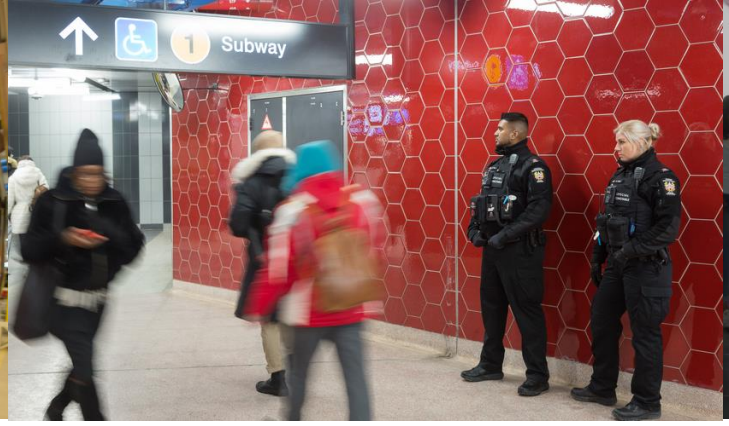
Monthly TTC KPIs Report

Toronto Transit Commission

June 2025

Includes KPIs to end of April 2025



Our Vision

Moving Toronto towards a more equitable, sustainable and prosperous future.

Our Mission

To serve the needs of transit riders by providing a safe, reliable, efficient and accessible mass public transit service through a seamless integrated network to create access to opportunity for everyone.

Our Values

Safety, Service and Courtesy.

In support of this, the following Key Performance Indicators (KPIs) in this report measure key aspects, such as reliability, safety, accessibility, and efficiency. These KPIs ensure that we continuously monitor and improve our services.

Toronto Transit Commission

TTC by the numbers

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.

1.3 million
Linked trips per weekday

2.5 million
Customer boardings per weekday

194K
weekly service hours

1.2 million
Customer boardings per weekday on bus

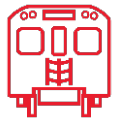
2,044
buses

138
battery-electric buses — the largest fleet in North America

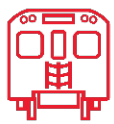
254K
Customer boardings per weekday on streetcar

239
streetcars

16,000+
employees



1.1 million
Customer boardings per weekday on subway



143
trains

6,400+ km
of routes

Table of contents

Core metrics

In support of our Mission, Vision and Values, the following Key Performance Indicators (KPIs) in this report measure key aspects, such as reliability, safety, accessibility, and efficiency. These KPIs ensure that we continuously monitor and improve our services.

Ridership and Financial: Revenue Ridership, Boardings, Wheel-Trans and Fare Revenue to Budget 5

Customer experience: Customer Satisfaction, Net Promoter Score, Customer Service Communications, On-Time Performance All Modes, Elevator and Escalator Accessibility 10

Safety and security: Lost-Time Injuries Rate, Customer Injury Incidents Rate, Reported Offences Against Customers, Reported Offences Against Employees 20

Additional supporting metrics

Service Delivery: Capacity Delivered, Short-Turns, Wheel-Trans Call Wait Time 24

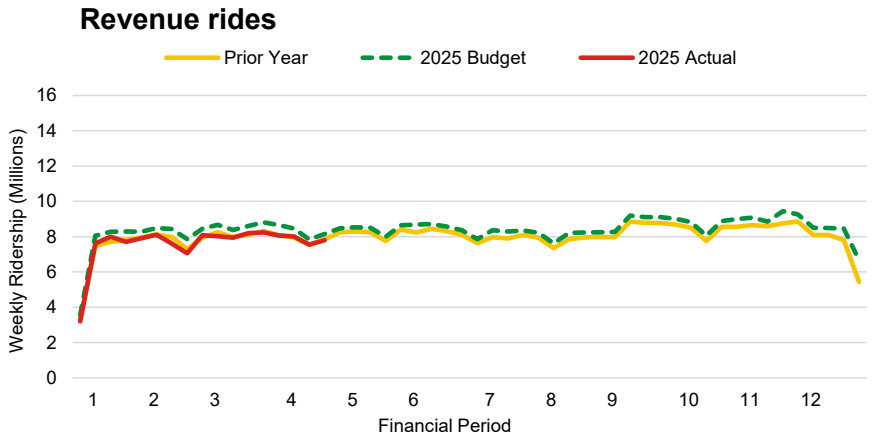
Vehicle and Station Cleanliness 26

Asset Reliability: Mean-Distance Between Failures – all Modes, Surface Vehicles Change Off, Service Vehicle Availability, PRESTO Availability 27

Safety: Regulatory Compliance 32

Ridership – Conventional Service

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).



Results
- Period 4 (March 30 to April 26, 2025) revenue rides totalled 31.4 million, 1.7 million or 5.1% below budgeted revenue rides and 100% of the comparable period in 2024.

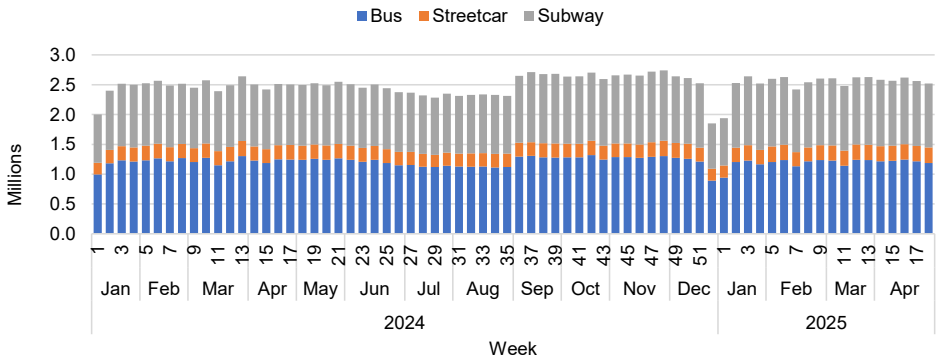
Analysis
- Weekday use continued to be highest across the mid-week period averaging 1.34 million rides per day in Period 4 2025, approximately 20,000 or 2% more rides per day than Tuesday to Thursday of Period 4 2024.
- Unique PRESTO card and Open Payment riders using the system each week reached 1.37 million in Period 4 2025, approximately 30,000 or 2% higher than Period 4 2024.

Action
- Ridership trends and recovery will continue to be monitored closely for all fare concession types and ridership segments.
- The TTC will be establishing a Ridership Growth Strategy report, outlining the strategic planning, priorities, and recommendations required to grow ridership and passenger revenue.

Ridership – Conventional Service

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.

Weekday Customer Boardings



By Mode	% of Pre-Pandemic Levels
Subway	77%
Streetcar	76%
Bus	86%

Results
- Average weekday boardings in April were at 2.54 million, whereas average weekend demand was at 1.53 million per day. Overall weekly demand was at 15.7 million.

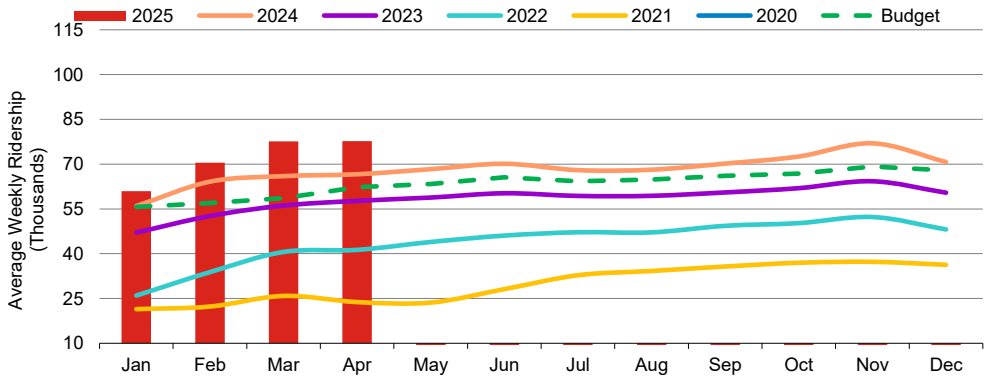
Analysis
- April saw a 2% decline in weekday demand compared to March. Compared to a year ago, weekday customer demand in April increased by 3%. The average of Tuesdays to Thursdays saw 6% higher demand than the average of Mondays and Fridays.

Action
- Prepare for operations of Lines 5 Eglinton and Line 6 Finch West.
- Implement the Board-approved Annual Service Plan throughout 2025.

Ridership – Wheel-Trans

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.

Wheel-Trans – Trips



Results
- Ridership in Period 4 (March 30 to April 26, 2025) was 310,631 (or 77,658 passengers per week). This figure was 4.3% higher than the budgeted 74,450 customers per week.

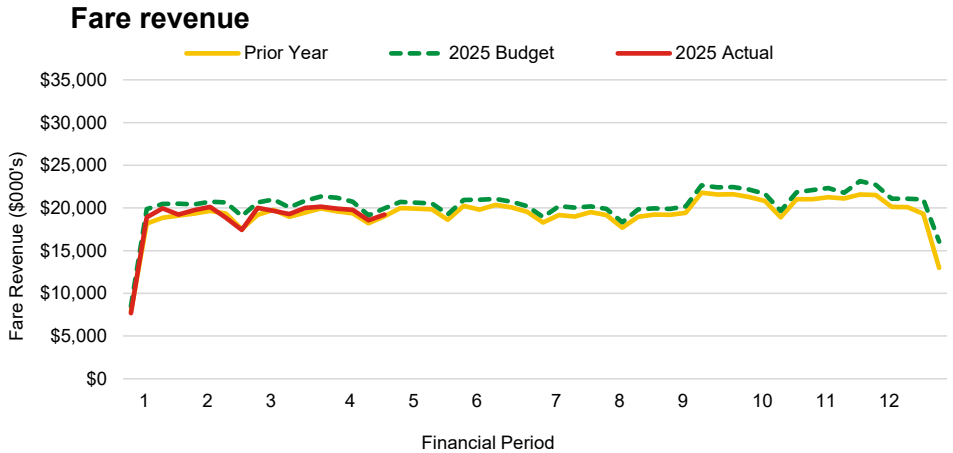
Analysis
- For Period 4, total customer registrations were 0.2% over budget and 8.4% higher than the same period in 2024. Customer travel experienced a 2.3% increase in trip frequency compared to same period in 2024.

Action
- Wheel-Trans will continue to monitor customer behaviour in order to track the impacts of these behaviours on ridership.

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

Ridership – Fare Revenue

Fare revenue
Revenue generated through fares.



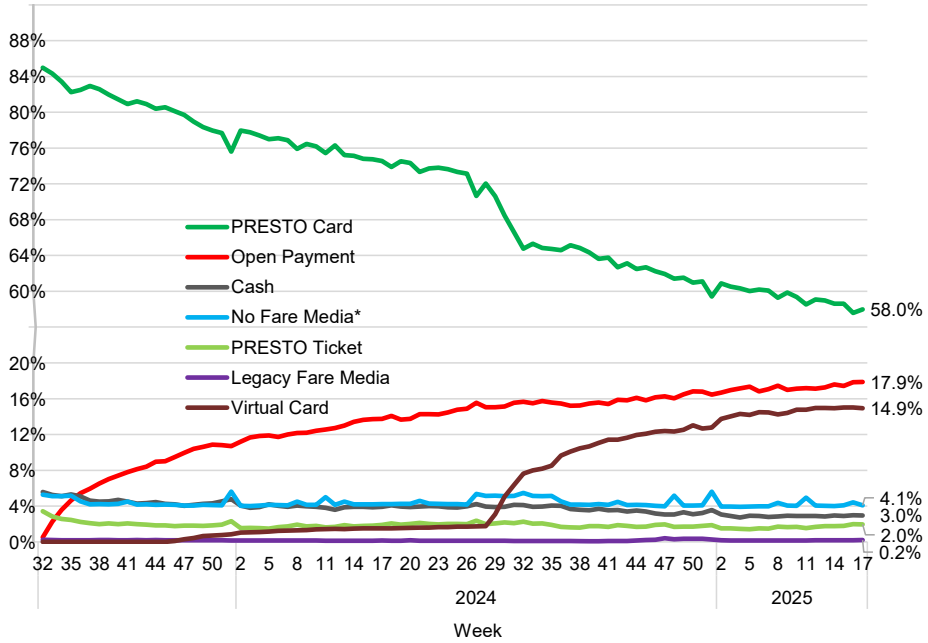
Results
- Period 4 (March 30 to April 26, 2025) fare revenue was $77.4 million, $3.6 million or 4.5% below budgeted fare revenue for Period 4 and 102% of the same period in 2024.

Analysis
- Period 4 revenue was generated from the following fare concession groups: 83.1% adult, 5.2% post-secondary, 6.1% youth (ages 13-19), 5.4% senior and 0.2% other, similar to Period 3 2025's results – 82.7% adult, 5.6% post-secondary, 6.3% youth, 5.2% senior and 0.2% other.

Action
- Fare revenue trends and recovery will continue to be monitored closely for all fare concession types and ridership segments.
- The TTC will be establishing a Ridership Growth Strategy report, outlining the strategic planning, priorities and recommendations required to grow ridership and passenger revenue.

Ridership – Fare Media Mix

Fare Media Mix



* Free child rides without PRESTO Cards and NYE free rides

Results

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was $74.5 million for Period 4 — representing a PRESTO ridership adoption rate of 92.9% — and $2.9 million from other media for Period 4.

Analysis

The adoption of the Open Payment and Virtual PRESTO Card payment methods continued to grow, with the following results at the end of Period 4:

- Accounts for approximately 33% of weekly ride payments.
  - 17.9% of weekly rides paid using the Open Payment method.
  - 14.9% of weekly rides paid using the Virtual PRESTO card.
- Cash and fare payments from a physical PRESTO card have decreased since the launch Open Payments and the Virtual PRESTO card.
  - Weekly rides paid with cash down to 3.0% from 5.7%.
  - Weekly rides paid with a physical PRESTO card down to 58% from 85%.
- Legacy fare media usage initially decreased to 0.1% of weekly ridership from 0.3% prior to the launch of Open Payments but then increased to 0.4% in November 2024 due to the initial announcement of ending legacy fare media acceptance. However, since the extension of stop acceptance to June 1, 2025, the usage has declined back to 0.2% at the end of Period 4 2025. There were approximately 46,000 tokens and 12,000 tickets collected in Period 4.

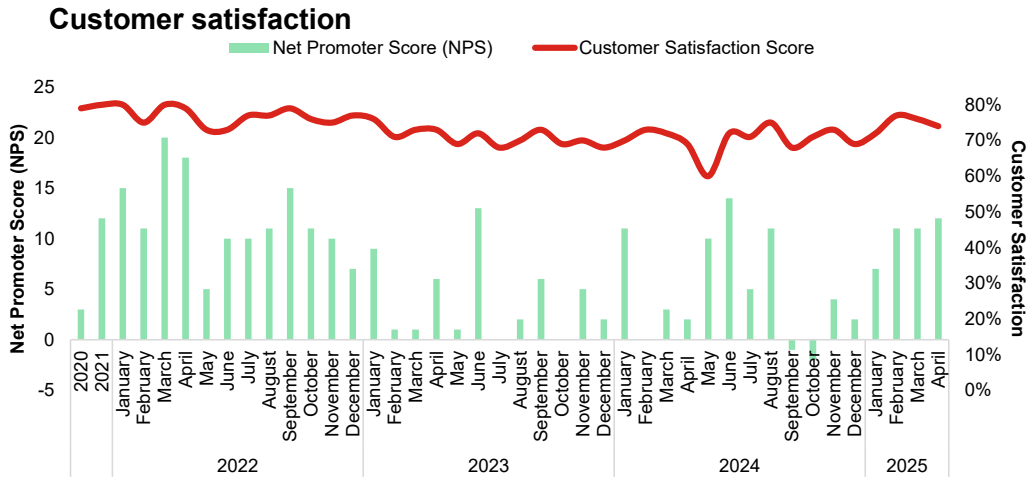
Action

- Fare mix media and legacy fare media acceptance will be monitored closely and reported monthly over the course of 2025, as per December 3 motion from the TTC Board.
- The TTC stopped accepting TTC tickets, tokens and day passes on June 1, 2025.

Customer experience – Satisfaction and Complaints

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.



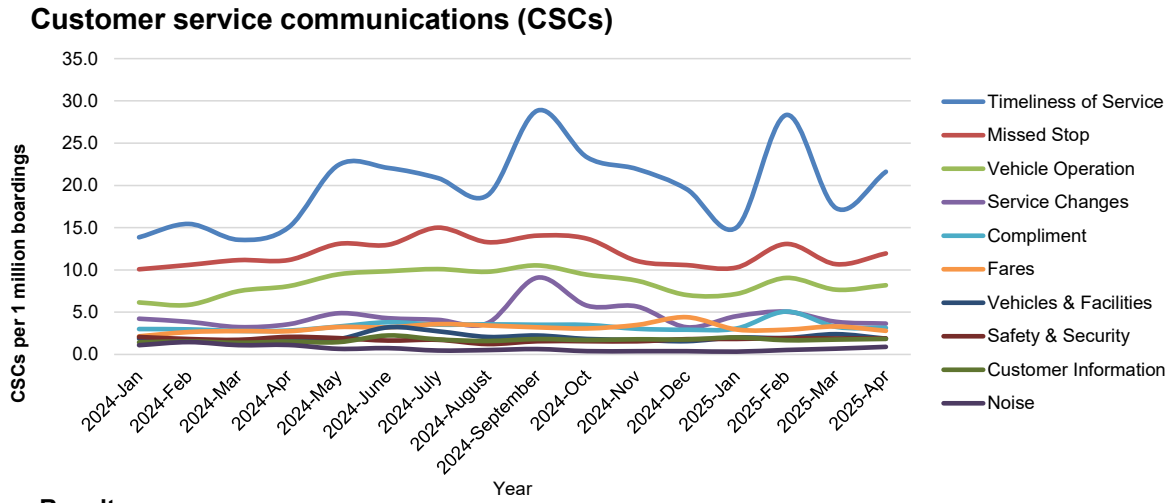
Results
- Overall customer satisfaction slightly decreased in April 2025 to 74% from 76%. Net Promoter Score (NPS) increased to 12 points and maintained steady levels overall during last three months.

Analysis
- Customer satisfaction aspects have remained stable across the network. However, customer satisfaction aspects, such as level of personal safety and smoothness of trip for subway and wait time and cleanliness of vehicles for bus have increased, respectively.
- NPS increased for subway and bus, but decreased for streetcar.

Action
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- Customer research, including interviews, Safety and Security survey and Safety intercept survey, have been completed.

Customer experience – Satisfaction and Complaints

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



Results
- The total number of Customer Service Communications (CSCs) increased in volume by 8% in April 2025. Overall, the number of CSCs per 1 million increased by 11%.

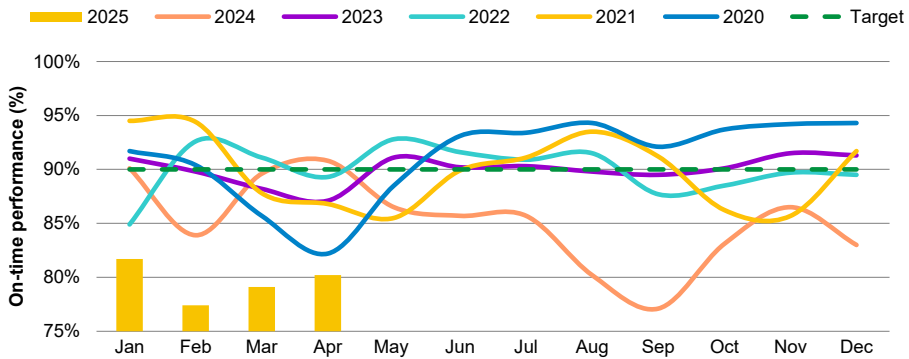
Analysis
- The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation.
- Timeliness of Service increase reflects an increase in customer communications related to surface delays, subway delays, stopping on route and being ahead of schedule. Missed Stops CSCs increased by 12% and Vehicle Operation increased by 7%.
- Safety and Security CSCs increased by 1%.

Action
- Leverage operational Customer Relationship Management dashboard for performance improvement on contributors to Timeliness of Service, Missed Stop and Vehicle Operation.

Customer experience – OTP Line 1

On-time performance (OTP) – Line 1
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.

On-time performance (OTP) – Line 1



Results
- Line 1 OTP was 80.2% in April (March 30 to April 26, 2025). This represents an increase from last month (79.1%) and a decrease from the same time last year (90.8%).

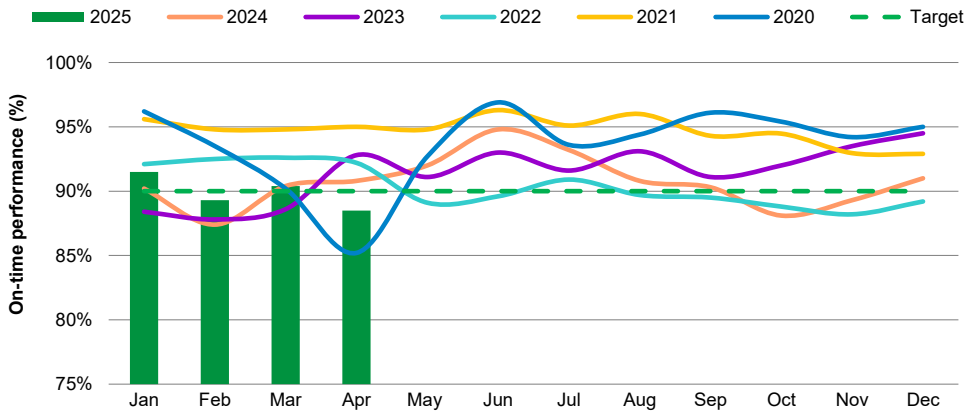
Analysis
- On Line 1, there was a 6.8% increase in total delay minutes – from 3,090 minutes in March to 3,301 minutes in April. Decreases in delay minutes due to passenger-related delays were offset by increases in delay minutes in all other areas.

Action
- Continue to monitor crowding and service levels to ensure sufficient capacity is provided.

Customer experience – OTP Line 2

On-time performance (OTP) – Line 2
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.

On-time performance (OTP) – Line 2



Results
- Line 2 OTP was 88.5% in April (March 30 to April 26, 2025). This represents a decrease from last month (90.4%) and a decrease from same time last year (90.8%).

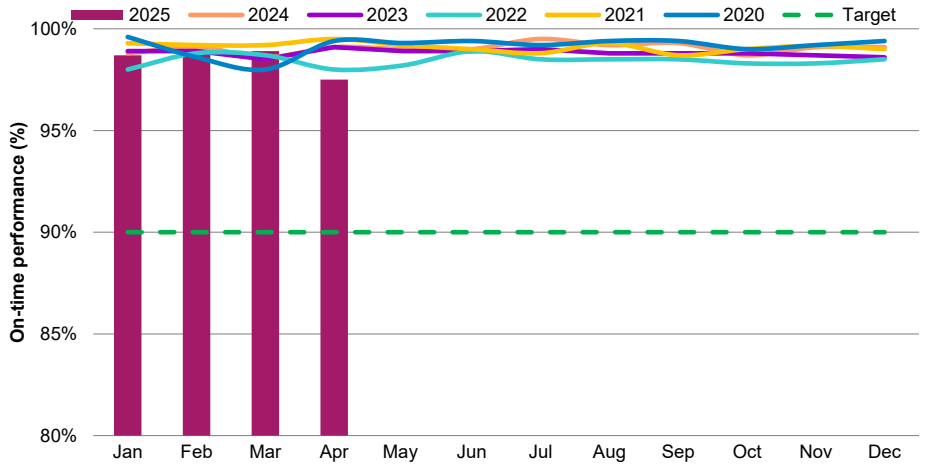
Analysis
- On Line 2, there was a 19.9% decrease in total delay minutes – from 3,091 delay minutes in March to 2,477 delay minutes in April. Decreases in delay minutes were seen across all sectors except for speed control and Plan Bs (fire/smoke at track level).

Action
- Continue to monitor crowding and service levels to ensure sufficient capacity is provided.

Customer experience – OTP Line 4

On-time performance (OTP) – Line 4
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.

On-time performance (OTP) – Line 4



Results
- Line 4 OTP was 97.5% in April (March 30 to April 26). This represents a decrease from last month (98.9%) and a decrease from the same time last year (99.1%).

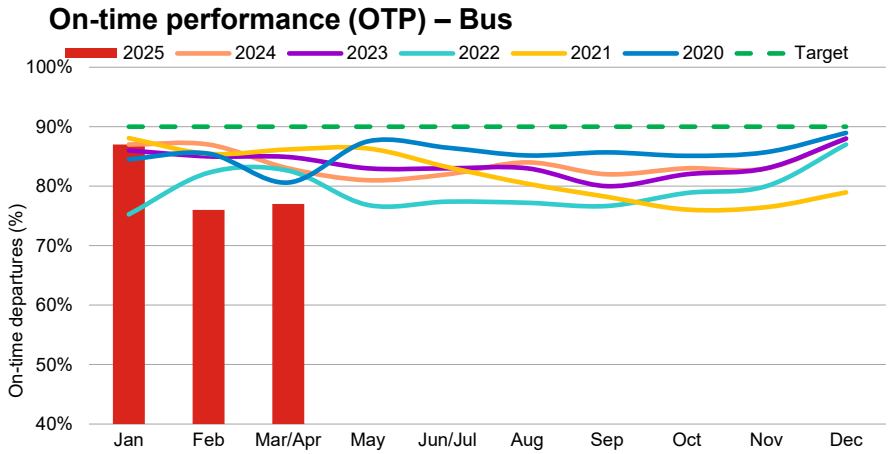
Analysis
- On Line 4, there was a 123.4% increase in total delay minutes — from 124 delay minutes in March to 277 delay minutes in April. Increases in delay minutes were seen across all sectors except for passenger-related delays.

Action
- There are no anticipated changes for this line.

Customer experience – Bus

On-time performance (OTP) – Bus
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).

*In February 2025, the criteria (arriving within -1 min to +5 min of the scheduled time) for OTP was tightened. The new criteria for OTP is arriving within 0 min to 5 min of the scheduled time.



Results
- Bus OTP was 77% for the March Board Period (March 30 to May 10, 2025), which was a 1%-point increase over the 76% achieved during the February Board Period.

Analysis
- OTP continues to be challenged by the variability and intensity of construction activity and road congestion within the City of Toronto.

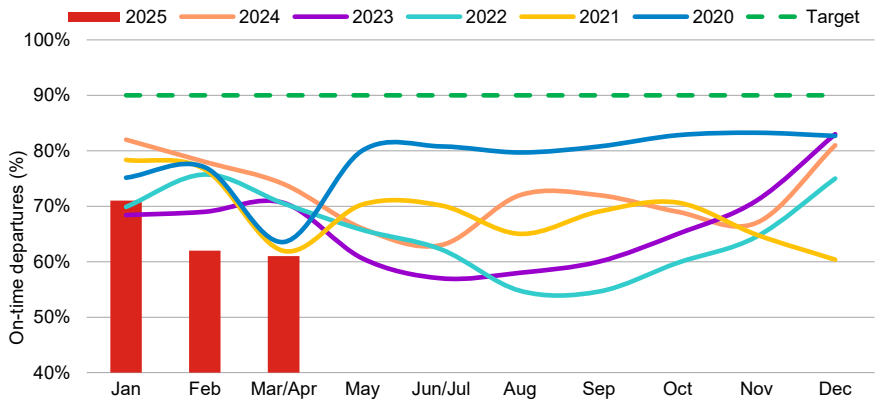
Action
- TTC expanded a pilot to improve service reliability on key bus routes. Mid-route Field Supervisor presence on the nine priority bus routes was increased throughout the February and March Board Period, where the focus is on reducing bunching and gapping, in order to improve the reliability of service. Bunching and gapping is measured by "Headway Adherence": the vehicle is considered on-time when the headway deviation is less than 50% of the scheduled headway.
- Beginning in the February Board Period, TTC refined the On-time Performance definition, to consider vehicles on-time only if they depart between their scheduled departure time and up to five minutes after their scheduled departure time. Vehicles departing one-59 seconds before their scheduled departure time, which were previously considered to be on-time, will now be considered Early.

Customer experience – Streetcar

On-time performance (OTP) – Streetcar
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).

*In February 2025, the criteria (arriving within -1 min to +5 min of the scheduled time) for OTP was tightened. The new criteria for OTP is arriving within 0 min to 5 min of the scheduled time.

On-time performance (OTP) – Streetcar



Results
- Streetcar OTP 61% for the March Board Period (March 30 to May 10, 2025), which was a 1%-point decrease over the 62% achieved during the February Board Period.

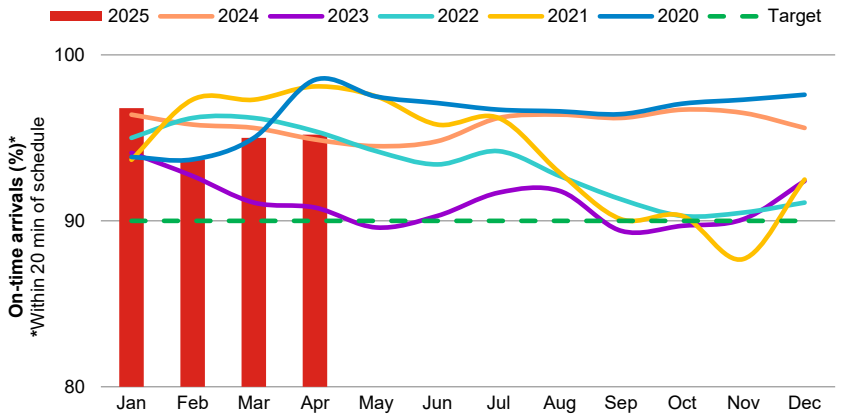
Analysis
- OTP was challenged on the 510 Spadina, where the return to streetcar service was challenged by insufficient run time; and on the 509 Harbourfront and 511 Bathurst, where the routing adjustments to account for construction at Bathurst and Fleet have led to significantly lower OTP than is usual for those routes.

Action
- Mid-route Field Supervisor presence on the two priority streetcar routes continued throughout the February and March Board Period, to reduce bunching and gapping and improve the reliability of service. Bunching and gapping is measured by "Headway Adherence": the vehicle is considered on-time when the headway deviation is less than 50% of the scheduled headway.
- Beginning in the February Board Period, TTC refined the On-time Performance definition, to consider vehicles on-time only if they depart between their scheduled departure time and up to five minutes after their scheduled departure time. Vehicles departing one-59 seconds before their scheduled departure time, which were previously considered to be on-time, will now be considered Early.

Customer experience – Wheel-Trans

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. Daily Modal Percentage Delivered: The ratio between ridership delivered via Wheel-Trans Buses vs. Contracted Taxis.

On-time performance (OTP) – Wheel-Trans



Results
- OTP in Period 4 (March 30 to April 26, 2025) increased by 0.2% from the previous period to 95.2% and is 0.3% higher than Period 4 in 2024.

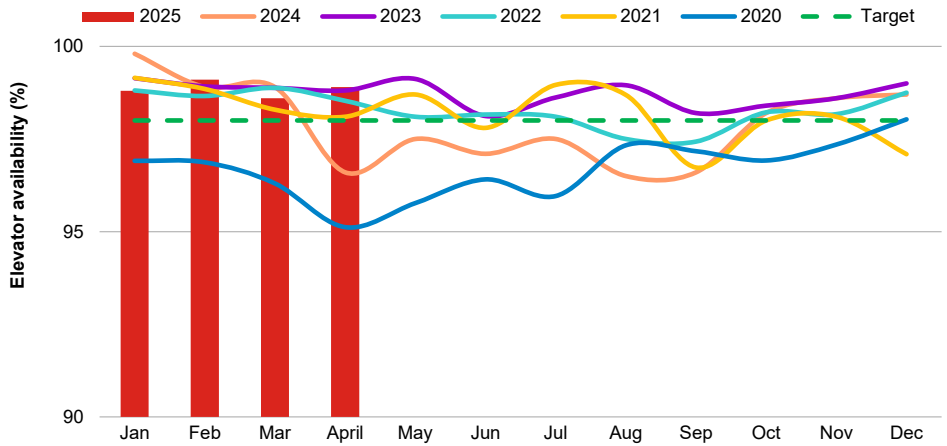
Analysis
- On-time Performance continues to improve even in the face of a substantial 13.7% increase in ridership compared to the same period last year. We remain well above our target of 90%.

Action
- Wheel-Trans Management will continue to provide extra runs (based on daily spare board availability) to ensure trips are not delayed and to improve customer experience.
- Adjusting vehicle speed factor to reflect city traffic conditions to increase OTP.

Customer experience

Accessibility – Elevator availability
Percentage of total available elevator service hours during subway service.

Elevator Availability



Results
- Subway Elevator availability for April 2025 was 98.9%, exceeding the availability target of 98%.

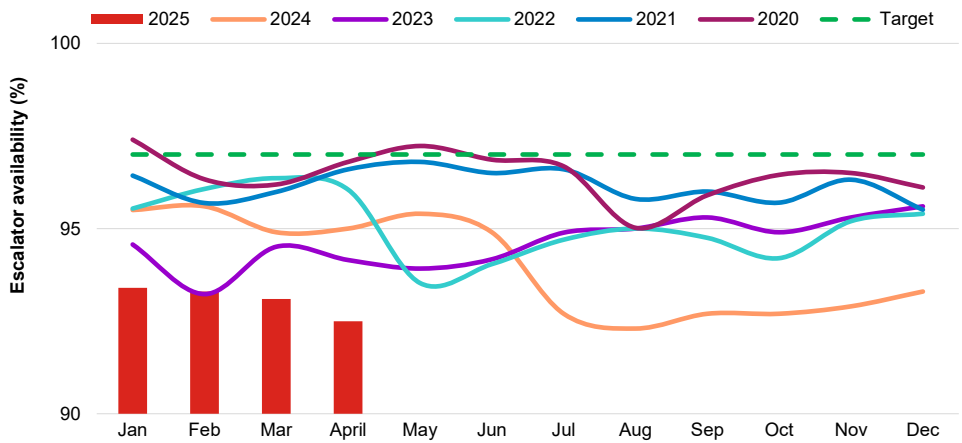
Analysis
- In April, elevator maintenance and repairs were completed as planned.

Action
- "Accessible alternative" signage is located at each elevator.
- Elevator status is on live "service alerts" on the website, the digital video screens in stations and on platforms, and on the TTC's Lift Line to (416-539-5438) ensure customers are aware of elevator service interruptions.
- Continue performing preventative maintenance to meet reliability and availability targets.

Customer experience

Accessibility – Escalator availability
Percentage of total available escalator service hours during subway service.

Escalator Availability



Results
- Escalator availability for April was 92.5%, not meeting the target of 97%.

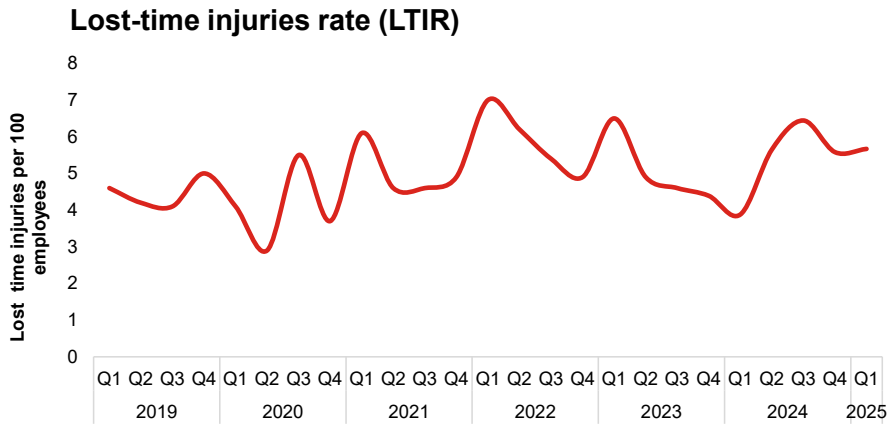
Analysis
- Out of 314 escalators, 10 escalators are out of service due to construction, three due to overhauls at stations (one at Eglinton West Station and two at St Clair Station). Nine escalators are out of service due to water damage: one at Donlands Station, two at Queen Station, one at Castle Frank Station, one at Lawrence West Station, one at Old Mill Station, one at Wilson Station, one at King Station, and one at Kipling Station.
- Total out of service hours was 7,282. Expected extenuating issues resolved and to be above target in Q3 (July – September) 2025.

Action
- Appropriate signage for annual maintenance, overhauls and construction for accessible passenger trip planning is posted near elevators/escalators.
- Continue performing preventative maintenance to meet reliability and availability targets.

Safety and Security

Lost-time injuries rate (LTIR)
Number of employee injuries resulting in missed work per 100 employees (annualized).

Note: Reported Quarterly.



Results
- The annualized Lost-time Injury Rate (LTIR) for Q1 2025 was 5.7 injuries per 100 employees — an increase from Q4 2024 (5.6) and from the same period last year (3.9). The Q1 2025 LTIR was 3% lower than the four-quarter average rate of 5.8 injuries per 100 employees.

Analysis
- LTIR in Q1 2025 increased slightly compared to Q4 2024 (2%). The rise is attributed to a 65% seasonal increase in slip/trip-related lost-time injuries (to 43 from 26 LTI per quarter).
- Acute emotional event (AEE) injuries increased by 10% (to 32 from 29 LTIs, per quarter).
- AEE injuries accounted for 25% of all lost-time injuries and continued to represent the highest injury event type for the past four quarters.

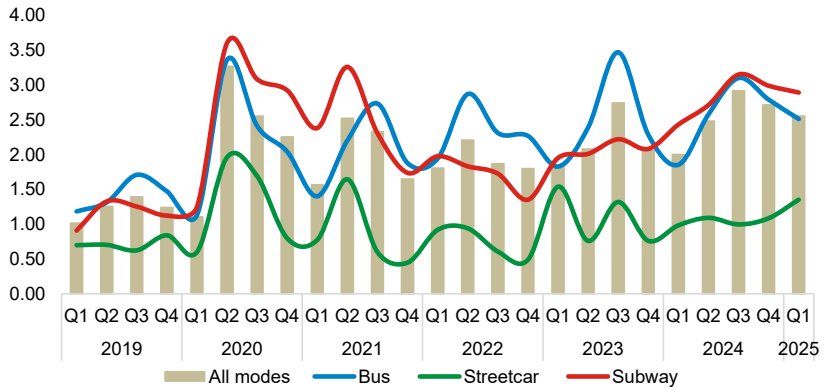
Action
- The TTC has corporate objectives aimed at reducing the frequency and severity of lost-time injuries.
- Implementing a multidisciplinary approach to community safety, security and well-being. This includes initiatives to prevent assaults against transit workers, such as delivering de-escalation training modules to frontline employees, reviewing risk assessments, reporting processes and control measures, and engaging with unions and Joint Health and Safety Committees.

Safety and Security

Customer injury incidents rate (CIIR)
Number of customer injury incidents per one million boardings.

Note: Reported Quarterly.

Customer injury incidents rate (CIIR)



Results
- The CIIR for Q1 2025 was 2.55 injury incidents per one million vehicle boardings — a 6% decrease from Q4 2024 (2.71) and an increase from the same quarter last year (2.00).

Analysis
- The 6% decrease is primarily attributed to a 10% reduction in the bus customer injury incident rate. On-board bus injuries, which represented 86% of all bus-related injuries in Q1 2025, decreased by 19% from Q4 2024 (dropping to197 from 243 incidents). Falls remained the leading cause, accounting for 75% of on-board bus injuries, and decreased by 21% in Q1 (to 147 from 187 incidents).
- Subway customer injuries declined by 3%, while streetcar customer injuries rose by 25% in Q1 2025 compared to Q4 2024. Subway customer injuries showed a more even distribution across incident types. A notable decrease was observed in on-board falls, which dropped by 20% (from 10 to eight incidents) in Q1

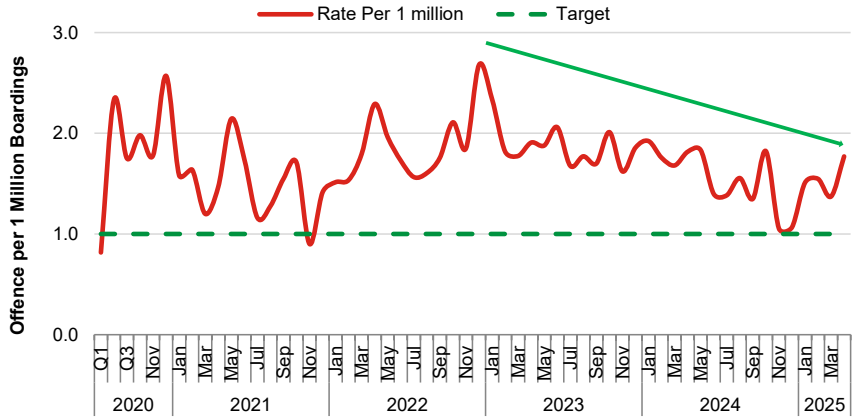
Action
- Monitoring CIIR and existing safety initiatives.
- Messaging to promote customer safety and safe vehicle operation, communication to Operators to maintain a safe distance, and additional strategies in development.

Safety and Security

Offences against Customers
Total Offences against customers per 1 million boardings by Calendar month.
Note: Starting from March 2025 reporting period has changed to calendar months from Financial Period in the Monthly Corporate Metrics report. Data has been updated to monthly from March 2023 onwards.

Also reported on: City of Toronto Community Safety and Well-being Dashboard

Offences against Customers



Results
- The number of reported offences against customers was 1.77 per one million boardings for April 2025, increasing from 1.37 in March 2025.

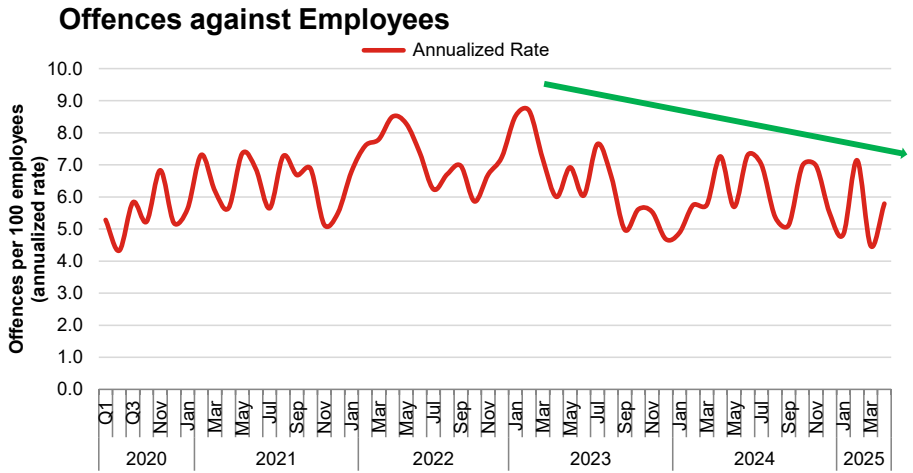
Analysis
- The rate of reported offences saw an increase in April compared to the previous month. Over the past two years, there has been a general declining trend in rate of offences against customers.

Action
- Community Safety support, community engagement with schools and youth, and multidisciplinary approach with City of Toronto and Toronto Police Service and incident response through short- and long-term strategies.

Safety and Security

Offences against Employees
Offence per 100 employees by Calendar month (annualized).
Note: Starting from March 2025 reporting period has changed to calendar months from Financial Period in the Monthly Corporate Metrics report. Data has been updated to monthly from March 2023 onwards.

Also reported on: City of Toronto Community Safety and Well-being Dashboard



Results
- The number of reported offences against employees per 100 employees (annualized rate) increased in April 2025 compared to March 2025, to 5.79 from 4.48.

Analysis
- The total number of reported offences have increased in April 2025. Over the past two years, there has been a decreasing trend in rate of offences against employees.

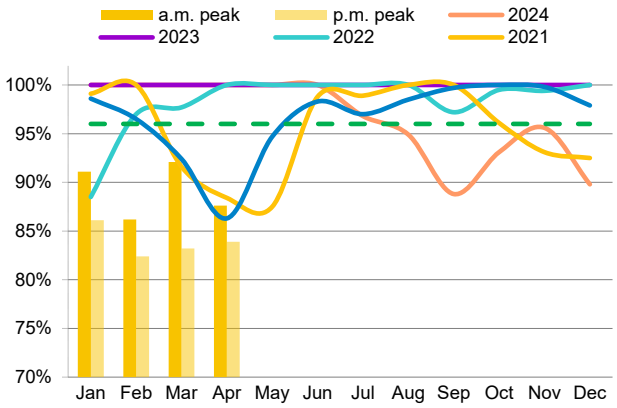
Action
- Continuing high-visibility presence on the TTC, de-escalation training to frontline staff, engaging with CUTA's Safety and Security Task Force, and supporting site visits conducted by the Ministry of Labour, Immigration, Training and Skills Development.

Service delivery

Line 1 capacity
Total number of trains that travelled through 12 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Apr 2025: 85.9%
Mar 2025: 87.9%
Apr 2024: 100.0%

Target: 96.0%

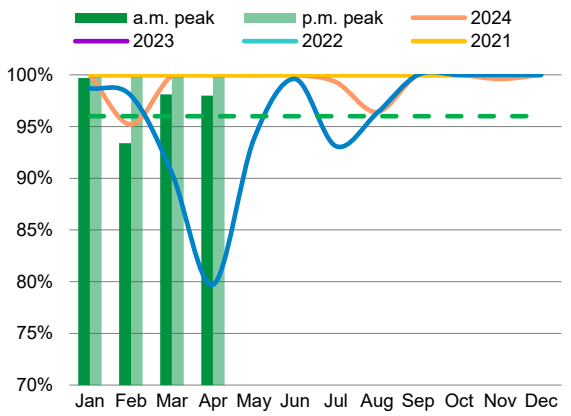


Reduced Speed Zones combined with passenger-related delays negatively impacted Line 1 capacity during p.m. rush.

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.

Apr 2025: 100.0%
Mar 2025: 99.9 %
Apr 2024: 100.0%

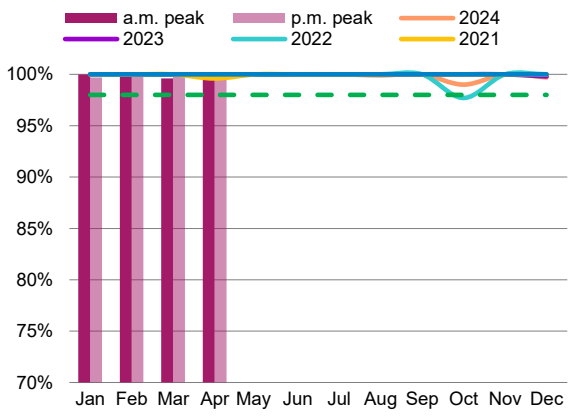
Target: 96.0%



Line 4 capacity
Total number of trains that travelled through two key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Apr 2025: 100.0%
Mar 2025: 100.0 %
Apr 2024: 100.0%

Target: 98.0%

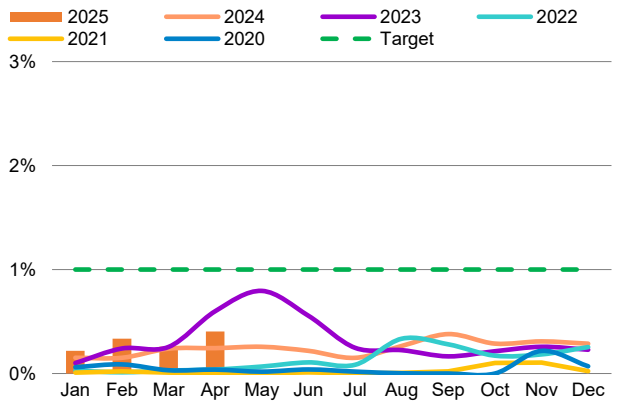


Service delivery

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

Apr 2025: 0.40%
Mar 2025: 0.34%
Apr 2024: 0.24%

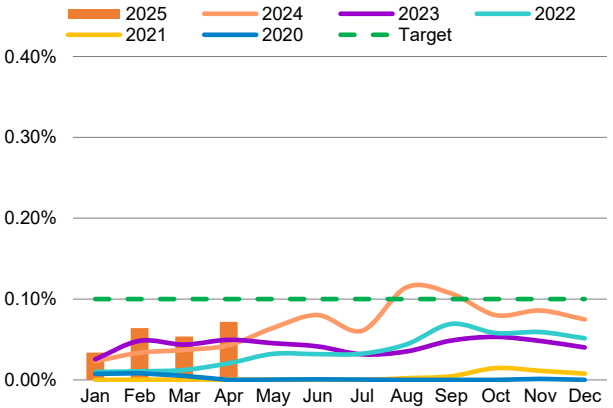
Target: less than 1%



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).

Apr 2025: 0.07%
Mar 2025: 0.05%
Apr 2024: 0.04%

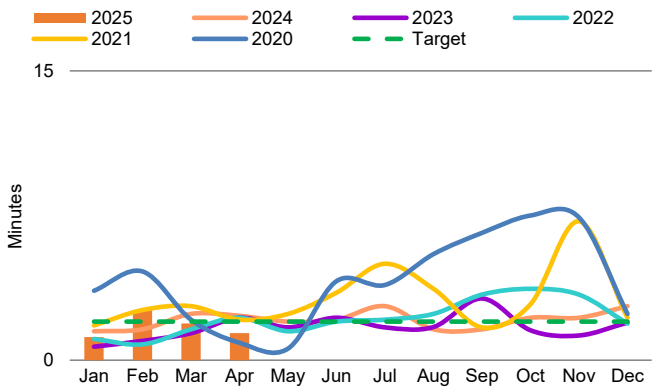
Target: less than 0.10%



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

Apr 2025: 1.4
Mar 2025: 1.9
Apr 2024: 2.3

Target: 2

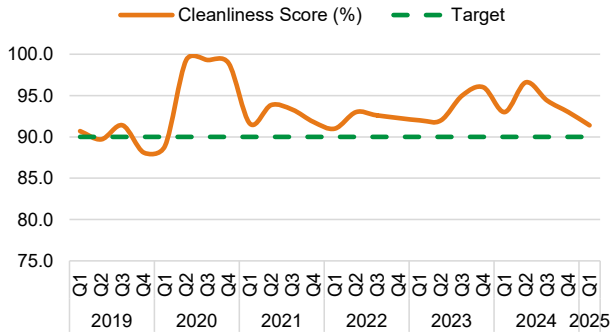


Cleanliness

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

Q1 2025: 91.4%
Q4 2024: 93.0%
Q1 2024: 93.0%

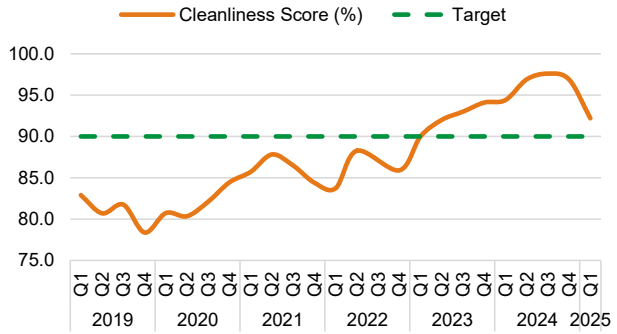
Target: 90.0%



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

Q1 2025: 92.2%
Q4 2024: 96.9%
Q1 2024: 94.4%

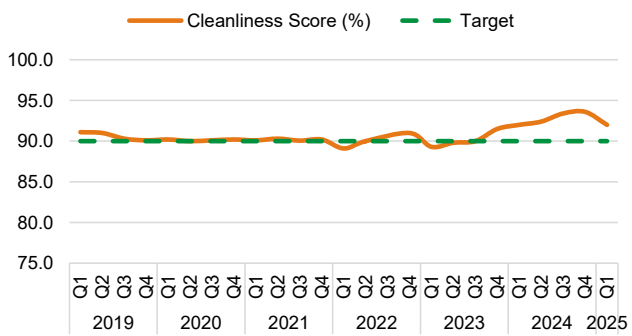
Target: 90.0%



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

Q1 2025: 92.0%
Q4 2024: 93.6%
Q1 2024: 92.0%

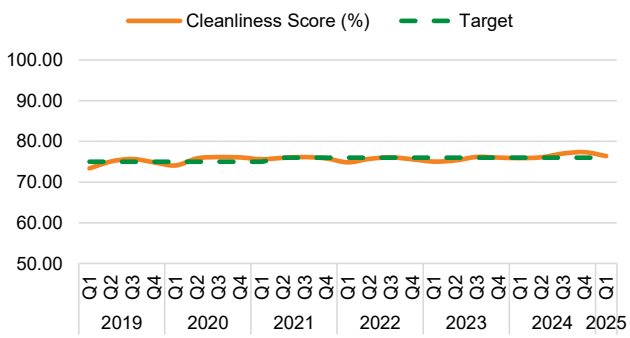
Target: 90.0%



Station cleanliness
Results of a third-party audit. Average of all 70 stations.

Q1 2025: 76.40%
Q4 2024: 77.35%
Q1 2024 75.90%

Target: 76.0%

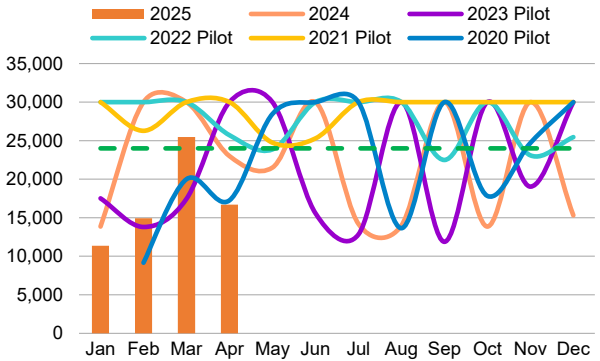


Asset reliability

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

Apr 2025: 16,711
Mar 2025: 25,458
Apr 2024: 23,000

Target: 24,000 km

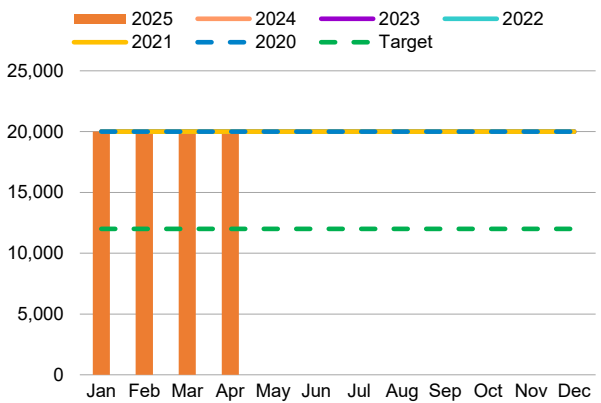


The main cause of not meeting target was due to lower service kilometres accumulated due to buses being out of service for repairs.

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

Apr 2025: 20,000
Mar 2025: 20,000
Apr 2024: 20,000

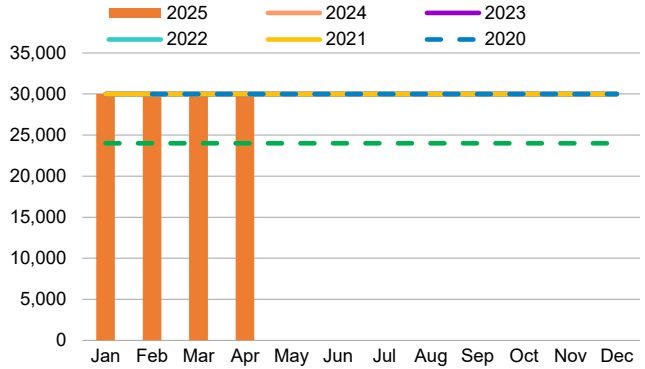
Target: 12,000 km



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

Apr 2025: 30,000
Mar 2025: 30,000
Apr 2024: 30,000

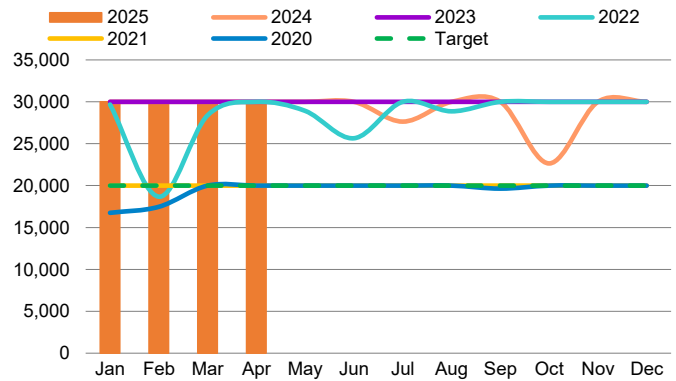
Target: 24,000 km



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

Apr 2025: 30,000
Mar 2025: 30,000
Apr 2024: 30,000

Target: 20,000 km

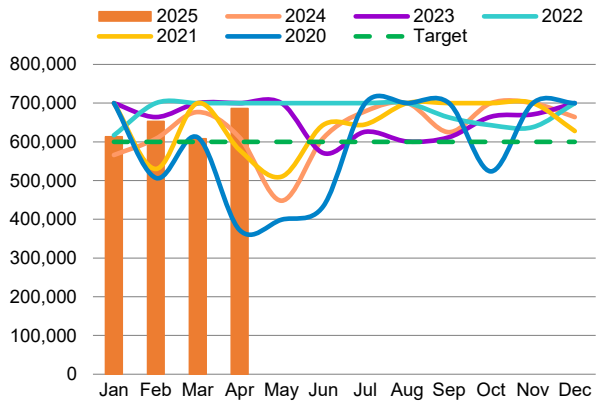


Asset reliability

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 are on Line 1 and Line 4.

Apr 2025: 686,000
Mar 2025: 608,000
Apr 2024: 611,000

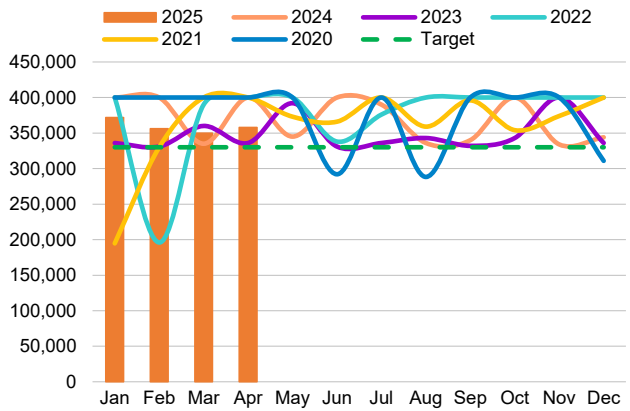
Target: 600,000 km



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 are on Line 2.

Apr 2025: 358,000
Mar 2025: 350,000
Apr 2024: 400,000

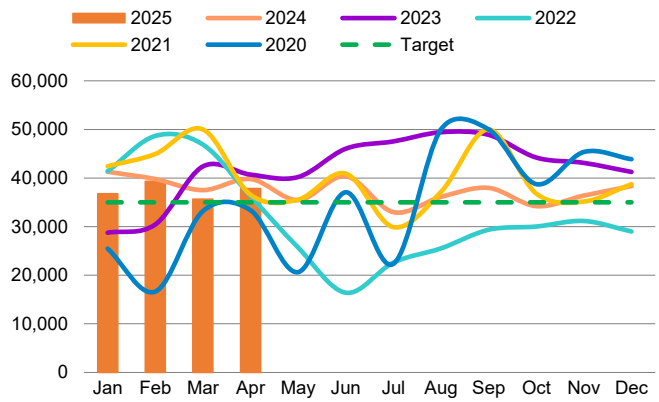
Target: 330,000 km



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

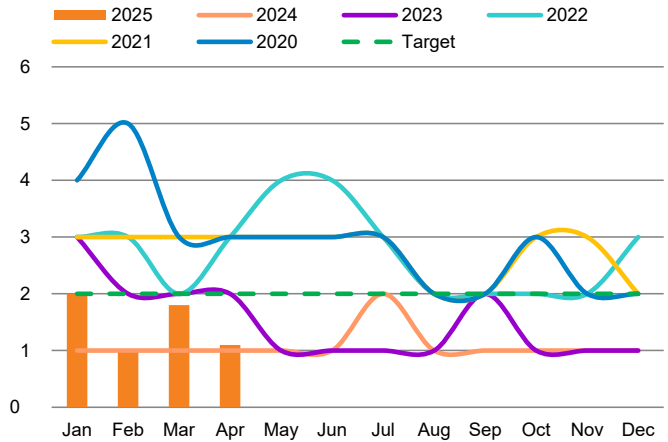
Apr 2025: 37,827
Mar 2025: 35,670
Apr 2024: 39,800

Target: 35,000 km



Asset reliability

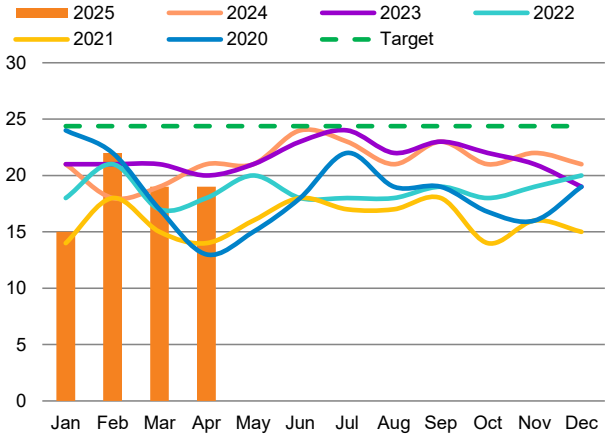
Streetcar road calls and change offs
Average daily number of vehicle equipment failures requiring a road call for service repair or a change-off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable.



Apr 2025: 1.10
Mar 2025: 1.80
Apr 2024: 1

Target: Less than 2

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



Apr 2025: 19
Mar 2025: 19
Apr 2024: 21

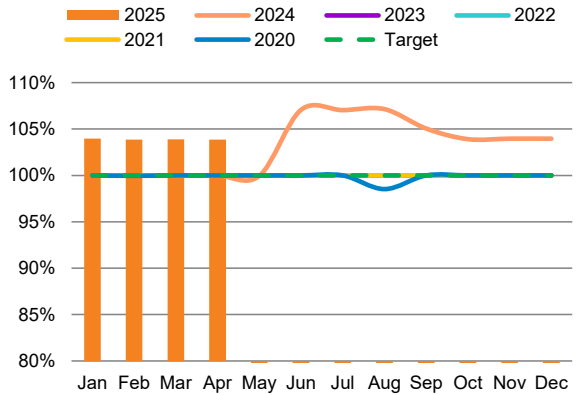
Target: Less than 24

Asset availability

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

Apr 2025: 103.9%
Mar 2025: 103.9%
Apr 2024: 100.0%

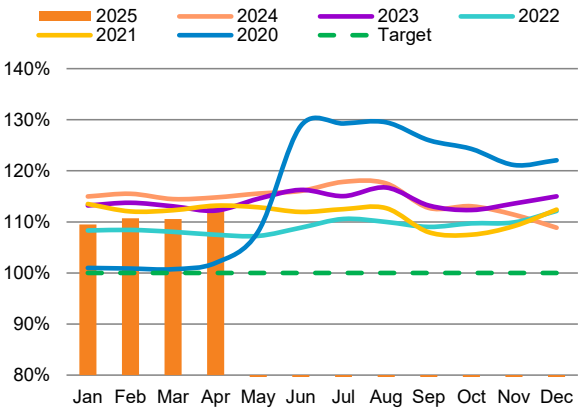
Target (RW): 100%



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

Apr 2025: 112.8%
Mar 2025: 110.6%
Apr 2024: 114.8%

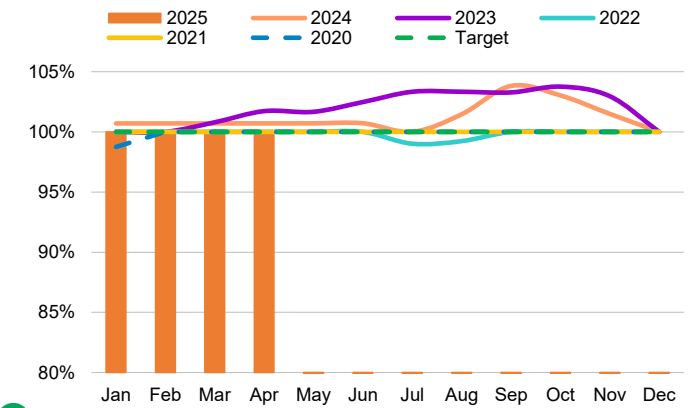
Target (RW): 100%



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

Apr 2025: 100.0%
Mar 2025: 100.0%
Apr 2024: 101.0%

Target (RW): 100%

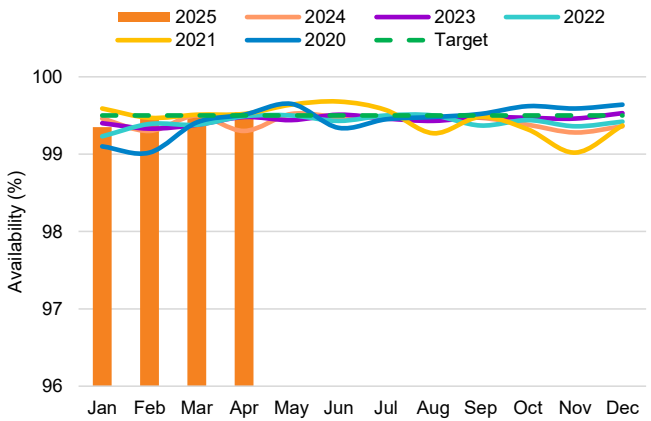


Fare gate availability
Percentage of fare gates are available for use.

Apr 2025: 99.54%
Mar 2025: 99.48%
Apr 2024: 99.30%

Target (JC): 99.50%

Work is underway to implement a new software patch to improve availability and continued improvement on the reliability of the Fare gates through 2025.

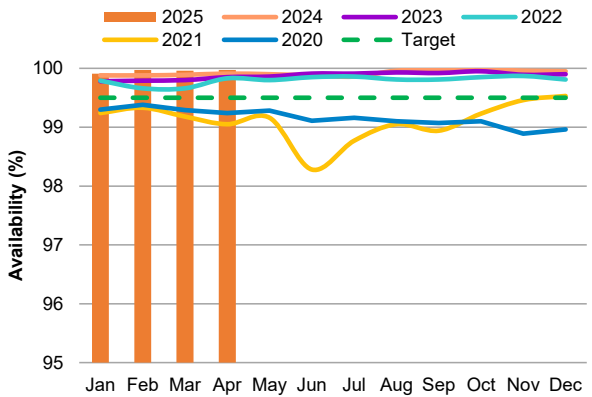


Asset availability

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.

Apr 2025: 99.97%
Mar 2025: 99.96%
Apr 2024: 99.91%

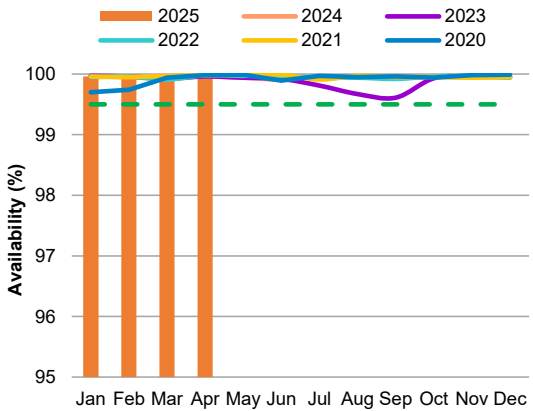
Target: 99.50%



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.

Apr 2025: 99.94%
Mar 2025: 99.94%
Apr 2024: 99.96%

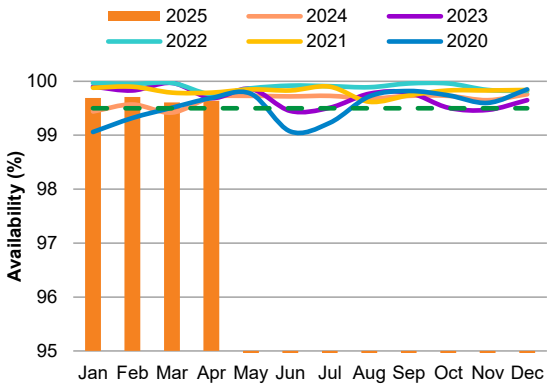
Target: 99.50%



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.

Apr 2025: 99.64%
Mar 2025: 99.61%
Apr 2024: 99.70%

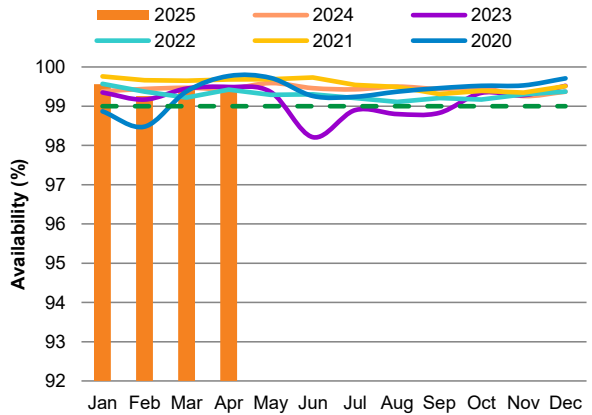
Target: 99.50%



PRESTO Fare 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.

Apr 2025: 99.44%
Mar 2025: 99.42%
Apr 2024: 99.44%

Target: 99.00%



Safety

Regulatory compliance – (January 1 to March 31, 2025)[1]

This table summarizes the number of regulatory interactions and orders issued from January 1 to March 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	24	2	1[(4)]	Compliance Achieved
Ministry of the Environment, Conservation and Parks	0	0	0	N/A
Technical Standards and Safety Authority	0	0	0	N/A
City of Toronto	0	0	0	N/A
Toronto Fire Services	1	0	1[(5)]	Compliance Achieved

[1] Next update will be available in the August 2025 KPIs 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] The MLITSD non-compliance orders were:

- One non-compliance order to investigate a workplace harassment claim at Greenwood Carhouse.

[5] The new non-compliance order from Toronto Fire Services was:

- Notice of violation stating there were no service keys available in the fire safety plan box at the Roncesvalles Traffic Office.

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 KPIs Report

Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers. The KPIs 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,
- 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 KPIs 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 KPIs Report includes the average daily boardings per mode.