

CEO's Report

Toronto Transit Commission

March 2024



Toronto Transit Commission



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

Our vision

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.

TTC by the numbers



1.3 million
Rides per week
day



185K
weekly
service hours



6,400+ km
of routes



2,114
buses



206
streetcars



143
trains



16,000+
employees



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

Did you know...

March 18 was recognized as Transit Operator and Worker Appreciation Day across North America. The day is widely accepted as a time to show appreciation to the people who provide a reliable, accessible and comfortable service for everyone. TTC workers and operators are proud to serve our riders and connect our communities in every corner of the city. Thank you for your service!



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CEO's commentary



March 18 was Transit Operator and Worker Appreciation Day across North America. The day was a time for everyone to thank transit employees for their dedication and commitment to public service.

This year, the TTC is extending our employee appreciation campaign through most of March with various workplace events and contest giveaways. These uplifting activities help to build spirit and teamwork for the people who work hard to keep the city moving.

Transit workers and operators work day in and day out to serve our customers and connect communities. They deserve to have a safe work environment and be treated with respect and dignity.

With the support of the TTC Board and City Councillors, and through provincial funding, we are making record investments in safety and security on the TTC. Since we have enhanced the visible presence of staff throughout the system, the rates of

offenses against employees have decreased by 40 per cent year-over-year (January 2023 to January 2024). In fact, offenses against customers are also down 22 per cent during the same time.

The safety and security of TTC employees, as well as our customers, is our top priority. We continue implementing new measures and resources to ensure everyone feels secure on our system – whether riding it or working on it.

We are also working hard to explore new ways to enhance the customer experience. In February, the TTC launched an innovative communications initiative by providing live service updates on the morning program, Breakfast Television. Broadcasting directly from TTC Transit Control, the team delivers essential information on service status across the bus, subway, and streetcar networks, ensuring customers are well-informed for their morning commutes.

From details on planned diversions to updates on early subway closures and progress on track repairs, the live updates on Breakfast Television serve as a valuable resource for our customers. These updates are not limited to just the morning hours; our team continues to provide regular hourly reports throughout the day on CityNews 24/7, keeping our customers informed around the clock.

For the week ending March 1, overall weekday boardings stand at 80 per cent of pre-COVID levels, a three-per-cent decline from levels observed in fall 2023. This decline is due to a reduced post-secondary student demand as the colleges were closed for reading week. Weekday boardings by mode continue to be highest on the bus network at 92 per cent of pre-COVID levels, while streetcar and subway boardings were at 69 per cent and 73 per cent, respectively. Demand was expected to reduce further during the week of March 11 as elementary and secondary schools were closed for Spring Break.



CEO's commentary

Enterprise Asset Management at the TTC

The TTC is developing an Enterprise Asset Management (EAM) program to meet the requirements under the Ontario Regulation (588/17), and ultimately to optimize infrastructure investment decision-making, life cycle delivery, asset information, and people and risk management.

The scope of assets that the TTC owns and manages comprises the vehicles, infrastructure, facilities and support systems necessary to operate and maintain the essential bus, subway and streetcar services that keep our great city moving. Effective asset management ensures that an organization's assets are managed in a way that achieves the required level of performance, while managing risk and reducing whole-life cost.

Through an external third party, the TTC has prepared an Asset Management Plan with a multi-year roadmap, which has been circulated for review and feedback with key stakeholders within the organization. The plan is scheduled to be presented at the TTC Board meeting in April.

People Group

Celebrating employee achievements

Earlier this month, the TTC formally congratulated an amazing group of employees at our annual Rewards and Recognition celebration. More than a dozen of our finest and most talented people were saluted for their outstanding achievements in 2023.

Awards went to individuals and teams for demonstrating our core values of safety, leadership, customer service, teamwork, diversity, and innovation and creativity. Among the employees that were recognized was Training Instructor Sydney Sommerville, the 2023 TTC Employee of the Year. Sydney exemplifies the TTC's commitment to creating opportunities, teaching youth and implementing new and innovative ideas.

It was also my privilege to present the CEO Award to our TTC/United Way Campaign Co-chair Kathy Wyeth. Kathy has been involved with the TTC/United Way campaign since 1996 in various capacities and has continued to do so on a volunteer basis since her retirement.

All our award recipients and finalists have demonstrated their commitment to making the TTC *the better way*. A big congratulations to everyone!

Diversity and Culture Group

Reflecting the diversity of the city we serve

I want to take this opportunity to thank all our employees who participated in our Black History Month and Lunar New Year festivities in February. Throughout the month, there were many opportunities across the organization for our workforce to share and learn about the contributions of Black and Asian community members and co-workers.

The TTC joined citywide celebrations throughout the month by operating specially wrapped streetcars and buses across the city. My thanks to Mayor Chow and TTC Chair Myers for their messages of support.

I am grateful to all our staff who supported Black History Month and Lunar New Year and for bringing our internal and external campaigns to life. These important initiatives help to ensure we create real, lasting and meaningful change to make the TTC a welcoming place for customers and employees.



CEO's commentary

TTC recognizes International Women's Day

The TTC thanked and celebrated all the individuals who identify as women who work at the TTC on International Women's Day, March 8. Recognizing International Women's Day is an important reminder to continue to work toward a more equitable and inclusive TTC.

Over the last few years, we have made great strides in addressing the gender gap experienced in the transit industry. For the third year in a row, we have achieved our goal of having four out of every 10 Operators hired being individuals who identify as women, as set out in the 10-Point Action Plan on Diversity and Inclusion. We are now working towards ensuring that 40 per cent of all new hires across the organization identify as women.



Photo collage celebrating International Women's Day at the TTC.

It is equally important that those who identify as women at the TTC feel empowered and encouraged to pursue and achieve their career goals during their time here. We are working hard to provide career development and mentorship opportunities for women at the TTC. The TTC's Female Operator Peer-to-Peer Mentorship Program is a prime example. Since 2022, the program has grown to have close to 100 mentors who guide women probationary Operators in all modes to support their success.

Strategy and Customer Experience Group

One Fare Program launched on TTC on February 26

Starting Monday, February 26, transit customers no longer had to pay a double fare when taking the TTC and neighbouring transit systems, including GO Transit, MiWay, Brampton Transit, Durham Region Transit and York Region Transit. My thanks to Metrolinx and TTC staff for supporting our riders at various subway stations during the first few days of the One Fare Program's introduction on the TTC.

The One Fare Program is available to adult, youth, senior, post-secondary, and Fair Pass Transit Discount Program customers when using a PRESTO card, PRESTO in Mobile Wallet, or open payment methods, including debit and credit cards.

Under Ontario's One Fare Program, the Province of Ontario, through Metrolinx, will reimburse 100 per cent of eligible trips to transit agencies for foregone farebox revenue. Eligible trips include those made within the free transfer period using a PRESTO fare card, PRESTO in Mobile Wallet, debit or credit card. It does not apply to customers paying with cash, or with a PRESTO ticket or TTC ticket or token.

Subway Musicians Auditions are back

The TTC's Subway Musicians Auditions got underway recently. All this month, the TTC will be accepting 175 audition hopefuls for our Underground Sounds Program.

Subway buskers have been a unique part of the TTC for 45 years. Since 1979, local amateur and professional musicians have competed for the opportunity to perform for the transit masses. Along the way, they have inspired and entertained us with an array of interesting and culturally diverse music.

Musicians can audition by uploading a video performance on YouTube. Each act, single or duo, must record a five-minute performance featuring a medley of three songs.

CEO's commentary



2024 Ride Guide Lite Cover.

Judges will score all the acts for musicianship, entertainment value, and stage presence. The top 89 buskers pay a license fee of \$197.75, which will permit them to perform at one of 29 dedicated station spaces throughout the system for the next three years.

2024 Ride Guide Lite now available

The 2024 Ride Guide Lite is now available to TTC riders. This year, we collaborated with Toronto illustrator and designer Tim Singleton to design a Ride Guide cover that uniquely features nods to the fabric of our city. The Ride Guide comes in multiple formats. The Lite version is now on buses, streetcars and subway trains.

The Ride Guide Mini and full-size Guide will be available at all Station Collector Booths, TTC Customer Centre (above Davisville Station), and at major shopping mall information kiosks in the coming month. A poster version of the cover art is available for purchase at ttcshop.ca.

Transportation and Vehicles Group

Spring vehicle checks underway

At this time of year, the TTC's fleet of vehicles undergoes an extensive spring maintenance checklist. Bus Maintenance is currently working towards a full fleet inspection of air conditioning systems. The program starts at the beginning of March and is scheduled for completion by the end of May.

Crews will inspect more than 2,000 buses during this period, which takes place each year to ensure a positive experience for our customers and Operators during the summer months.

Inspections cover all aspects of the AC system and involve replacing various filters designed to protect the system and vehicle occupants. Buses are fitted with Merv-13 filters to reduce interior pollutants. These preventative measures have proven to be our best line of defense leading up to the hotter days of summer when the AC needs to be performing most efficiently.

Included with this work is the replacement of windshield wipers and a full inspection of bike racks. We perform similar work in the fall when we do a thorough inspection of the heating system.

Streetcar service back at Broadview Station

Last month, 504 King, 505 Dundas, and overnight streetcar services returned to Broadview Station. Streetcars had been on diversion since June 2023 for a co-ordinated construction project between the City of Toronto, Toronto Water, and the TTC to renew and upgrade important infrastructure in the area, including the replacement of streetcar tracks along Broadview Avenue, between Gerrard Street East and Broadview Station. Thank you to our customers for their patience and understanding while we carried out this critical work.



CEO's commentary

Operations and Infrastructure Group

Service changes due to King Street West construction

Last month, the TTC and the City began replacing the aging water main and streetcar tracks along King Street West, between Shaw and Dufferin. This major effort will impact our 63 Ossington, 501 Queen, 504/304 King, and 508 Lake Shore services until December when construction is scheduled for completion. Wheel-Trans service remains accessible in all areas where local traffic is permitted.

We appreciate that construction and route diversions can be challenging, and we have measures in place to ensure that customers are aware of the changes as well as alternate routes to get to their destinations. Customers can expect to see clear signage, dedicated TTC staff members on hand to answer questions, and information on our website and social media channels.

My thanks to everyone who is helping to ensure there are alternative routes available for customers and making service adjustments, as needed.

Restricted speed zones in the subway

On February 15, the TTC advised customers of progress in lifting speed restrictions along sections of track on Line 1 Yonge-University when we returned more than 9,000 feet of track back to normal operating

speeds. Significant progress has been made since that update. This month, TTC crews have conducted repairs, enabling 5,420 feet of track on Line 1 and Line 2 Bloor-Danforth to resume normal train speeds. By the end of March, normal speeds will resume along a further 1,130 feet of Line 1, including from St Andrew to Union stations, and York Mills to Sheppard-Yonge.

Innovation and Sustainability Program

Innovation challenge for young transit employees

The TTC is excited to participate in the second International Youth Alliance for Innovation (IYAI) Challenge. The IYAI Challenge is a competition among transit agencies throughout North America designed to encourage those aged 18 to 25 to pursue a career in transit and to develop innovative solutions to some pressing challenges.

Last year's challenge was a great opportunity to engage the youth within the TTC to help drive innovation. It was the first year that TTC took part, and I am very proud to remind everyone that our young team took top honours at the North American competition for their presentation on how to improve customer flow on public transit.

I am looking forward to more great ideas coming forward this year.

Safety and Environment Group

Clocks sprung forward one hour on Sunday, March 10. With the return of Daylight Saving Time, it is important for everyone to stay alert and safe and remember that the weather can still be unpredictable. All drivers and road users are reminded to scan ahead and stay alert at all times, always follow the posted speed limit, share the road, and be mindful of possible fatigue.

Finally, the TTC acknowledges two significant milestones this month. First, 100 years ago on March 13, 1924, the Toronto Transportation Commission began its move to its new Hillcrest Shops at the corner of Bathurst Street and Davenport Road, the former site of Hillcrest Race Track. In addition, 70 years ago, on March 30, 1954, Canada's First Subway, the Yonge Line, officially opened from Eglinton to Union stations.

The next meeting of the TTC Board is set for Thursday, April 11, and will be live-streamed on the Official TTC YouTube Channel.

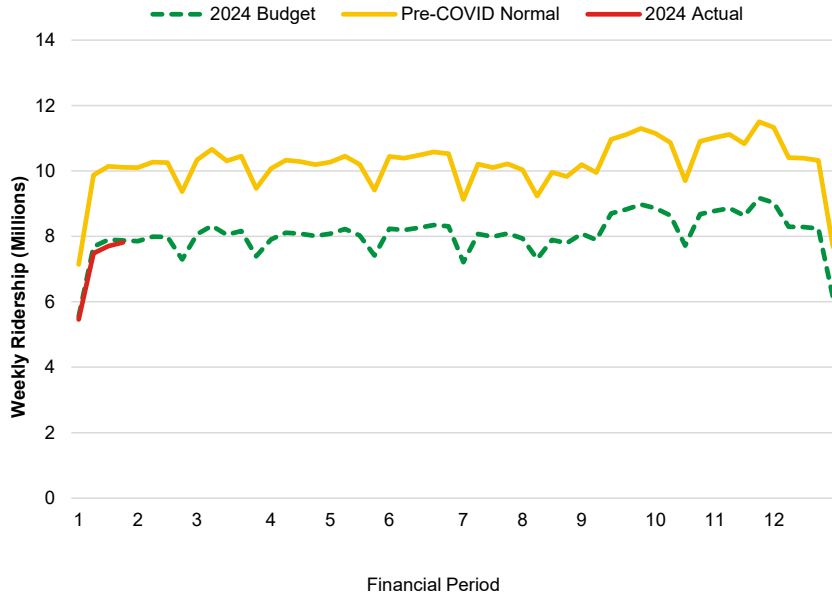
Richard J. Leary
Chief Executive Officer
March 2024





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 27, 2024) revenue rides totalled 28.5 million, representing 76% of pre-COVID experience and 0.5 million or 1.9% below budgeted revenue rides. Period 1 average weekly ridership increased to 7.4 million rides per week from 7.3 million revenue rides per week in Period 12, 2023.

Analysis

Weekly ridership has seen continued growth throughout Period 1, reaching a weekly high of 99% of budgeted levels in the final week of this reporting period.

The percentage of unique PRESTO riders using the system each week reached 84% of pre-COVID levels in Period 1, a decrease from 88% reported in Period 12. Travel frequency patterns of riders in Period 1 remain consistent with those experienced in 2023, with a higher usage amongst riders using the system less frequently. Actual frequency experienced in Period 1 resulted in the number of unique riders classified as “commuters” (i.e. ride four of five weekdays per week) at approximately 56% of March 2020 levels while riders who use transit less frequently (ride less than four weekdays per week) represented approximately 105% of March 2020 levels.

Weekday use continued to be highest and consistent across mid-week (Tuesday to Thursday), averaging up to approximately 76% of pre-COVID levels in Period 1. Weekend ridership averaged up to approximately 90% of pre-COVID levels, demonstrating a consistently stronger recovery rate than experienced on weekdays.

Action

Ridership stabilized by fall 2023 with future ridership growth constrained by hybrid work policies resulting in an average 2.5 days per week in-office. As such, the 2024 ridership budget forecasts gradual growth throughout the year, growing from an average 78% of pre-COVID levels in the first quarter of 2024 to an average 80% in the fourth quarter of 2024.

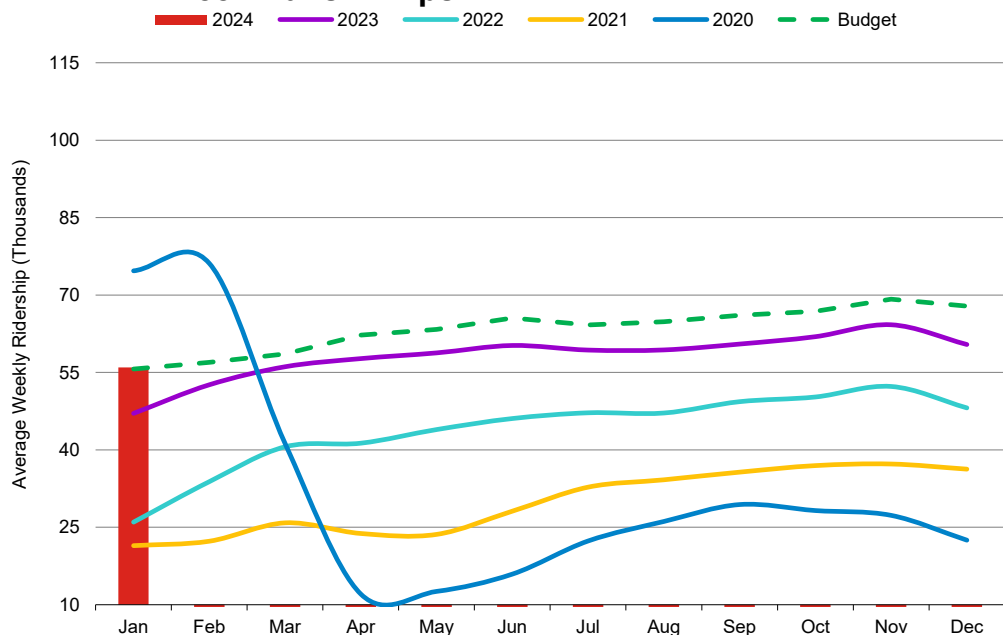
Ridership trends and recovery will be monitored closely for all fare concession types and ridership segments.





Ridership

Wheel-Trans – Trips



Definition

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

Results

Ridership in Period 1 (January 1 to January 27, 2024) was 223,882 (or 55,971 passengers per week). This figure was 0.5% higher than the budgeted 55,670 customers per week. In terms of year-over-year growth, the Period 1 year-to-date (YTD) ridership is 14.9% higher compared to the same period in 2023, and is 0.5% (1,200) over the 2024 YTD budget. The 2024 YTD ridership represents 73.2% of the pre-COVID experience in Period 1, 2019.

Analysis

As riders become more comfortable with booking and taking their trips, we have seen an increase in occasional trips for our customers. Weather in Period 1 was more favourable when compared to the previous year. These factors have led to higher-than-budgeted ridership to date in 2024.

On-time trips and low call wait times have also been positive factors for customers as they are given the reassurance that booking and taking their trips will be a seamless experience. Ridership levels remain slightly lower than the same period in 2018 (366,920) and 2019 (332,117), but continue to increase towards pre-COVID levels.

Action

Service requirements will continue to be reviewed to ensure customer confidence and ridership continue to improve.

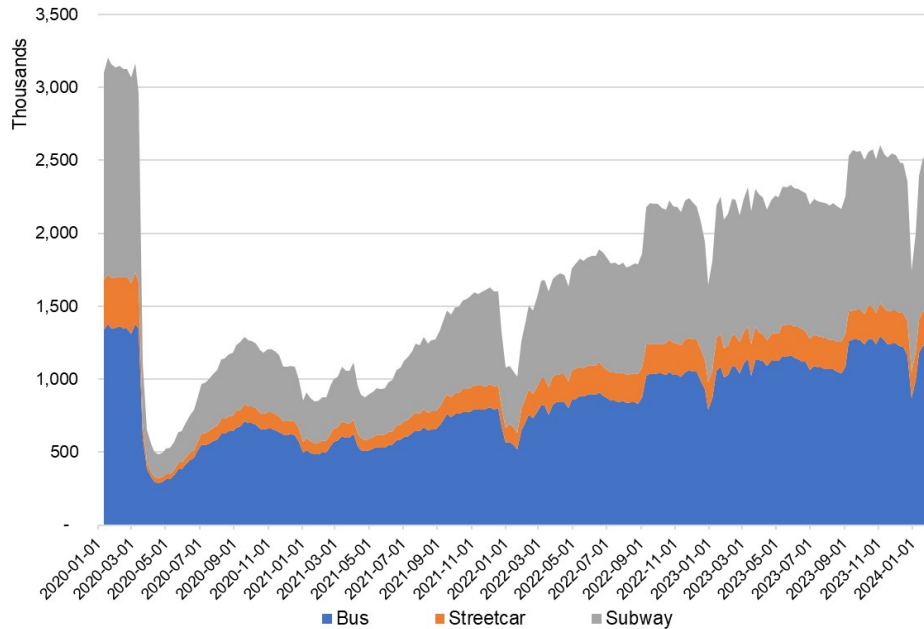
Note: Wheel-Trans ridership is not included in TTC ridership totals..





Ridership

Customer Boardings



Definition

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

Results

Average weekday boardings increased by 4% to 2.4 million in January from 2.3 million in December 2023, and stood at 80% of pre-COVID levels.

Analysis

With students returned to classes post-holidays and employees returned from vacation, customer demand increased in January compared to December, but did not rebound to levels observed in November 2023 as a result of a few inclement weather days and reduced secondary student demand in the month.

The demand increase over December was relatively even across all modes, with bus, streetcar and subway demand, respectively, increasing by 2%, 4%, and 3%.

Demand continues to vary across weekdays as the impacts of hybrid work continue. Compared to seasonally adjusted pre-COVID levels, average weekday boardings in January was 87% for bus, 66% for streetcar, and 69% for subway. The busiest weekday, however, was 89% for bus, 69% for streetcar, and 72% for subway.

Action

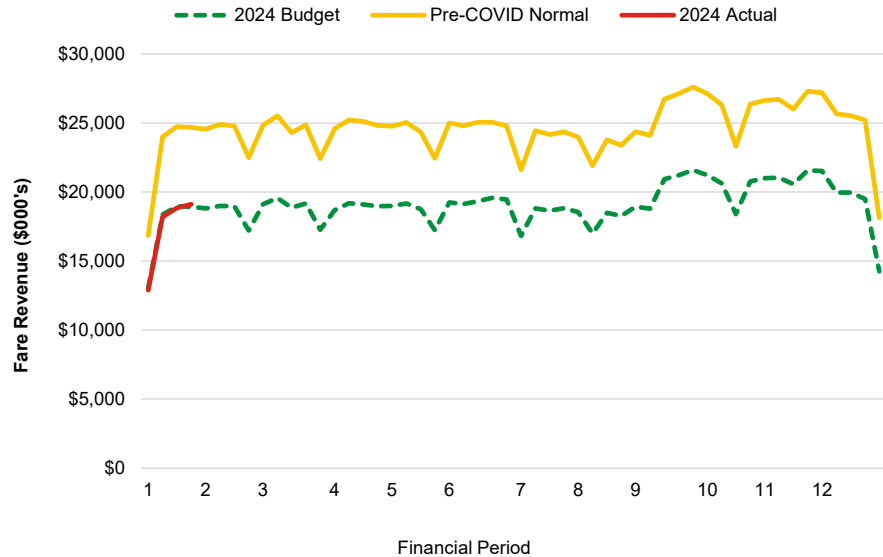
- Analyze early 2024 customer use data to inform capacity adjustments through reallocation and planned service increases throughout 2024.
- Monitor customer sentiment through ongoing customer satisfaction surveys and customer service communications for actionable insights to enhance customer experience.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 1 (January 1 to January 27, 2024) fare revenue was \$69.1 million. This represents 77% of pre-COVID revenue and is \$0.2 million or 0.3% below budgeted fare revenue for Period 1. Period 1 average weekly fare revenue of \$17.9 million increased 2.0% over Period 12, 2023.

Analysis

Weekly fare revenue has seen continued growth throughout Period 1, reaching a weekly high of 101% of budgeted levels in the final week of this reporting period.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$65.5 million for Period 1 — representing a PRESTO ridership adoption rate of 91.6% — and \$3.6 million from other media for Period 1. With the launch of Open Payments on August 15, 2023 and the Virtual PRESTO Card on November 14, the adoption of the Open Payment and Virtual PRESTO Card payment methods continued to grow, with up to 11.8% of weekly rides paid using the Open Payment method and 1.1% of weekly rides paid using the Virtual PRESTO card by the end of Period 1.

Period 1 revenue was generated from the following fare concession groups: 79.2% adult, 8.5% post-secondary, 5.0% senior, 7.1% youth (ages 13-19) and 0.2% other. This is similar to Period 12, 2023 – 79.2% adult, 8.1% post-secondary, 5.5% senior, 7.0% youth and 0.2% other.

Action

Fare revenue stabilized by fall 2023 with future ridership growth constrained by hybrid work policies averaging approximately 2.5 days per week in-office. As such, the 2024 fare revenue budget forecasts gradual growth throughout the year, with ridership increasing from an average 78% of pre-COVID levels in the first quarter of 2024 to an average 80% in the fourth quarter of 2024.

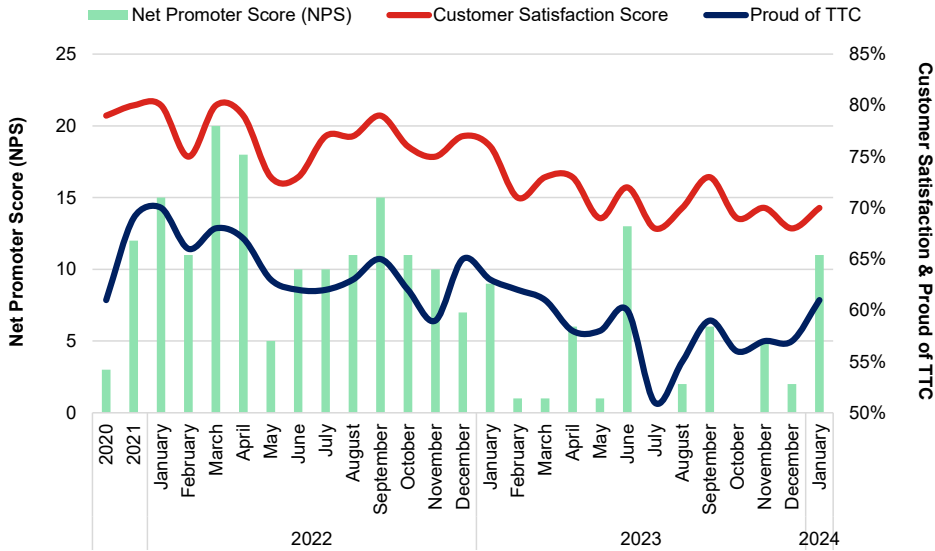
Ridership and fare revenue trends and recovery will be monitored closely for all fare concession types and ridership segments.





Customer experience

Customer satisfaction



Definition

Monthly customer survey of 500 TTC customers.

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

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

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

Results

Customer satisfaction across all three scores increased in January 2024 compared to December 2023. Customer satisfaction increased from 68% to 70% in January 2024, Net Promoter Score (NPS) increased from two to 11, and the number of customers who say they are proud of the TTC and what it means to Toronto increased to 61%.

Analysis

Satisfaction levels across all modes have increased since December 2023, subway increased to 71%, bus increased to 69% and streetcar increased to 65%. The majority of customer satisfaction aspects, such as trip time length, smoothness of trip, real-time info, level of personal safety, staff helpfulness and wait time, have improved in January 2024 when compared to December 2023 across the TTC network.

NPS across all modes has experienced a positive trend, subway (13) increased the most by nine points, streetcar (one) increased by 12 and bus remained steady at five. Proud of the TTC score increased for both subway and bus, up by 5% and 3%, respectively. However, streetcar declined by three percentage-points.

In January 2024, the customer effort score increased, indicating that customers reported improved ease of use across key points on customer journey, including getting help when needed. Since the hiring of 130 additional Customer Service Agents, overall customer satisfaction metrics increased in January 2024 compared to October 2023, including customer sense of safety.

Action

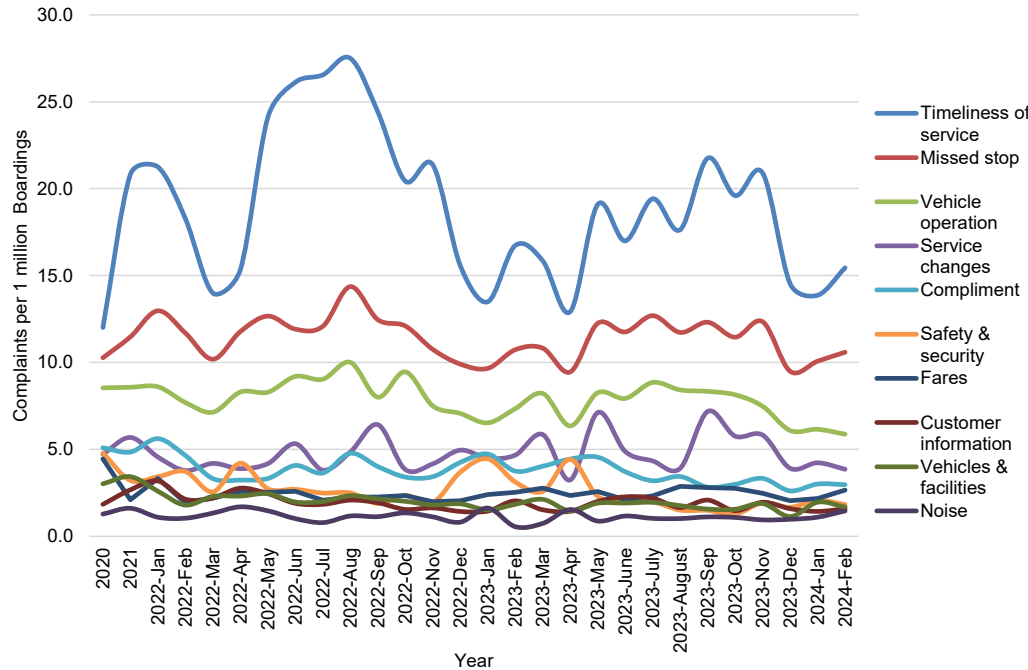
- Continue to monitor customer satisfaction with personal safety, and the effect of Community Safety program.
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- An in-depth study is underway to understand social and environmental factors that resonate with TTC customers.
- Embed customer satisfaction, customer research, and CSC priorities in upcoming Customer Experience Action Plan.





Customer experience

Customer service communications (CSCs)



Definition

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

Results

In January 2024, Customer Service Communications (CSCs) per one million boardings increased by 6% from December 2023. However, total CSCs decreased to 3,131 in January 2024 compared to 3,282 in December 2023, during a period of 10% decrease in boardings.

Analysis

The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. In January 2024, Timeliness of Service decreased by 5%, both Missed Stop and Vehicle Operation increased, by 6% and 1%, respectively. The overall trend is similar to January 2023.

The rank of CSCs related to safety and security has remained steady at seven since December 2023, despite a 24% increase. However, it is still lower than January 2023 levels by 8%. The nature of CSCs involved issues such as crowding, people found smoking, sleeping, or loitering. Also, the proportion of safety CSCs at 4% to total CSCs remained unchanged in January 2024, compared to December 2023.

Action

- Continuing route level analysis for service reliability, and impacts of construction and congestion.
- Monitoring and reporting ongoing customer communications via live dashboard to help Bus Operations deliver improved customer service.
- Review of Customer Service Communications response time and establishing plans to continuously enhance the experience our customers have when submitting their feedback to the TTC.
- Monitoring crowding levels across all buses and Line 1.
- Staff presence in stations have increased since November 2023, to support customer safety and experience by opening and closing subway stations, being present in the concourse, providing customer service, deterring fare evasion, and assisting in emergencies.





Rich Wong
Chief Transportation and Vehicles Officer

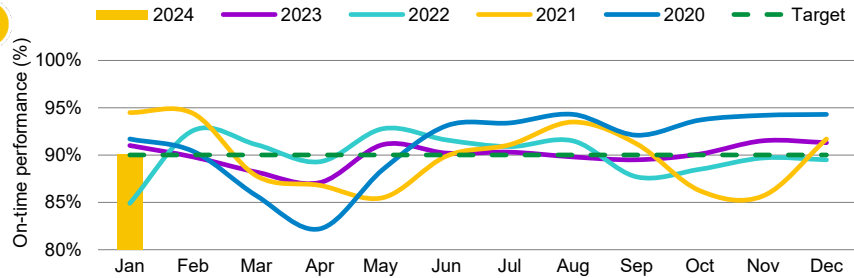
Fort Monaco
Chief Operations and Infrastructure Officer



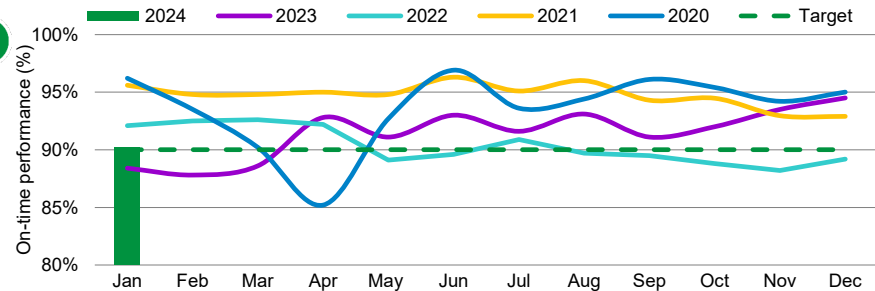
Customer experience

On-time performance (OTP) – Subway

1



2



Definition

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

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

Results

Line 1 OTP was 90.1% in January 2024. This represents a decrease from last month (91.3%) and a decrease from the same time last year (91.0%). Our target of 90% was met.

Line 2 OTP was 90.2% in January 2024. This represents a decrease from last month (94.5%) and an increase from the same time last year (88.4%). Our target of 90% was met.

Analysis

On Line 1, there was a 27.9% increase in total delay minutes – from 3,025 minutes in December 2023 to 3,869 minutes in January. Increases in delay minutes were seen across all major sectors. There were 2,301 passenger-related delay minutes accounting for 59.4% of the total delay minutes. The largest two categories of passenger-related delays were Disorderly Patron – 616 minutes (down 3.1% from December), and Passenger Security Other - 387 minutes (up 113.8% from December).

On Line 2, there was a 23.2% increase in total delay minutes – from 1,782 delay minutes in December 2023 to 2,196 delay minutes in January. Increases were seen in all major sectors except for incidents involving fire/smoke at track level. There were 1,486 passenger-related delay minutes accounting for 67.7% of the total delay minutes. The largest two categories of passenger-related delays were injuries at track level – 263 minutes (up 241.6% from December) and Disorderly Patrons - 233 minutes (down 25.8% from December).

Action

We will continue to monitor ridership and service levels and make adjustments where necessary to ensure punctual service levels are delivered. Additionally, the following is also being implemented to decrease delays:

- Increased frontline staff, proactive approach to deter incidents by CCTV monitoring, enhanced training for all employees to better identify potential issues and reporting to Transit Control Centre.



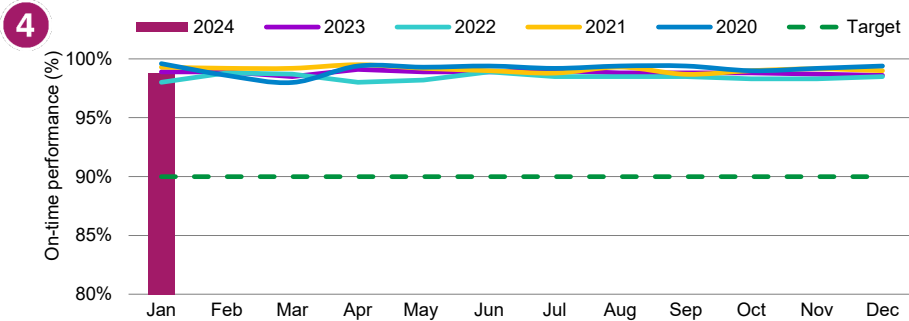


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Subway



Definition

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

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

Results

Line 4 OTP was 98.8% in January 2024. This represents an increase from last month (98.6%) and a decrease from the same time last year (98.9%). Our target of 90% was met.

Analysis

On Line 4, there was a 47.8% decrease in total delay minutes — from 550 delay minutes in December 2023 to 287 delay minutes in January. Decreases in delay minutes were seen across all categories.

Action

Line 4 is consistently meeting OTP targets. There are no anticipated changes for Line 4.



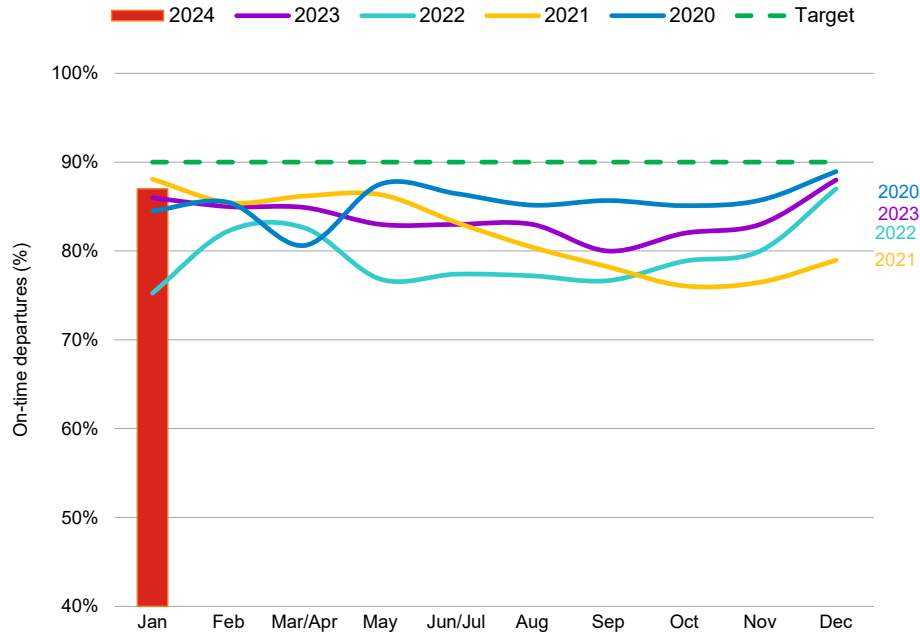


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Bus



Definition
On-time performance measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or five minutes later than their scheduled departure time. (-1 to +5)
*January 2024 Board Period was from January 7 to February 17, 2024.

Results

Bus OTP for the January 2024 Board Period was 87%, an increase of four percentage-points compared to the November 2023 Board Period (83%). This is a one percentage-point increase in OTP compared to the same board period last year (86%). The target of 90% was not met. Bus OTP in the two-week December 2023 Board Period was 88%.

Analysis

In summary, 90% of the routes not affected by construction scored 80% or better. Bus operations achieved the 90% target on one day of the Board Period (Monday, January 29). Weekend OTP was 88% for the January Board Period, a seven percentage-point increase over the November Board Period (81%). The Saturday Early Evening period was the worst performing weekend time-period at 84% On-time. The 74 routes that received Service Reliability updates in 2023 operated 89% On-time for all days of the January Board Period and 91% On-time on weekends. During the weekdays, this Board Period OTP was 91% during the AM Peak Period, while dropping to 82% during the PM Peak Period.

Action

- Root cause diagnostic assessments for all 13 “Not On-time” routes.
- Focus on PM Peak period and weekend schedule improvements.
- Fulsome review of deadheading times across the network to improve first trip OTP.
- New set of “On the Cusp” routes for Supervisory field presence began in February.
- Ongoing review of challenging end terminals on select routes.

	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Bus Routes	41	62	23	34
Weekday OTP	85%			73%



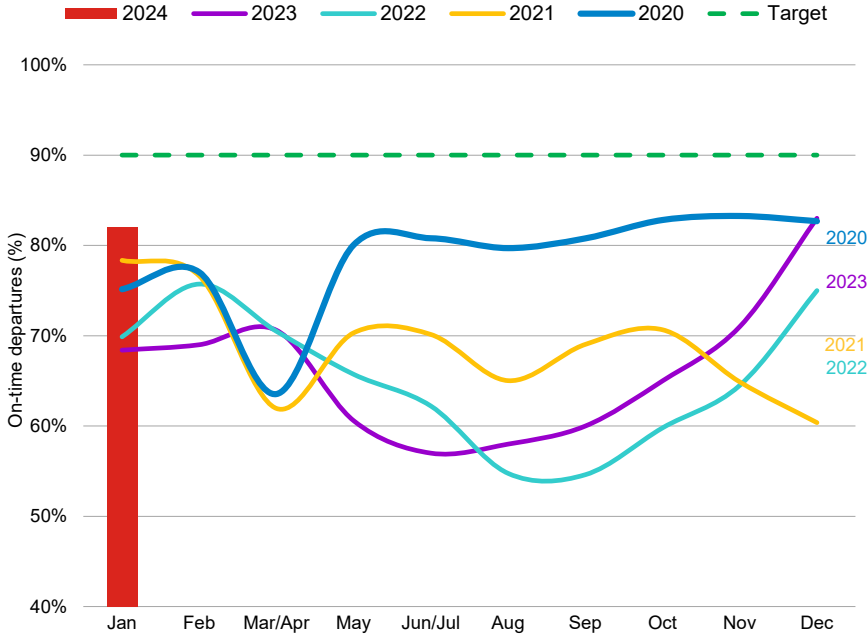


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Streetcar



Definition

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

*January 2024 Board Period was from January 7 to February 17, 2024.

Results

Streetcar OTP for the January 2024 Board Period was 82%, an increase of 11 percentage-points compared to the November Board Period (71%). This is a 14 percentage-point increase compared to the same board period last year (68%). The target of 90% was not met. Streetcar OTP in the two-week December Board Period was 84%.

Analysis

On-street departures have created performance challenges for the 508 Lakeshore in the westbound direction, and was the only route not impacted by construction that performed below 80% On-Time (46%). As an outcome of 512 St Clair replacement buses using the streetcar right-of-way, OTP for the route improved to 91%, an increase of 13 percentage-points from the November 2023 Board Period.

Weekend OTP was 80% for the January Board Period, a 10 percentage-point increase over the November Board Period (70%). The Saturday Early Evening time-period was the worst performing weekend time-period at 74% On-Time.

Performance for all routes combined reached an 86% level on Mondays through the January Board Period, due largely to the reduced traffic volumes on that day of the week.

Action

- Introduction of new operational strategy on 509 Harbourfront for the March Board Period.
- Review of 508 Lake Shore operations and particularly the westbound end of line.
- Review of weekend and off-peak schedules in advance of the spring/summer season to proactively mitigate increasing congestion and activity across the streetcar network.

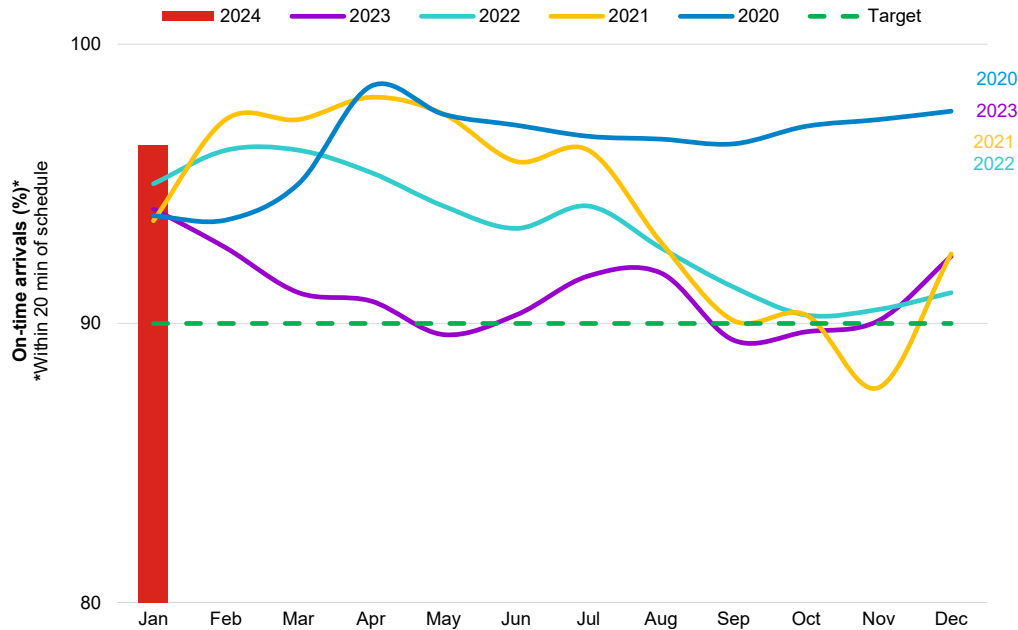
	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Streetcar Routes	3	3	3	2
Weekday OTP	83%			81%





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 January 27, 2024) increased by 4.0% from the previous period to 96.4%, and is 2.3% higher than Period 1 in 2023.

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 into adjusting runs when operational issues arise and making it a priority to minimize the impact to our customers. OTP has increased in comparison to the same period in 2023.

Action

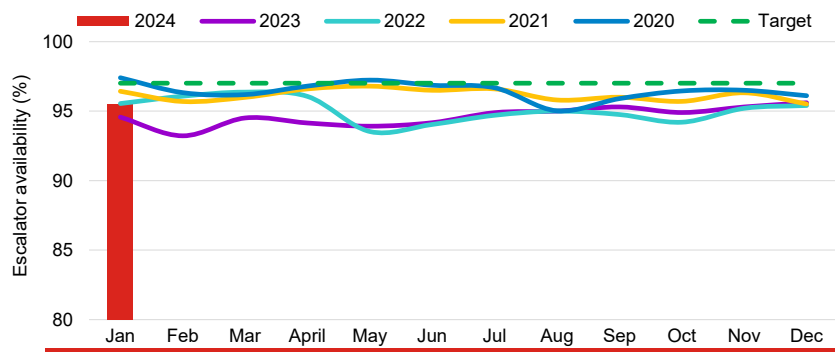
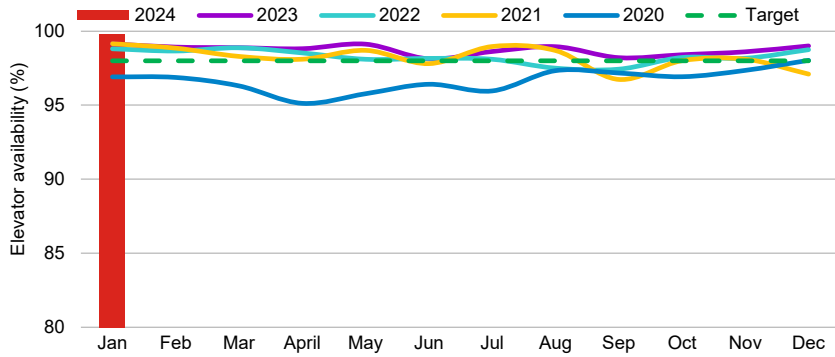
Staff will continue to supervise the efforts being made to improve the customer experience to ensure the methods used are effective. Decreasing vehicle speed factor in our scheduling system (the speed at which a vehicle is able to travel in the city) to more accurately reflect traffic conditions continues to result in higher OTP without impacting Daily Modal Percentage Delivered. The updated speed factor setting will be maintained in 2024 and close monitoring by dedicated staff will result in OTP remaining above 90%.





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 2024 was 98.8%, exceeding the target of 98%. Escalator availability for January 2024 was 95.5%, not meeting the target of 97%.

Analysis

In January 2024, **elevator** maintenance and repairs were completed as planned and scheduled.

Escalators

- Six escalators are out of service to accommodate **construction** work - one at Castle Frank Station, Greenwood Station, King Station and Lawrence Station and two at North York Centre Station. The escalator at King is out of service since September 2023 until June 2025.
- **Overhaul** of two escalators at Queen Station and one at St Clair West Station continues to have an impact on downtime.

Total out of service hours was 2,320 due to construction.

Action

The escalators at Greenwood Station, Castle Frank Station and King Station remain out of service to accommodate construction. The escalators at Lawrence and North York Centre stations were returned to service.

To mitigate accessibility impact on customers:

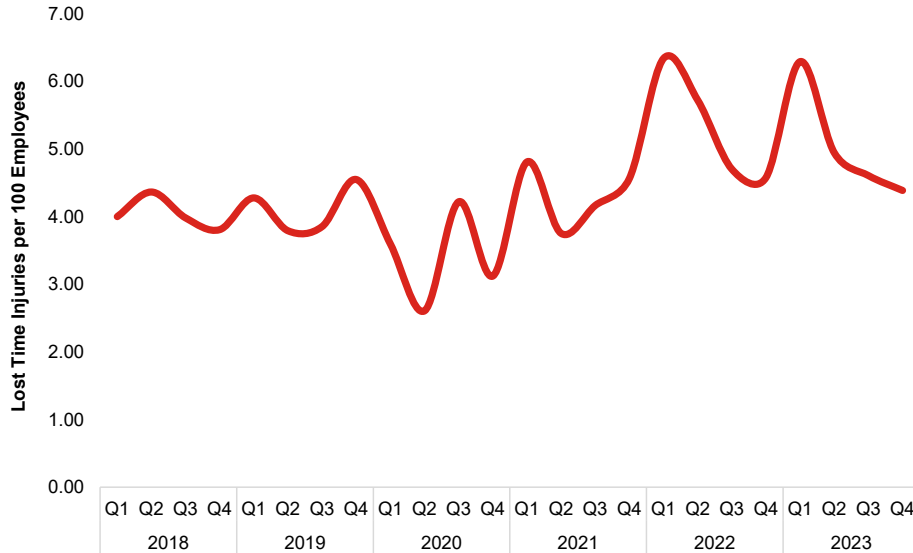
- TTC website is updated with elevator status.
- "Accessible alternative" signage is located at each elevator.
- Elevator out-of-service status is communicated through live "service alerts" on the website and the TV screens in stations and on platforms.
- Appropriate signage for annual maintenance, overhauls and construction is posted near elevators/escalators.





Safety and security

Lost-time injuries rate (LTIR)



Definition

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

Results

The Lost-Time Injury Rate (LTIR) for Q4 2023 was 4.4 injuries per 100 employees — a decrease from Q3 (4.6) and from the same period last year (4.6). The LTIR for Q4 was 14% lower than the four-quarter average. An overall upward trend in the LTIR has been observed since 2018. The latest available data shows 39 lost-time injuries in January 2024, which was 33% lower than the average of 58 lost-time injuries in Q4 2023.

Analysis

The slight decrease in Q4 LTIR compared to Q3 is mainly attributed to a 60% reduction in slip/trip injury events. Injuries due to slip/trip incidents account for 6% of all lost-time injuries and represent the fourth highest injury event type in Q4. Injuries due to acute emotional events account for 46% of all lost-time injuries in Q4 and continued to represent the highest injury event type of 2023.

Action

The TTC has current corporate objectives aimed at reducing the frequency and severity of lost-time injuries, such as initiatives to prevent assaults and threats, reviewing musculoskeletal-related incident data to identify high-priority areas to reduce overexertion injuries, and developing a strategy and priorities to address emotional trauma injuries.

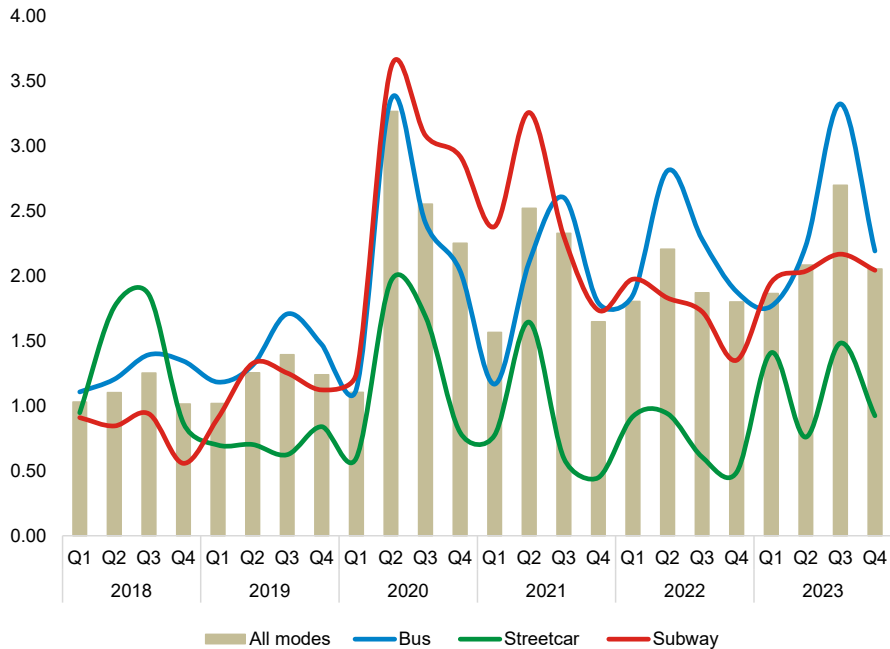
Note: Next update will be available in the May 2024 CEO's Report.





Safety and security

Customer injury incidents rate (CIIR)



Results

The CIIR in Q4 2023 was 2.05 injury incidents per one million vehicle boardings — a decrease from Q3 (2.7) and an increase from the same period last year (1.80). The CIIR for Q4 was 6% lower than the four-quarter average rate of 2.18 injury incidents per one million vehicle boardings. The four-quarter average, over the five years, shows a statistically significant upward trend in the CIIR. The latest available data shows 114 customer injury incidents in January 2024, which was 15% lower than the average of 134 customer injury incidents in Q4 2023.

Analysis

The decrease in the CIIR in Q4 (down 24% from Q3), was mainly due to the decrease in bus and streetcar injuries (bus CIIR is down 20% and streetcar CIIR is 37% down from Q3). Q3 and Q4 had 303 and 213 bus onboard injuries and 27 and 17 streetcar onboard injuries, respectively.

Action

- The TTC continues to monitor the CIIR and existing safety initiatives, which include messaging to promote customer safety and safe vehicle operation.
- Communications to Operators include reminders about smooth braking and acceleration, safe speed when turning, maintaining a safe following distance and operating more slowly when visibility is reduced.
- The TTC prepares year-round for winter by reviewing severe weather plans and preparing for seasonal weather changes to mitigate safety impacts to customers.

Note: Next update will be available in the May 2024 CEO’s Report.

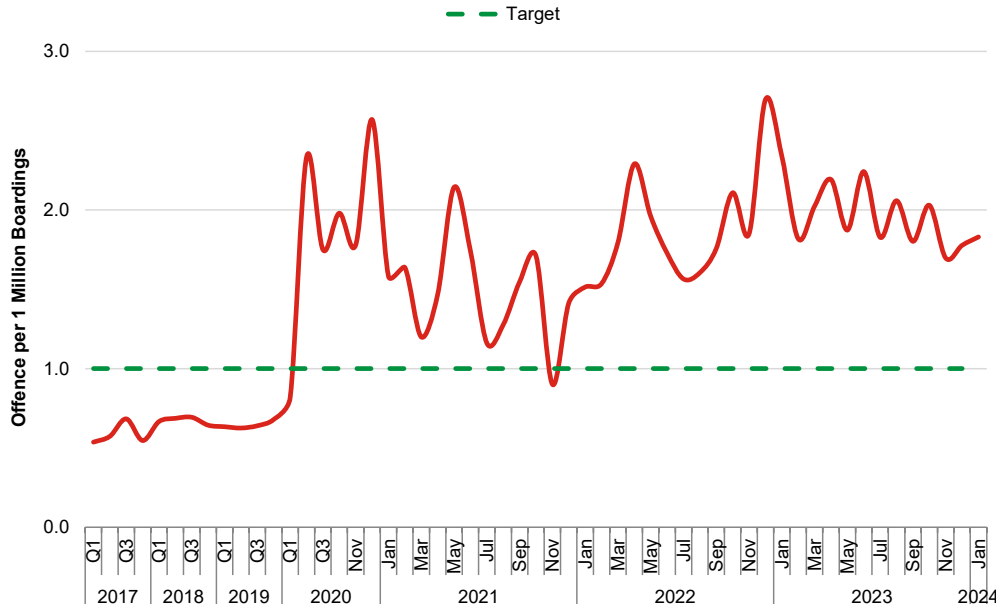
Definition
Number of customer injury incidents per one million boardings.





Safety and security

Offences against customers



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

Definition

Number of offences against customers per one million boardings.

Results

The number of offences against customers was 1.83 per one million boardings for January 2024, increasing from 1.76 in December 2023.

Analysis

The rate of offences has increased, and correspondingly the per-day rate also increased, from 3.57 in December 2023 to 3.61 in January 2024. Since January 2023, there has been an overall decrease of 22% in rate offences against customers.

Action

- Hiring of 161 new customer-facing personnel, vastly increasing the visible presence of TTC staff across the system. This includes 130 new Customer Service Agents in subway stations, one clerk to support administration duties, and 30 new Supervisors positioned at key locations. Hiring of personnel is complete.
- Multidisciplinary approach with City of Toronto and Toronto Police Service to amplify community support and incident response through short- and long-term strategies. Detailed updates have been captured in the Update in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report ([September](#)).
- Community Safety Ambassadors and Streets to Homes staff continue to provide support and outreach for underhoused individuals since March 2023.
- Increasing promotion of SafeTTC App and *See Something Say Something* announcements through stations.
- The TTC continues the recruiting of hiring 50 additional Special Constables.

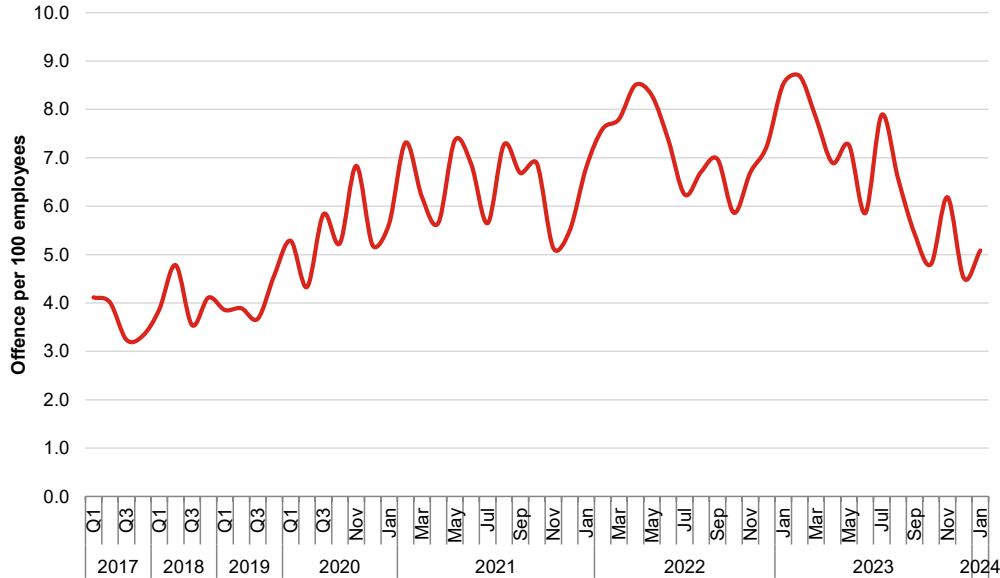
The TTC's Special Constable Service continues to monitor these statistics regularly, and report up to the multidisciplinary table, and reallocate resources across the network to assist with emerging issues.





Safety and security

Offences against employees



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

Definition

Number of offences against employees per 100 employees.

Results

The number of offences against employees per 100 employees (annualized rate) increased in January 2024 compared to December 2023, to 5.08 from 4.51.

Analysis

The total number of offences have increased from 2.03 to 2.14 per-day. Since January 2023, the overall rate of offences (annualized rate) has decreased by 40%.

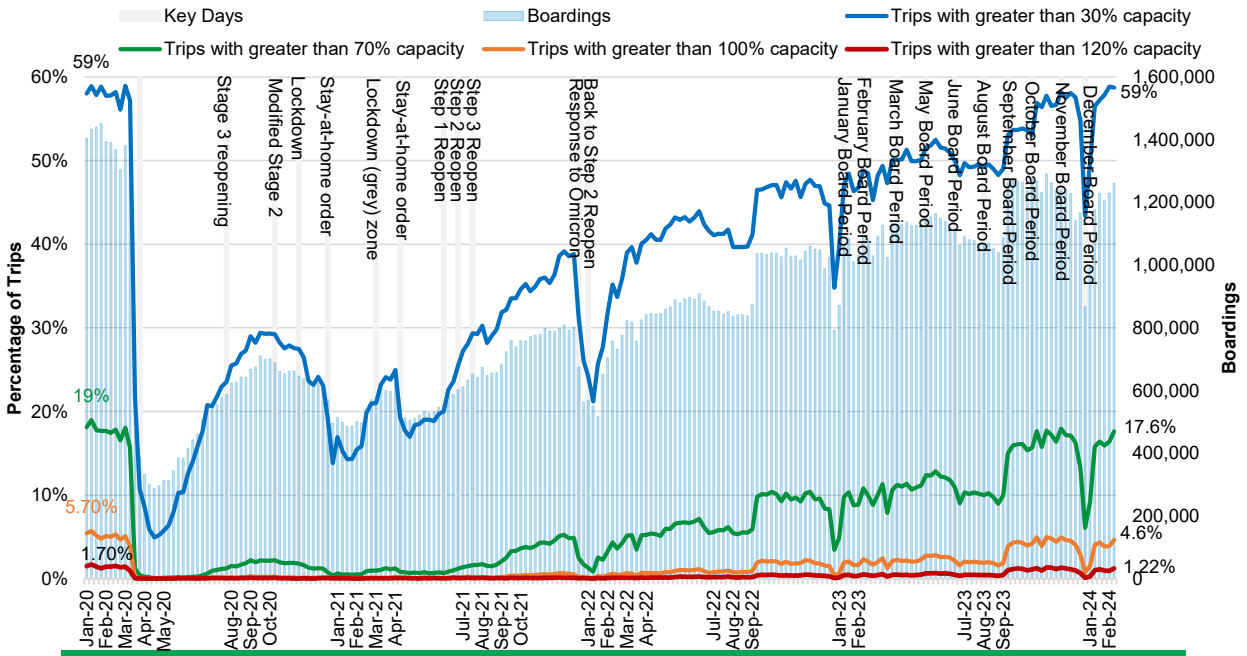
Action

- As part of the action plan to prevent offences against employees, the initiatives include:
- Continuing high-visibility presence from community safety supports, including Special Constables, Security Guards and Toronto Police Officers, and increasing the presence of TTC staff across the system to improve incident response.
 - Supported 26 proactive site visits in 2023, with more planned for 2024, conducted by the Ministry of Labour, Immigration, Training and Skills Development and reviewing risk assessments, reporting processes, training and control measures.
 - As of January 19, 2024, provided de-escalation training to 3,089 of 11,029 frontline employees, including unconscious bias training.
 - Engaging with our Unions through quarterly Joint Labour Management Committee meetings to provide updates on the action plan and discuss recent incidents.
 - Multidisciplinary approaches with the City of Toronto and Toronto Police Service to improve incident response and community support.
 - Detailed updates have been captured in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report ([September](#)).



Hot topics

Bus Occupancy



Definition: Bus Occupancy % is measured by # passengers on board compared to capacity for the bus size on each bus trip. TTC also looks at 4 thresholds: 30% of capacity, 70%, 100% and 120%. This means some portion of the trip is 120%, not necessarily the whole trip. Trips with 120% are prioritized for additional service.

100% of Capacity: 50 customers onboard a standard 12-metre (40-foot) bus.
120% of Capacity: 60 customers onboard a standard 12-metre (40-foot) bus.

Results

For the first week of February 2024, the frequency of bus trips where any portion of the bus trip reached occupancy over 100% was 4.6%, and over 120% was 1.22%. This equates to about 1,424 and 375 number of trips, respectively. Both thresholds remain lower than pre-COVID.

Analysis

Bus occupancy rates have increased due to higher customer use. Despite the overall rise, the growth in high-occupancy trips is slower than that of low-occupancy trips, indicating a positive and effective trend in managing bus capacity.

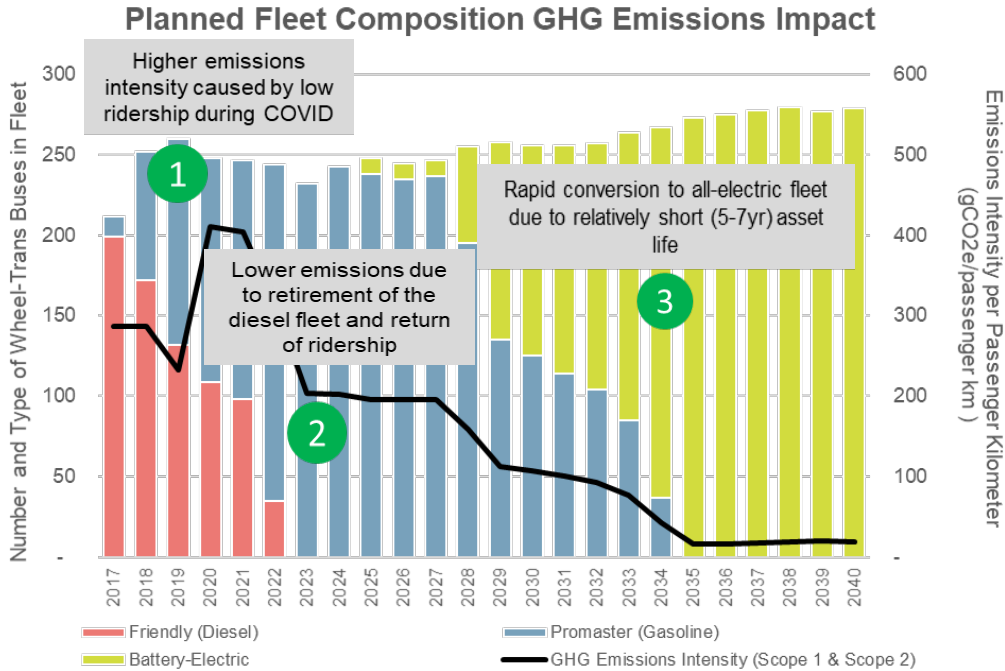
Action

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



Hot topics

Wheel-Trans Buses Going Electric



This graph shows the Wheel-Trans fleet composition and the total GHG emissions intensity (g/km travelled) for Scope 1 and Scope 2 emissions. As the fleet transitions from diesel to gasoline to battery electric, the total GHG emissions intensity reduces. With a fully electric WT fleet, the GHG emissions intensity of 50g/km is approximately a quarter of a personal vehicle with an internal combustion engine.

Current Status and Outlook

Using a similar approach to the head-to-head evaluation of 40-foot eBuses, the TTC is procuring up to 10 all-electric Wheel-Trans (eWT) vehicles from multiple vendors. This program includes the purchase and test of zero-emissions Wheel-Trans vehicles within the TTC's operating environment, supported by the deployment of charging infrastructure. Lessons learned will inform technical and commercial specifications for future large-scale procurements as we transition to a zero-emission fleet ahead of the City's Transform TO Net Zero Target of 2040.

Procurement will be through a competitive process. The Request for Proposal will be issued to the market in Q2 of 2024 and deliveries are expected in 2025. This work is being completed in parallel with the installation of electrification infrastructure by PowerON Energy Solutions at our Lakeshore garage.

While undergoing the energy transition, our primary goal remains a fully-accessible vehicle that meets the needs of our customers. As such, the Advisory Committee on Accessible Transit will, as always, remain the key evaluator for new eWT buses.

Project Milestones

In 2017, the TTC took its first step to replace its diesel-fueled 9-meter Wheel-Trans 'Friendly' vehicles through the introduction of 6-meter and 7-meter, gasoline-fueled ProMaster vehicles.

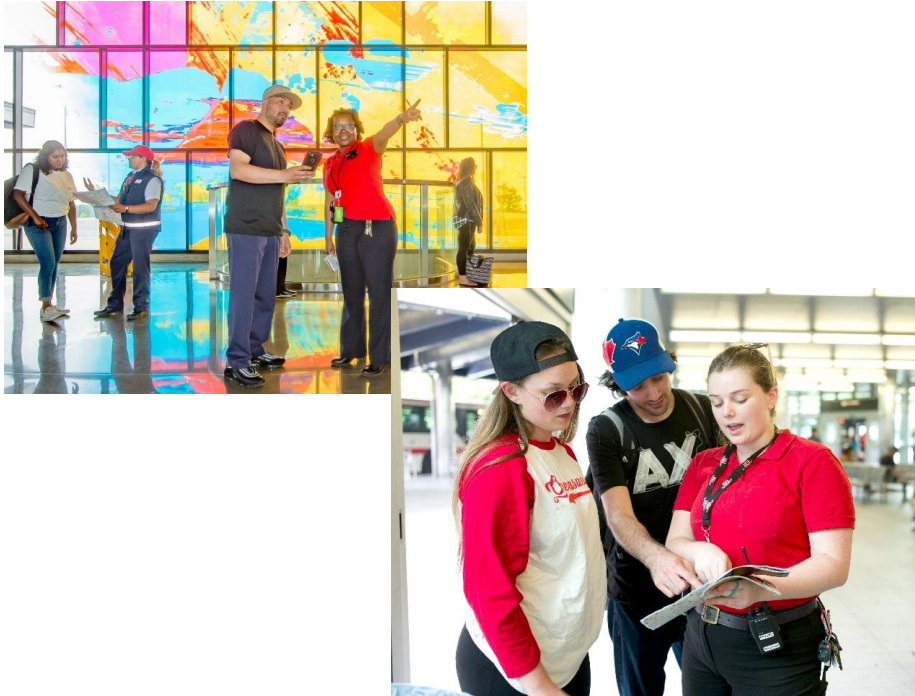
In November 2023, the last of the legacy 'Friendly' diesel buses was decommissioned. This major milestone resulted in a significant improvement in air quality for Wheel-Trans customers and TTC workers and a reduction in greenhouse gas emissions by approximately 17%.





Hot topics

Early Insights: New Staff and Customer Experience



Top and bottom: Customer Service staff helping customers.

Background

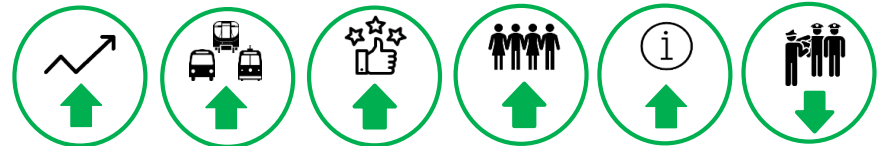
Following the September 26, 2023 Board approval, the TTC has recently increased the number of customer-facing resources, within the subway system. The aim is to increase visibility and improve customers' sense of safety, security and well-being, while also enhancing our customer experience with improved customer service and a reduction in our incident response times to subway-related delays. The TTC hired 130 Customer Service Agents, 20 Station Supervisors and 10 Operations Supervisors.

Early Insights

Customer satisfaction has increased since October 2023. In January 2024:

- Overall customer satisfaction was 70%, increased by one percentage-point.
 - Customer satisfaction with subway was 71%, increased by 5%.
 - Customer satisfaction with personal safety was 61%, increased by 7%.
- Staff helpfulness was 65%, increased by 6%.
- Customer Ease Score was 80% and getting help when needed was 69%, increased by three and five percentage points, respectively.
- Overall offences against customers (per 1 million boardings) and offences at stations decreased by 10% and 11%, respectively.

The TTC is committed to ensuring a positive customer experience when travelling on the TTC network.





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

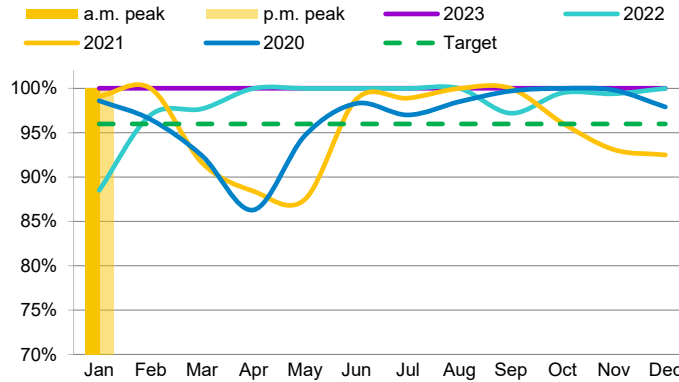
Appendix: Service delivery

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.

Jan 2024: 100.0%
Dec 2023: 100.0%
Jan 2023: 97.4%

Target: 96.0%



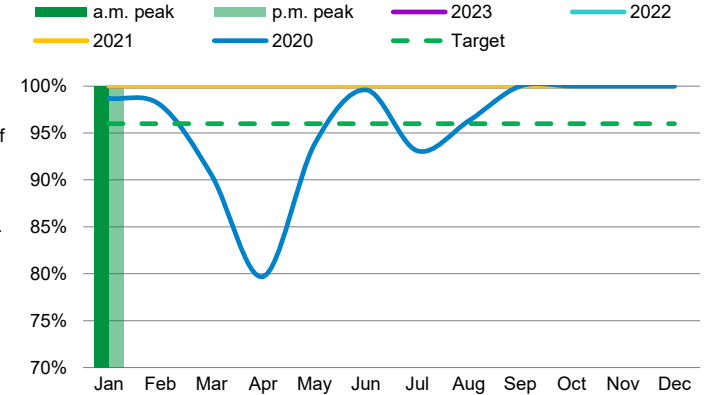
Line 3 was shutdown on July 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, the Line 3 Bus Replacement Plan is in effect with complete transit priority measures and routing.

Line 2 capacity

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

Jan 2024: 100.0%
Dec 2023: 100.0%
Jan 2023: 100.0%

Target: 96.0%

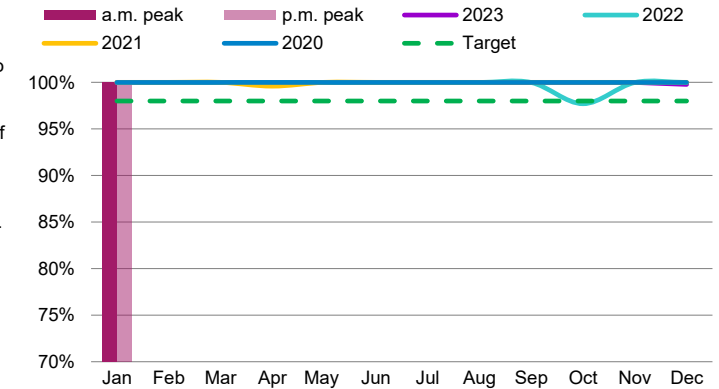


Line 4 capacity

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

Jan 2024: 100.0%
Dec 2023: 99.8%
Jan 2023: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

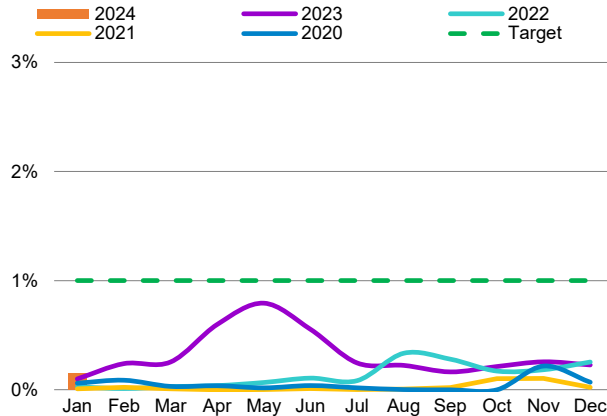
Appendix: Service delivery

Streetcar short turns

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

Jan 2024: 0.15%
Dec 2023: 0.23%
Jan 2023: 0.10%

Target: 1%

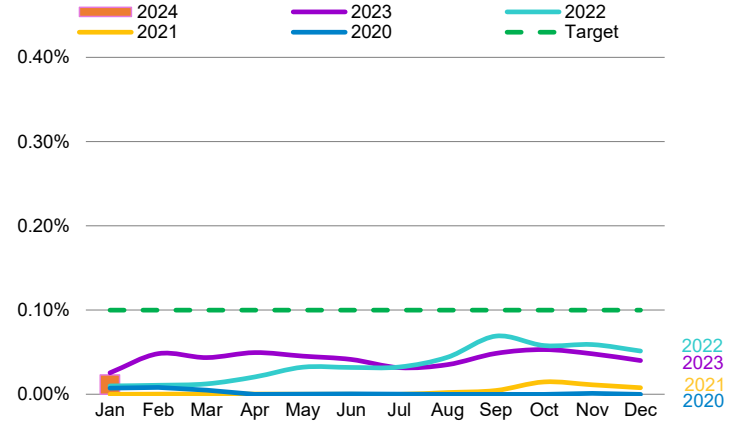


Bus short turns

A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (per 100 departures).

Jan 2024: 0.02%
Dec 2023: 0.04%
Jan 2023: 0.03%

Target: 1.30%

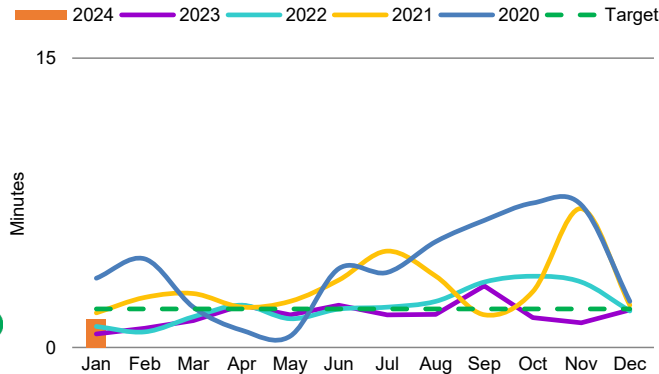


Wheel-Trans contact centre wait time

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

Jan 2024: 1.5
Dec 2023: 2.0
Jan 2023: 0.7

Target: 2





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

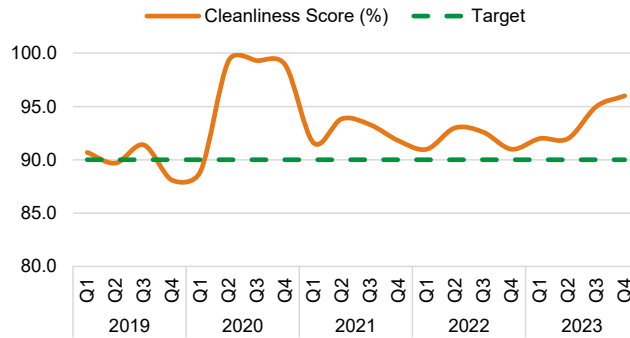
Appendix: Cleanliness

Bus cleanliness

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

Q4 2023: 96.0%
Q3 2023: 95.0%
Q4 2022: 91.0%

Target: 90.0%

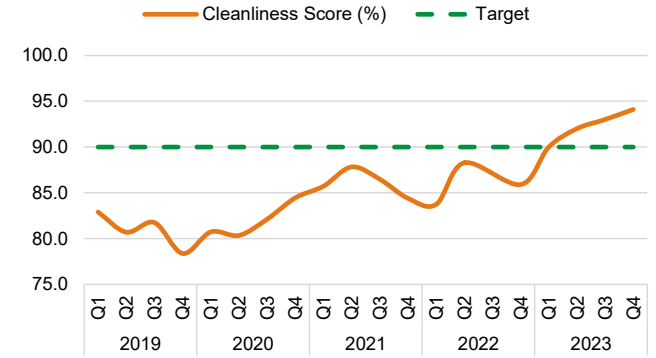


Streetcar cleanliness

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

Q4 2023: 94.1%
Q3 2023: 93.0%
Q4 2022: 85.9%

Target: 90.0%

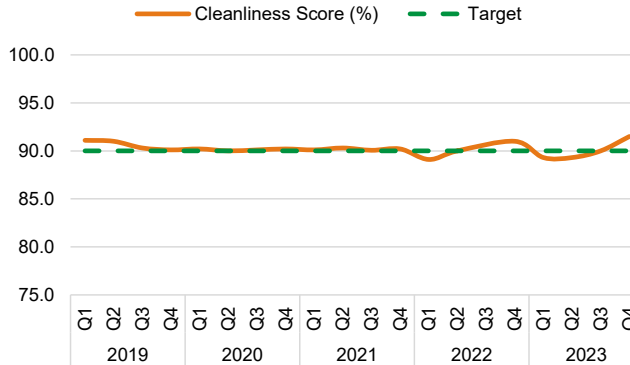


Subway cleanliness

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

Q4 2023: 91.5%
Q3 2023: 90.0%
Q4 2022: 91.0

Target: 90.0%

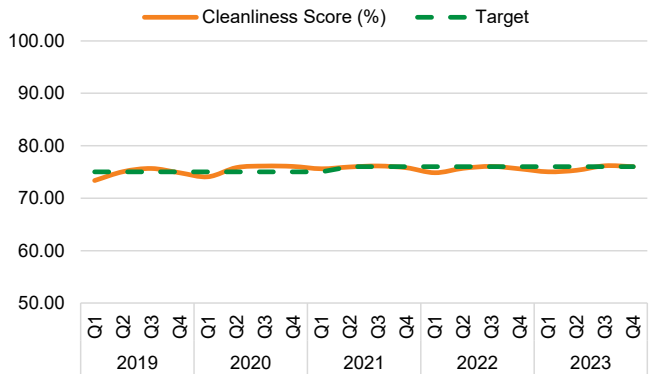


Station cleanliness

Results of a third-party audit. Average of all 71 stations.

Q4 2023: 76.02%
Q3 2023: 76.19%
Q4 2022: 76.60%

Target: 76.0%





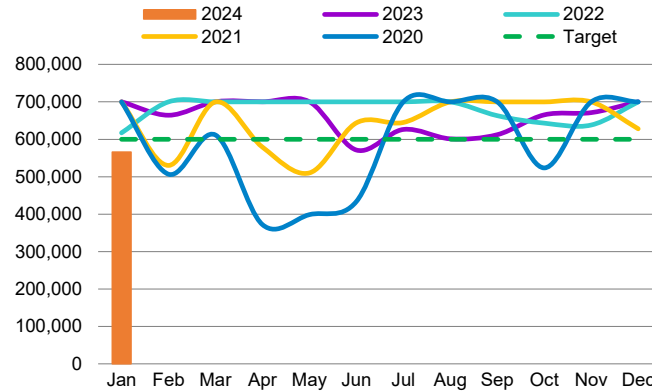
Appendix: Asset reliability

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.

Jan 2024: 566,000
Dec 2023: >600,000
Jan 2023: 977,000

Target: 600,000 km -



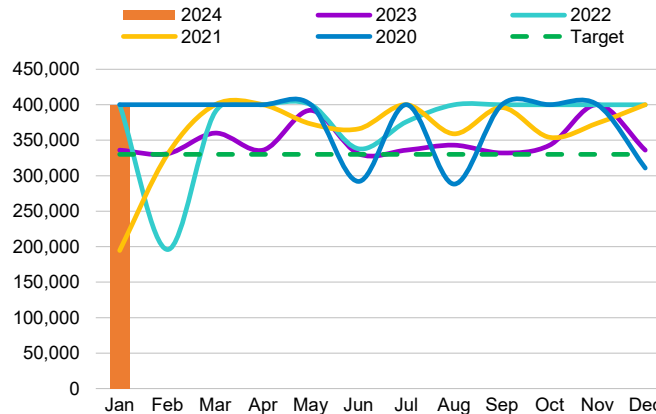
In January, there were 6 delay incidents that were five minutes or more that caused MDBF falling under target.

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.

Jan 2024: >330,000
Dec 2023: 336,000
Jan 2023: 336,000

Target: 330,000 km ✓

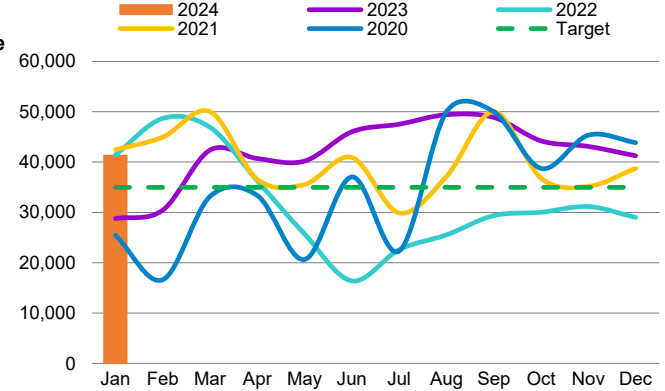


Streetcar mean distance between failures

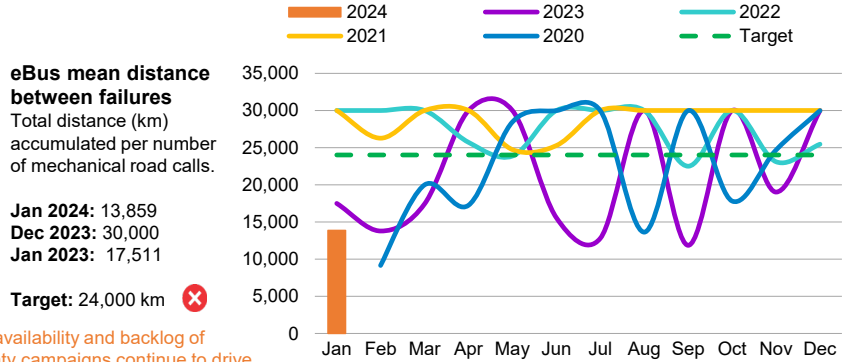
Total distance (km) accumulated per number of mechanical road calls.

Jan 2024: 41,285
Dec 2023: 41,252
Jan 2023: 28,752

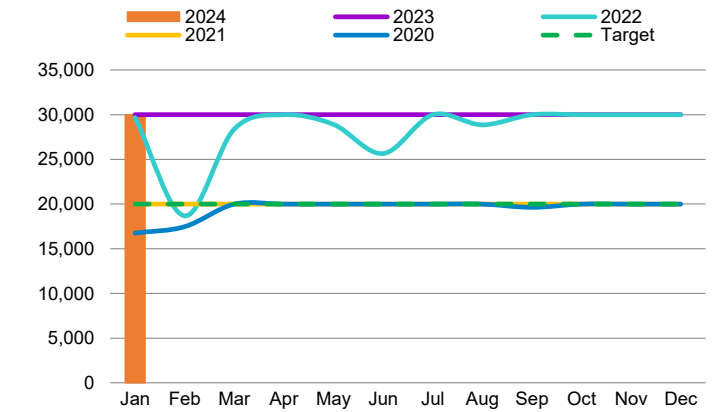
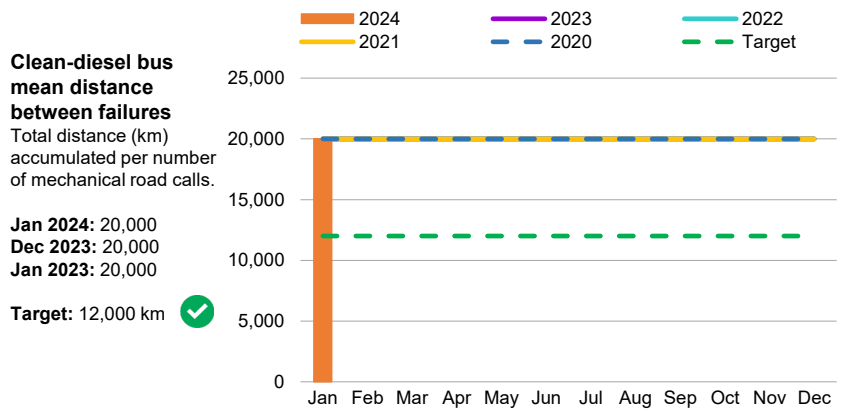
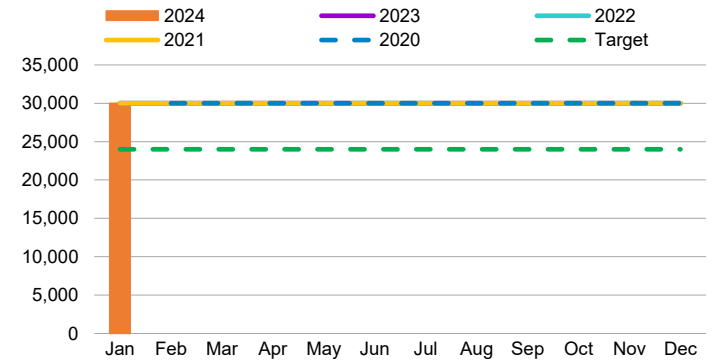
Target: 35,000 km ✓



Appendix: Asset reliability



Parts availability and backlog of warranty campaigns continue to drive down the availability and reliability of eBuses.




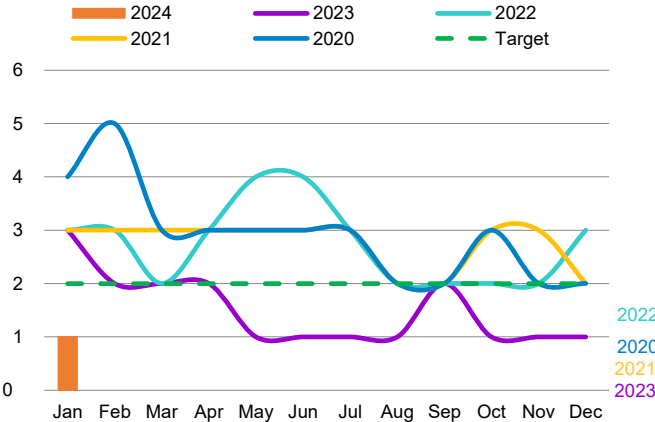
Appendix: Asset reliability

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.

Jan 2024: 1
Dec 2023: 1
Jan 2023: 3


Target: Less than 2 

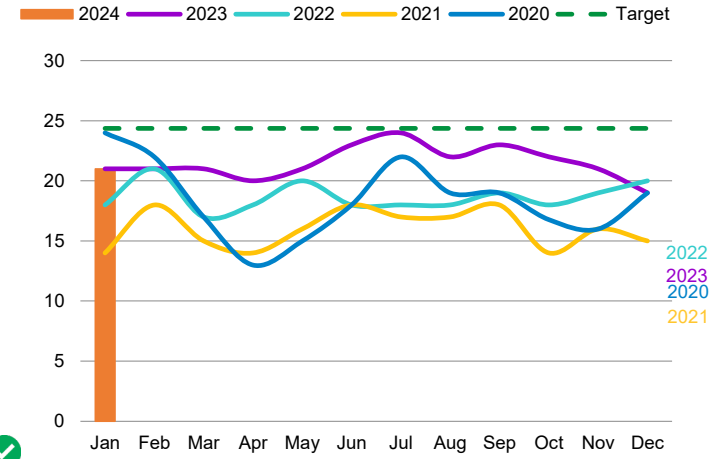


Bus road calls and change offs

Average daily number of vehicle equipment failures requiring a road call for service repair or a change off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable. Target is 1.5% of peak revenue service

Jan 2024: 21
Dec 2023: 19
Jan 2023: 21

Target: Less than 24 





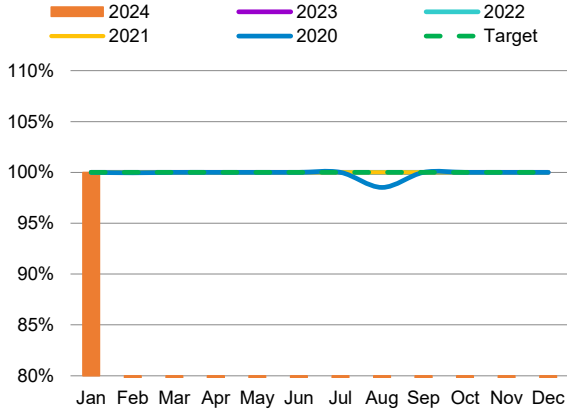
Appendix: Asset availability

Subway service availability

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

Jan 2024: 100.0%
Dec 2023: 100.0%
Jan 2023: 100.0%

Target (RW): 100%

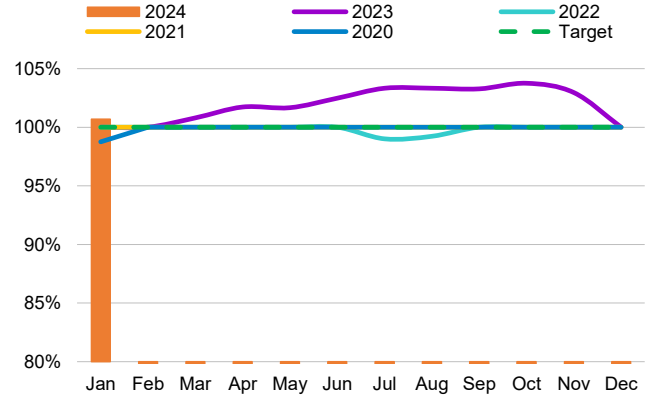


Streetcar service availability

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

Jan 2024: 101.0%
Dec 2023: 100.0%
Jan 2023: 100.0%

Target (RW): 100%

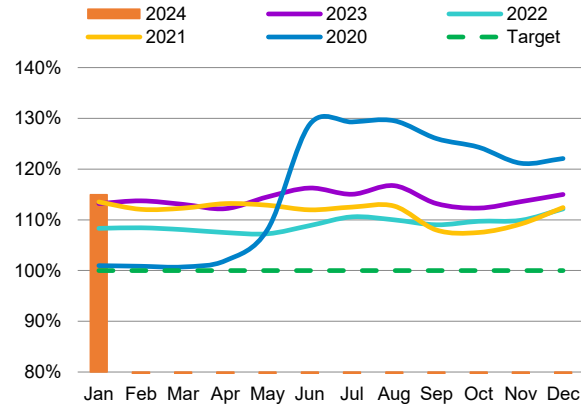


Bus service availability

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

Jan 2024: 115.0%
Dec 2023: 115.0%
Jan 2023: 113.2%

Target (RW): 100%



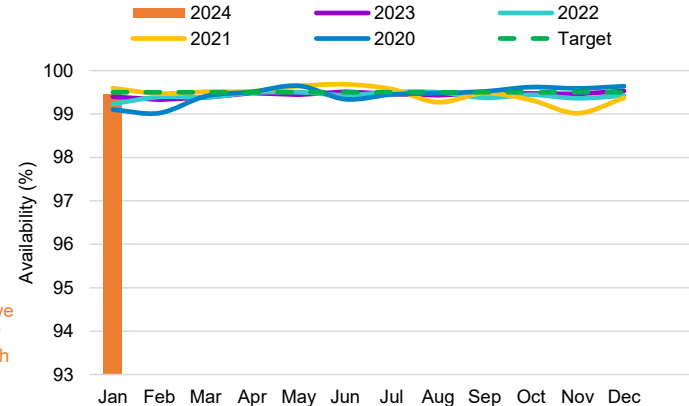
Fare gate availability

Percentage of fare gates are available for use.

Jan 2024: 99.46%
Dec 2023: 99.53%
Jan 2023: 99.40%

Target (WR): 99.50%

Work is underway to implement a new software patch to improve availability and reliability of the Fare gates through 2024.





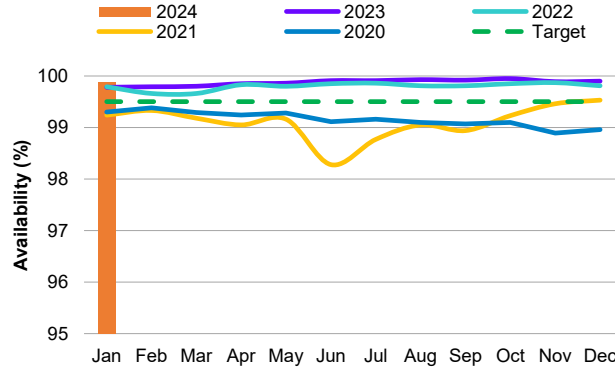
Appendix: Asset availability

PRESTO reader

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

Jan 2024: 99.88%
Dec 2023: 99.90%
Jan 2023: 99.78%

Target: 99.50%

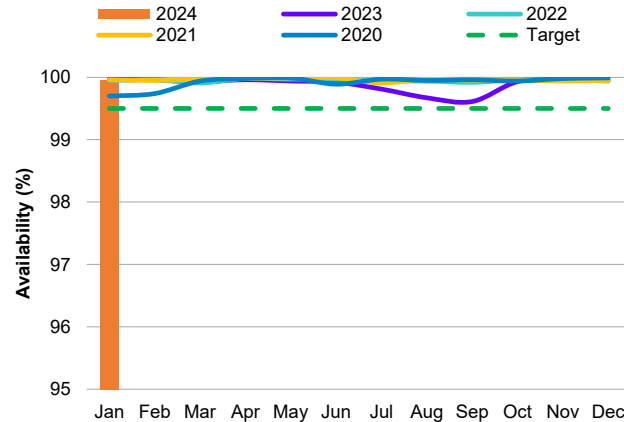


PRESTO Self-Serve Reload Machine (SSRM)

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

Jan 2024: 99.96%
Dec 2023: 99.95%
Jan 2023: 99.97%

Target: 99.50%

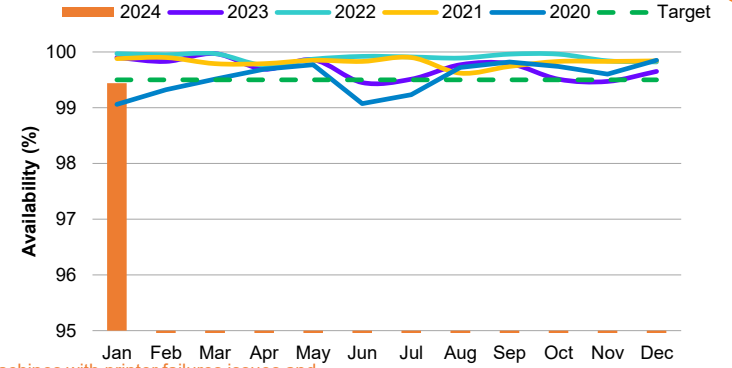


PRESTO Fares and Transfers Machine (FTM)

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.

Jan 2024: 99.44%
Dec 2023: 99.65%
Jan 2023: 99.90%

Target: 99.50%



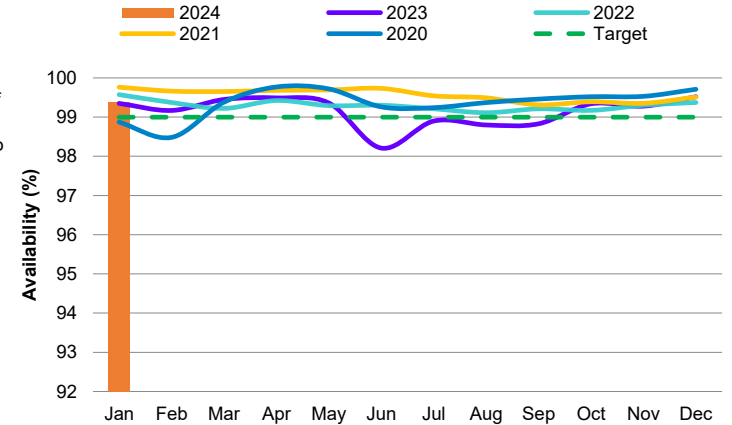
A high number of vending machines with printer failures issues and delays in scheduling the streetcars for device repairs caused reduced availability.

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.

Jan 2024: 99.38%
Dec 2023: 99.52%
Jan 2023: 99.35%

Target: 99.00%





Appendix 2: Safety

Regulatory compliance – (January 1 to December 31, 2023)¹

This table summarizes the number of regulatory interactions and orders issued in 2023 (January 1 to December 31) and their status.

An Interaction refers to a:

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

Type	Interactions	Number of Orders Issued		
		Requirement orders ² issued	Non-compliance orders ³ issued	Status
Ministry of Labour, Immigration, Training and Skills Development	91	4	7 ⁽⁴⁾	Compliance Achieved
Ministry of the Environment, Conservation and Parks	0	0	0	No orders issued
Technical Standards and Safety Authority	1	0	4 ⁽⁵⁾	Compliance Achieved
City of Toronto	2	0	1 ⁽⁶⁾	Compliance Achieved
Toronto Fire Services	5	0	2	Compliance Achieved

⁴ The four MLITSD non-compliance orders since the last update were:

- Two orders to re-assess the workplace violence risk assessment at Wilson Station and Spadina Station with consideration for unsecured items (fire extinguishers).
- One order at Bathurst Station to secure the breakable glass panel containing the emergency window hammer on streetcar #4412 pursuant to section 25(1)(b) of the OHSA.
- One order to re-assess the workplace violence risk assessment due to the documents age, incident history at the location, and construction that has taken place since the last revision at Eglinton Station.

⁵ The four TSSA non-compliance orders were:

- One order was regarding the Contractor who interfered with a pipeline without the TTC's authority to do so when using an excavator to excavate and install a new bus pad for the TTC at 226 Wineva Avenue, Toronto, and the TTC as an owner shall ensure the Contractor receives authority from the TTC before interfering with any pipeline.
- One order was regarding the Contractor who was found to be excavating at 226 Wineva Avenue, Toronto without a valid locate, and the TTC as an owner shall ensure the Contractor excavate ground with a valid locate for location of any pipeline that may be interfered with.
- One order was regarding the Contractor who was found to be excavating with mechanical equipment near 226 Wineva Avenue, Toronto where locate markings were not visible, and the TTC as an owner shall ensure the Contractor stop work and contact Ontario One Call service, where one exists, or the owner TTC, to request a re-mark.
- One order was regarding the Contractor who was found to be excavating with mechanical equipment at 226 Wineva Avenue, Toronto within 1.0m of a marked gas line, and the TTC as an owner shall ensure the Contractor hand dig when the ground disturbance is within the hand expose zone.

⁶ The one City of Toronto (Toronto Water) non-compliance order was:

- Sanitary sewer sample collected at Hillcrest Complex exceeded the Toronto Sewer Bylaw limit for total phosphorus.

¹ Next update will be available in the May 2024 CEO's Report.

² Orders issued to provide documentation/information.

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



Appendix: How ridership is measured

Revenue Rides versus Customer Boardings

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

Revenue Rides

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

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

In the public transit industry:

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

Definition in the TTC CEO’s Report

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

Customer Boardings

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

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

In the public transit industry:

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

Definition in the TTC CEO’s Report

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