



Monthly TTC KPIs Report

Toronto Transit Commission
February 2025

Includes KPIs to end of December 2024





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.

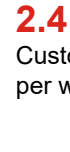
Toronto Transit Commission

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.



1.4 million
Linked trips per
weekday



2.4 million
Customer boardings
per weekday



185K
weekly
service hours



1.2 million
Customer
boardings per
weekday on bus



1,983
buses



62
battery-electric
buses — the
largest fleet in
North America



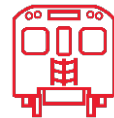
236K
Customer boardings
per weekday on
streetcar



220
streetcars



16,000+
employees



1.0 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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Additional supporting metrics

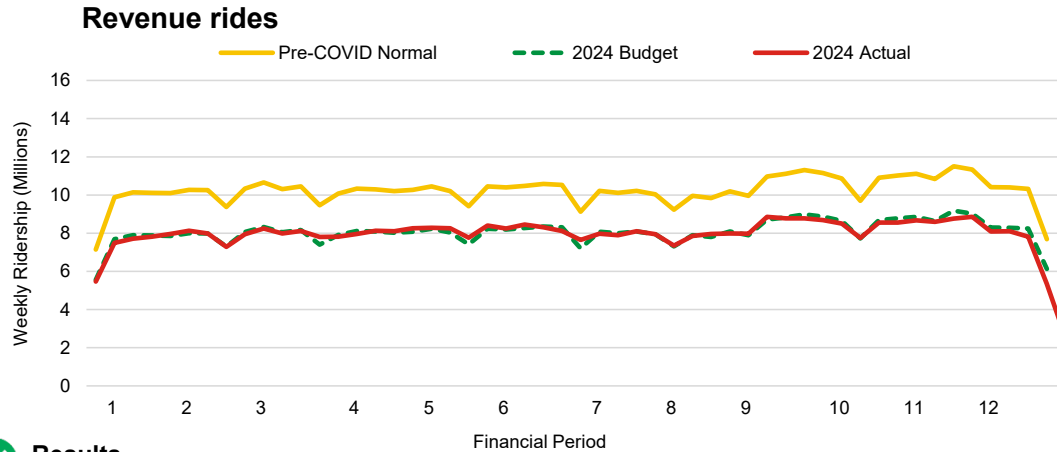
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Ridership – Conventional Service

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).



Results

- Period 12 (November 24 to December 31, 2024) revenue rides totalled 40.7 million, representing 76% of pre-COVID experience, 2.1 million or 4.9% below budgeted revenue rides and 1% above the same period in 2023.



Analysis

- Weekly ridership has generally trended to budgeted levels throughout 2024, with 2024 full year ridership totalling 419.9 million and at approximately 99% of budget.
- The number of PRESTO card commuters (i.e. those who ride four of five weekdays per week) in Period 12 reached 58% of March 2020 levels, while PRESTO card riders who use transit less frequently (ride less than four weekdays per week) reached 111% of March 2020 levels.
- Weekday use continued to be highest across the mid-week period (Tuesday to Thursday).



Action

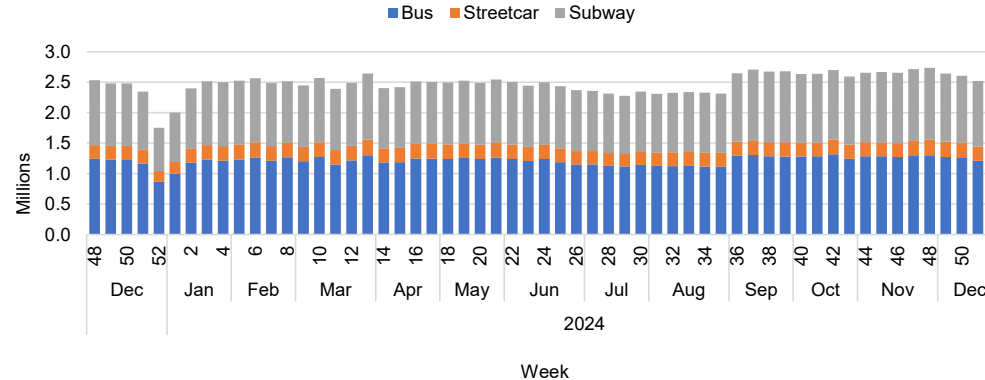
- Ridership trends and recovery will continue to be monitored closely for all fare concession types and ridership segments.

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	79%
Streetcar	76%
Bus	93%



Results

- Average weekday boardings in December was at 2.44 million, whereas average weekend demand was at 1.52 million per day. Overall weekly demand was at 15.3 million.



Analysis

- As the holiday season suppressed commuting demand, December weekday demand was 9% lower than November, but 5% higher than same month last year. The busiest weekdays (Tuesday to Thursday) had up to 8% higher demand than Mondays.



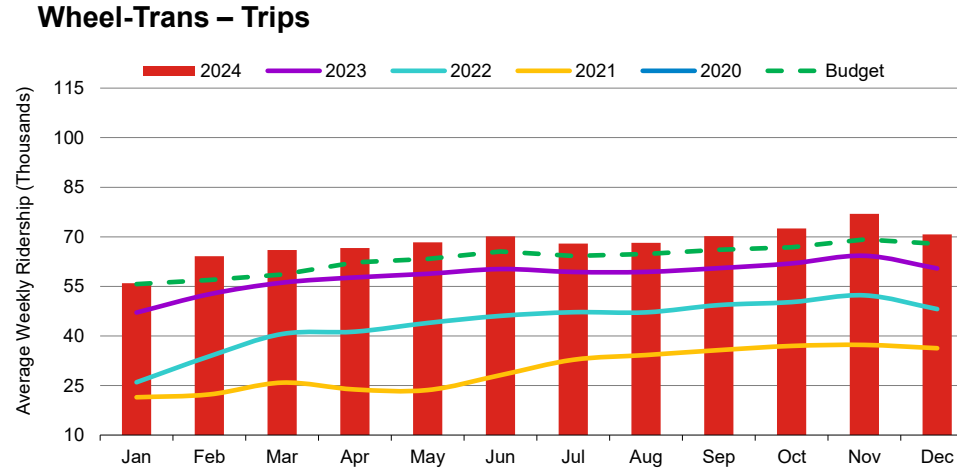
Action

- Implement Board-approved service increases 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 12 (November 24 to December 31, 2024) was 381,812 (or 70,706 passengers per week). This figure was 4.2% higher than the budgeted 67,880 customers per week.



Analysis

- Wheel-Trans ridership continues to trend higher as customer registrations increase. We experienced a 1% increase in registrations, which is a contributing factor for higher ridership. 2024 registrations have seen a significant increase by as much as 10% over the previous year, which has accounted for the higher trajectory of ridership growth.



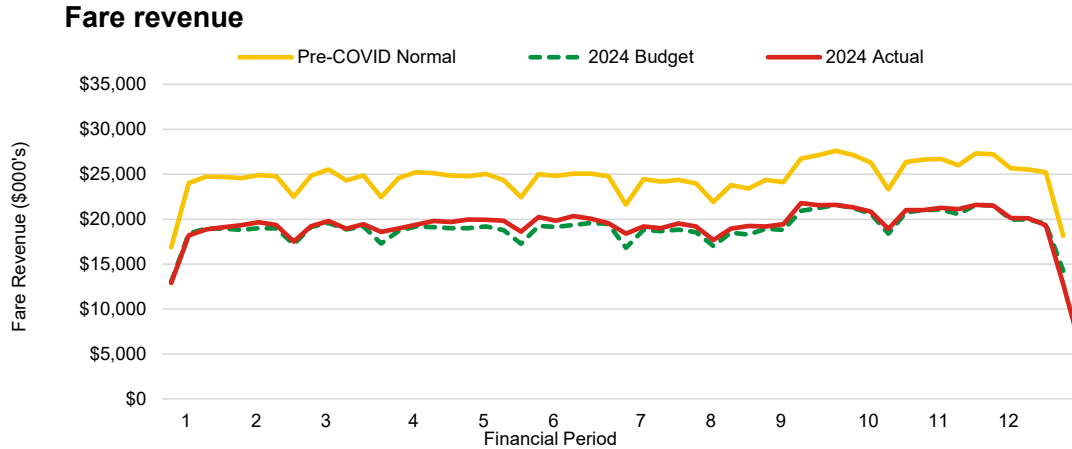
Action

- Service reviews are consistently taking place to ensure that trip demand is met 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 12 (November 24 to December 31, 2024) fare revenue was \$99.6 million. This represents 77% of pre-COVID experience, \$2.2 million or 2.2% below budgeted fare revenue for Period 12 and 4% above the same period in 2023.



Analysis

- While still subject to year-end audit adjustments, 2024 full year fare revenue totalled \$1,019.3 million, which is 102% of the 2024 budgeted revenue, as weekly fare revenue generally trended at or slightly above budgeted levels throughout most of 2024, with a dip below budget that was experienced in the last few weeks of the year. Total 2024 fare revenue is 9% above the total revenue realized in 2023, driven by an increase in single ride fares over the prior year.
- Period 12 revenue was generated from the following fare concession groups: 82.2% adult, 6.0% post-secondary, 5.5% senior, 6.1% youth (ages 13-19) and 0.2% other.

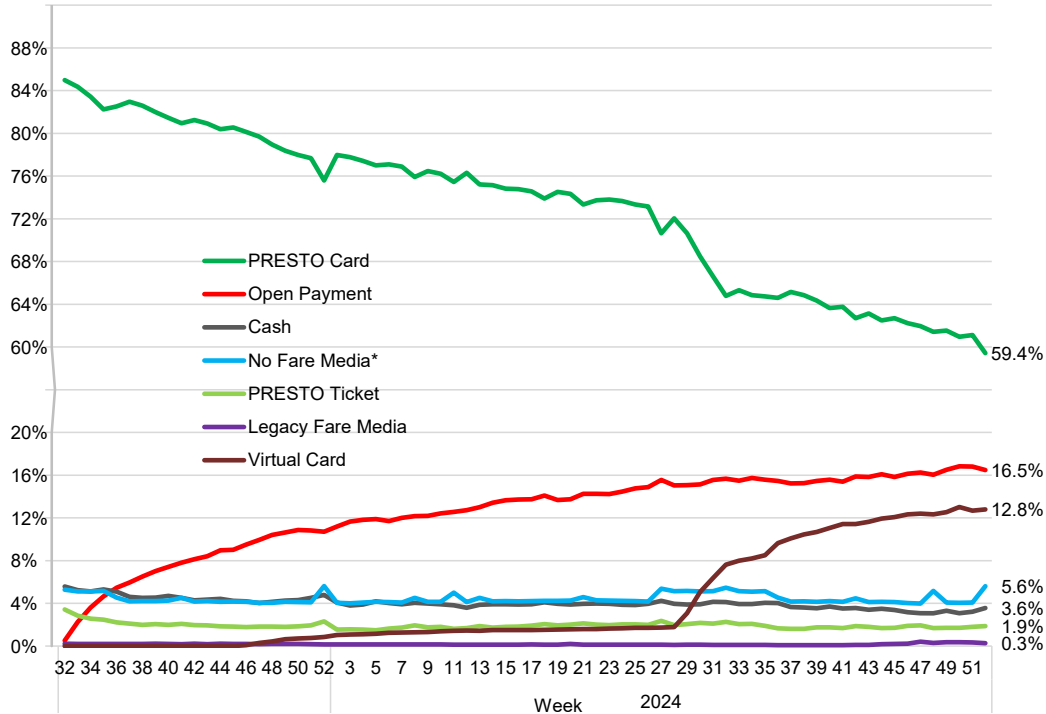


Action

- 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



Results

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was \$95.4 million for Period 12 — representing a PRESTO ridership adoption rate of 91.6% — and \$4.2 million from other media for Period 12.



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 12:

- Accounts for more than 29% of weekly ride payments.
 - 16.5% of weekly rides paid using the Open Payment method.
 - 12.8% 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 3.6% 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 slightly declined to 0.3% at the end of Period 12. There were 100,000 tokens and 29,000 tickets collected in Period 12 (December).



Action

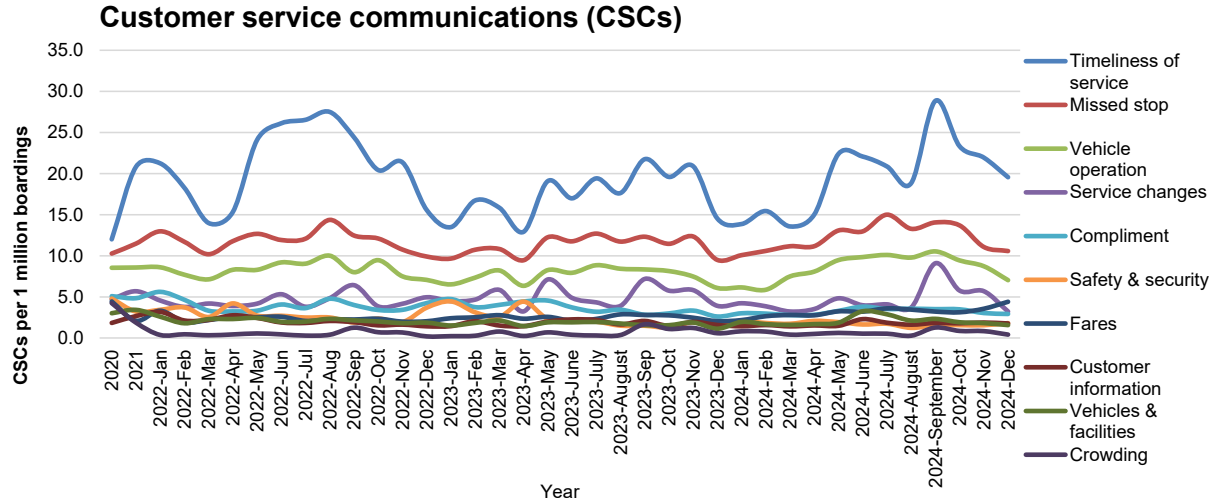
Fare mix media and legacy fare media acceptance will be monitored closely and reported monthly over the course of 2025, as per December 3 motion from the TTC Board.

Customer experience – Satisfaction and Complaints

Customer 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 decreased in volume by 12% in December 2024.



Analysis

- The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. Timeliness of Service decreased by 11%, Missed Stops CSCs decreased by 4% and Vehicle Operation decreased by 19%. Timeliness of service has reflected a reduction in customer communications related to surface delays and ahead of schedule.
- CSCs related to safety and security have increased by 16% because of comments related to underhoused individuals and customer behaviour.



Action

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

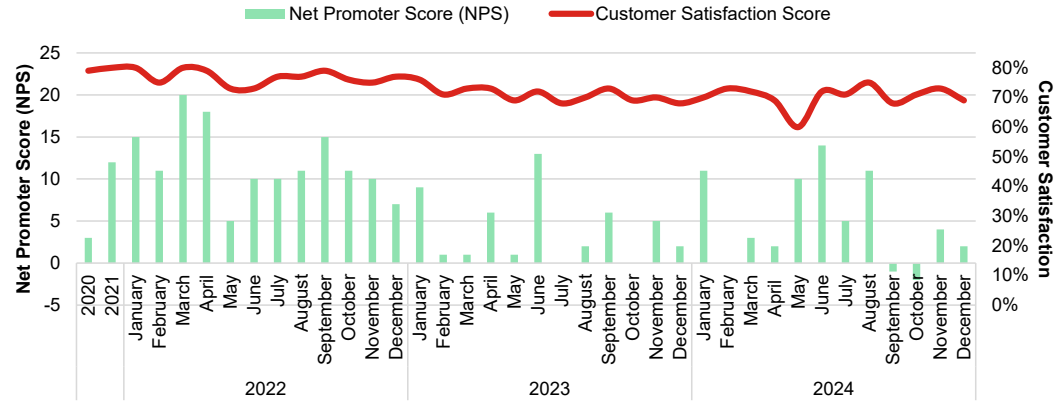
Customer experience – Satisfaction and Complaints

Customer satisfaction

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 decreased in December 2024 to 69% from 73%. Net Promoter Score (NPS) decreased to two from four.



Analysis

- By mode, customer satisfaction and NPS have increased for bus and decreased for subway and streetcar. Many customer satisfaction aspects have remained stable for bus and subway, but decreased for streetcar.



Action

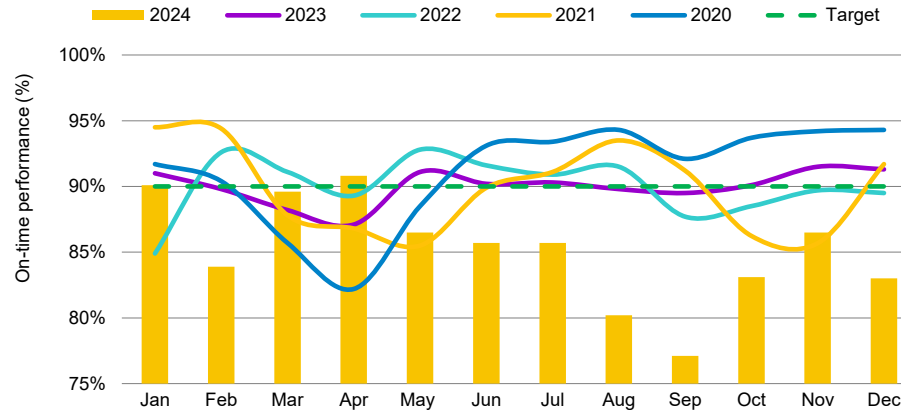
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.

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 83.0% in December. This represents a decrease from last month (86.5%) and a decrease from the same time last year (91.3%).

🕒 Analysis

- On Line 1, there was a 29.9% increase in total delay minutes – from 3,198 minutes in November to 4,153 minutes in December.

➔ Action

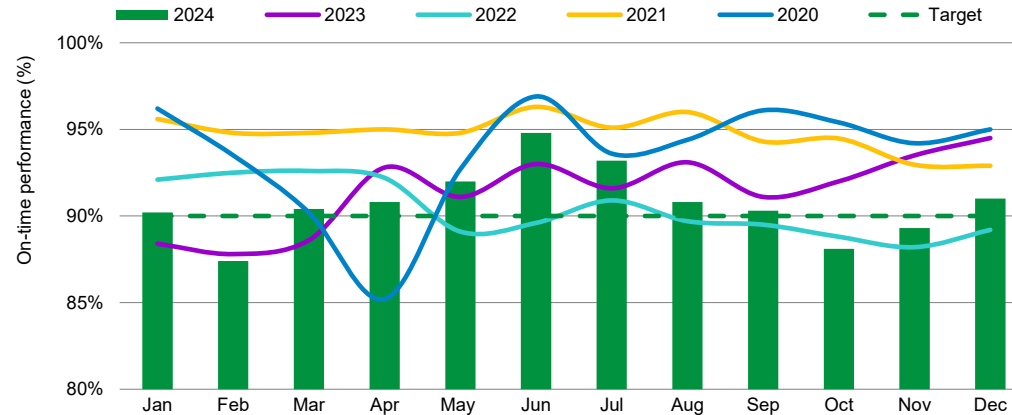
- Continue to monitor crowding and service levels to ensure sufficient capacity is provided.

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 91.0% in December. This represents an increase from last month (89.3%) and a decrease from the same time last year (94.5%).



Analysis

- On Line 2, there was a 17.1% increase in total delay minutes — from 2,193 delay minutes in November to 2,569 delay minutes in December.



Action

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

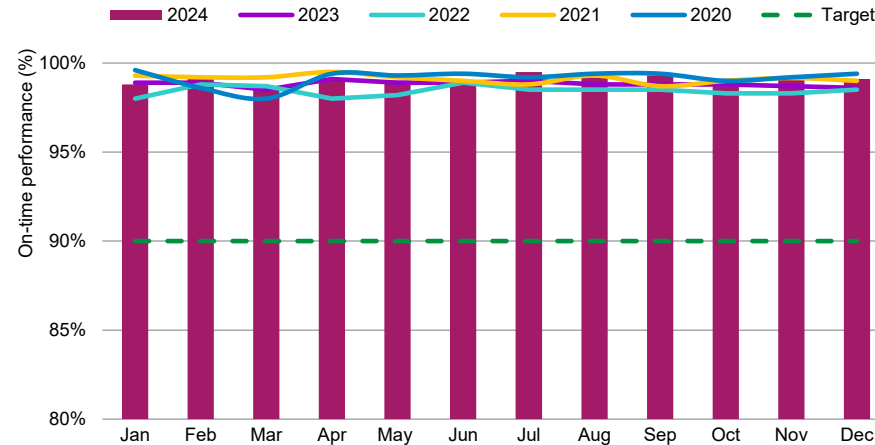


Customer experience – OTP Line 4

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 99.1% in December. This represents no change from last month (99.1%) and an increase from the same time last year (98.6%).



Analysis

- On Line 4, there was a 9.9% increase in total delay minutes — from 212 delay minutes in November to 233 delay minutes in December.



Action

- There are no anticipated changes for this line.

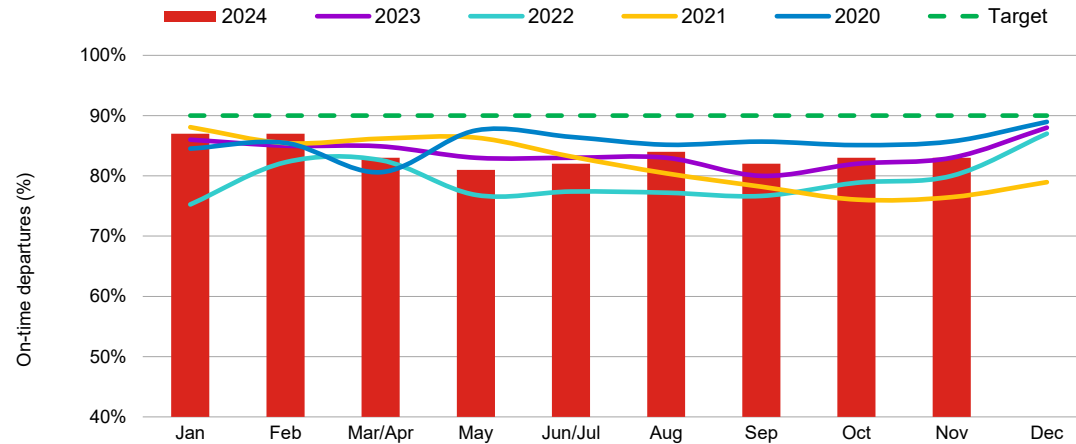


Customer experience – Bus

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).

On-time performance (OTP) – Bus



✘ Results

- Bus OTP was 83% for the November Board Period (November 17 to December 21, 2024), which was the same as the 83% achieved during the October Board Period.

🔍 Analysis

- OTP continues to be challenged by the variability and intensity of construction activity, particularly around Metrolinx project areas.

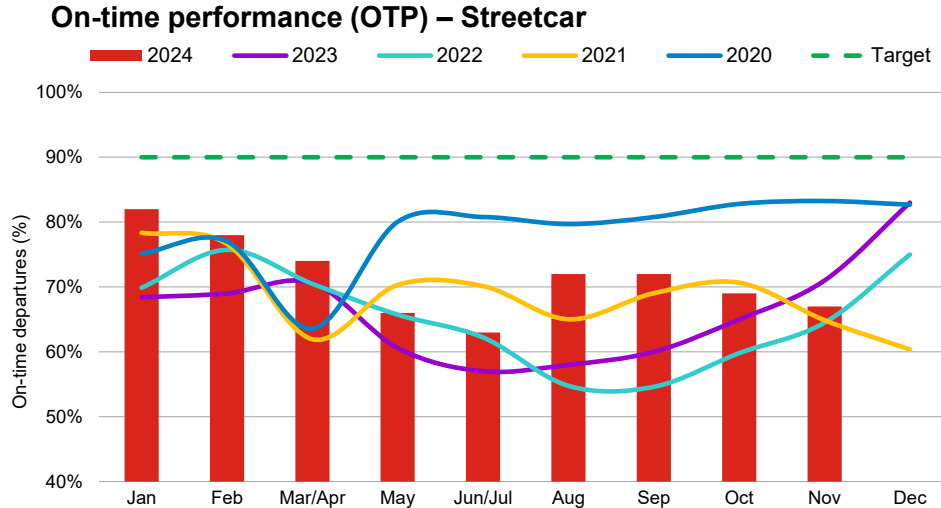
➔ Action

- Actions include the use of Supervisors in January and February Board Period to reduce bunching and gapping of buses, post-improvement reviews, and in the February Board Period, the TTC will be redefining OTP definitions.

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).



✘ Results

- Streetcar OTP was 67% for the November Board Period (November 17 to December 21, 2024), which was two percentage points lower than the 69% achieved during the October Board Period.

🕒 Analysis

- OTP was significantly impacted by the emergency closure of the King and Spadina intersection December 17-20. Excluding those days, OTP for the Board Period was 69%. For 2024, all Board Periods with the exception of November were an improvement over the respective Board Period from 2023.

➤ Action

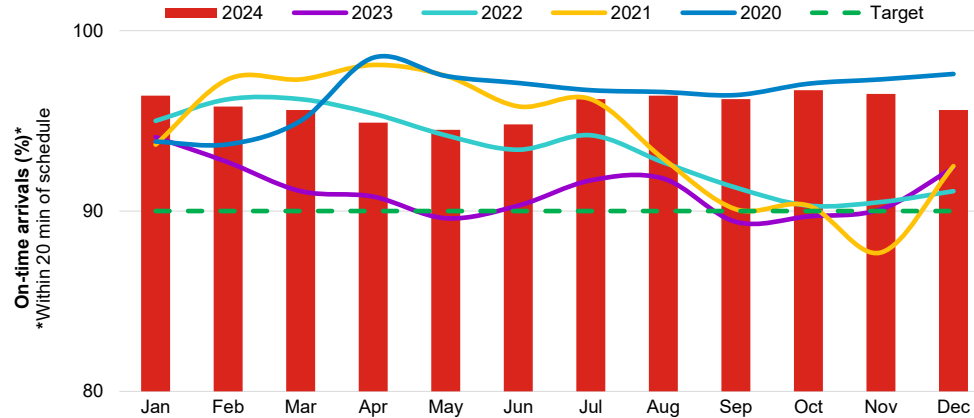
- Actions include the use of Supervisors in January and February Board Period to reduce bunching and gapping of buses, post-improvement reviews, and in the February Board Period, the TTC will be redefining OTP definitions.

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 12 (November 24 to December 31, 2024) decreased by 0.9% from the previous period to 95.6%, and is 3.2% higher than Period 12 in 2023.

🕒 Analysis

- Despite a slight decrease in OTP from the previous period, we remain well above our target of 90%. The slight decrease in OTP during this period can be attributed to an increase in ridership demand and winter weather-related delays.

➔ Action

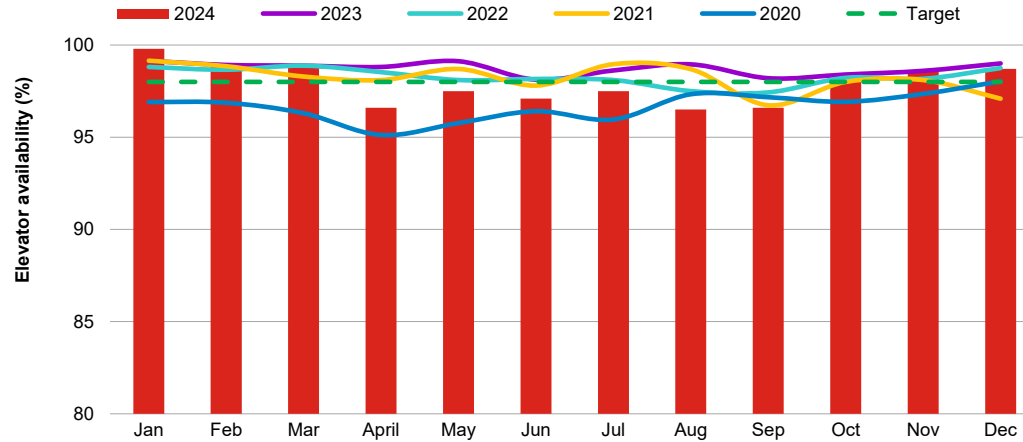
- Wheel-Trans management continues to closely monitor OTP and provide additional runs based on spare board availability, which will help minimize trip delays.
- Adjusting vehicle speed factor to reflect city traffic conditions to increase OTP.

Customer experience

Accessibility – Elevator availability

Percentage of total available elevator service hours during subway service.

Elevator Availability



Results

Subway Elevator availability for December was 98.7%, exceeding the target of 98%.



Analysis

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



Action

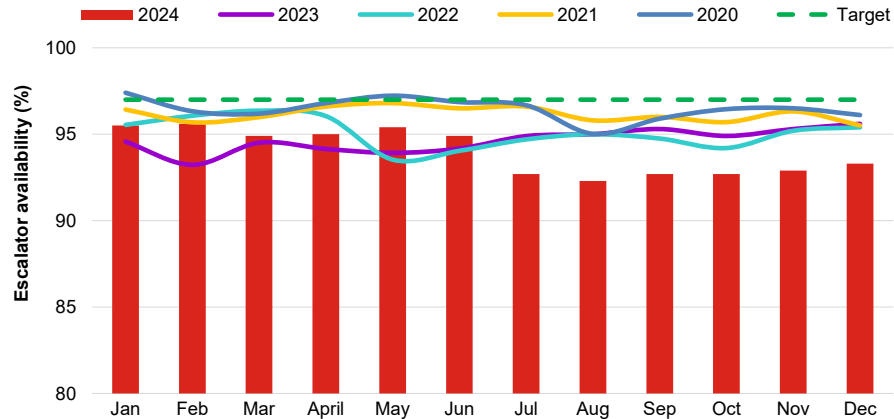
- "Accessible alternative" signage is located at each elevator.
- Elevator status is on live "service alerts" on the website, the digital video screens in stations and on platforms, and on the TTC's Lift Line.

Customer experience

Accessibility – Escalator availability

Percentage of total available escalator service hours during subway service.

Escalator Availability



Results

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



Analysis

- A total of 10 escalators are out of service for construction and overhauls at two stations are affecting downtime. Total out of service hours was 6,495 due to construction and water damage.
- Expected to be back above target in Q3 2025.



Action

- "Accessible alternative" signage is located at each elevator.
- Escalator 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.

Safety and Security

Lost-time injuries rate (LTIR)

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

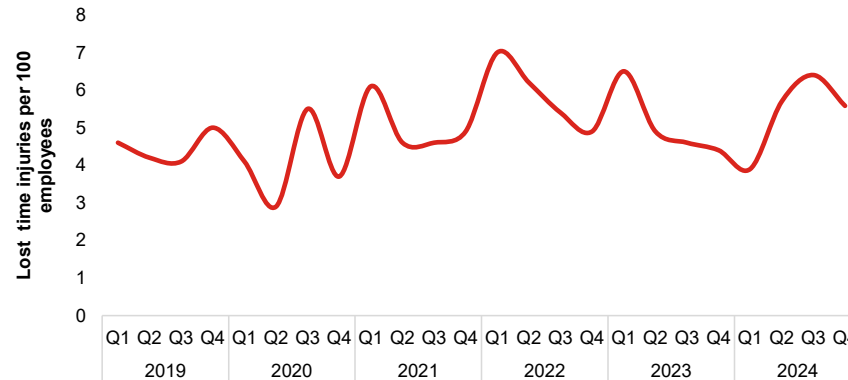
Q4 2024: 5.60

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 mainly attributed to 100% decrease in lost-time injuries as a result of biological exposure (from 0.24 to 0 LTIR per quarter). Acute emotional events also saw a rate decrease of 25% (from 0.72 to 0.96 LTIR per quarter).



Action

- Corporate objectives aimed at reducing the frequency and severity of lost-time injuries.
- Implementing a multidisciplinary approach to community safety and well-being.



Safety and Security

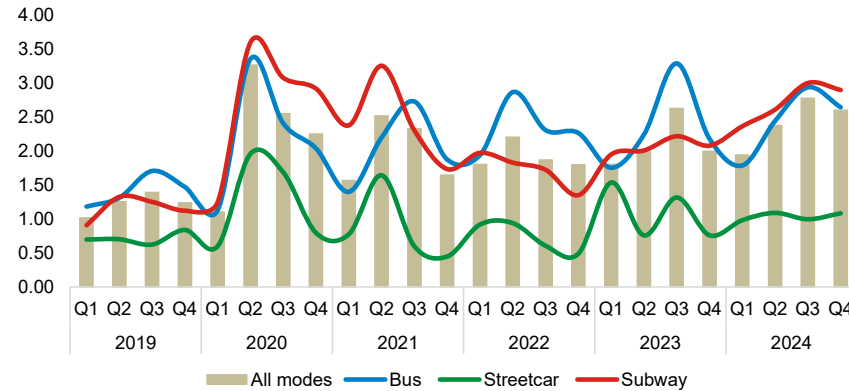
Customer injury incidents rate (CIIR)

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 in 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 (2.00).



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 during the winter season, and additional strategies in development.

Safety and Security

Offences against Customers

Total Offences against customers per 1 million boardings by Financial Period

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



Results

- The number of reported offences against customers was 1.00 per one million boardings for December 2024, decreasing from 1.24 in November 2024, meeting the target of 1.00.



Analysis

- The rate of reported offences has decreased, and correspondingly the per day rate also decreased. Since January 2023, there has been an overall decrease of 57% in rate 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.

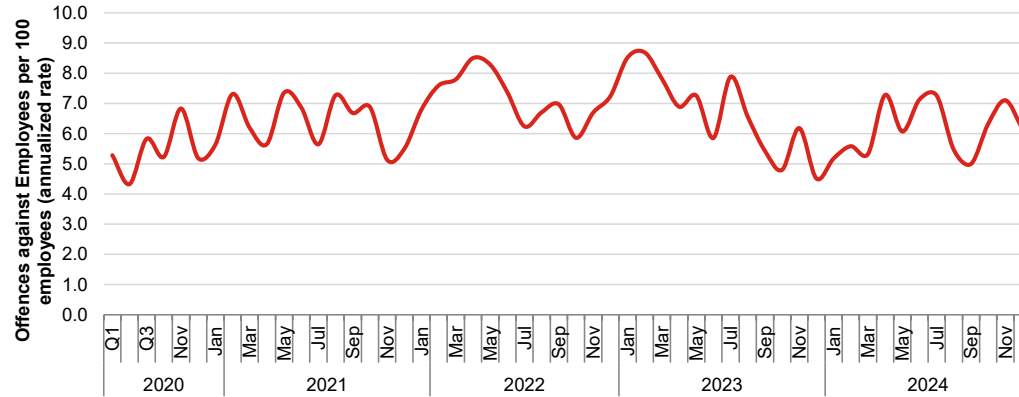
Safety and Security

Offences against Employees

Offence per 100 employees by Financial Period (annualized).

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

Offences against Employees



Results

The number of reported offences against employees per 100 employees (annualized rate) decreased in December 2024 compared to November 2024, to 6.50 from 7.10.



Analysis

- The total number of reported offences have decreased. Since January 2023, the overall rate of offences (annualized rate) has decreased by 28%.



Action


- Continue 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.

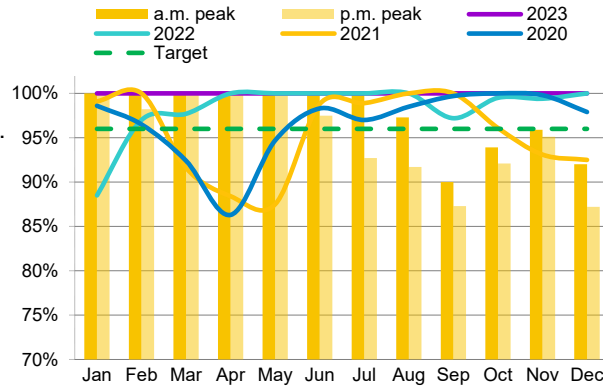
Service delivery

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.

Dec 2024: 89.8%
Nov 2024: 95.6%
Dec 2023: 100.0%

Target: 96.0% 



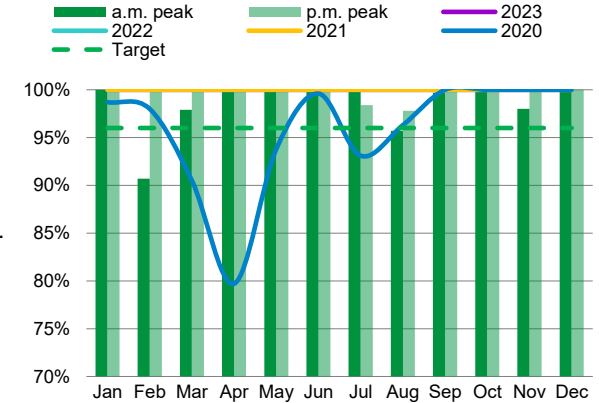
Line 1 capacity was adversely affected by the Reduced Speed Zones.

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.

Dec 2024: 100.0%
Nov 2024: 99.6%
Dec 2023: 100.0%

Target: 96.0% 

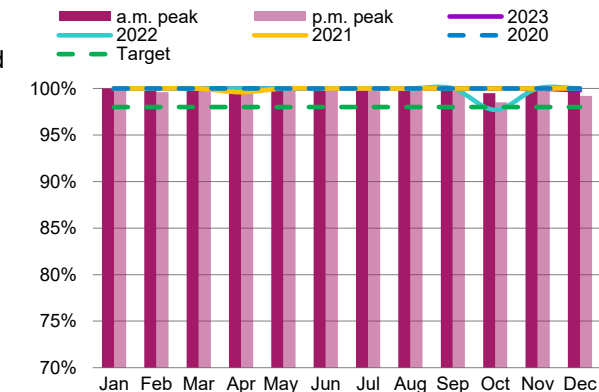


Line 4 capacity

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.

Dec 2024: 99.7%
Nov 2024: 100.0%
Dec 2023: 99.8%

Target: 98.0% 




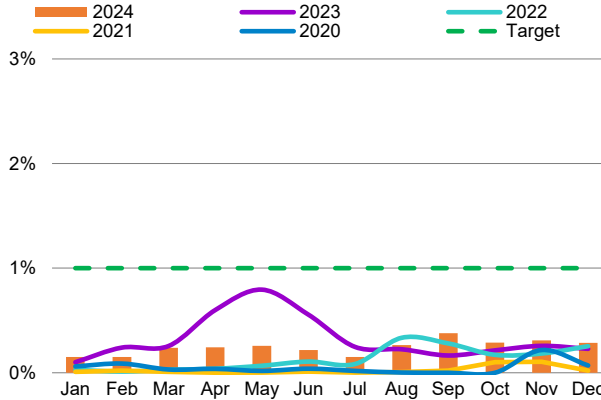
Service delivery

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 (percent of departures).

Dec 2024: 0.29%
Nov 2024: 0.31%
Dec 2023: 0.23%


Target: less than 1% 

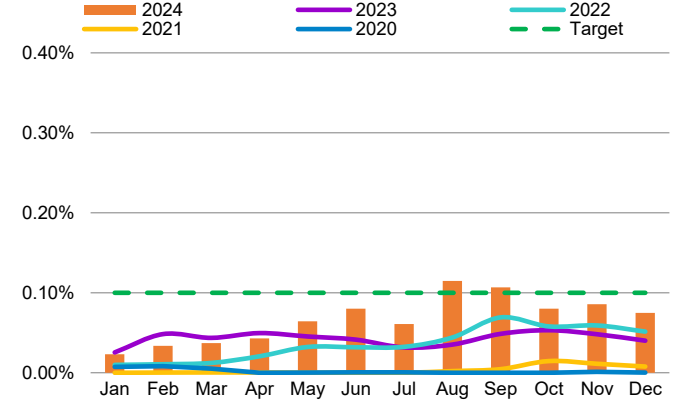


Bus short turns

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).

Dec 2024: 0.07%
Nov 2024: 0.09%
Dec 2023: 0.04%


Target: less than 0.10% 

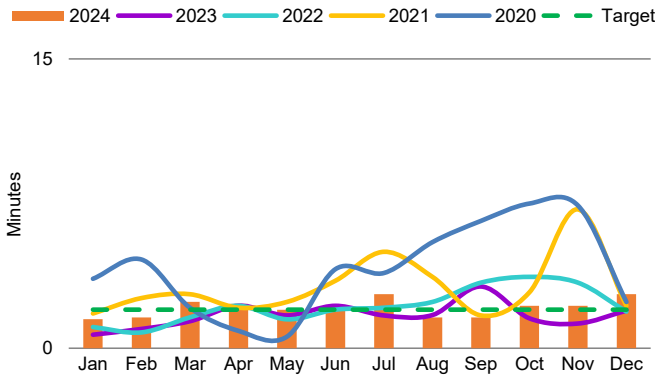


Wheel-Trans contact centre wait time

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

Dec 2024: 2.8
Nov 2024: 2.2
Dec 2023: 2.0

Target: 2 



Rising volumes and unexpected absences and weather issues increased wait times in Period 12, these issues are expected to resolve in early 2025, recovering after the holiday period.




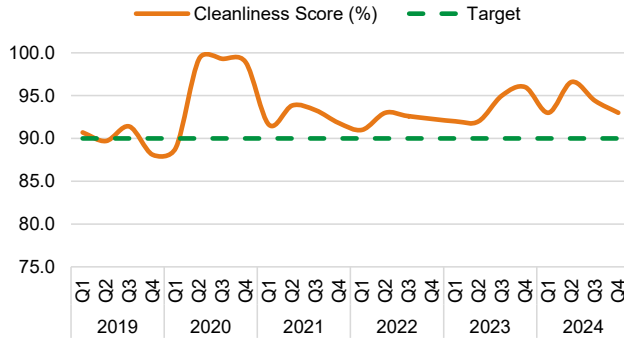
Cleanliness

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% 

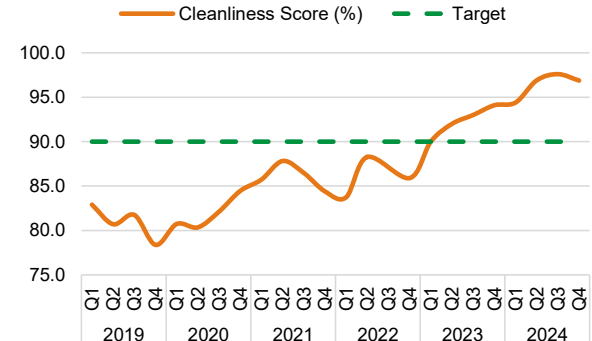


Streetcar cleanliness

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% 

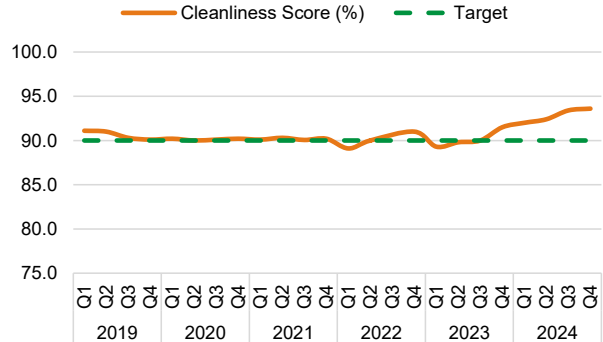


Subway cleanliness

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% 

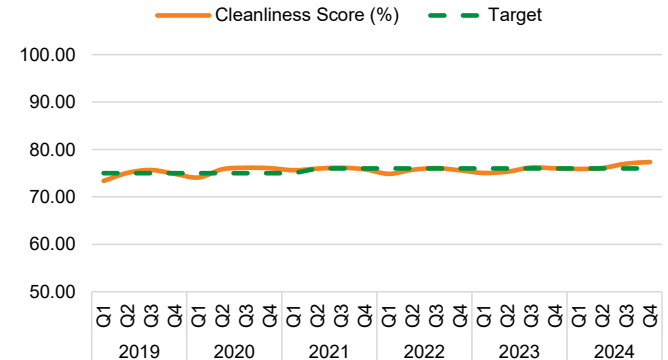


Station cleanliness

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

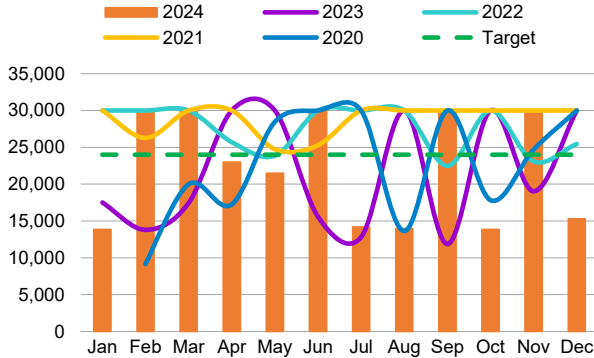
eBus mean distance between failures

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

Dec 2024: 15,305
Nov 2024: 30,000
Dec 2023: 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.

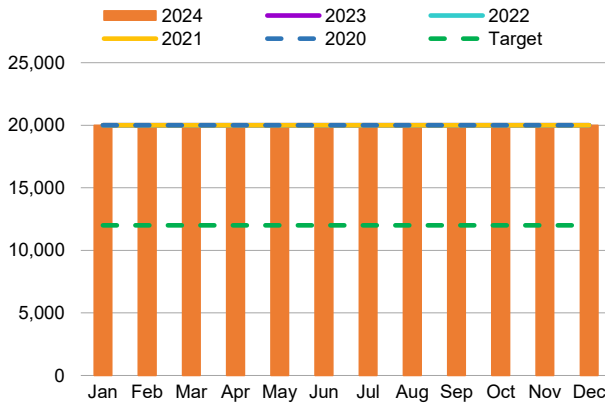


Clean-diesel bus mean distance between failures

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

Dec 2024: 20,000
Nov 2024: 20,000
Dec 2023: 20,000

Target: 12,000 km ✔

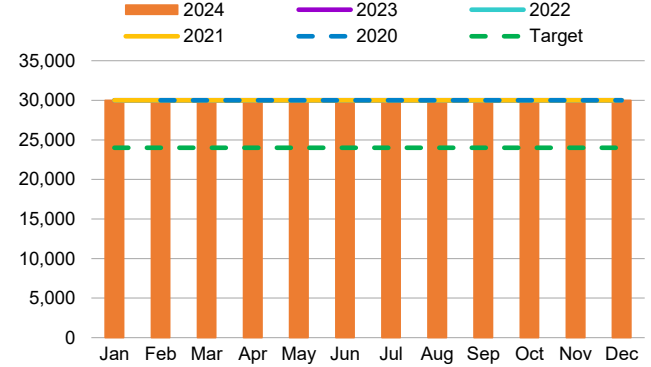


Hybrid bus mean distance between failures

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

Dec 2024: 30,000
Nov 2024: 30,000
Dec 2023: 30,000

Target: 24,000 km ✔

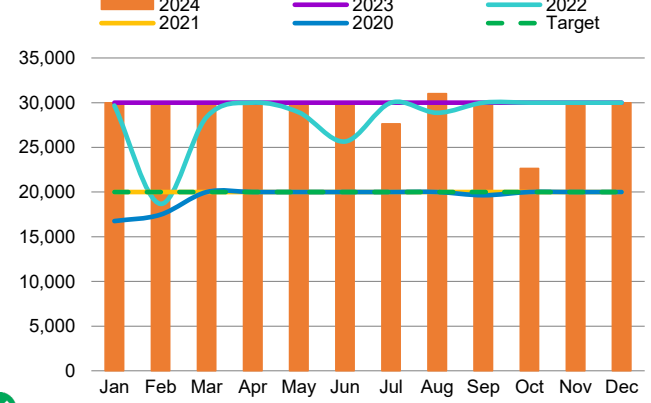


W-T Mean distance between failures

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

Dec 2024: 30,000
Nov 2024: 30,000
Dec 2023: 30,000

Target: 20,000 km ✔



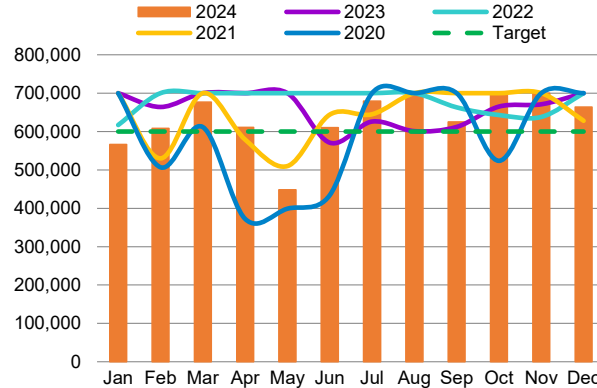
Asset reliability

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.

Dec 2024: 664,00
Nov 2024: 763,648
Dec 2023: >700,000

Target: 600,000 km ✓

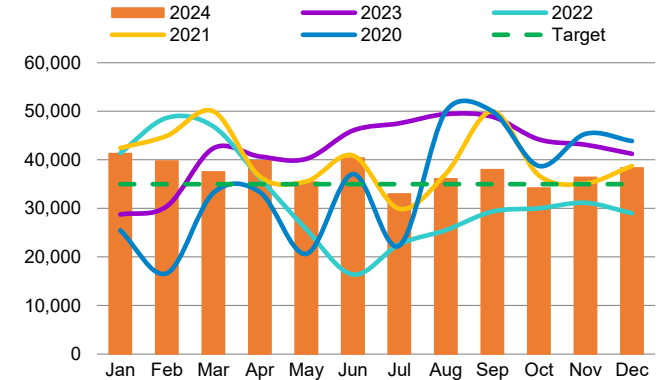


Streetcar mean distance between failures

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

Dec 2024: 38,343
Nov 2024: 36,388
Dec 2023: 43,114

Target: 35,000 km ✓

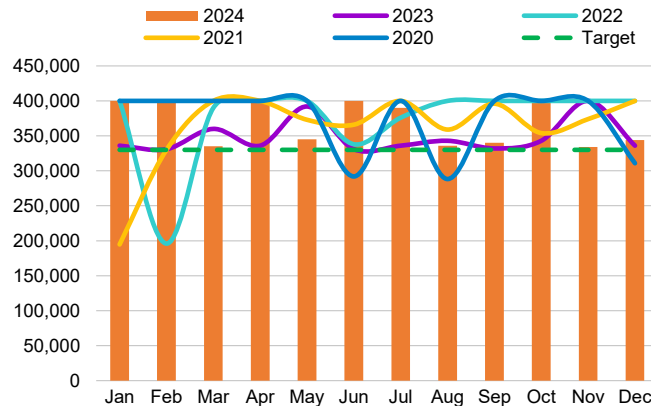


T1 train mean distance between failures

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

Dec 2024: 344,000
Nov 2024: 334,000
Dec 2023: 336,000

Target: 330,000 km ✓




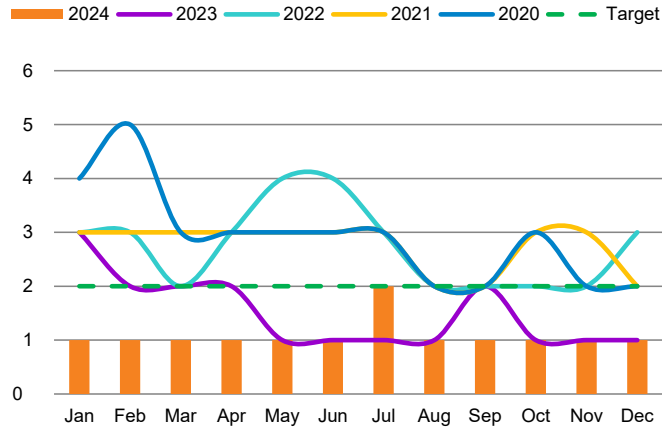
Asset reliability

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.

Dec 2024: 1
Nov 2024: 1
Dec 2023: 1


Target: Less than 2 

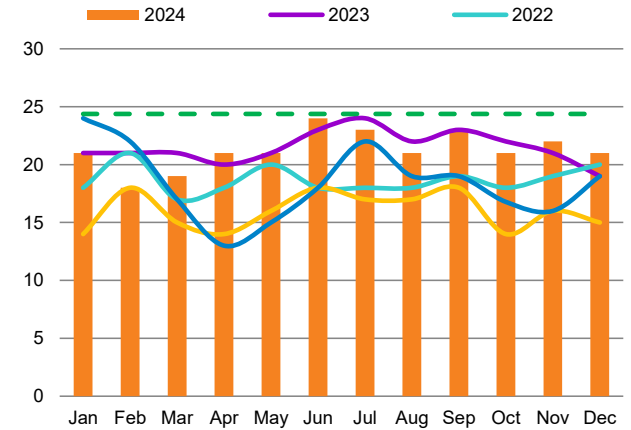


Bus road calls and change offs

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.

Dec 2024: 21
Nov 2024: 22
Dec 2023: 19

Target: Less than 24 



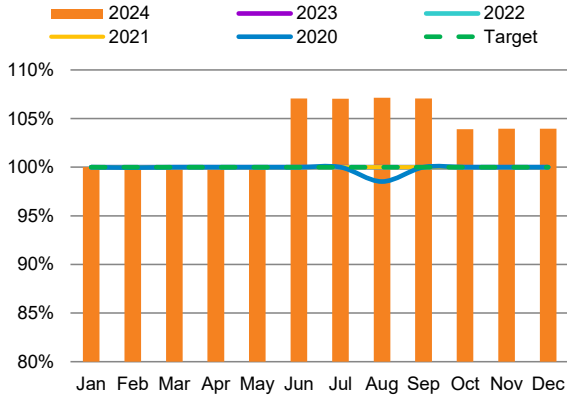
Asset availability

Subway service availability

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

Dec 2024: 104.0%
Nov 2024: 104.0%
Dec 2023: 100.0%

Target (RW): 100% ✔

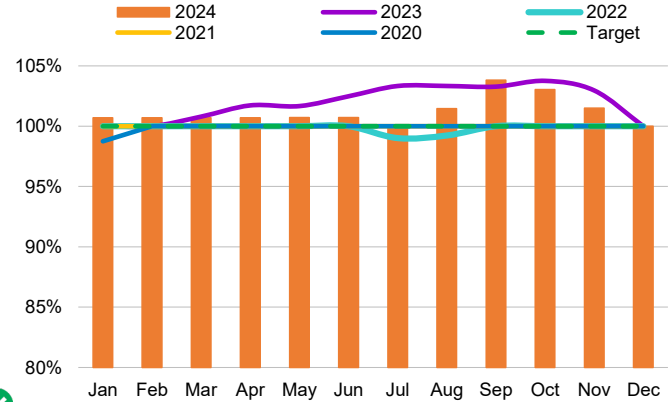


Streetcar service availability

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

Dec 2024: 100.0%
Nov 2024: 101.0%
Dec 2023: 100.0%

Target (RW): 100% ✔

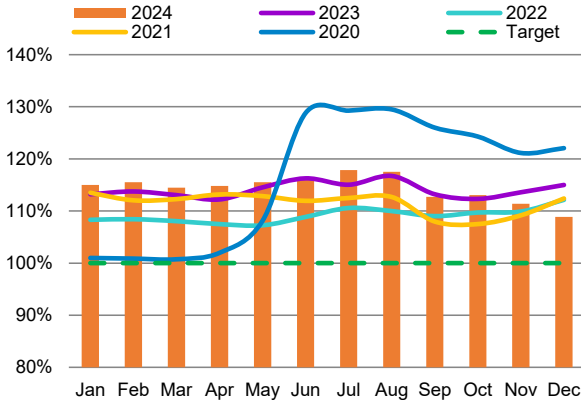


Bus service availability

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

Dec 2024: 108.9%
Nov 2024: 111.4%
Dec 2023: 115.0%

Target (RW): 100% ✔



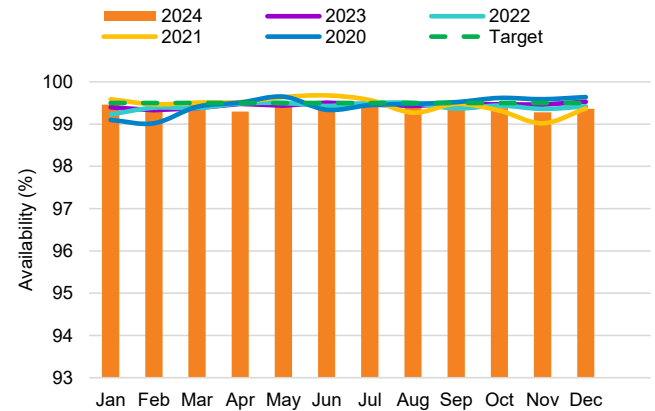
Fare gate availability

Percentage of fare gates are available for use.

Dec 2024: 99.36%
Nov 2024: 99.28%
Dec 2023: 99.53%

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.




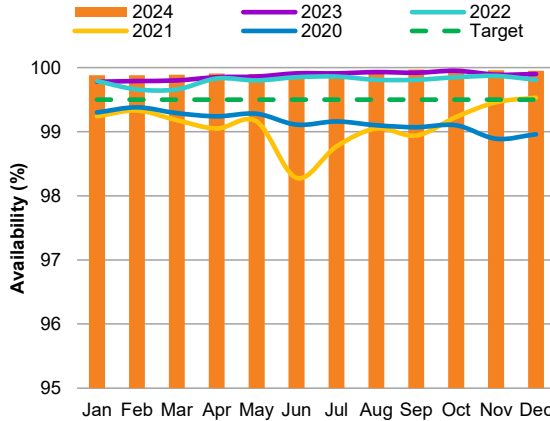
Asset availability

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.

Dec 2024: 99.95%
Nov 2024: 99.96%
Dec 2023: 99.90%


Target: 99.50% 

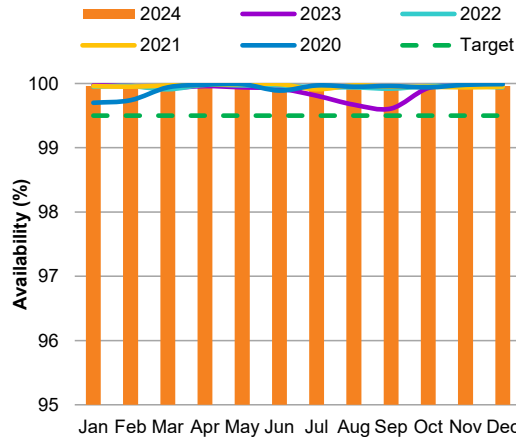


PRESTO Self-Serve Reload Machine (SSRM)

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.

Dec 2024: 99.96%
Nov 2024: 99.95%
Dec 2023: 99.95%


Target: 99.50% 

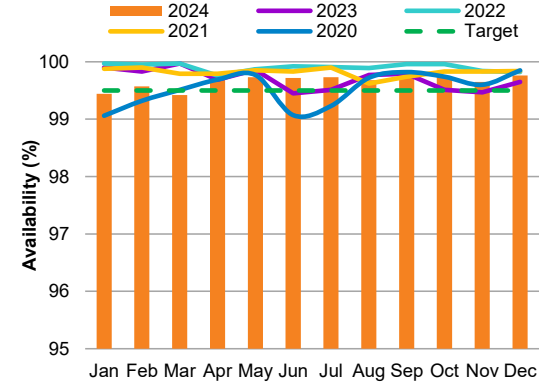


PRESTO Fares and Transfers

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.

Dec 2024: 99.76%
Nov 2024: 99.65%
Dec 2023: 99.65%


Target: 99.50% 

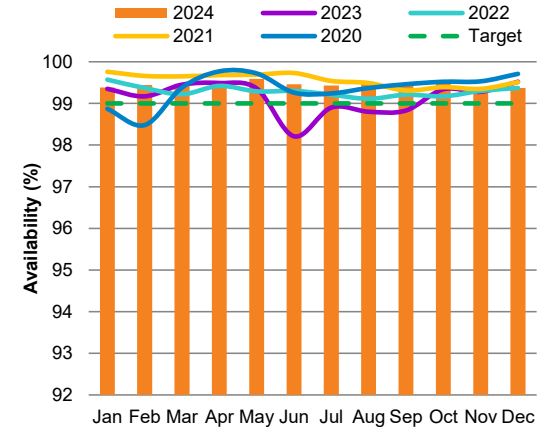


PRESTO Fare Vending Machine (FVM)

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.

Dec 2024: 99.37%
Nov 2024: 99.26%
Dec 2023: 98.52%

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.

