

ATTACHMENT 2: TRENDS IN PERFORMANCE INDICATORS AND CURRENT ACTIONS

This section provides an update on Key Performance Indicators (KPIs) related to occupational health and safety, customer and public safety, operational safety and security, fire and life safety, and capital projects safety. Analysis was performed over a five-year period and a two-year period to present both the long- and short-term movement of the data and highlight any significant trends. Definitions are provided for metrics noted in the table below.

Detailed analyses on different performance indicators were also provided to the Safety, Security and Environment Executive (SX) Committee throughout 2025, including occupational injuries, customer injury incidents, suicide incidents, and bus collisions.

Table A.1: Trends in Occupational Health and Safety Performance Indicators

Performance Indicator	Identified Trends
Occupational Health and Safety	Five-year period: - No trend in the overall Lost Time Injury Rate (LTIR) (see Chart A.1). A Lost Time Injury is an injury sustained by an employee that results in one or more full shifts missed from work. - Significant upward trend observed in lost time injuries specific to Collision injury event types. The upward trend is unfavourable. - Although the highest lost time injury event type in 2021 was Musculoskeletal Disorder-related, in 2025 the highest event type changed to Acute Emotional Event (AEE). AEE events have been increasing year-over-year indicating a shift in the injury event types contributing to the LTIR over time. Musculoskeletal Disorder-related injuries include injuries due to Overexertion, Reach/Bend/Twist, and Repetition injury events. AEE injury events may include verbal abuse or harassment, and witnessing traumatic events, violent incidents and track level incidents. - No statistically significant trend in the No Lost Time Injury Rate (NLTIR) (see Chart A.2). A No Lost Time Injury is an injury sustained by an employee that does not result in time away from work.

	Two-year period: • No trend in the LTIR or NLTIR. • Increases in Slips/Trips, Collision, AEE and Musculoskeletal Disorder-related lost time injuries observed, but no trends noted. Current actions: • Implementation of actions under the TTC’s Community Safety, Security, and Well-being Plan, including de-escalation training, enhanced high-visibility resources, and psychological health and safety initiatives. • Bus Collision Reduction Strategy established to target areas of improvement related to bus collisions. • Development of a Lost Time Injury Reduction Strategy with tactics to address key injury event types and priority departments.
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Chart A.1 Lost Time Injury Rate (2021-2025)

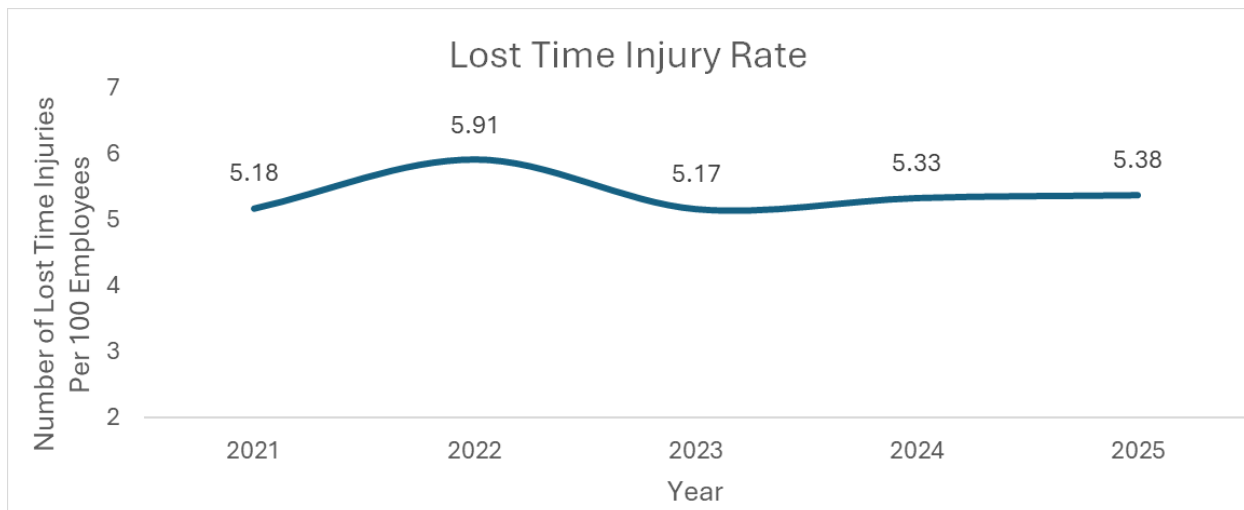


Chart A.2 No Lost Time Injury Rate (2021-2025)

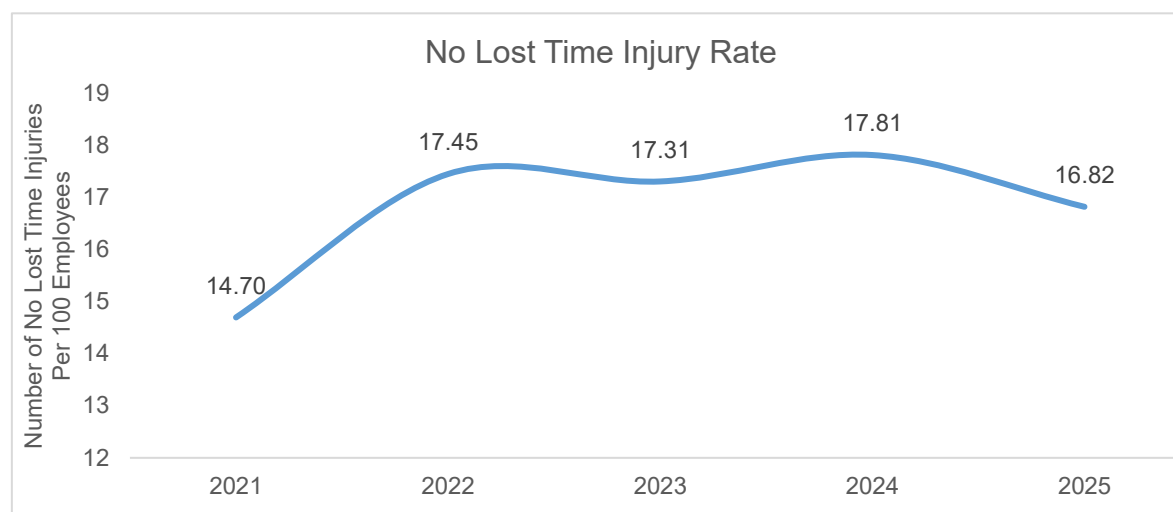


Table A.2 Trends in Customer and Public Health and Safety Performance Indicators

Performance Indicator	Identified Trends
Customer and Public Health and Safety	Five-year period: - Upward trend in the Collision Rate driven by increases in Total, Preventable, and Not Preventable collisions across all modes, except for the Preventable Wheel-Trans collision rate, which did not support any trends (see Chart A.3). The upward trend is unfavourable. - Surface collisions consist of collisions that involve bus, streetcar, and Wheel-Trans vehicles. - Upward trend in Total Customer Injury Incident Rate (CIIR) driven by bus-related customer injury incidents (see Chart A.4). The upward trend is unfavourable. - Customer injuries consist of injuries that occur onboard TTC vehicles, at the vehicle interface, and in stations. - No trend in the Public Injuries Rate. - Downward trend in Suicide Incidents. The downward trend is favourable. Two-year period: - Bus, Subway and Streetcar modes showed no statistically significant two-year trends in the Collision Rate. - Wheel-Trans showed an increasing trend in Total and Not Preventable collisions. The upward trend is unfavourable.

	- No trend in the Total CIIR in Bus, Streetcar, and Subway modes, with a decrease in Wheel-Trans injury incidents. - No trend in the Public Injuries Rate. - Downward trend in Suicide Incidents. The downward trend is favourable. Current actions: - Development of a Customer Injury Incident Reduction Strategy, with tactics focused on fall prevention in bus operations and subway stations. - Targeted customer communication campaign and engagement activities to address key findings from data analysis. - Ongoing actions aligned with the TTC's suicide prevention strategy.
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Chart A.3 Collisions per 1M km by Mode and Preventability (2021-2025)

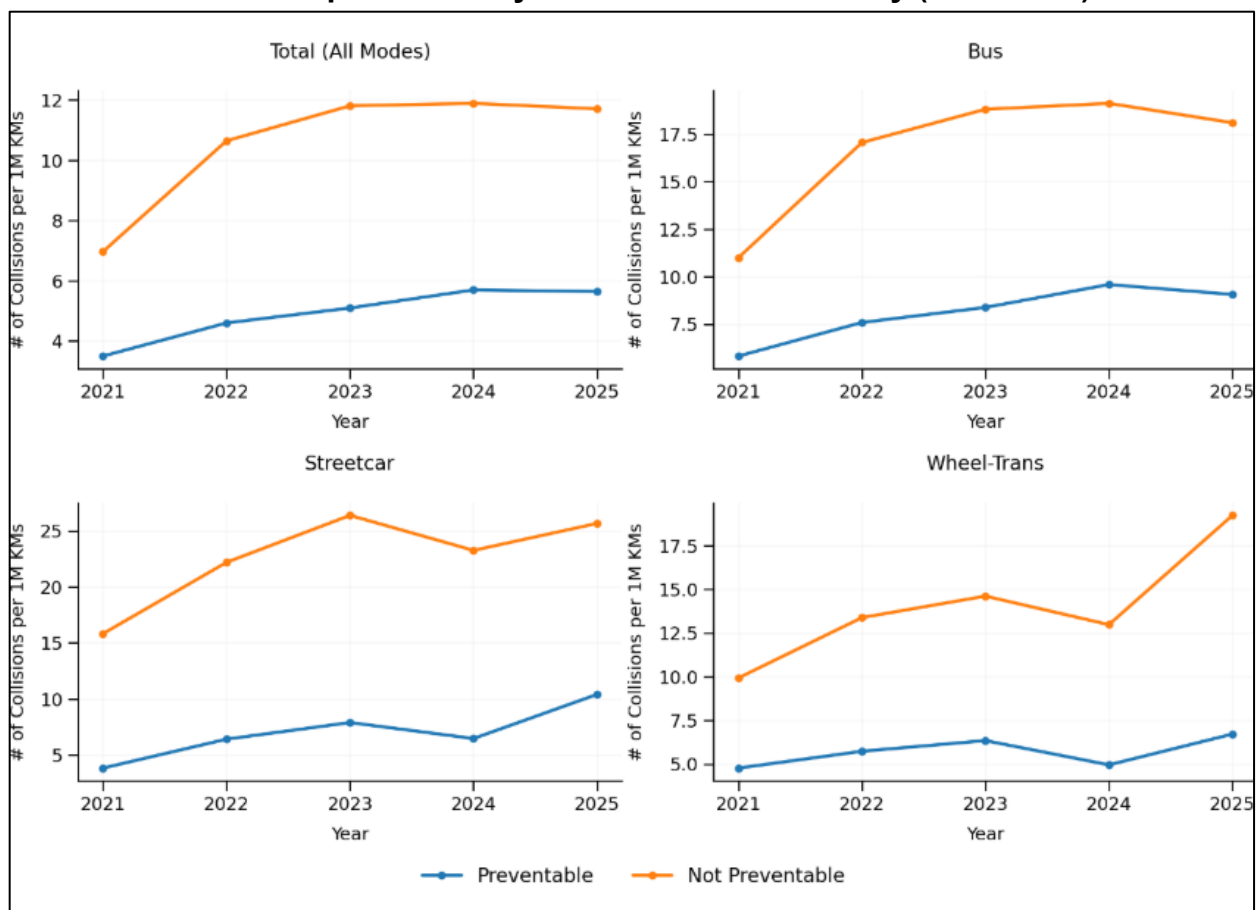


Chart A.4 Customer Injury Breakdown by Mode per 1M Trips (2021-2025)

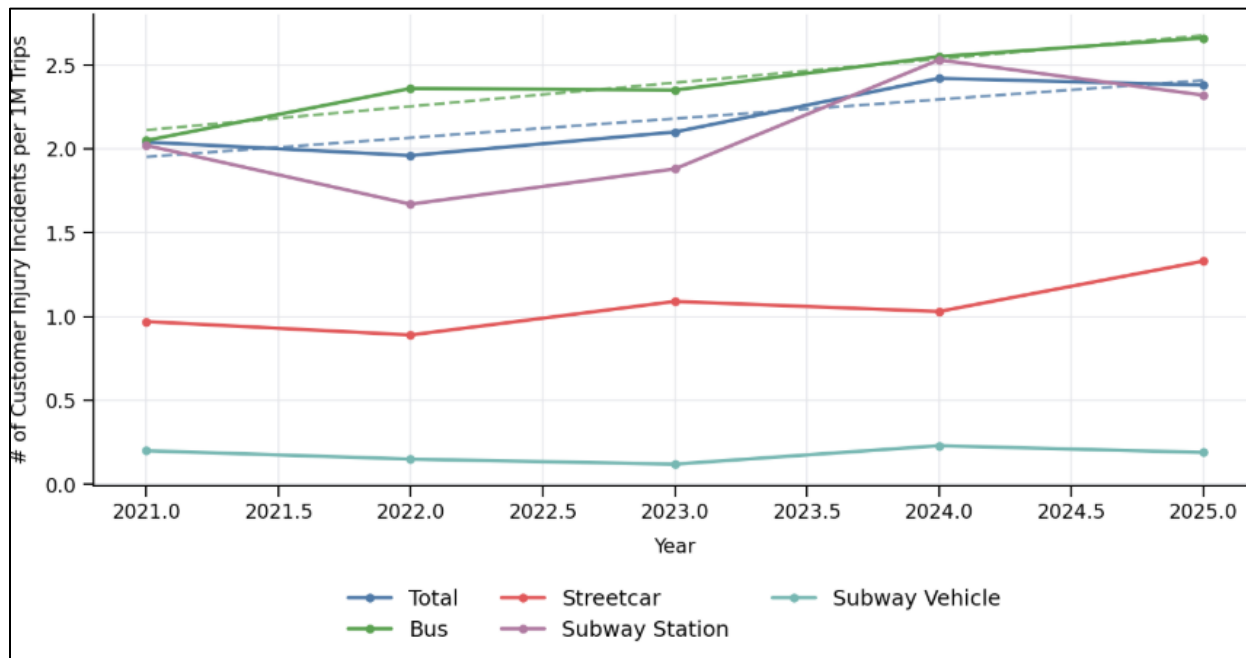


Table A.3 Trends in Operational Safety Performance Indicators

Performance Indicator	Identified Trends
Operational Safety	Five-year period: • Downward trend in Signal Violations and Platform Overshoots due to ATC implementation. The downward trend is favourable. • No trend in Doors Open in Error and Subway Plan B Incidents. • Subway Plan B Incidents are incidents of fire/smoke/burning odour at track level/platforms. Two-year period: • Upward trend in Signal Violations due to increases on Line 2. The upward trend is unfavourable. • Upward trend in Platform Overshoots due to increases on Line 4. The upward trend is unfavourable. • No trend in Doors Open in Error and Subway Plan B Incidents. Current actions: • Ongoing ATC implementation, operator training and engagement, and dedicated committee to address Signal Violations. • Initiative to pair Operators with a divisional trainer on their first shift back on a non-ATC line after six or more months to address Signal Violations and Platform Overshoots. • Quarterly track walks to check for hazards and regular review of Plan B Incidents.

Table A.4 Trends in Security Performance Indicators

Performance Indicator	Identified Trends
Security	Five-year period: - No trend in Offences against Customers and Offences against Employees (see Chart A.5 and Chart A.6). Two-year period: - No trend in Offences against Customers and Offences against Employees. - An upward movement in Offences against Customers was observed. The upward movement is unfavourable. - No trend in Customer Satisfaction with Personal Safety. Current actions: - Implementation of actions under the Community Safety, Security, and Well-being Plan.

Chart A.5 Offences against Customers (2024-2025)

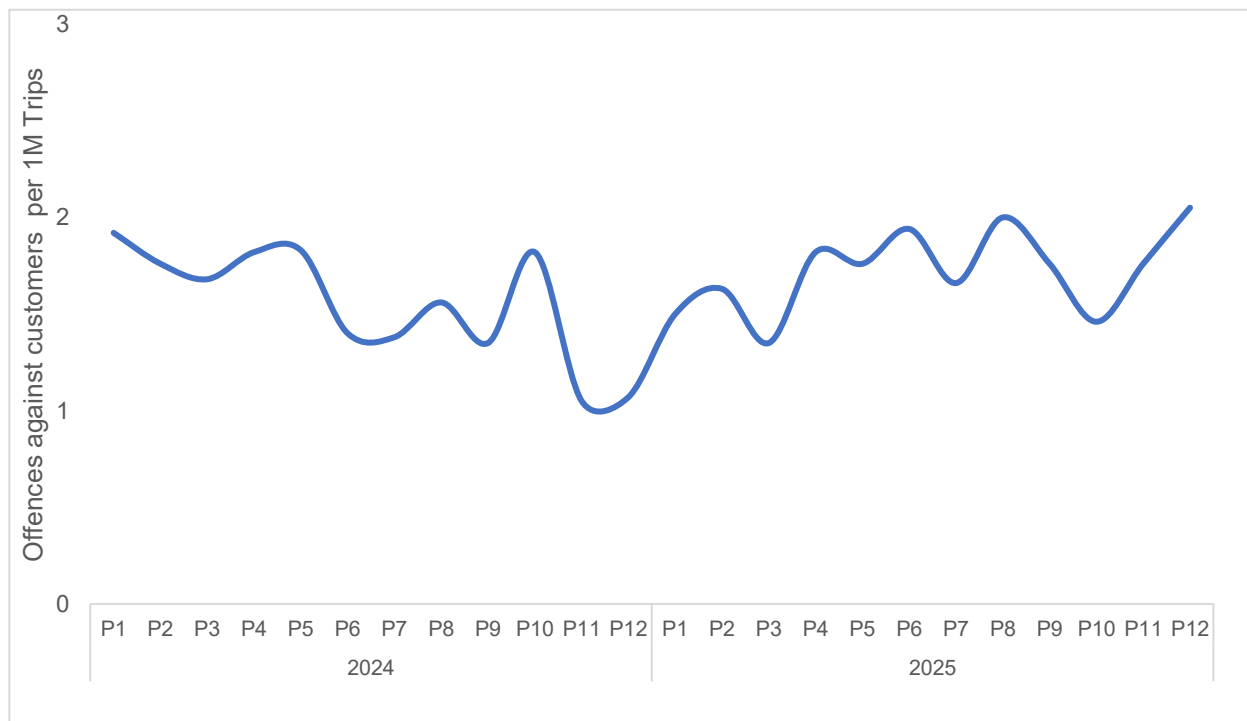


Chart A.6 Offences against Employees (2024-2025)

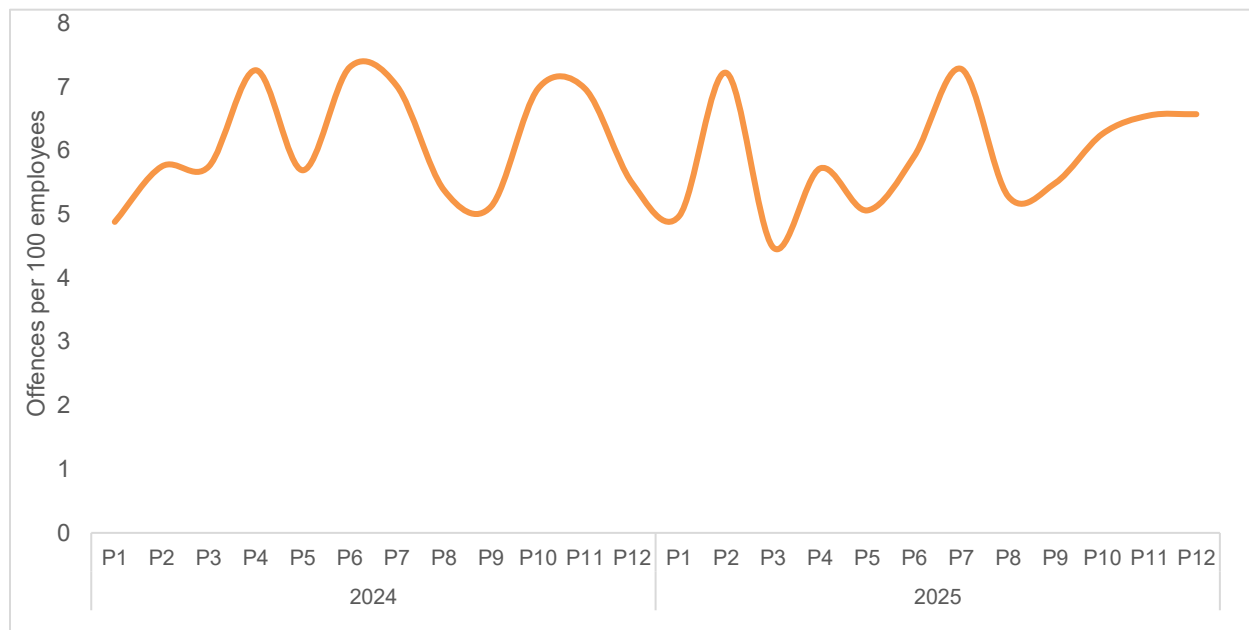


Table A.5 Trends in Fire and Life Safety Performance Indicators

Performance Indicator	Identified Trends
Fire and Life Safety	Year-over-year changes: - Increase in fire protection system maintenance year-over-year from 95.2% in 2024 to 98.2% 2025. The increase is favourable. - Increase in average number of Ontario Fire Code (OFC) violations per TTC property from 1.68 in 2024 to 2.12 in 2025. The increase is unfavourable. - Decrease in local management monthly inspections from 83.3% in 2024 to 82.1% in 2025. The decrease is unfavourable. Actions taken: - Ongoing fire code audits and fire safety inspections conducted by the Safety and Environment Department. - Reviewing fire code deficiencies and incidents for trends and areas of improvement using software.

Table A.6 Trends in Capital Projects Safety Performance Indicators

Performance Indicator	Identified Trends
Capital Projects Safety	Year-over-year changes: • Decrease of 27% in contractor reported incidents, decrease of 32% in the contractor incident rate and decrease of 29% in the high-risk hazard rate from 2024 to 2025. The decreases are favourable. • No change in Ministry of Labour, Immigration, Training and Skills Development (MLITSD) visits and 100% compliance with Designation of Projects. Current actions: • Robust health and safety processes for monitoring of contractors. • Continued application of Certificate of Recognition (COR) 2020 requirements by contractors.