

Corporate KPIs

Toronto Transit Commission

September 2024



Toronto Transit Commission



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.

TTC by the numbers



1.3 million
Rides per week
day



185K
weekly
service hours



6,400+ km
of routes



2,114
buses



220
streetcars



143
trains



16,000+
employees



60
battery-electric buses — the
largest fleet in North America

Our vision

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

Our mission

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



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Key metrics aligned with our strategic objectives.

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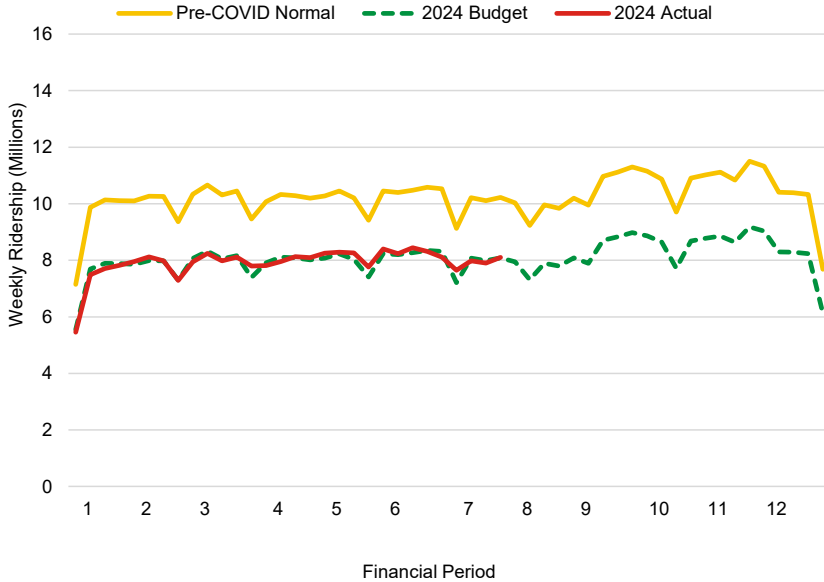
Non-core metrics 18





Ridership

Revenue rides



Definition

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 7 (June 30 to July 27, 2024) revenue rides totalled 31.6 million, representing 80% of pre-COVID experience, 0.3 million or 0.8% above budgeted revenue rides and 4% above the same period in 2023. Period 7 average weekly ridership decreased to 7.9 million rides per week from 8.3 million rides per week in Period 6, in line with expected seasonal fluctuations as summer ridership decreases each year due to a decrease in work- and school-related travel.

Year-to-date revenue rides totalled 237.6 million, which is 0.8 million above budget, 8% above the comparable period in 2023, and cumulatively represents 79% of pre-COVID experience.

Analysis

Weekly ridership has generally trended to budgeted levels thus far in 2024, with year-to-date ridership at approximately 100% of budget.

In Period 7, the percentage of unique PRESTO card riders using the system each week reached 83% of pre-COVID levels, plus an additional 390,000 weekly riders using the Open Payment method. Travel frequency patterns of riders in Period 7 continued to remain consistent, with a higher usage among riders using the system less frequently.

During Period 7, the number of unique PRESTO card riders classified as “commuters” (i.e. ride four of five weekdays per week) reached 50% of March 2020 levels, while PRESTO card riders who use transit less frequently (ride less than four weekdays per week) represented 109% of March 2020 levels.

Weekday use continued to be highest across the midweek period (Tuesday to Thursday), averaging 78% of pre-COVID levels in Period 7. Weekend ridership averaged 91% of pre-COVID levels, demonstrating the continued trend of a higher recovery rate on weekends than experienced on weekdays.

Action

The 2023 experience was used as the basis for the 2024 ridership budget that expected gradual growth throughout the year, growing from an average 78% of pre-COVID levels in the first quarter of 2024 to an average 80% in the fourth quarter of 2024.

Ridership is currently anticipated to sustain the growth experienced so far, up to the end of Period 7 2024, and trend slightly above budget at an average 81% of pre-COVID levels for the balance of the year.

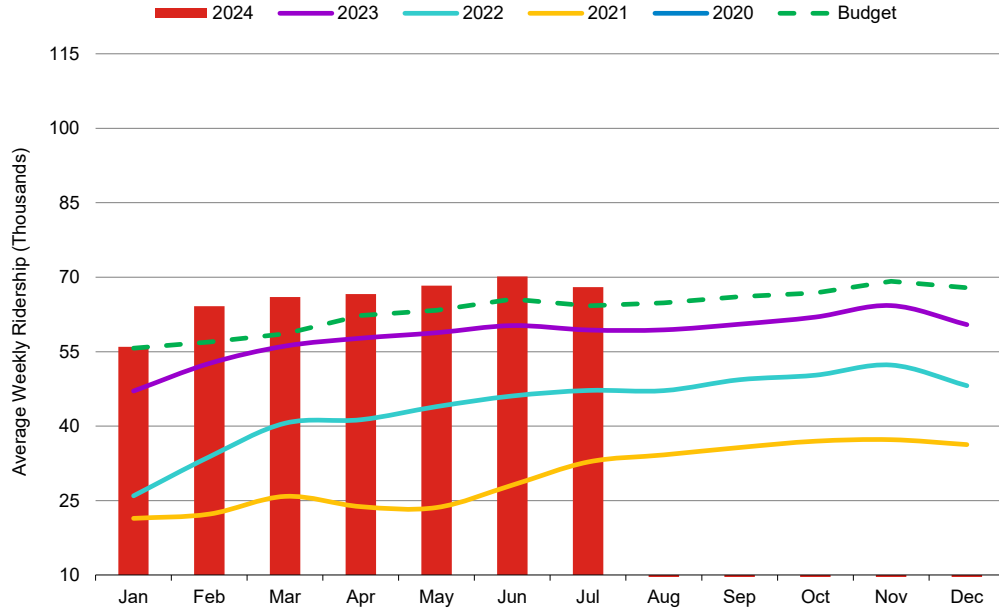
Ridership trends and recovery will be monitored closely for all fare concession types and ridership segments.





Ridership

Wheel-Trans – Trips



Definition

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 7 (June 30 to July 27, 2024) was 271,939 (or 67,985 passengers per week). This figure was 5.8% higher than the budgeted 64,230 customers per week. In terms of year-over-year growth, the Period 7 year-to-date (YTD) ridership is 16.7% higher compared to the same period in 2023, and is 7.8% (141,800) over the 2024 YTD budget.

Analysis

The 2024 YTD ridership represents 81.86% of the pre-COVID experience (2019 YTD P7). When compared to the same period last year, we are seeing a robust year-over-year growth of 16.7%. Wheel-Trans has exceeded our 2024 year-to-date budget by 7.8%, which translates to 141,800 more riders than anticipated. Data trends suggest a healthy recovery of Wheel Trans ridership.

Action

Necessary resources are in place to accommodate the anticipated increase in ridership. Monitoring customer trips and the volume of reservations will provide valuable insights into emerging travel patterns. This proactive approach will help ensure that we can meet the needs of our passengers effectively.

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

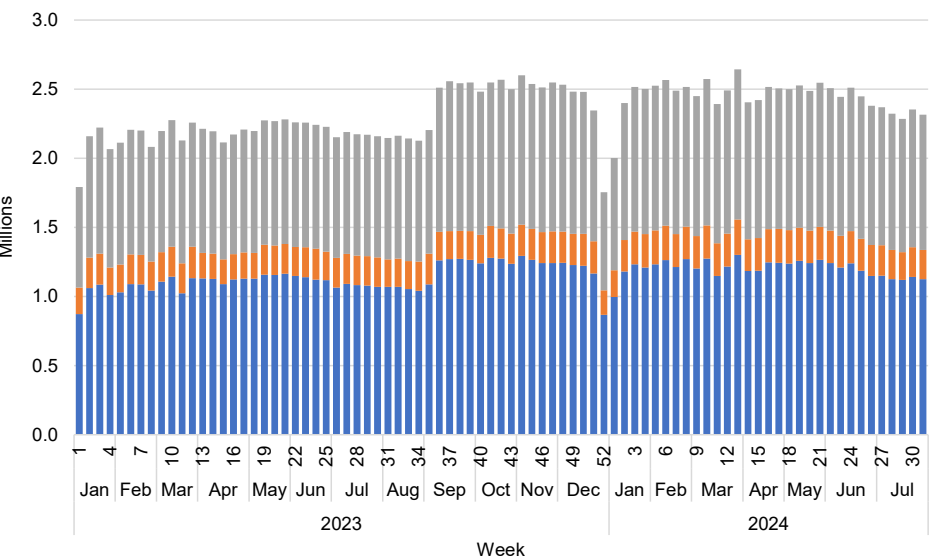




Ridership

Customer Boardings

■ Bus ■ Streetcar ■ Subway



Definition
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 for July declined by 5% to 2.33 million compared to June. The average Saturday boardings for the month increased by 2% from June's level to 1.76 million whereas average Sunday boardings slightly declined by 0.3% from June's levels to 1.4 million.

Analysis

Office commute rates remained steady from June to July, but the month also marked the end of the examination period and the start of summer vacation season for major school boards. Furthermore, with multiple extreme weather events, such as heavy downpour leading to widespread flooding across the city, ridership during these extreme weather events significantly declined compared to normal weekdays. Compared to June, weekday demand on bus, streetcar and subway reduced by 5%, 8% and 3%, respectively.

Demand continued to vary across weekdays, with Tuesday to Thursday being the busiest, and Thursdays being 11% busier than Mondays. Compared to pre-pandemic levels, average weekday boardings in July were 84% for bus, 65% for streetcar, and 73% for subway. The busiest weekday, however, was 87% for bus, 68% for streetcar, and 77% for subway.

Weekday peak- and off-peak demand recovered to 67% and 79% of pre-pandemic levels, respectively; demand in AM and PM peak periods continue to make up about 52% of all-day weekday demand.

With special events held across the city during the season, weekend demand fluctuated from week-to-week. Compared to June, weekend demand in July increased by 1% to 93% of pre-pandemic levels, with bus and streetcar increased by 3% and 1%, and subway declined by 2%.

Action

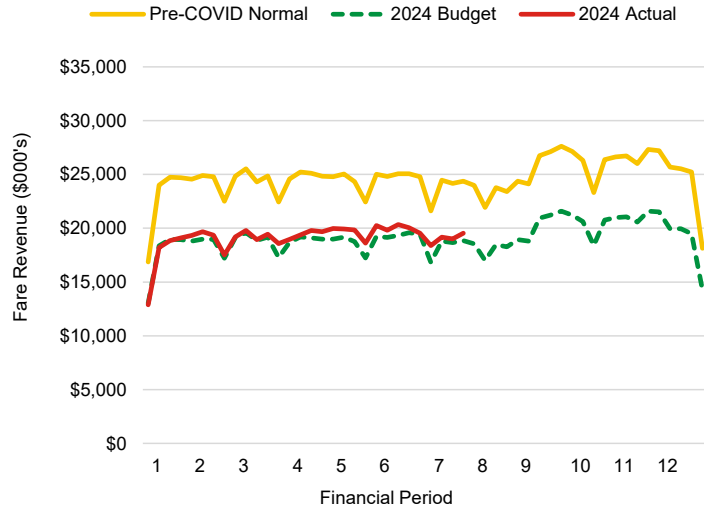
- Plan and implement service improvements and service changes (including introducing new routes) from the board-approved 2024 Annual Service Plan throughout fall 2024 and to address customer demand.
- Continue to engage with internal and external stakeholders and customers through consultation sessions this summer and fall to inform 2025 Annual Service Plan proposals.
- Continue to engage with partners on preparing a long-term transit demand outlook to inform and update capital and infrastructure needs.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 7 (June 30 to July 27, 2024) fare revenue was \$76.4 million. This represents 81% of pre-COVID revenue and is \$3.3 million or 4.5% above budgeted fare revenue for Period 7 and 7% above the same period in 2023. Period 7 average weekly fare revenue of \$19.1 million decreased 4.7% over Period 6, in line with expected seasonal fluctuations as summer ridership decreases each year due to a decrease in work-and school-related travel.

On a year-to-date basis, fare revenue totalled \$574.2 million, which is \$16.9 million above the year-to-date budget, 12% above the comparable period in 2023 and cumulatively represents 79% of pre-COVID experience.

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 \$72.5 million for Period 7 — representing a PRESTO ridership adoption rate of 90.8% — and \$3.9 million from other media for Period 7. The adoption of the Open Payment and Virtual PRESTO card payment methods continued to grow since their launch in 2023 and now accounts for the payment method of more than 20% of weekly rides. 15.1% of weekly rides were paid using the Open Payment method and 5.1% using the Virtual PRESTO card at the end of Period 7, up from 1.7% of weekly rides paid using the Virtual PRESTO card in Period 6 due to the addition of the virtual PRESTO card on Apple devices as of mid-July 2024.

Cash, legacy fare methods and fare payments from a physical PRESTO card have decreased as a result. Payment with legacy fare media now represents 0.1% of weekly rides, down from 0.3% of weekly rides prior to the launch of Open Payments and Virtual PRESTO card payment, weekly rides paid with cash decreased to 3.9% from 5.7%, and weekly rides paid with a physical PRESTO card decreased to 69% from 85%.

Period 7 revenue was generated from the following fare concession groups: 81.7% adult, 7.4% post-secondary, 5.6% senior, 5.1% youth (ages 13-19) and 0.2% other, similar to Period 6's results – 80.5% adult, 7.6% post-secondary, 5.6% senior, 6.1% youth and 0.2% other.

Action

The 2023 experience was used as the basis for the 2024 revenue budget that expected fare revenue to grow gradually throughout the year and reach 79% of pre-COVID experience by the end of 2024.

Fare revenue is currently anticipated to sustain the growth experienced so far, up to the end of Period 7 2024, and trend slightly above budget at an average 81% of pre-COVID levels for the balance of the year.

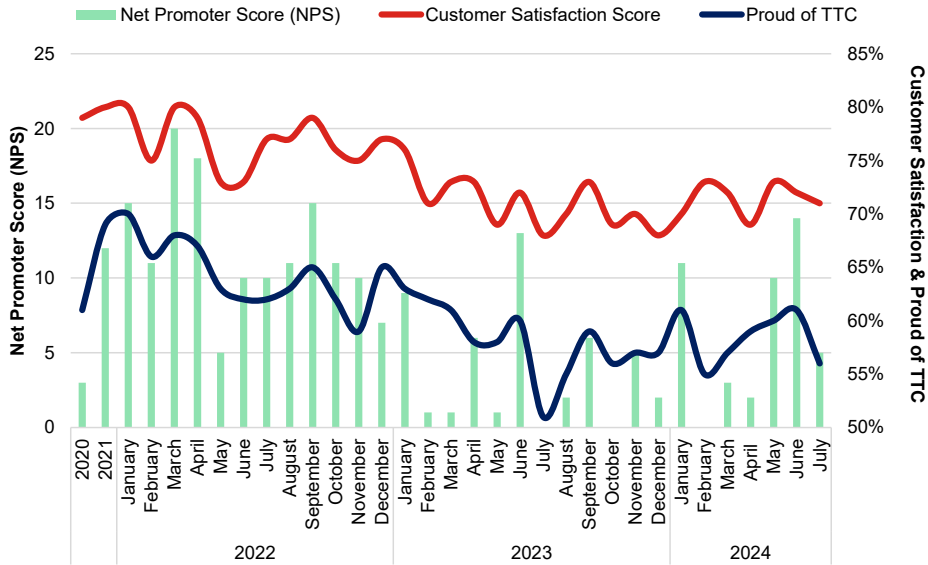
Ridership and fare revenue trends and recovery will be monitored closely for all fare concession types and ridership segments.



Customer experience



Customer satisfaction



Definition

Monthly customer survey of 500 TTC customers.

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.

Note: the customer satisfaction is a lagging indicator, relating to events that occurred in the previous month.

Results

Overall customer satisfaction has remained stable in July 2024 at 71%. Net Promoter Score (NPS) decreased to five from 14, and the number of customers who say they are proud of the TTC and what it means to Toronto has decreased to 56% from 61%.

Analysis

Customer satisfaction has declined across most aspects for both bus and subway services, with the exception of streetcars. Bus customers have reported improvements in the availability of maps and signage, ride comfort, and the cleanliness of stops, stations, and platforms. Meanwhile, streetcar riders have noted improvements in eight out of 11 aspects, with the most significant improvement being smoothness of trip.

NPS has decreased for subway by 11 points, bus has decreased by eight and streetcar has remained stable at six points.

Subway and streetcar customers reported a decrease in Proud of TTC score, both decreasing by six percentage points and bus decreased by four percentage points.

Action

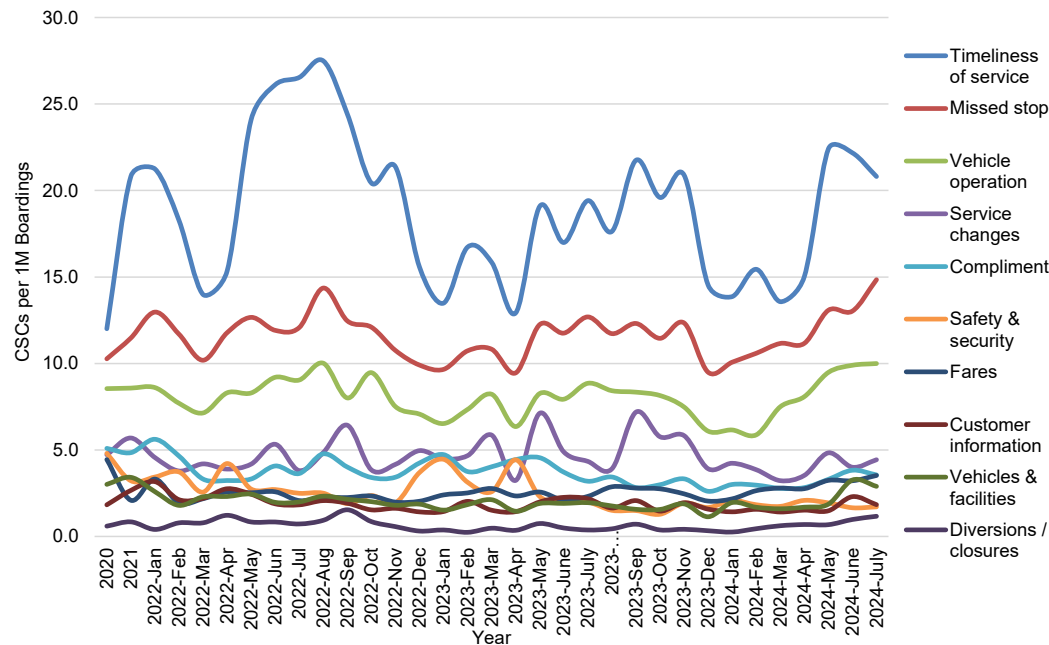
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- An in-depth study is underway to understand social and environmental factors that resonate with TTC customers.
- Embed customer satisfaction, customer research, and CSC priorities in the Customer Experience Action Plan.





Customer experience

Customer service communications (CSCs)



Results

The number of Customer Service Communications (CSCs) per one million customer boardings decreased in volume by 1% in July 2024 compared to June 2024. While the number of CSCs increased to 4,437, customer boardings also decreased (1%). The top 10 CSCs are unchanged, however, Missed Stop increased by 14%.

Analysis

The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. Timeliness of Service decreased by 6%, customer communications were related to surface delays decreased since June. Missed Stops CSCs were related to bypassing patrons, carried past stop and not waiting. Vehicle Operation increased by 1%.

CSCs related to safety and security have increased by 3% and have remained ranked ninth out of 10 since December 2023. Safety and Security represent 2.5% of all CSCs.

Action

- Leverage operational CRM dashboard for performance improvement on other contributors to Timeliness of Service, Missed Stop and Vehicle Operation.
- Maintained increased staff presence in stations supporting customer service and safety.

Definition
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.





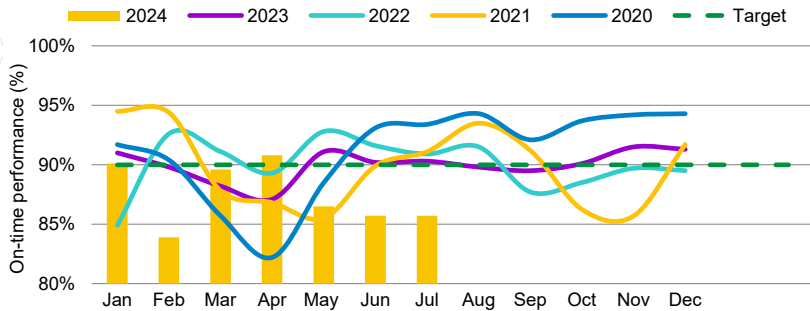
Rich Wong
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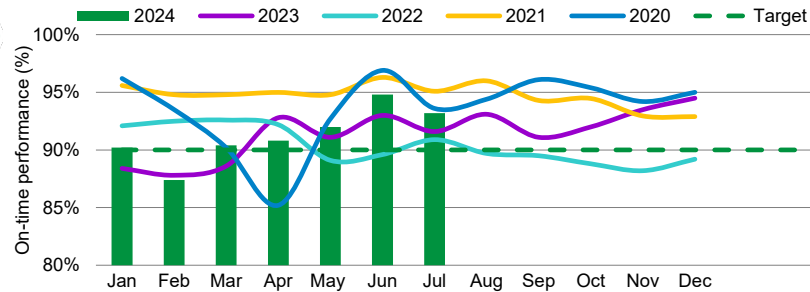
Customer experience

On-time performance (OTP) – Subway

1



2



Definition

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.

ATC: Automatic Train Control **OPTO:** One-Person Train Operation

Results

Line 1 OTP was 85.7% in July. This represents no change from last month (85.7%) and a decrease from the same time last year (90.3%). Our target of 90% was not met.

Line 2 OTP was 93.2% in July. This represents a decrease from last month (94.8%) and an increase from the same time last year (91.6%). Our target of 90% was met.

Analysis

On Line 1, there was a 10.7% increase in total delay minutes – from 2,764 minutes in June to 3,059 minutes in July. Decreases in staff-related and passenger-related delays were offset by increases in subway infrastructure delays. Restricted Speed Zones and early nightly partial closures continue to adversely impact OTP.

There were 1,750 passenger-related delay minutes accounting for 57.2% of the total delay minutes. The two largest categories of passenger-related delays were Disorderly Patron – 491 delay minutes (up 47.0% from June), and Unauthorized at Track Level – 251 delay minutes (down 21.3% from June).

On Line 2, there was a 59.4% increase in total delay minutes – from 1,618 delay minutes in June to 2,579 delay minutes in July. Increases in delay minutes were seen across all sectors except passenger-related delays.

There were 1,028 passenger-related delay minutes accounting for 39.9% of the total delay minutes. The two largest categories of passenger-related delays were Disorderly Patrons – 218 minutes (up 34.6% from June) and Sick Customers Transported – 173 minutes (up 276.1% from June).

Action

- We will continue to monitor crowding and service levels to ensure sufficient capacity is provided.
- Further, additional staff were deployed throughout the system to help mitigate passenger-related delays by providing a stronger presence across the system.
- Work is ongoing to remove restricted Speed Zones.



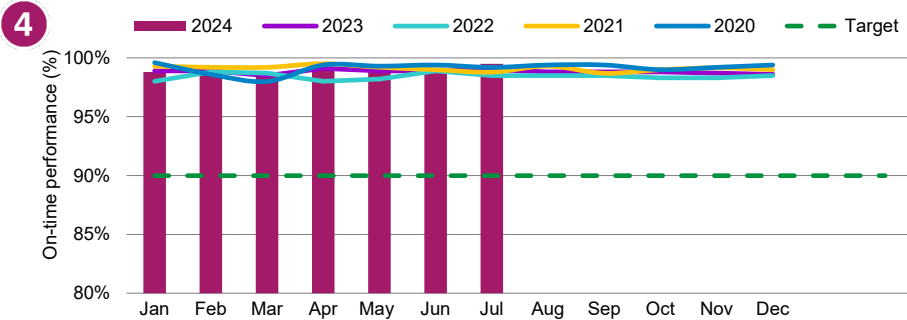


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Customer experience

On-time performance (OTP) – Subway



Definition

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.

Line 3 was shutdown on August 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, 2023 the Line 3 Bus Replacement Plan was implemented with transit priority infrastructure along the routing.

Results

Line 4 OTP was 99.5% in July. This represents an increase from last month (99.0%) and an increase from the same time last year (99.0). Our target of 90% was met.

Analysis

On Line 4, there was a 46.2% decrease in total delay minutes — from 264 delay minutes in June to 142 delay minutes in July. Decreases were seen across all sectors except passenger-related delays.

Action

There are no anticipated changes for this line.



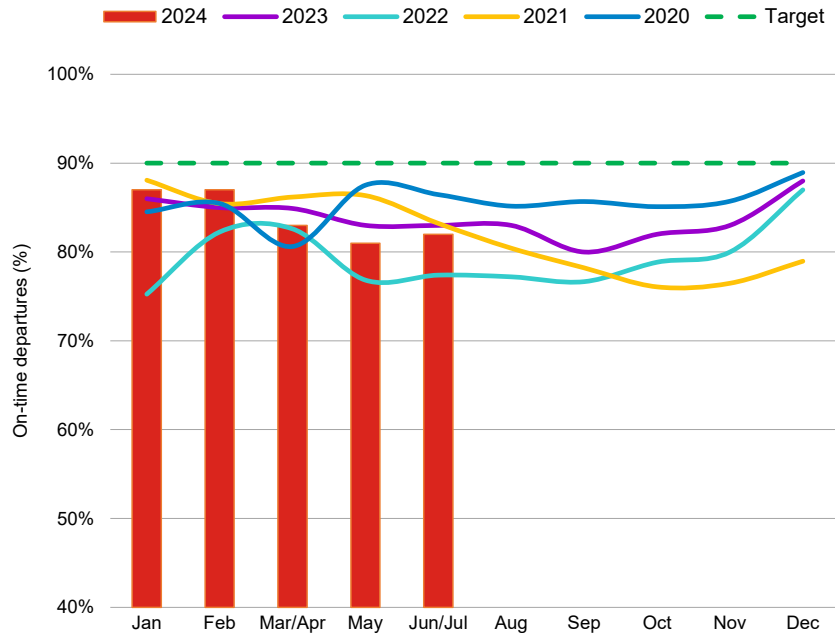


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Customer experience

On-time performance (OTP) – Bus



Definition
On-time performance measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or five minutes later than their scheduled departure time (-1 to +5)

Results

Bus OTP for the June Board Period (June 23 to July 27, 2024) was 82%, an increase of one percentage-point compared to the May Board Period (81%). This is a one percentage-point decrease compared to the same board period last year (83%). The target of 90% was not met.

Analysis

Mondays were the best performing day of the board period at 87% One-time. This is a two percentage-point increase compared to the previous board. By contrast, OTP was 81% on Fridays which is a two percentage-point increase from the May Board Period.

On weekdays, this board period OTP was 91% during the AM peak period. The AM peak period performance was a two percentage-point increase while the PM peak period is a seven percentage-point increase compared to the May board period.

Weekend OTP was 81% for the June Board Period overall, which is a one percentage-point increase compared to the May board period (80%). The Saturday Early Evening period was the worst performing weekend time period at 75% One-time.

Action

- Root cause diagnostic assessments for all 19 “Not On-time” routes.
- Implementation of major run time updates across the network for the September Board Period
- Focus on improving midday performance with emphasis on performance leading into and out of peak periods
- Fulsome review of deadheading times across the network to improve first trip OTP.
- New set of priority routes for Supervisory field presence began in August board period.

	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Bus Routes	37	73	19	31
% of Ridership	18%	48%	5%	29%
Weekday OTP	86%			74%



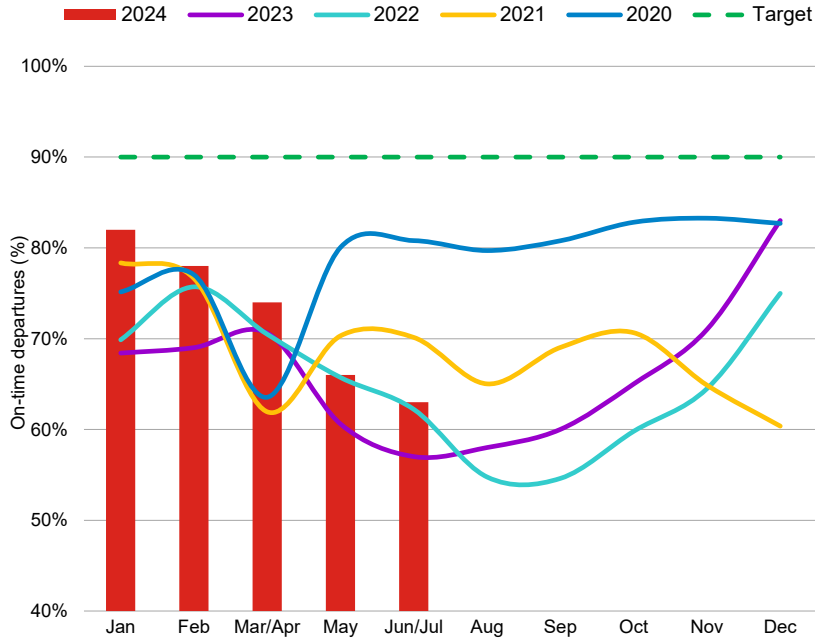


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Customer experience

On-time performance (OTP) – Streetcar



Definition

On-time performance measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or five minutes later than their scheduled departure time (-1 to +5).

Results

Streetcar OTP for the June Board Period (June 23, 2024 – July 27, 2024) was 63%, a decrease of 3 percentage-points compared to the May Board Period (66%). This is a 6 percentage-point increase in OTP compared to the same board period last year (57%). The target of 90% was not met.

Analysis

OTP continued to decrease in the June Board Period largely due to an increase in short-term construction activity requiring diversions and a number of operational incidents impacting the network.

On weekdays this board period OTP was 81% during the AM Peak period and 50% during the PM Peak period, which was the lowest scoring period on weekdays. These are two and eight percentage-point decreases compared to the May Board Period.

OTP was 69% on Mondays – the highest scoring weekday – due largely to the reduced traffic volumes on that day of the week. However, this is a six percentage-point drop compared to the previous board period. OTP was 59% on Fridays which was the worst weekday of the Board Period and a 10 percentage-point drop from the May Board Period.

For the network as a whole, weekend OTP was 60% for the June Board Period, a three percentage-point increase over the May Board Period (57%). The Saturday Late Evening period was the lowest scoring time period (38%) overall.

Action

- Implementation of new bus lanes on the 510 Spadina for the August Board Period.
- Review of operational plan for the upcoming 509 Harbourfront bus replacement during the September Board Period.
- Review and adjustment of transit priority infrastructure on St. Clair for the October Board Period.

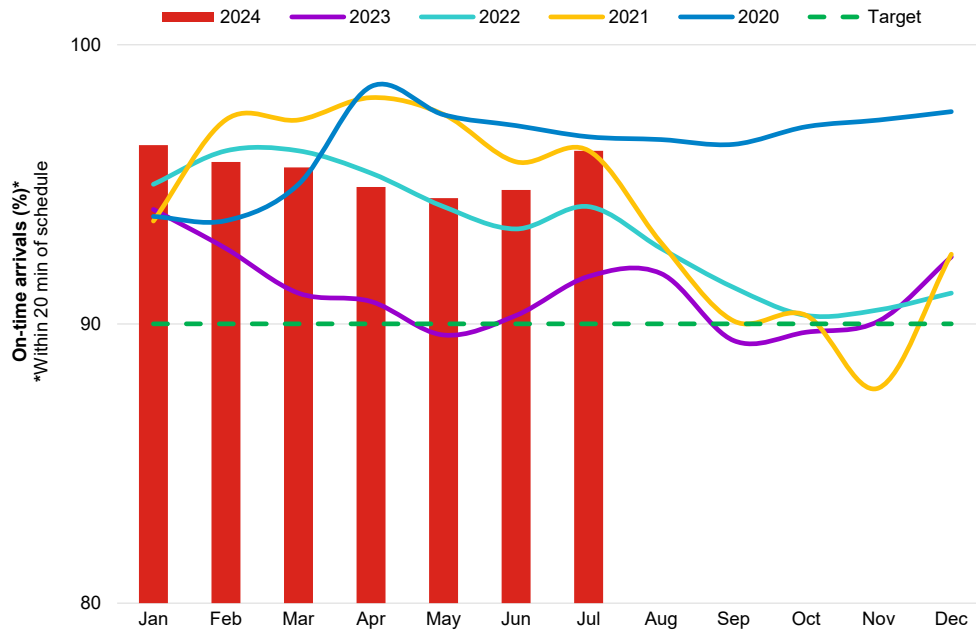
	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Streetcar Routes	0	1	6	4
% of Ridership	0%	3%	51%	46%
Weekday OTP	67%			55%





Customer experience

On-time performance (OTP) – Wheel-Trans



Definition

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.

Results

OTP in in Period 7 (June 30 to July 27, 2024) increased by 1.4% from the previous period to 96.2%, and is 4.5% higher than Period 7 in 2023.

Analysis

OTP continues to rise despite a significant 16.7% increase in ridership compared to the same period in 2023, a significant inclement weather flooding event throughout the city and several major summer events. We remain well above our target of 90%. Ongoing seasonal construction continues throughout the city and the Gardiner Expressway lane closures remain in effect. The Dispatch team continues to put extra effort into adjusting runs when operational issues arise and making it a priority to minimize the impact to our customers.

Action

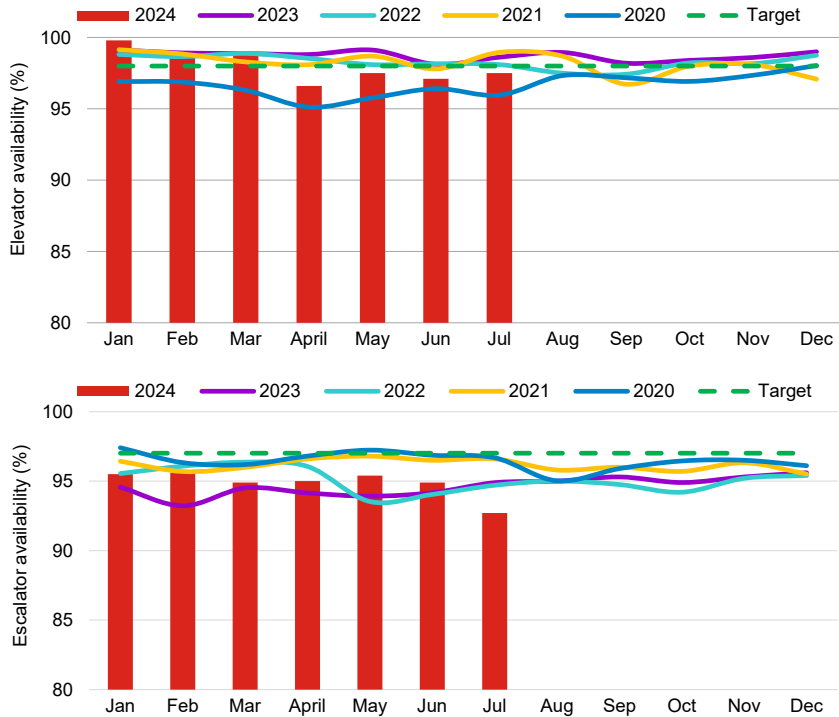
Wheel-Trans Management will continue to provide extra runs (based on daily spare board availability) to ensure trips are not delayed and to improve customer experience. Decreasing vehicle speed factor in our scheduling system (the speed at which a vehicle is able to travel in the city) to more accurately reflect traffic conditions continues to result in higher OTP without impacting Daily Modal Percentage Delivered. The updated speed factor setting will be maintained in 2024 and close monitoring by dedicated staff will result in OTP remaining above 90%. Gardner Expressway lane reduction and ramp closure, and construction initiatives throughout the city, are being closely monitored.





Customer experience

Accessibility – Elevator and escalator availability



Definition

Percentage of total available elevator and escalator service hours during subway service.

Results

Subway Elevator availability for July was 97.5%, not meeting the target of 98%.

Escalator availability for June was 92.7%, not meeting the target of 97%.

Analysis

Elevators

In July, elevator availability was impacted by flooding issues at St. Patrick, Main, Pape and Jane stations. Total out of service hours due to flooding was 1,109 hours.

Escalators

- 13 escalators are out of service to accommodate construction work, with six at Lawrence Station, one at Castle Frank Station, one at Greenwood Station, one at Spadina Station, two at Dupont Station, and one at King Station. The escalator at King is out of service since September 2023 until June 2025.
- 16 escalators at North York Centre Station, St Patrick Station, Pape Station, Union Station, Queen's Park Station, Dufferin Station, Bayview Station, Keele Station, King Station, and Old Mill Station are out of service due to water damage. Severe rainfall on July 16 contributed to the higher-than-usual downtime due to water damage.
- Overhaul of one escalator at Queen Station and one at Eglinton West Station continue to have an impact on downtime.

Total out of service hours was 8,129 due to construction and water damage.

Action

13 escalators remain out of service to accommodate construction at Lawrence Station, Greenwood Station, Castle Frank Station, King Station, Kipling Station, Dupont Station and Spadina Station. One escalator at Queen Station and one at Eglinton West Station remain out of service due to overhaul. Queen and Eglinton West are accessible stations. All 16 escalators have been returned to service from water damage.

To mitigate accessibility impact on customers:

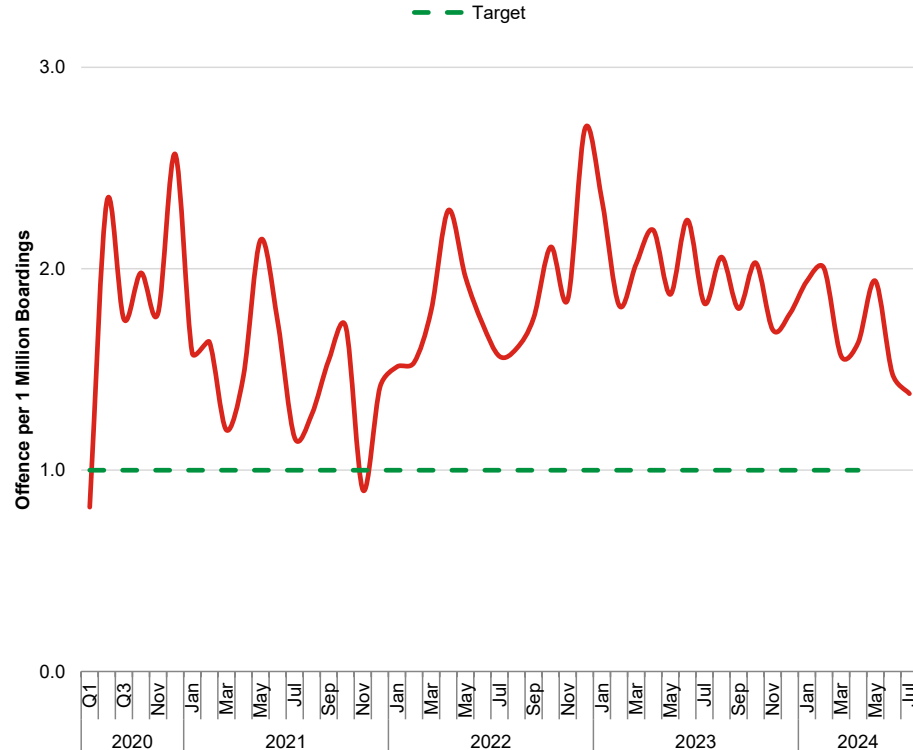
- TTC website is updated with elevator status.
- "Accessible alternative" signage is located at each elevator.
- Elevator out-of-service status is communicated through Live "service alerts" on the website and the digital video screens in stations and on platforms, as well as on the TTC's Lift Line.
- 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



Offences against Customers



Results

The number of reported offences against customers was 1.38 per one million boardings for July 2024, decreasing from 1.48 in June 2024.

Analysis

The rate of reported offences has decreased, and correspondingly the per day rate also decreased from 3.34 in June 2024 to 2.89 in July 2024. Since January 2023, there has been an overall decrease of 41% in rate offences against customers.

Action

- Maintaining high-visibility presence across the network, with an additional 161 customer-facing personnel hired in 2023, and ongoing hiring of 50 more Special Constables.
- Community Safety Ambassadors and Streets to Homes staff continue to provide support and outreach for underhoused individuals since April 2023.
- Since February through August 2024, Community Engagement Unit (CEU) engaged in 35 school presentations, 14 events, 34 Focus Tables, and worked on a three-day collaboration with PEERS, Toronto District School Board (TDSB), City of Toronto and Toronto Police Service on a 13-week pilot focused on youth violence prevention. CEU also engaged in 34 Community Workshops focusing on Transit Safety for students, 69 Streets to Homes and Partners meetings focusing on assisting persons experiencing homelessness and attended one Bus Division.
- Increasing promotion of SafeTTC App and *See Something Say Something* campaign through stations. Campaign to be issued in September that educates customers about the importance of the improvements to safety on the TTC.
- Multidisciplinary approach with City of Toronto and Toronto Police Service to amplify community support and incident response through short- and long-term strategies. Detailed updates have been captured in the Update in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report (July).

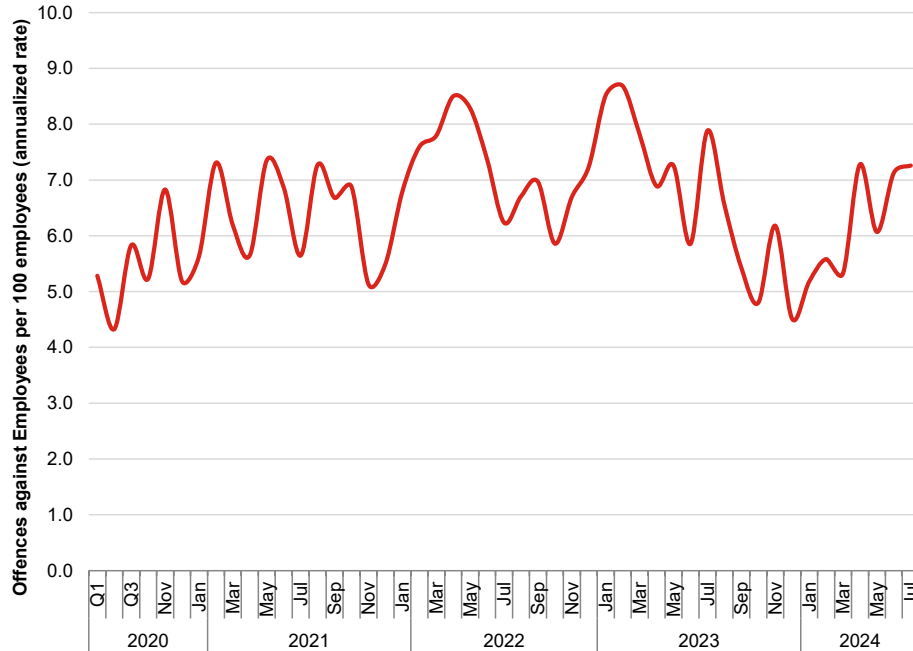
The TTC's Special Constable Service continues to monitor these statistics regularly, and report up to the multidisciplinary table, and reallocate resources across the network to assist with emerging issues.



Safety and Security



Offences against Employees



Results

The number of reported offences against employees per 100 employees (annualized rate) increased in July 2024 compared to June 2024, to 7.26 from 7.13.

Analysis

The total number of reported offences have increased to 3.32 from 3.26 per day. Since January 2023, the overall rate of offences (annualized rate) has decreased by 15%.

Action

As part of the TTC's Community Safety, Security and Well-being Action Plan, the initiatives include:

- Continuing high-visibility presence from community safety supports, including Special Constables, Security Guards and Toronto Police Officers, and increasing the presence of TTC staff across the system to improve incident response.
- Supporting 36 proactive site visits conducted by the Ministry of Labour, Immigration, Training and Skills Development.
- Providing de-escalation, including unconscious bias training to frontline staff (8,114 staff trained by September 6, 2024).
- Engaging with CUTA's Safety and Security Task Force, UITP's Homelessness Working Group, as well as union partners through the Joint Labour Management Committee.
- Supporting amendments to the Criminal Code to include all public transit workers, with the Act receiving its first reading on June 12, 2024.
- Special Constables and security guards are deployed at terminal stations to assist and support staff with closing and inspect areas to prevent graffiti.
- Detailed updates have been captured in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report (July).

Link to [Community Safety & Wellbeing on Transit – City of Toronto](#)





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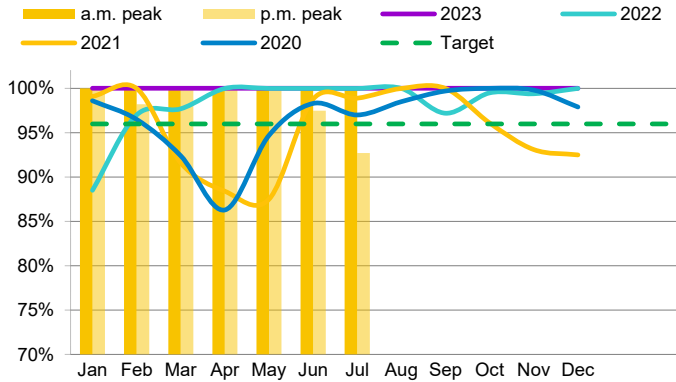
Appendix: Service delivery

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.

Jul 2024: 97.0%
Jun 2024: 100.0%
Jun 2023: 100.0%

Target: 96.0%

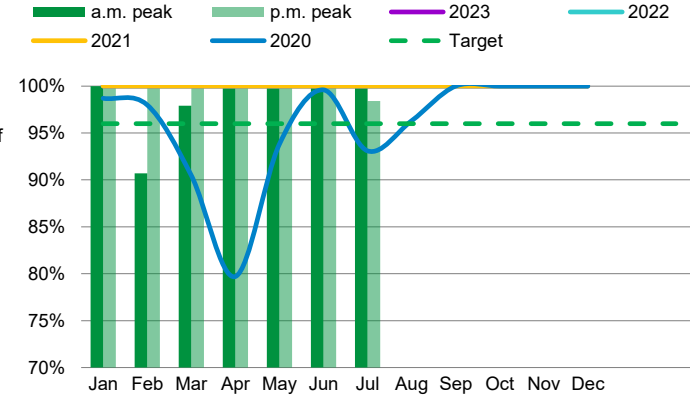


Line 2 capacity

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.

Jul 2024: 100.0%
Jun 2024: 100.0%
Jul 2023: 100.0%

Target: 96.0%



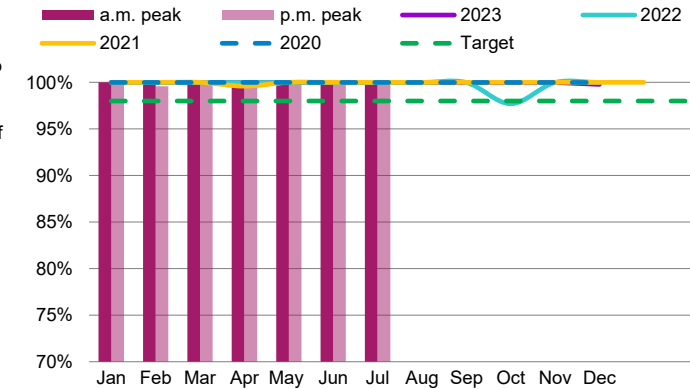
Line 3 was shutdown on August 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, the Line 3 Bus Replacement Plan is in effect with complete transit priority measures and routing.

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.

Jul 2024: 100.0%
Jun 2024: 100.0%
Jul 2023: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

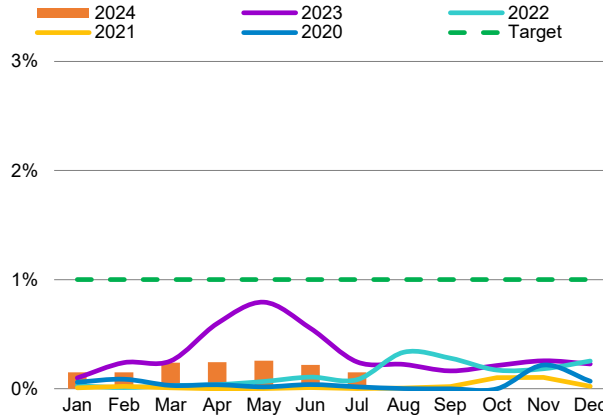
Appendix: Service delivery

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).

Jul 2024: 0.15%
Jun 2024: 0.22%
Jul 2023: 0.25%

Target: 1%

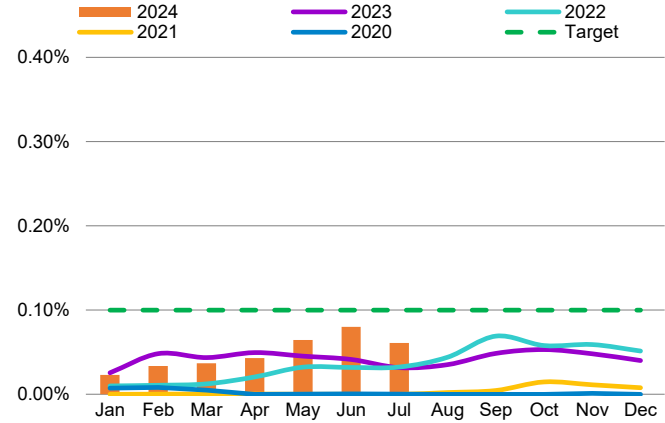


Bus short turns

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).

Jul 2024: 0.06%
Jun 2024: 0.08%
Jul 2023: 0.03%

Target: 0.10%

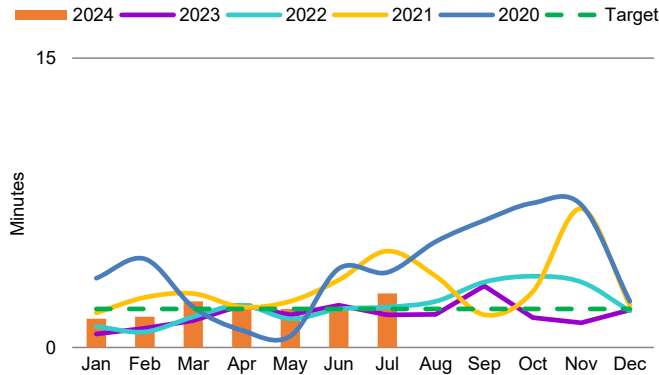


Wheel-Trans contact centre wait time

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

Jul 2024: 2.8
Jun 2024: 2.1
Jul 2023: 1.7

Target: 2





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Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

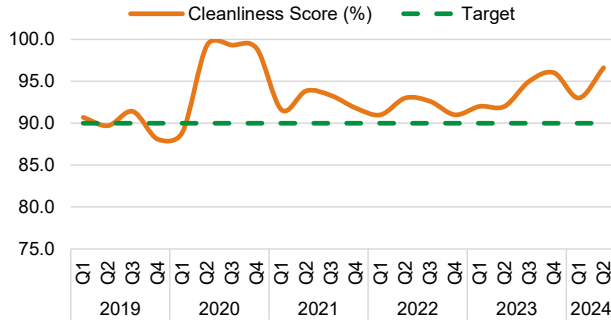
Appendix: Cleanliness

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%

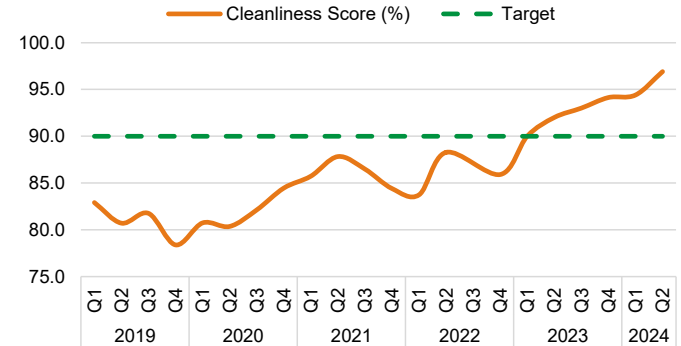


Streetcar cleanliness

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%

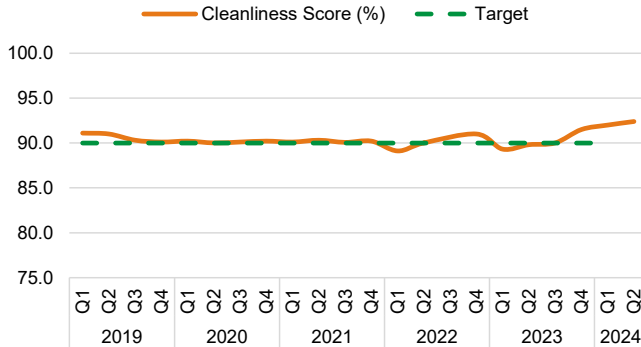


Subway cleanliness

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%

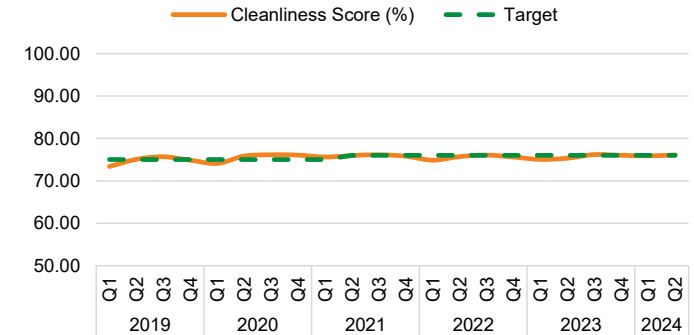


Station cleanliness

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

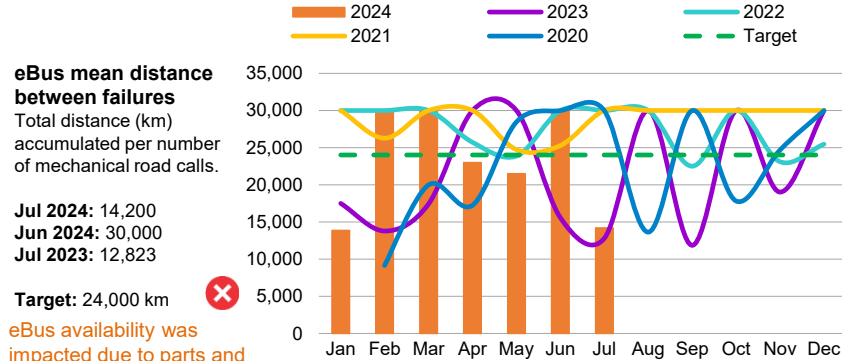
Q2 2024: 76.10%
Q1 2024: 75.89%
Q2 2023: 75.33%

Target: 76.0%

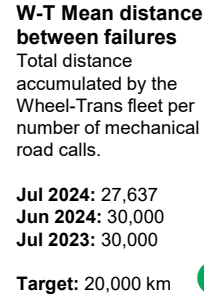
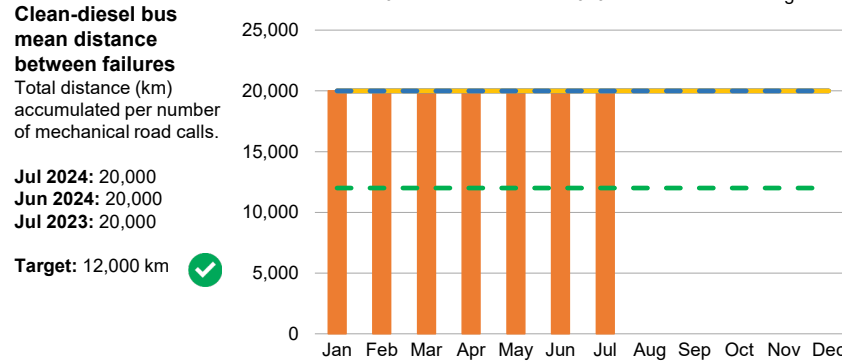




Appendix: Asset reliability



eBus availability was impacted due to parts and equipment availability resulting in lower service kilometres.





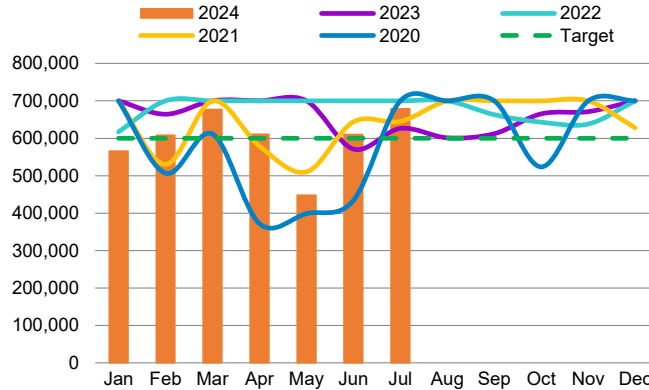
Appendix: Asset reliability

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.

Jul 2024: 679,000
Jun 2024: 610,000
Jul 2023: 626,000

Target: 600,000 km

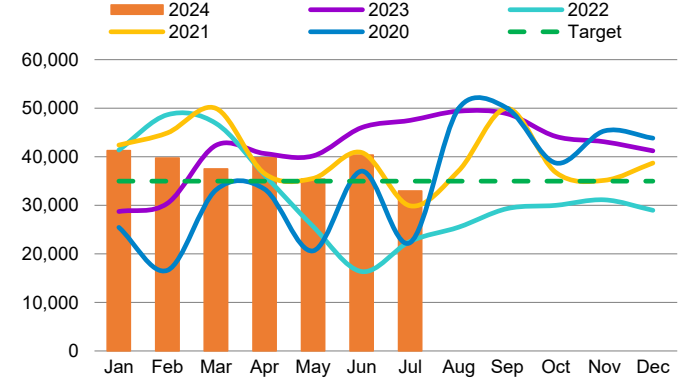


Streetcar mean distance between failures

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

Jul 2024: 32,984
Jun 2024: 40,376
Jul 2023: 47,529

Target: 35,000 km



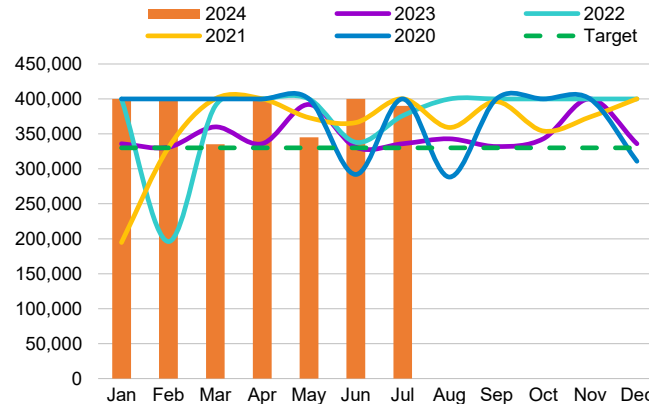
Streetcar MDBF decreased this period due to severe weather conditions.

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.

Jul 2024: 390,000
Jun 2024: 400,000
Jul 2023: 336,000

Target: 330,000 km





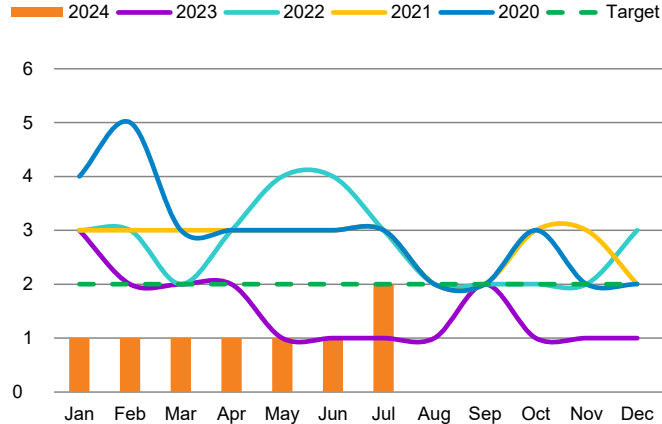
Appendix: Asset reliability

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.

Jul 2024: 2
Jun 2024: 1
Jul 2023: 1

Target: Less than 2

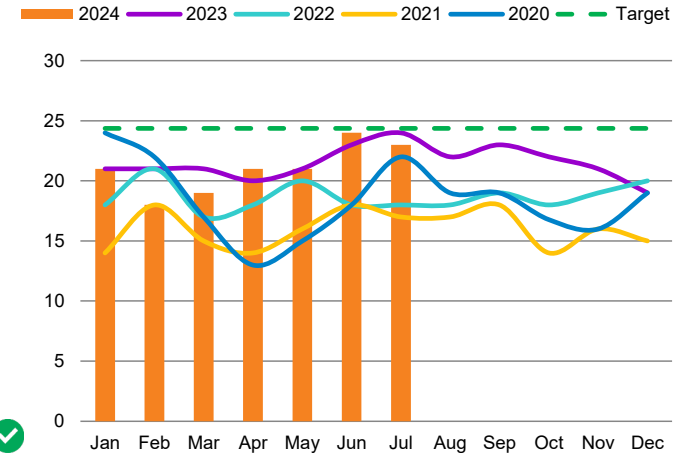


Bus road calls and change offs

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

Jul 2024: 23
Jun 2024: 24
Jul 2023: 24

Target: Less than 24





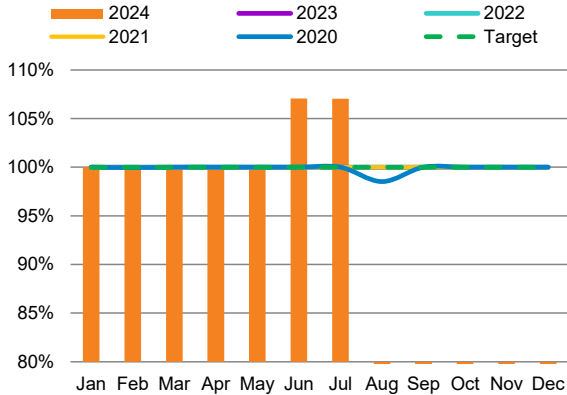
Appendix: Asset availability

Subway service availability

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

Jul 2024: 107.0%
Jun 2024: 107.1%
Jul 2023: 100.0%

Target (RW): 100%

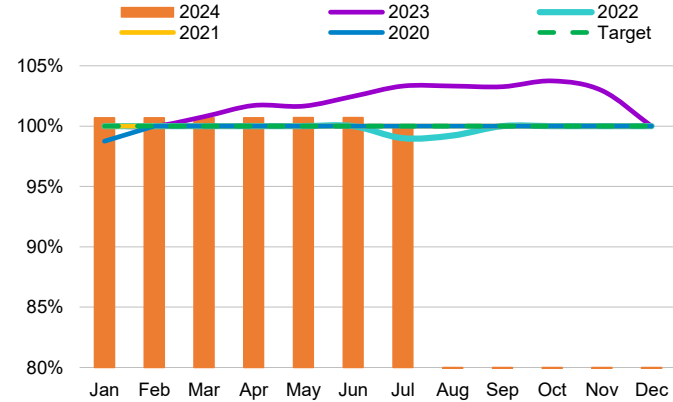


Streetcar service availability

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

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

Target (RW): 100%

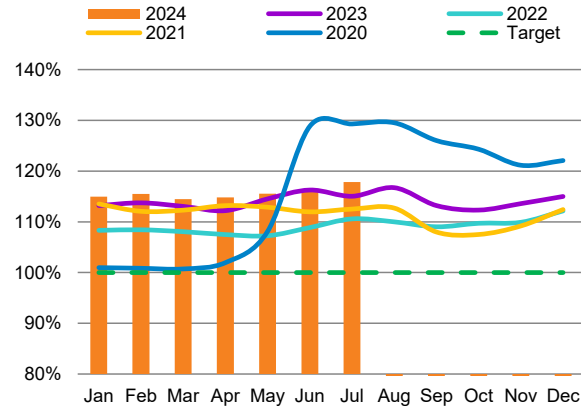


Bus service availability

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

Jul 2024: 117.8%
Jun 2024: 116.1%
Jul 2023: 115.0%

Target (RW): 100%



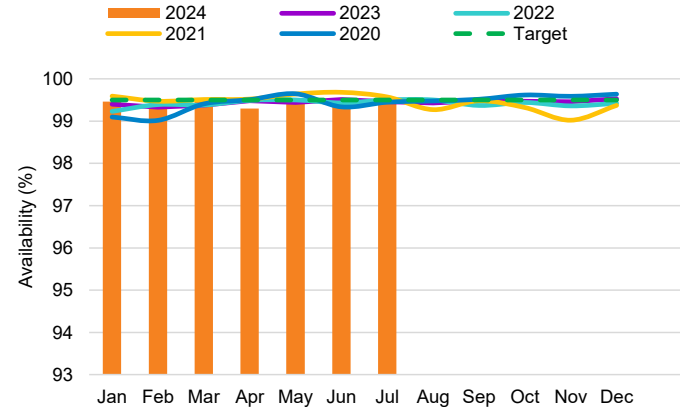
Fare gate availability

Percentage of fare gates are available for use.

Jun 2024: 99.48%
May 2024: 99.48%
Jun 2023: 99.46%

Target (JC): 99.50%

Work is underway to implement a new software patch to improve availability and continued improvement on the reliability of the Fare gates through 2024.





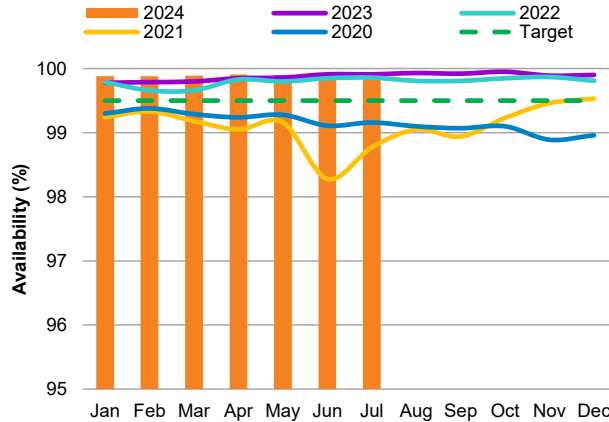
Appendix: Asset availability

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.

Jul 2024: 99.86%
Jun 2024: 99.88%
Jul 2023: 99.91%

Target: 99.50%

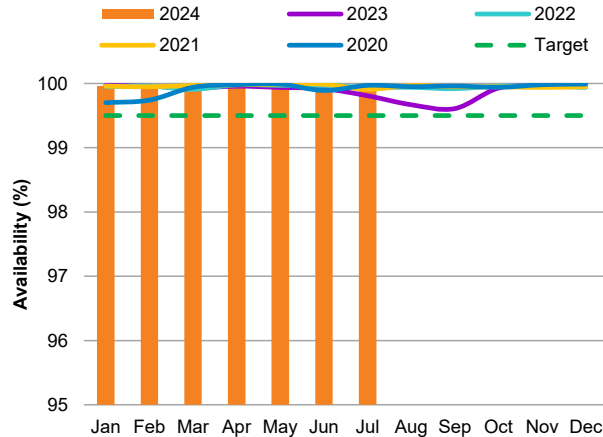


PRESTO Self-Serve Reload Machine (SSRM)

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.

Jul 2024: 99.95%
Jun 2024: 99.91%
Jul 2023: 99.81%

Target: 99.50%

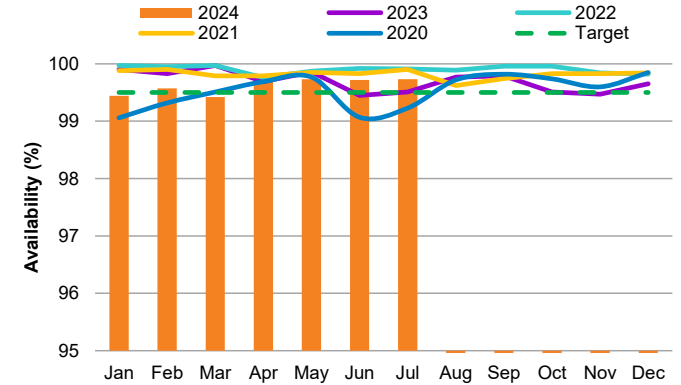


PRESTO Fares and Transfers Machine (FTM)

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.

Jul 2024: 99.73%
Jun 2024: 99.72%
Jul 2023: 99.51%

Target: 99.50%

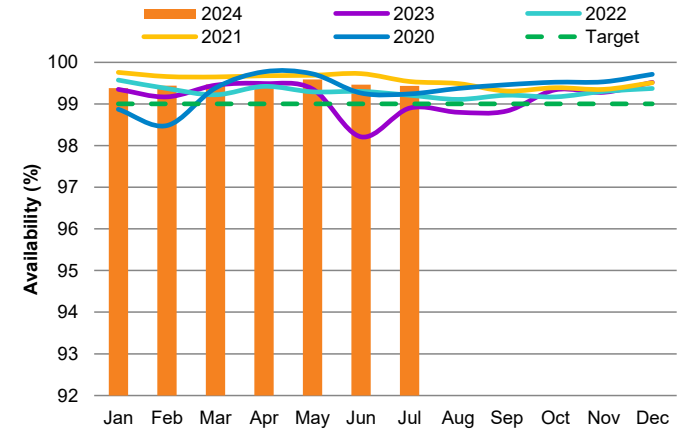


PRESTO Fare Vending Machine (FVM)

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.

Jul 2024: 99.43%
Jun 2024: 99.46%
Jul 2023: 98.90%

Target: 99.00%



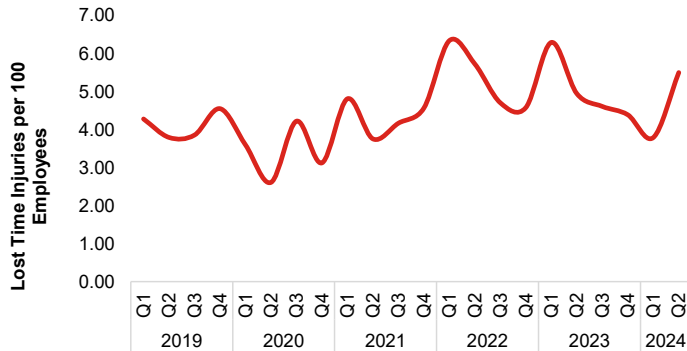


Appendix 2: Safety

Lost-time injuries rate (LTIR)

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

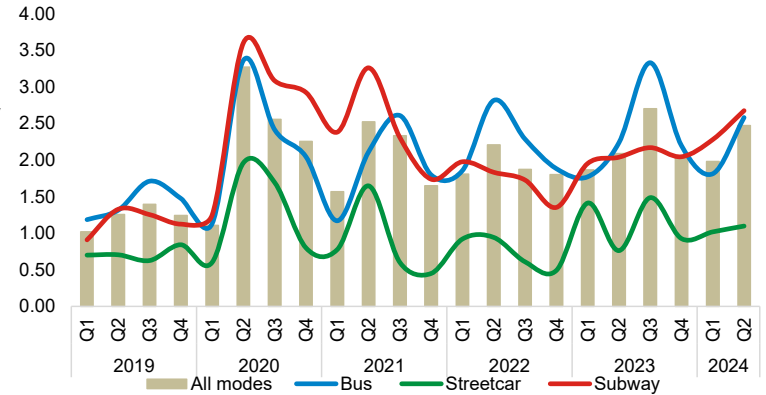
Q2 2024: 5.50
Q1 2024: 3.79
Q2 2023: 4.95



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



Note: The next update will be available in November 2024 for both Lost-time injuries rate and Customer injury incidents rate.





Appendix 2: 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, 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.