



---

# Monthly TTC KPIs Report

Toronto Transit Commission  
January 2025

Includes KPIs to end of November 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

**2.7 million**  
Customer boardings  
per weekday



**185K**  
weekly  
service hours



**1.3 million**  
Customer  
boardings per  
weekday on bus



**1,983**  
buses



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



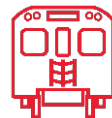
**231K**  
Customer boardings  
per weekday on  
streetcar



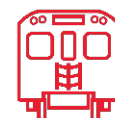
**220**  
streetcars



**16,000+**  
employees



**1.2 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, Fare Media Mix and Fare Revenue to Budget.....	5
Customer experience: Customer Satisfaction, Net Promotor 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

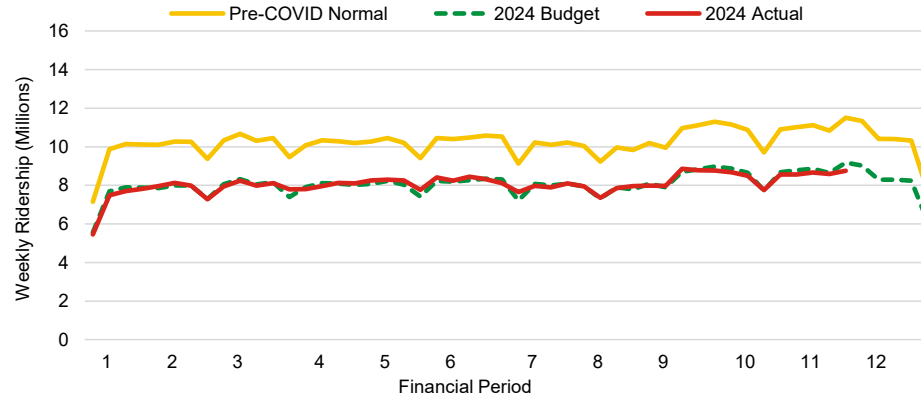


# Ridership – Conventional Service

## 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).

### Revenue rides



### Results

- Period 11 (October 27 to November 23, 2024) revenue rides totalled 34.6 million, representing 78% of pre-COVID experience, 0.9 million or 2.5% below budgeted revenue rides and 5% above the same period in 2023.



### Analysis

- Weekly ridership has generally trended to budgeted levels thus far in 2024, with year-to-date ridership trending at approximately 100% of budget.
- The number of PRESTO card commuters (i.e. those who ride four of five weekdays per week) in Period 11 reached 59% of March 2020 levels, while PRESTO card riders who use transit less frequently (ride less than four weekdays per week) reached 110% of March 2020 levels.
- Weekday use continued to be highest across the mid-week period (Tuesday to Thursday).



### Action

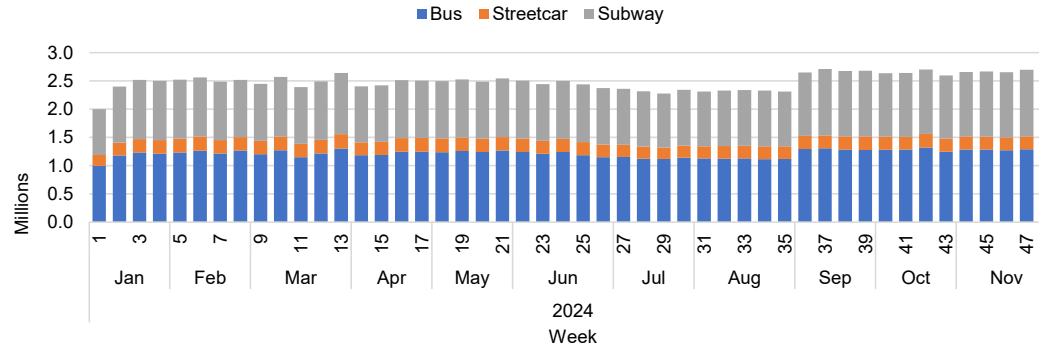
- Ridership trends and recovery will be monitored closely for all fare concession types and ridership segments, to help inform year-end projections and the 2025 budget.

# 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	76%
Streetcar	68%
Bus	89%



### Results

- Average weekday boardings in November was at 2.68 million, whereas average weekend demand was at 1.6 million per day. Overall weekly demand was at 16.6 million.



### Analysis

- Due to a slight uptake in downtown office commute rate and the hosting of concerts, November weekday demand was 1% higher than October and 6% higher than same month last year. The busiest weekdays (Tuesday to Thursday) had up to 9% higher demand than Mondays. The system-wide average weekday ridership saw a post-pandemic record of 2.72 million per day in the week ending November 30.
- The six concert days at Rogers Centre brought in an additional 473,000 customer boardings in total, contributing to a 4% uptick per day on average.



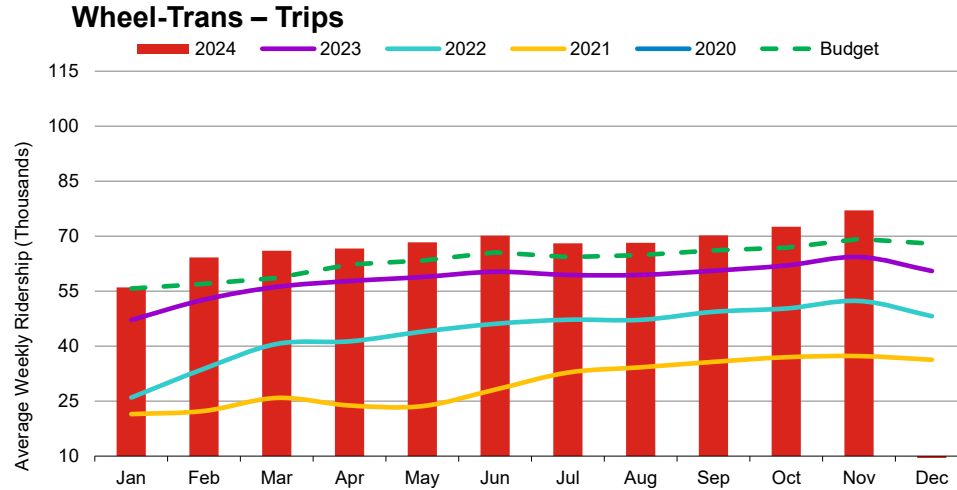
### Action

- Finalize proposals for the 2025 Annual Service Plan and budget for implementation throughout the year.

# 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 11 (October 27 to November 23, 2024) was 307,880 (or 76,970 passengers per week), 11.2% higher than the budgeted 69,190 customers per week.



### Analysis

- Customer registrations for Period 11 experienced a 1% increase over Period 10 along with an overall 3% Trip Frequency increase per rider. This has resulted in the high ridership totals for Period 11.



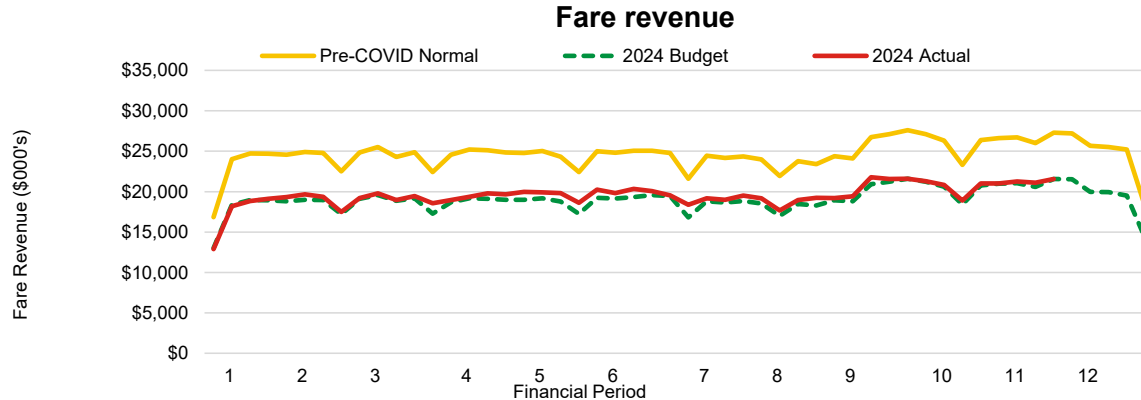
### Action

- Customer travel will be monitored to ensure service availability is consistent with current and forecasted trends as ridership continues to increase.

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

# Ridership – Fare Revenue

**Fare revenue**  
Revenue generated through fares.



## Results

- Period 11 (October 27 to November 23, 2024) fare revenue was \$84.7 million. This is \$0.5 million or 0.6% above budgeted fare revenue for Period 11 and 7% above the same period in 2023.



## Analysis

- Weekly fare revenue continues to trend at or slightly above budgeted levels in 2024, with year-to-date fare revenue at 103% of the 2024 revenue budget.
- Period 11 revenue was generated from the following fare concession groups: 80.7% adult, 6.8% post-secondary, 5.3% senior, 7.0% youth (ages 13-19) and 0.2% other.

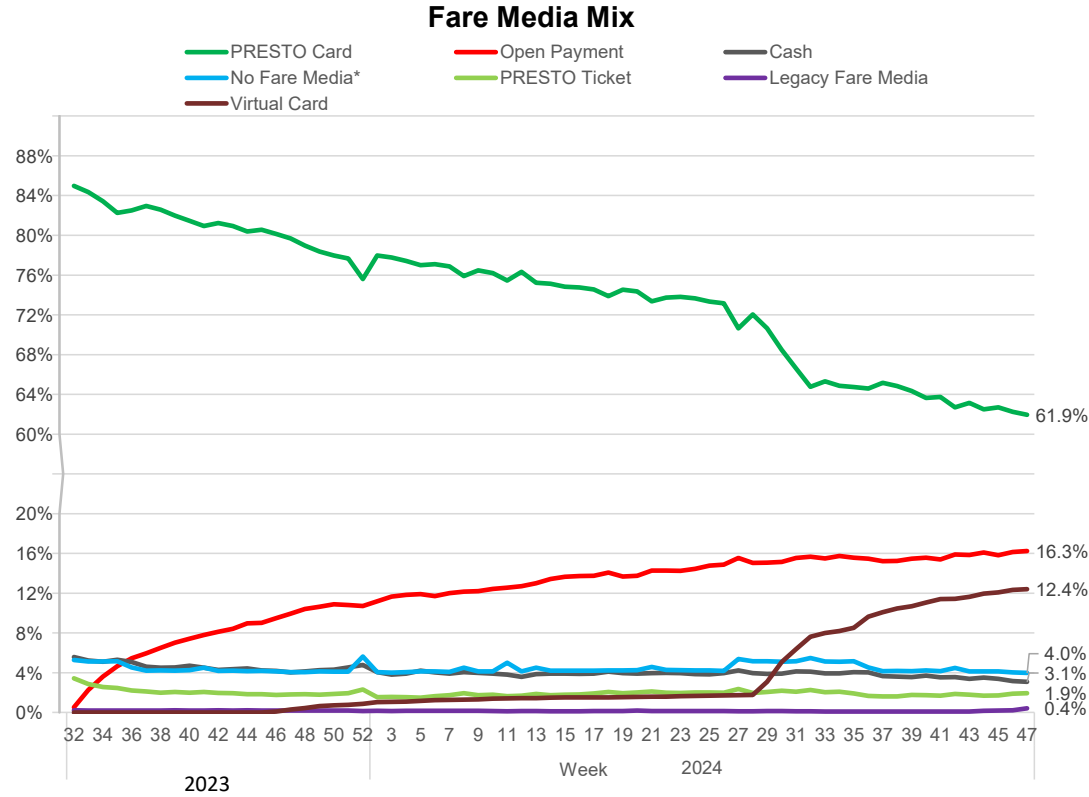


## Action

- Ridership and fare revenue trends and recovery will be monitored closely for all fare concession types and ridership segments, to help inform year-end projections and the 2025 budget.



# Ridership – Fare Media Mix



\* Free child rides without PRESTO

## Results

- The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was \$81.1 million for Period 11 — representing a PRESTO ridership adoption rate of 92.5% — and \$3.6 million from other media for Period 11.

## 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 11:
  - Accounts for more than 28% of weekly ride payments (16.3% of weekly rides paid using the Open Payment method, and 12.4% of weekly rides paid using the Virtual PRESTO card).
  - Cash, legacy fare methods and fare payments from a physical PRESTO card have decreased since launching Open Payments and the Virtual PRESTO card.
  - 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% at the end of Period 11 due to the recent announcement of ending legacy fare media acceptance. The increase marks a 300% usage increase of legacy fare media. There were 60,000 tokens and 14,000 tickets collected in Period 11.

## 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.

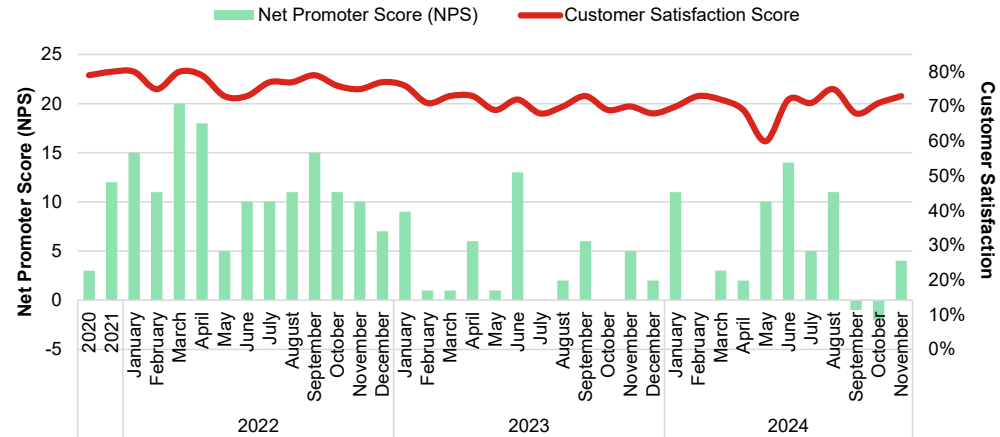
# Customer experience – Satisfaction and Complaints

## 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 November 2024 to 73%. Net Promoter Score (NPS) increased to four.



### Analysis

- Customer satisfaction has increased for subway and bus. Streetcar customer satisfaction decreased, but remains on par with subway and bus level of satisfaction. NPS for all modes increased since October 2024.



### Action

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

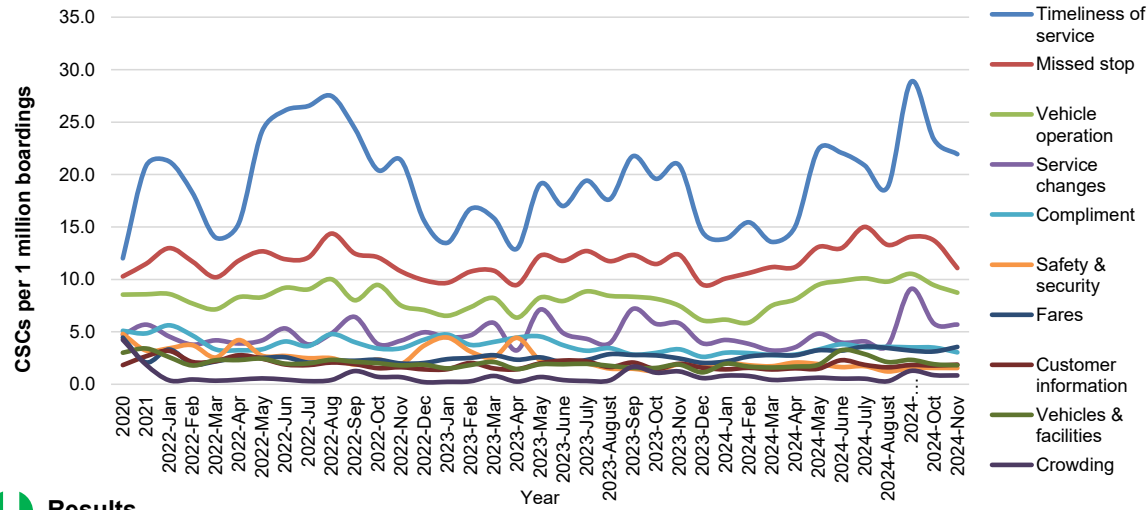
# Customer experience – Satisfaction and Complaints

## 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.

Customer service communications (CSCs)



## Results

- Customer Service Communications (CSCs) per one million customer boardings decreased in volume by 7% in November 2024, compared to October 2024.



## Analysis

- Timeliness of Service, Missed Stops, and Vehicle Operation, decreased by 6%, 19% and 7%, respectively. CSCs related to subway and surface delays decreased and contributed to Timeliness of Service category decreasing in November.
- CSCs related to safety and security decreased by 1%.



## Action

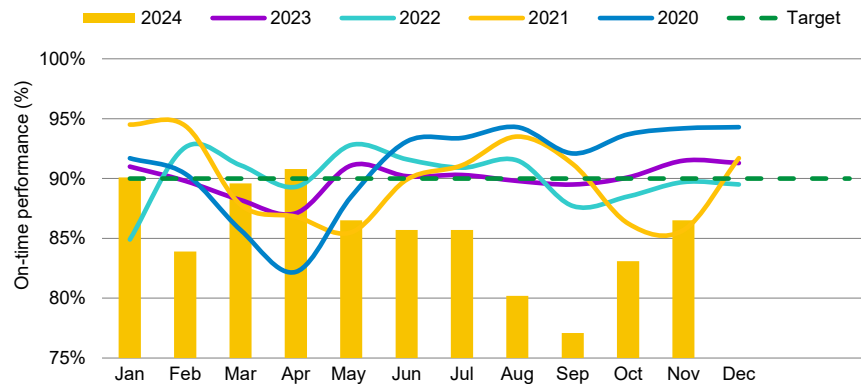
- Leverage operational CRM dashboard for performance improvement on contributors to Timeliness of Service, Missed Stop and Vehicle Operation.

# 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 86.5% in November. This represents an increase from previous month (83.1%) and a decrease from the same time last year (91.5%).



### Analysis

- On Line 1, there was a 4.9% decrease in total delay minutes – from 3,362 minutes in October to 3,198 minutes in November. Reduced Speed Zones continue to adversely impact Line 1 OTP.



### Action

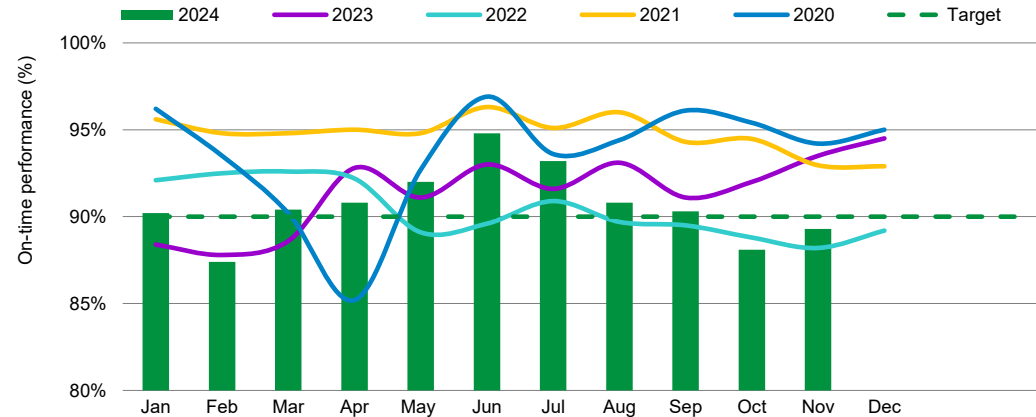
- We will continue to monitor crowding and service levels to ensure sufficient capacity is provided.

# 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 November. This represents an increase from previous month (88.1%) and a decrease from the same time last year (93.5%).

#### 🕒 Analysis

- On Line 2, there was a 13.0% decrease in total delay minutes – from 2,521 delay minutes in October to 2,193 delay minutes in November. Passenger-related delay minutes account for 57.3% of the total delay minutes.

#### ➤ Action

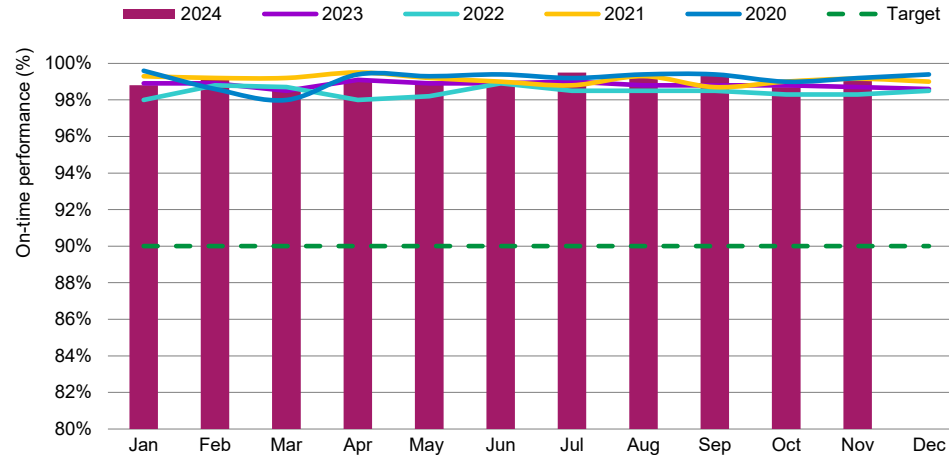
- We will continue to monitor crowding and service levels to ensure sufficient capacity is provided.

# 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 November. This represents an increase from previous month (98.7%) and an increase from the same time last year (98.7%).



#### Analysis

- On Line 4, there was a 49.9% decrease in total delay minutes — from 423 delay minutes in October to 212 delay minutes in November.



#### Action

- There are no anticipated changes for this line.

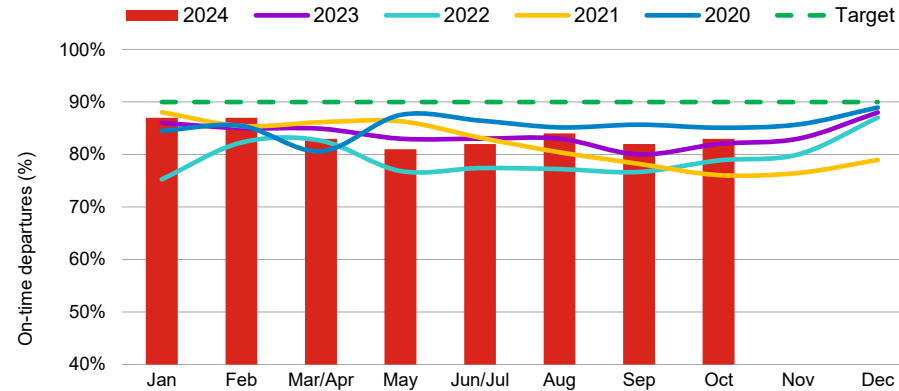


# Customer experience – Bus

## 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 for the October Board Period (October 6 to November 16, 2024) was 83%, which is an increase of one percentage-point compared to the September Board Period (82%).

#### 🕒 Analysis

- While construction and congestion continues to impact major routes across the network, there were four less routes that achieved the 90% OTP target than this same period last year. Further, this was the highest OTP for the October Board Period to date (excluding during the COVID-19 global pandemic).

#### ➔ Action

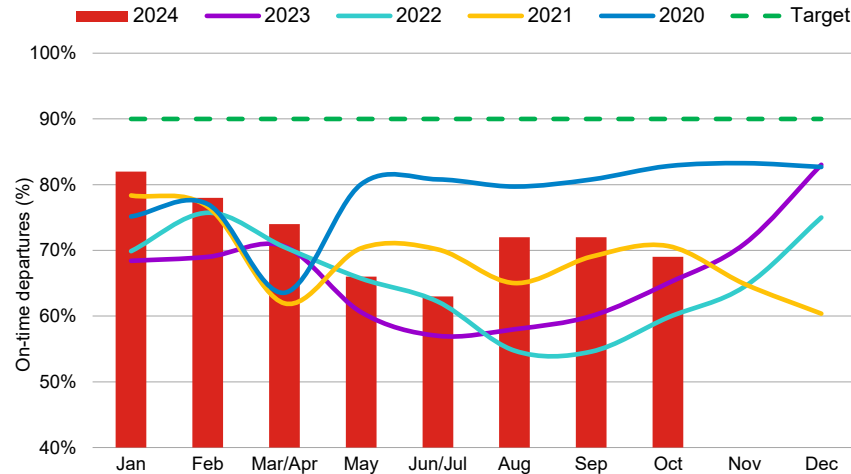
- Actions include root cause diagnostic assessments for “Not On-time” routes, use of street OTP Supervisors, post-improvement reviews, review of deadheading times and supervisory field presence for priority routes.

# 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).

### On-time performance (OTP) – Streetcar



#### Results

- Streetcar OTP for the October Board Period (October 6 to November 16, 2024) was 69%, which is a three percentage-point decrease compared to the September Board Period (72%).



#### Analysis

- For the network as a whole, weekend OTP was 66% for the October Board Period, a one percentage-point increase over the September Board Period.



#### Action

- Monitoring of the 504 King in Late Evening and Early Evening time periods on Fridays and weekends.

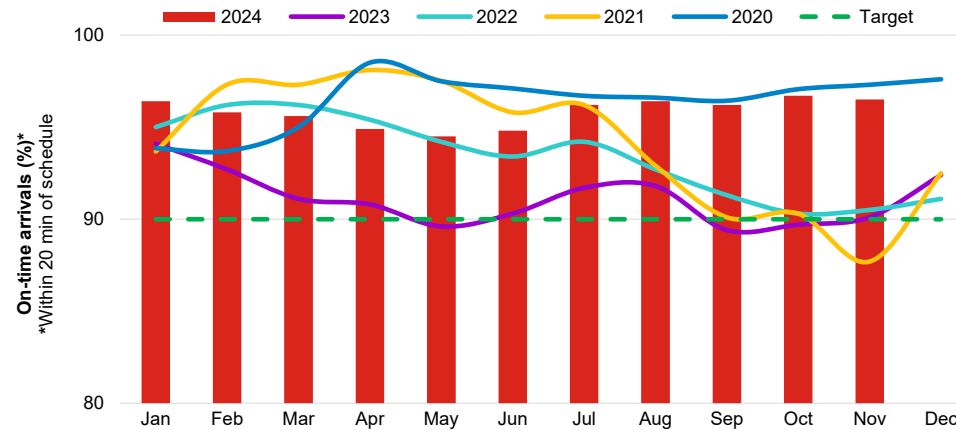


# Customer experience – Wheel-Trans

## 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 11 (October 27 to November 23, 2024) decreased by 0.2% from the previous period to 96.5%, and is 6.4% higher than Period 11 in 2023.

#### 🔍 Analysis

- Despite a slight decrease in OTP, we remain well above our target of 90%. The decrease in OTP during this period can be attributed to significant increase in ridership demand, while ongoing construction continues throughout the city and the Gardiner Expressway lane closures remain in effect.

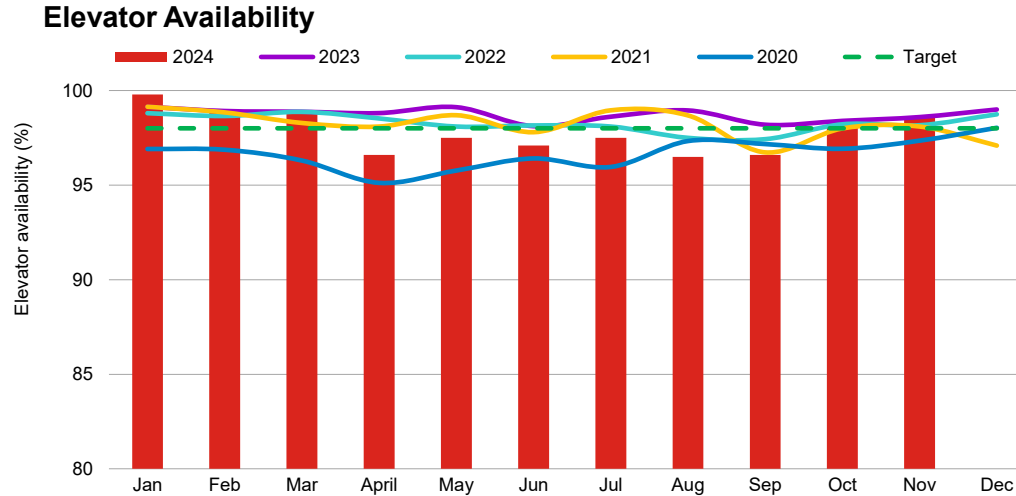
#### ➔ Action

- 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.



### Results

Subway Elevator availability for November was 98.6%, exceeding the target of 98%.



### Analysis

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



### Action

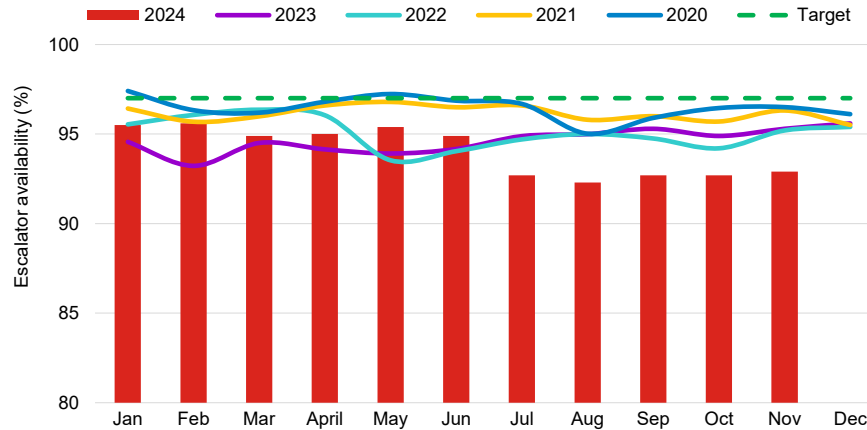
- "Accessible alternative" signage is located at each elevator.
- Elevator status is on live "service alerts" on the website, the digital video screens in stations and platforms, and on the TTC's Lift Line.

# Customer experience

## Accessibility – Escalator availability

Percentage of total available escalator service hours during subway service.

### Escalator Availability



#### Results

Escalator availability for November was 92.9%, not meeting the target of 97%.



#### Analysis

- A total of 10 escalators are out of service for construction and overhauls at one station are affecting downtime. Total out of service hours was 7,020 due to construction, water damage, and vandalism.
- Expected to be back above target in Q3 2025.



#### Action

- Same actions as elevator accessibility.

# Safety and Security

## Lost-time injuries rate (LTIR)

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

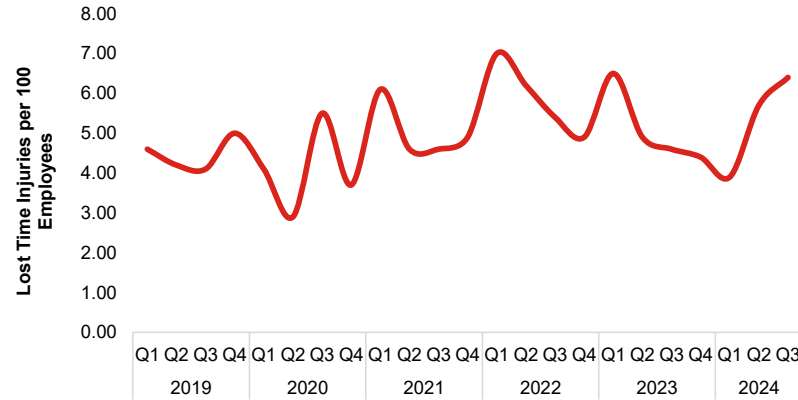
**Q3 2024:** 6.40

**Q2 2024:** 5.70

**Q3 2023:** 4.60

Note: Reported Quarterly.

Lost-time injuries rate (LTIR)



### Results

- The LTIR for Q3 2024 was 6.4 injuries per 100 employees — an increase from Q2 2024 (5.7) and an increase from same period last year (4.6).



### Analysis

- The increase in Q3 2024 LTIR (up 12% from Q2 2024) is mainly attributed to a 76% increase in lost-time injuries as a result of Collisions (to 30 in Q3 from 17 in Q2).



### Action

- Corporate objectives aimed at reducing the frequency and severity of lost-time injuries.
- Implementing a multidisciplinary approach to community safety and a Bus Collision Reduction Strategy.



# Safety and Security

## Customer injury incidents rate (CIIR)

Number of customer injury incidents per one million boardings.

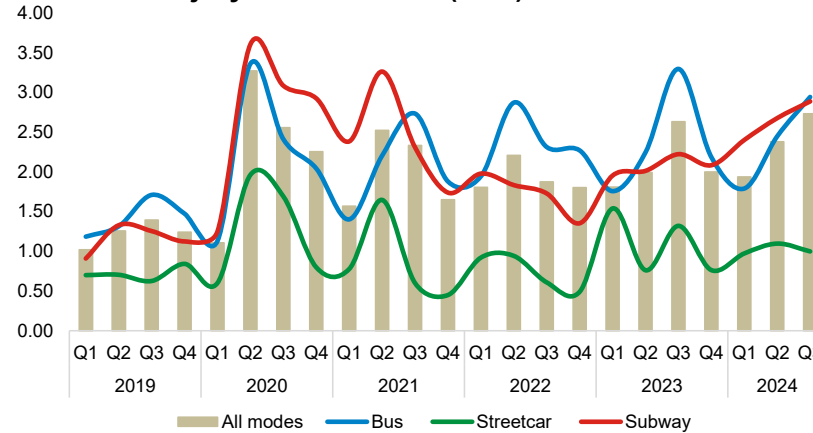
**Q3 2024:** 2.73

**Q2 2024:** 2.38

**Q3 2023:** 2.63

Note: Reported Quarterly.

Customer injury incidents rate (CIIR)



### Results

- The CIIR for Q3 2024 was 2.73 injury incidents per one million vehicle boardings — an increase from Q2 2024 (2.38) and an increase from the same quarter last year (2.63).



### Analysis

- The increase in the CIIR in Q3 2024, up 15% from Q2 2024, is mainly attributed to a 20% increase in bus injury rates. Subway customer injuries were up 8% in Q3 from Q2. In contrast, streetcar injuries were down 9% in Q3 from Q2.



### Action

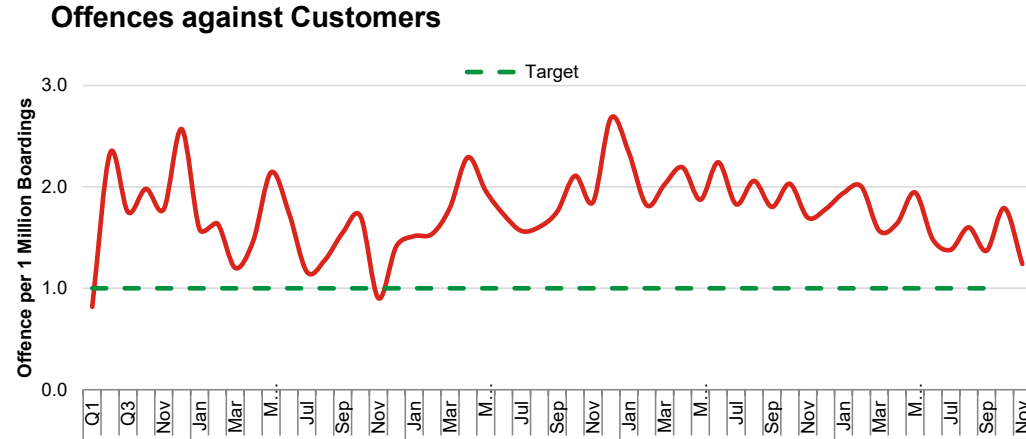
- Monitoring CIIR and existing safety initiatives.
- Messaging to promote customer safety and safe vehicle operation, communication to Operators, and additional strategies in development.

# 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 1.24 per one million boardings for November 2024, decreasing from 1.81 in October 2024.



### Analysis

- The rate of reported offences has decreased, and correspondingly the per day rate also decreased from 4.14 in October 2024 to 2.93 in November 2024. Since November 2023, there has been an overall decrease of 27% 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.

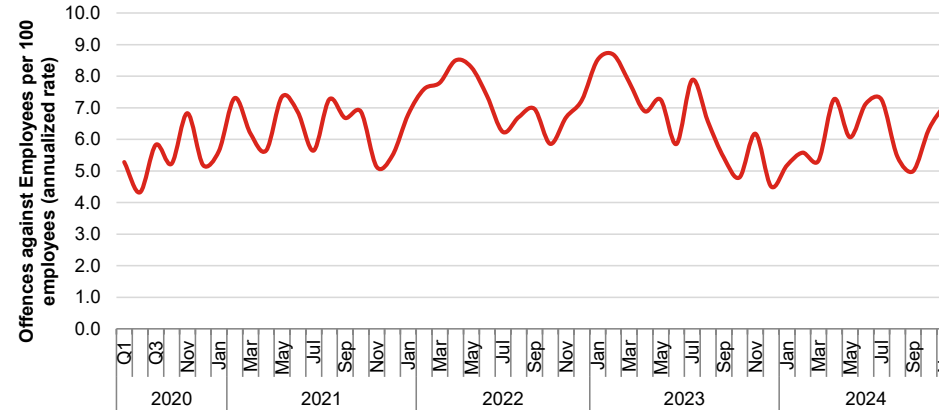
# Safety and Security

## 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) increased in November 2024 compared to October 2024, to 7.10 from 6.32.



#### Analysis

- The total number of reported offences has increased to 3.25 from 2.89 per day. Since November 2023, the overall rate of offences (annualized rate) has increased by 15%.



#### 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.

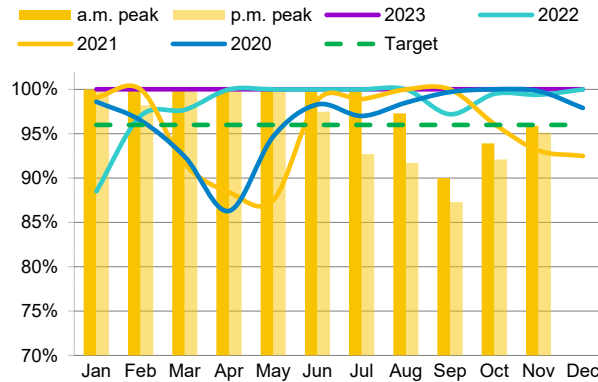
# Service delivery

## 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.

**Nov 2024:** 95.6%  
**Oct 2024:** 93.1%  
**Nov 2023:** 100.0%

**Target:** 96.0% 



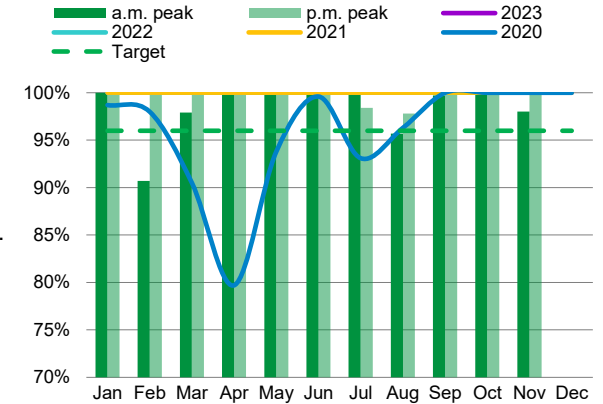
Line 1 capacity was adversely affected by the restricted speed Zones.

## 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.

**Nov 2024:** 99.6%  
**Oct 2024:** 100.0%  
**Nov 2023:** 100.0%


**Target:** 96.0% 

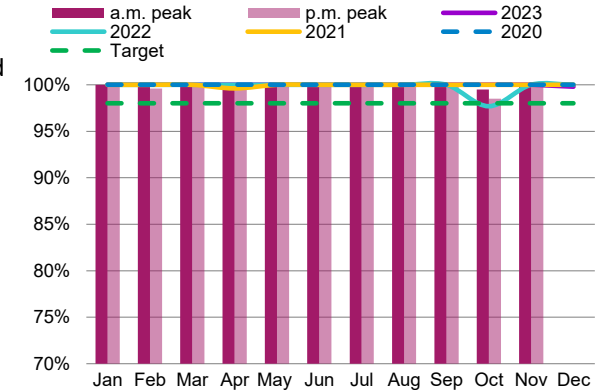


## Line 4 capacity

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.

**Nov 2024:** 100.0%  
**Oct 2024:** 99.0%  
**Nov 2023:** 100.0%

**Target:** 98.0% 





# Service delivery

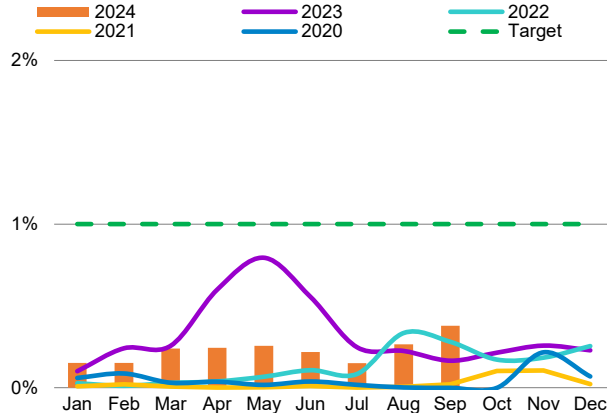
## Streetcar short turns

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

**Sep 2024:** 0.38%  
**Aug 2024:** 0.26%  
**Sep 2023:** 0.16%

**Target:** 1% ✔

Note: will be updated in the next report.

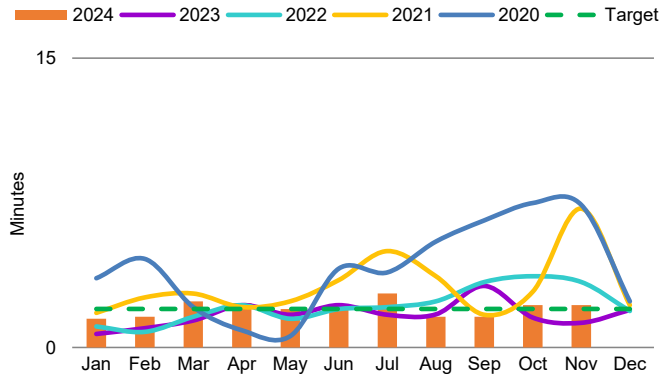


## Wheel-Trans contact centre wait time

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

**Nov 2024:** 2.2  
**Oct 2024:** 2.2  
**Nov 2023:** 1.3

**Target:** 2 ✘



Rising volumes and unexpected absences increased wait times in period 11, prompting improved forecasting with current data and training buffer agents for higher demand.

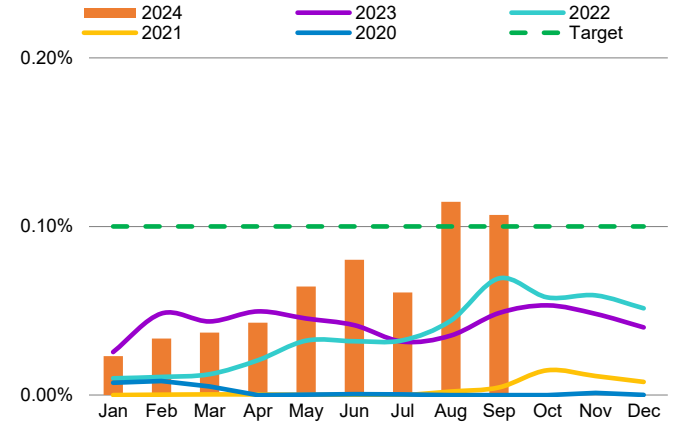
## Bus short turns

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).

**Sep 2024:** 0.11%  
**Aug 2024:** 0.11%  
**Sep 2023:** 0.05%

**Target:** 0.10% ✘

Note: will be updated in the next report.




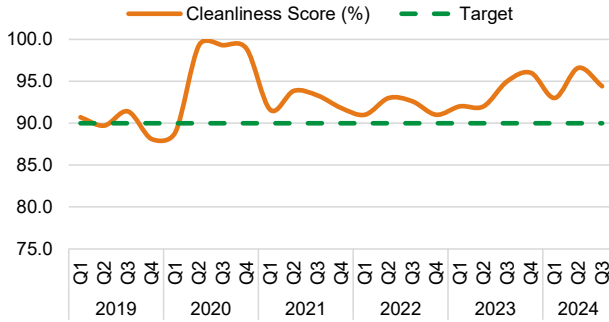
# Cleanliness

## Bus cleanliness

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

**Q3 2024:** 94.4%  
**Q2 2024:** 96.6%  
**Q3 2023:** 95.0%


**Target:** 90.0% 

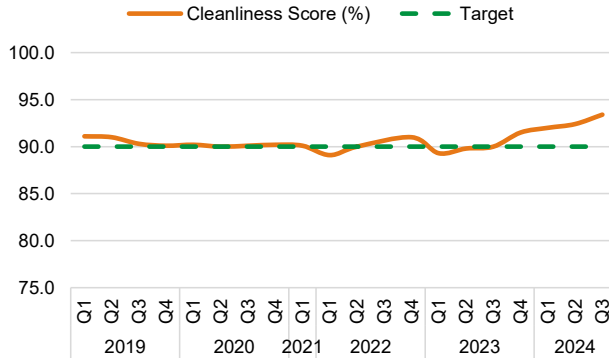


## Subway cleanliness

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

**Q3 2024:** 93.4%  
**Q2 2024:** 92.4%  
**Q3 2023:** 90.0%


**Target:** 90.0% 

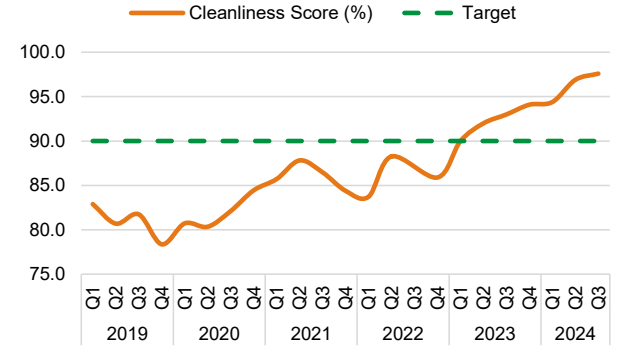


## Streetcar cleanliness

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

**Q3 2024:** 97.6%  
**Q2 2024:** 96.9%  
**Q3 2023:** 93.0%


**Target:** 90.0% 

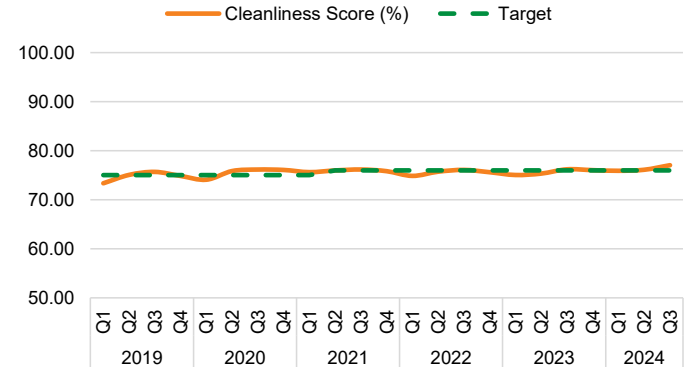


## Station cleanliness

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

**Q3 2024:** 77.02%  
**Q2 2024:** 76.10%  
**Q3 2023:** 76.19%

**Target:** 76.0% 




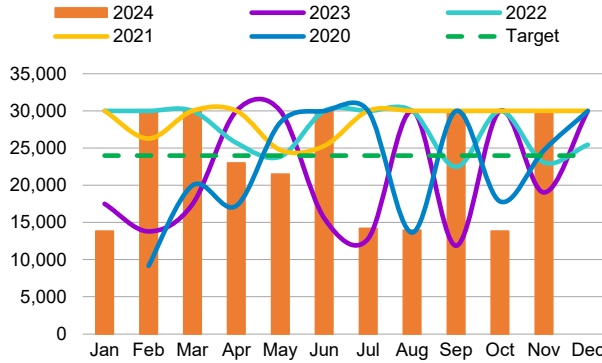
# Asset reliability

## eBus mean distance between failures

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

**Nov 2024:** 30,000  
**Oct 2024:** 13,853  
**Nov 2023:** 19,037


**Target:** 24,000 km 

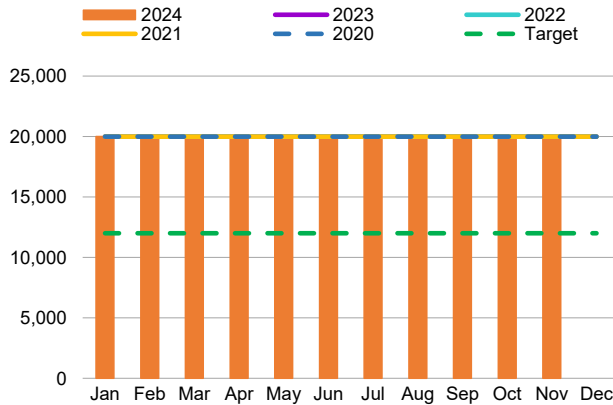


## Clean-diesel bus mean distance between failures

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

**Nov 2024:** 20,000  
**Oct 2024:** 20,000  
**Nov 2023:** 20,000


**Target:** 12,000 km 

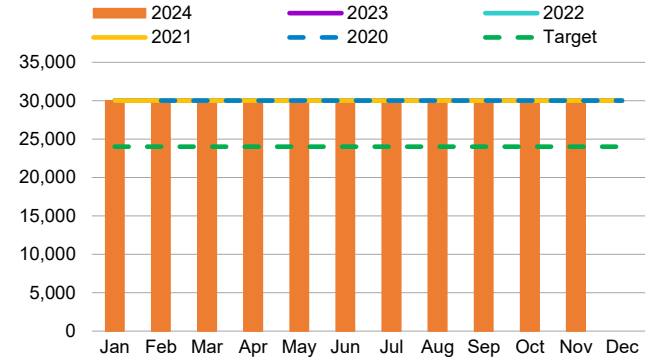


## Hybrid bus mean distance between failures

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

**Nov 2024:** 30,000  
**Oct 2024:** 30,000  
**Nov 2023:** 30,000


**Target:** 24,000 km 

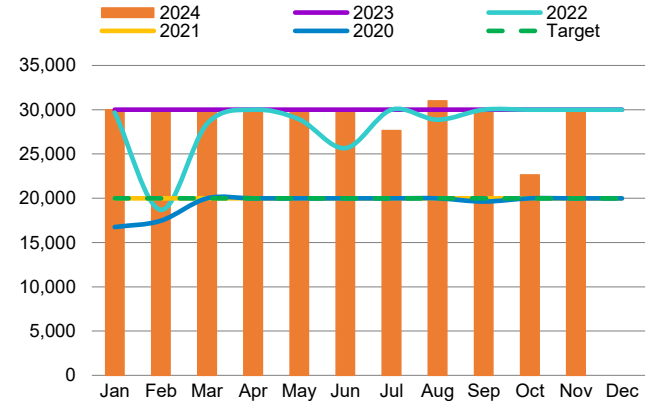


## W-T Mean distance between failures

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

**Nov 2024:** 30,000  
**Oct 2024:** 22,645  
**Nov 2023:** 30,000

**Target:** 20,000 km 



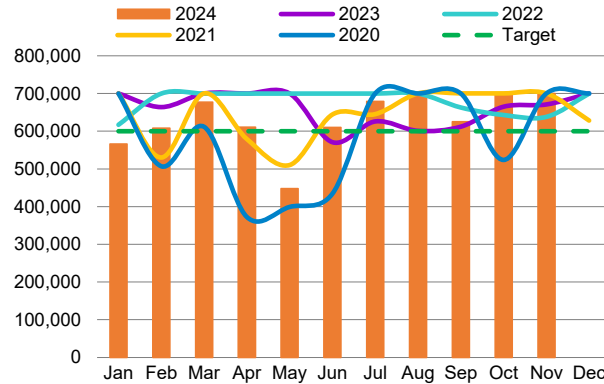
# Asset reliability

## 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.

**Nov 2024:** 763,648  
**Oct 2024:** 732,000  
**Nov 2023:** 665,000

**Target:** 600,000 km

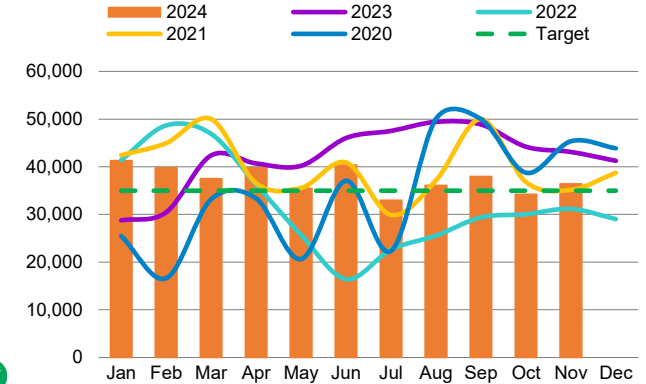


## Streetcar mean distance between failures

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

**Nov 2024:** 36,388  
**Oct 2024:** 34,217  
**Nov 2023:** 43,114

**Target:** 35,000 km

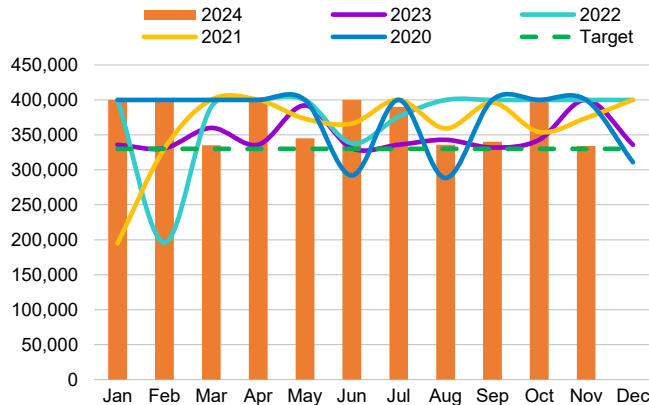


## T1 train mean distance between failures

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

**Nov 2024:** 334,000  
**Oct 2024:** 847,000  
**Nov 2023:** 805,000

**Target:** 330,000 km




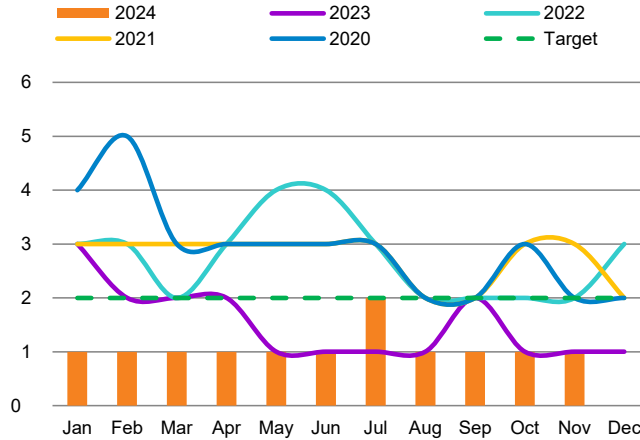
# Asset reliability

## 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.

**Nov 2024:** 1  
**Oct 2024:** 1  
**Nov 2023:** 1


**Target:** Less than 2 

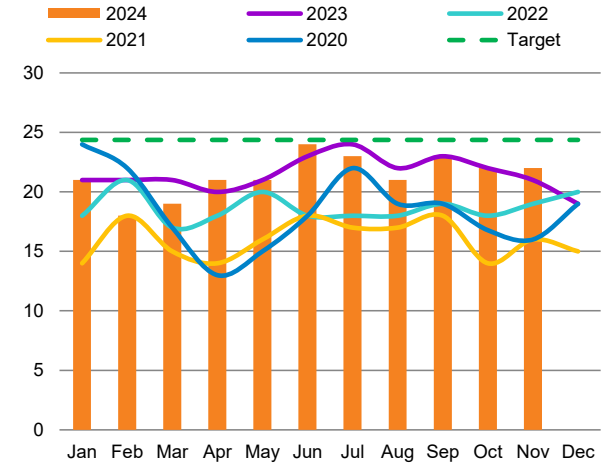


## Bus road calls and change offs

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.

**Nov 2024:** 22  
**Oct 2024:** 21  
**Nov 2023:** 21

**Target:** Less than 24 




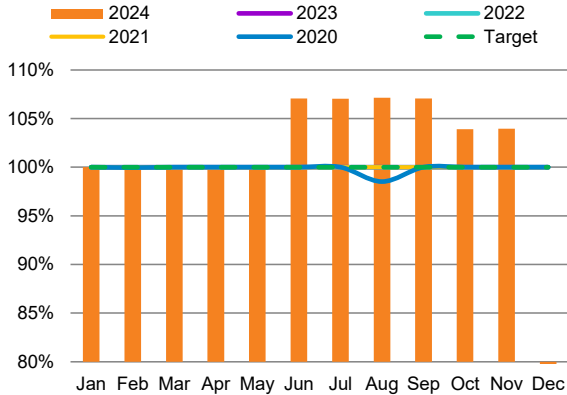
# Asset availability

## Subway service availability

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

**Nov 2024:** 104.0%  
**Oct 2024:** 103.9%  
**Nov 2023:** 100.0%


**Target (RW):** 100% 

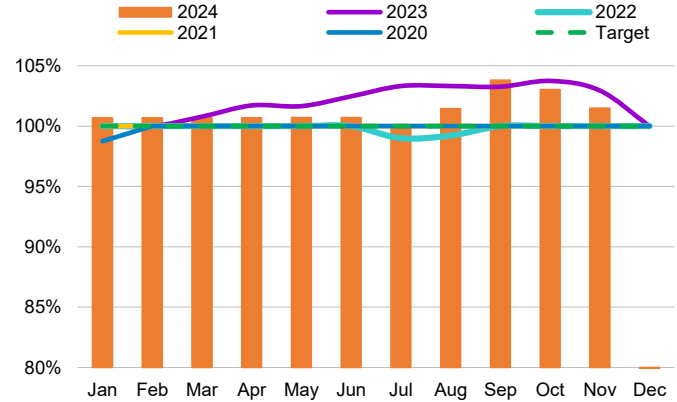


## Streetcar service availability

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

**Nov 2024:** 101.0%  
**Oct 2024:** 103.0%  
**Nov 2023:** 103.0%


**Target (RW):** 100% 

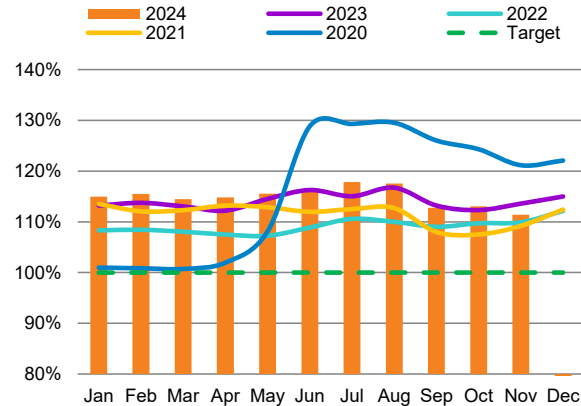


## Bus service availability

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

**Nov 2024:** 111.4%  
**Oct 2024:** 113.1%  
**Nov 2023:** 113.6%


**Target (RW):** 100% 



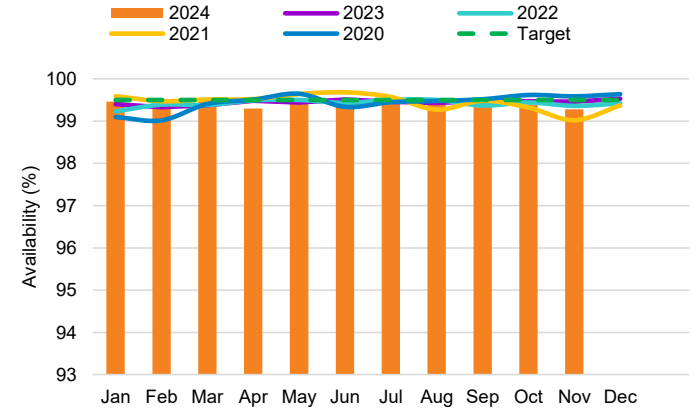
## Fare gate availability

Percentage of fare gates are available for use.

**Nov 2024:** 99.28%  
**Oct 2024:** 99.38%  
**Nov 2023:** 99.46%

**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.




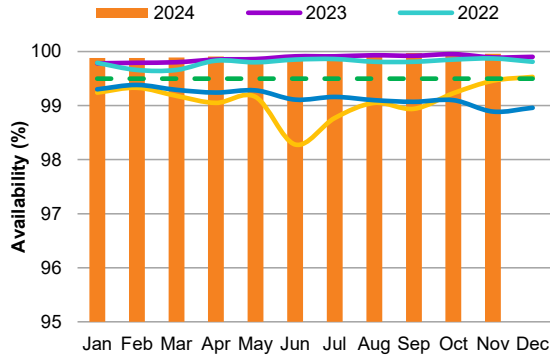
# Asset availability

## 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.

**Nov 2024:** 99.96%  
**Oct 2024:** 99.98%  
**Nov 2023:** 99.89%


**Target:** 99.50% 

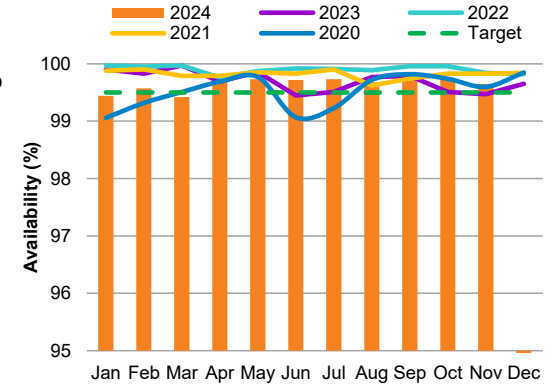


## PRESTO Fares and Transfers

**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.

**Nov 2024:** 99.65%  
**Oct 2024:** 99.73%  
**Nov 2023:** 99.47%


**Target:** 99.50% 

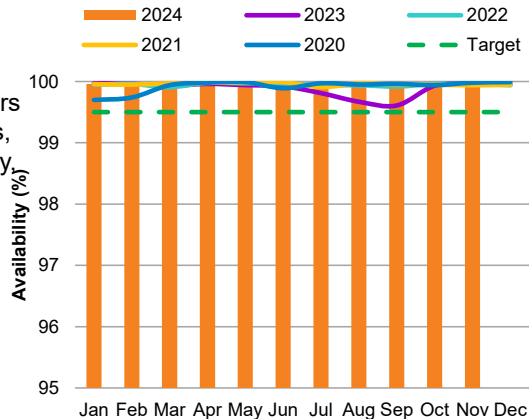


## PRESTO Self-Serve Reload Machine (SSRM)

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.

**Nov 2024:** 99.95%  
**Oct 2024:** 99.96%  
**Nov 2023:** 99.96%


**Target:** 99.50% 

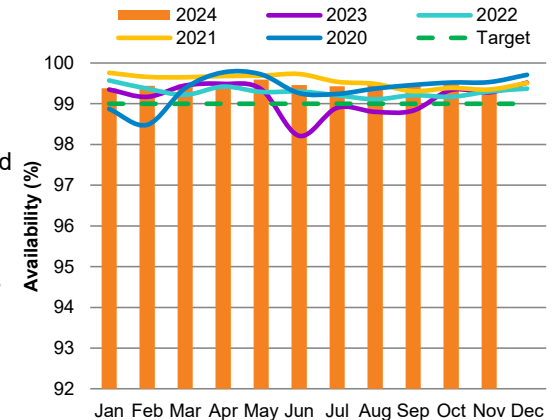


## PRESTO Fare Vending Machine (FVM)

Availability of FVMs based on duration of fault to time of resolution. FVMs allow customers to use cash or credit or 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.

**Nov 2024:** 99.26%  
**Oct 2024:** 99.44%  
**Nov 2023:** 98.28%

**Target:** 99.00% 



# Safety

## Regulatory compliance – (January 1 to September 30, 2024)<sup>1</sup>

This table summarizes the number of regulatory interactions and orders issued in 2024 (January 1 to September 30) 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 <sup>2</sup> issued	Non-compliance orders <sup>3</sup> issued	Status
Ministry of Labour, Immigration, Training and Skills Development	41	5 <sup>(4)</sup>	0	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	1	0	1 <sup>(5)</sup>	N/A
Toronto Fire Services	0	0	1	Compliance Achieved

<sup>1</sup> Next update will be available in the February 2025 KPI's Report.

<sup>2</sup> Orders issued to provide documentation/information.

<sup>3</sup> 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.

<sup>4</sup> The MLITSD requirement since Q2 was:

- One requirement to provide MLITSD with annual inspection for (equipment involved, Operator training/certification, and Operator limits of approach training documentation) after a safety complaint at St. Clair Station.

<sup>5</sup> The non-compliance order for City of Toronto was:

- Notice of violation for exceeding the City's By-law limit for Total Kjeldahl Nitrogen (TKN) at Birchmount Garage in June 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 KPI’s Report

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

