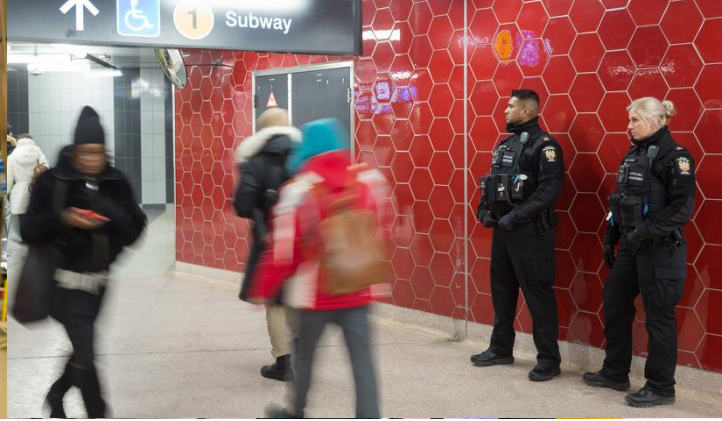# Monthly TTC KPIs Report

Toronto Transit Commission

March 2025

Includes KPIs to end of January 2025

Our Vision

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

Our Mission

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

Our Values

Safety, Service and Courtesy.

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

Toronto Transit Commission

TTC by the numbers

The TTC is a City of Toronto agency that provides public transit services for Toronto that extend into surrounding municipalities. The TTC's mandate is to establish, operate and maintain the local transportation system in the city of Toronto. The TTC is the largest public transit system in Canada and the third-largest in North America. It is also integrated with other nearby transit systems, such as YRT in York Region, MiWay in Mississauga, and Ontario's regional GO Transit lines.

1.3 million
Linked trips per weekday

2.5 million
Customer boardings per weekday

194K
weekly service hours

1.2 million
Customer boardings per weekday on bus

2,044
buses

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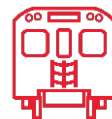battery-electric buses — the largest fleet in North America

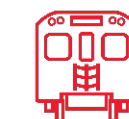**246K**
Customer boardings per weekday on streetcar

239
streetcars

16,000+
employees

1.1 million
Customer boardings per weekday on subway

143
trains

6,400+ km
of routes

Table of contents

Core metrics

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

Additional supporting metrics

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

Legend: Prior Year — 2025 Budget (dashed) — 2025 Actual

Y-axis: Weekly Ridership (Millions), 0 to 16

X-axis: Financial Period, 1 to 12
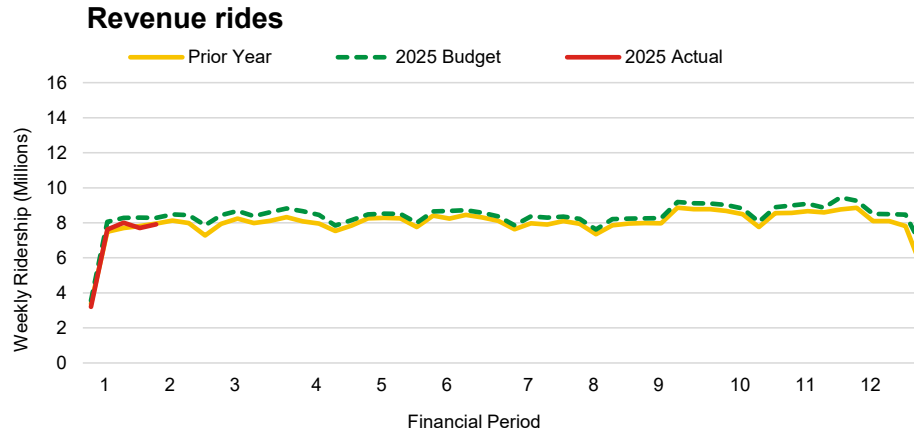
Results
- Period 1 (January 1 to 25, 2025) revenue rides totalled 26.5 million, 1.7 million or 5.9% below budgeted revenue rides and 1% above the comparable period in 2024.

Analysis
- The overall 1% increase in ridership over the comparable period in 2024 is attributable to the ridership growth during mid-week (Tuesday to Thursday). Weekday use continued to be highest across the mid-week period reaching 1.36 million rides per day in Period 1 2025, approximately 50,000 or 4% more rides per day than Tuesday to Thursday of Period 1 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
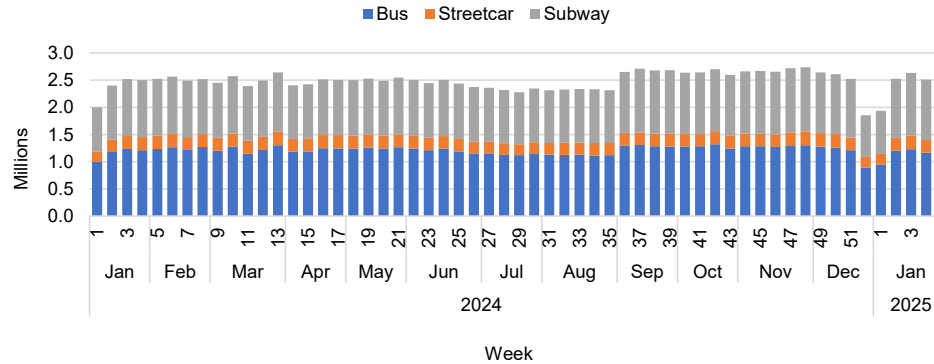
By Mode	% of Pre-Pandemic Levels
Subway	77%
Streetcar	71%
Bus	88%

Results
- Average weekday boardings in January were at 2.52 million, whereas average weekend demand was at 1.43 million per day. Overall weekly demand was at 15.4 million.

Analysis
- With the return of students and commuters after the winter break and a further increase in downtown office commute rate toward 3.5 days per week in fall 2024, January weekday demand was 3% higher than December and 5% higher than same month last year. The busiest weekdays (Tuesday to Thursday) had up to 5% higher demand than Mondays and Fridays.

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

Ridership – Wheel-Trans

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

Wheel-Trans – Trips
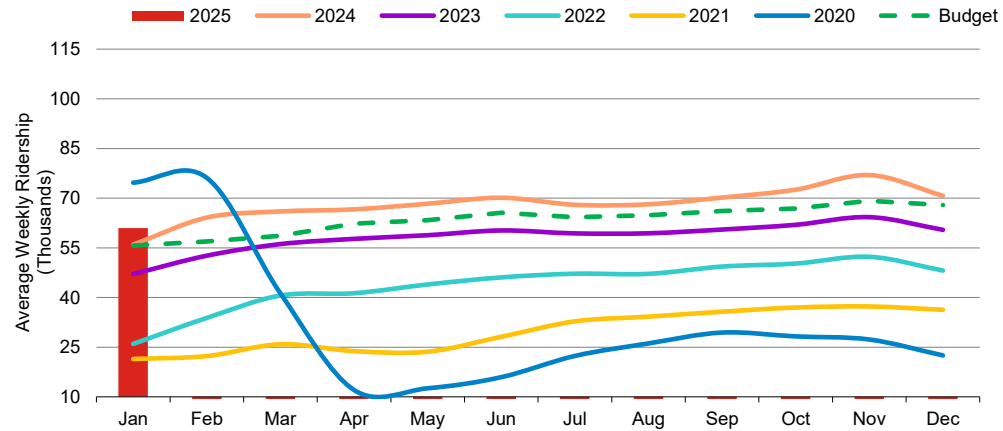
Results
- Ridership in Period 1 (January 1 to 25, 2025) was 243,795 (or 60,949 passengers per week). This figure was 0.6% higher than the budgeted 60,560 customers per week.

Analysis
- Wheel-Trans ridership continues to trend slightly higher than budgeted for the first four weeks of 2025. Customer travel remains consistent as customer trip frequency is 2% higher than the same period in 2024.
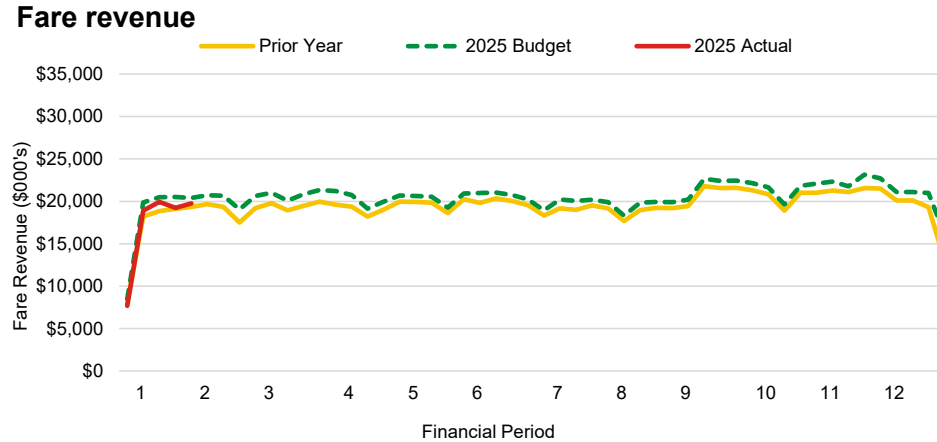
Action
- We will continue to monitor this ridership trend as well as the impact to other key performance indicators, such as on-time performance, accommodation rate, and call wait times.

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

Ridership – Fare Revenue

Fare revenue
Revenue generated
through fares.

Fare revenue

Results
- Period 1 (January 1 to 25, 2025) fare revenue was $65.9 million, $3.4 million or 4.9% below budgeted fare revenue for Period 1 and 3% above the same period in 2024.

Analysis
- Period 1 revenue was generated from the following fare concession groups: 82.6% adult, 5.7% post-secondary, 5.0% senior, 6.5% youth (ages 13-19) and 0.2% other, similar to Period 12 2024's results – 82.2% adult, 6.0% post-secondary, 5.5% senior, 6.1% youth and 0.2% other.
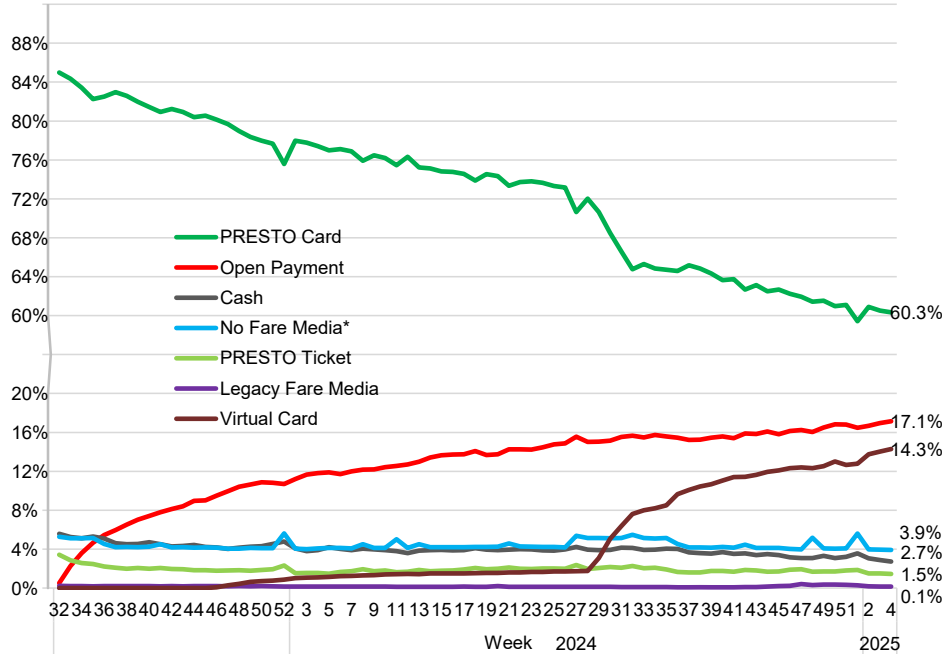
Action
- Fare revenue trends and recovery will continue to be monitored closely for all fare concession types and ridership segments.

Ridership – Fare Media Mix

Fare Media Mix

* Free child rides without PRESTO Cards and NYE free rides

Results

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was $63.4 million for Period 1 — representing a PRESTO ridership adoption rate of 92.8% — and $2.5 million from other media for Period 1.

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 1:

- Accounts for over 31% of weekly ride payments.
  - 17.1% of weekly rides paid using the Open Payment method.
  - 14.3% 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 2.7% from 5.7%.
  - Weekly rides paid with a physical PRESTO card down to 60% from 85%.

- Legacy fare media usage initially decreased to 0.1% of weekly ridership from 0.3% prior to the launch of Open Payments, but then increased to 0.4% in November 2024 due to the initial announcement of ending legacy fare media acceptance. However, since the extension of stop acceptance to June 1, 2025, the usage has declined back to 0.1% at the end of Period 1 2025. There were 33,000 tokens and 10,000 tickets collected in Period 1.

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
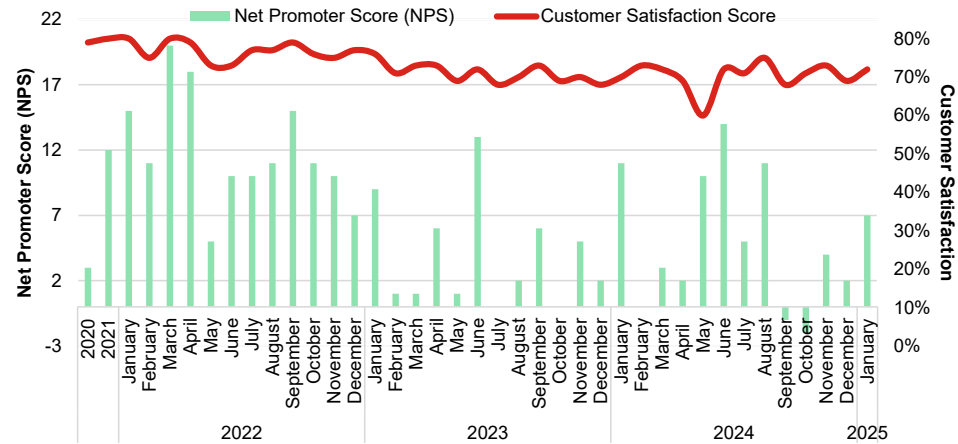
Results
- Overall customer satisfaction increased in January 2025 to 72% from 69%. Net Promoter Score (NPS) increased to seven from two.

Analysis
- Customer satisfaction has increased for subway and streetcar and has remained stable for bus. NPS increased for subway and streetcar modes, but remained stable and positive for bus.

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)
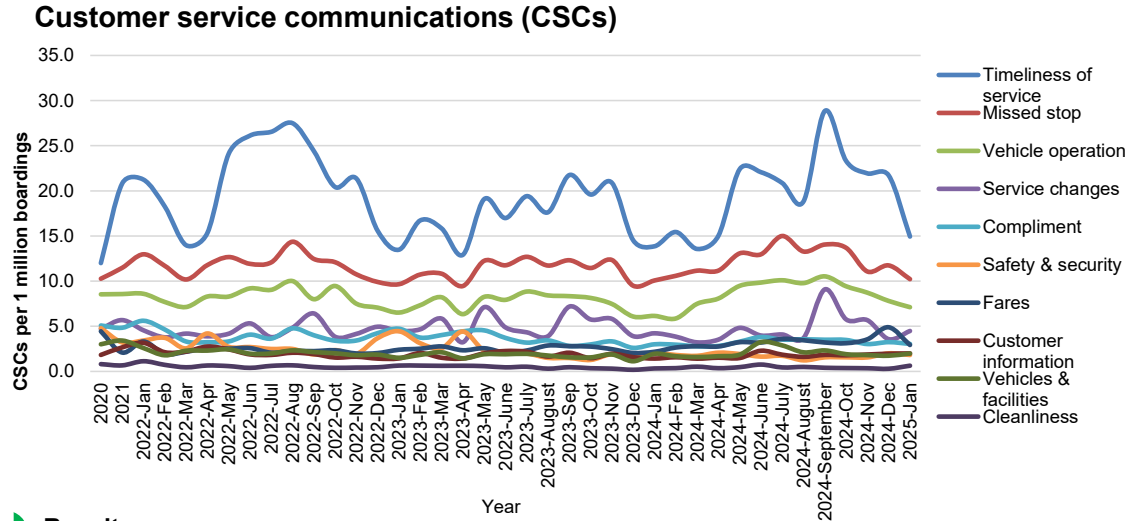
Results
- The number of Customer Service Communications (CSCs) per one million customer boardings decreased in volume by 17% in January 2025.

Analysis
- The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. Timeliness of Service decreased by 31%, Missed Stops CSCs decreased by13% and Vehicle Operation decreased by 9%. Timeliness of service has reflected a reduction in customer communications related to surface delays and subway delays.
- Safety and Security CSCs have decreased by 9% and have moved down to ninth out of the top 10 topics in January.

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

| Legend: 2025, 2024, 2023, 2022, 2021, 2020, Target |
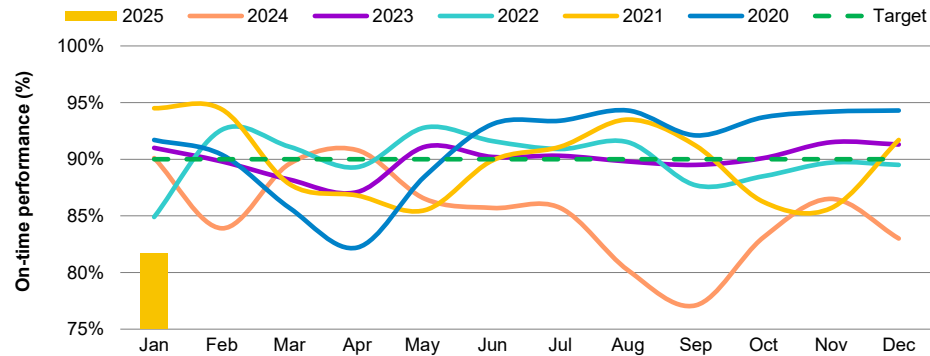
Results
- Line 1 OTP was 81.7% in January (January 1 to January 25). This represents a decrease from last month (83.0%) and a decrease from the same time last year (90.1%).

Analysis
- On Line 1, there was a 5.3% decrease in total delay minutes – from 4,153 minutes in December to 3,932 minutes in January.
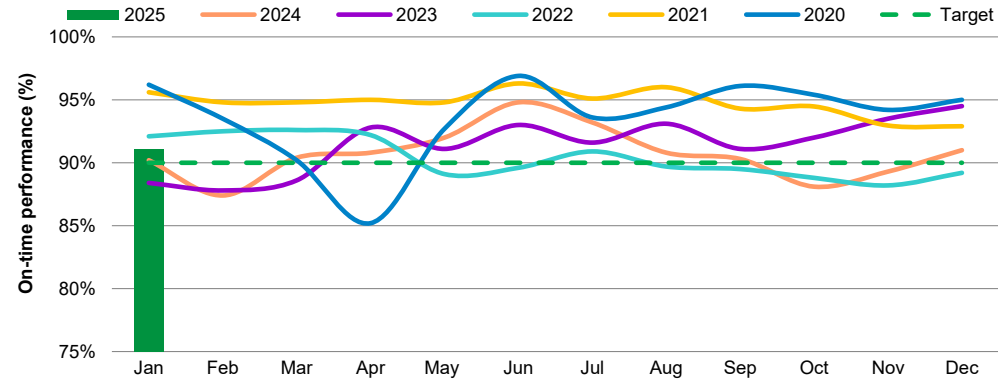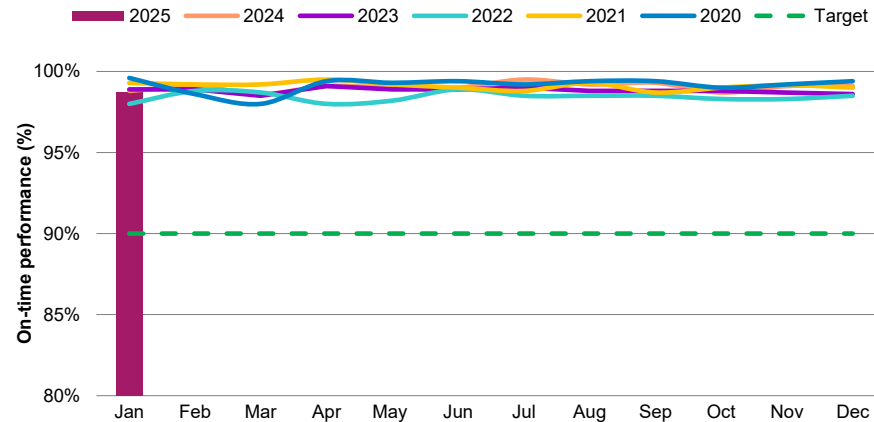
Action
- Continue to monitor crowding and service levels to ensure sufficient capacity is provided.

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 91.5% in January (January 1 to January 25). This represents an increase from last month (91.0%) and an increase from the same time last year (90.2%).

Analysis
- On Line 2, there was a 12.6% decrease in total delay minutes – from 2,569 minutes in December to 2,245 minutes in January.

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

Legend: 2025 · 2024 · 2023 · 2022 · 2021 · 2020 · Target

Results
- Line 4 OTP was 98.7% in January (January 1 to January 25). This represents a reduction from last month (99.1%) and also a reduction from the same time last year (98.8%).

Analysis
- On Line 4, there was a 12.4% decrease in total delay minutes — from 233 delay minutes in December to 204 delay minutes in January.

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 on-time range will be (0 to +5), reducing the window by 20%, and eliminating –1 to 0 departure from on-time.

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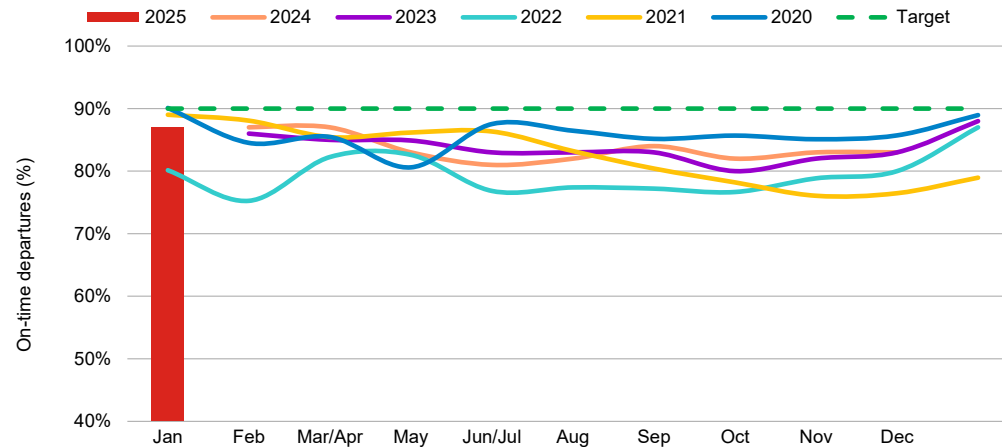
Results
- Bus OTP was 87% for the January Board Period (January 5 to February 15, 2025), which was a four percentage-point increase over the 83% achieved during the November Board Period.

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.
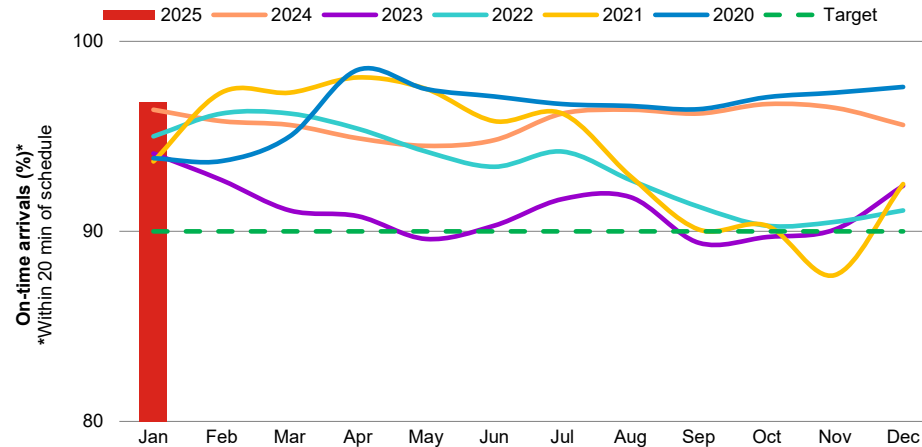
Customer experience – Streetcar

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 by 20%, and eliminating –1 to 0 departure from on-time.

On-time performance (OTP) – Streetcar

Legend: 2025 | 2024 | 2023 | 2022
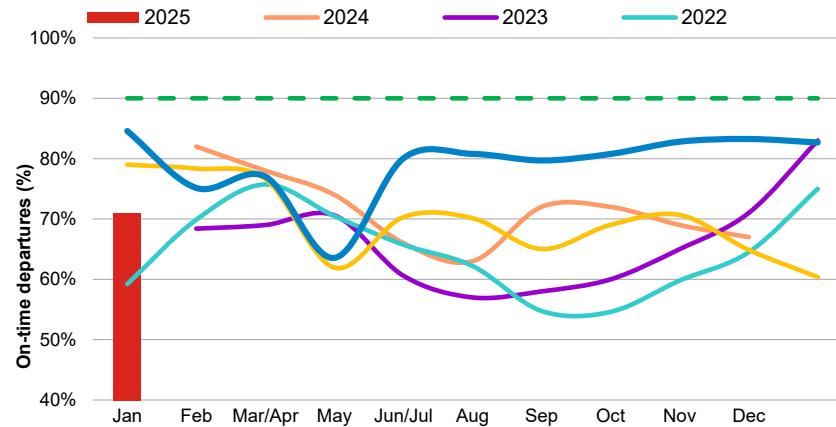
Results
- Streetcar OTP was 71% for the January Board Period (January 05 to February 15, 2025), which was a four-percentage-point increase over the 67% achieved during the November Board Period.

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

Legend: 2025 | 2024 | 2023 | 2022 | 2021 | 2020 | Target

Y-axis: On-time arrivals (%)* *Within 20 min of schedule
X-axis: Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

✅ **Results**
- OTP in Period 1 (January 1 to January 25, 2025) increased by 1.2% from the previous period to 96.8%, and is 0.4% higher than Period 1 2024.

◎ **Analysis**
- OTP continues to rise despite a significant increase in ridership 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
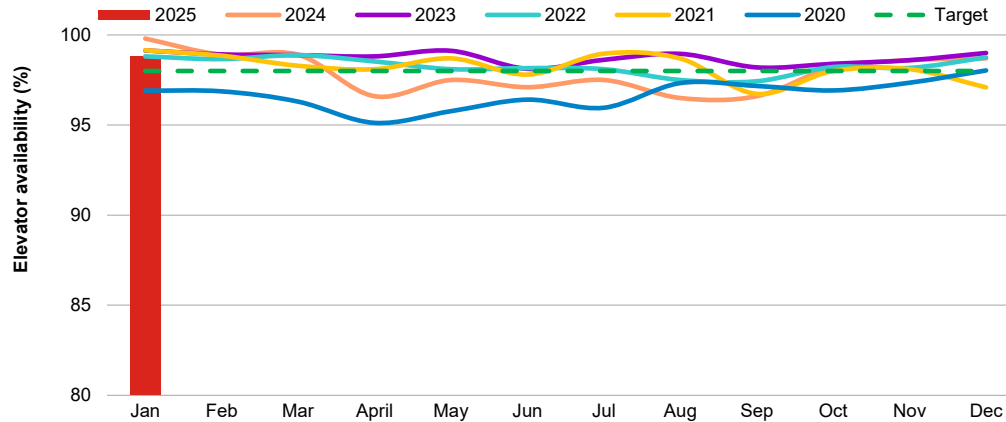
✔ Results
• Subway elevator availability for January was 98.8%, exceeding the target of 98%.

◎ Analysis
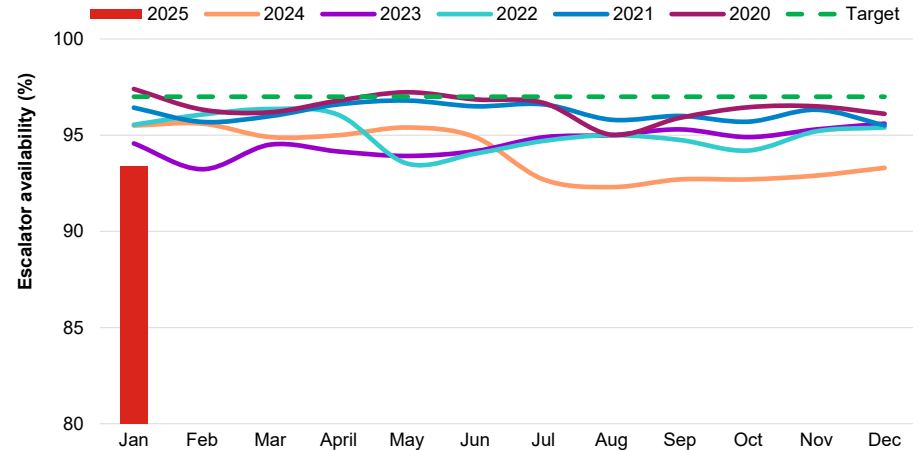• In January, elevator maintenance and repairs were completed as planned.

⟫ 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

Escalator Availability

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

Legend: 2025 · 2024 · 2023 · 2022 · 2021 · 2020 · Target

Results
- Escalator availability for January was 93.4%, 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 6,777 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)
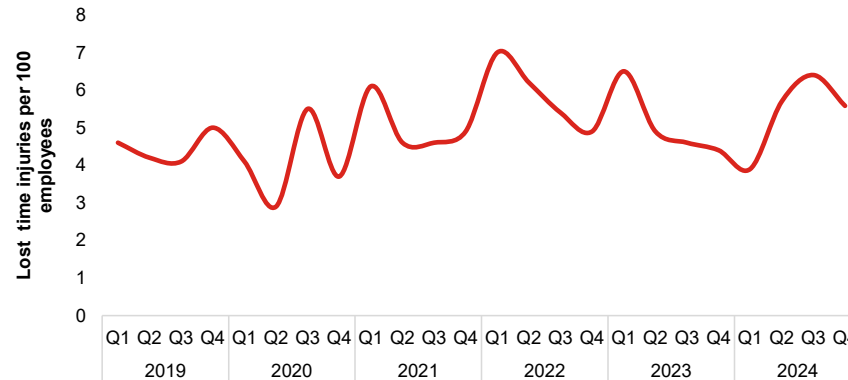
Results
- The annualized Lost-Time Injury Rate (LTIR) for Q4 2024 was 5.6 injuries per 100 employees — a decrease from Q3 2024 (6.4) and an increase from same period last year (4.4).

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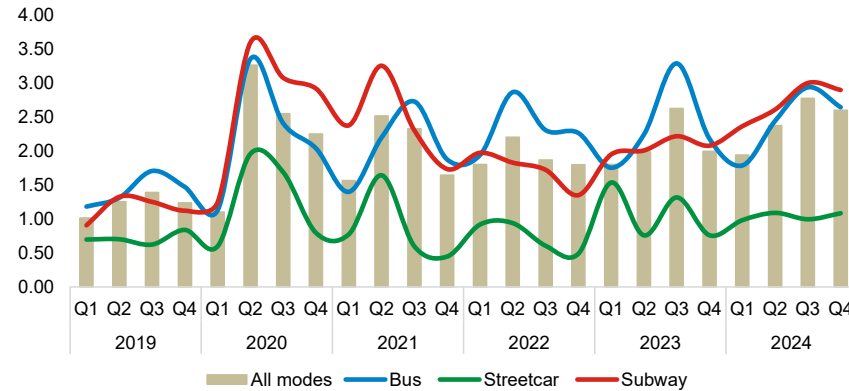
Results
- The CIIR in for Q4 2024 was 2.61 injury incidents per one million vehicle boardings — a decrease from Q3 2024 (2.78) and an increase from the same quarter last year (2.0).

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 during the winter season, 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 and onwards.

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

Offences against Customers
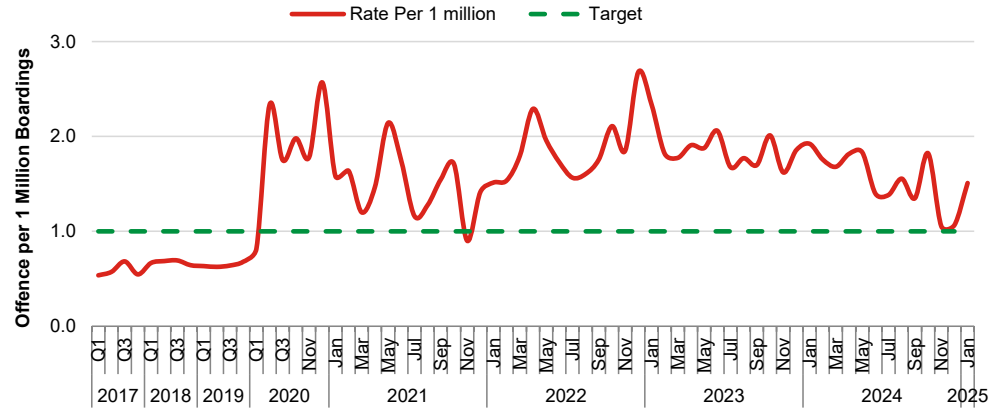
Results
- The number of reported offences against customers was 1.51 per one million boardings for January 2025, increasing from 1.07 in December 2024.

Analysis
- The rate of reported offences has increased, and correspondingly the per day rate also increased. Since January 2023, there has been an overall decrease of 26% 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 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 and onwards.

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

Offences against Employees

Legend: Annualized Rate
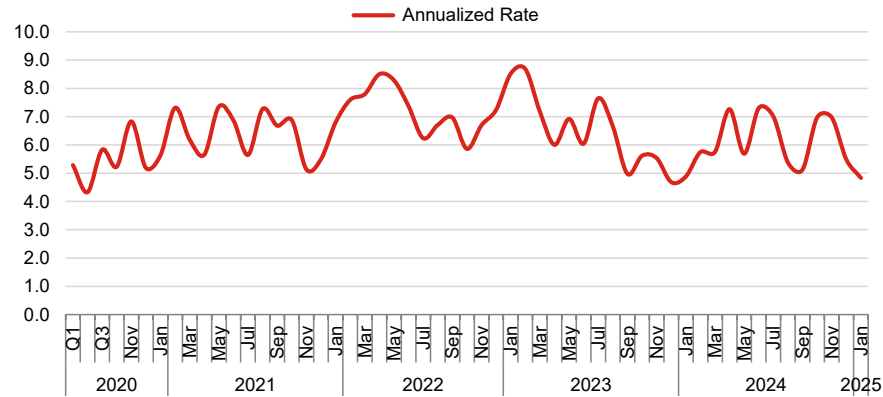
Results
- The number of reported offences against employees per 100 employees (annualized rate) decreased in January 2025 compared to December 2024, to 4.83 from 5.49.

Analysis
- The total number of reported offences have decreased. Since January 2023, the overall rate of offences (annualized rate) has decreased by 35%.

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.
- March 18 Recognition of Transit Operator and Worker Appreciation Day.

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.

Jan 2025: 88.8%
**Dec 2024:** 89.8%
Jan 2024: 100.0%

Target: 96.0% ❌
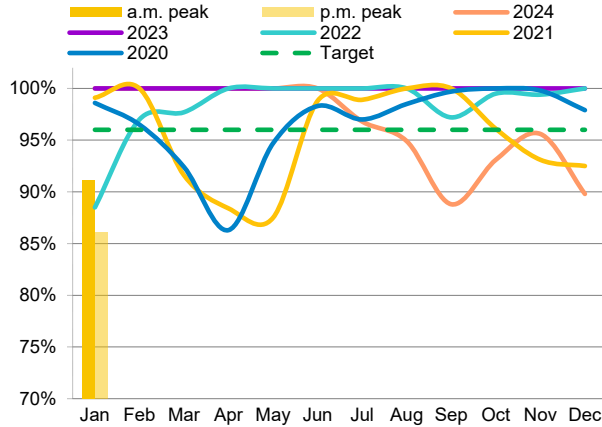
Reduced Speed Zones combined with passenger-related delays negatively impacted Line 1 capacity during p.m. rush.

Line 2 capacity
Total number of trains that travelled through 10 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Jan 2025: 100.0%
Dec 2024: 100.0%
Jan 2024: 100.0%

Target: 96.0% ✅
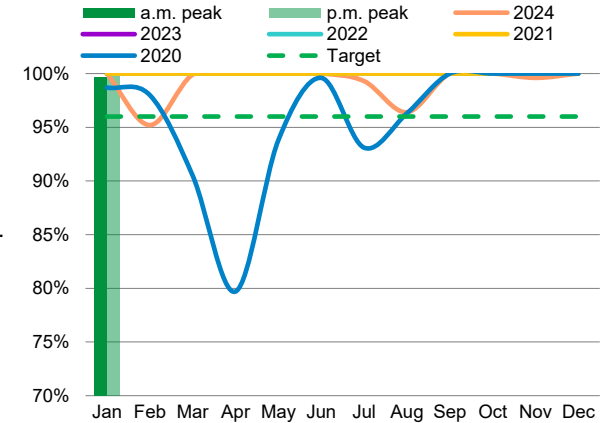
Line 4 capacity
Total number of trains that travelled through two key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Jan 2025: 100.0%
Dec 2024: 99.7%
Jan 2024: 100.0%

Target: 98.0% ✅
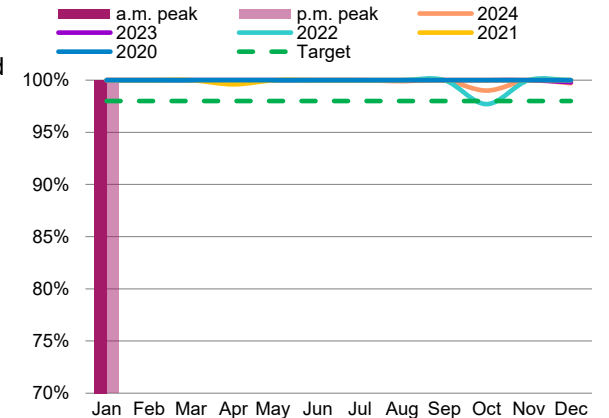
Service delivery

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 (percent of departures).

Jan 2025: 0.22%
Dec 2024: 0.29%
Jan 2024: 0.15%

Target: less than 1% ✅
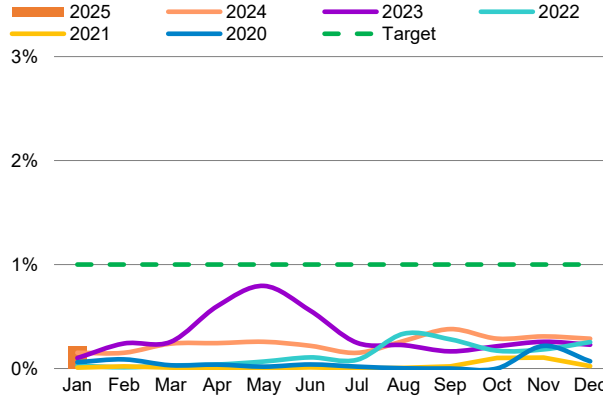
Bus short turns
A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (per 100 departures).

Jan 2025: 0.03%
Dec 2024: 0.07%
Jan 2024: 0.02%

Target: less than 0.10% ✅
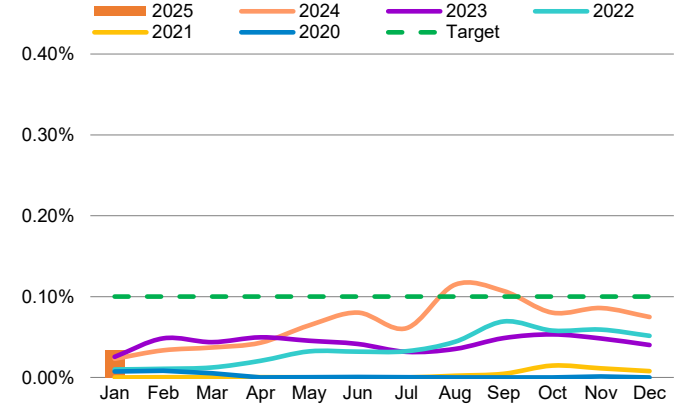
Wheel-Trans contact centre wait time
The average amount of time a customer waits in the queue before their call is answered.

Jan 2025: 1.2
Dec 2024: 2.8
Jan 2024: 1.5
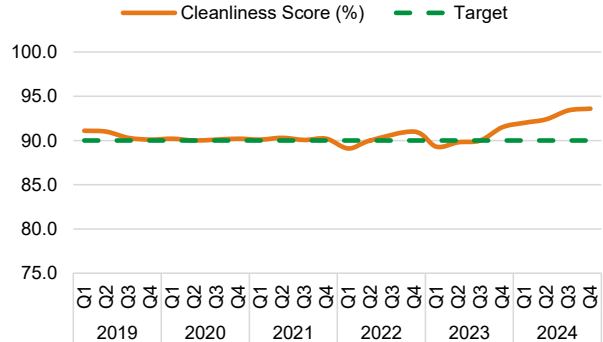
Target: 2 ✅
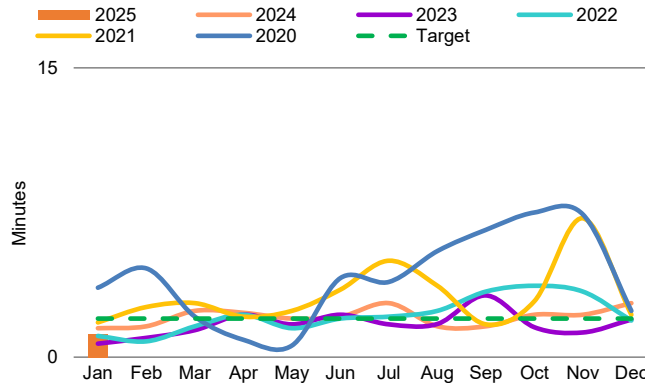
Cleanliness

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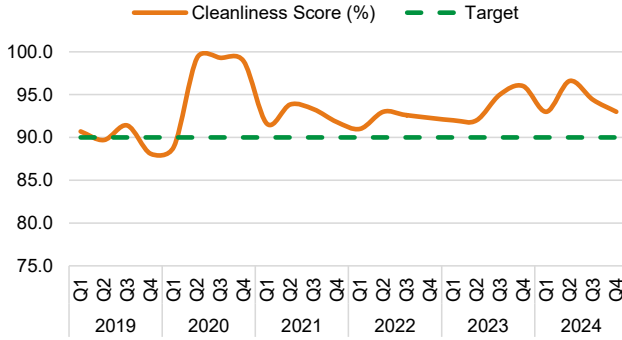
Streetcar cleanliness
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4 2024: 96.9%
Q3 2024: 97.6%
Q4 2023: 94.1%

Target: 90.0% ✅
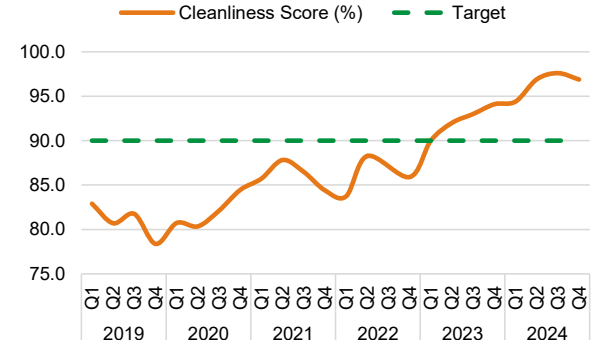
Subway cleanliness
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4 2024: 93.6%
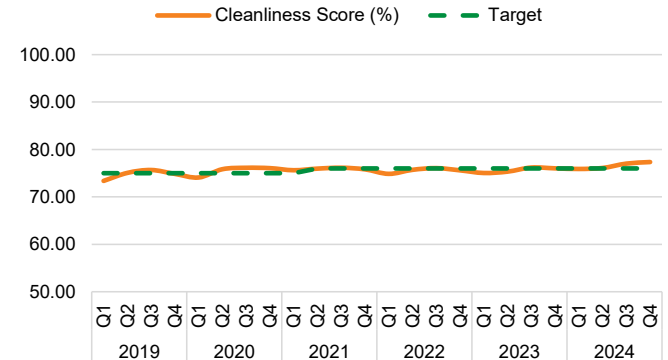**Q3 2024:** 93.4%
Q4 2023: 91.5%

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% ✅
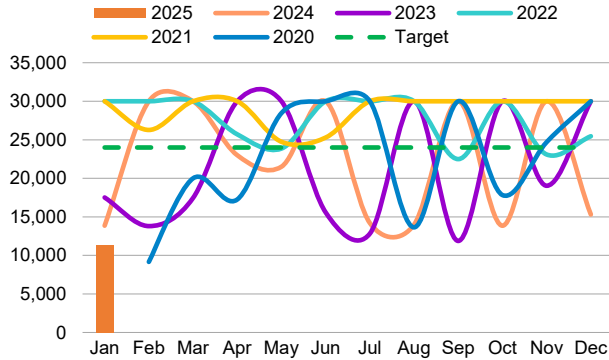
Asset reliability

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

Jan 2025: 11,350
Dec 2024: 15,305
Jan 2024: 13,859

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.
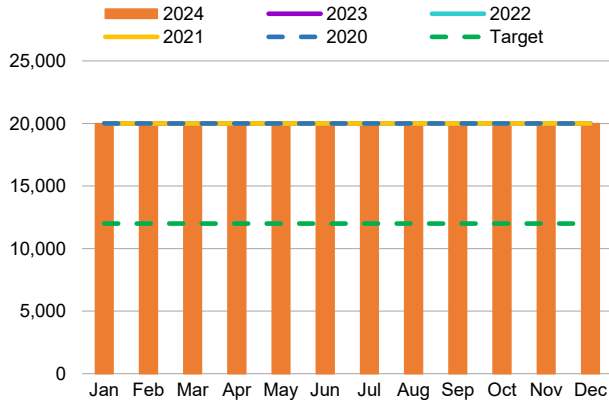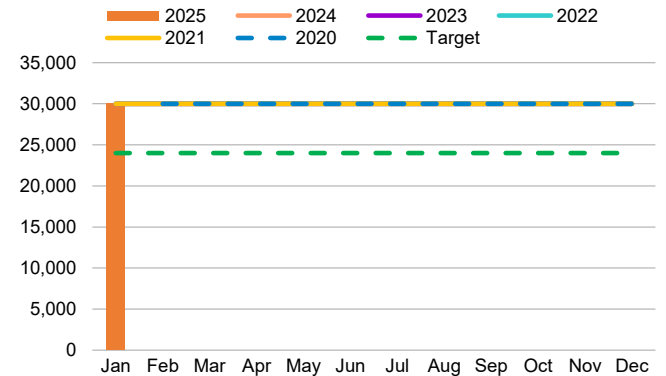

Hybrid bus mean distance between failures
Total distance (km) accumulated per number of mechanical road calls.

Jan 2025: 30,000
Dec 2024: 30,000
Jan 2024: 30,000

Target: 24,000 km ✔

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

Jan 2025: 20,000
Dec 2024: 20,000
Jan 2024: 20,000
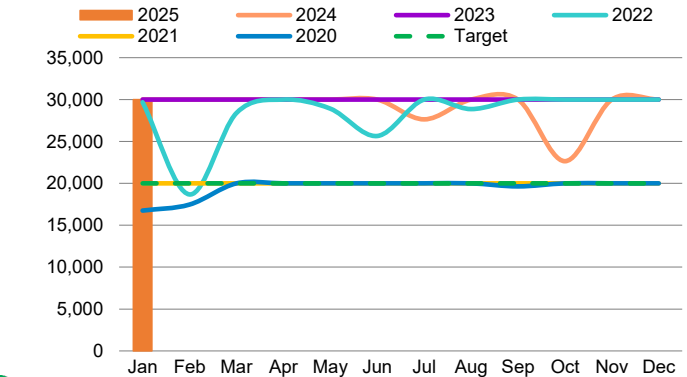
Target: 12,000 km ✔

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

Jan 2025: 30,000
Dec 2024: 30,000
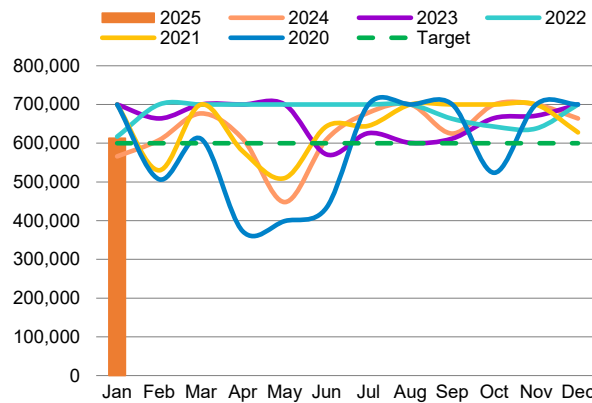**Jan 2024:** 30,000

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.

Jan 2025: 613,000
Dec 2024: 664,000
Jan 2024: 566,000

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.

Jan 2025: 372,000
Dec 2024: 344,000
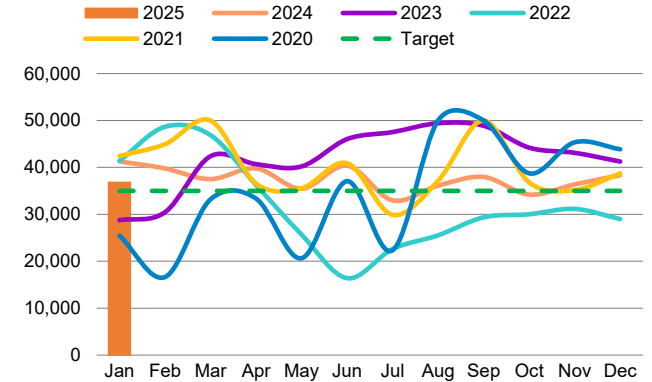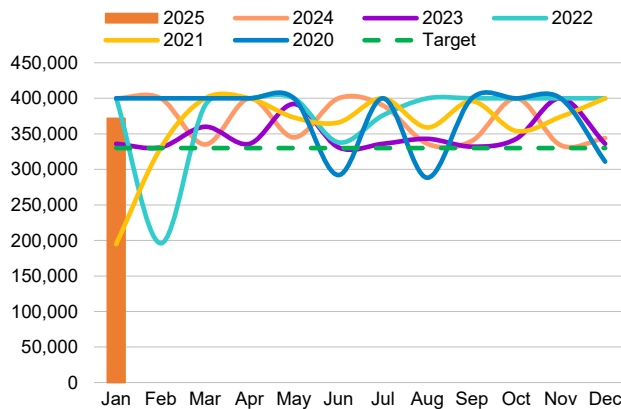**Jan 2024:** 336,000

Target: 330,000 km ✅

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

Jan 2025: 36,797
Dec 2024: 38,343
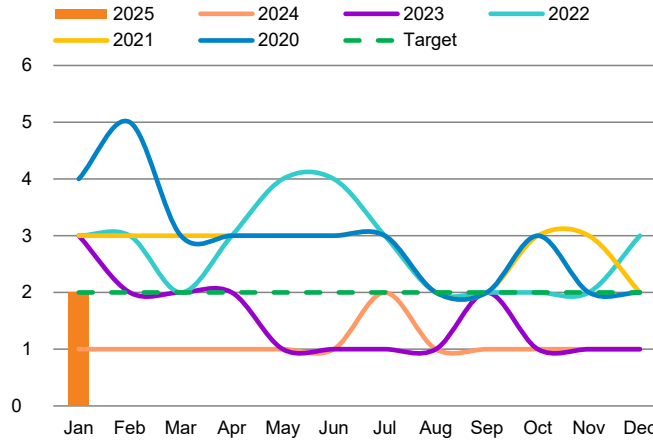**Jan 2024:** 41,285

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.

Jan 2025: 2
Dec 2024: 1
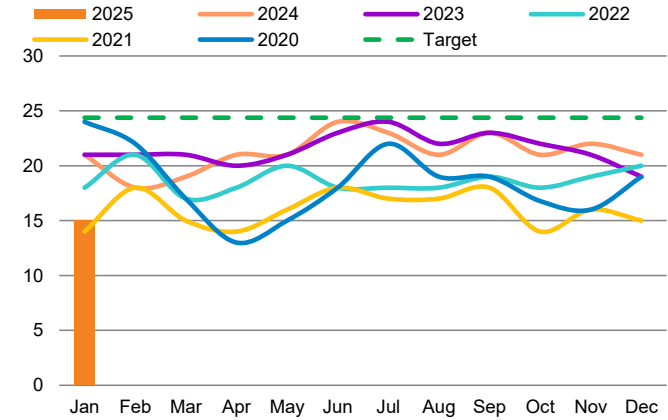**Jan 2024:** 1

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.

Jan 2025: 15
Dec 2024: 21
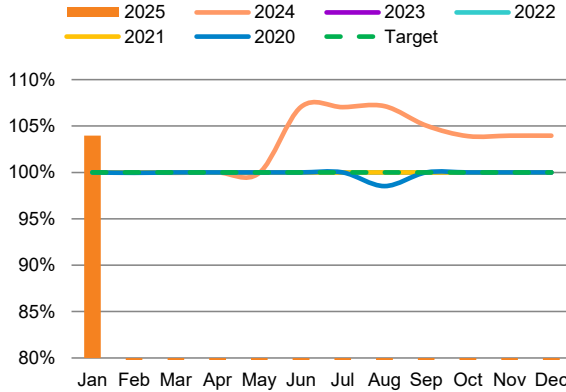**Jan 2024:** 21

Target: Less than 24

Asset availability

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

Jan 2025: 104.0%
Dec 2024: 104.0%
Jan 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.

Jan 2025: 109.5%
Dec 2024: 108.9%
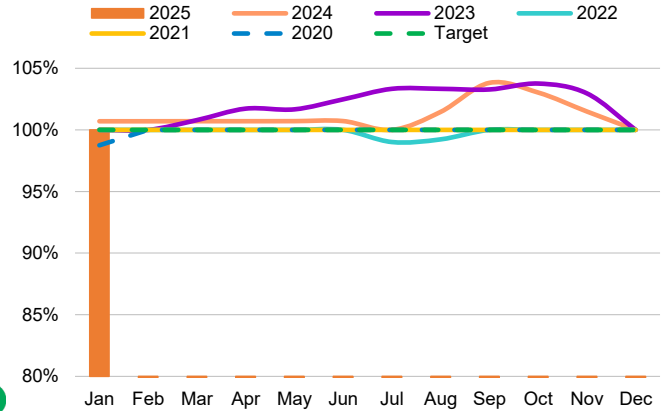**Jan 2024:** 115.0%

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.

Jan 2025: 100.0%
Dec 2024: 100.0%
Jan 2024: 101.0%

Target (RW): 100% ✅
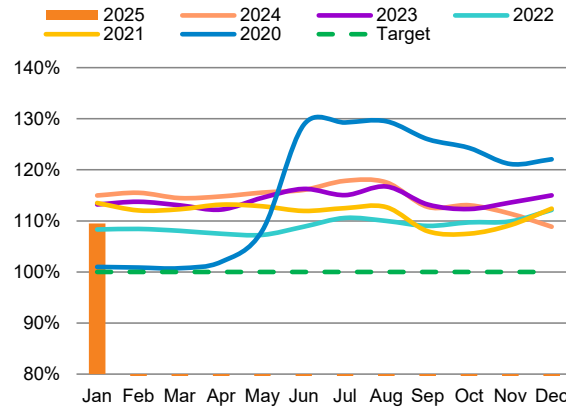
Fare gate availability
Percentage of fare gates are available for use.

Jan 2025: 99.35%
Dec 2024: 99.36%
Jan 2024: 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
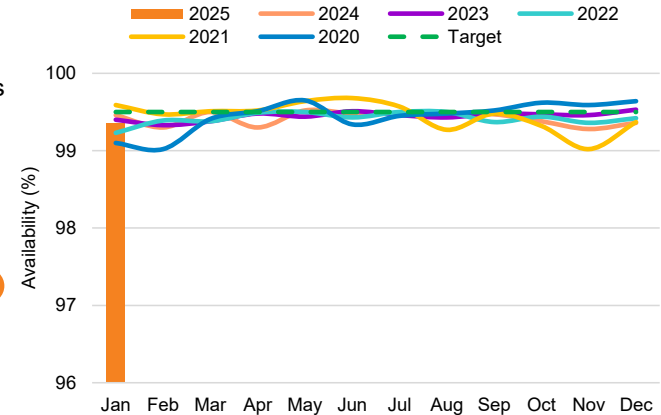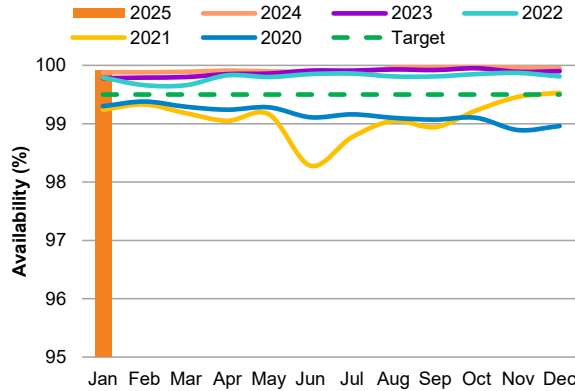Percentage of PRESTO readers in working order. PRESTO readers allow customers to pay their fare and are installed onboard TTC buses and streetcars.

Jan 2025: 99.91%
Dec 2024: 99.95%
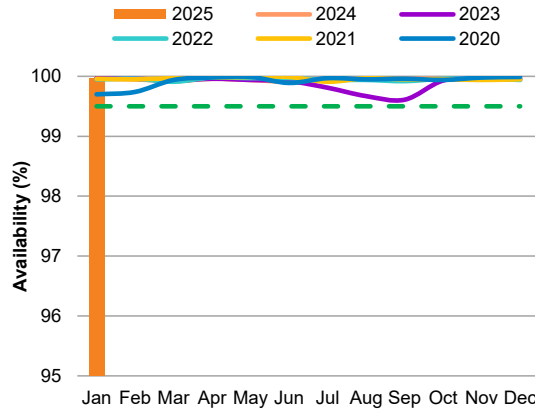**Jan 2024:** 99.88%

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.

Jan 2025: 99.96%
Dec 2024: 99.96%
Jan 2024: 99.96%

Target: 99.50%

PRESTO Fares and Transfers Machine (FTM)
Availability of FTMs based on duration of fault to time of resolution. FTMs allow customers to purchase Proof of Payment tickets on streetcars and at selected streetcar stops.

Jan 2025: 99.69%
Dec 2024: 99.76%
Jan 2024: 99.44%

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.

Jan 2025: 99.56%
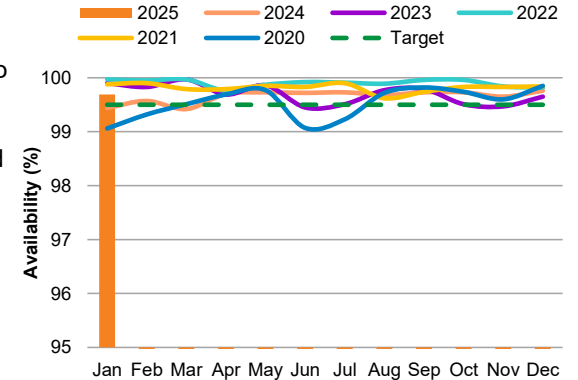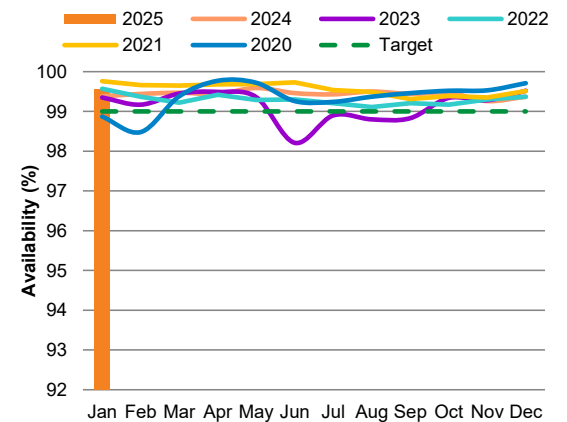**Dec 2024:** 99.37%
Jan 2024: 99.38%

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 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/.
- 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 KPI's Report includes the average daily boardings per mode.