



Monthly TTC KPIs Report

Toronto Transit Commission
April 2025

Includes KPIs to end of February 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



192K
weekly
service hours



1.2 million
Customer
boardings per
weekday on bus



2,044
buses



87
battery-electric
buses — the
largest fleet in
North America



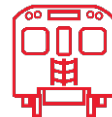
244K
Customer boardings
per weekday on
streetcar



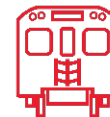
239
streetcars



16,000+
employees



1.1 million
Customer boardings
per weekday on
subway



143
trains



6,400+ km
of routes



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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.

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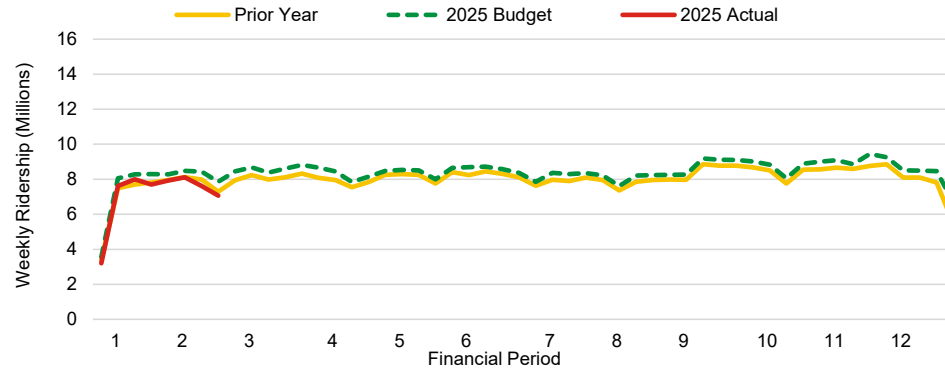


Ridership – Conventional Service

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).

Revenue rides



Results

- Period 2 (January 26 to February 22, 2025) revenue rides totalled 30.7 million, 2.3 million or 7.1% below budgeted revenue rides and 2% below the comparable period in 2024.



Analysis

- A few days of significant snowfall in mid-February impacted ridership on the snow days as well as the subsequent few days during the period of clean-up and snow removal. It is estimated that this February snow event led to an approximate loss of 0.66 million rides in Period 2 2025.
- Weekday use continued to be highest across the mid-week period reaching 1.39 million rides per day in Period 2 2025, approximately 10,000 or 1% more rides per day than Tuesday to Thursday of Period 2 2024.



Action

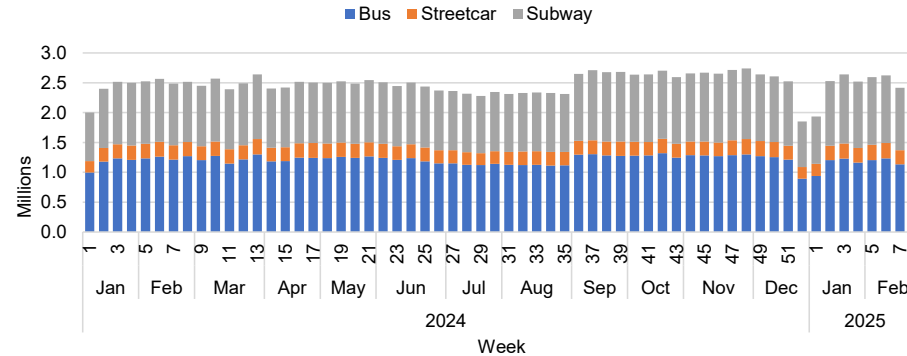
- Ridership trends and recovery will continue to be monitored closely for all fare concession types and ridership segments.

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	70%
Bus	90%



Results

- Average weekday boardings in February were at 2.54 million, whereas average weekend demand was at 1.42 million per day. Overall weekly demand was at 15.6 million.



Analysis

- February weekday demand was 1% higher than January and 2% higher than same month last year. The busiest weekdays (Tuesday to Thursday) had up to 3% higher demand than Mondays and Fridays. Inclement weather days have contributed to 1% lower demand on weekdays and 5% lower demand on weekends overall for February.



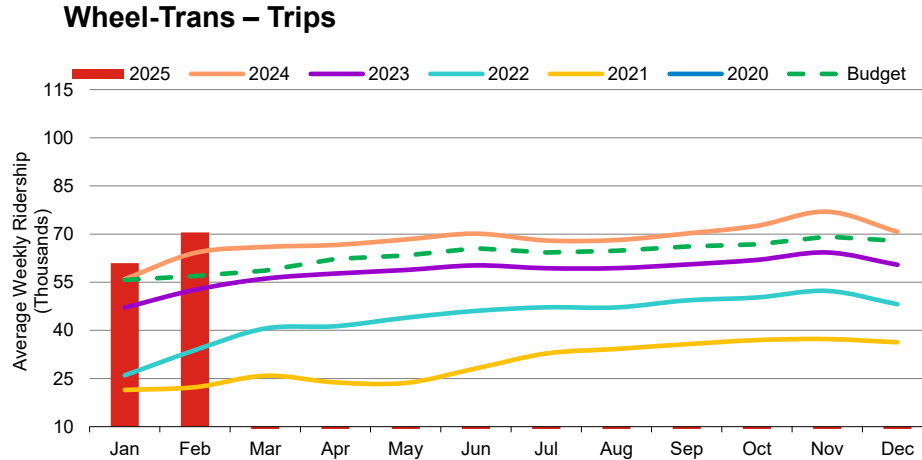
Action

- 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.



Results

- Ridership in Period 2 (January 26 to February 22, 2025) was 281,969 (or 70,492 passengers per week). This figure was 1.3% higher than the budgeted 69,570 customers per week.



Analysis

- Wheel-Trans ridership has continued to trend in an upward direction year-over-year versus 2024. New customer registrations have been below forecast, however, customer trip frequency has remained high, driving overall growth.



Action

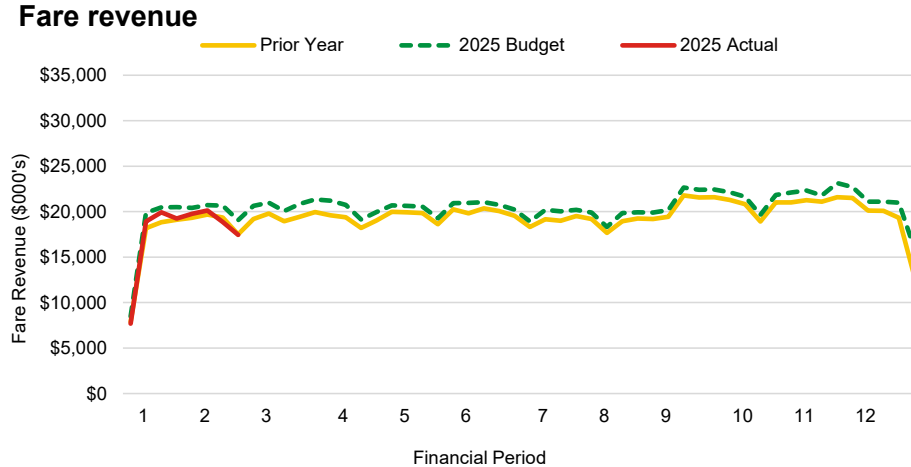
- Ridership analysis will continue to determine year-end levels and Wheel-Trans will continue to monitor customer behaviour in order to track the impacts of these behaviours on ridership.

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

Ridership – Fare Revenue

Fare revenue

Revenue generated through fares.



Results

- Period 2 (January 26 to February 22, 2025) fare revenue was \$76.2 million, \$4.6 million or 5.7% below budgeted fare revenue for Period 2 and 100% of the same period in 2024.



Analysis

- A few days of significant snowfall in mid-February impacted ridership on the snow days as well as the subsequent few days during the period of clean-up and snow removal. It is estimated that this February snow event led to an approximate loss in fare revenue of \$1.6 million in Period 2 2025.

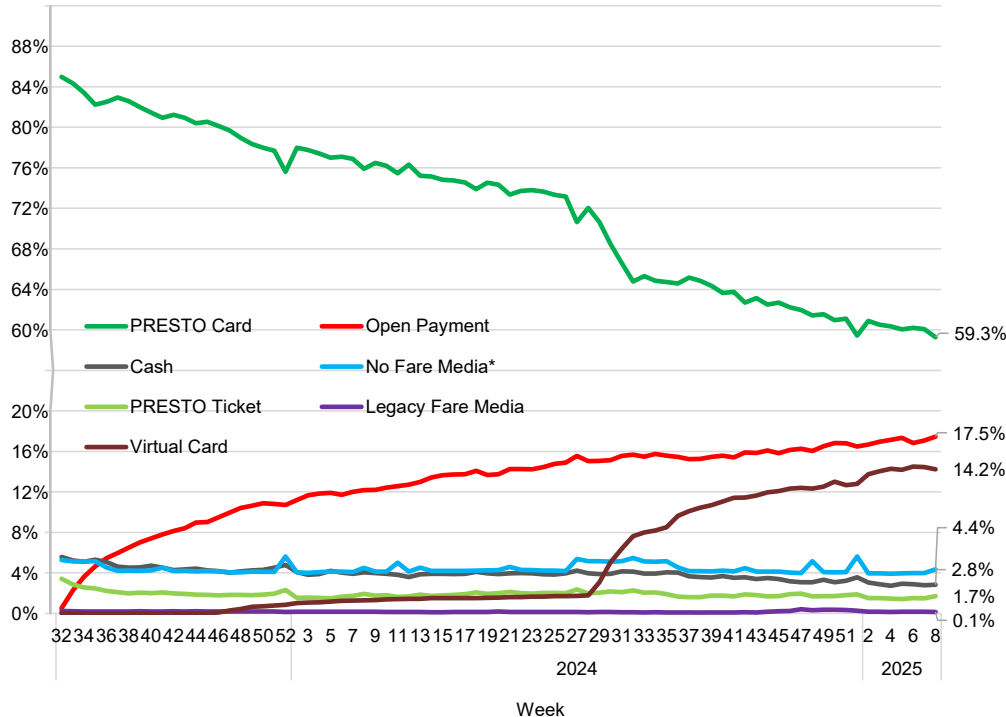


Action

- Fare revenue trends and recovery will continue to be monitored closely for all fare concession types and ridership segments.

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 \$73.5 million for Period 2 — representing a PRESTO ridership adoption rate of 93.0% — and \$2.7 million from other media for Period 2.



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 2:

- Accounts for approximately 32% of weekly ride payments:
 - 17.5% of weekly rides paid using the Open Payment method
 - 14.2% 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 2.8% from 5.7%
 - Weekly rides paid with a physical PRESTO card down to 59% 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 announcement of ending legacy fare media acceptance. However, since the extension of stop acceptance to June 1, 2025, the usage has declined back to 0.1% at the end of Period 2 2025. There were approximately 36,000 tokens and 10,000 tickets collected in Period 2.



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.

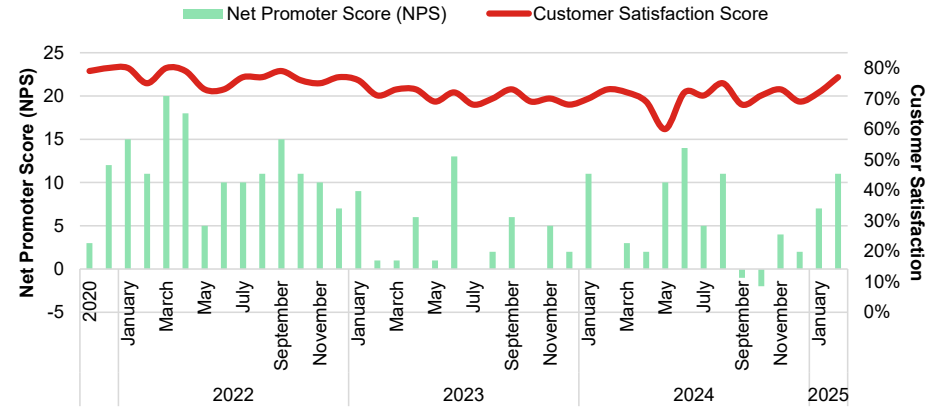
Customer experience – Satisfaction and Complaints

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.

Customer satisfaction



Results

- Overall customer satisfaction increased in February 2025 to 77% from 72%. Net Promoter Score (NPS) increased to 11 from seven.



Analysis

- Customer satisfaction aspects have remained stable or increased across all modes. Satisfaction with personal safety and vehicle cleanliness has increased since January 2025.
- NPS increased across all modes.



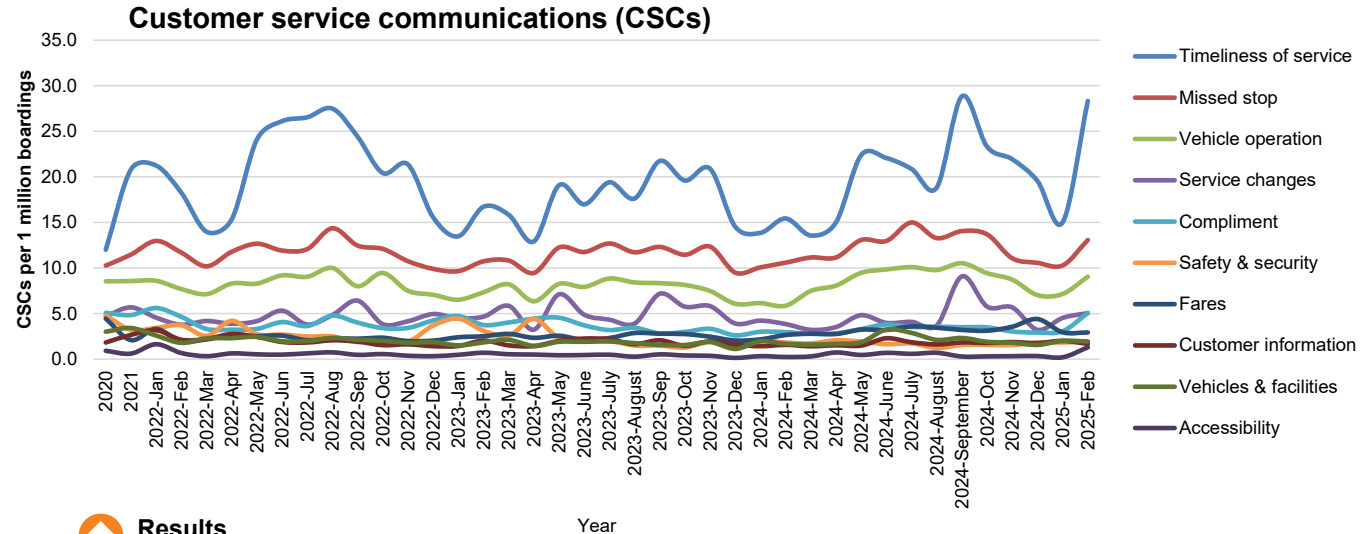
Action

- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.

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 number of Customer Service Communications (CSCs) per one million customer boardings increased in volume by 30% in February 2025.



Analysis

- The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. Timeliness of Service increased by 89% after a four-month decline, Missed Stops CSCs increased by 27% and Vehicle Operation increased by 26%. Timeliness of service has reflected an increase in customer communications related to surface delays and subway delays.
- Safety and Security CSCs increased by 5% and remains ninth out of the top 10 topics in February.



Action

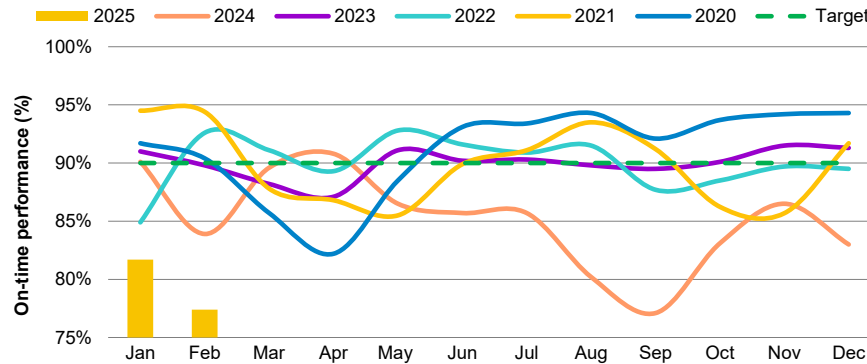
- Leverage operational Customer Relationship Management dashboard for performance improvement on contributors to Timeliness of Service, Missed Stop and Vehicle Operation.

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 77.4% in February (January 26 to February 22, 2025). This represents a decrease from last month (81.7%) and a decrease from the same time last year (83.9%).

Analysis

- On Line 1, there was a 49.4% increase in total delay minutes – from 3,932 minutes in January to 5,875 minutes in February. Reductions in delay minutes due to passenger-related, rolling stock and track delays were offset by weather-related delays. The Restricted Speed Zones continue to impact On-time Performance.

Action

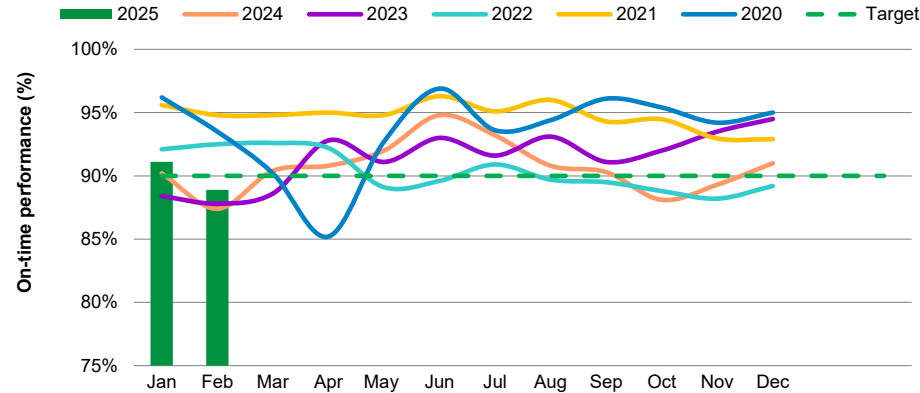
- Continue to monitor crowding and service levels to ensure sufficient capacity is provided.

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 89.3% in February (January 26 to February 22, 2025). This represents a decrease from last month (91.5%) and an increase from the same time last year (87.4%).

Analysis

- On Line 2, there was a 18.9% increase in total delay minutes – from 2,245 delay minutes in January to 2,669 delay minutes in February.

Action

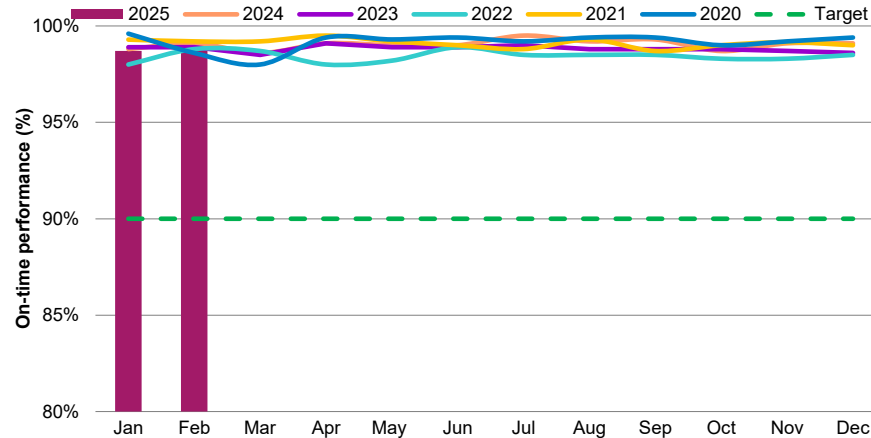
- Continue to monitor crowding and service levels to ensure sufficient capacity is provided.

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 99.0% in February (January 26 to February 22, 2025). This represents an increase from last month (98.7%) and a reduction from the same time last year (99.1%).



Analysis

- On Line 4, there was a 8.8% increase in total delay minutes — from 204 delay minutes in January to 222 delay minutes in February.



Action

- There are no anticipated changes for this line.

Customer experience – Bus

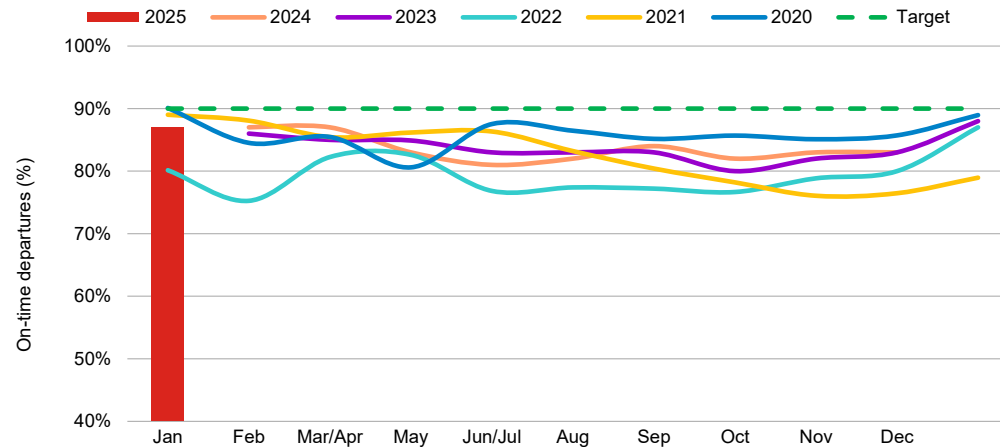
On-time performance (OTP) – Bus

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).

As of February 2025 Board period this ontime range will be (0 to +5), reducing the window 20%, and eliminating -1 to 0 departure from on-time.

Note: Next update will be available in the May 2025 KPIs Report.

On-time performance (OTP) – Bus



Results

- Bus OTP was 87% for the January Board Period (January 5 to February 15, 2025), which was a four percentage-point increase over the 83% achieved during the November Board Period.

Analysis

- OTP continues to be challenged by the variability and intensity of construction activity, particularly around Metrolinx project areas. OTP in the January Board Period was also significantly impacted by snowstorms in the latter half of Week 7.

Action

- In March and future Board Periods, uniformed Supervisors working with Transit Control personnel will help to reduce bunching and gapping of buses, post-improvement reviews. For the February Board Period, the TTC began making the On-time Departure standard more stringent.

Customer experience – Streetcar

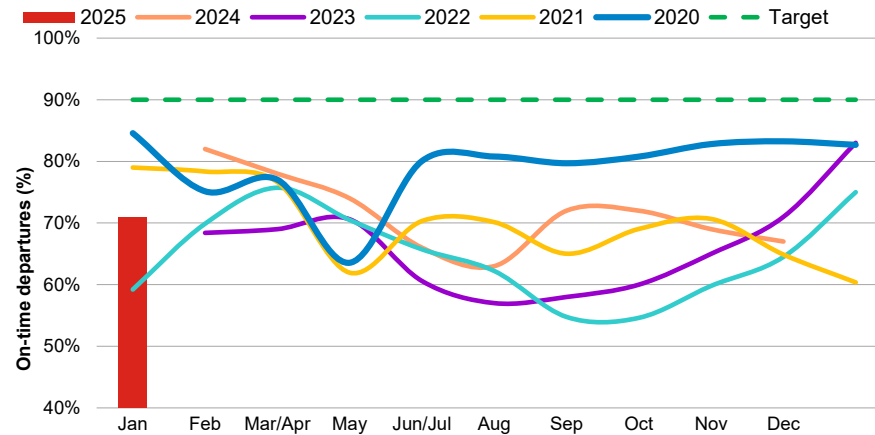
On-time performance (OTP) – Streetcar

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).

As of February 2025 Board period this ontime range will be (0 to +5), reducing the window 20%, and eliminating -1 to 0 departure from on-time.

Note: Next update will be available in the May 2025 KPIs Report.

On-time performance (OTP) – Streetcar



Results

- Streetcar OTP was 71% for the January Board Period (January 5 to February 15, 2025), which was a four percentage-point increase over the 67% achieved during the November Board Period.

Analysis

- OTP was significantly impacted by the closure of Fleet Street in the first two weeks of the January Board Period, affecting both the 509 Harbourfront and the 511 Bathurst. OTP in the January Board Period was also significantly impacted by snowstorms in the latter half of Week 7.

Action

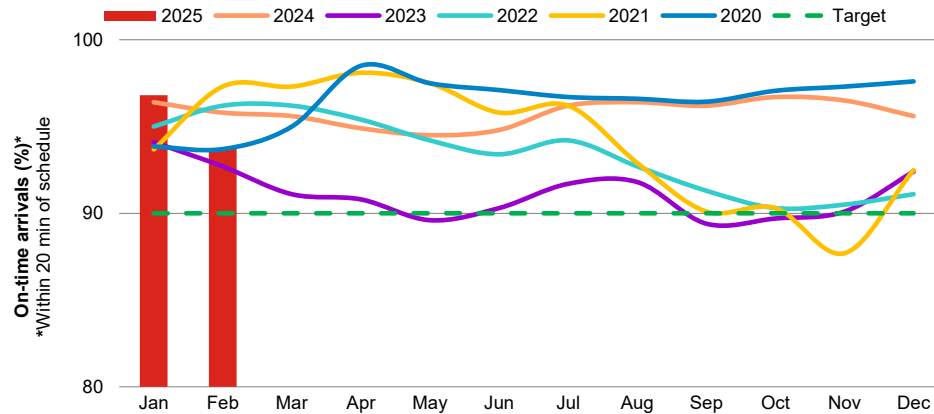
- In March and future Board Periods, uniformed Supervisors working with Transit Control personnel will help to reduce bunching and gapping of streetcars, post-improvement reviews. For the February Board Period, the TTC began making the On-time Departure standard more stringent.

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 2 (January 26 to February 22, 2025) decreased by 3.1% from the previous period to 93.7%, and is 2.1% lower than Period 2 2024.

🔍 Analysis

- A severe inclement weather event was a significant factor in the decrease in On-time Performance for this period. Despite the winter storm and a significant increase in ridership (+9.4%), compared to the same period in 2024, we remain well above our target of 90%.

➔ Action

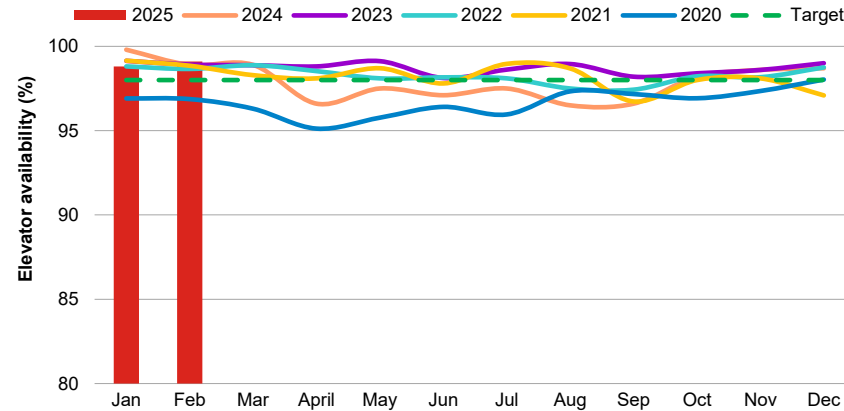
- Wheel-Trans Management will continue to provide extra runs (based on daily spare board availability) to ensure trips are not delayed and to improve customer experience.
- Adjusting vehicle speed factor to reflect city traffic conditions to increase OTP.

Customer experience

Accessibility – Elevator availability

Percentage of total available elevator service hours during subway service.

Elevator Availability



Results

- Subway Elevator availability for February 2025 was 99.1%, exceeding the availability target of 98%.



Analysis

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



Action

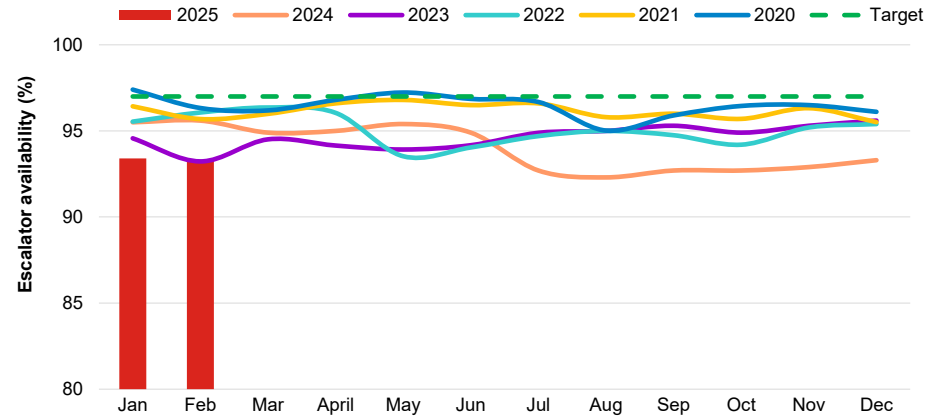
- "Accessible alternative" signage is located at each elevator.
- Elevator status is on live "service alerts" on the website, the digital video screens in stations and on platforms, and on the TTC's Lift Line.

Customer experience

Accessibility – Escalator availability

Percentage of total available escalator service hours during subway service.

Escalator Availability



Results

- Escalator availability for February was 93.3%, not meeting the target of 97%.

Analysis

- A total of 10 escalators are out of service for construction, overhauls at one station and water damage at one station are affecting downtime. Total out of service hours was 6,031 due to construction and water damage.
- Expected to be back above target in Q3 2025.

Action

- Appropriate signage for annual maintenance, overhauls and construction 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).

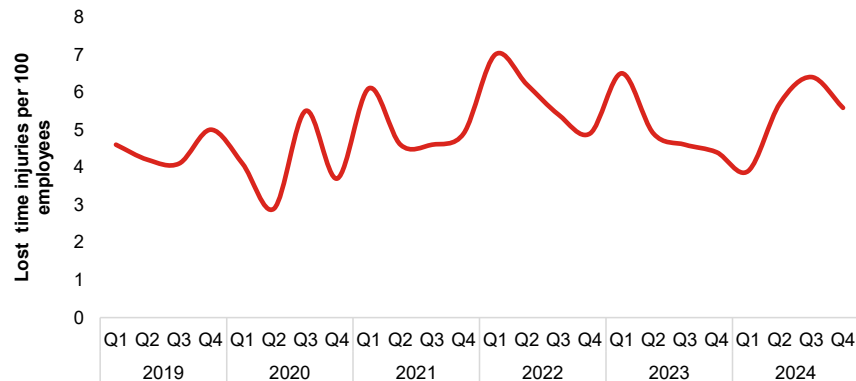
Q4 2024: 5.60

Q3 2024: 6.40

Q4 2023: 4.40

Note: Reported Quarterly.

Lost-time injuries rate (LTIR)



Results

- The annualized Lost-Time Injury Rate (LTIR) for Q4 2024 was 5.6 injuries per 100 employees — a decrease from Q3 2024 (6.4) and an increase from same period last year (4.4).



Analysis

- The decrease in Q4 2024 LTIR (down 13% from Q3 2024) is attributed to minor reductions in a variety of injury event types. Acute emotional events saw a rate decrease of 25% (from 0.72 to 0.96 LTIR per quarter).



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.

Safety and Security

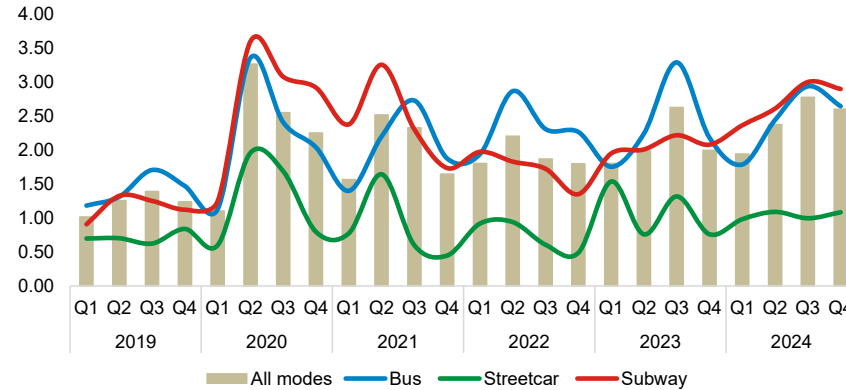
Customer injury incidents rate (CIIR)

Number of customer injury incidents per one million boardings.

Q4 2024: 2.61
Q3 2024: 2.78
Q4 2023: 2.00

Note: Reported Quarterly.

Customer injury incidents rate (CIIR)



Results

- The CIIR in for Q4 2024 was 2.61 injury incidents per one million vehicle boardings — a decrease from Q3 2024 (2.78) and an increase from the same quarter last year (2.0).



Analysis

- The decrease in the CIIR in Q4 2024, down 6% from Q3 2024, is mainly attributed to a 10% decrease in bus customer injury rates. Subway and streetcar customer injuries were down 3% and 9%, respectively, in Q4 from Q3.



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

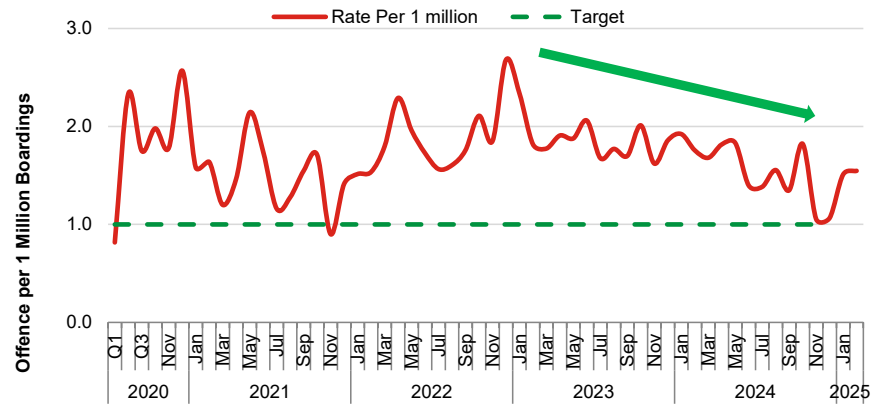
Offences against Customers

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. 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



Safety and Security

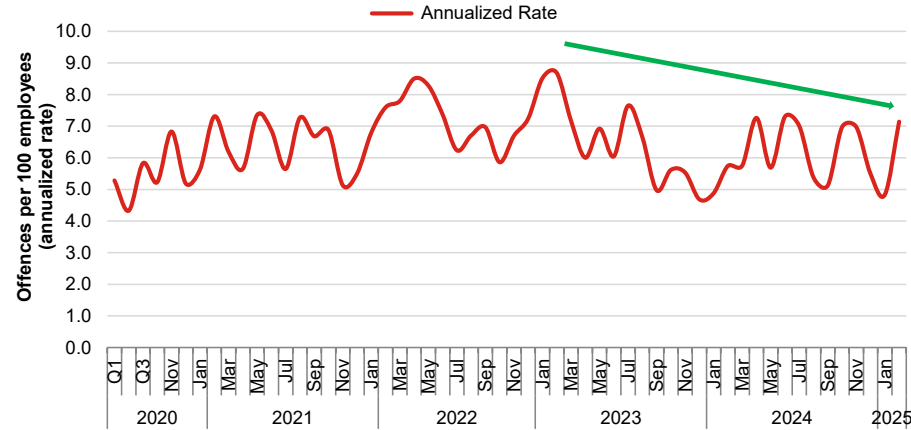
Offences against Employees

Offence per 100 employees by Calendar month (annualized).

Note: Starting from March 2025 reporting period has changed to calendar months from Financial Period. Data has been updated to monthly from March 2023 onwards.

Also reported on: [City of Toronto Community Safety and Well-being Dashboard](#)

Offences against Employees




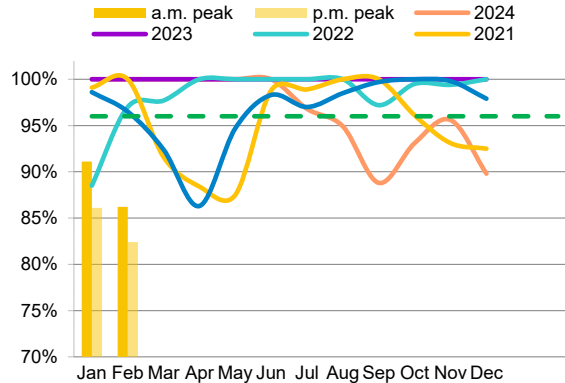
Service delivery

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.

Feb 2025: 84.4%
Jan 2025: 88.8%
Feb 2024: 100.0%

Target: 96.0% 



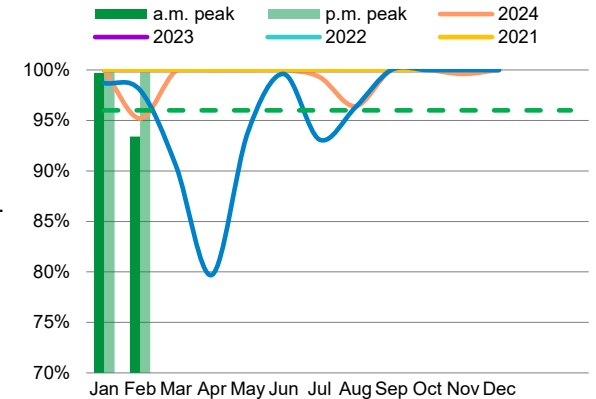
Reduced Speed Zones combined with passenger-related negatively impacted Line 1 capacity during p.m. rush.

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.

Feb 2025: 97.0%
Jan 2025: 100.0%
Feb 2024: 95.2%

Target: 96.0% 

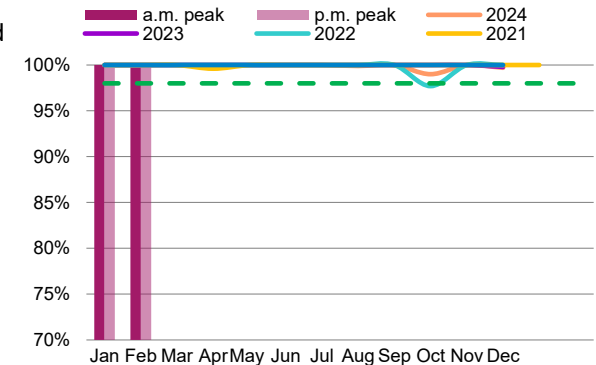


Line 4 capacity

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.

Feb 2025: 100.0%
Jan 2025: 100.0%
Feb 2024: 100.0%

Target: 98.0% 



Service delivery

Streetcar short turns

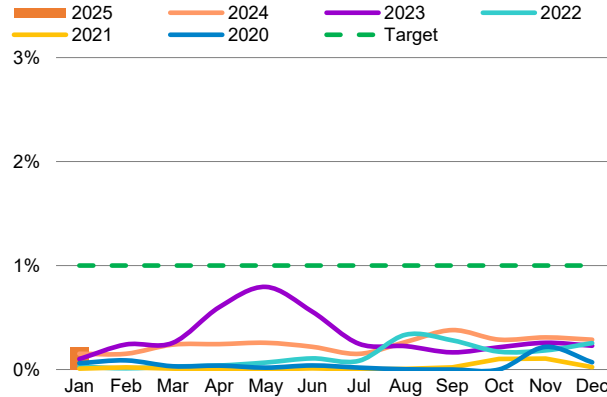
A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (per cent of departures).

Jan 2025: 0.22%

Dec 2024: 0.29%

Jan 2024: 0.15%

Target: less than 1%



Note: Next update will be available in the May 2025 KPIs Report.

Wheel-Trans contact centre wait time

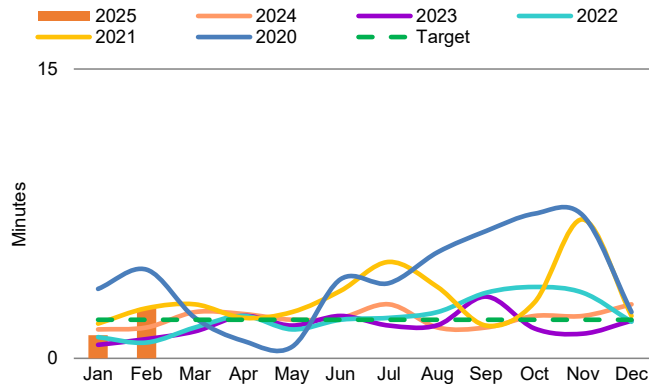
The average amount of time a customer waits in the queue before their call is answered.

Feb 2025: 2.6

Jan 2025: 1.2

Feb 2024: 1.6

Target: 2



Due to inclement weather in February, call volumes were very high, as vehicles were late due to lane closures and congestion.

Bus short turns

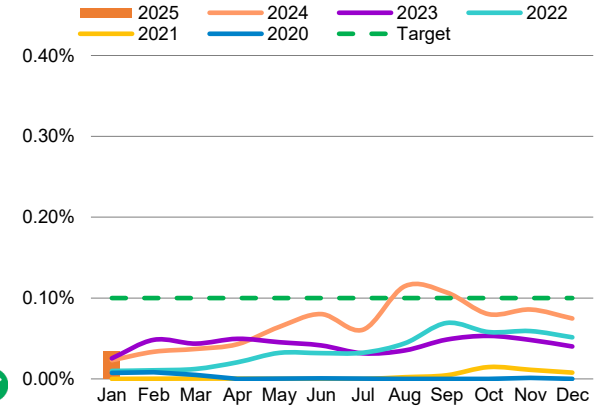
A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (per 100 departures).

Jan 2025: 0.03%

Dec 2024: 0.07%

Jan 2024: 0.02%

Target: less than 0.10%



Note: Next update will be available in the May 2025 KPIs Report.

Cleanliness


Bus cleanliness

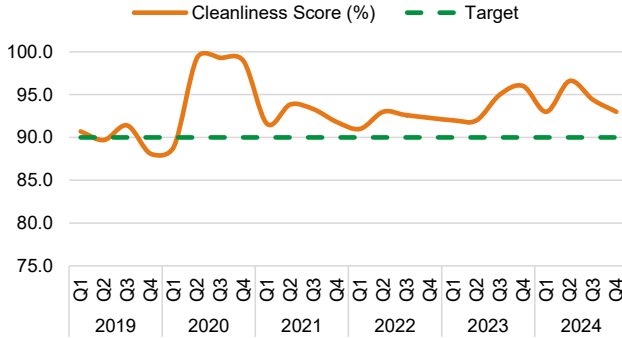
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4 2024: 93.0%

Q3 2024: 94.4%

Q4 2023: 96.0%

Target: 90.0% 




Subway cleanliness

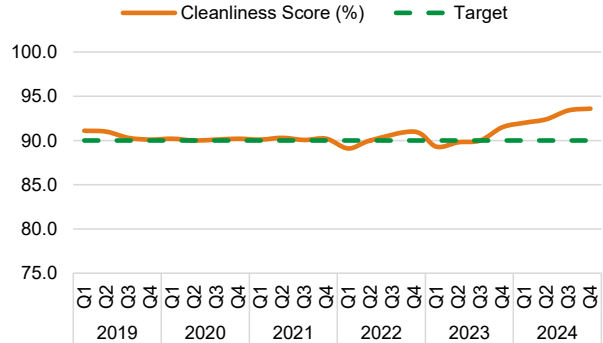
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4 2024: 93.6%

Q3 2024: 93.4%

Q4 2023: 91.5%

Target: 90.0% 




Streetcar cleanliness

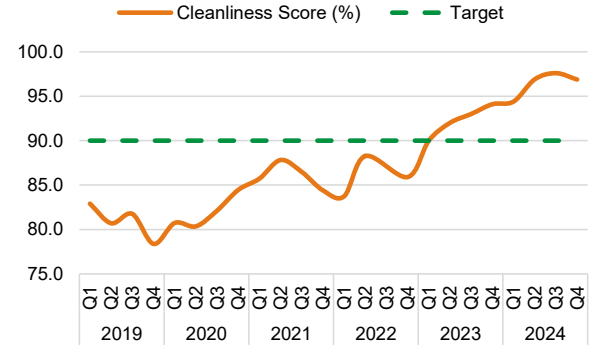
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4 2024: 96.9%

Q3 2024: 97.6%

Q4 2023: 94.1%

Target: 90.0% 




Station cleanliness

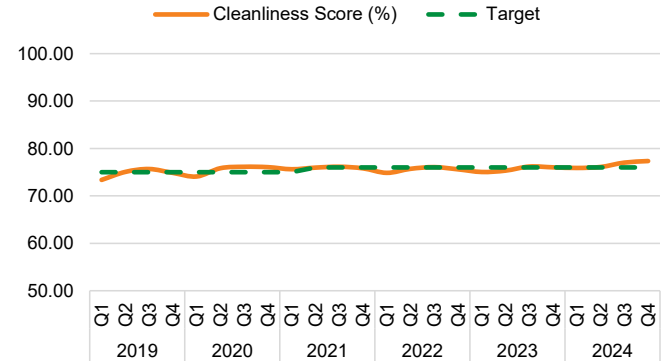
Results of a third-party audit. Average of all 70 stations.

Q4 2024: 77.35%

Q3 2024: 77.02%

Q4 2023: 76.00%

Target: 76.0% 



Asset reliability


eBus mean distance between failures

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

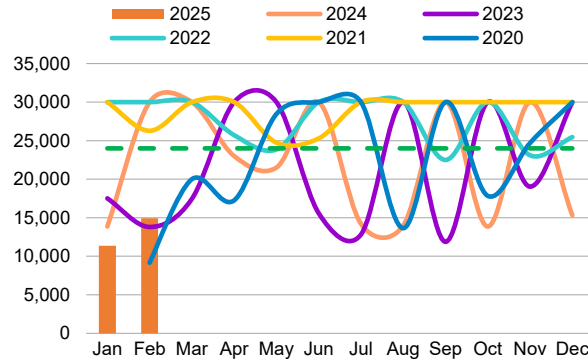
Feb 2025: 14,935

Jan 2025: 11,350

Feb 2024: 30,000

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

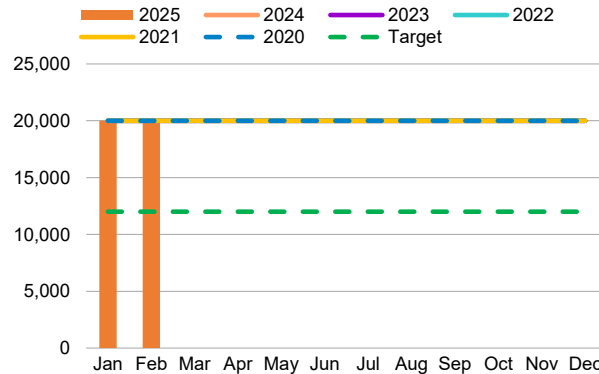
Total distance (km) accumulated per number of mechanical road calls.

Feb 2025: 20,000

Jan 2025: 20,000

Feb 2024: 20,000

Target: 12,000 km 




Hybrid bus mean distance between failures

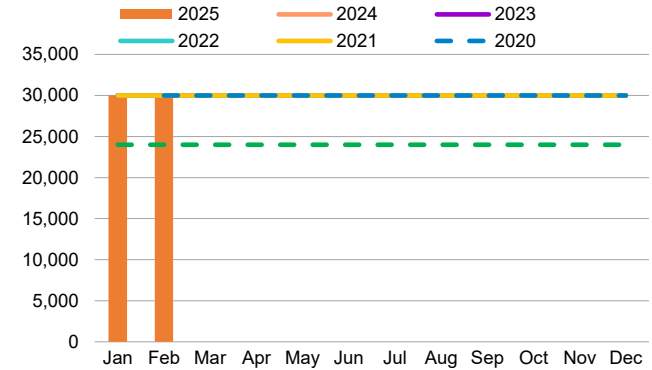
Total distance (km) accumulated per number of mechanical road calls.

Feb 2025: 30,000

Jan 2025: 30,000

Feb 2024: 30,000

Target: 24,000 km 




W-T Mean distance between failures

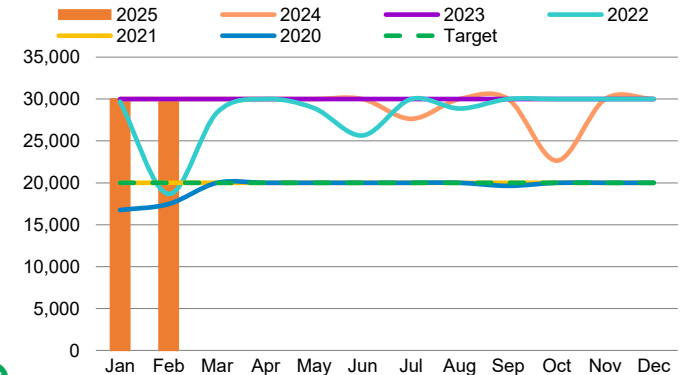
Total distance accumulated by the Wheel-Trans fleet per number of mechanical road calls.

Feb 2025: 30,000

Jan 2025: 30,000

Feb 2024: 30,000

Target: 20,000 km 



Asset reliability

TR train mean distance between failures

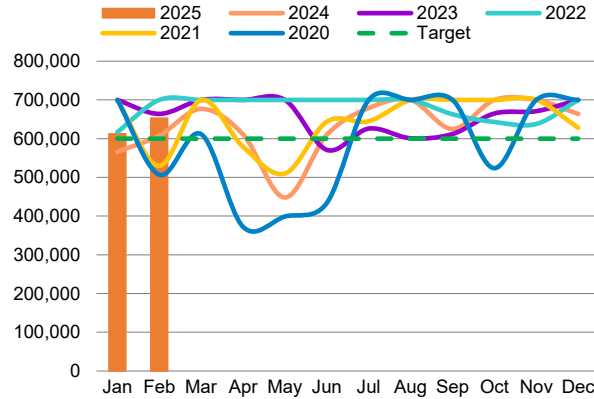
Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. TR trains are on Line 1 and Line 4.

Feb 2025: 653,000

Jan 2025: 613,000

Feb 2024: 608,000

Target: 600,000 km



T1 train mean distance between failures

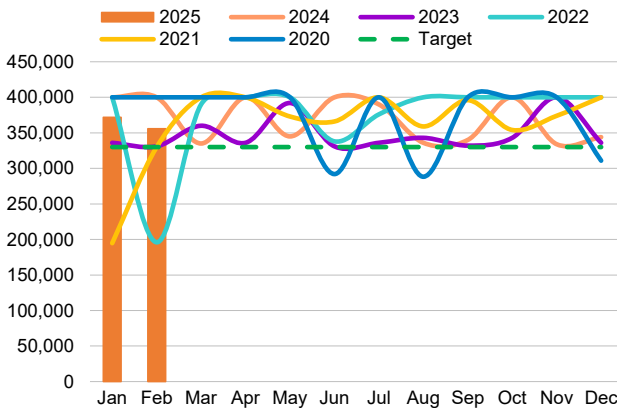
Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. T1 trains are on Line 2.

Feb 2025: 356,000

Jan 2025: 372,000

Feb 2024: 480,000

Target: 330,000 km



Streetcar mean distance between failures

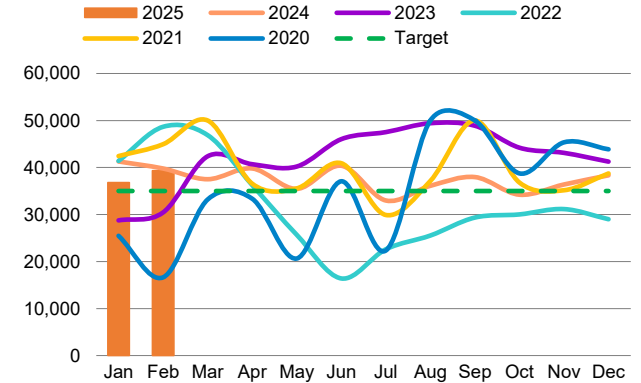
Total distance (km) accumulated per number of mechanical road calls.

Feb 2025: 39,333

Jan 2025: 36,797

Feb 2024: 39,786

Target: 35,000 km



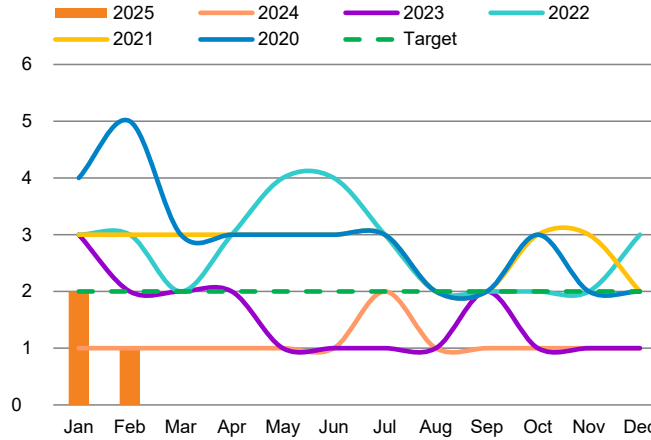
Asset reliability

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.

Feb 2025: 1
Jan 2025: 2
Feb 2024: 1

Target: Less than 2 ✓

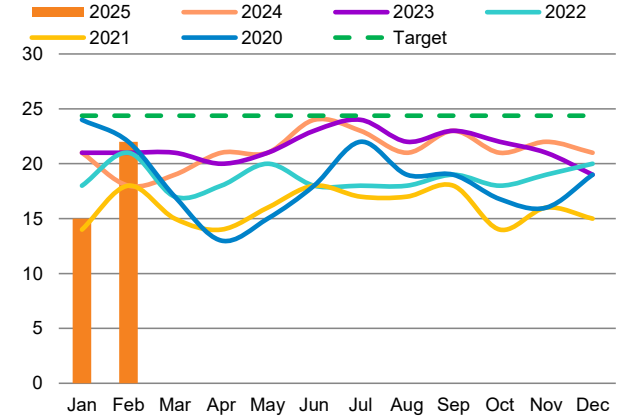


Bus road calls and change offs

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.

Feb 2025: 22
Jan 2025: 15
Feb 2024: 18

Target: Less than 24 ✓



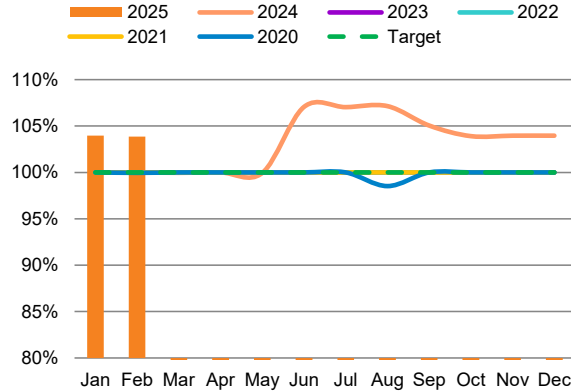
Asset availability

Subway service availability

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

Feb 2025: 103.9%
Jan 2025: 104.0%
Feb 2024: 100.0%

Target (RW): 100% 

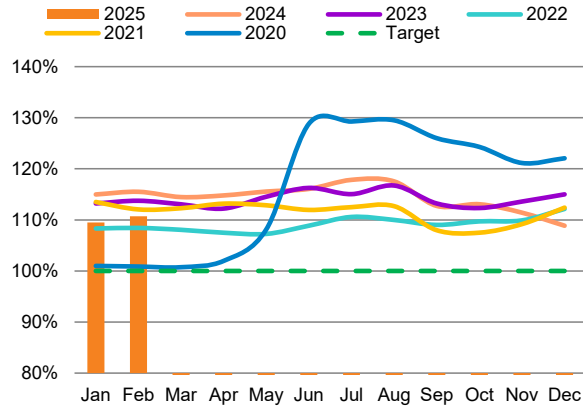


Bus service availability

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

Feb 2025: 110.7%
Jan 2025: 110.7%
Feb 2024: 115.5%

Target (RW): 100% 

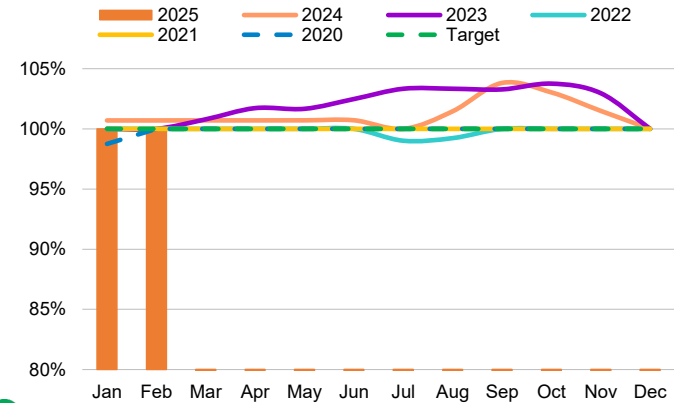


Streetcar service availability

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

Feb 2025: 100.0%
Jan 2025: 100.0%
Feb 2024: 100.0%

Target (RW): 100% 



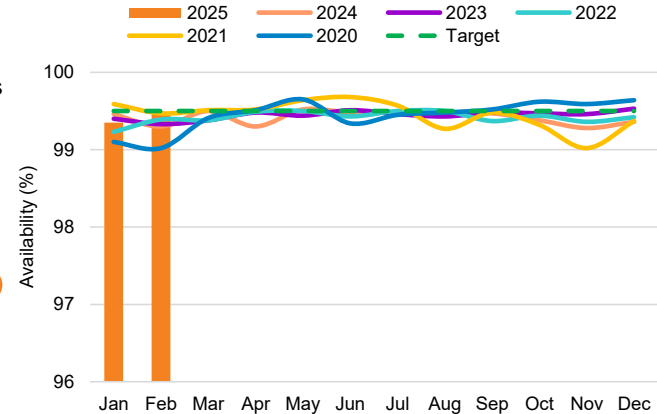
Fare gate availability

Percentage of fare gates are available for use.

Feb 2025: 99.46%
Jan 2025: 99.35%
Feb 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.




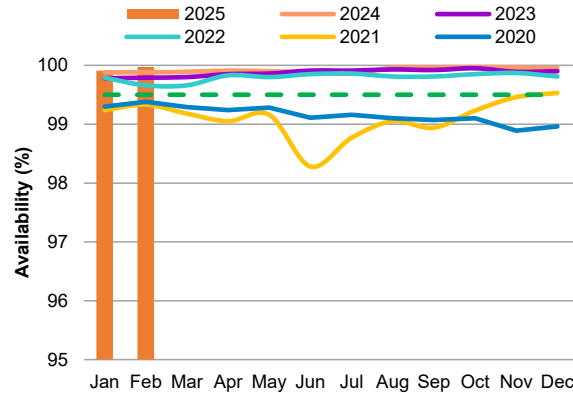
Asset availability

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.

Feb 2025: 99.97%
Jan 2025: 99.91%
Feb 2024: 99.88%


Target: 99.50% 

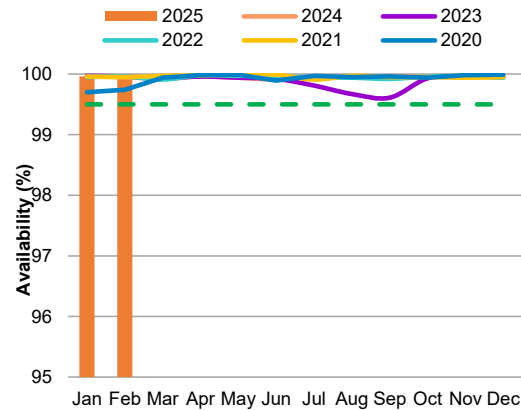


PRESTO Self-Serve Reload Machine (SSRM)

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.

Feb 2025: 99.98%
Jan 2025: 99.96%
Feb 2024: 99.95%


Target: 99.50% 

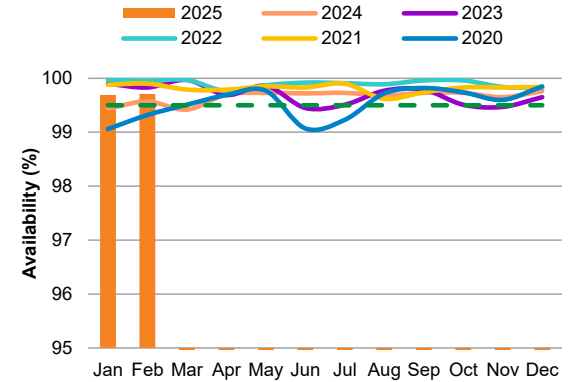


PRESTO Fares and Transfers Machine (FTM)

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.

Feb 2025: 99.71%
Jan 2025: 99.69%
Feb 2024: 99.57%


Target: 99.50% 

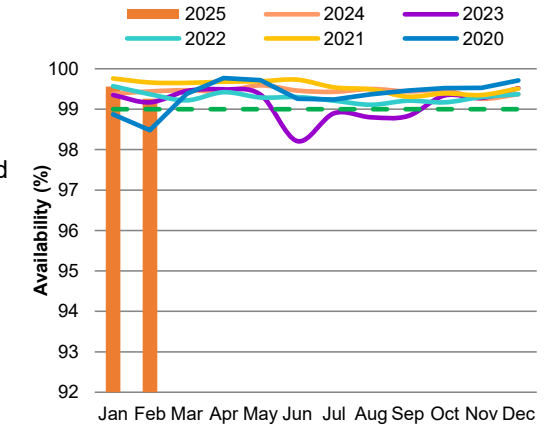


PRESTO Fare Vending Machine (FVM)

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.

Feb 2025: 99.26%
Jan 2025: 99.56%
Feb 2024: 99.44%

Target: 99.00% 



Safety

Regulatory compliance – (January 1 to December 31, 2024)¹

This table summarizes the number of regulatory interactions and orders issued in 2024 (January 1 to December 31) and their status.

An Interaction refers to a:

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

Type	Interactions	Number of Orders Issued		
		Requirement orders ² issued	Non-compliance orders ³ issued	Status
Ministry of Labour, Immigration, Training and Skills Development	87	8	3 ⁽⁴⁾	Compliance in progress
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	2	0	2 ⁽⁵⁾	Compliance Achieved
Toronto Fire Services	1	0	1	Compliance Achieved

¹ Next update will be available in the May 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 provide information, instruction and supervision to protect workers against potential exposure to asbestos for Plant Maintenance workers at Queensway Garage.
- One non-compliance order to update the asbestos record at least once in each 12-month period and whenever the owner becomes aware of new information.
- One non-compliance order to provide information and instruction to supervisors and workers to ensure that work is delegated to competent persons and procedures are followed when asbestos is unexpectedly discovered.

⁵ The new non-compliance order for City of Toronto since Q3 was:

- Notice of violation for exceeding the City's By-law limit for Total Phosphorus (TP) at Hillcrest Complex in December 2024 during wastewater sampling conducted by Toronto Water.



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/](https://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 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.

