



Monthly TTC KPIs Report

Toronto Transit Commission
October 2024

Includes KPIs to end of August 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.



1.3 million
Rides per week day



185K
weekly service hours



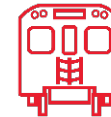
6,400+ km
of routes



1,983
buses



220
streetcars



143
trains



16,000+
employees



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



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Core metrics

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

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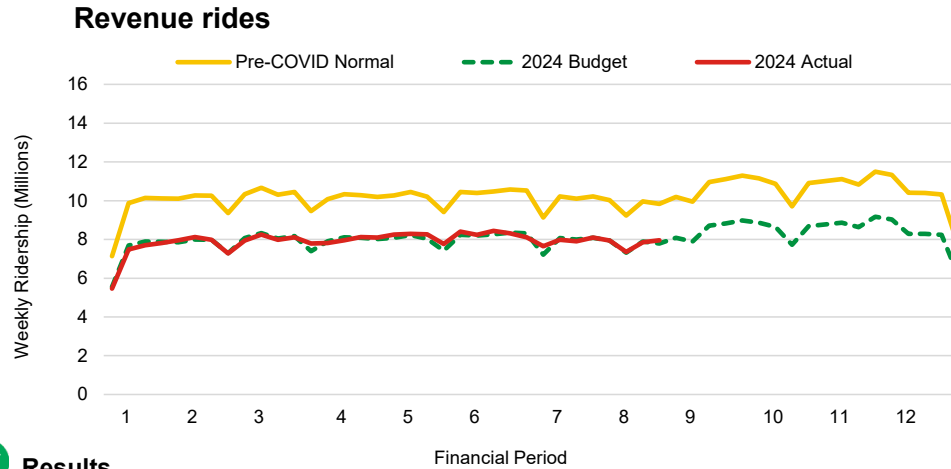
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Ridership – Conventional Service

Revenue rides – Conventional

Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers. Average number of customer linked trips per week, including paid and free trips (children 12 and under).



Results

- Period 8 (July 28 to August 24, 2024) revenue rides totalled 31.1 million, 0.2 million or 0.6% above budgeted revenue rides and 3% 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.
- Travel frequency patterns of riders continues to remain consistent with a higher usage amongst riders using the system with less frequency.
- Weekday use continued to be highest across the mid-week period (Tuesday to Thursday).



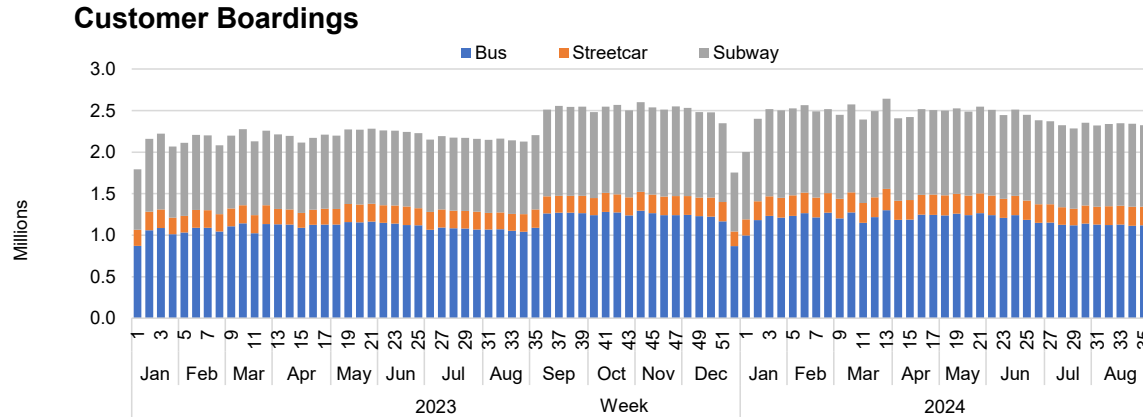
Action

- Ridership is currently anticipated to sustain the growth experienced so far and trend slightly above budget for the balance of the year. Ridership trends and recovery will be monitored closely for all fare concession types and ridership segments.

Ridership – Conventional Service

Customer Boardings

Boardings measure customer use of the system, by mode and by location. Customers are counted each time they board a TTC vehicle.



Results

- Average weekday boardings in August remained steady at 2.33 million, with small fluctuations on weekends. Overall, weekly demand stayed consistent in July at 14.8 million.



Analysis

- Weekday demand in August was 7% lower than that in May prior to school summer break, due to decreased student demand and extreme weather events. The busiest weekdays (Tuesday to Thursday) had up to 11% higher demand than Mondays.



Action

- Actions include implementing service improvements and continuing engagement with stakeholders to inform the 2025 Annual Service Plan and long-term transit demand projections.

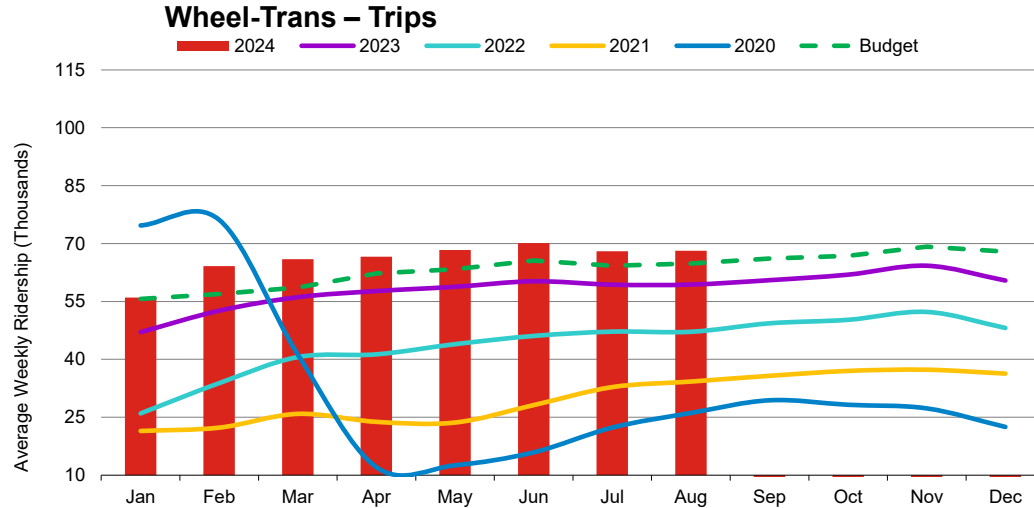


Early September results show an average weekday demand 15% and 6% higher than that in August and a year ago, respectively. Weekend demand, on the other hand, remained at levels similar to the previous month.

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 8 (July 28 to August 24, 2024) was 272,553 (or 68,138 passengers per week).



Analysis

- Growth in new registrants, increased trip frequency, fewer cancellations, and self-booking website facilitated the increase in ridership.



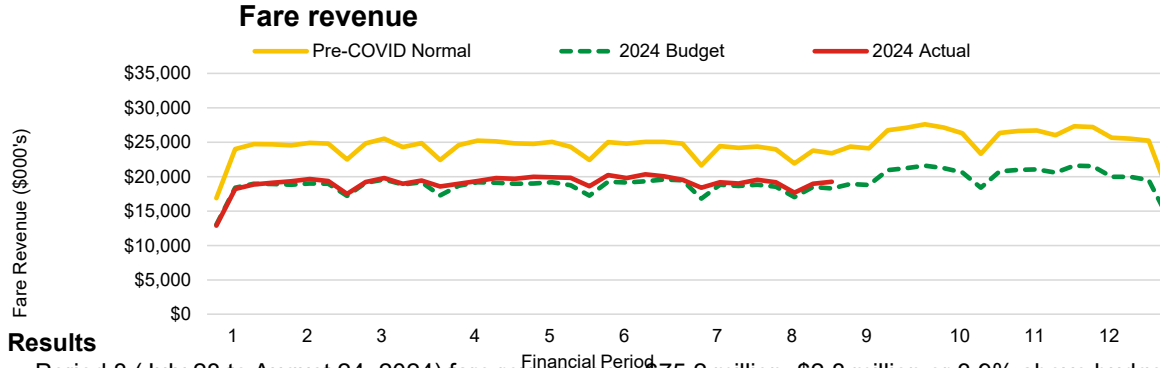
Action

- Wheel-Trans will continue monitoring customer behaviour in order to track the impacts of these behaviours on ridership.

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

Financial – Fare Revenue

Fare revenue
Revenue generated through fares.



Results

- Period 8 (July 28 to August 24, 2024) fare revenue was \$75.2 million, \$2.8 million or 3.9% above budgeted fare revenue for Period 8 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.
- The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was \$71.3 million for Period 8 — representing a PRESTO ridership adoption rate of 90.8% — and \$3.9 million from other media for Period 8.
- The adoption of the Open Payment and Virtual PRESTO Card payment methods continued to grow, with the following results at the end of Period 8:
 - Accounts for more than 23% of weekly ride payments (15.7% using the Open Payment method and 8.2% 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 the launch of Open Payments and the Virtual PRESTO card. Weekly rides paid with legacy fare media down to 0.1% from 0.3%, cash down to 3.9% from 5.7%, and weekly rides paid with a physical PRESTO card down to 65% from 85%.



Action

- Fare revenue is expected to sustain the growth experienced so far and trend slightly above budget for the balance of the year.
- Ridership and fare revenue trends and recovery will be monitored closely for all fare concession types and ridership segments.



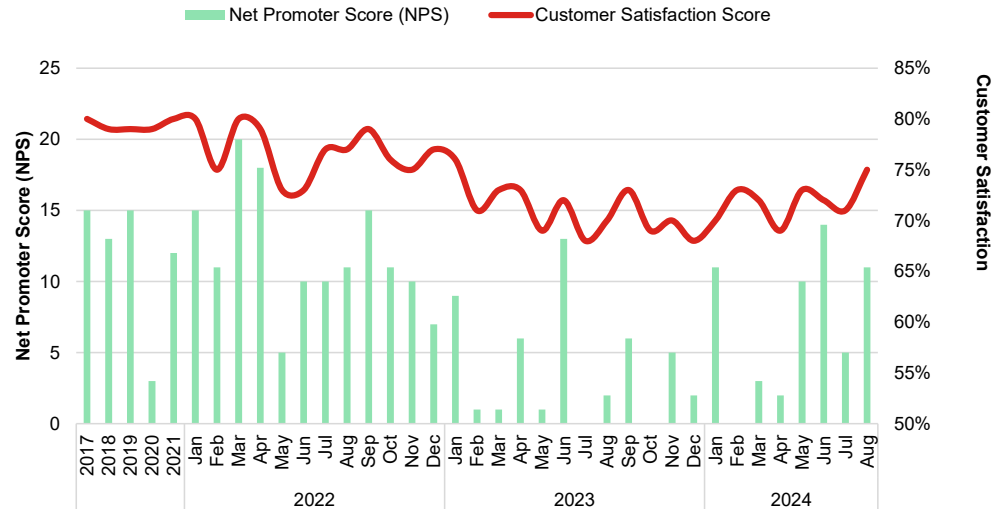
Customer experience – Satisfaction and Complaints

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 has increased in August 2024 to 75%. Net Promoter Score (NPS) increased to 11.



Analysis

- Customer satisfaction has increased for all three modes, with streetcar being the most improved. NPS has increased for subway (+4) and bus (+9) and decreased for streetcar (-4).

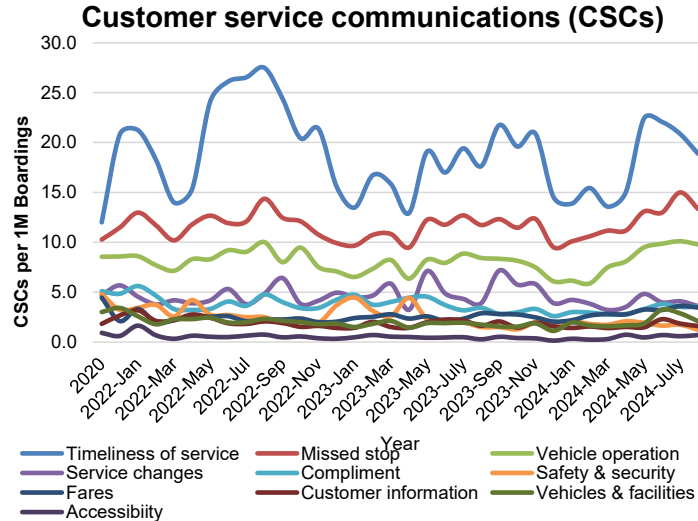


Action

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

Customer experience – Satisfaction and Complaints

Customer service communications (CSCs)
 Top 10 categories of CSCs (number of communications) per one million boardings. Customers provide feedback to the TTC via our website, telephone, e-mail and Twitter, which become CSCs for follow-up and monitoring.



Results

- Customer Service Communications (CSCs) per one million customer boardings decreased in volume by 10% in August 2024, compared to July 2024.

Analysis

- Timeliness of Service, Missed Stops, and Vehicle Operation, improved by 10%, 11% and 3%, respectively.
- CSCs related to safety and security continue to decrease (improve) by 29% August versus July.

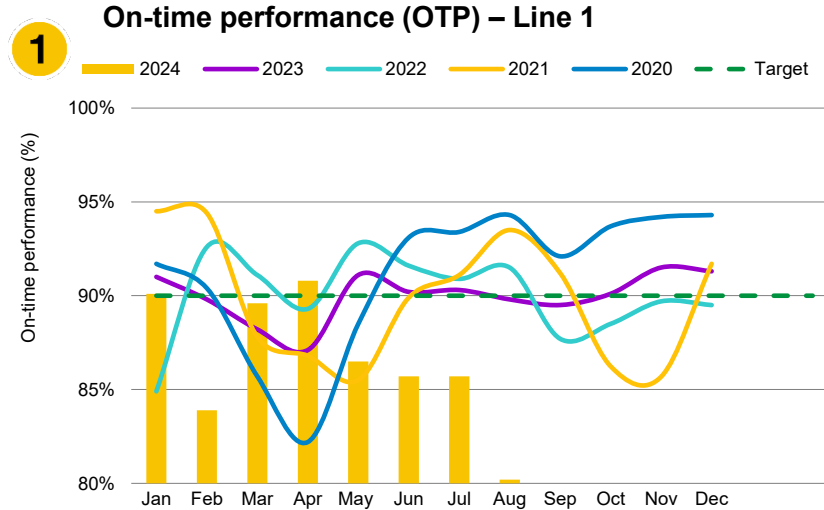
Action

- 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.



Results

- Line 1 OTP was 80.2% in August. This represents a decrease from last month (85.7%) and a decrease from the same time last year (89.8%).

Analysis

- On Line 1, there was a 24.7% increase in total delay minutes – from 3,059 minutes in July to 3,814 minutes in August, which were primarily attributed to Restricted Speed Zones and passenger related delays. Passenger related delays were 59% of all delay minutes in this period.

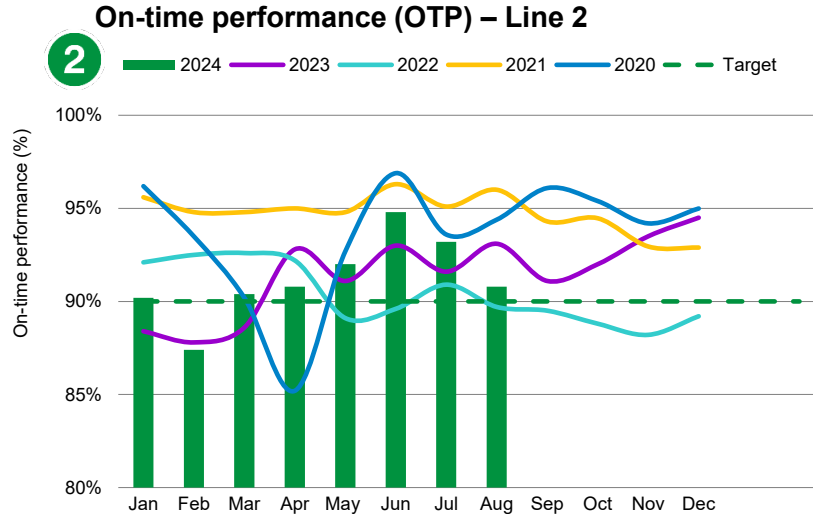
Action

- Work is ongoing to reduce Restricted Speed Zones.
- Clear passenger communication on Restricted Speed Zones, and 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.



Results

- Line 2 OTP was 90.8% and met target in August. This represents a decrease from last month (93.2%) and a decrease from the same time last year (93.1%).



Analysis

- On Line 2, there was a 3.4% increase in total delay minutes – from 2,579 delay minutes in July to 2,666 delay minutes in August.



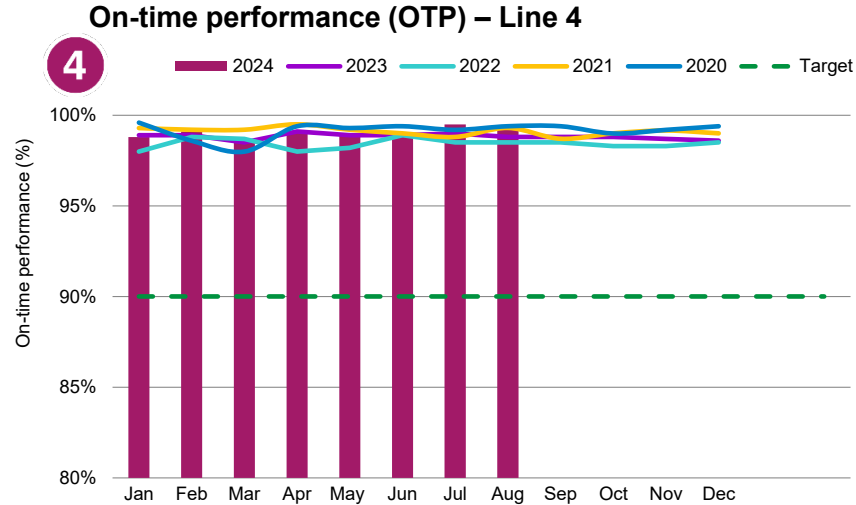
Action

- Work is ongoing to reduce Restricted Speed Zones.
- Clear passenger communication on Restricted 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

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.



Results

- Line 4 OTP was 99.2% in August. This represents a decrease from last month (99.5%) and an increase from the same time last year (98.8%).



Analysis

- On Line 4, there was a 21.8% decrease in total delay minutes — from 142 delay minutes in July to 111 delay minutes in August.



Action

- There are no anticipated changes for this line.

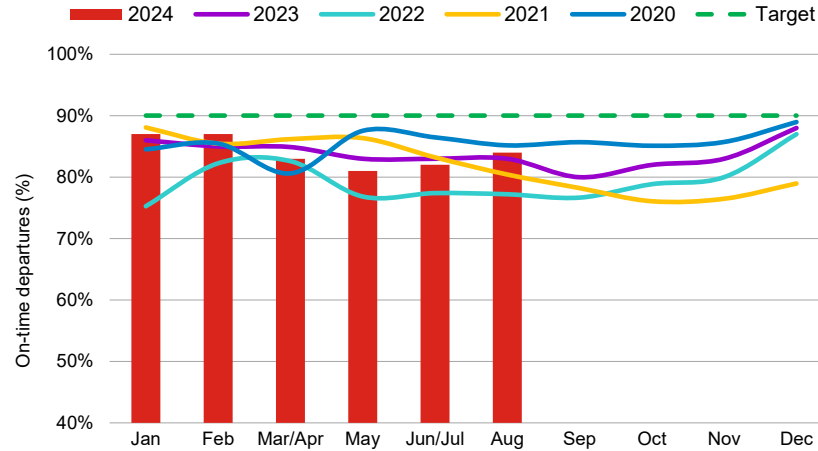


Customer experience – Bus

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 August Board Period (July 28 to August 31, 2024) was 84%, an increase of two percentage points compared to the June Board Period (82%).

Analysis

- Improvements to OTP in August were attributed to an additional eight routes achieving 90%. Construction and traffic congestion, however, continued to impact overall performance across the network.



Action

- Actions include root cause diagnostic assessments for “Not On-time” routes, operational improvements, post-improvement reviews, running-time increases, review of deadheading times and supervisory field presence for priority routes.

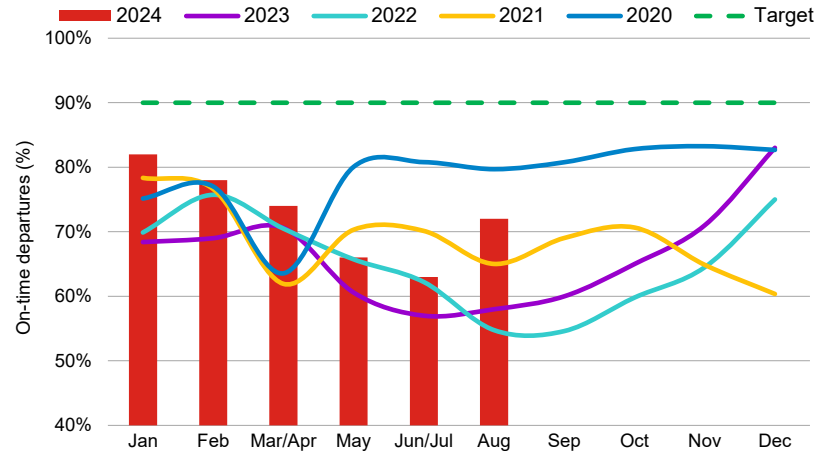


Customer experience – Streetcar

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 August Board Period (July 28 to August 31, 2024) was 72%, an increase of nine percentage points compared to the June Board Period (63%).

Analysis

- OTP increased significantly in August, resulting in the second highest August Board Period performance to date.

Action

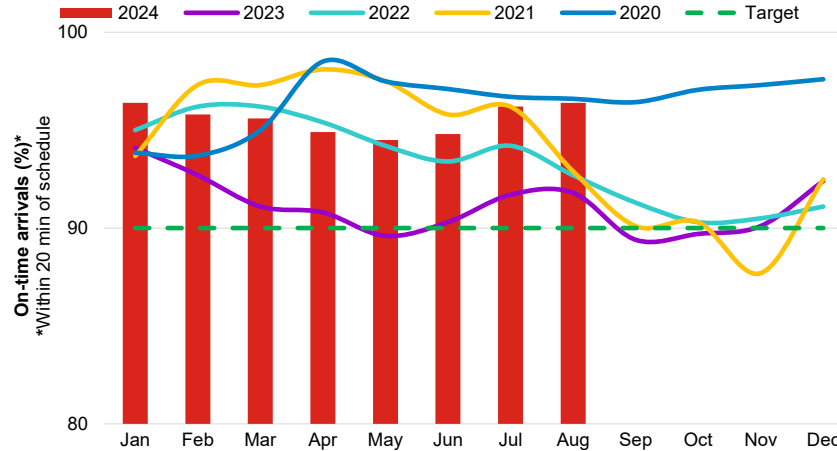
- Actions include continued monitoring of 510 Spadina bus lane performance and adaptation for route change for the October Board Period, review of late evening operations and review of transit priority infrastructure on St. Clair for the October Board Period.

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 vs. Contracted Taxis.

On-time performance (OTP) – Wheel-Trans



Results

- Wheel-Trans OTP in Period 8 (July 28 to August 24, 2024) increased by 0.2% from the previous period to 96.4%, and is 4.6% higher than Period 8 in 2023.



Analysis

- Despite an increase in ridership and continuing challenges with traffic congestions, OTP continues to trend upwards due to monitoring of traffic conditions and adjustments of the travel time index.



Action

- Wheel-Trans management continues to closely monitor OTP and provide additional runs based on spare board availability, which will help minimize trip delays.

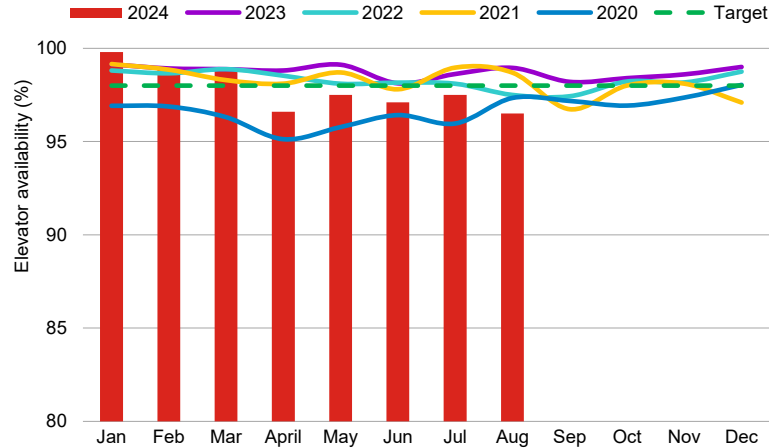


Customer experience

Accessibility – Elevator availability

Percentage of total available elevator service hours during subway service.

Elevator Availability



Results

- Subway Elevator availability for August was 96.5%, not meeting the target of 98%.

Analysis

- In August, elevator availability was impacted by flooding issues at stations. Total out of service hours due to flooding was 2,219 hours.

Action

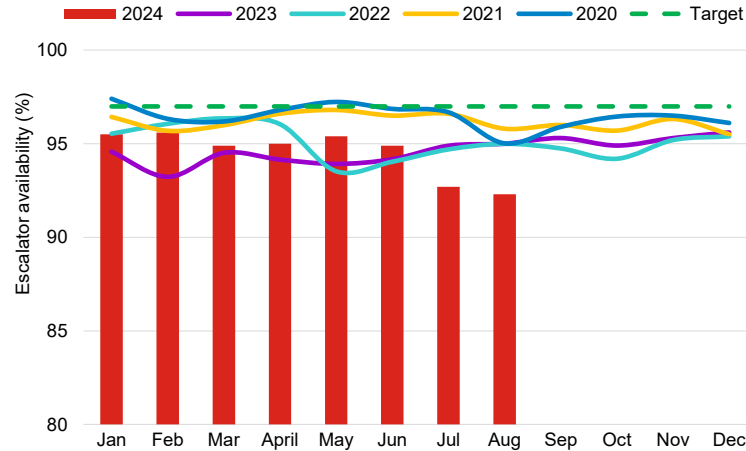
- "Accessible alternative" signage is located at each elevator.
- Elevator status is on live "service alerts" on the website, the digital video screens in stations and platforms, and on the TTC's Lift Line.

Customer experience

Accessibility – Escalator availability

Percentage of total available escalator service hours during subway service.

Escalator Availability



Results

- Escalator availability for August was 92.3%, not meeting the target of 97%.

Analysis

- A total of 14 escalators are out of service for construction, four due to water damage, and ongoing overhauls at two stations are affecting downtime. Total out of service hours was 8,532 due to construction and water damage.

Action

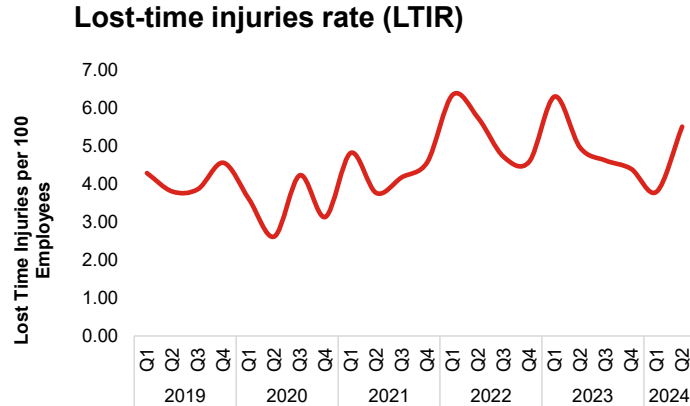
- Same actions as elevator accessibility.

Safety and Security

Lost-time injuries rate (LTIR)

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

Q2 2024: 5.50
Q1 2024: 3.79
Q2 2023: 4.95



Results

- The Lost-Time Injury Rate (LTIR) for Q2 in 2024 was 5.50 injuries per 100 employees — an increase from Q1 2024 (3.83) and an increase from same period last year (4.95).



Analysis

- The increase in Q2 2024 LTIR (up 44% from Q1 2024) is mainly attributed to 176% increase in lost-time injuries as a result of Assault and Threat events (from 21 to 58 per quarter). Lost-time injuries associated with Acute Emotional Events also saw an increase of 15% (from 35 to 40 per quarter).



Action

- Corporate objectives aimed at reducing the frequency and severity of lost-time injuries
- Implementing a multidisciplinary approach to community safety, and providing a Trauma Assist Program to employees.



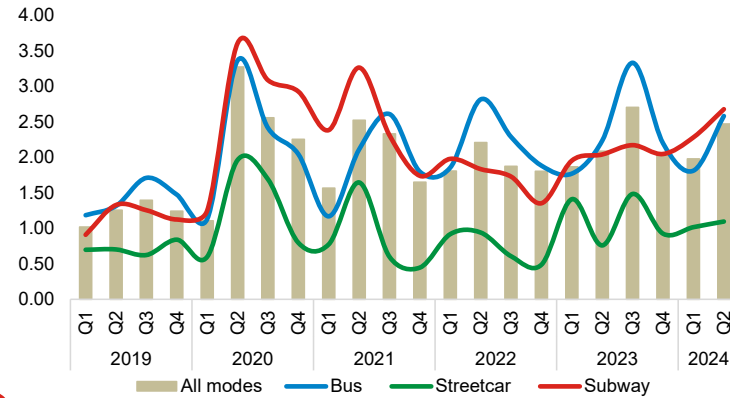
Safety and Security

Customer injury incidents rate (CIIR)

Number of customer injury incidents per one million boardings.

Q2 2024: 2.47
Q1 2024: 1.98
Q2 2023: 2.09

Customer injury incidents rate (CIIR)



Results

- The CIIR for Q2 2024 was 2.47 injury incidents per one million vehicle boardings — an increase from Q1 2024 (1.99) and an increase from the same period last year (2.08).



Analysis

- The increase in the CIIR in Q2 2024, up 24% from Q1 2024, is mainly attributed to a 39% increase in onboard bus injury rates. Streetcar onboard and subway customer injuries were up 13% and 11%, respectively, from the previous quarter.



Action

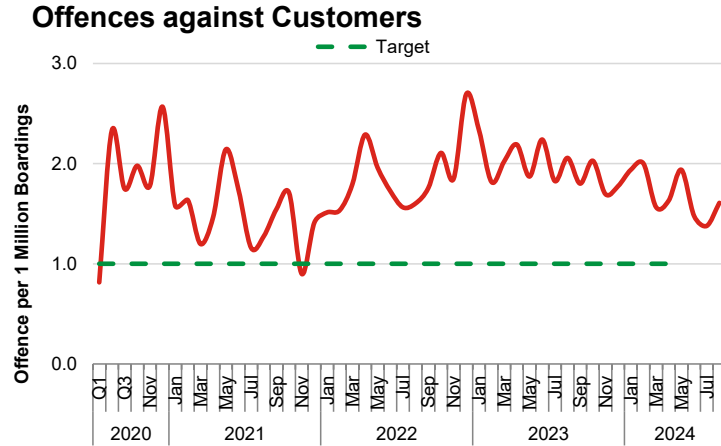
- Monitoring CIIR and existing safety initiatives.
- Messaging to promote customer safety and safe vehicle operation, communication to Operators, and additional strategies in development.



Safety and Security

Offences against Customers

Total Offences against customers per 1 million boardings by Financial Period



Results

- The number of reported offences against customers was 1.61 per one million boardings for August 2024.



Analysis

- The rate of reported offences varies month to month, with overall decrease of 40% since December 2022.



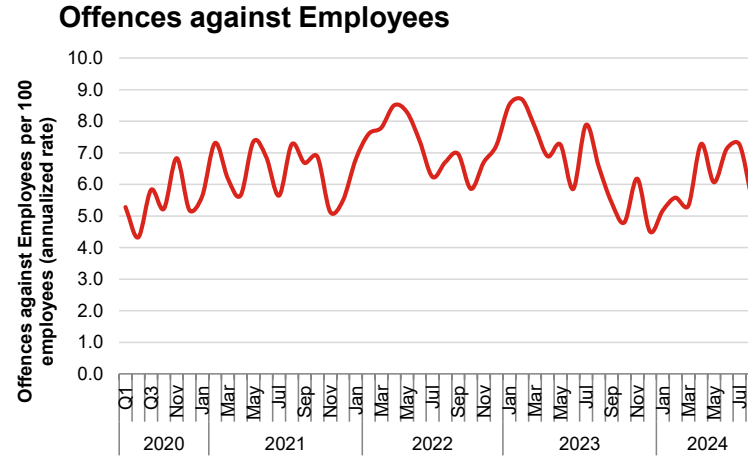
Action

- 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).



Results

- The number of reported offences against employees per 100 employees (annualized rate) decreased in August 2024 compared to July 2024, to 5.46 from 7.26.



Analysis

- The total number of reported offences have decreased to 2.50 from 3.32 per day. Since January 2023, the overall rate of offences (annualized rate) has decreased by 36%.



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

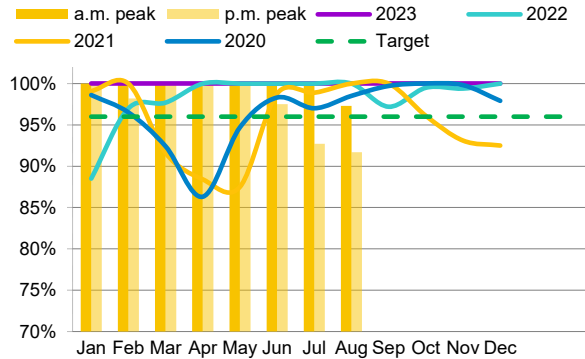
Total number of trains that travelled through 12 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Aug 2024: 95.0%

Jul 2024: 97.0%

Aug 2023: 100.0%

Target: 96.0%



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

Line 2 capacity

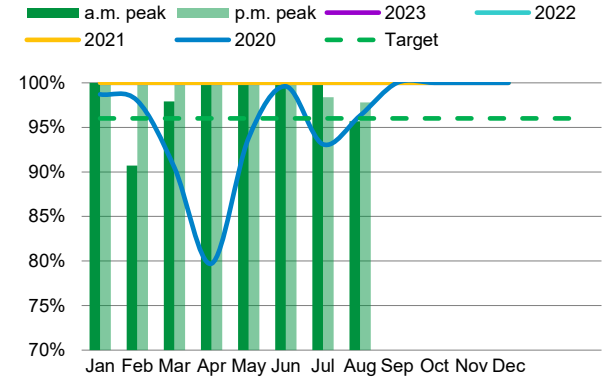
Total number of trains that travelled through 10 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Aug 2024: 96.0%

Jul 2024: 99.0%

Aug 2023: 100.0%

Target: 96.0%



Line 4 capacity

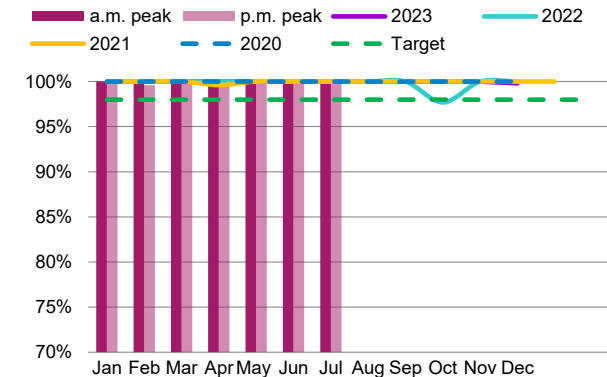
Total number of trains that travelled through two key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Aug 2024: 100.0%

Jul 2024: 100.0%

Aug 2023: 100.0%

Target: 98.0%



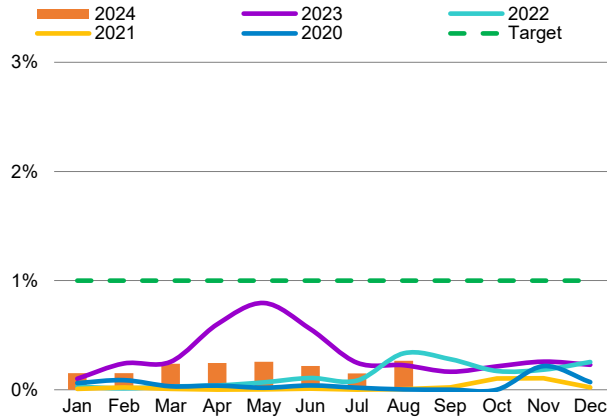
Service delivery

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).

Aug 2024: 0.26%
Jul 2024: 0.15%
Aug 2023: 0.22%


Target: 1% 

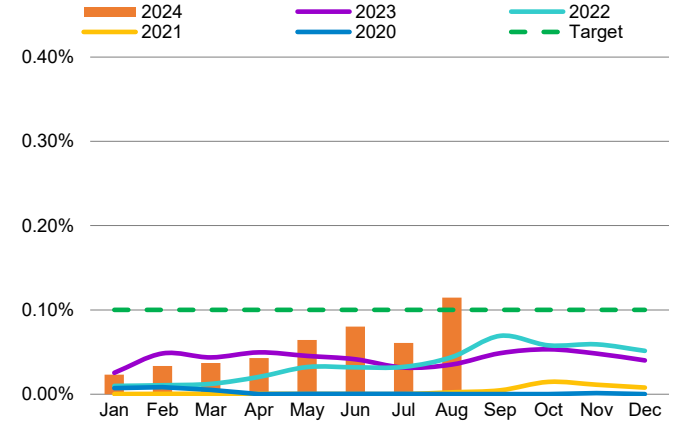


Bus short turns

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).

Aug 2024: 0.11%
Jul 2024: 0.06%
Aug 2023: 0.04%


Target: 0.10% 

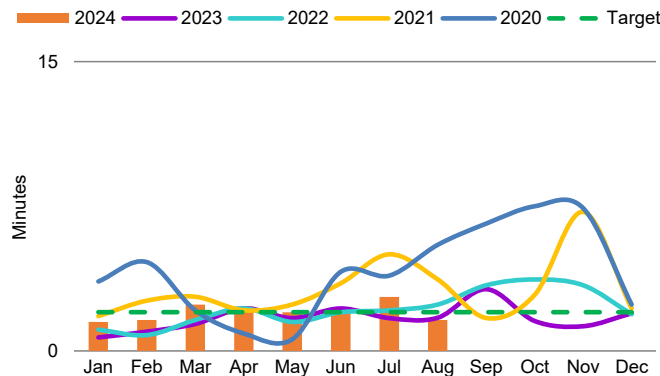


Wheel-Trans contact centre wait time

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

Aug 2024: 1.6
Jul 2024: 2.8
Aug 2023: 1.7

Target: 2 




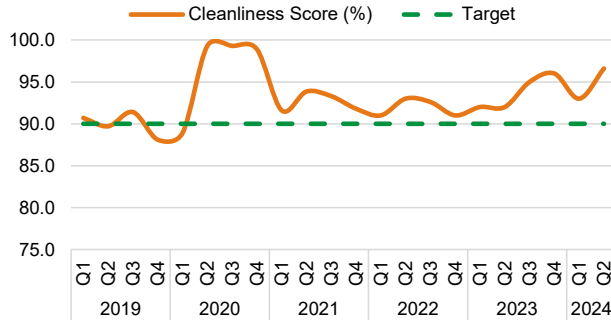
Cleanliness

Bus cleanliness

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

Q2 2024: 96.6%
Q1 2024: 93.0%
Q2 2023: 92.0%


Target: 90.0% 

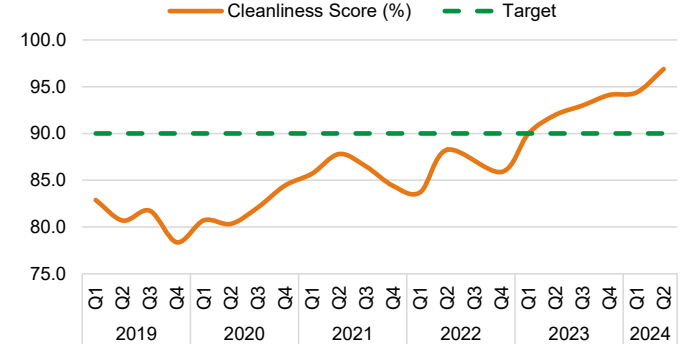


Streetcar cleanliness

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

Q2 2024: 96.9%
Q1 2024: 94.4%
Q2 2023: 92.0%


Target: 90.0% 

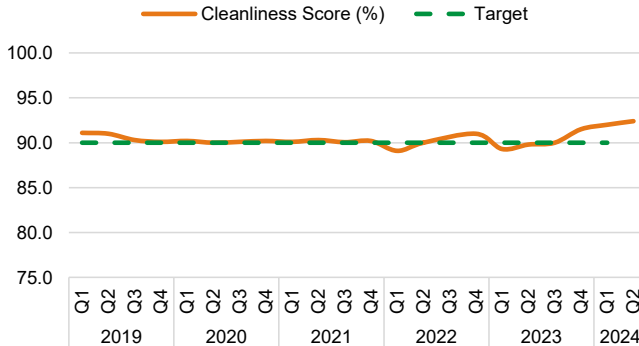


Subway cleanliness

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

Q2 2024: 92.4%
Q1 2024: 92.0%
Q2 2023: 89.8%


Target: 90.0% 

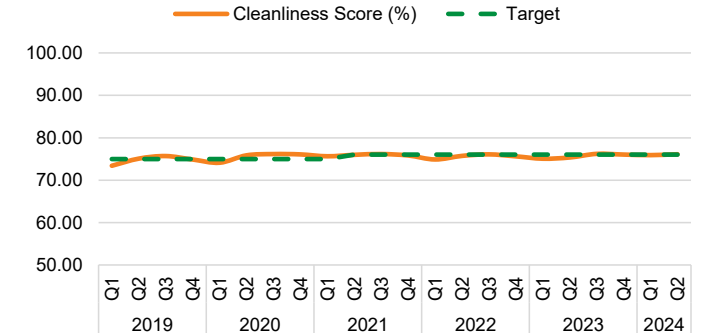


Station cleanliness

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

Q2 2024: 76.10%
Q1 2024: 75.89%
Q2 2023: 75.33%

Target: 76.0% 



Asset reliability

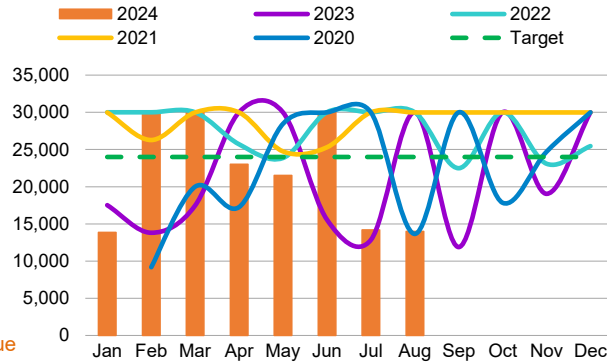
eBus mean distance between failures

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

Aug 2024: 13,990
Jul 2024: 14,200
Aug 2023: 30,000

Target: 24,000 km ⊖

eBus availability was impacted due to repairs resulting in buses being out of service.

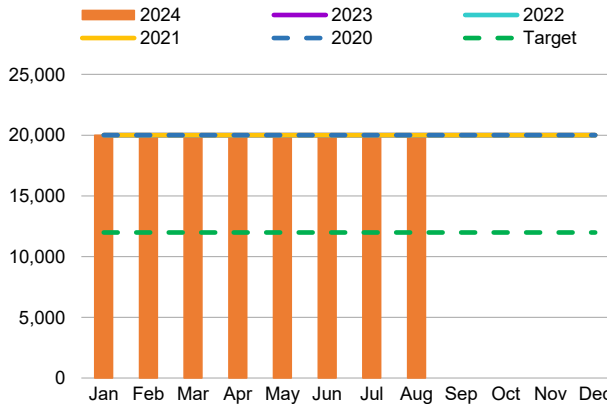


Clean-diesel bus mean distance between failures

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

Aug 2024: 20,000
Jul 2024: 20,000
Aug 2023: 20,000

Target: 12,000 km ✔

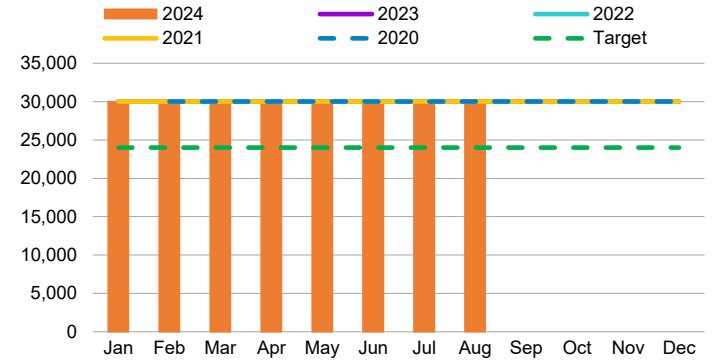


Hybrid bus mean distance between failures

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

Aug 2024: 30,000
Jul 2024: 30,000
Aug 2023: 30,000

Target: 24,000 km ✔

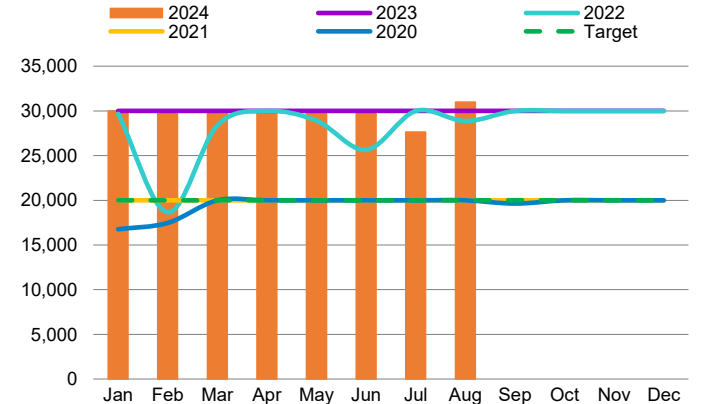


W-T Mean distance between failures

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

Aug 2024: 31,001
Jul 2024: 27,637
Aug 2023: 30,000

Target: 20,000 km ✔




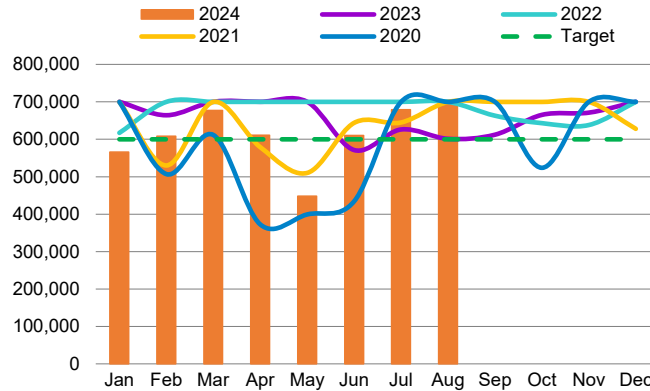
Asset reliability

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 operate on Line 1 and Line 4.

Aug 2024: 700,000
Jul 2024: 679,000
Aug 2023: 601,000


Target: 600,000 km 

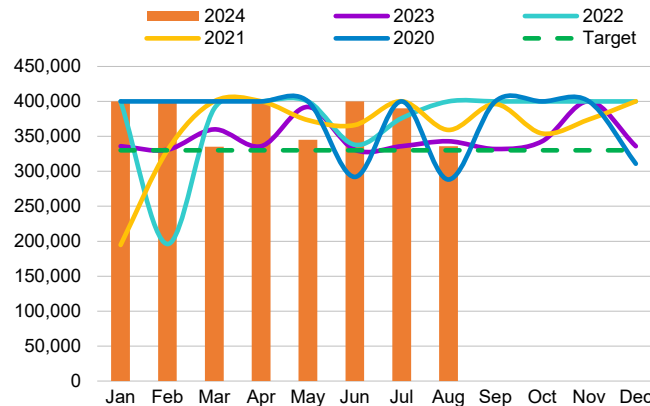


T1 train mean distance between failures

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

Aug 2024: 336,000
July 2024: 390,000
Aug 2023: 343,000


Target: 330,000 km 

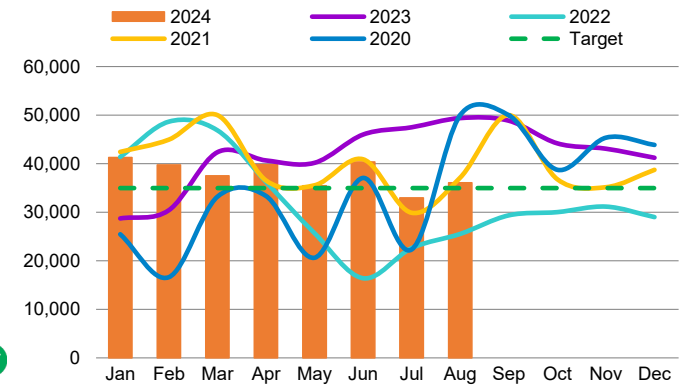


Streetcar mean distance between failures

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

Aug 2024: 36,109
Jul 2024: 32,984
Aug 2023: 49,425

Target: 35,000 km 



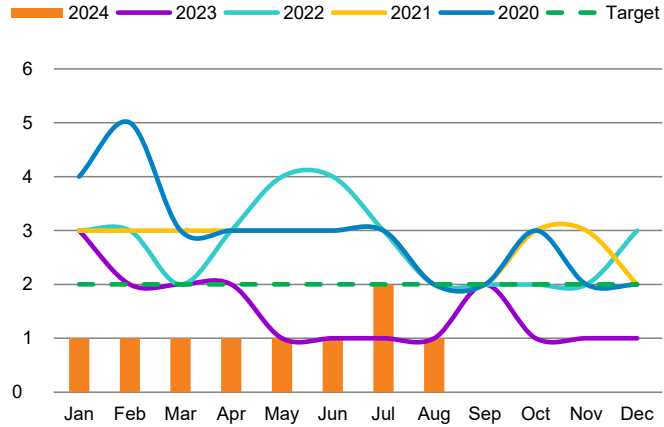
Asset reliability

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.

Aug 2024: 1
Jul 2024: 2
Aug 2023: 1

Target: Less than 2 ✓

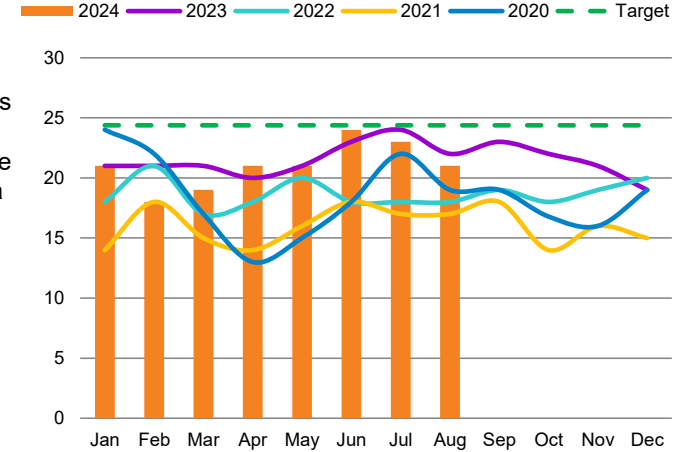


Bus road calls and change offs

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.

Aug 2024: 21
Jul 2024: 23
Aug 2023: 22

Target: Less than 24 ✓




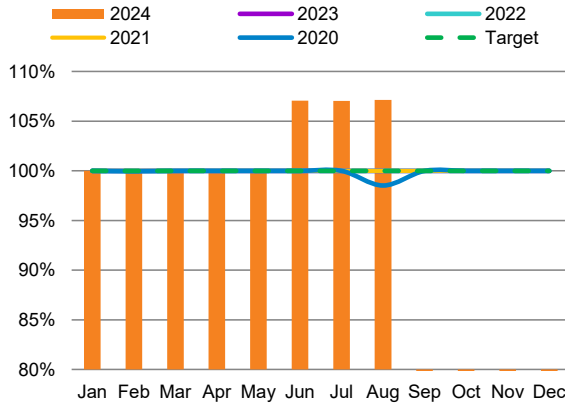
Asset availability

Subway service availability

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

Aug 2024: 107.1%
Jul 2024: 107.1%
Aug 2023: 100.0%


Target (RW): 100% 

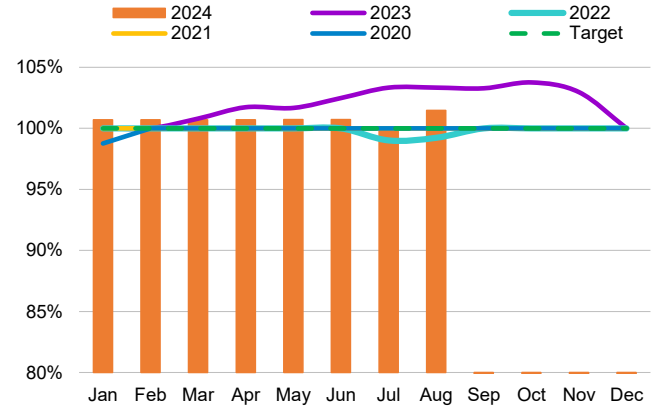


Streetcar service availability

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

Aug 2024: 101.0%
Jul 2024: 100.0%
Aug 2023: 103.0%


Target (RW): 100% 

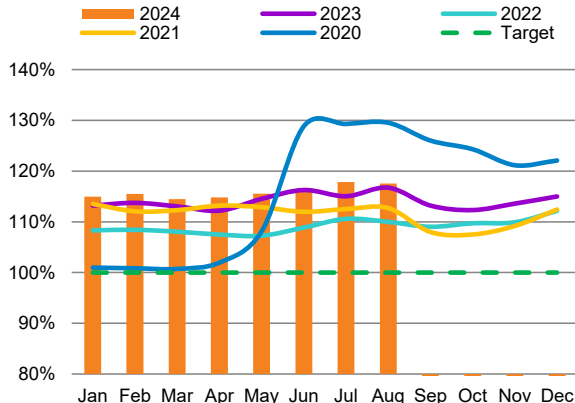


Bus service availability

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

Aug 2024: 117.5%
Jul 2024: 117.8%
Aug 2023: 116.7%


Target (RW): 100% 



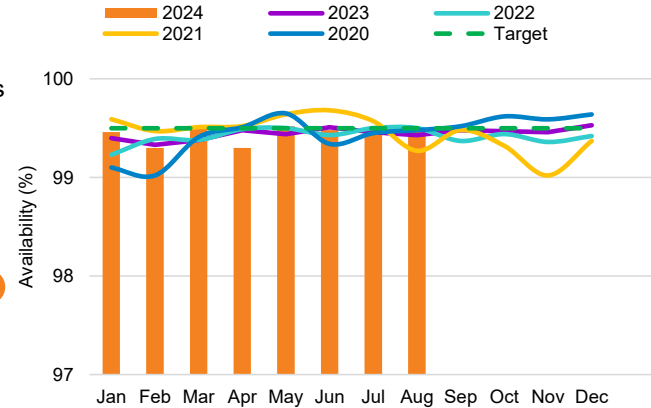
Fare gate availability

Percentage of fare gates are available for use.

Aug 2024: 99.47%
Jul 2024: 99.48%
Aug 2023: 99.43%

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.



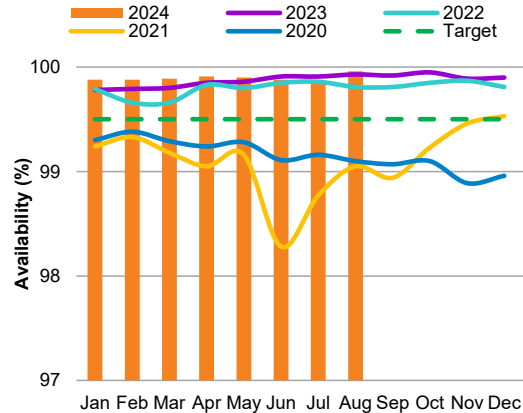
Asset availability

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.

Aug 2024: 99.96%
Jul 2024: 99.86%
Aug 2023: 99.91%

Target: 99.50% ✓

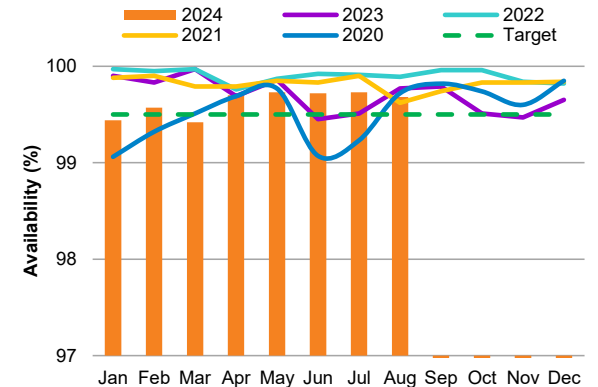


PRESTO Fares and Transfers

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.

Aug 2024: 99.68%
Jul 2024: 99.73%
Aug 2023: 99.77%

Target: 99.50% ✓

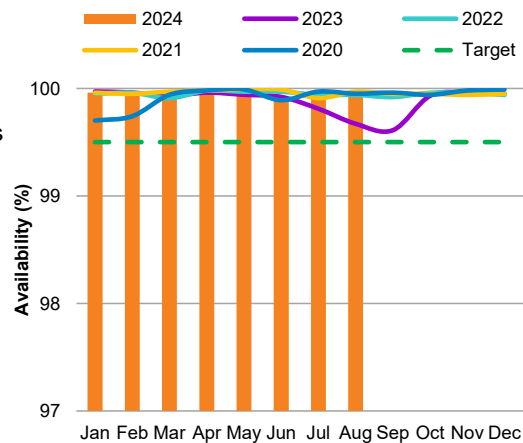


PRESTO Self-Serve Reload Machine (SSRM)

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.

Aug 2024: 99.95%
Jul 2024: 99.95%
Aug 2023: 99.67%

Target: 99.50% ✓

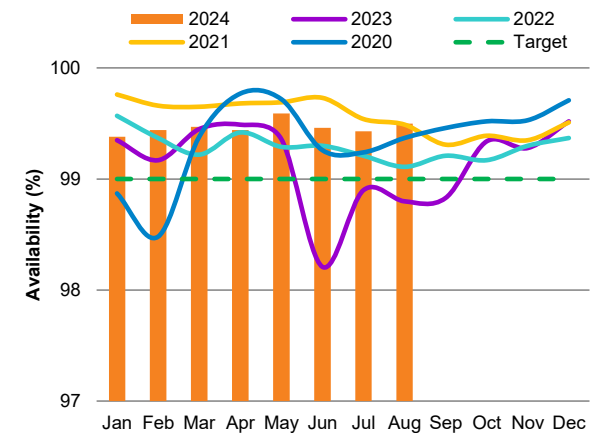


PRESTO Fare Vending Machine (FVM)

Availability of FVMs based on duration of fault to time of resolution. FVMs allow customers to load funds onto PRESTO cards, purchase cards, view balance and card history, and activate products purchased online. FVMs are installed at station entrances.

Aug 2024: 99.50%
Jul 2024: 99.43%
Aug 2023: 98.80%

Target: 99.00% ✓



Safety

Regulatory compliance – (January 1 to June 30, 2024)¹

This table summarizes the number of regulatory interactions and orders issued in 2024 (January 1 to June 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	4 ⁽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	0	N/A
Toronto Fire Services	0	0	1 ⁽⁵⁾	Compliance Achieved

¹ Next update will be available in the November 2024 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 was:

- One requirement to ensure scene is secured as per Section 54 of the OHSA for a critical injury at Glencairn Station.
- One requirement to provide CCTV footage as per Section 54 of the OHSA for a critical injury at Glencairn Station.
- One requirement to provide an ergonomics assessment report per Section 54 of the OHSA for a work refusal at Harvey Shop.

⁵ The TFS non-compliance order was:

- Notice of violation for TTC supervisory staff at Kennedy Station that were not trained on the Fire Safety Plan.



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/](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 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.

