Monthly TTC KPIs Report

Toronto Transit Commission

November/December 2024

Includes KPIs to end of September 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.

Up to 2.7 million
Customer boardings per weekday

1.4 million
Revenue rides trips 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

233K
Customer boardings per weekday on streetcar

230
streetcars

16,000+
employees

1.1 million
Customer boardings per weekday on subway

143
trains

6,400+ km
of routes

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Core metrics

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

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).
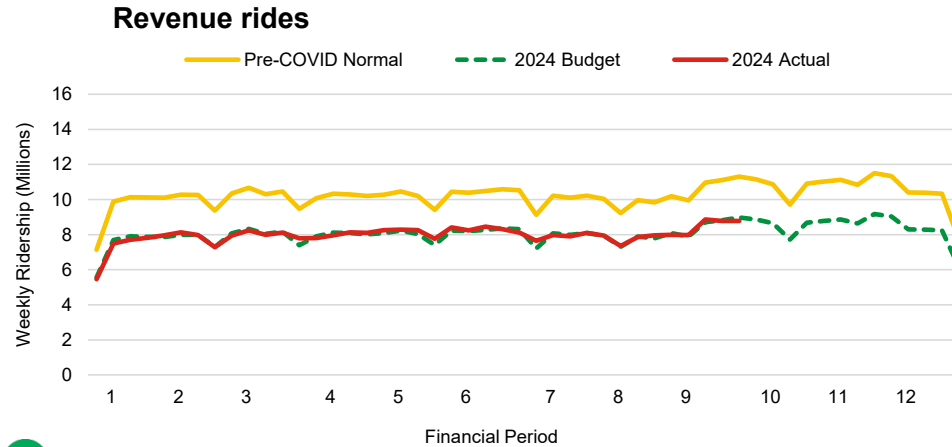
Revenue rides

Results
- Period 9 (August 25 to September 28, 2024) revenue rides totalled 42.4 million, 0.1 million or 0.3% below budgeted revenue rides and 1% above the same period in 2023.

Analysis
- Weekly ridership has generally trended to budgeted levels thus far in 2024, with year-to-date ridership at approximately 100% of budget.
- The number of commuters (i.e. those who ride four of five weekdays per week) increased in Period 9, after the summer months, but there continues to be a shift in travel frequency patterns since pre-COVID with more riders using the system less frequently compared to pre-COVID.
- 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.
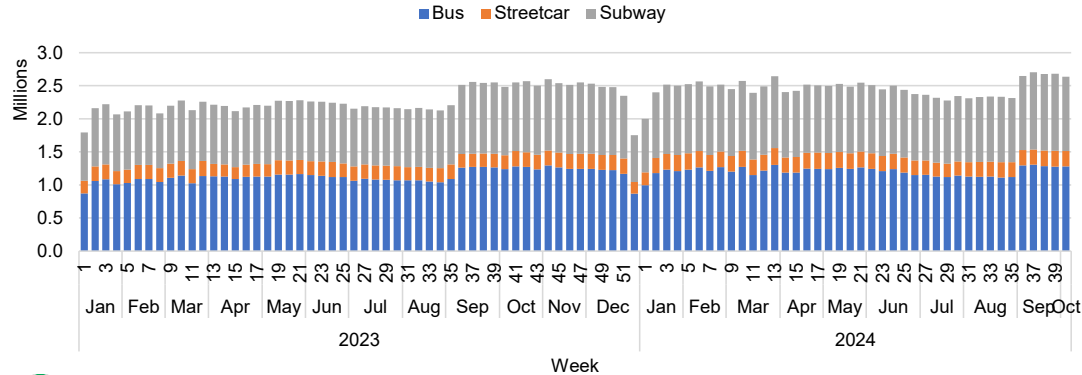
Ridership – Conventional Service

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

■ Bus ■ Streetcar ■ Subway

By Mode	% of Pre-Pandemic Levels
Subway	77%
Streetcar	71%
Bus	90%

✅ Results
- Average weekday boardings in September was at 2.68 million per day, and average weekend demand was at 1.62 million per day, for a total weekly demand of 16.6 million boardings.
- This represented a 15% increase over August and 6% increase over same time last year.

🎯 Analysis
- With the return of students after the summer and an uptake in downtown office commute rate to over three days per week.
- Tuesday and Thursday continue to be the busiest weekdays, with Thursday seeing 8% higher demand compared to Mondays.
- Downtown demand increased by 9% year-over-year compared to 2% outside of downtown.

➤➤ Action
- Actions include service adjustments based on observed September demand and consultation for the 2025 Annual Service Plan.

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
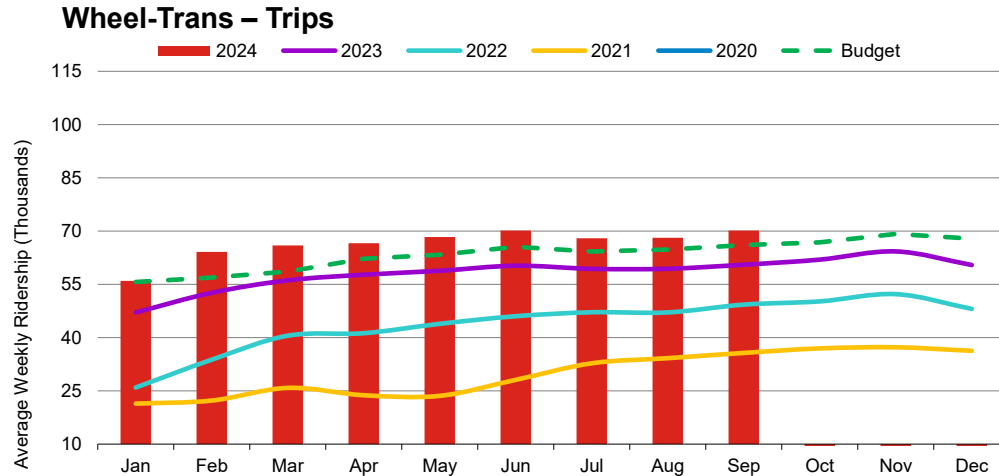
✅ **Results**
- Ridership in Period 9 (August 25 to September 28, 2024) was 350,869 (or 70,174 passengers per week), 6.2% higher than the budgeted 66,085 customers per week.

🔍 **Analysis**
- The ridership growth for Period 9 can be attributed to a 1.7% growth in registrations as well as a 1% trip frequency increase over Period 8.
- Year-to-date, Wheel-Trans ridership continues to follow historical trends and has experienced positive growth for the last three periods versus the same time last year.
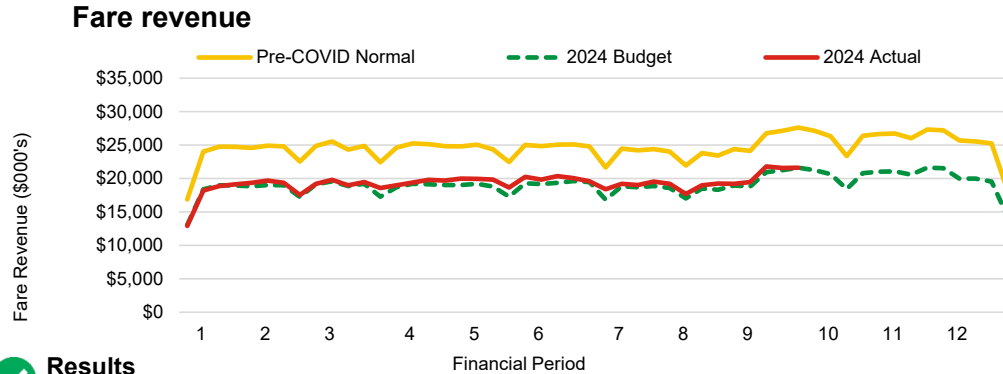
≫ **Action**
- Wheel-Trans will continue monitoring customer behaviour in order to track the impacts of these behaviours on ridership and understand new travel trends.

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

Ridership – Fare Revenue

Fare revenue

Fare revenue
Revenue generated through fares.

Pre-COVID Normal — — 2024 Budget — 2024 Actual

Fare Revenue ($000's)

Financial Period

Results
- Period 9 (August 25 to September 28, 2024) fare revenue was $103.8 million. This is $2.3 million or 2.3% above budgeted fare revenue for Period 9 and 4% 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.

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.

Fare media Highlights
The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was $98.9 million for Period 9 — representing a PRESTO ridership adoption rate of 91.8% — and $4.9 million from other media for Period 9.

The adoption of the Open Payment and Virtual PRESTO Card payment methods has the following results at the end of Period 9:

- Accounts for more than 26% of weekly ride payments (15.5% using the Open Payment method and 10.7% using the Virtual PRESTO card, up from 1.7% prior to the addition of the Virtual PRESTO card on Apple devices in mid-July 2024).

- Cash, legacy fare methods and fare payments from a physical PRESTO card have decreased since launching Open Payments and the Virtual PRESTO card. Weekly rides paid with legacy fare media down to 0.1% from 0.3%, cash was down to 3.5% from 5.7%, and weekly rides paid with a physical PRESTO card down to 64% from 85%.

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

Legend: Net Promoter Score (NPS) ■ ── Customer Satisfaction Score
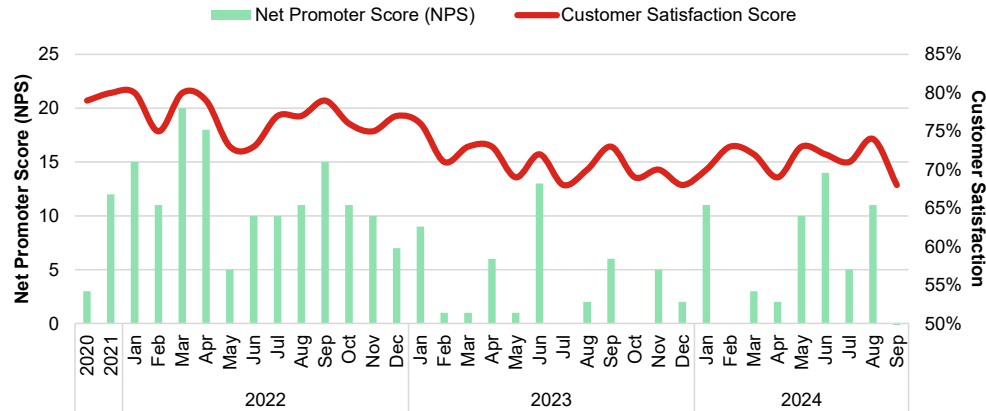
Results
- Overall customer satisfaction has decreased in September 2024 to 68%. Net Promoter Score (NPS) decreased to -1.

Analysis
- Customer satisfaction and NPS have decreased for all three modes. The decrease was most pronounced among streetcar customers and, to a lesser extent, subway customers, likely influenced in part by increased ridership in September as more people resumed commuting to school and the office.

Action
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
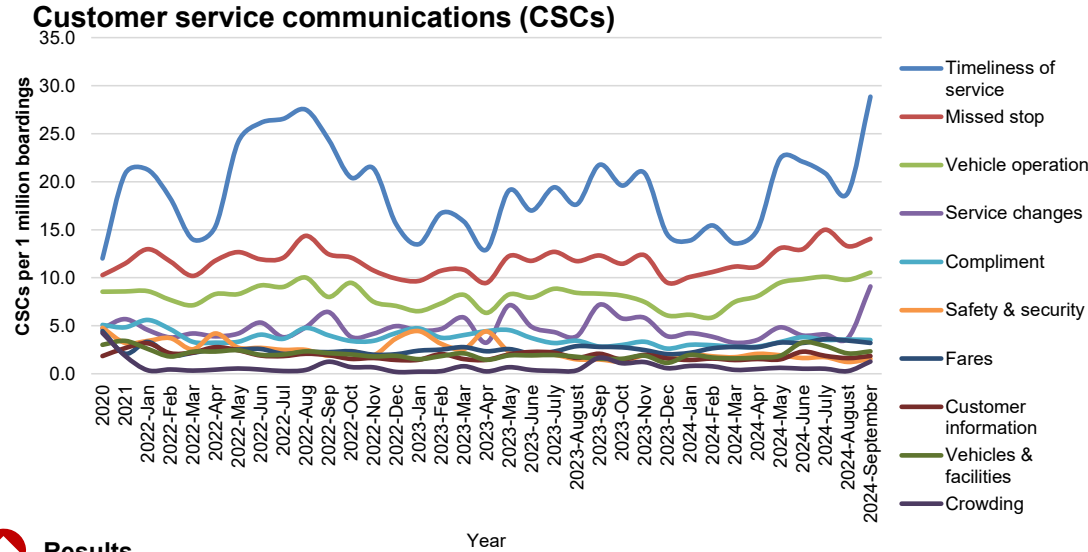
Early October results showed overall level of satisfaction had increased by three percentage-points.

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 X (formerly Twitter), which become CSCs for follow-up and monitoring.

Customer service communications (CSCs)

Legend:
- Timeliness of service
- Missed stop
- Vehicle operation
- Service changes
- Compliment
- Safety & security
- Fares
- Customer information
- Vehicles & facilities
- Crowding

Results
- Customer Service Communications (CSCs) per one million customer boardings increased in volume by 30% in September 2024, compared to August 2024.

Analysis
- Timeliness of Service, Missed Stops, and Vehicle Operation, increased by 53%, 6% and 8%, respectively. Customers noting surface and subway delays contributing to timeliness of service rising in September. Subway delays are impacted by slow orders (Reduced Speed Zones).
- CSCs related to safety and security increased by 27% September versus August 2024.

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

1

Legend: 2024, 2023, 2022, 2021, 2020, Target
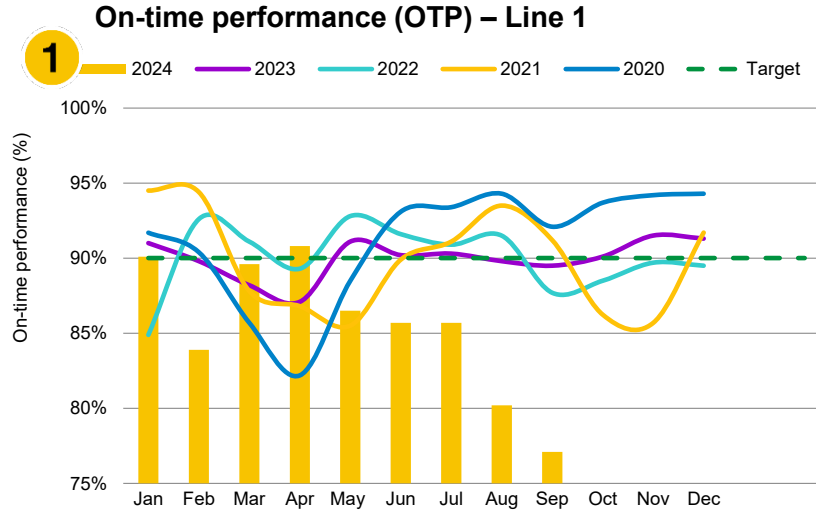
Results
- Line 1 OTP was 77.1% in September. This represents a decrease from last month (80.2%) and a decrease from the same time last year (89.5%).

Analysis
- On Line 1, there was a 10.7% decrease in total delay minutes – from 3,814 minutes in August to 3,407 minutes in September. Reduced Speed Zones continue to adversely impact Line 1 OTP.

Action
- Work is ongoing to reduce Reduced Speed Zones.
- Clear passenger communication on Reduced Speed Zones, active monitoring of crowding and dynamically adjust service levels to ensure sufficient capacity is provided.
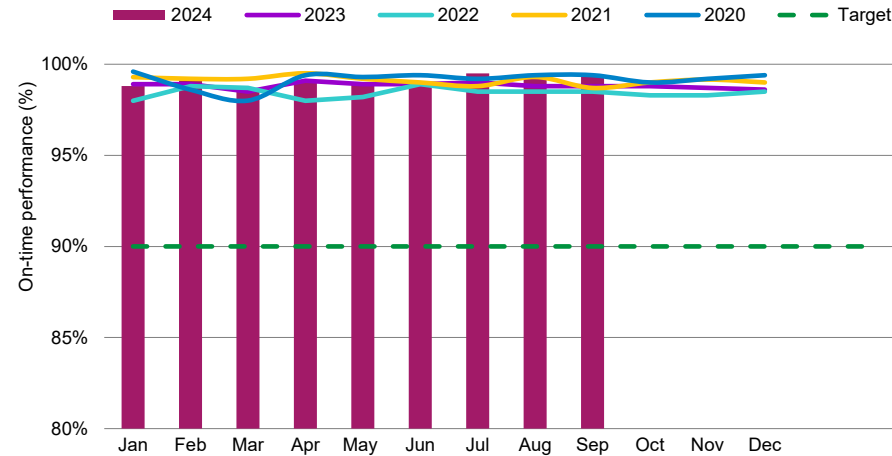
Customer experience – OTP Line 2

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
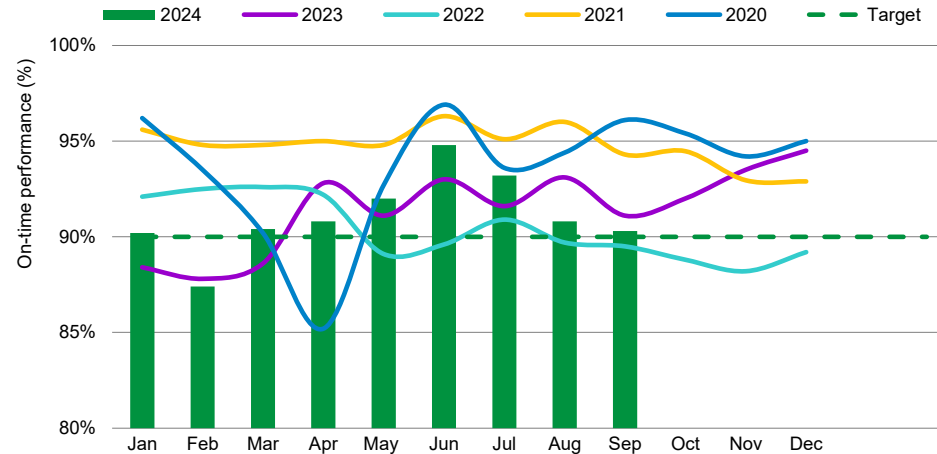
Results

- Line 2 OTP was 90.3% and met target in September. This represents a decrease from last month (90.8%) and a decrease from the same time last year (91.1%).

Analysis

- On Line 2, there was a 15.9% decrease in total delay minutes – from 2,666 delay minutes in August to 2,241 delay minutes in September. Passenger-related delay minutes accounting for 58.1% of the total delay minutes.

Action

- Work is ongoing to reduce Reduced Speed Zones.
- Clear passenger communication on Reduced Speed Zones, and active monitoring of crowding and dynamically adjust service levels to ensure sufficient capacity is provided.

Customer experience – OTP Line 4

On-time performance (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: 2024 | 2023 | 2022 | 2021 | 2020 | Target

(Bar and line chart: On-time performance (%) from 80% to 100% on y-axis; months Jan–Dec on x-axis. Target line at 90%.)

Results
- Line 4 OTP was 99.3% in September. This represents an increase from last month (99.2%) and an increase from the same time last year (98.8%).

Analysis
- On Line 4, was a 0.9% decrease in total delay minutes — from 111 delay minutes in August to 110 delay minutes in September.

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
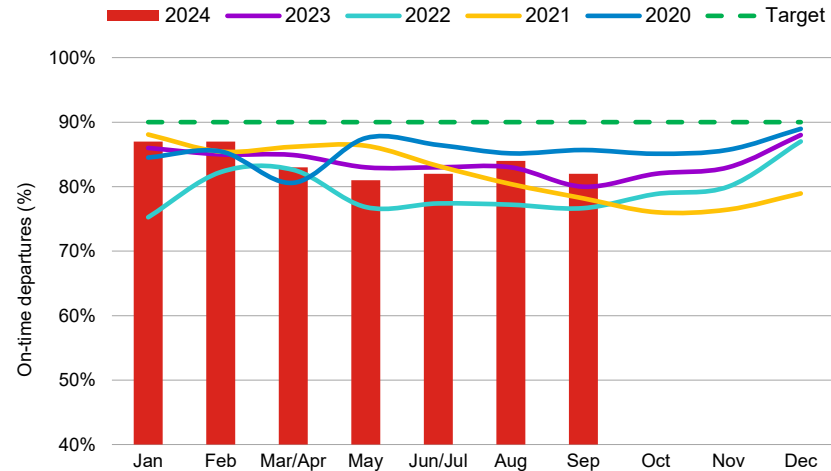
Results
- Bus OTP for the September Board Period (September 1 to October 5, 2024) was 82%, which is a decrease of two percentage-points compared to the August Board Period (84%).

Analysis
- While construction and congestion continues to impact major routes across the network, there were 14 more routes that achieved the 90% OTP target than this same period last year.

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

Legend: 2024 | 2023 | 2022 | 2021 | 2020 | Target
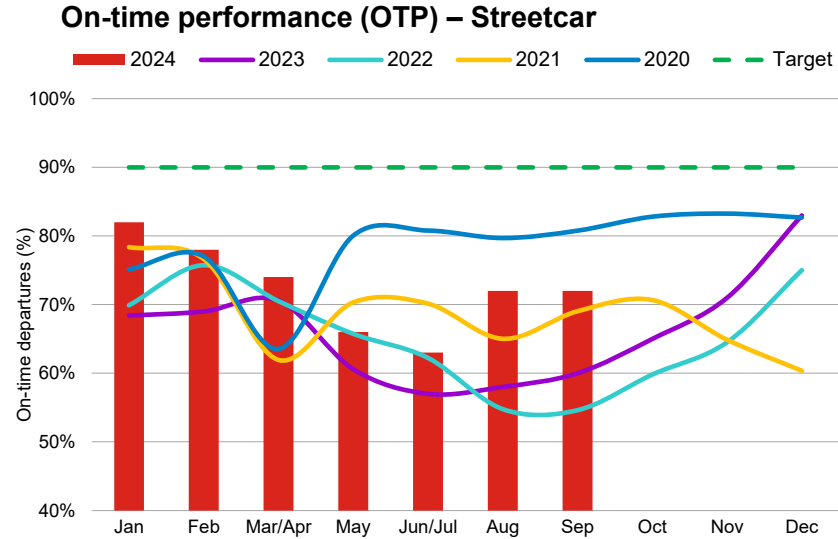
Results
- Streetcar OTP for the September Board Period (September 1 to October 5, 2024) was 72%, this held steady compared to the August Board Period (72%).

Analysis
- For the network as a whole, weekend OTP was 65% for the September Board Period, a two-percentage-point decrease over the August Board Period.

Action
- Actions include continued monitoring of 510 Spadina bus lane performance and adaptation for route change for the October Board Period, review of late evening operations and review of transit priority infrastructure on St. Clair for the October Board Period.

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 versus Contracted Taxis.

On-time performance (OTP) – Wheel-Trans
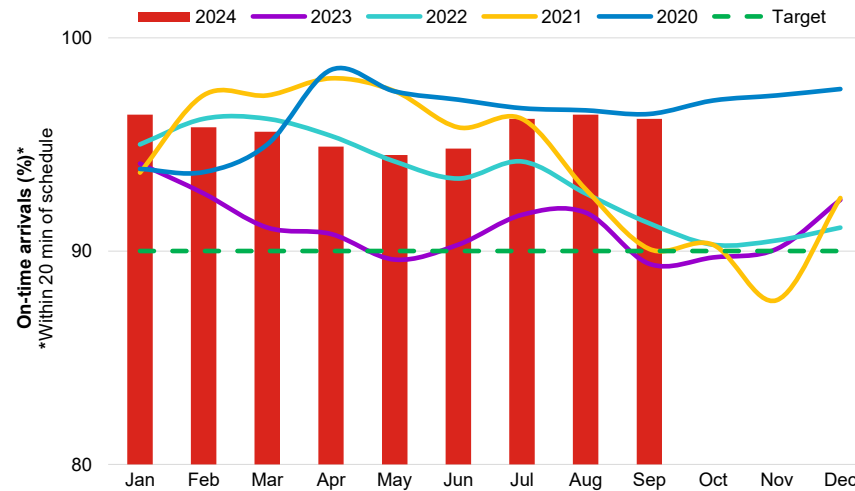
Results
- OTP in Period 9 (August 25 to September 28, 2024) decreased by 0.2% from the previous period to 96.2%, and is 6.8% higher than Period 9 in 2023.

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 increasing ridership demand, while ongoing seasonal 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.

Elevator Availability

Legend: 2024 | 2023 | 2022 | 2021 | 2020 | Target
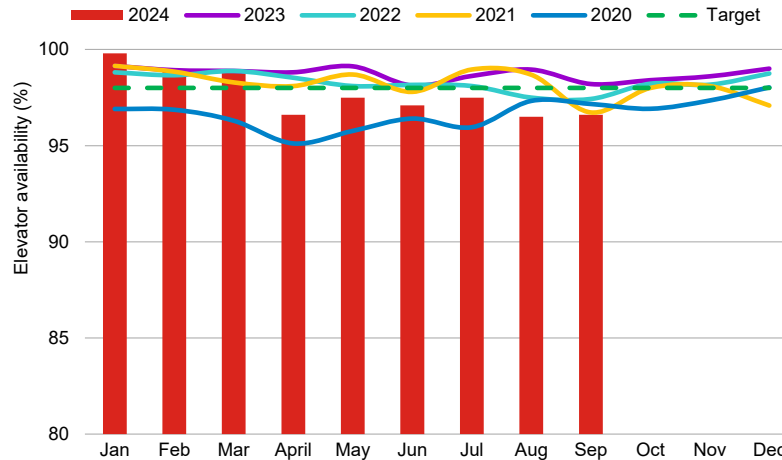
⊗ **Results**

Subway Elevator availability for September was 96.6%, not meeting the target of 98%.

◎ **Analysis**

- In September, elevator availability was impacted by flooding issues at stations. Total out of service hours due to flooding was 867 hours.

» **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

Legend: 2024, 2023, 2022, 2021, 2020, Target
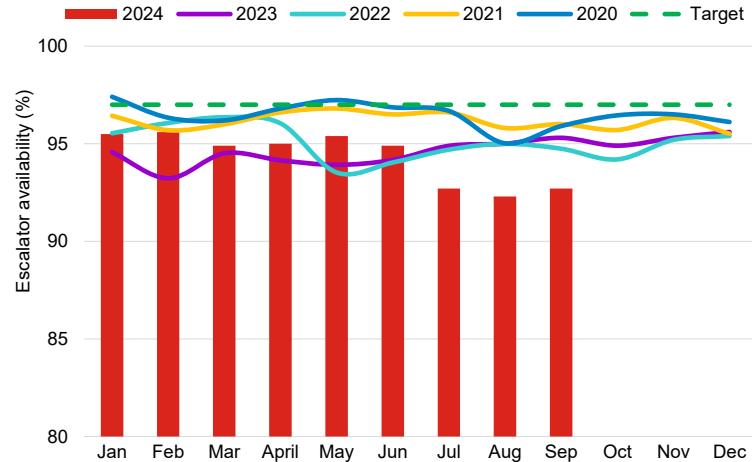
❌ **Results**
Escalator availability for September was 92.7%, not meeting the target of 97%.

◎ **Analysis**
- A total of 11 escalators are out of service for construction, and ongoing overhauls at one station are affecting downtime. Total out of service hours was 7,947 due to construction.
- 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)
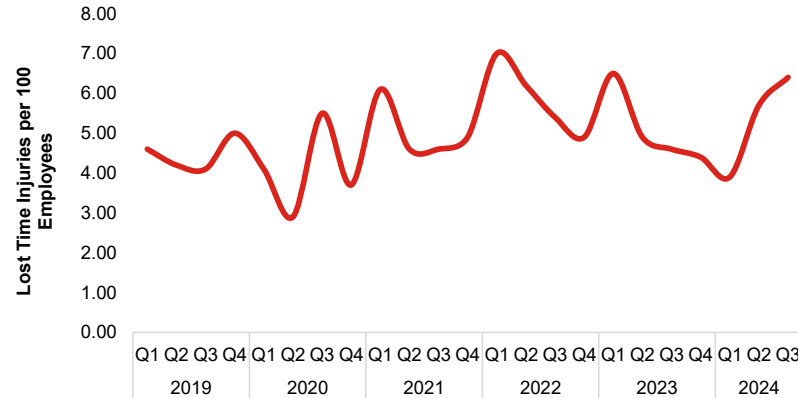
Results
- The Lost-Time Injury Rate (LTIR) for Q3 in 2024 was 6.4 injuries per 100 employees — an increase from Q2 2024 (5.7) and an increase from same period last year (4.6).

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 (from 17 in Q2 to 30 in Q3).

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)

Legend: All modes — Bus — Streetcar — Subway
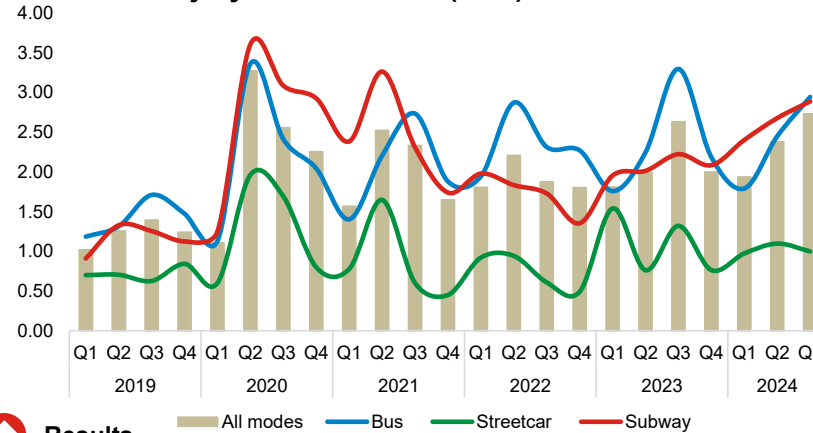
Results
- The CIIR in for Q3 in 2024 was 2.73 injury incidents per one million vehicle boardings — an increase from Q2 2024 (2.38) and an increase from the same quarter last year (2.63).

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: <u>City of Toronto Community Safety and Well-being Dashboard</u>

Offences against Customers

Results
- The number of reported offences against customers was 1.37 per one million boardings for September 2024, decreasing from 1.60 in August 2024.

Analysis
- The rate of reported offences has decreased since August by 14%, and correspondingly the per day rate also decreased from 3.32 in August 2024 to 3.14 in September 2024. There has been an overall decrease of 24% 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
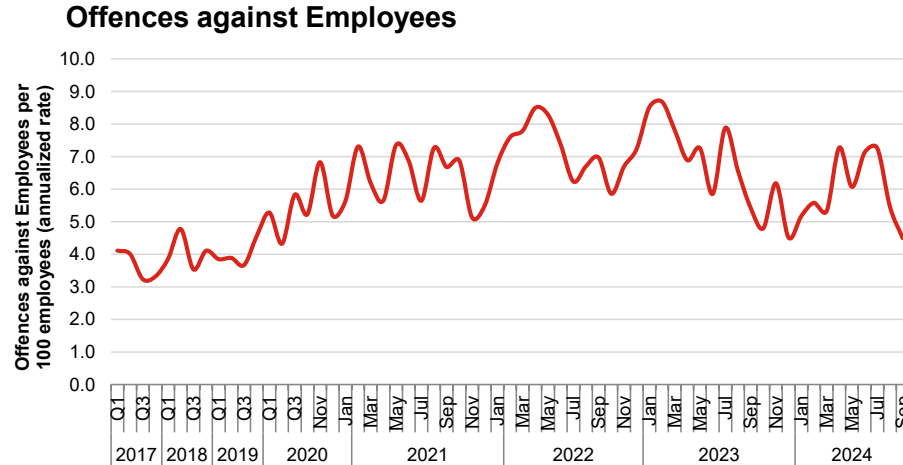
Results
- The number of reported offences against employees per 100 employees (annualized rate) decreased in September 2024 compared to August 2024, to 4.50 from 5.46.

Analysis
- The total number of reported offences have decreased to 2.06 from 2.50 per day, from August to September 2024. Since September 2023, the overall rate of offences (annualized rate) has decreased by 17%.

Action
- Continuing high-visibility presence in 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.

Sep 2024: 88.8%
Aug 2024: 95.0%
Sep 2023: 100.0%

Target: 96.0%
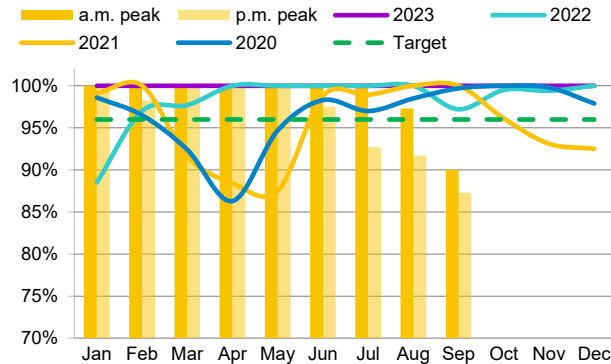
Line 1 capacity was adversely affected by the restricted speed Zones.

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.

Sep 2024: 100.0%
Aug 2024: 96.0%
Sep 2023: 100.0%

Target: 96.0%
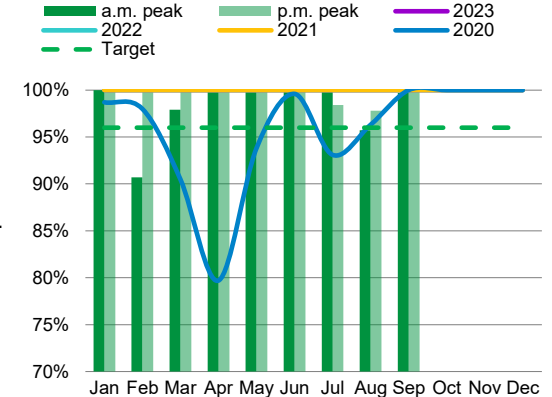
Line 4 capacity

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.

Sep 2024: 100.0%
Aug 2024: 100.0%
Sep 2023: 100.0%

Target: 98.0%
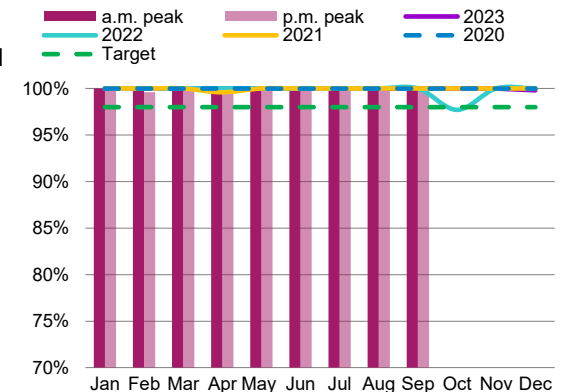
Service delivery

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% ✅

Legend: 2024, 2023, 2022, 2021, 2020, Target
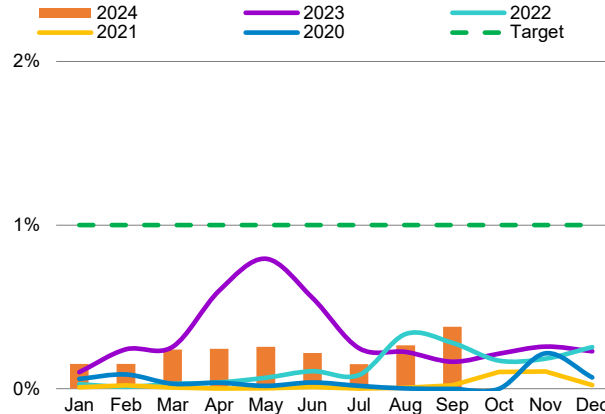
Bus short turns
A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (per 100 departures).

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

Target: 0.10% ❌

Legend: 2024, 2023, 2022, 2021, 2020, Target
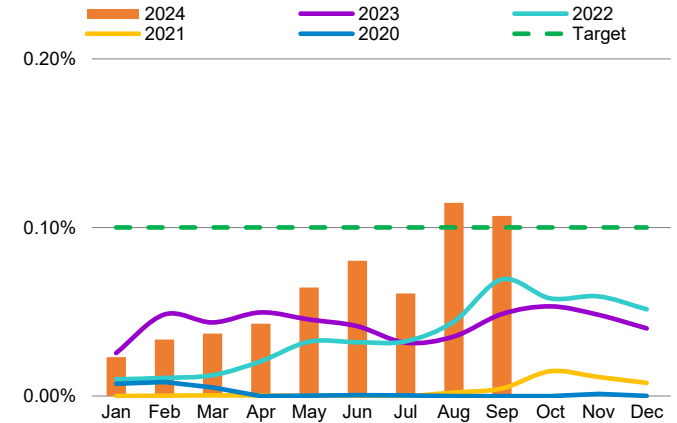
Wheel-Trans contact centre wait time
The average amount of time a customer waits in the queue before their call is answered.

Sep 2024: 1.6
Aug 2024: 1.6
Sep 2023: 3.2

Target: 2 ✅

Legend: 2024, 2023, 2022, 2021, 2020, Target
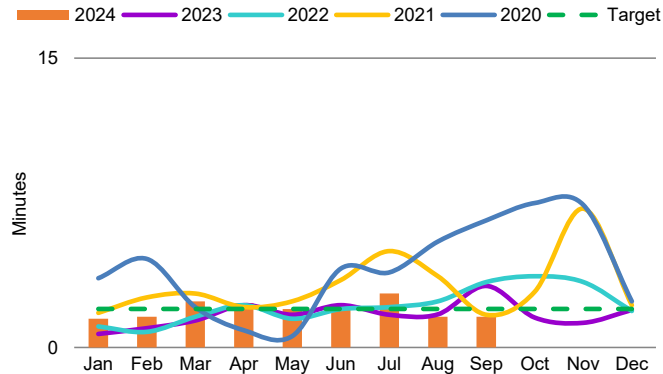
Cleanliness

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% ✅

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

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

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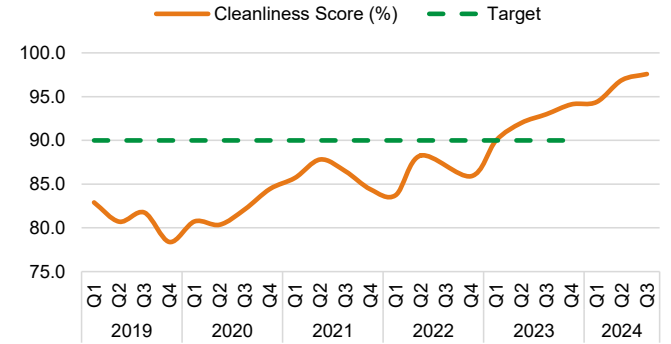
Station cleanliness
Results of a third-party audit. Average of all 70 stations.

Q3 2024: 76.10%
Q3 2024: 75.89%
Q3 2023 75.33%

Target: 76.0% ✅
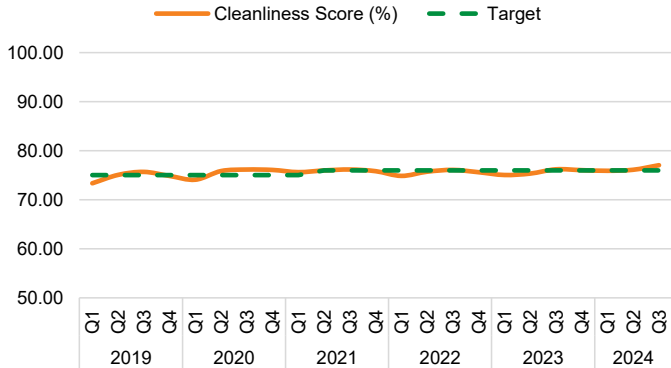
Asset reliability

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

Sep 2024: 30,000
Aug 2024: 13,990
Sep 2023: 11,876

Target: 24,000 km ✅

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

Sep 2024: 30,000
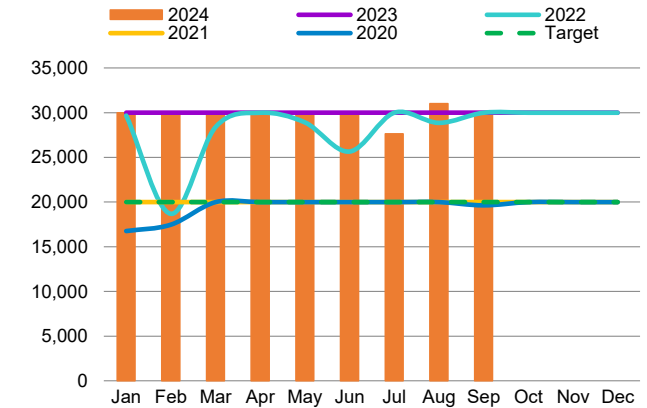**Aug 2024:** 30,000
Sep 2023: 30,000

Target: 24,000 km ✅

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

Sep 2024: 20,000
Aug 2024: 20,000
Sep 2023: 20,000
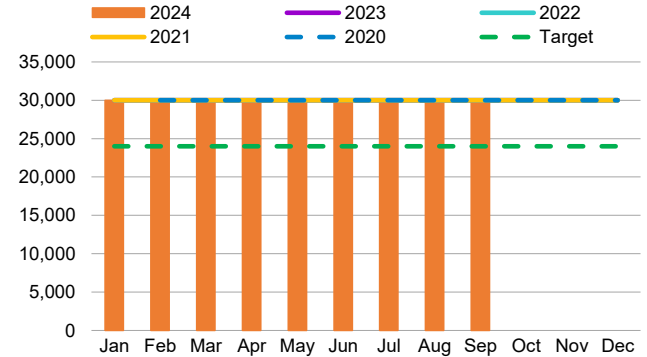
Target: 12,000 km ✅

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

Sep 2024: 30,000
Aug 2024: 31,001
Sep 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.

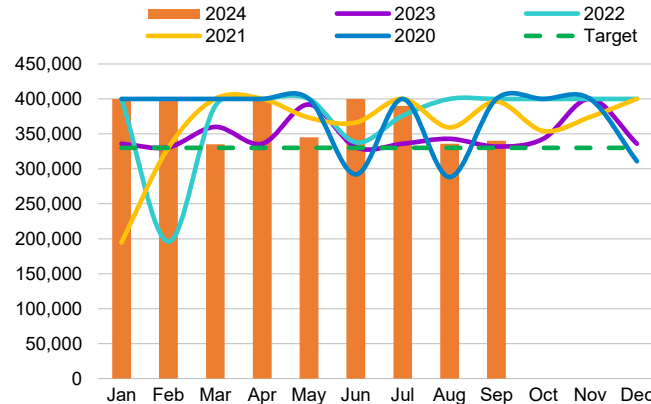**Sep 2024:** 625,000
Aug 2024: 700,000
**Sep 2023:** 612,000

Target: 600,000 km ✅

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

Sep 2024: 37,966
Aug 2024: 36,109
Sep 2023: 48,883
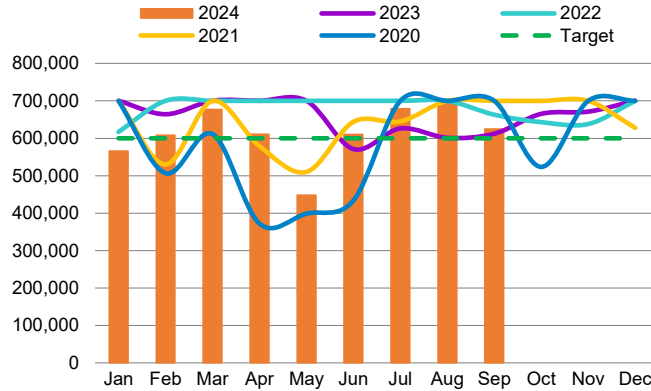
Target: 35,000 km ✅

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.

Sep 2024: 340,000
Aug 2024: 336,000
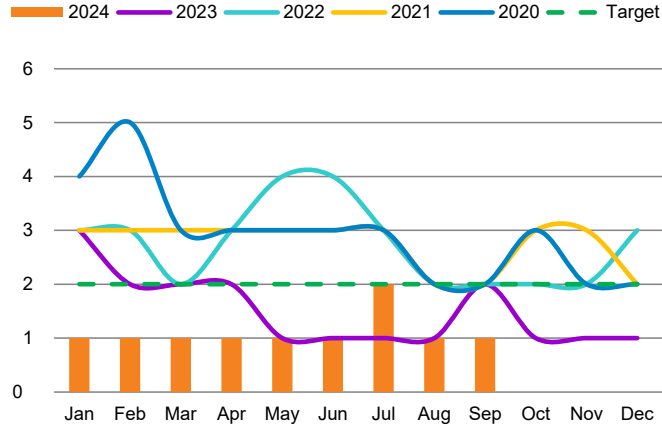**Sep 2023:** 332,000

Target: 330,000 km ✅
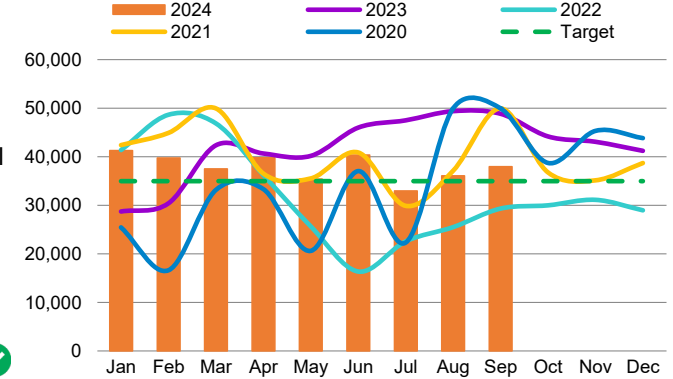
Asset reliability

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.

Sep 2024: 1
Aug 2024: 1
Sep 2023: 2

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.

Sep 2024: 23
Aug 2024: 21
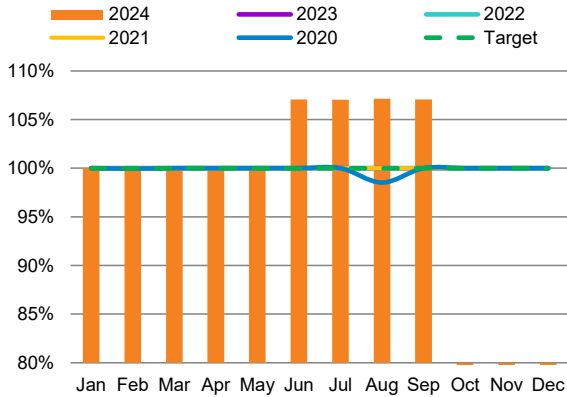**Sep 2023:** 23

Target: Less than 24 ✅
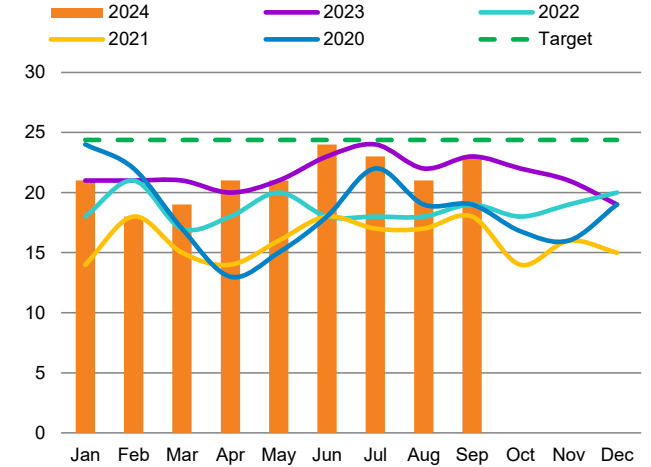
Asset availability

Subway service availability

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

Sep 2024: 107.1%
Aug 2024: 107.1%
Sep 2023: 100.0%
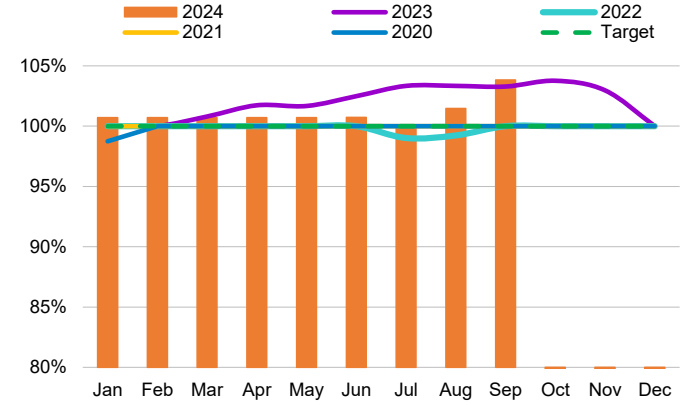
Target (RW): 100% ✅

Streetcar service availability

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

Sep 2024: 107.1%
Aug 2024: 107.1%
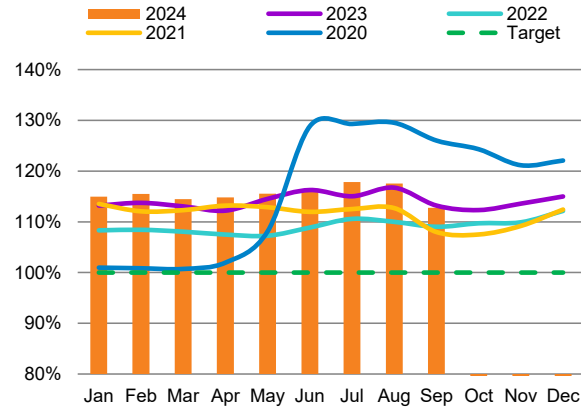**Sep 2023:** 100.0%

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.

Sep 2024: 112.7%
Aug 2024: 117.5%
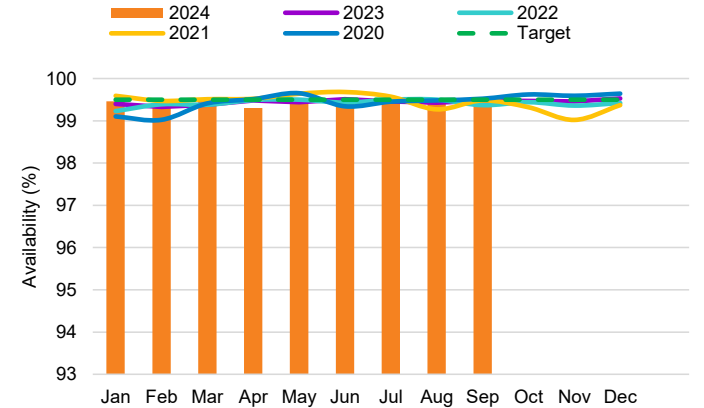**Sep 2023:** 113.2%

Target (RW): 100% ✅

Fare gate availability

Percentage of fare gates are available for use.

Sep 2024: 99.47%
Aug 2024: 99.47%
Sep 2023: 99.48%

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 2024.
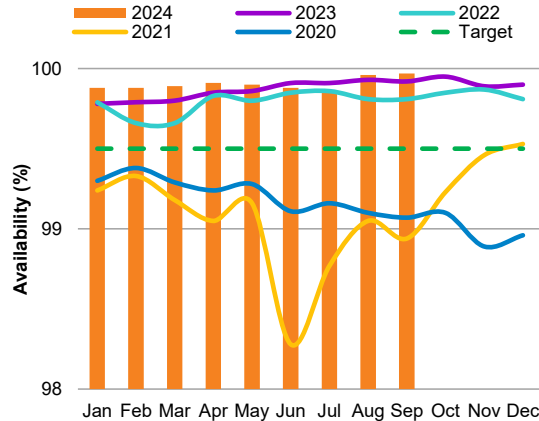
Asset availability

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.

Sep 2024: 99.97%
Aug 2024: 99.96%
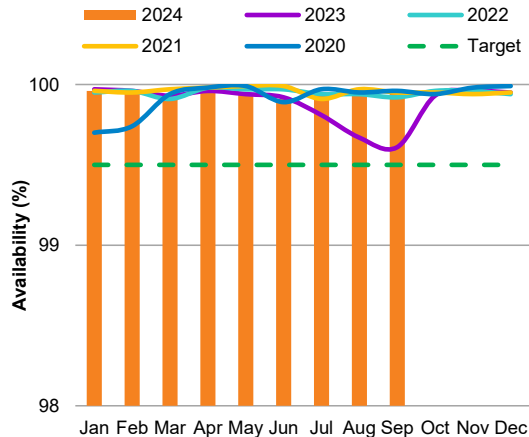**Sep 2023:** 99.92%

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.

Sep 2024: 99.96%
Aug 2024: 99.95%
Sep 2023: 99.61%

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.

Sep 2024: 99.73%
Aug 2024: 99.68%
Sep 2023: 99.79%

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.

Sep 2024: 99.44%
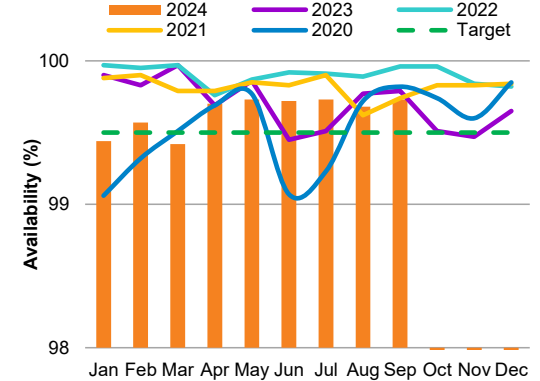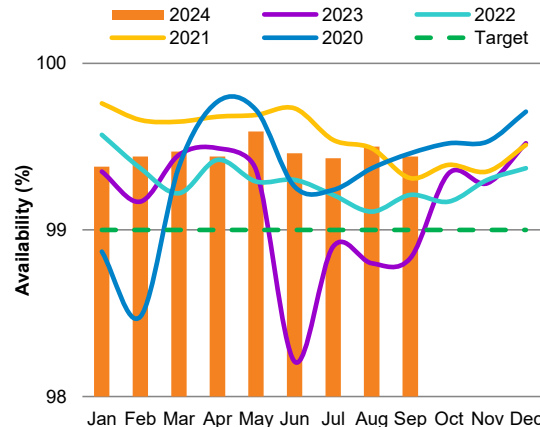**Aug 2024:** 99.50%
Sep 2023: 98.83%

Target: 99.00% ✅

Safety

Regulatory compliance – (January 1 to September 30, 2024)[1]

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[2] issued	Non-compliance orders[3] issued	Status
Ministry of Labour, Immigration, Training and Skills Development	41	5[4]	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[5]	N/A
Toronto Fire Services	0	0	1	Compliance Achieved

[1] Next update will be available in the February 2025 CEO's 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 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.
[5] 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 CEO's Report

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