



CEO's Report

Toronto Transit Commission
October 2025

Includes KPIs to end of August 2025



CEO's commentary

As we move into the final quarter of 2025, this month's CEO's Report takes a closer look at the TTC's accessible-conventional bus fleet—a pillar of our transit system that continues to serve Toronto with resilience and reliability.

In 2024, our fleet of over 2,300 vehicles carried nearly 208 million riders across the city, covering close to 170 million kilometres. The bus network, in particular, remains the TTC's workhorse—connecting communities, supporting mobility, and adapting to the evolving needs of our riders.

Navigating Service Challenges

Since 2019, we've steadily increased scheduled service hours to reduce crowding and improve the customer experience. However, road congestion continues to challenge our efforts, causing a five per cent loss in service effectiveness. In response, we've added strategic running time to help offset slower traffic speeds and are working closely with the City on transit priority measures aimed at improving speed and reliability.

Reliability Under Pressure

In August, bus on-time performance remained steady at 76%, reflecting persistent challenges from traffic congestion and operational delays. Congestion continues to be the most significant external constraint on reliability, contributing an estimated 8,800 additional service hours per week—surpassing the total of 117,920 unplanned delay minutes reported during the month.

To address these pressures, several initiatives are underway. Adaptive supervisory coverage and tighter monitoring of vehicle departures have been implemented, with early signs of improvement. Notably, pilot projects on routes such as 7 Bathurst and 24A/924 Victoria Park have shown promising results in reducing bunching and gapping. These efforts include stricter on-time criteria, where early departures are no longer counted, and targeted Operator education to improve departure discipline.

Looking ahead, a detailed update on pilot performance—particularly on Bus 7 Bathurst and Streetcar 512 St Clair—is planned for fall 2025. In the meantime, teams are closely monitoring crowding and service levels, especially on routes with on-time performance below 90%, to ensure adequate capacity is maintained.

To sustain progress, continued support is needed in two key areas: congestion mitigation and improved coordination around unplanned diversions. These partnerships will be critical to unlocking further reliability gains across the network.

Industry-Leading Asset Performance

When it comes to vehicle reliability, our fleet continues to outperform expectations. Across all vehicle types, our buses are achieving Mean Distance Between Failures (MDBF) well above North-American standards. Clean Diesel, in particular, is showing exceptional results, demonstrating industry-leading reliability across our entire bus portfolio.



Mandeep S. Lali

Chief Executive Officer
Toronto Transit Commission

Table of contents

Bus Performance metrics

Service Levels and Accessibility.....	4
Reliability	5
Safety and Security.....	6
Customer Experience	7

Overall TTC Performance Metrics 8

Appendix Prior CEO's Report Metrics..... 9

- Legend*
- Green – On or above target
 - Yellow – within 1pt, temporary deviation, or making notable improvements
 - Red – Off target





Bus Performance Metrics: Service Levels and Accessibility – August 2025

Service Level Scheduled Hours - Weekly



139,304 (2019)
142,416 (2024)
146,003 (2025)

Average Speed

- **All Network -1% y/y, -5% pre-COV**
10-min Network +0%y/y, -5% pre-COV
Non-10 min Network 8%y/y, -1% pre-COV
Blue Night Network -11% y/y, 3% pre-COV

Bus Cleanliness Score

● **93.2% overall**

Cleanliness Score in Q2
3.2 pts above target of 90%
2 pts increase from last quarter
3.4 pts decrease compared to same quarter last year
4% increase from pre-COVID (2019)

Crowding

Across all schedule bus trips (38,200/day)

- **All Network**
1.7% - Full (100% vehicle capacity)
0.5% - Crowded (120% vehicle capacity)
- **10-minute Network**, 2.3% trips Full, 0.6% trips Crowded
- **>10-minute Network**, 1.4% trips Full, 0.4% Trips Crowded
- **Blue night** 1.5% Trips Full, 0.46% Trips Crowded

Transit Stops, Shelters and Accessibility

● **83% Accessible Transit Stops in Toronto**

- TTC manages 10,000+ stops
- 1,000 made accessible since 2017 and 275 in construction 2025
- 5,547 transit shelters through City of Toronto

● **82% personal safety perception at stops**
9% lower compared to onboard vehicles (91%)
No change m/m

IN FOCUS Service Levels

Executive Summary

Scheduled service hours have increased 6,699h/week over 2019 supporting reductions in crowding, but average speed and service trips have not kept pace.

Key Issue

5% loss of service effectiveness to congestion costing an estimated \$40M annually based on August 2025 actuals.

TTC Actions and Timing

- Continuing to adjust run times to meet operating conditions in heavier traffic.
- Bunching and Gapping pilot to examine internal and external contributors to consistency of service.
- Restored Off-peak Crowding Standards for bus.

Partner Support Needed

- Collaborating with the City on Transit priority measures.
- Street furniture program to support increased sense of safety at bus shelters serving TTC customers.





Bus Performance Metrics: Service Reliability – August 2025

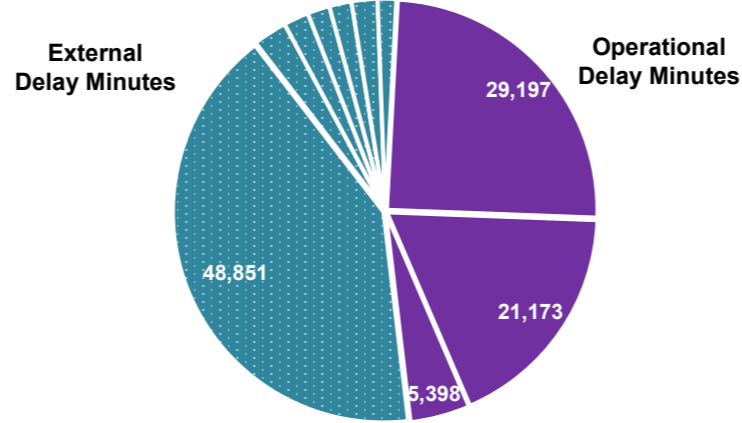
On time Performance

Adherence to Schedule at End Terminal

	On Time	On the Cusp	Not on
	● >90%	● 85-90%	● Time <85%

# Bus Routes	2	62	99
% Bus Ridership	1%	31%	68%

Unplanned Delay Minutes Types



117,920 Unplanned Delay Minutes

3.9% decrease y/y 2.7% increase from last month

External Delays	53%	Operational Delays	47%
Diversion	41%	Equipment	25%
Injured, Disorderly, Other Passenger	7%	Staff Related	18%
Security, Fire, Collision, Other	5%	Shuttle Bus	5%

Bus Short Turns

Vehicle removed from service before route completion/100 departures

0.10%

Target of 0.10% or below not met

0.02% decrease from last month

0.04 pts increase from same month y/y

IN FOCUS

Bus Service Reliability

Executive Summary

Bus on-time performance held at **76% in August 2025**, reflecting ongoing impacts from traffic congestion and operational delays.

Issues

- Operational Delays of 55,000 min (929 hrs) represent <0.15% monthly service hours.
- Congestion contributes 8,800 additional service hours per week, exceeding the scale of all unplanned delay in August, and remains the largest external constraint on reliability.
- Equipment related delays equate to <20/day compared to 33,000 daily bus trips.

Actions and Timing

- Vehicle Departure End Terminal Daily Monitor building 90% OTP.
- Bunching and Gapping reduction pilot report Q4 2025. Adaptive supervisory coverage.
- Tightened on-time criteria (0 min, 5 min).
- Commencing Customer Journey Time metrics examining performance at multiple timing points.
- Education and coaching of Operators to reduce early departures.

Partner Support Needed

Congestion mitigation.
Unplanned Diversion co-ordination.



76% overall bus

Target of 90% not met

1% increase from last board period

4% increase from same board period last year

2% increase from pre-COVID (2019)

Service Availability

Bus Vehicles Service vs Schedule

100.5%

Target of 100% met

0.3% increase from last month

1% Line5/6 Operators supporting RADs

-0.5 Normal monthly service variance.

Mean Distance Between Failures

Distance Operated before failure

- **Ebus** 117 buses **24,554 km** (12m rolling avg) Target 24,000
- **Diesel** 1165 buses **46,336 km** (12m rolling avg) Target 12,000
- **Hybrid** 766 buses **36,218 km** (12m rolling avg) Target 24,000



Bus Performance Metrics: Safety and Security – August 2025 - new

IN FOCUS Safety and Security

1

Lost-Time Injuries Rate (LTIR)

● **7.04** (12 month moving annual comparison (MA))

Injuries per 100 employees for Period 8
19% decrease from last period (actuals)
19% increase from same period prior year (12 month moving annual comparison (MA))

Customer Incident Injury Rate (CIIR)

● **2.61** (12 month moving annual comparison (MA))

Injury incidents per one million vehicle boardings on bus for Period 8
9% decrease from last period (actual)
9% increase from same period prior year (12 month moving annual comparison (MA))

Offences against Customers* (OAC)

● **1.99**

Offences against customers per one million boardings
126 (actual)
21% increase m/m
1.55 12 month rolling avg
9.36% decrease y/y 12month rolling avg.
25.7% decline since Jan 2023

Offences against Employees*(OAE)

● **7.35**

Offences against employees per 100 employees
78 (actual)
26% decrease m/m
5.88 12month rolling avg
1.03% increase y/y 12 month rolling average
36% decline since Jan 2023

*Offences Against KPIs are whole network

Executive Summary

TTC is advancing safety and security through focused measures to reduce offences and injuries while improving perceptions of safety for riders and staff.

Customer and Employee Safety and Security

- 21% increase in offences against customers, in part due to threatening incidents. Decrease 9.36% y/y for customers and increase 1.03% y/y for employees. Decline 25% and 36% respectively since Jan 2023.
- Perceived Safety improved 1% m/m and 7%/y/y.
- 9% y/y rise in customer injuries, driven by a 19% increase in on-board fall-related incidents (CIIR).
- 19% y/y increase in LTIR driven by ergonomic, slips/trips, and emotional trauma-related injuries.

TTC Actions and Timing

- Multi-disciplinary Community Safety approach includes: high-visibility staff presence, de-escalation training for frontline workers, Operator barriers and risk assessments (OAC and OAE).
- Safety messaging to influence rider behaviour and vehicle operation Q4 2025.
- Bus Collision Reduction Strategy to address hard braking.
- Mandatory mental health training for leadership (LTIR).
- Expanded trauma support for employees (LTIR).
- The Bus Design Innovation Program is reviewing potential ergonomic enhancements for operators.

Partner Support Needed

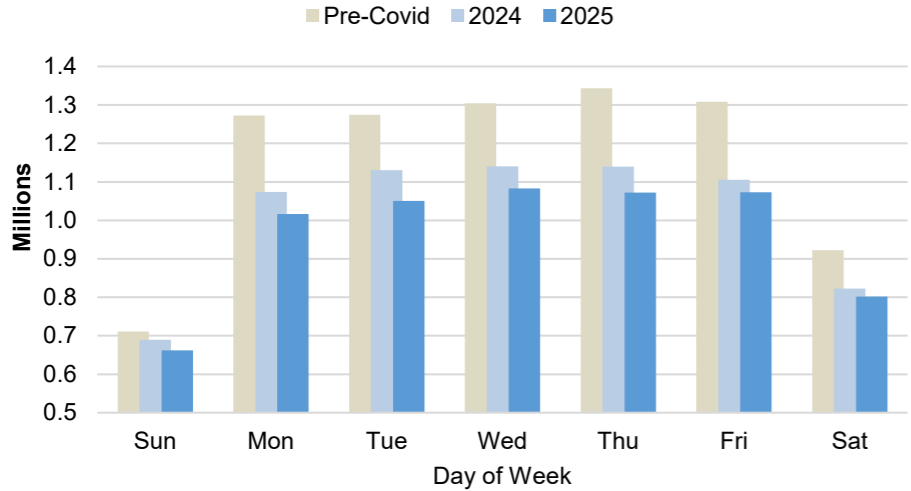
- Multi-Disciplinary approach with City of Toronto, TPS, TPH. With CUTA and ATU 113 re-table Bill to expand Criminal Code protections for transit workers.





Bus Performance Metrics: Customer Experience – August 2025

Weekly Customer Boardings



6.8 million Customer boardings per week

**Bus Boardings decreased 5% from last year
Morning and afternoon peak periods 51% of weekday bus boardings

Weekday

- 1,046,000 daily Boardings.
- 5% decrease y/y, 19% decrease pre-COV
- Blue night: 13,000 weekday

Saturday

- 793,000 daily boardings
- 2% decrease y/y, 18% decrease pre-COV 10 min network, 4% decrease non-10min Network
- Blue night: 9,000

Sunday

- 637,000 bus boardings
- 10-min network 6% decrease y/y, 12% decrease pre-COV
- Outside of 10-minute Network: 1% decrease y/y, 3% increase from pre-COV
- Blue Night 25,000

Customer Satisfaction

77%

*7 pts below target of 84%
2 pts increase m/m
1 pts decrease same month y/y
No change from pre-COVID (2019)
2 pts higher compared to whole network*

Net Promoter Score

Net % customers who promote the TTC

16 pts

*2 pts increase from last month
1 pts decrease same month y/y
3 pts decrease from pre-COVID (2019)
6 pts higher compared to whole network.*

IN FOCUS Bus Service Demand

Executive Summary

Bus demand fell 5% year-over-year, but satisfaction rose in safety and crowding; the TTC prepares for fall ridership shifts and long-term growth strategies.

Issues

- Decrease of 5% y/y in bus demand. Bus 83% of pre-covid vs overall network is 82%.
- International Students enrolments account for -1%, economic impact >-6%, offset by return-to-office mandates principally in downtown.
- Key drivers of satisfaction **Improving**: crowding (+4 pts y/y), personal safety (+4 pts y/y), real-time info (+2 pts y/y), cleanliness of vehicles (+2 pts y/y).
Declining: maps and signage (-3 pts y/y), comfort of ride (-3 pts y/y), trip smoothness (-2 pts y/y).
Steady: trip time length (flat m/m, -1 pt y/y).

TTC Actions and Timing

- Preparation for fall demand due return-to-office announcements. Monitor Economic shifts.
- Prepare for Bus customer **shifts to Line 5/6**.
- **Ridership Growth Strategy** for near-and mid-term strategies.

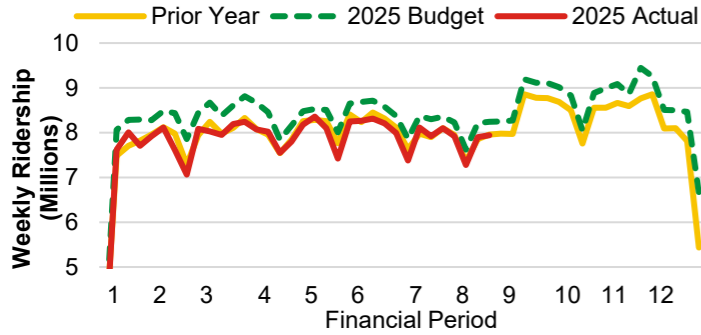
Partner Support

- Continued collaboration on land use plans aligning transit with population and job growth.



Overall TTC Performance Metrics – August 2025

Revenue Rides – Conventional



31.0 million Revenue Rides*
 Current -3.9% below budget, NC to prior year
 YTD -5.1% to budget, -1% y/y, 78% of pre-COVID

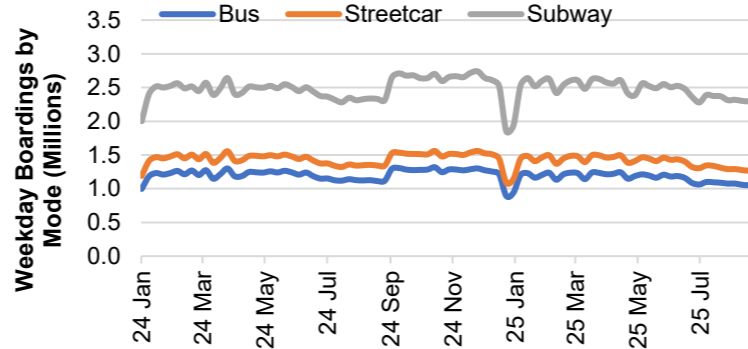
On-Time Performance

Target 90%

- 91.4% Subway, +1.3% m/m, +1.8% y/y
- 76.0% Bus, +1% m/m, -6% y/y
- 58.0% Streetcar, +1.8% m/m, -6% y/y

*Period 8 July 27 – August 23

Customer Boardings



2.3M Boardings/Day
 1% decline y/y

Customer Satisfaction

Target 84%

- 74% Subway, 0% m/m
- 77% Bus, +2% m/m
- 73% Streetcar, +12% m/m

75% 9 pts below target of 84%
 3 pts increase from last month
 0 pts change same month y/y
 3 pts decrease from pre-COVID

IN FOCUS Revenue Ridership

Executive Summary

Revenue Ridership below budget 3.9% current period and 5.1% YTD. This translates to Fare revenue in Period 8 2025 totalled \$76.6 million, 1.7% below budget but 2.1% above the same period in 2024. Year-to-date fare revenue reached \$651.2 million, falling \$26.3 million short of budget.

Issues

Revenue rides below budget principally due to:

- Unexpected changes in international student policy, and economic instability beginning Feb '25.
- Average weekly ridership at 7.8 million, down 1.5% from Period 7 is aligned with expected seasonal fluctuations.
- Open Payment and Virtual PRESTO now 35.5% of weekly payments.

Actions and Forecast

- Ridership Growth Strategy
- Community Safety Plan.
- Attracting lapsed customers and non-transit trips (78% trips in Toronto).
- Preparation for Expansion projects opening.

Partner Support

- Crisis service expansion pilot launching in mid November.





Appendix

Prior CEO's Report Metrics

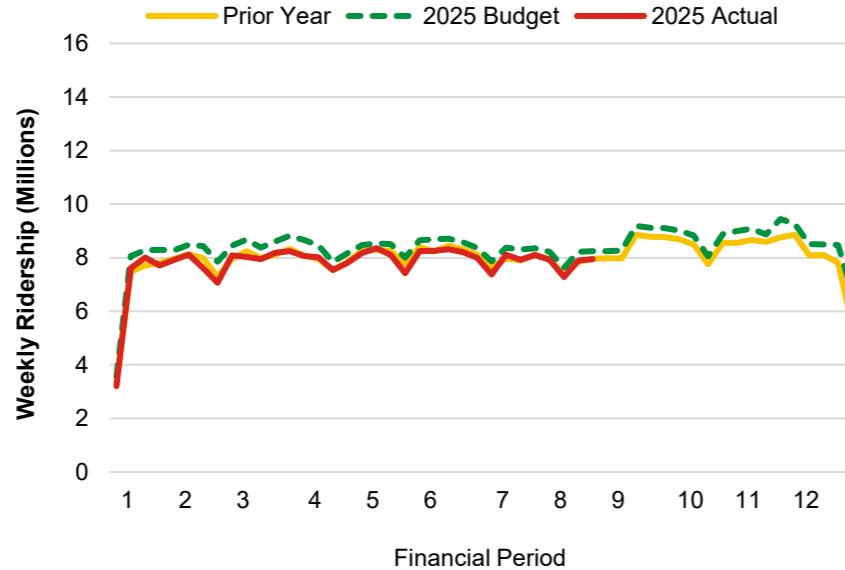
October 2025

Ridership – Whole network

Revenue rides – Conventional

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).

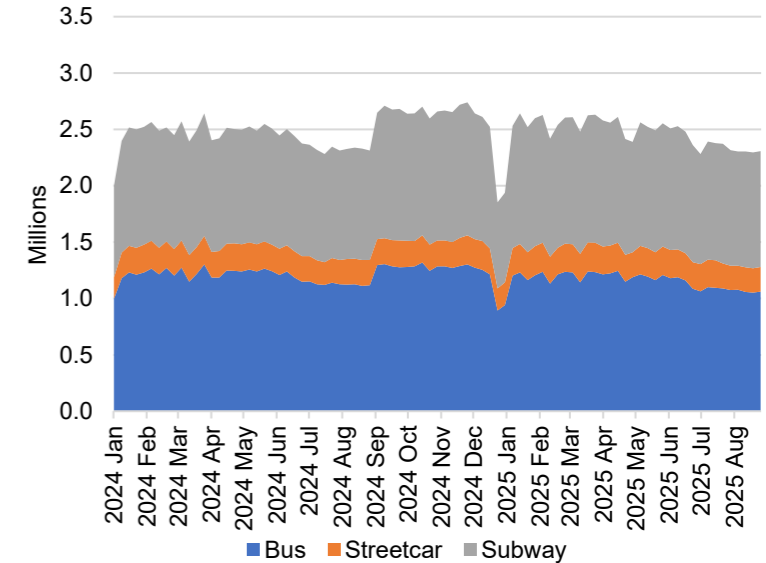
P8 2025: 31.0 million
P7 2025: 31.5 million
P8 2024: 31.1 million



Customer Boardings

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

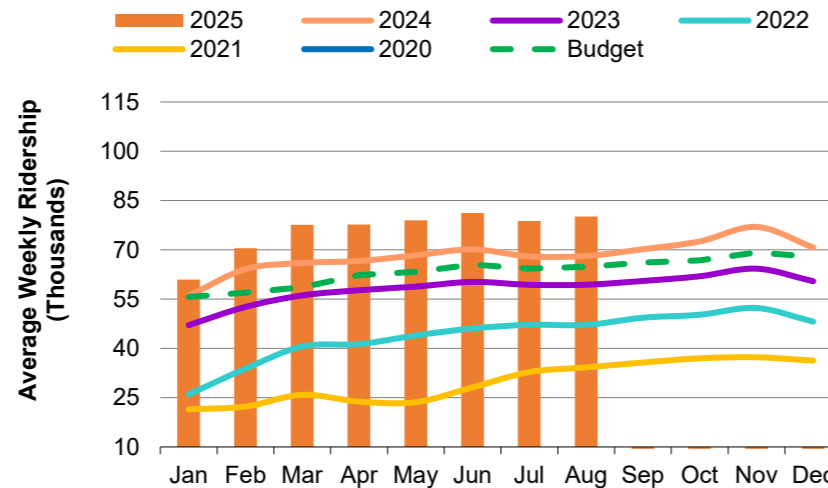
Aug 2025: 2.30 million
Jul 2025: 2.37 million
Aug 2024: 2.32 million



Wheel-Trans – Trips

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

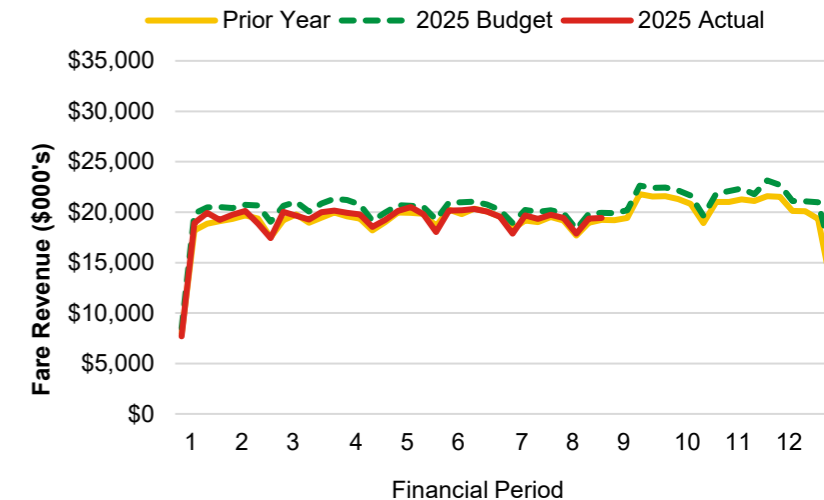
P8 2025: 320,480
P7 2025: 315,196
P8 2024: 272,553



Conventional Fare revenue

Revenue generated through fares.

P8 2025: 76.6 million
P7 2025: 76.9 million
P8 2024: 75.2 million

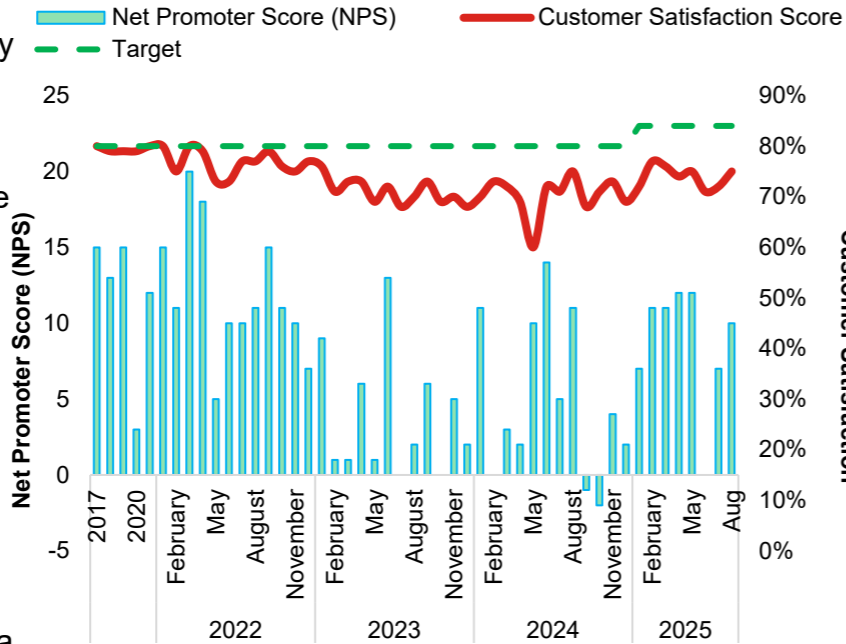


Customer experience – Customer Sentiment

Customer satisfaction

Monthly customer survey of 500 TTC customers, where 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".

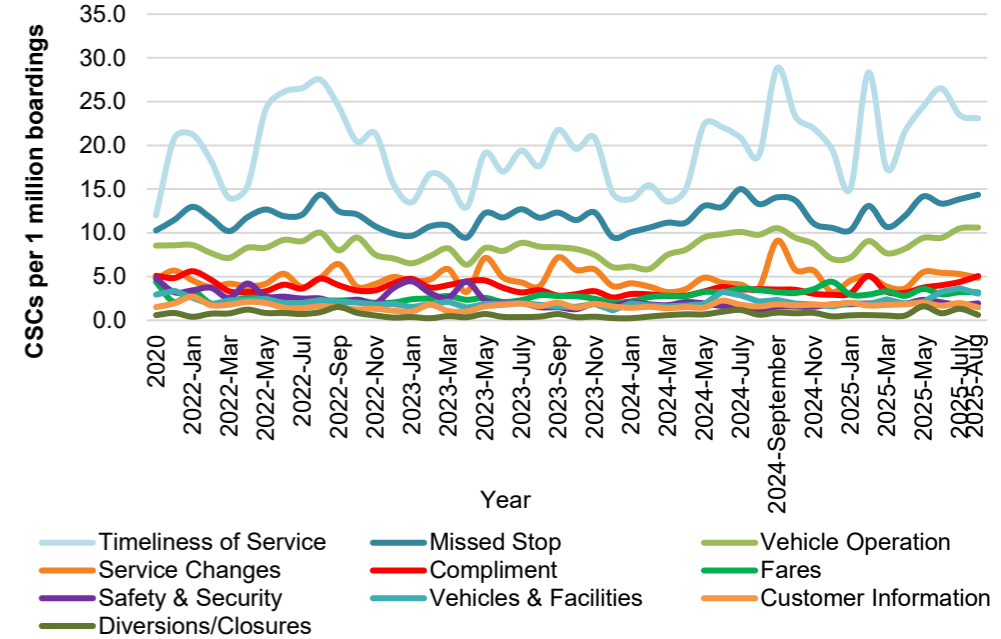
Net Promoter Score (NPS) measures how likely customers are to recommend the TTC to a friend, family member or colleague.



Customer service communications (CSCs)

CSCs 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.

Aug 2025: 71.97
July 2025: 73.21
Aug 2024: 61.24



CSAT

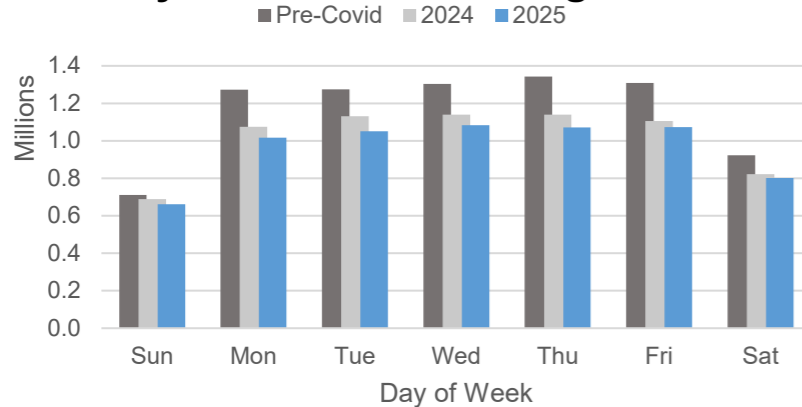
Aug 2025: 75%
July 2025: 72%
Aug 2024: 75%

Target: 84% ✘



Customer Experience – Boardings & Customer Satisfaction

Weekly Customer Boardings



6.8 million Customer boardings per week

*Bus Boardings decreased 5% from last year.

*Morning and afternoon peak periods 51% of bus boardings

Customer Satisfaction

77%

7 pts below target of 84%

2 pts increase m/m

1 pt decrease same month y/y

Customer Satisfaction Aspects

Target 5% increase/year

67% Reliability of service

1 pt decrease from last month

Prior year not available (added last month)

69% Crowding

1 pt increase from last month (three-month average)

4 pts increase compared to same month last year

67% Personal safety

1 pt increase from last month (three-month average)

4 pts increase compared to same month last year

73% Maps and signage

2 pts increase from last month (three-month average)

3 pts decrease compared to same month last year

70% Trip smoothness

3 pts increase from last month (three-month average)

2 pts decrease compared to same month last year

68% Wait time

2 pts increase from last month (three-month average)

3 pts increase compared to same month last year

Net Promoter Score NPS

16pts

2 pts increase from last month

1 pt decrease same month y/y

70% Availability and accuracy of real-time info

1 pt increase from last month (three-month average)

2 pts increase compared to same month last year

69% Cleanliness of the station/platform/stop

2 pts increase from last month (three-month average)

1 pt decrease compared to same month last year

71% Cleanliness of the vehicle

2 pts increase from last month (three-month average)

2 pts decrease compared to same month last year

64% Comfort of ride

no change pts increase from last month (three-month average)

3 pts decrease compared to same month last year

70% Helpfulness of staff

1 pt increase from last month (three-month average)

1 pt decrease compared to same month last year

70% Trip time length

no change from last month (three-month average)

1 pt decrease same month y/y



Bus – Reliability and Service Delivery

On-time Departure End Terminal – Bus

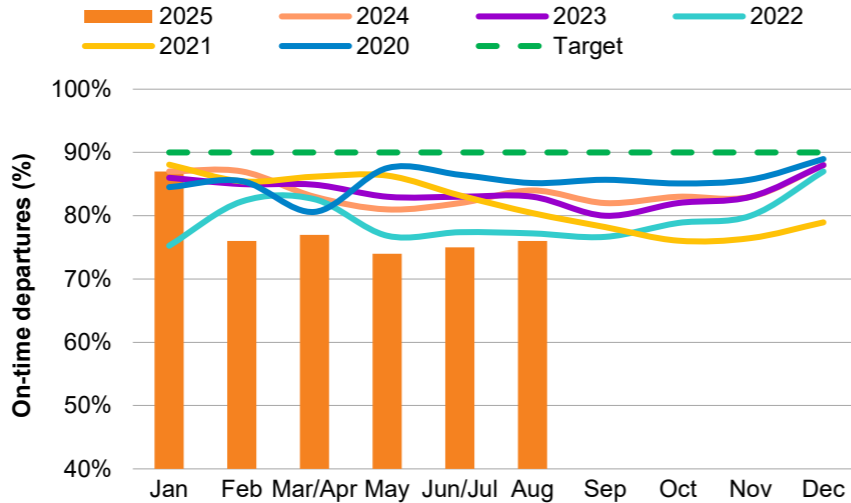
Vehicles are considered on-time if they depart at or up to 5 minutes after their scheduled departure time (0 to +5). In February 2025, the criteria for on-time departure was changed from departing within -1 min to +5 min to departing within 0 min to + 5 min of the scheduled departure time.

Aug BP 2025: 76%

Jun/Jul BP 2025: 75%

Aug BP 2024: 84%

Target: 90% ✘



Bus short turns

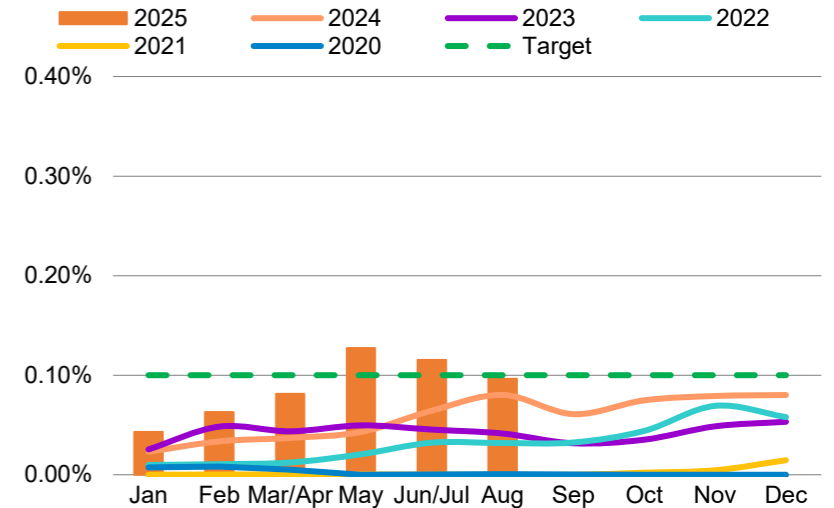
A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (per 100 departures).

Aug 2025: 0.10%

Jun/Jul 2025: 0.12%

Aug 2024: 0.06%

Target: less than 0.10% ✘



Increased construction activity during the summer months has lead to service adjustments, contributing to higher short turns.




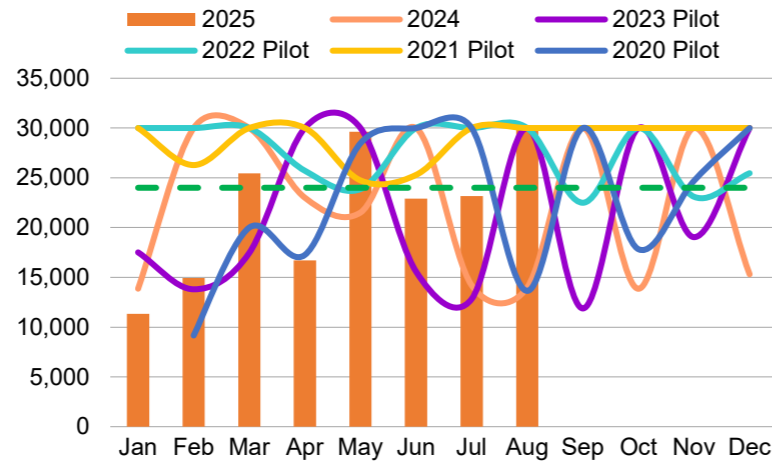
Bus – Asset Reliability

eBus mean distance between failures

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

Aug 2025: 30,000
Jul 2025: 23,155
Aug 2024: 13,990

Target: 24,000 km 

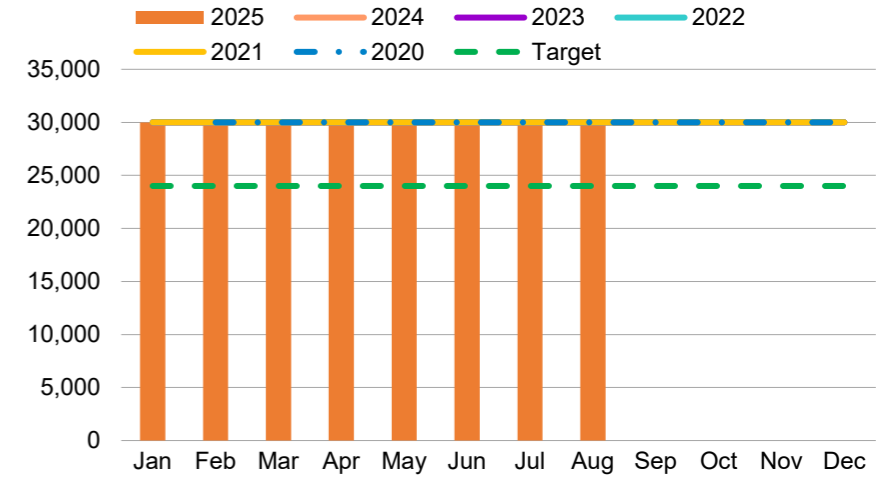


Hybrid bus mean distance between failures

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

Aug 2025: 30,000
Jul 2025: 30,000
Aug 2024: 30,000


Target: 24,000 km 

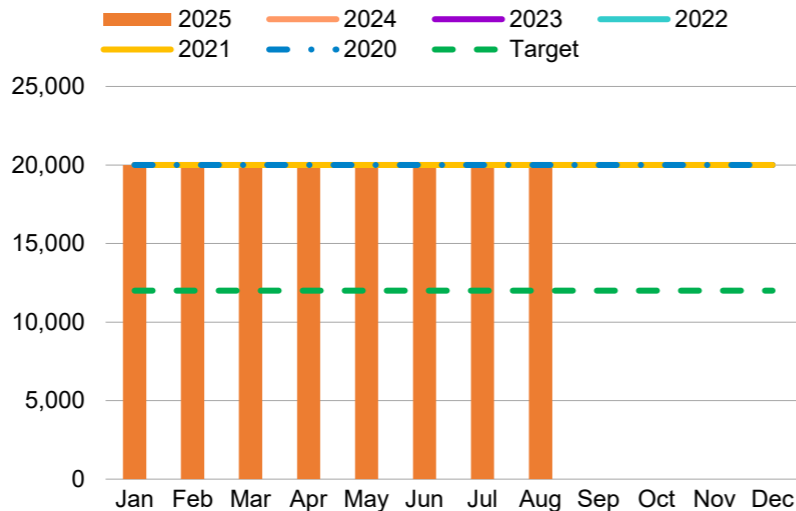


Clean-diesel bus mean distance between failures

Total distance (km) accumulated per number of mechanical road calls. Clean-diesel are buses with engines designed in accordance to EPA standards.

Aug 2025: 20,000
Jul 2025: 20,000
Aug 2024: 20,000


Target: 12,000 km 

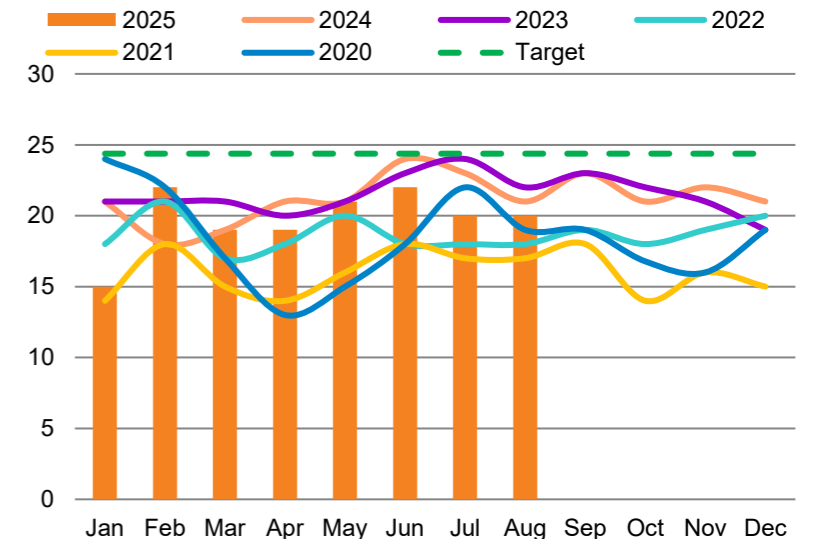


Bus road calls and change offs

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.

Aug 2025: 20
Jul 2025: 20
Aug 2024: 21

Target: Less than 24 



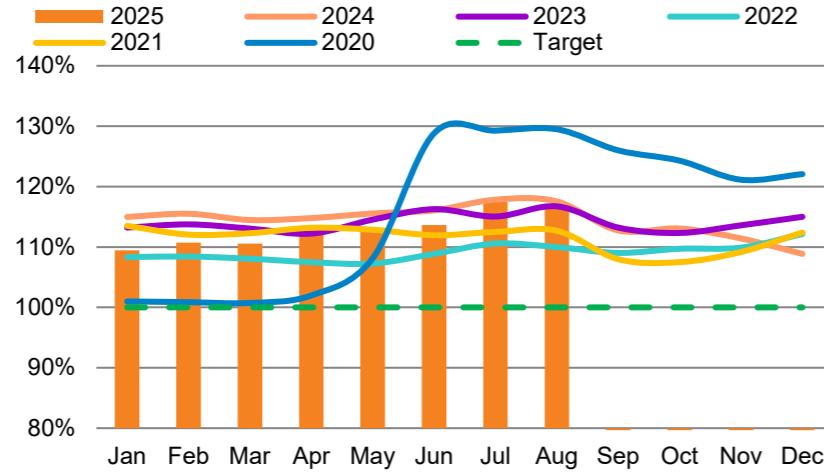
Bus – Service Availability and Cleanliness

Bus availability

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

Aug 2025: 116.7%
Jul 2025: 117.5%
Aug 2024: 117.5%

Target (RW): 100%

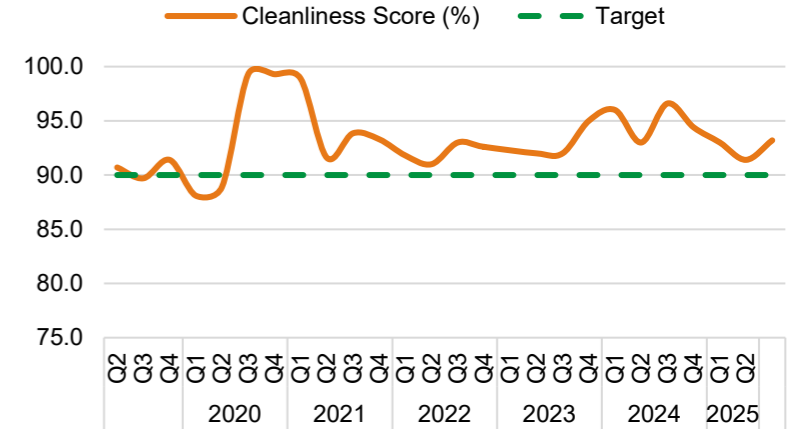


Bus cleanliness

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

Q2 2025: 93.2%
Q1 2025: 91.4%
Q2 2024: 96.6%

Target: 90.0%

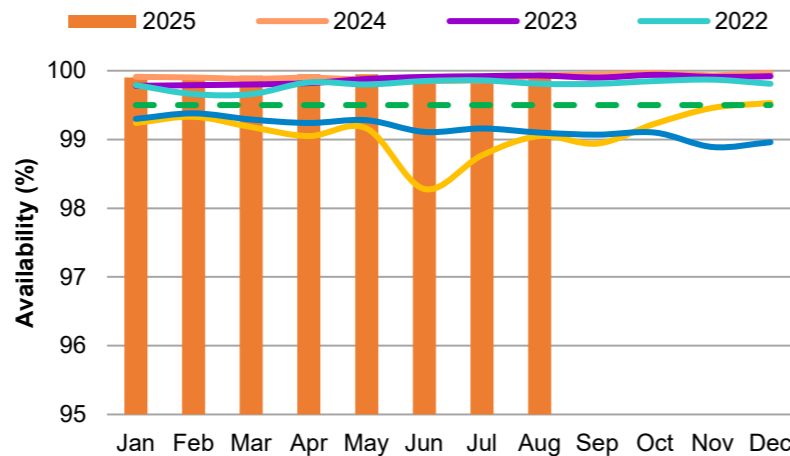


PRESTO reader

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

Aug 2025: 99.93%
Jul 2025: 99.94%
Aug 2024: 99.93%

Target: 99.50%




Wheel-Trans

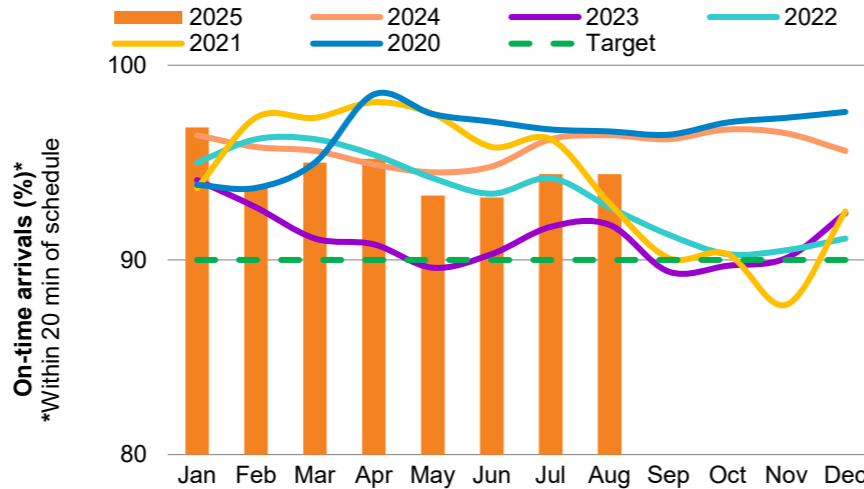
Reliability and Safety and Security

On-time performance (OTP) – Wheel-Trans

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.

P8 2025: 94.4%
P7 2025: 94.4%
P8 2024: 96.4%

Target: 90% 



Lost-Time Injuries Rate (LTIR) (PY)

10.54 (12-months moving avg)
 Injuries per 100 employees for Period 8
 1% increase from last period (actuals)
 4% decrease from same month last year (12-months moving avg)

Customer Incident Injury Rate (CIIR) (PY)

0.54 (12-months moving avg)
 Injury incidents per one million vehicle Boardings on bus for Period 8
 5% decrease from last period (actual)
 57% increase from same period previous year (12-months moving avg)
 89% decrease from pre-COVID (2019)

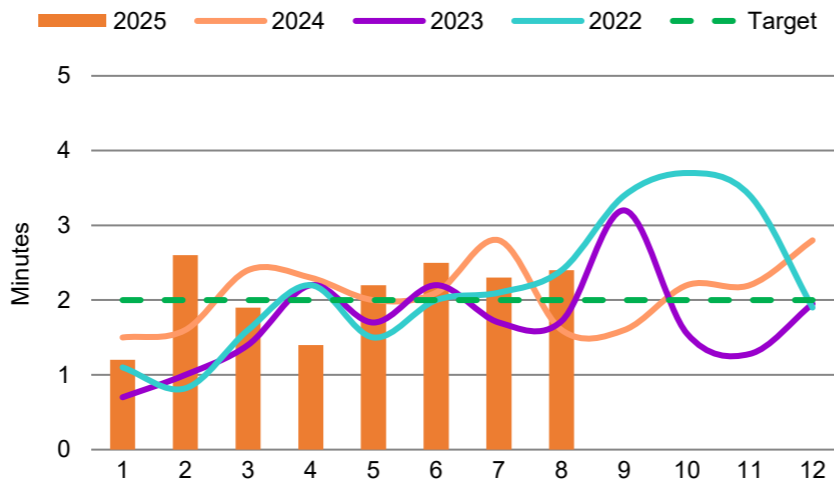
Service Delivery

Wheel-Trans contact centre wait time

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

Aug 2025: 2.4
Jul 2025: 2.3
Aug 2024: 1.6

Target: 2 




The absence rate during the summer continued in Period 8, contributing to longer wait times. The TTC is working closely with TELUS to reduce wait time. TELUS has trained one new class and will be adding staff in Period 9.

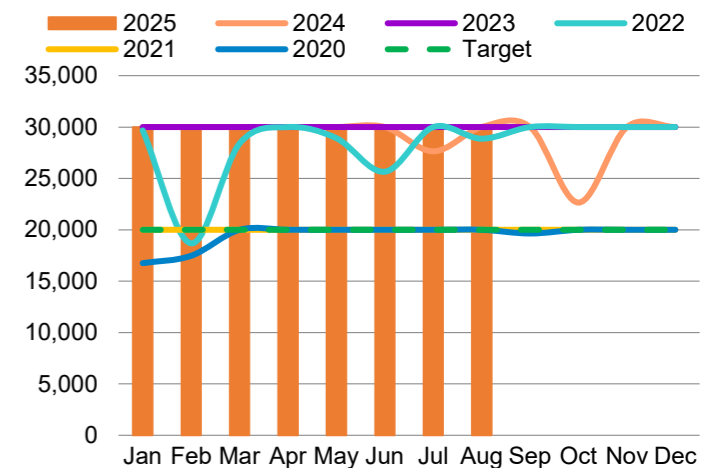
Asset Reliability

Wheel-Trans Mean distance between failures

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

Aug 2025: 30,000
Jul 2025: 30,000
Aug 2024: 30,000

Target: 20,000 km 




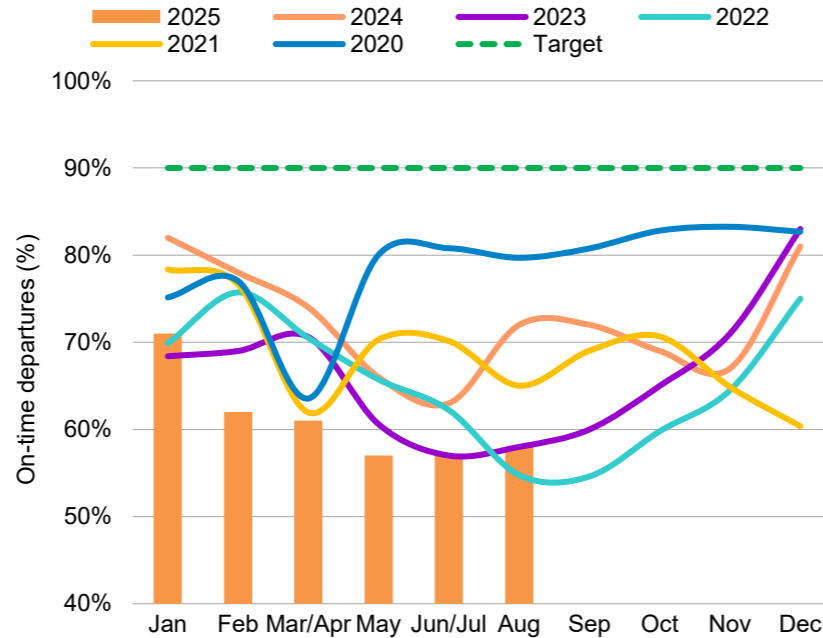
Streetcar – Reliability and Service Delivery

On-time Departure End Terminal

Vehicles are considered on-time if they depart at or up to 5 minutes after their scheduled departure time (0 to +5). In February 2025, the criteria for on-time departure was changed from departing within -1 min to +5 min to departing within 0 min to + 5 min of the scheduled departure time.

Aug BP 2025: 58%
Jun/Jul BP 2025: 57%
Aug BP 2024: 72%


Target: 90% 

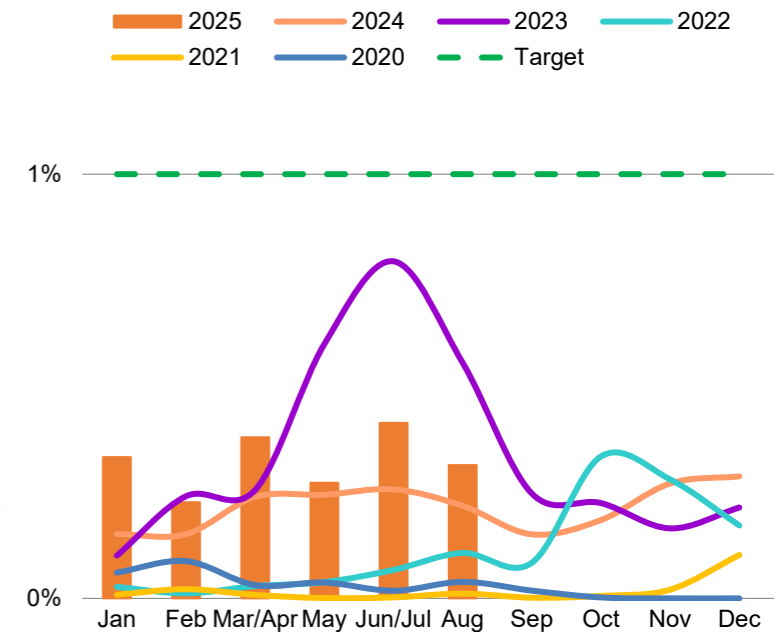


Streetcar short turns

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

Aug 2025: 0.31%
Jun/Jul 2025: 0.41%
Aug 2024: 0.22%

Target: less than 1% 




Streetcar – Asset reliability and Cleanliness

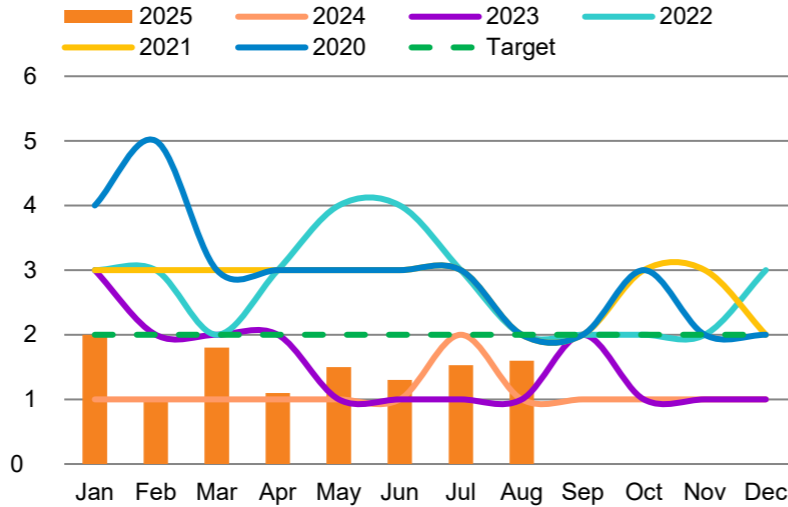
Asset reliability

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 2025: 1.60
Jul 2025: 1.53
Aug 2024: 1

Target: Less than 2 




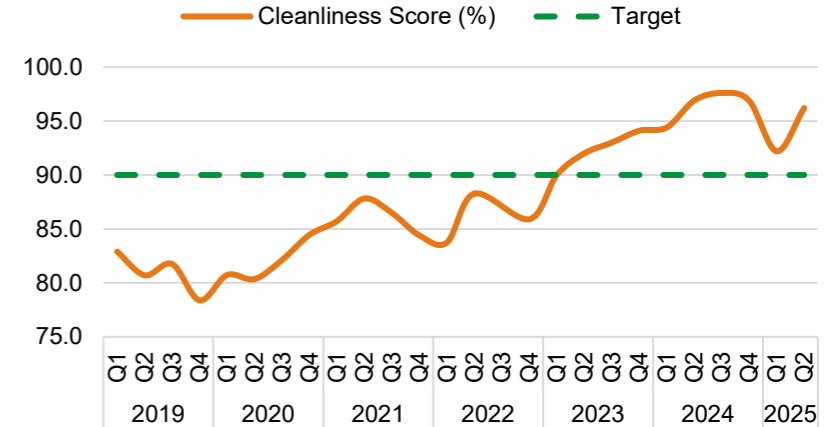
Cleanliness

Streetcar cleanliness

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

Q2 2025: 96.2%
Q1 2025: 92.2%
Q2 2024: 96.9%


Target: 90.0% 

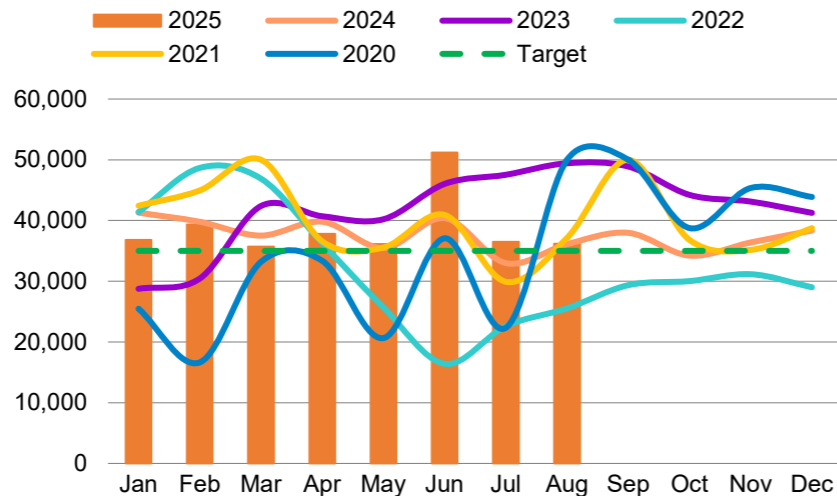


Streetcar mean distance between failures

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

Aug 2025: 36,186
Jul 2025: 36,461
Aug 2024: 36,109

Target: 35,000 km 




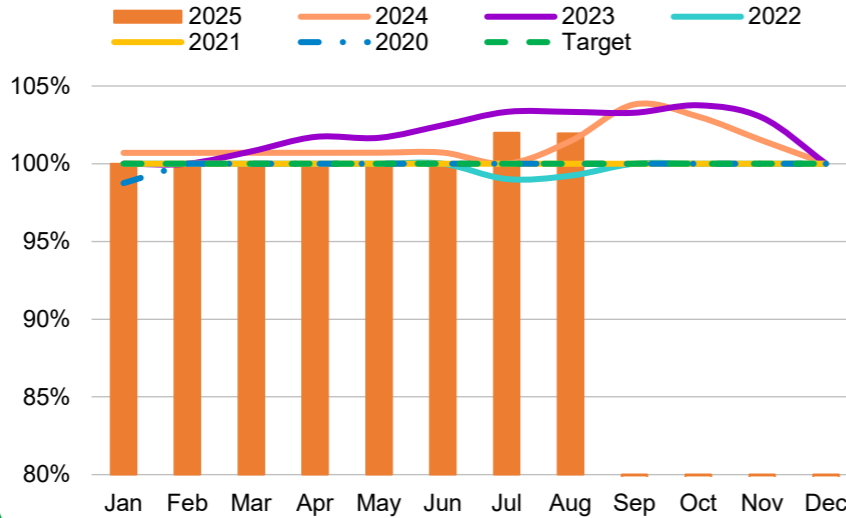
Streetcar – Asset availability

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 2025: 102.0%
Jul 2025: 102.0%
Aug 2024: 101.0%


Target (RW): 100% 

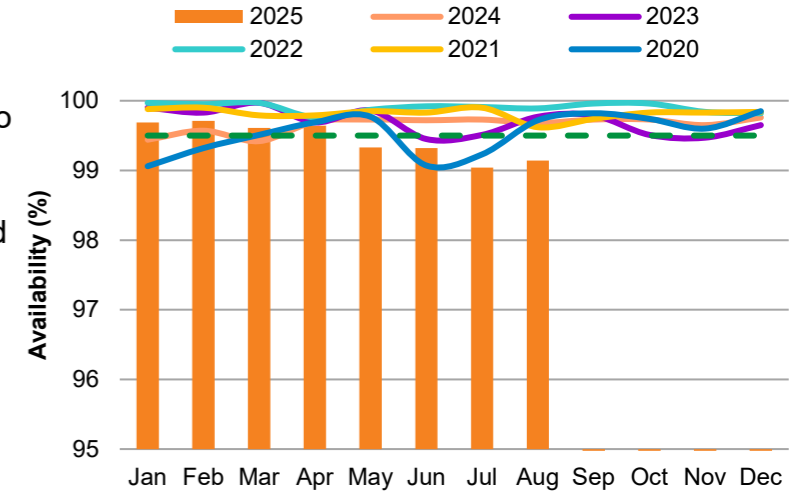


PRESTO Fares and Transfers Machine (FTM) Availability

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 2025: 99.14%
Jul 2025: 99.04%
Aug 2024: 99.68%

Target: 99.50% 




PRESTO FTM availability is below target due to some devices that need updating. Units are scheduled for replacement by the end of 2025.



Asset availability – Fare Devices


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

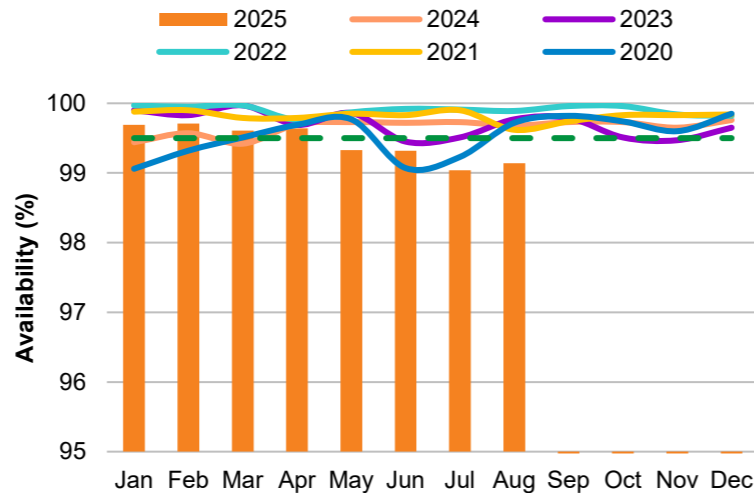
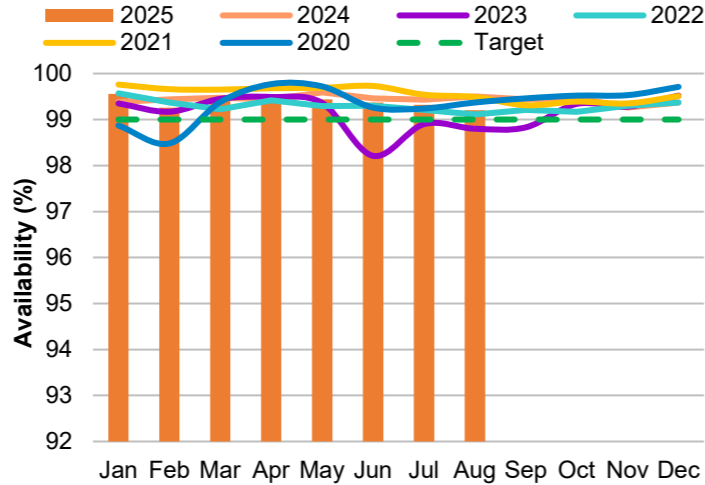
Aug 2025: 99.20%
Jul 2025: 99.32%
Aug 2024: 99.20%

Target: 99.00% 

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 2025: 99.14%
Jul 2025: 99.04%
Aug 2024: 99.68%


Target: 99.50% 



PRESTO FTM availability is below target due to some devices that need updating. Units are scheduled for replacement by the end of 2025.


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.

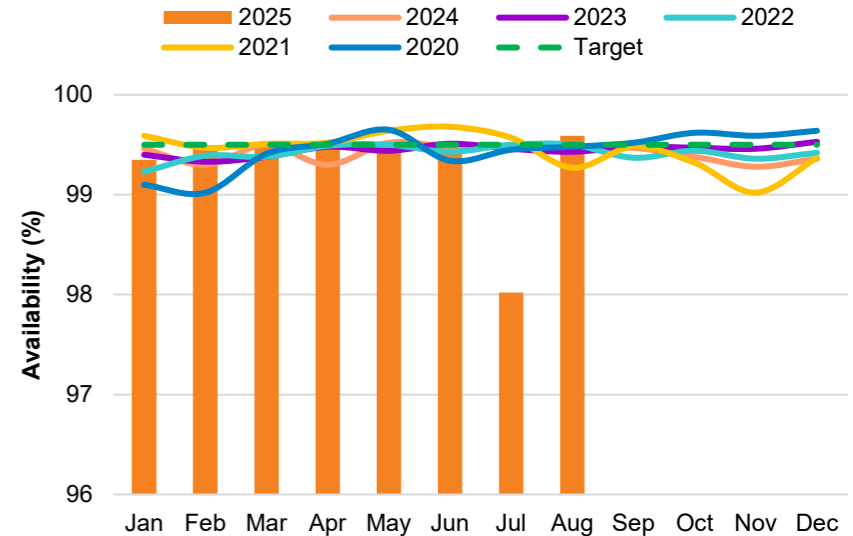
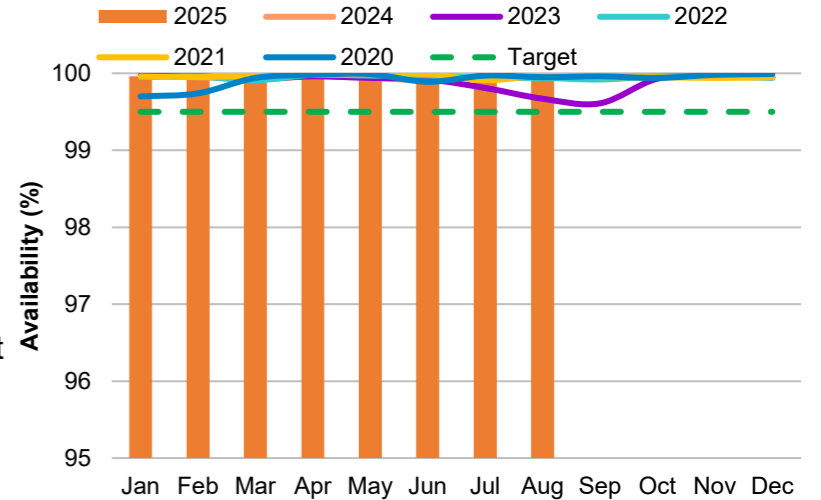
Aug 2025: 99.98%
Jul 2025: 99.97%
Aug 2024: 99.95%

Target: 99.50% 

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

Aug 2025: 99.59%
Jul 2025: 98.02%
Aug 2024: 99.47%

Target (JC): 99.50% 

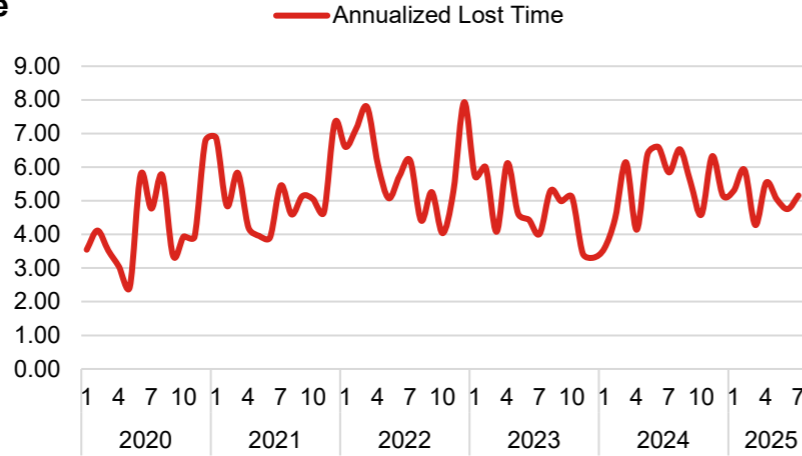


Safety and Security

Lost-time injuries rate (LTIR)

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

P8 2025: 5.16
P7 2025: 4.75
P8 2024: 5.84

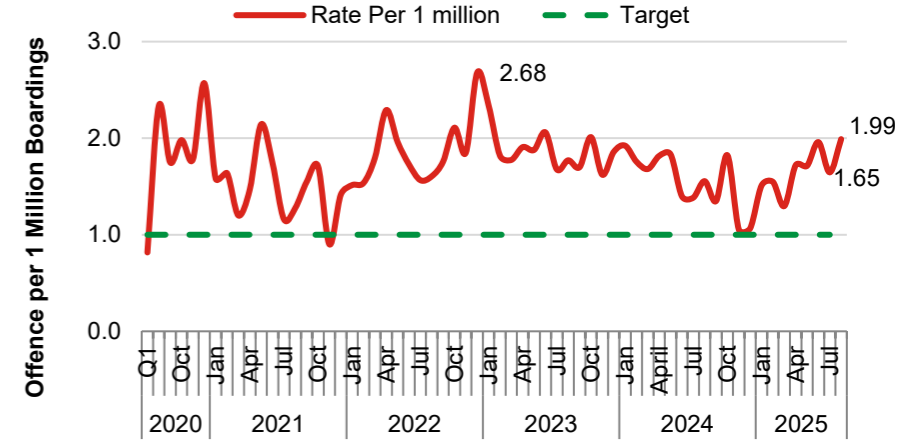


Offences against Customers

Total Offences against customers per 1 million boardings by Calendar month.

Aug 2025: 1.99
Jul 2025: 1.65
Aug 2024: 1.56

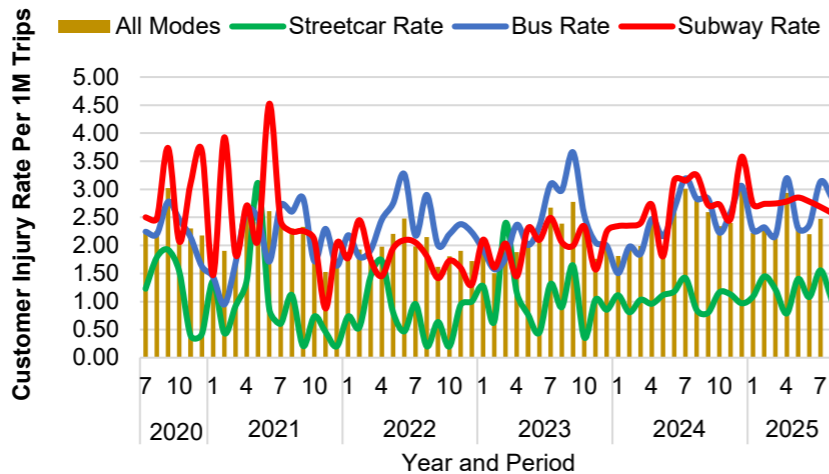
Target: 1.00 ✘



Customer injury incidents rate (CIIR)

Number of customer injury incidents per one million boardings.

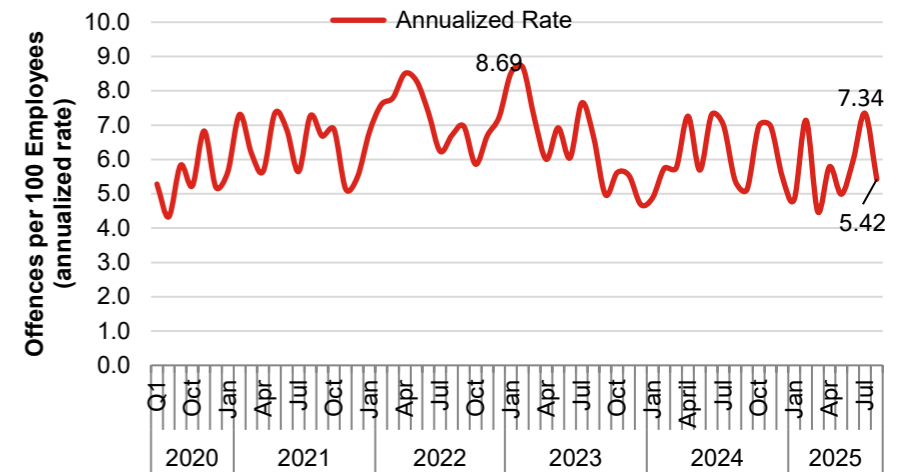
P8 2025: 2.29
P7 2025: 2.47
P8 2024: 2.80



Offences against Employees

Offence per 100 employees by Calendar month (annualized).

Aug 2025: 5.42
Jul 2025: 7.34
Aug 2024: 5.38



Note (Offences against): Starting from March 2025, reporting period has changed to calendar months from Financial Period in the Monthly Corporate Metrics report. Data was updated to monthly from March 2023 onwards.
 Also reported on: [City of Toronto Community Safety and Well-being Dashboard](#)



Safety

Regulatory compliance – (January 1 to August 31, 2025)¹

This table summarizes the number of regulatory interactions and orders issued from January 1 to August 31, 2025 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	66	6	6 ⁽⁴⁾	Compliance Achieved
Ministry of the Environment, Conservation and Parks	1	0	1 ⁽⁵⁾	Compliance Achieved
Technical Standards and Safety Authority	0	0	0	N/A
City of Toronto	6	0	0	N/A
Toronto Fire Services	5	0	5 ⁽⁶⁾	Compliance Achieved

¹ Next update will be available in the November 2025 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.

⁴ There were no new non-compliance MLITSD orders since the last report.

⁵ The new non-compliance order from Ministry of the Environment, Conservation and Parks since the last report.

⁶ The one new non-compliance order from Toronto Fire Services since the last report:

- Notice of violation for an alarm control panel in "Trouble" condition at Leslie Barns.



