CEO's Report

Toronto Transit Commission

October 2023

Toronto Transit Commission

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

TTC by the numbers

1.7 million
Total current trips

183,200
weekly service hours pre-pandemic

6,400+ km
of routes

2,114
buses

206
streetcars

150
trains

16,000+
employees

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

Our vision
To be a transit system that makes Toronto proud.
Our mission
To provide a reliable, efficient, accessible and integrated bus, streetcar and subway network that draws its high standards of customer care from our rich traditions of safety, service and courtesy.

Did you know…

Did you know that the TTC held its second Halloween Fest at Bay Lower on October 28 and 29? It was a family-friendly event and helped us raise money for United Way. Stay Greater Toronto. Visit ttc.ca for more details!

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CEO's commentary

Earlier this month, the TTC again increased service to meet ridership demand. On October 8, the TTC increased service on 14 bus routes and improved on-time reliability on a further 11 routes. This is part of the TTC's larger plan, announced this summer, to bring service on the bus network back to 99 per cent of pre-pandemic levels.

This increase in demand is reflected in our ridership numbers. For the week ending October 13, excluding Thanksgiving Monday, the TTC's average weekday boardings stand at 82 per cent of pre-COVID levels, or 2.55 million boardings. Weekend ridership continues to exceed weekday demand, being 96 per cent for this week. Bus boardings are leading recovery, at 96 per cent of pre-COVID levels, while streetcar boardings sit at 65 per cent and subway at 73 per cent. Wheel-Trans ridership is at 75 per cent of pre-COVID levels.

This month, there have been other changes to support our customers better. The TTC implemented the third phase of the Line 3 Scarborough bus replacement service plan. This plan ensures frequent, high-capacity connections with the subway, Line 2 Bloor-Danforth.

The TTC started running the 903 Kennedy-Scarborough Centre Express from a new bus terminal at Kennedy Station, expanding capacity and further improving bus services that are replacing

Line 3 (more on the SRT farewell event below). We also extended the western endpoint of the 954 Lawrence East Express to Kennedy Station.

Along with looking at more frequent service, the TTC is also focused on improving customer experience. We are looking at data to plan service better as we adjust to our customers' new travel patterns and ensure we arrive on time. We are working hard, and we are looking forward to continuing to share these changes in November follow up.

Diversity and Culture Group

TTC celebrates Women's History Month and Latin American Heritage Month in October

Diversity and inclusion are priorities at the TTC, and we continue our work to ensure our workplace reflects the city and communities we serve.

In October, the TTC is celebrating Women's History Month by highlighting women who have positively impacted our organization. An internal profile campaign highlights women who have made their mark at the TTC over the years.

CEO's commentary

Multi-Year Accessibility Plan consultation
The TTC is preparing its next Multi-Year Accessibility Plan (2024-2028). To help inform the new plan, the TTC will consult broadly with customers and employees. The consultation process will include various events, from in-person pop-ups and employee focus groups to virtual stakeholder meetings and online surveys.

Consultations will begin in late October. Please stay tuned for more details.

Transportation and Vehicles Group

Wheel-Trans launches its mobile application
Wheel-Trans launched its new mobile app on September 25. Customers can use the app with a smartphone to plan door-to-door and Family of Services (FOS) trips, track vehicle location on a map in real time, receive service alerts, view trip history, reset passwords, and modify their communication preferences.

The app is another way that we can offer customers spontaneity and autonomy in trip planning. Riders can also book their trips using the Self-booking website, Interactive Voice Response (IVR), or by contacting Wheel-Trans Reservations.

The app is available for iOS and Android users and supports most functions on the Wheel-Trans Self-booking site. Visit the Google Play Store or the App Store to download the Wheel-Trans mobile app. Anyone requiring further information can contact Wheel-Trans Customer Service by phone at 416-393-4111 or e-mail at wtcs@ttc.ca.

Farewell to Line 3 SRT
The TTC was proud to host an open house for customers and employees to wish a fond farewell to Line 3 last month. It was heartwarming to see thousands of people come to Scarborough Centre Station to celebrate nearly 40 years of RT rail service to the residents of Scarborough.

Last August, the TTC confirmed that the SRT train service, originally scheduled to end in November, would be decommissioned following the July 24 derailment. The TTC started installing elements of the Line 3 replacement plan to ensure riders are supported and can effectively plan their trips through the fall and onwards.

Crowds of all ages at the open house hosted by TTC for customers and employees to say farewell to Line 3.

CEO's commentary

Poster of TTC employee recognizing Latin American Heritage Month.

The TTC is proud to support women in the workforce as we continue to promote hiring women through various recruitment efforts and events. Our organization strives to make everyone feel empowered and encouraged to pursue their career goals, without fear of gender bias or barriers hindering their progress.

The TTC will also recognize Latin American Heritage Month in October with employee features across our employee communication channels.

Strategy and Customer Experience Group

Public Forum on Accessible Transit
The TTC's Public Forum on Accessible Transit is an annual meeting where we speak directly with customers on our extensive accessibility initiatives, including the Wheel-Trans 10-Year Strategy, Family of Services, and Easier Access projects. This year's public forum was held at the Toronto Reference Library on Monday, October 23. TTC staff presentations began at 7 p.m. and were followed by a question-and-answer session. The forum was live-streamed and is available at ttc.ca.

Our mission statement at the TTC is to provide a reliable, efficient, accessible, as well as integrated bus, streetcar, and subway network. The feedback we receive directly from riders and the public is essential for helping the TTC to improve the accessible conventional, and specialized services that we deliver to our diverse customer base.

Happy Halloween!
I want to thank everyone involved in organizing another spine-tingling Halloween Fest on the TTC on October 28-29. The ghoulish two-day event brought thousands of people down to Bay Lower and helped us to raise much-needed donations to United Way Greater Toronto. Fun-filled activities included a haunted train and a Trick-or-Train train for children of all ages. I am already looking forward to the thrills and chills in store for next Halloween.

Halloween Fest took place from 9 a.m. to 7 p.m. on Saturday, and on Sunday from 9 a.m. to 4 p.m. Tickets at the door were $5 per entry, and kids two and under were free. All proceeds went to the TTC's United Way campaign.

CEO's commentary

TTC and City Officials saying goodbye to a Line 3 with a slice of sweetness.

One significant change resulting from the decommissioning of Line 3 is the replacement of all route maps across the network. The installation of new maps minus the Line 3 is already underway. This wholesale change involves approximately 13,000 train and streetcar interior maps, 800 in-station maps of various sizes, and 6,000 transit shelter maps. It is also worth noting that the next printed Ride Guide will be the first that will not feature the familiar blue line and button for Line 3 Scarborough.

Safety and Environment Group

Rogers meets the Federal government's October 3 deadline
Starting on October 3, all TTC riders, regardless of service provider, could call, text, and browse in specified tunnels and stations. Rogers formally announced that it turned on 5G service in the busiest sections of the subway system, meeting its technical obligations as defined by the Federal government.

As reported in September's CEO's Report, the TTC continues to work closely with Rogers to schedule the work required to complete the installation of high-speed cellular

service in all subway tunnels and stations within the next couple of years.

Service is currently available in subway tunnels and at all stations on Lines 1 and 2 between Bloor-Yonge and St George. 5G service is also available at Castle Frank, Sherbourne, and Dupont stations, and at stations between Spadina and Keele.

Improving 9-1-1 calling for all TTC riders is essential in increasing safety for everyone riding and working in the system.

Daylight Saving Time ends
Looking ahead to next month, Daylight Saving Time will end on Sunday, November 5. All clocks will turn back one hour, which shifts the hours of daylight earlier. With this time change, it is important for everyone to stay alert and safe. TTC Operators are being reminded to be prepared, be aware, be careful and be rested. Customers, pedestrians and cyclists may not adjust their behaviour to account for the time change or unpredictable weather conditions so extra caution is emphasized.

CEO's commentary

Winter readiness planning

As we approach the winter season and the return of more inclement weather days, customers will be reminded to leave extra time in their commutes, to be careful of slippery conditions, and to check ahead on the status of their TTC service by following @TTCNotices on X (formerly Twitter) or by signing up for eAlerts.

The TTC has been busy through the summer months reviewing contracts with suppliers to make certain that all of our winter inventory and equipment is ready to go. Winter preparedness for the TTC is a multifaceted and multi-departmental effort to ensure each transportation mode is prepared to deal with the severe weather ahead, and that we make all necessary adjustments to our severe weather operations plans.

On top of all that, Subway and Surface crews have lengthy annual checklists of activities that are undertaken, including, to name a few:

- Subway line inspections and repairs to heating equipment.
- Subway yard trackside heating checks.
- Snow fence installation in yards and mainline stretches.
- Leaf cleanup along tracks and tree pruning in the open cuts.
- Inspections of vehicle heating systems, cab defrosters, HVAC filters and ramp systems.
- Windshield wipers and fluid top-ups.
- Installation of winter tires on articulated buses.
- Installation of anti-icing tanks on T1 and TR storm trains.

- Testing of auxiliary equipment, such as plows, snow throwers and salting equipment.

The next scheduled TTC Board meeting will be on Wednesday, November 22. The public meeting will be live-streamed on the Official TTC YouTube Channel.
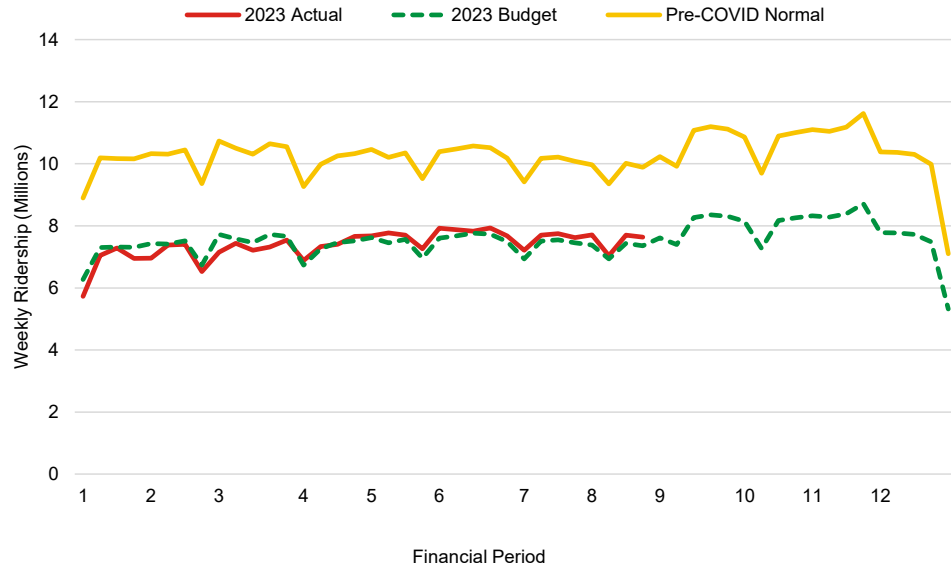
Have a safe and happy Halloween.

Richard J. Leary
Chief Executive Officer
October 2023

Ridership

Revenue rides

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

Results
Period 8 (July 30 to August 26, 2023) revenue rides totalled 30.1 million. This represents 77% of pre-COVID experience and is 1.0 million or 3.3% above budgeted revenue rides for Period 8. Period 8 average weekly ridership decreased slightly to 7.5 million rides per week from 7.6 million revenue rides per week in Period 7, reflecting a ridership decrease inline with seasonable expectations.

Analysis
Revenue ridership has seen steady growth thus far in 2023. A few significant weather events that occurred during the first three months of the year caused a direct reduction in ridership on those days with significant inclement weather, resulting in ridership in the first quarter to be slightly below budget. With no significant weather events after March, ridership has remained slightly above budget since the first quarter, with August ridership averaging 77% of pre-COVID levels for the period, above the budgeted level of 74%.

During Period 8, 2023, up to 93% of unique PRESTO riders used the system each week. While riders have returned to the system, the travel frequency of the riders has dropped. For example, the number of unique riders classified as "commuters" (i.e. ride four of five weekdays per week) are at 53% of March 2020 levels, whereas riders who use transit less frequently (ride less than four weekdays per week) are at 122% of March 2020 levels.

Day-of-week use is highest and consistent across Tuesday to Thursday, averaging approximately 75% of pre-COVID levels for Tuesday through Thursday during Period 8. Weekend recovery is at approximately 88% of pre-COVID levels, consistently stronger than weekday recovery.

Action
Ridership is expected to trend slightly above budget in the third quarter, driven by higher recovery in discretionary travel during the summer months. Ridership is then expected to increase by approximately 600,000-800,000 rides per week in the fall. Actual fall experience, beginning mid-September, will be critical to understand any change to commuter patterns or discretionary travel, informing projections to year-end and the 2024 Budget.
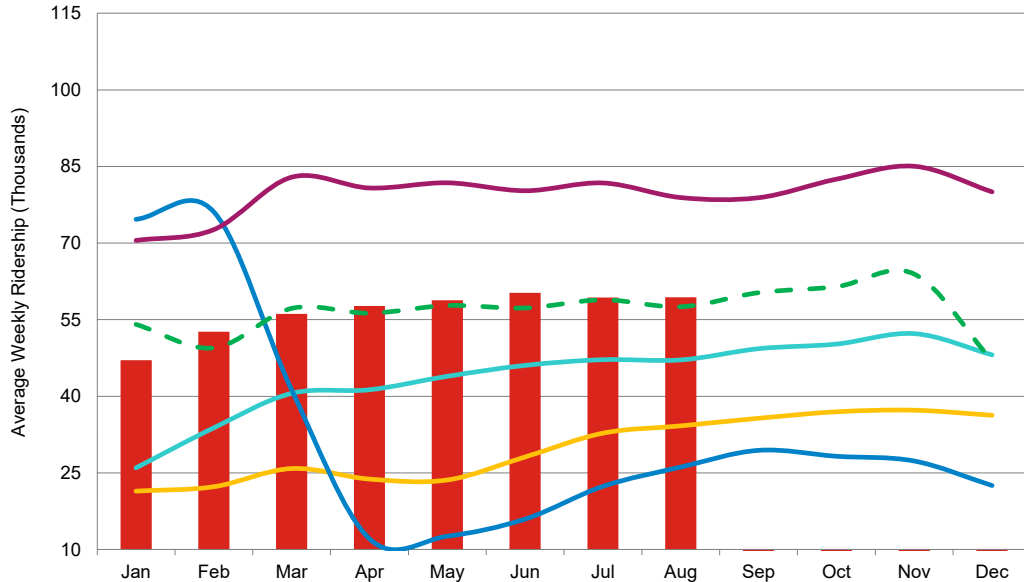
Ridership

Wheel-Trans – Trips

Legend: 2023 | 2022 | 2021 | 2020 | 2019 | Budget

Average Weekly Ridership (Thousands)

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 8 (July 30 to August 26, 2023) was 237,522 (or 59,381 passengers per week). This figure was 3.2% higher than the budgeted 57,516 customers per week. In terms of year-over-year growth, the Period 8 year-to-date (YTD) ridership is 38.3% higher compared to the same period in 2022, and is 0.7% (12,500) over the 2023 YTD budget. The 2023 YTD ridership represents 70.6% of the pre-COVID experience (2019 YTD P8).

Analysis
Wheel-Trans ridership is currently over 2023 YTD budget by 0.7% and the forecast has been adjusted to reflect overall ridership trends experienced to date with 2023 re-forecasted at 3.1 million. This represents a 5% increase for 2023 and a year-end of 74.5% of the pre-COVID experience.

The decline of cancelled at door and no-show trips for this period has had a positive effect on ridership for Period 8. The Self-booking website continues to be the preferred trip booking method, which allows customers to book trips any time of the day at their own convenience.

Action
Wheel-Trans will continue to monitor customer behaviour in order to track the impacts of these behaviours on ridership. With the accommodation rate currently at one of its peak levels, almost 100% of customer trip requests are being fulfilled. This combined with a record low response time to incoming calls has had a positive impact on the ability for customers to book trips.
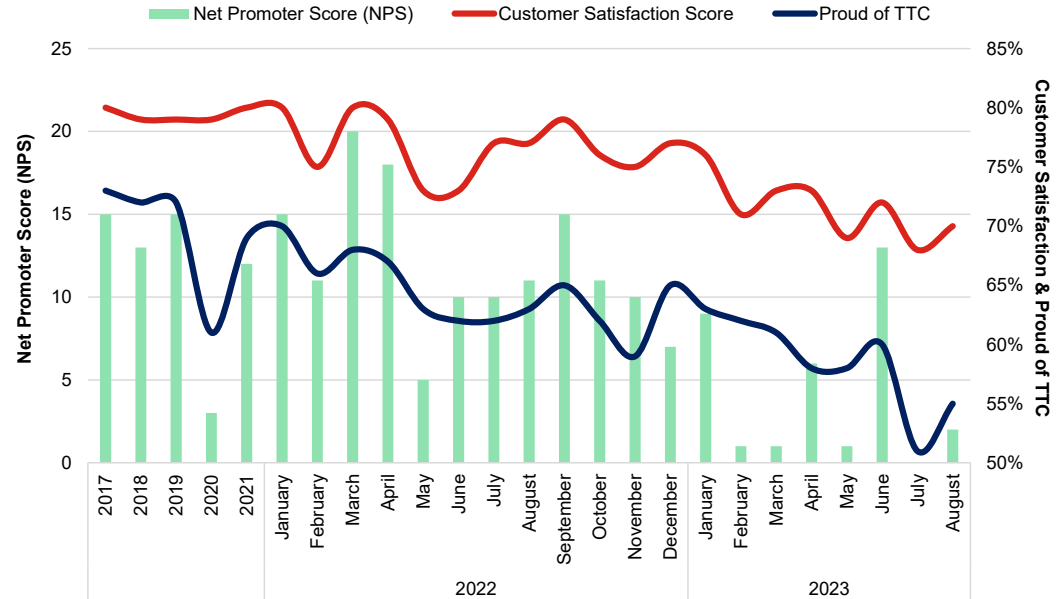
Note: Wheel-Trans ridership is not included in TTC ridership totals.

Customer experience

Customer satisfaction

■ Net Promoter Score (NPS)　— Customer Satisfaction Score　— Proud of TTC

Definition
Monthly customer survey of 500 TTC customers.
Customers are asked: How satisfied were you overall with the quality of the TTC's service on the last TTC trip you took, on a scale of one to 10 where one is "extremely dissatisfied" and 10 is "extremely satisfied".
Net Promoter Score (NPS) measures how likely customers are to recommend the TTC to a friend, family member or colleague.
Note: the customer satisfaction is a lagging indicator, relating to events that occurred in the previous month.

Results
Customer satisfaction has increased since July, from 68% to 70% in August, Net Promoter Score (NPS) increased from zero to two, and the number of customers who say they are proud of the TTC and what it means to Toronto increased from 51% to 55%, from a decline in July.

Analysis
August data showed improved satisfaction, notably in subway and bus categories. Safety, trip smoothness, and signage availability played key roles, increasing by three and two points, respectively. Additionally, streetcar users have noted consistent satisfaction since July. Although there was an increase in the level of personal safety satisfaction in August, it continues to be a primary concern for customers across all modes.

In August, overall NPS increased by two points. Subway and bus NPS rose by four and one point, respectively, while streetcar NPS declined by one point. This indicates a greater inclination among bus and subway users to recommend the TTC, contributing to the overall NPS increase.

Furthermore, customer attitudes towards the TTC indicate an upturn in pride in the transit system and its significance to Toronto, specifically noted by bus and subway users.
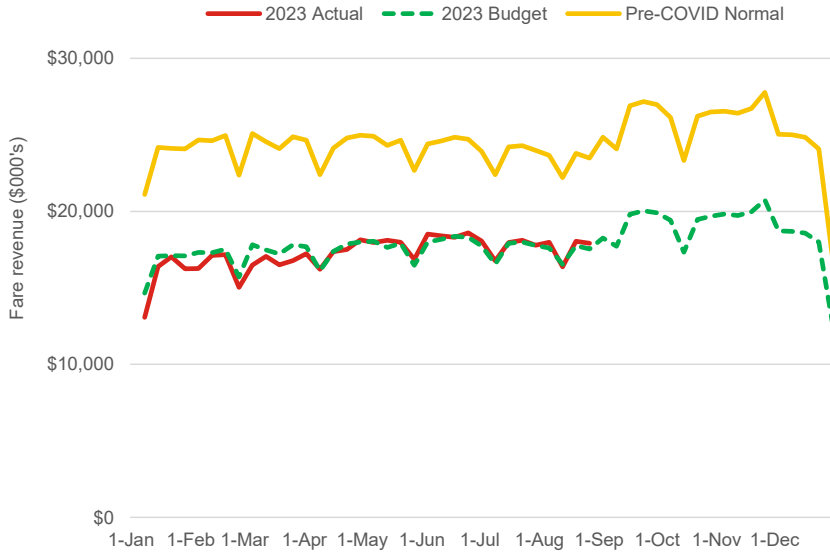
Action
- The ongoing development and delivery of an action plan addressing concerns about safety and security involves the utilization of findings from the safety and security survey as well as insights gathered from focus groups.
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- An in-depth analysis is underway to understand drivers and experiences that evoke customer sense of pride in the TTC.

Financial

Fare revenue

Legend: 2023 Actual — 2023 Budget — Pre-COVID Normal

Y-axis: Fare revenue ($000's) — $0, $10,000, $20,000, $30,000

X-axis: 1-Jan, 1-Feb, 1-Mar, 1-Apr, 1-May, 1-Jun, 1-Jul, 1-Aug, 1-Sep, 1-Oct, 1-Nov, 1-Dec

Definition
Revenue generated through fares.

Results
Period 8 (July 30 to August 26, 2023) fare revenue was $70.4 million. This represents 76% of pre-COVID revenue and is $1.0 million or 1.4% above budgeted fare revenue for Period 8. Period 8 average weekly fare revenue of $17.6 million decreased 0.9% over Period 7, reflecting a ridership decrease in line with seasonal expectations.

On a year-to-date basis, fare revenue totalled $587.1 million, which cumulatively represents 72% of pre-COVID experience and is $4.4 million below the year-to-date budget.

Analysis
Fare revenue has seen steady growth thus far in 2023. A few significant weather events during the first three months of the year caused a direct reduction in ridership on those days, resulting in fare revenue to be $8.8 million below budget in the first quarter.

With no significant weather events after March, fare revenue has remained at or slightly above budget since the first quarter, with fare revenue averaging 76% of pre-COVID levels for Period 8, trending slightly above the budgeted level of 75%.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was $65.4 million for Period 8, representing a PRESTO ridership adoption rate of 89.5%, and $5.0 million from other media for Period 8. Open Payments launched August 15, enabling customers to tap their credit or debit cards to pay for adult single-use fares, including cards on a smartphone or smartwatch. The adoption of Open Payment continued to grow with 5.5% of weekly rides paid using the Open Payment method for the week ending September 9.

Period 8 revenue was generated from the following fare concession groups: 79.7% adult, 9.2% post-secondary, 5.8% senior, 5.1% youth (ages 13-19) and 0.2% other. Revenue from the adult concession has seen steady growth since 2022, driven by a return to office.
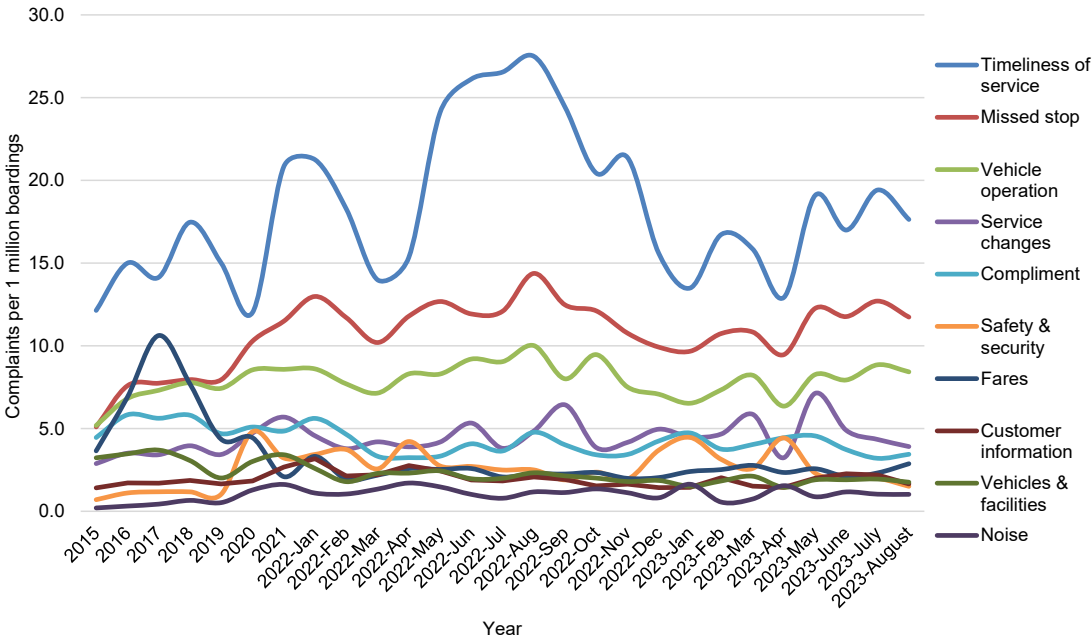
Action
Fare revenue is expected to trend slightly above budget in the third quarter, driven by higher recovery in discretionary travel during the summer months. Weekly fare revenue is expected to further increase in the fall, similar to pre-COVID years, and actual fall experience starting mid-September will be critical to understand any change to commuter patterns or discretionary travel, informing projections to yearend and the 2024 Budget. TTC is also monitoring and reporting the use of the Open Payment method of paying fares and the changes of fare media used by customers. Refer to the Open Payments Hot Topics page for further insights.

Customer experience

Customer service communications (CSCs)

Legend:
- Timeliness of service
- Missed stop
- Vehicle operation
- Service changes
- Compliment
- Safety & security
- Fares
- Customer information
- Vehicles & facilities
- Noise

Y-axis: Complaints per 1 million boardings (0.0 – 30.0)
X-axis: Year (2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022-Jan, 2022-Feb, 2022-Mar, 2022-Apr, 2022-May, 2022-Jun, 2022-Jul, 2022-Aug, 2022-Sep, 2022-Oct, 2022-Nov, 2022-Dec, 2023-Jan, 2023-Feb, 2023-Mar, 2023-Apr, 2023-May, 2023-June, 2023-July, 2023-August)

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

Results
Customer Service Communications (CSCs) saw a 3% decrease in August compared to July. In August, there were a total of 3,490 CSCs, compared to 3,609 CSCs in July. Customer boardings increased by 4% in August compared to July, while the volume of CSCs per one million boardings decreased by 7%.

Analysis
CSCs showed similar trends in categories from July to August. The top four ranked categories – Timeliness of Service, Missed Stops, Vehicle Operation and Service Changes – saw a decline after an increase in July, decreasing by 9%, 8%, 5% and 10%, respectively. Furthermore, CSCs related to timeliness of service and Safety and Security have steadily declined and fell below historical trends, with Safety and Security-related CSCs decreasing by 35% since May 2023.

Noticeably, Vehicles and Facilities moved up two ranks, from the ninth to seventh category, driven predominantly by the increase in CSCs related to structural comments about TTC subway stations. However, Vehicles and Facilities only accounted for 3% of the total CSCs received in August.

Action
- Continuing route level analysis for service reliability, and evaluation of evolving traffic congestion.
- Increased standardization to service schedule changes coming out of COVID.
- Improving customer experience by increasing staff visibility in stations.
- Embed Customer Satisfaction, and research, and Customer CSC priorities in upcoming Customer Experience Action Plan.
- Initiating a comprehensive analysis to understand the nature and specifics of these comments related to TTC subway stations and improve the overall station experience.
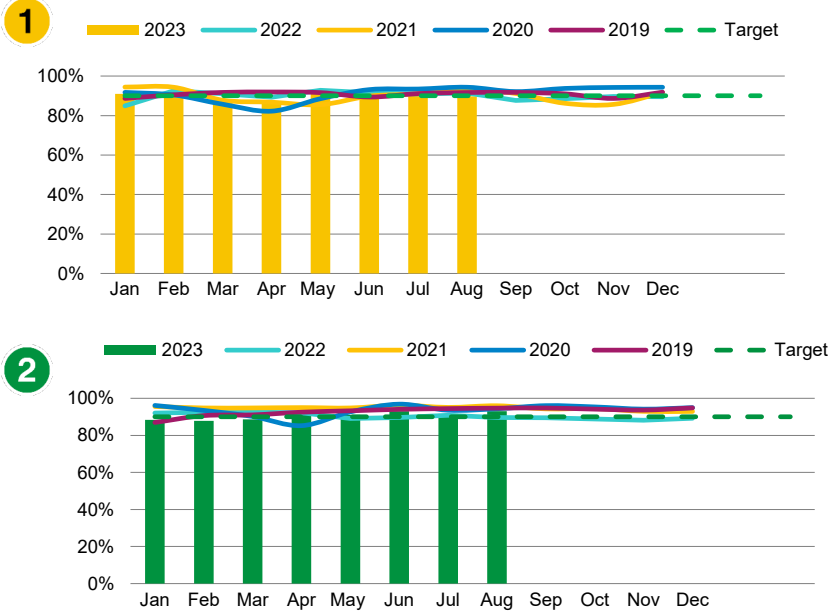
Customer experience

Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

2

On-time performance (OTP) – Subway

1

Legend: 2023 — 2022 — 2021 — 2020 — 2019 — Target

Chart: OTP Line 1 (Jan–Dec), y-axis 0%–100%

2

Legend: 2023 — 2022 — 2021 — 2020 — 2019 — Target

Chart: OTP Line 2 (Jan–Dec), y-axis 0%–100%

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 89.8% in August. This represents a decrease from last month (90.3%) and a decrease from the same time last year (91.5%). Our target of 90% was not met.

Line 2 OTP was 93.1% in August. This represents an increase from last month (91.6%) and an increase from the same time last year (89.7%). Our target of 90% was met.

Analysis
On Line 1, there was a 9.0% decrease in total delay minutes – from 3,029 minutes in July to 2,756 minutes in August. Decreases in delay minutes were seen across all categories except rolling stock and signals and track. Passenger-related delays still make up 66% of the total delay minutes.

Despite the decrease in delay minutes, the OTP decreased in August. This reduction in OTP and Line 1 not meeting the target, can be explained by the following three incidents:

- August 1: OTP was 82.0% due to a 104-minute delay due to a smoke and fire incident at Davisville Station.
- August 10: OTP was 86.9% due to an 80-minute delay due to a injury at track level at Yorkdale Station.
- August 16: OTP was 81.9% due to an early closure from St Clair to York Mills for subway structure maintenance.

On Line 2, there was a 1.8% increase in total delay minutes – from 1,829 delay minutes in July to 1,862 delay minutes in August. Decreases in delay minutes due to rolling stock, signals and track, and fire and smoke were offset by increases in staff and passenger-related delays. Passenger-related delays still accounted for 75% of the total delay minutes.

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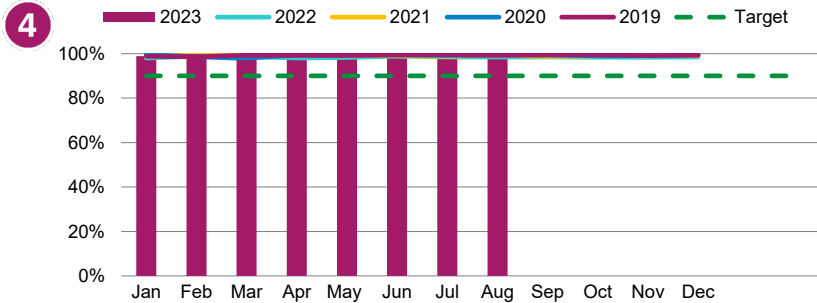
Customer experience

☺ **Rich Wong**
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

2

On-time performance (OTP) – Subway

④

Legend: 2023 · 2022 · 2021 · 2020 · 2019 · Target

Results
Line 4 OTP was 98.8% in August. This represents a slight decrease from last month (99.0%) and also an increase from the same time last year (98.5%). Our target of 90% was met.

Analysis
On Line 4, there was a 71.9% increase in total delay minutes — from 139 delay minutes in July to 239 delay minutes in August. Increases were seen across all categories.

Action
There are no anticipated changes for Line 4.

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

Line 3 is permanently shut down and has been replaced with a shuttle bus since July 24 derailment.

Customer experience

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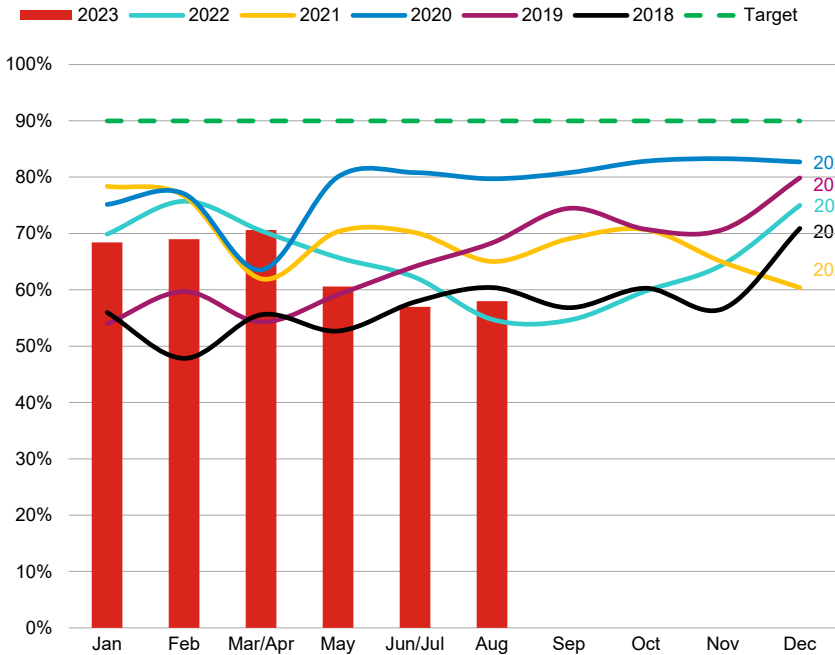
Definition
On-time performance measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or five minutes later than their scheduled departure time. (-1 to +5)

Results
Streetcar OTP for the August Board Period was 58%, an increase of one percentage point compared to the June/July Board Period (57%). This is a three-percentage-point increase in OTP compared to the same board period last year (55%). The target of 90% was not met.

Analysis
As construction once again posed significant challenges to streetcar OTP, five out of nine routes (501 Queen, 504 King, 505 Dundas, 506 Carlton, and 512 St Clair) were impacted. For the four routes not affected by construction (503 Kingston Rd, 509 Harbourfront, 510 Spadina and 511 Bathurst), weekday OTP was 70%. During the CNE, service adjustments negatively impacted the OTP on 509, 510 and 511. OTP increases to 77% when including only weekdays prior to the start of the CNE. Weekday highlights from these four routes include:
- 503 Kingston Rd route's OTP was 80%.
- 509 Harbourfront route's OTP was 51%. This increases to 59% prior to the start of the CNE and 71% during this time eastbound from Exhibition Loop.
- 510 Spadina route's OTP was 71%. This increases to 79% prior to the start of the CNE and 85% during this time period if excluding Union Station and partial run-out trips.

- 511 Bathurst route's OTP was 80% (and 89% prior to the start of the CNE). This was the best performing streetcar route of the board period.

The five construction-impacted routes achieved 56% OTP this board period. This is a six-percentage-point improvement over last board period. The 506 Carton route received an updated, construction-adjusted schedule in the August Board Period. It performed at a 74% level for the period, an increase of 14 percentage-points over last board period.

Action
- New schedules to improve service reliability despite construction were implemented on 501, 503, 504, 505, 506 and 512 routes in September.
- Increased focus on Operator counselling for "On the Cusp" routes scoring 80-90% OTP.
- Development of additional operational strategies for construction-challenged routes, including deployment of field Supervisors to key locations to engage Operators and identify and monitor construction activity as it changes.

Customer experience
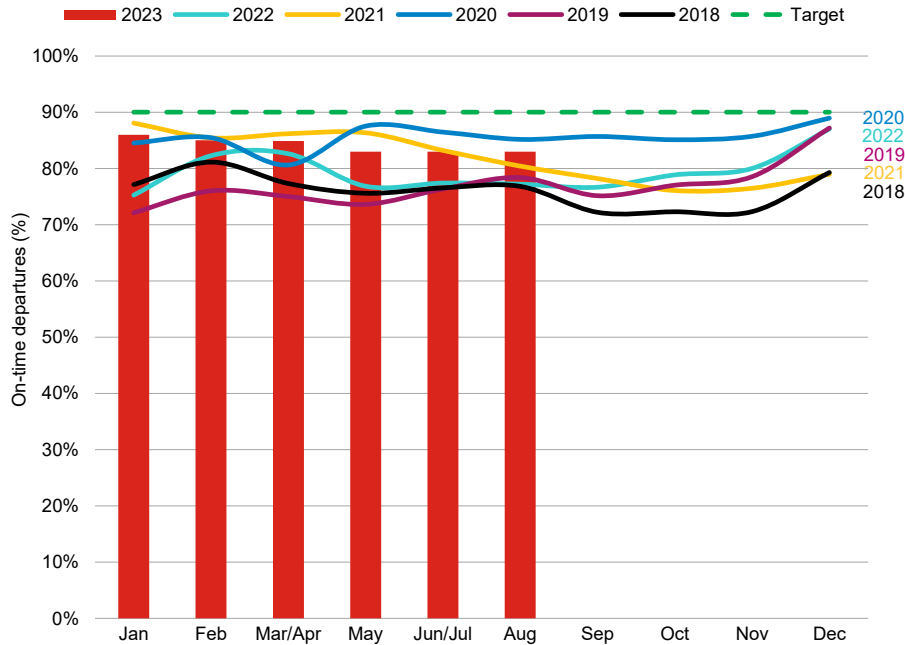
🙂 **Rich Wong**
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

2

On-time performance (OTP) – Bus

Legend: 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | Target

Y-axis: On-time departures (%) — 0% to 100%

X-axis: Jan, Feb, Mar/Apr, May, Jun/Jul, Aug, Sep, Oct, Nov, Dec

Right side labels: 2020, 2022, 2019, 2021, 2018

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)

Results
Bus OTP for the August Board Period was 83%, the same as the July Board Period. This is a six-percentage-point increase in OTP compared to the August 2022 board period (77%). The target of 90% was not met.

Analysis
Summer construction activity continued to impact bus OTP during the August Board Period. 125 out of 161 routes not affected by construction achieved 87% OTP for weekdays during the board period. Of these routes:
- 49 routes were "On-Time" (90% OTP or better).
- 59 routes were "On the Cusp" (between 80% and 90%).
- 17 routes were "Not On-time" with OTP less than 80%.
- Root cause diagnostic assessments are being undertaken for all 17 routes.

In summary, 86% of the routes not affected by construction scored 80% or better.

For the year to date, the 59 routes that have received Service Reliability updates for all days operated at an 87% level for the August Board Period.

During weekends for the August Board Period, overall bus OTP was 80%, a one-percentage-point improvement over the June Board Period.

Action
To further improve OTP, staff are continuing to focus on workforce alignment, schedule development, and Operator monitoring. Next steps include:
- Operator monitoring to focus on "On the Cusp" routes moving forward.
- Additional run time adjustments using a new p.m. Peak Period methodology as well as focus on weekend improvements.
- New set of "On the Cusp" routes for Supervisory field presence began in September.

Customer experience

On-time performance (OTP) – Wheel-Trans

Legend: 2023 · 2022 · 2021 · 2020 · 2019 · 2018 · Target

Y-axis: **On-time arrivals (%)*** *Within 20 min of schedule

Right-side labels: 2020, 2018, 2021, 2022, 2019

X-axis: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec
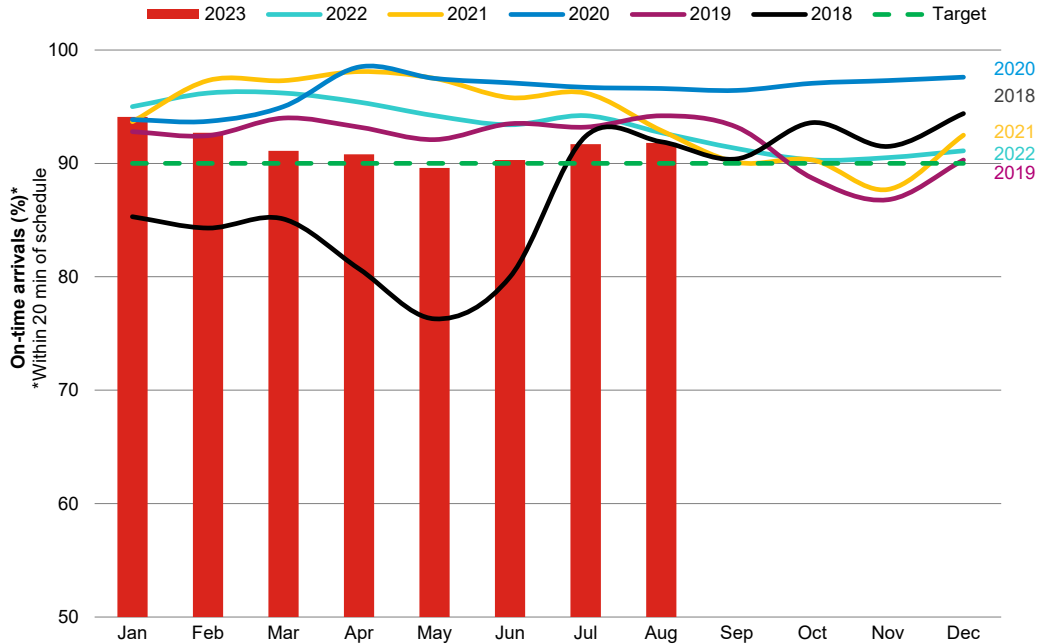
Definition
On-time performance of all trips conducted by Wheel-Trans buses. To be on time, the bus must arrive within 20 minutes of its scheduled arrival.

Results
OTP in Period 8 (July 30 to August 26, 2023) increased by 0.1% from the previous period to 91.8%, and is (-0.9%) lower than Period 8 2022.

Analysis
Construction activity and road closures due to special events continued to increase in August. OTP for weekdays met the target of 90%. Weekends continue to be the most difficult period to manage with the increase in events and the resulting road closures. Weekend OTP was slightly below target at 87.94% for the month.

Total ridership for Period 8 was 237,522, with a weekly average of 59,381.

Action
The Dispatch group continues to prioritize improving and maintaining our service delivery performance, including trip management and accommodating trips. There is a review underway for the winter board period to increase the number of runs on weekends that should help with OTP.

Customer experience

Accessibility – Elevator and escalator availability

Elevator availability (%)

Legend: 2023 | 2022 | 2020 | 2021 | 2019 | 2018 | Target

Escalator availability (%)

Legend: 2023 | 2022 | 2020 | 2021 | 2019 | 2018 | Target
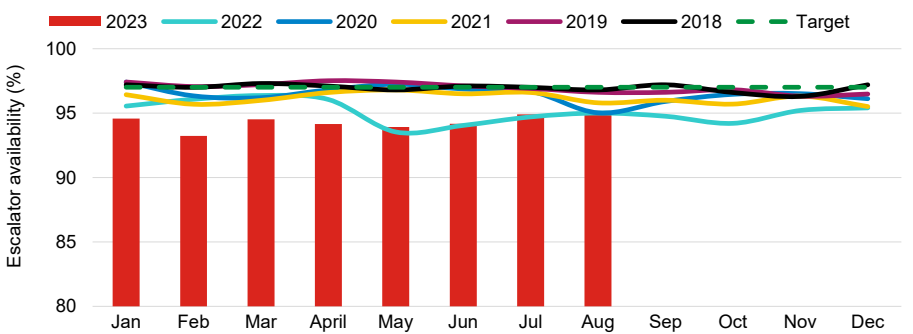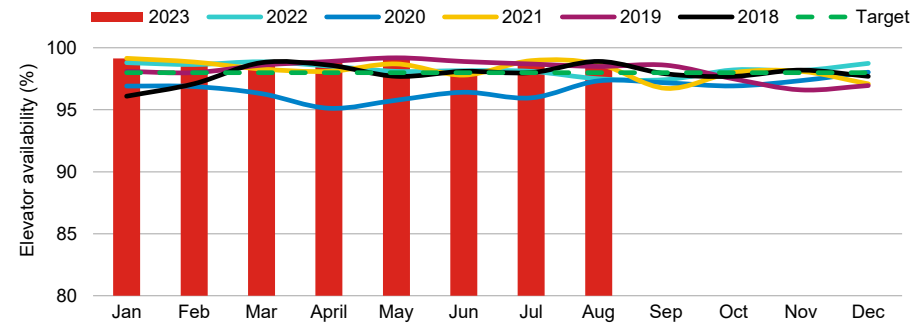
Definition
Percentage of total available elevator and escalator service hours during subway service.

Results
Subway Elevator availability for August was 98.9% exceeding the target of 98%.

Escalator availability for August was 95%, not meeting the target of 97%.

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

Three escalators are out of service to accommodate Easier Access construction work:
• One at Donlands Station;
• One at Greenwood Station; and
• One at Castle Frank Station, which has been out of service from December 2021 and will be until December 2023.

Total out of service hours due to construction has resulted in 1,876 hours of downtime.

Overhaul of two escalators at St Clair West Station and one at Queen Station continue to have an impact on downtime. Two escalators at Yonge and Warden stations remain out of service due to vandalism. This has resulted in 121 hours of downtime.

Additionally, one escalator at Bessarion Station was out of service as part of the State of Good Repair program, resulting in 141 hours of downtime. One escalator at Spadina Station was out of service due to component warranty work that resulted in 124 hours of downtime.

Action
The escalators at Donlands, Greenwood and Castle Frank stations remain out of service to accommodate Easier Access construction. All other escalators were returned to service.

In order to mitigate accessibility impact on customers, the following are in place:
• 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 TTC's TV screens in stations and platforms.
• Appropriate signage for annual maintenance, overhauls, and construction is posted near elevators/escalators.

Safety and security

Lost-time injuries rate (LTIR)
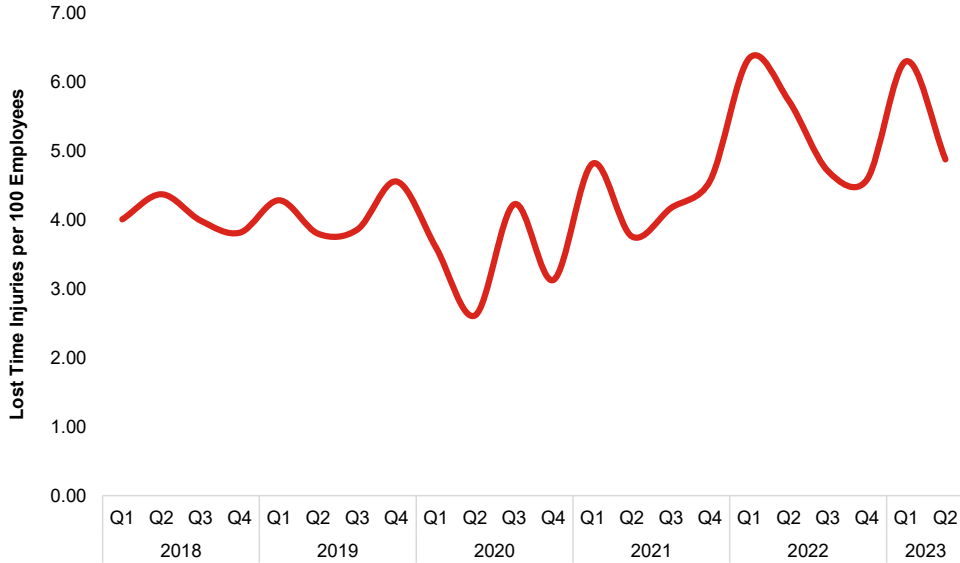
*Numbers have been updated due to a new system has been adopted and continuous improvements for data quality is in place.

Definition
Number of employee injuries resulting in missed work per 100 employees (annualized). Note, this metric is reported quarterly and will next be updated in the December 2023 CEO's Report.

Results
The LTIR in Q2 2023 was 4.9 injuries per 100 employees — a decrease from Q1 (6.3) and the same period last year (5.7). The LTIR for Q2 was 5% lower than the four-quarter average. There has been an upward trend in the LTIR since 2018. The latest available data shows 37 lost-time injuries in August, which was 42% lower than the average of 64 lost-time injuries in Q2.

Analysis
The decrease in Q2 LTIR compared to Q1 is mainly attributed to the seasonal decrease in slip/trip/falls injury events. Acute Emotional Injury events also show a decrease in Q2 compared to Q1.

Action
The TTC has current corporate objectives aimed at reducing the frequency and severity of lost-time injuries. Initiatives target the top five injury event types, such as preventing 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.

Safety and security

2

Customer injury incidents rate (CIIR)

Results
The CIIR in Q2 2023 was 1.7 injury incidents per one million vehicle boardings — a decrease from Q1 (1.8) and from the same period last year (2.2). The CIIR for Q2 was 4% lower than the four-quarter average rate of 1.8 injury incidents per one million vehicle boardings. The four-quarter average over the five years shows a statistically significant upward trend in the CIIR. The latest available data shows 94 customer injury incidents in August, which was 10% lower than the average of 105 customer injury incidents in Q2.

Analysis
The slight decrease in the CIIR in Q2 (down 3% from Q1), was mainly due to the decrease in streetcar injury incidents (Streetcar CIIR is down 30% from last quarter). Q1 and Q2 had 17 and 13 streetcar onboard injury incidents, respectively.

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

Our September communications to Operators noted the increase in ridership and number of road users during the back-to-school season. Reminders included being aware of your surroundings, maintaining a safe following distance, operating to conditions and applying smooth braking and acceleration.

We continue to update our safety campaigns and explore new ways to communicate key safety messages.
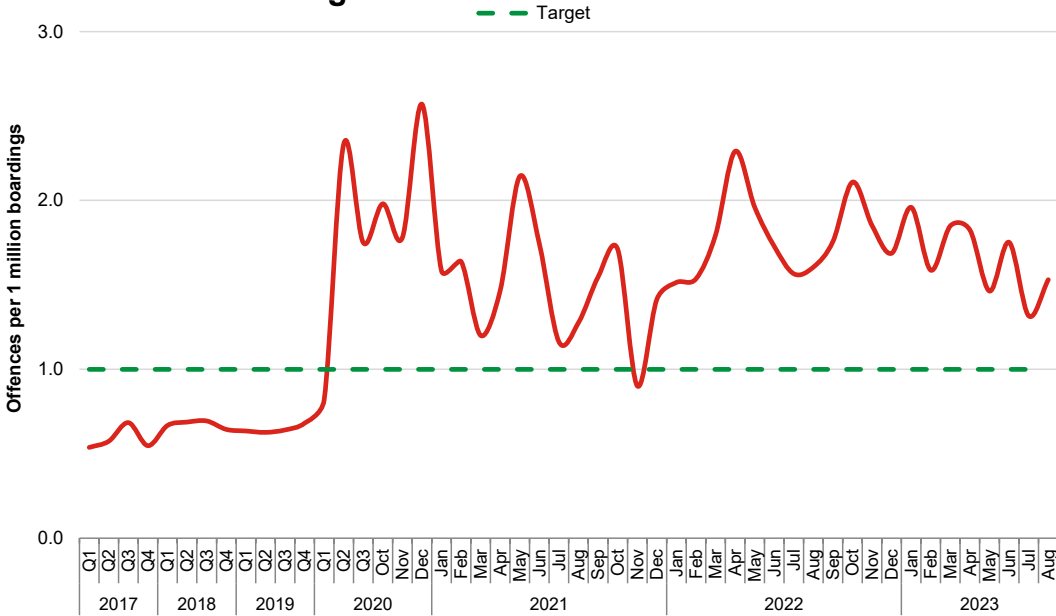
Definition
Number of customer injury incidents per one million boardings. Note, next update will be available in the December 2023 CEO's Report.

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 1.53 per one million boardings for August, increasing from 1.32 in July.

Analysis
The total number of offences showed an upward trend from July to August, an increase in overall incidents. While there was an increase in assault incidents, there were reductions in robbery, theft, and threatening incidents during this period. Since January 2023, there has been an overall 22% decrease in offenses against customers.

Action
The TTC's current initiatives include:
- Hiring 161 new customer facing personnel, vastly increasing the visible presence of TTC staff across the system. This includes 130 new customer service agents and one clerk to assist in subway stations, and 30 new supervisors in stations and on bus and streetcar routes.
- Multidisciplinary approach with City of Toronto and Toronto Police Service to amplify community support and incident response through short- and long-term strategies.
- Introduction of Community Safety Ambassadors and expansion of Streets to Homes to provide support and outreach for underhoused individuals.
- Increasing staff presence and promotion of SafeTTC App and See Something Say Something campaign through stations.
- 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).

The TTC's Special Constable Service continues to monitor these statistics regularly, allocate security and support resources across the network to assist with emerging issues identified by staff and customers across the system. The TTC is in the process of hiring 50 additional Special Constables in 2023.

Safety and security
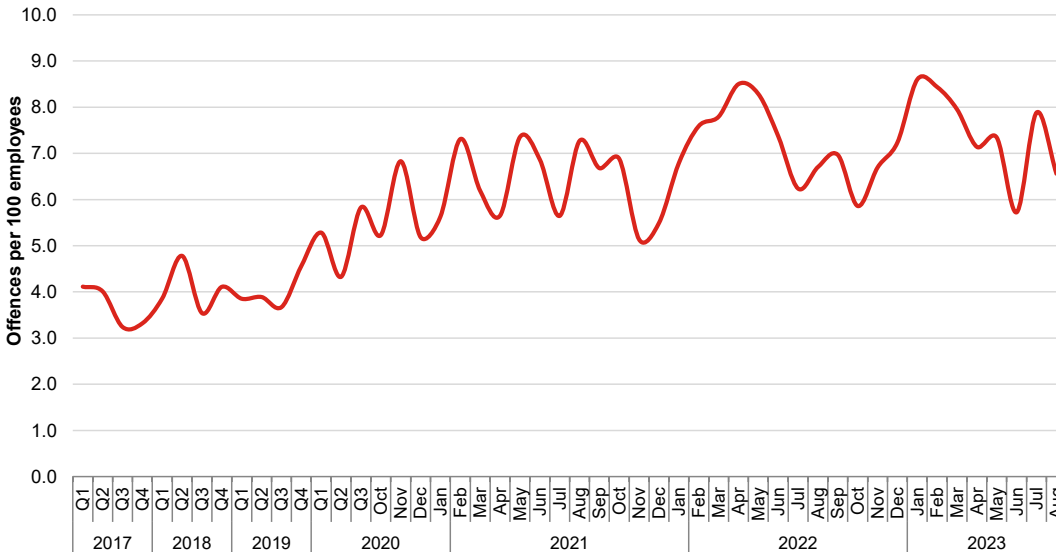
Offences against employees

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

Definition
Number of offences against employees per 100 employees.

Results
The number of offences against employees decreased to 6.56 offences per 100 employees in August, down from 7.89 in July.

Analysis
The number of offences against employees decreased in August compared to July. The rate decrease of 17% can be attributed to a decrease in all offence types reported by employees. Since January 2023, the overall rate of offences against employees has decreased by 24%.

Action
As part of the action plan to prevent offences against employees, the initiatives include:
- Hiring 161 new customer facing personnel, vastly increasing the visible presence of TTC staff across the system. This includes 130 new Customer Service Agents and one clerk to assist in subway stations, and 30 new Supervisors in stations and on bus and streetcar routes.
- Supporting 18 proactive site visits conducted by the Ministry of Labour, Immigration, Training and Skills Development and reviewing risk assessments, reporting processes, training and control measures.
- Expanding de-escalation training to 9,000 frontline employees, including unconscious bias training. Internal TTC Instructors currently deliver training to frontline employees, with over 1,500 employees trained.
- 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

3

Customer Boardings are temporarily moved into Hot topics to provide a view of Customer Demand through September.
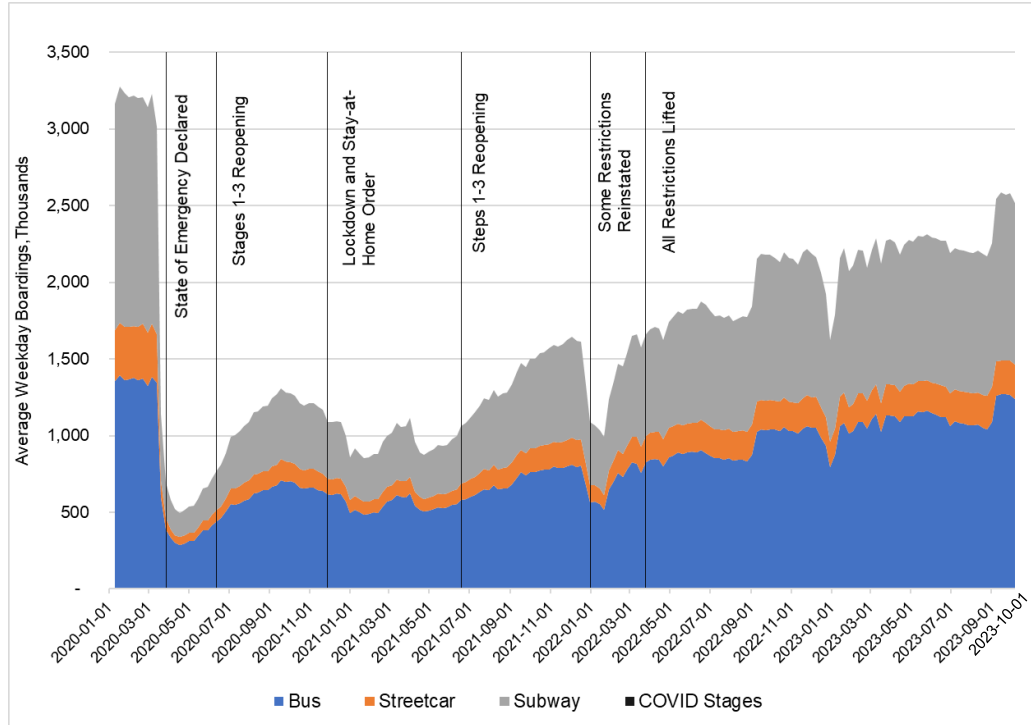
Definition
Boardings measure customer use of the system, by mode and by location. Customers are counted each time they board a TTC vehicle.

Results
Average weekday boardings of 2.52 million represents 80% of seasonally-adjusted pre-COVID levels for week ending October 6.

Analysis
Average weekday boardings for September increased 16% over August. As of, October 6, bus demand reached 92% of seasonally-adjusted pre-COVID levels; subway 72%; and streetcar 67%.

Demand hit a high the week of September 15, at 2.59 million boardings or 81% pre-COVID levels. Weekly demand was 84% and weekend demand 99% of pre-COVID levels, with some weekends exceeding 100% pre-COVID levels.

Demand grew more strongly in Scarborough and Etobicoke than downtown. Across the city Youth under 25 and full-time students saw the largest gains in boardings, with these groups growing approximately 10% faster than overall boardings. Demand grew 3% slower than the overall increase among middle-income households, single-person households, and general office workers.

Action
- Continual monitoring of customer demand across the network.
- Monitoring surface route occupancy levels and hot spot analysis to inform run-as-directed additional service.
- Review of demand scenarios incorporating higher than expected September demand increases.
- Continued outreach to understand the pace of change in hybrid-work.
- Continue collaborative work on 2022 GTHA-wide Transportation Tomorrow Survey to provide post-COVID household travel insights.

Hot topics

3

Bus Occupancy

Results

Bus occupancy is monitored on an ongoing basis as an indicator of crowding and comfort for customers. For the week ending Oct 6, 2023, 85% of all 32,000 daily bus trips were under 70% occupancy, compared to 70% for the week ending September 29, 2023 and 65% pre-COVID.

Analysis

Weekday boardings in September increased to over 1.2 million compared to August, resulting in a notable increase in bus occupancy levels. Occupancy levels at all four thresholds increased, however all four remain below pre-COVID levels.

Action

- Maintain weekly monitoring of all bus routes across 30%, 70% and 100% occupancy levels as customers settle into renewed transit routines.
- Continue weekly occupancy analysis of trips with any portion at 120% to assist with assigning Run-As-Directed additional service.

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

Hot topics

Open Payments

Fare Media Mix

* Child rides without PRESTO Cards
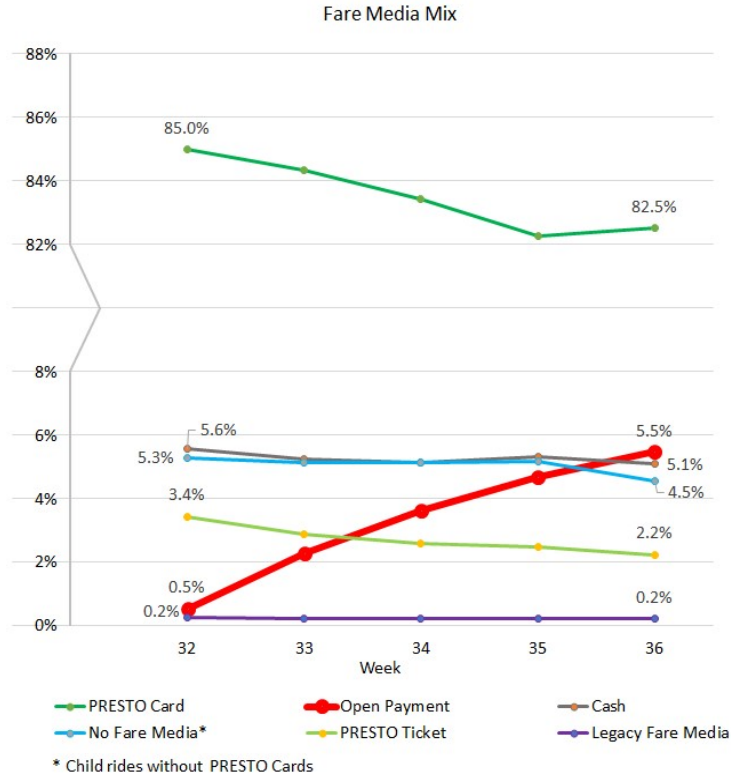
Overview
The PRESTO Open Payment option for transit riders was launched at the TTC on August 15th, allowing customers to tap their credit or debit cards to pay for adult single-use fares, including cards on a smartphone or smartwatch across the entire TTC network, including the conventional and Wheel-Trans fleets. An Open Payment dashboard, inclusive of this graph, has been established to monitor the use of Open Payments and changes in types of fare media used by customers.

Analysis
* The adoption of Open Payment continues to grow and for the week ending September 9th (week 36), 0.43 million rides, representing 5.5% of weekly rides were paid using the Open Payment method. In total, to date as of September 9th, 1.28 million rides were paid using the Open Payment method, representing $4.2 million.
* As riders transitioned to Open Payments, the percentage of rides from PRESTO cards, PRESTO tickets and legacy token and tickets has resulted in a corresponding decrease. The largest transition to Open Payments came from the PRESTO card, with the percentage of weekly rides paid with the PRESTO card decreasing from 85% at the launch of Open Payments to 82.5% for the week ending September 9th.
* Open Payment usage was highest during peak travel time periods and predominately used for rides initiating on subway (50%), versus bus (37%) and streetcar (13%).

Action
TTC has established a weekly Open Payment Dashboard to monitor and report the use of the Open Payment method of payment and capture the changes of fare media used by customers.

Appendix: Service delivery

Rich Wong
Chief Transportation and Vehicles Officer

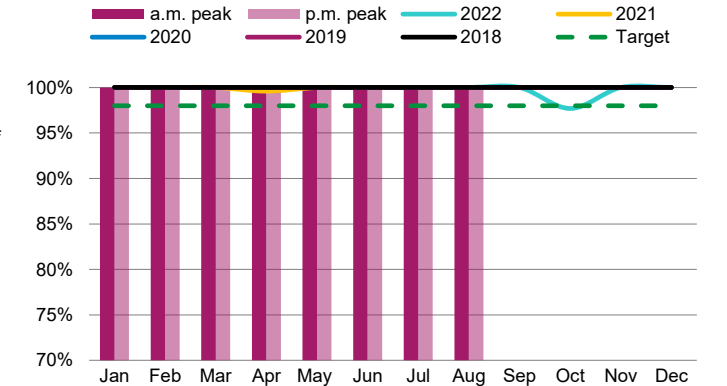**Fort Monaco**
Chief Operations and Infrastructure Officer

5

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.

August 2023: 100.0%
July 2023: 100.0%
August 2022: 100%

Target: 96.0% ✅

Line 2 capacity
Total number of trains that travelled through 10 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

August 2023: 100%
July 2023: 100%
August 2022: 100%

Target: 96.0% ✅
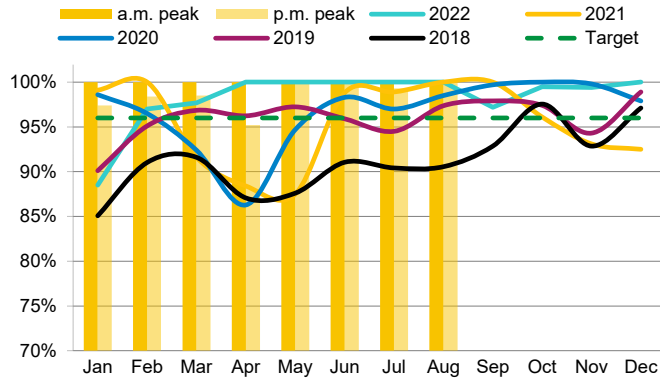
Line 3 capacity
Total number of trains that travelled through two key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

August 2023: N/A%
July 2023: 96.3%
August 2022: 89.0%

Target: 98.0%

Line was shutdown on July 24th and is now closed permanently. Service was initially provided by Shuttle buses. Since September 3, 2023 the 903 Kennedy-Scarborough Centre Express has replaced Line 3 Scarborough bus shuttle.

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.

August 2023: 100.0%
July 2023: 100.0%
August 2022: 100.0%

Target: 98.0% ✅

Appendix: Service delivery

Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

5

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).

Aug 2023: 0.22%
Jul 2023: 0.25%
Aug 2022: 0.33%

Target: 1% ✅
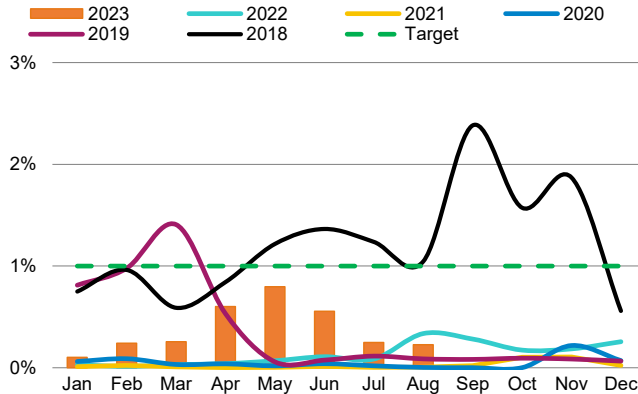
Bus short turns
A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (per 100 departures).

Aug 2023: 0.04%
Jul 2023: 0.03%
Aug 2022: 0.04%

Target: 0.10% ✅
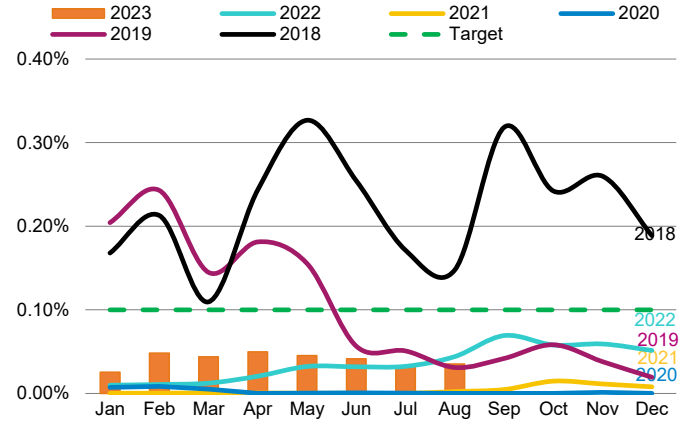
Wheel-Trans contact centre wait time
The average amount of time a customer waits in the queue before their call is answered.

Aug 2023: 1.7
Jul 2023: 1.7
Aug 2022: 2.4

Target: Less than 2 ✅
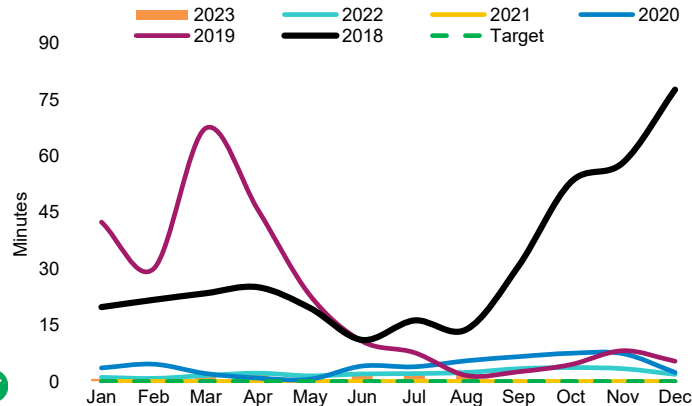
Appendix: Cleanliness

Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

5

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

Q2 2023: 92.0%
Q1 2023: 92.0%
Q2 2022: 93.0%

Target: 90.0% ✅

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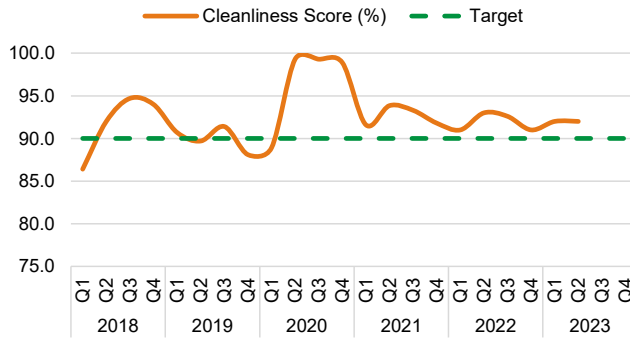
Streetcar cleanliness
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q2 2023: 92.0%
Q1 2023: 90.0%
Q2 2022: 88.3%

Target: 90.0% ✅
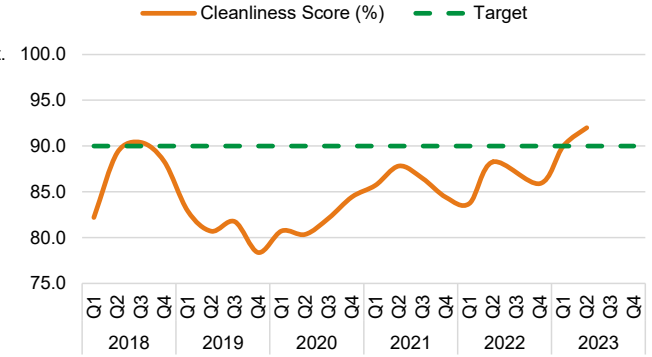
Subway cleanliness
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q2 2023: 89.8%
Q1 2023: 89.3%
Q2 2022: 90.0%

Target: 90.0% ❌

Leverage insights from third-party audits to inform improvements
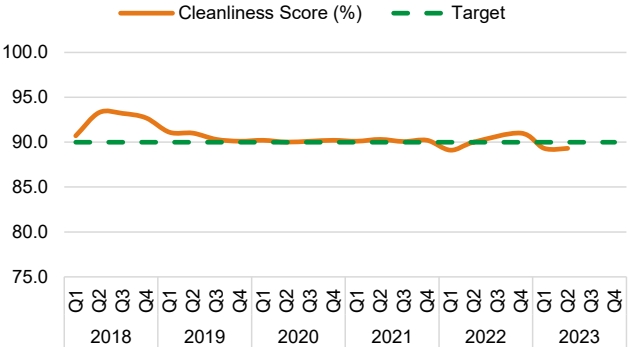
Station cleanliness
Results of a third-party audit. Average of all 75 stations.

Q2 2023: 75.33%
Q1 2023: 75.04%
Q2 2022 75.71%

Target: 76.0% ❌

Leverage insights from third-party audits to inform improvements
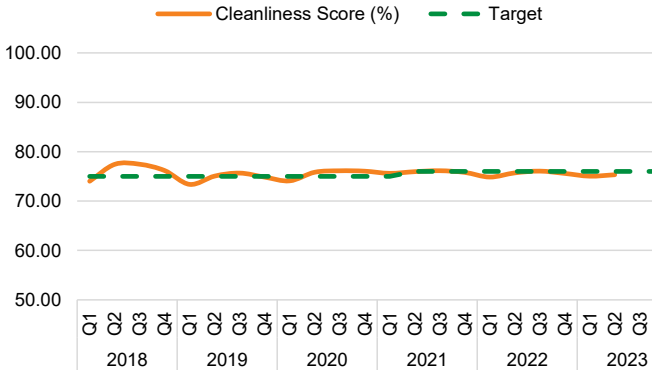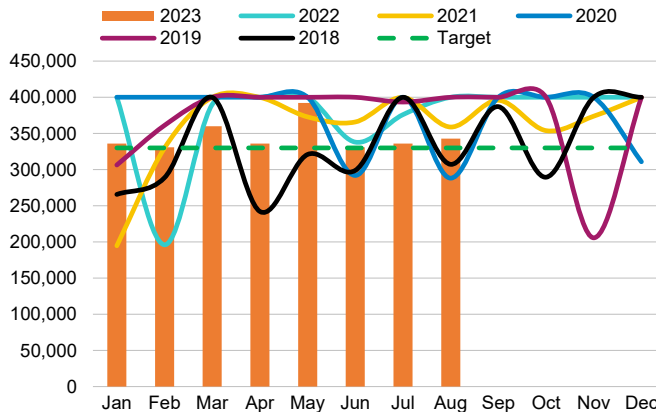
Appendix: Asset reliability

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

Aug 2023: 601,000
Jul 2023: 626,000
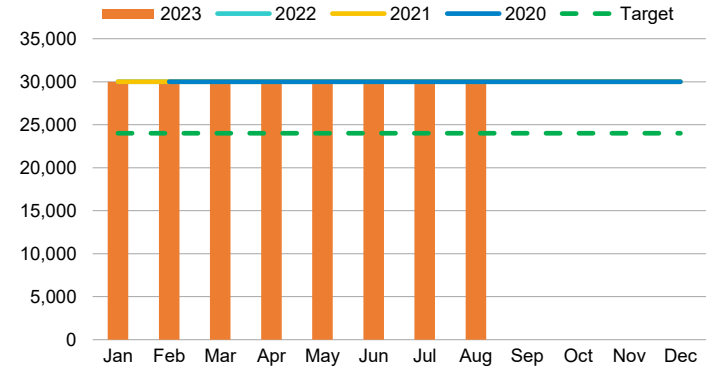**Aug 2022:** 700,000

Target: 600,000 km ✅
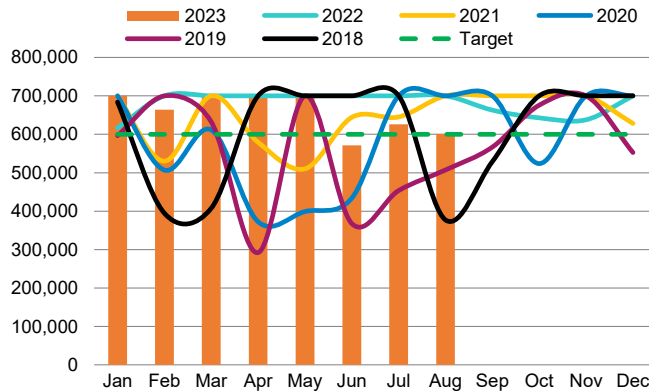
Streetcar mean distance between failures
Total distance (km) accumulated per number of mechanical road calls.

Aug 2023: 49,425
Jul 2023: 47,429
Aug 2022: 25,531

Target: 35,000 km ✅
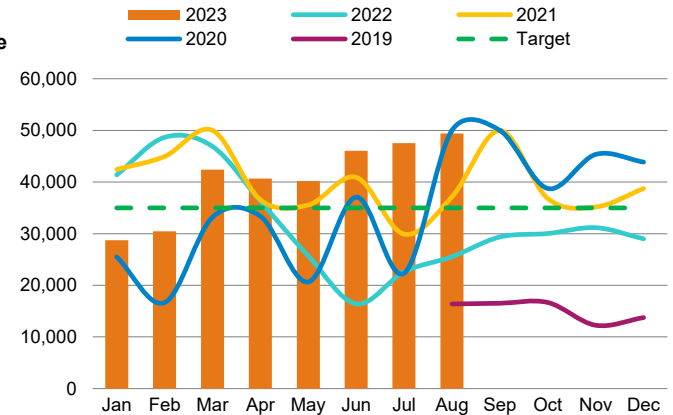
T1 train mean distance between failures
Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. T1 trains operate on Line 2.

Aug 2023: 343,000
Jul 2023: 336,000
Aug 2022: 488,000
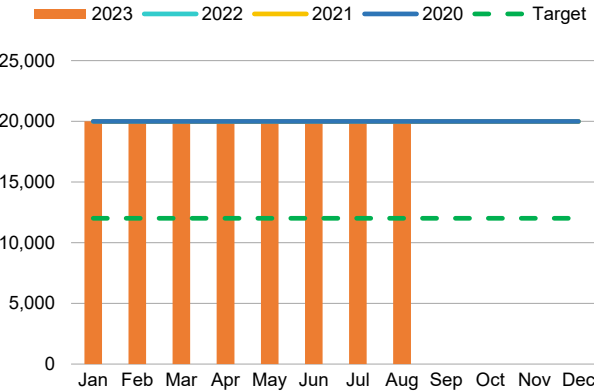
Target: 330,000 km ✅

Appendix: Asset reliability

5

eBus mean distance between failures
Total distance (km) accumulated per number of mechanical road calls.

Aug 2023: 30,000
Jul 2023: 12,823
Aug 2022: 30,000

Target: 24,000 km ✅
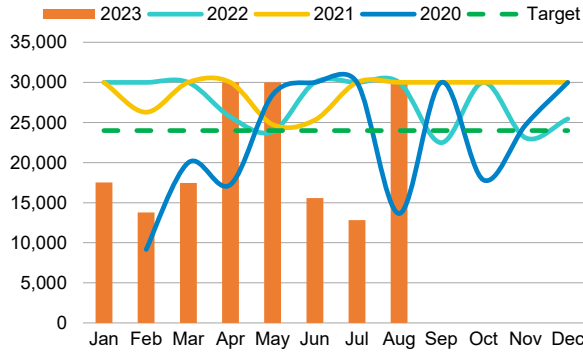
Hybrid bus mean distance between failures
Total distance (km) accumulated per number of mechanical road calls.

**Aug 2023:** 30,000
Jul 2023 30,000
Aug 2022: 30,000

Target: 24,000 km ✅

Clean-diesel bus mean distance between failures
Total distance (km) accumulated per number of mechanical road calls.

Aug 2023: 20,000
Jul 2023: 20,000
Aug 2022: 20,000

Target: 12,000 km ✅

W-T Mean distance between failures
Total distance accumulated by the Wheel-Trans fleet per number of mechanical road calls.

Aug 2023: 30,000
Jul 2023: 30,000
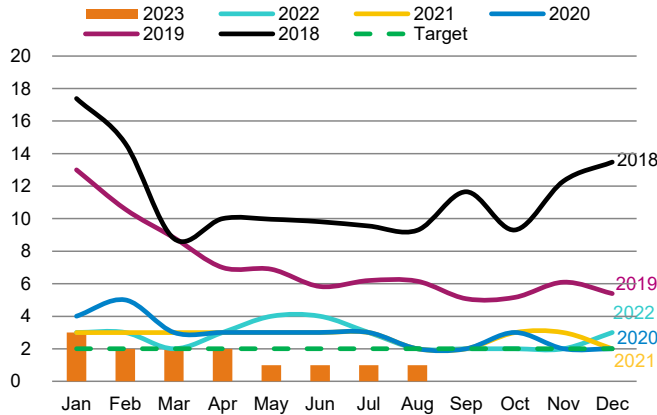**Aug 2022:** 28,866

Target: 20,000 km ✅
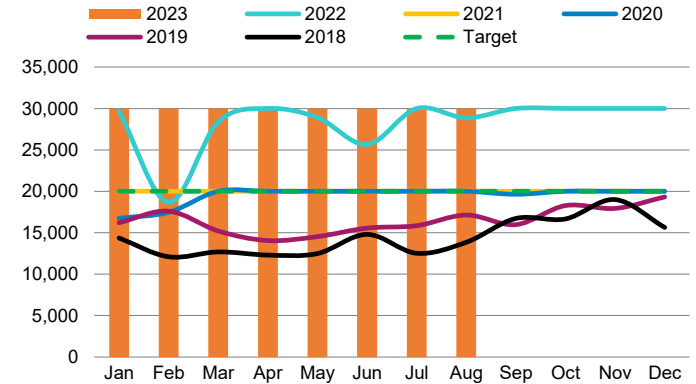
Appendix: Asset reliability

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.
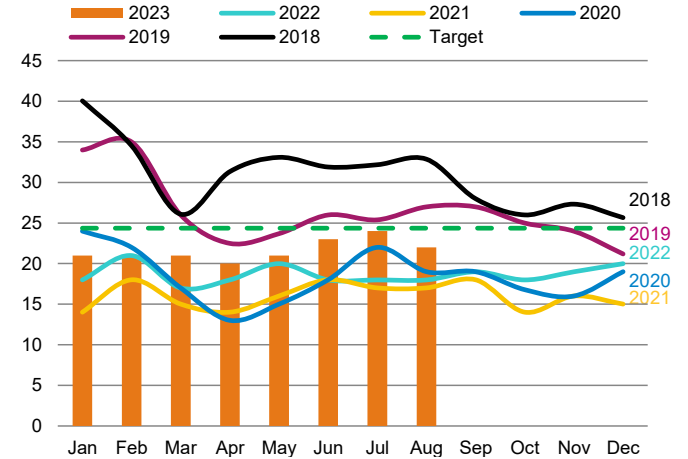
Aug 2023: 1
Jul 2023: 1
Aug 2022: 2

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.

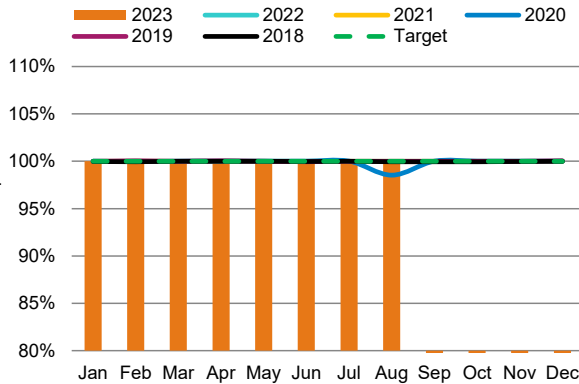**Aug 2023:** 22
Jul 2023: 24
Aug 2022: 18

Target: Less than 24 ✓

Appendix: Asset availability

Rich Wong
Chief Transportation and Vehicles Officer

Wendy Reuter
Chief Strategy and Customer Experience Officer (Acting)

5

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

Aug 2023: 100%
Jul 2023: 100%
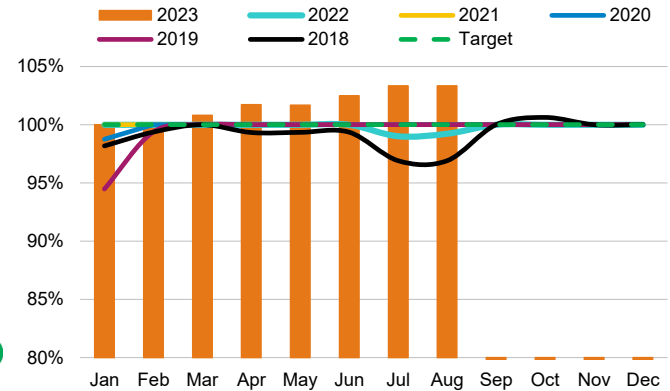**Aug 2022:** 100%

Target (RW): 100% ✅

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

Aug 2023: 103.3%
Jul 2023: 103.3%
Aug 2022: 99.2%
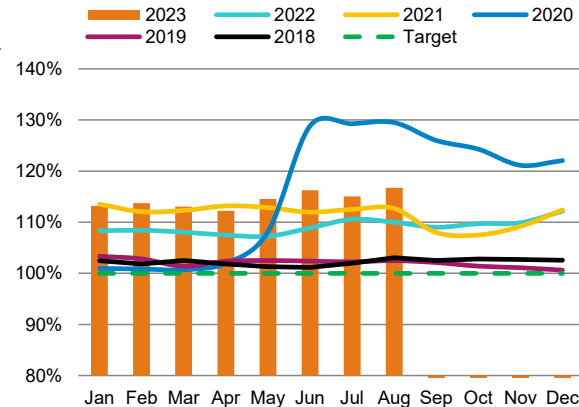
Target (RW): 100% ✅

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

Aug 2023: 116.7%
Jul 2023: 115%
Aug 2022: 110%

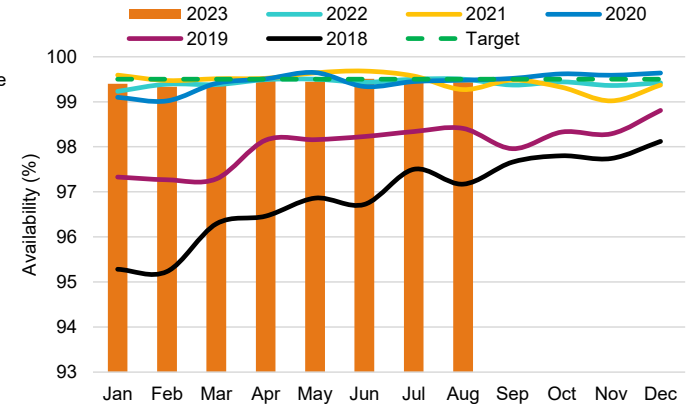**Target (RW):** 100% ✅

Fare gate availability
Percentage of fare gates are available for use.

Aug 2023: 99.43%
Jul 2023: 99.46%
Aug 2022: 99.50%

Target (SH): 99.50% ❌

Work is underway to implement a new software patch to improve availability and continued improvement on the reliability of the Faregates through 2023.
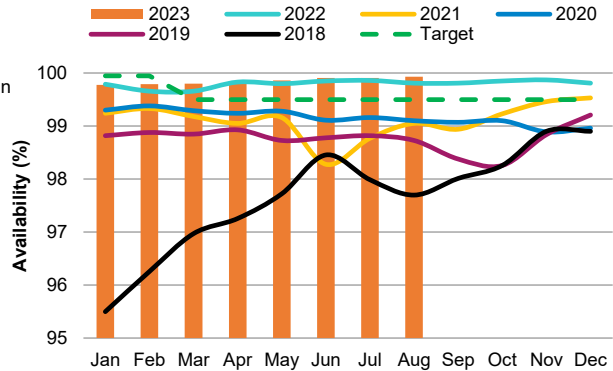
Appendix: Asset availability

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

Aug 2023: 99.93%
Jul 2023: 99.91%
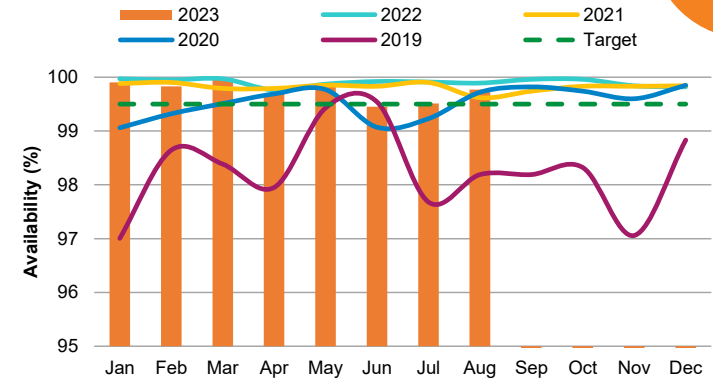**Aug 2022:** 99.83 %

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.

Aug 2023: 99.77%
Jul 2023: 99.51%
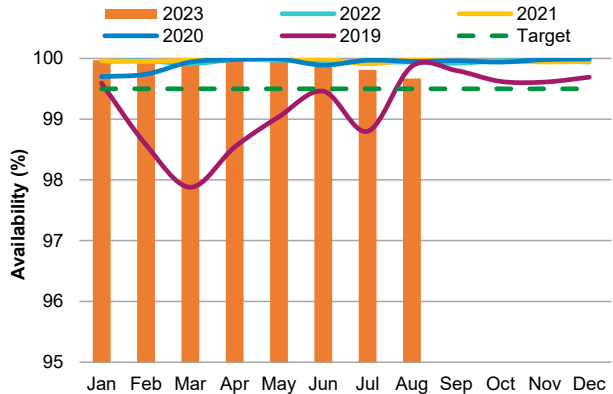**Aug 2022:** 99.89%

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.

Aug 2023: 99.67%
Jul 2023: 99.81%
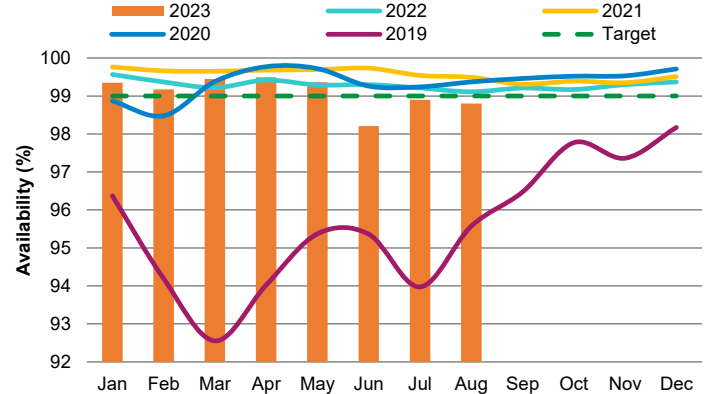**Aug 2022:** 99.94%

Target: 99.50% ✅

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

Aug 2023: 98.80%
Jul 2023: 98.90%
Aug 2022: 99.11%

Target: 99.00% ❌

Vending Machines had an increase in bill jams disrupting availability. New bill acceptor is underway and due winter 2023.

Appendix 2: Safety

Regulatory compliance
This table summarizes the number of regulatory interactions and orders issued in 2023 (January 1 to July 1)[1] and their status.

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

Type	Interactions/visits	Requirement orders[2] issued	Non-compliance orders[3] issued	Status
Ministry of Labour, Immigration, Training and Skills Development	54	4	3[a]	Compliance Achieved
Ministry of the Environment, Conservation and Parks	0	0	0	No orders issued
Technical Standards and Safety Authority	0	0	0	No orders issued
City of Toronto	0	0	0	No orders issued
Toronto Fire Services	5	0	2[b]	Compliance Achieved

[1] Next update will be available in the November 2023 CEO's Report
[2] Orders issued to provide documentation/information
[3] Orders issued to remedy contraventions of the Occupational Health and Safety Act or regulations, Environmental Protection Act, Technical Standards and Safety Authority and City of Toronto Sewers By-Law and Ontario Fire Code

[a] The three MLITSD non-compliance orders were:
  • *One order was regarding the employer's responsibility to ensure that information and instruction is provided to workers on the task of using work cars during the setup of impassable work zones.*
  • *Two orders were related to an employer shall assess risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work.*
[b] The two TFS non-compliance orders were:
  • *One order was regarding Fire Alarm Panel room issues at McBrien Building.*
  • *One order was regarding hydrant issues at Greenwood Yard.*

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.