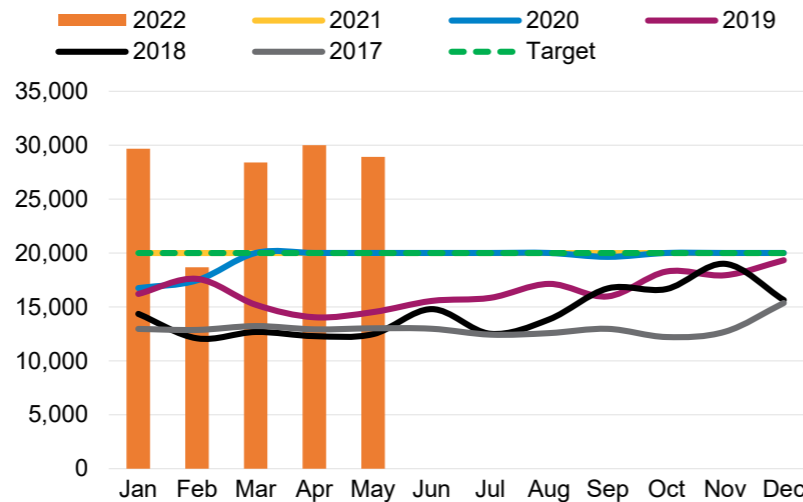


## W-T Mean distance between failures

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

May: 28,917 km  
April: 30,000 km  
May 2021: 20,000 km

Target: 20,000 km





# Appendix: Asset reliability

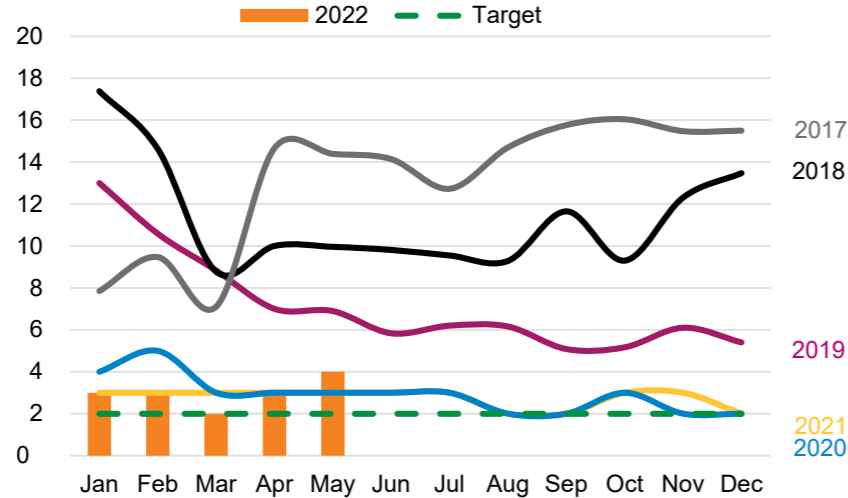
## Streetcar road calls and change offs

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.

May: 4  
April: 3  
May 2021: 3

Target: 2 ❌

Under target due to issues related to master controllers, operator seats and the doors system.

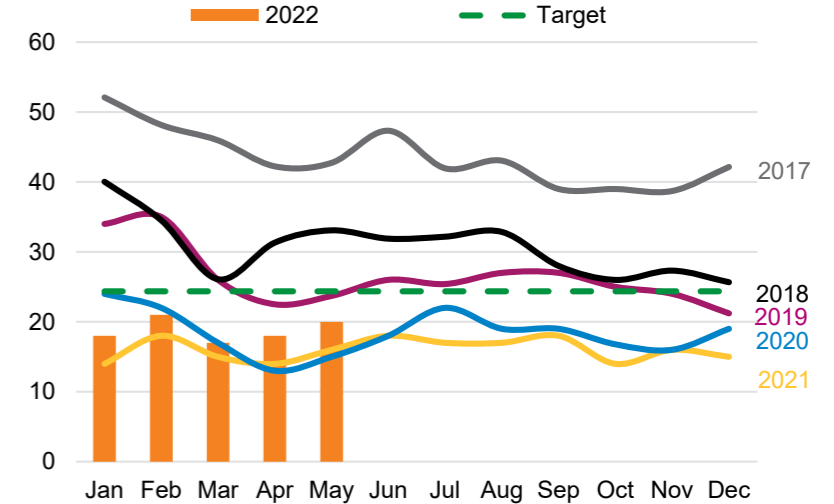


## Bus road calls and change offs

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.

May: 20  
April: 18  
May 2021: 16

Target: 24 ✅





**Rich Wong**  
Chief of Vehicles

**Scott Haskill**  
Chief Strategy & Customer Officer (Acting)

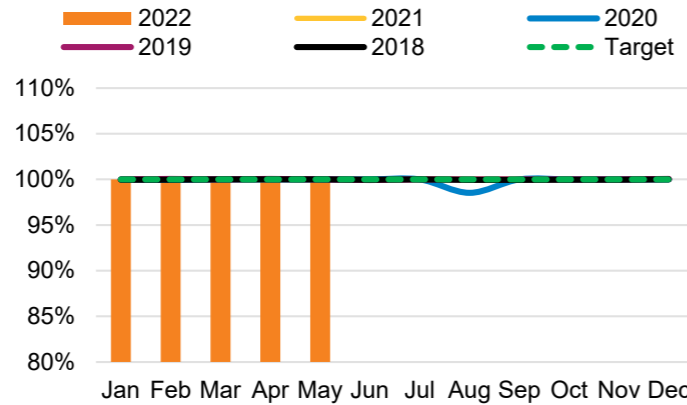
# Appendix: Asset availability

## Subway service availability

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

**May:** 100.0%  
**April:** 100.0%  
**May 2021:** 100.0%

**Target (RW):** 100.0%

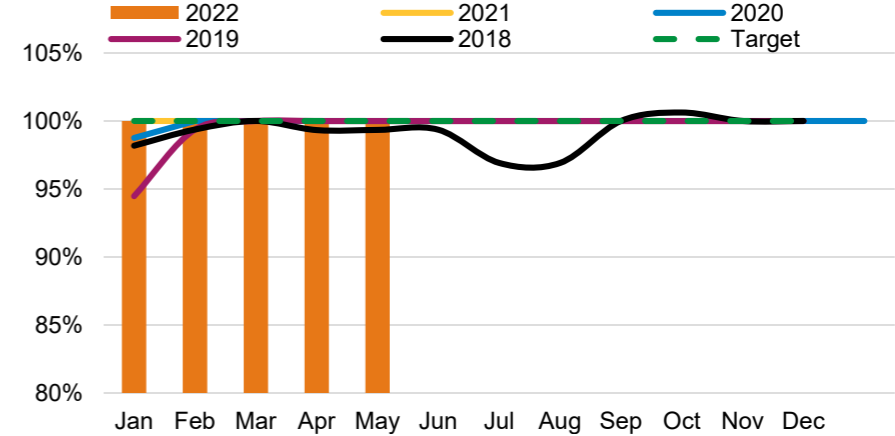


## Streetcar service availability

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

**May:** 100.0%  
**April:** 100.0%  
**May 2021:** 100.0%

**Target (RW):** 100.0%

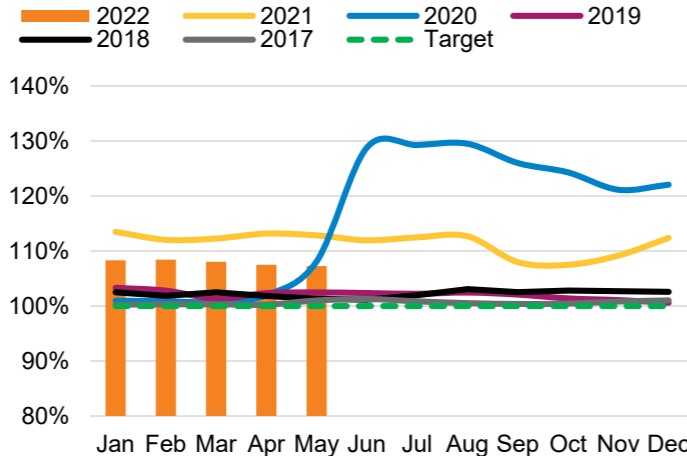


## Bus service availability

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

**May:** 107.3%  
**April:** 107.5%  
**May 2021:** 112.9%

**Target (RW):** 100.0%

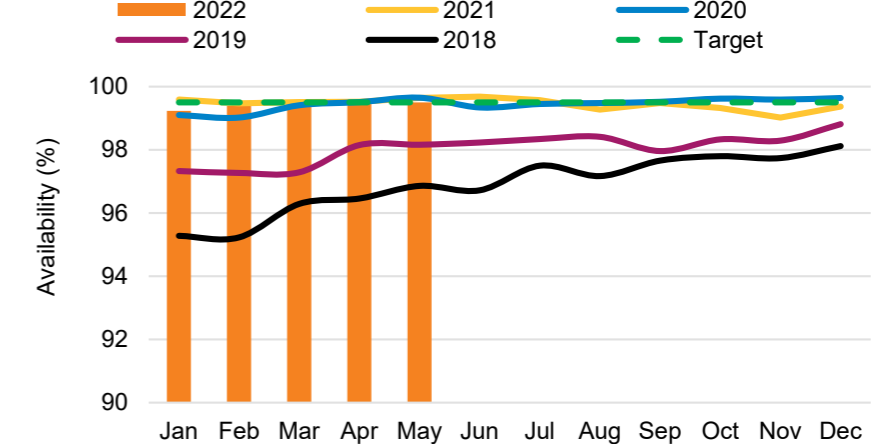


## Fare gate availability

Percentage of fare gates are available for use.

**May:** 99.50%  
**April:** 99.49%  
**May 2021:** 99.64%

**Target (SH):** 99.50%





# Appendix: Asset availability

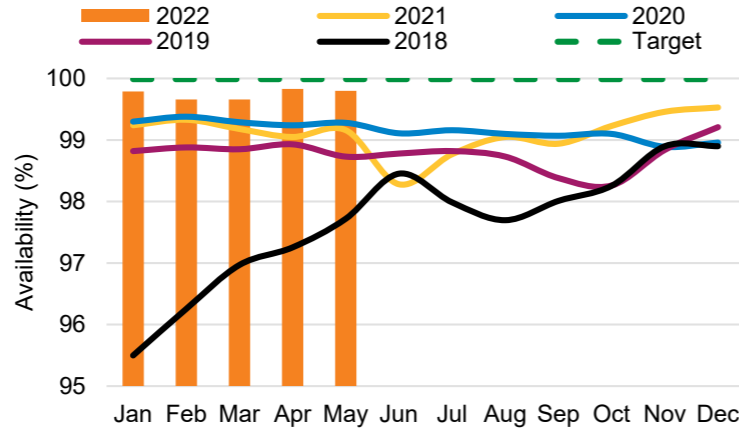
## PRESTO reader

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

**May:** 99.80%  
**April:** 99.83%  
**May 2021:** 99.16%

**Target:** 99.99% ❌

Devices nearing end of life. Replacement project scheduled to start in Q4 2022.

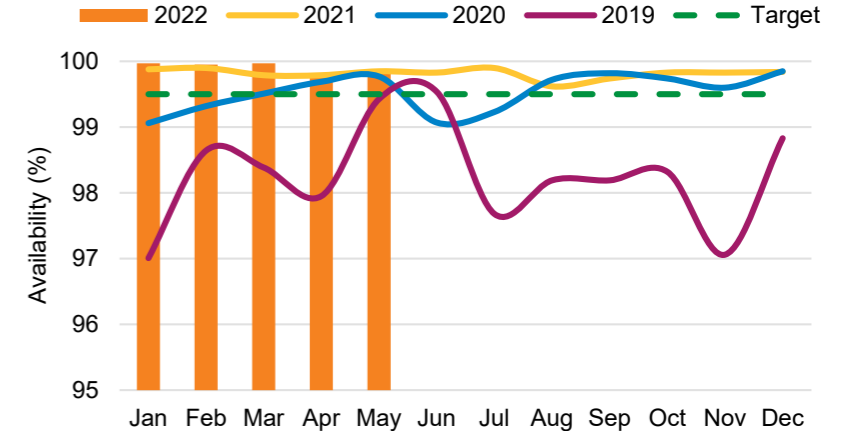


## PRESTO Fares and Transfers Machine (FTM)

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

**May:** 99.87%  
**April:** 99.76%  
**May 2021:** 99.85%

**Target:** 95.00% ✅

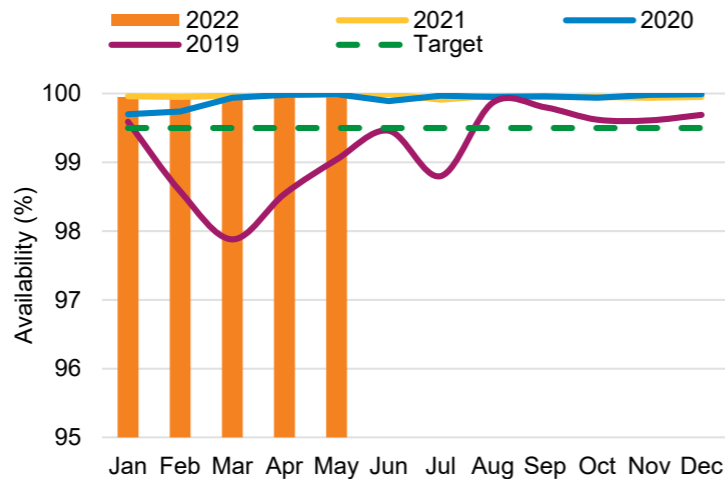


## PRESTO Self-Serve Reload Machine (SSRM)

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.

**May:** 99.97%  
**April:** 99.98%  
**May 2021:** 99.99%

**Target:** 95.00% ✅



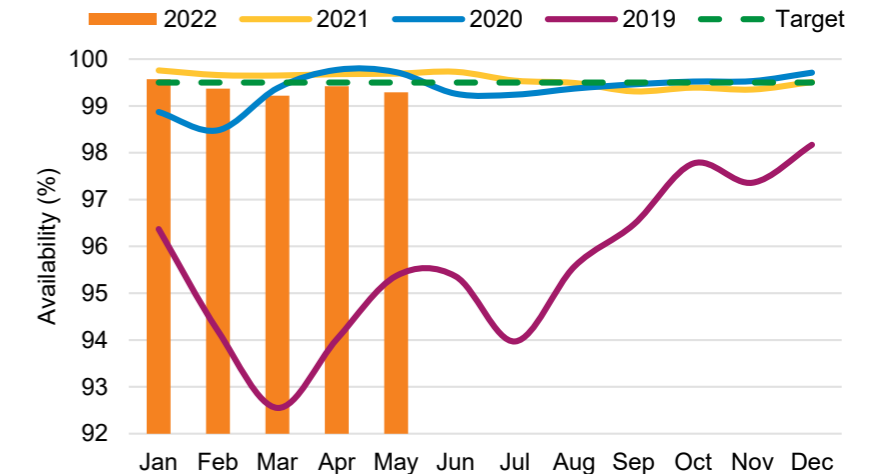
## PRESTO Fare Vending Machine (FVM)

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.

**May:** 99.29%  
**April:** 99.42%  
**May 2021:** 99.69%

**Target:** 99.50% ❌

Increase in incidents relating to bill acceptor hardware and printers. PRESTO has identified cause and is taking steps to reduce the impact.





# Appendix 2: Safety

## Regulatory compliance

This table summarizes the number of regulatory interactions and orders issued in 2022 (year-to-date) 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 <sup>1</sup> issued	Non- compliance orders <sup>2</sup> issued	Status
Ministry of Labour, Training and Skills Development	21	1	2 <sup>a</sup>	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	2	0	1	Compliance achieved
Toronto Fire Services	20	0	1	Compliance achieved

<sup>1</sup> Orders issued to provide documentation/information.

<sup>2</sup> 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.

<sup>a</sup> The two MLTSD non-compliance orders were: Work Refusals

