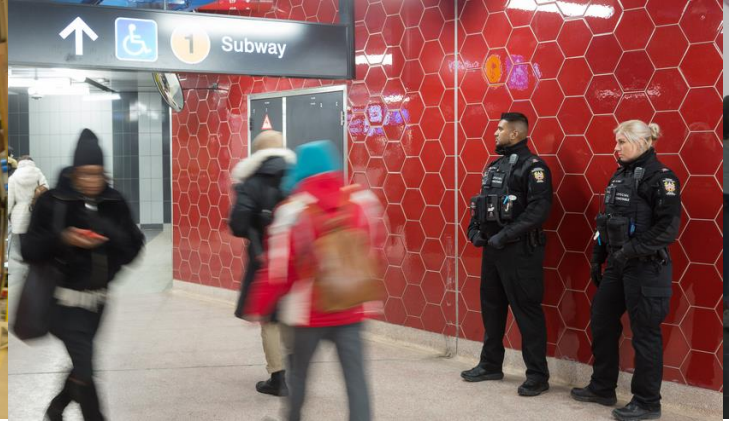
Monthly TTC KPIs Report

Toronto Transit Commission

May 2025

Includes KPIs to end of March 2025



Our Vision

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

Our Mission

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

Our Values

Safety, Service and Courtesy.

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

Toronto Transit Commission

TTC by the numbers

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

1.3 million
Linked trips per weekday

2.6 million
Customer boardings per weekday

196K
weekly service hours

1.2 million
Customer boardings per weekday on bus

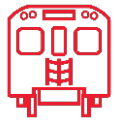
2,044
buses

108
battery-electric buses — the largest fleet in North America

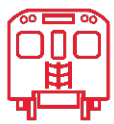
255K
Customer boardings per weekday on streetcar

239
streetcars

16,000+
employees



1.1 million
Customer boardings per weekday on subway



143
trains

6,400+ km
of routes

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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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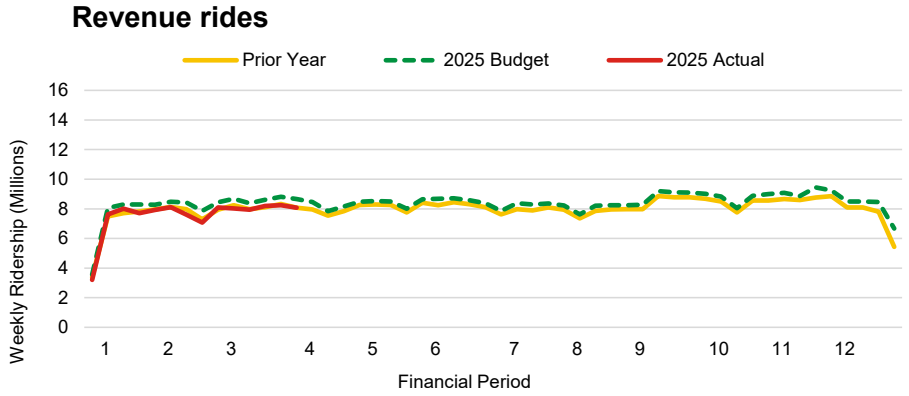
Ridership – Conventional Service

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 3 (February 23 to March 29, 2025) revenue rides totalled 40.5 million, 2.4 million or 5.6% below budgeted revenue rides and 100% of the comparable period in 2024.

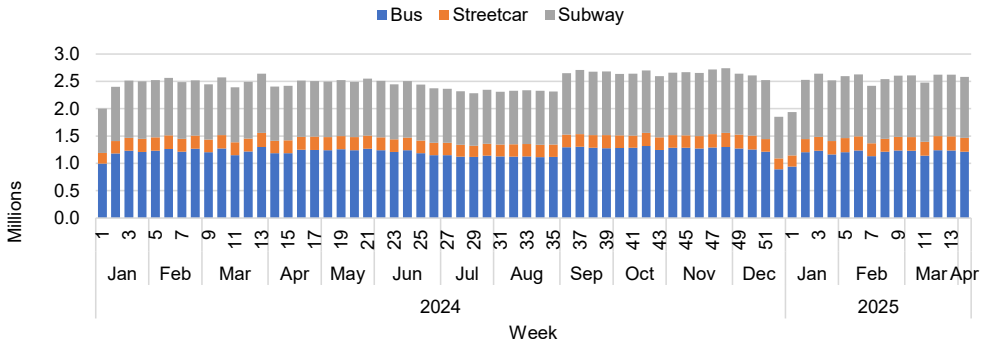
Analysis
- Weekday use continued to be highest across the mid-week period averaging 1.36 million rides per day in Period 3 2025, approximately 10,000 or 1% more rides per day than Tuesday to Thursday of Period 3 2024.
- Unique PRESTO card and Open Payment riders using the system each week reached 1.36 million in Period 2 2025, approximately 50,000 or 4% higher than Period 3 2024.

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

Ridership – Conventional Service

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

Weekday Customer Boardings



By Mode	% of Pre-Pandemic Levels
Subway	77%
Streetcar	74%
Bus	87%

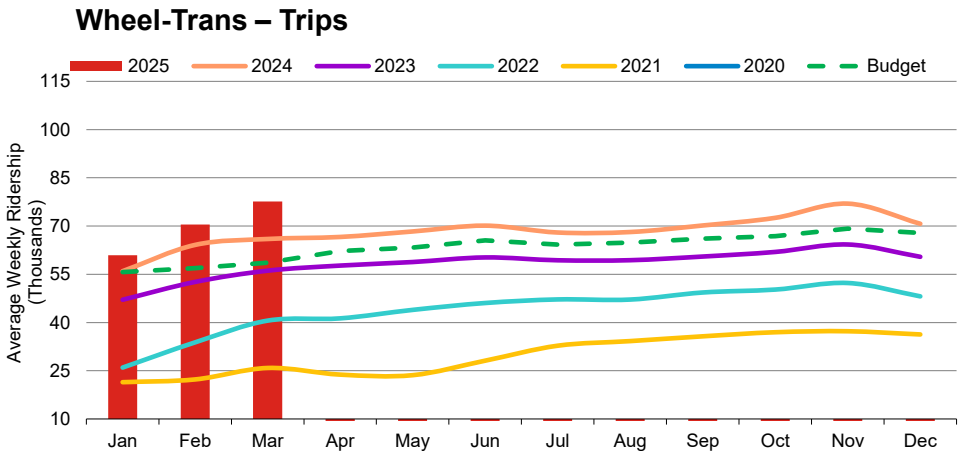
Results
- Average weekday boardings in March were at 2.58 million, whereas average weekend demand was at 1.44 million per day. Overall weekly demand was at 15.8 million.

Analysis
- March weekday demand was 2% higher than February and 3% higher than same month last year. The busiest weekdays (Tuesday to Thursday) had up to 6% higher demand than Mondays and Fridays.

Action
- Prepare for operations of Lines 5 Eglinton and Line 6 Finch West.
- Implement the board approved Annual Service Plan throughout 2025. Planning for 2026 Annual Service Plan is underway.

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 3 (February 23 to March 29, 2025) was 388,011 (or 77,602 passengers per week). This figure was 7.2% higher than the budgeted 72,370 customers per week.

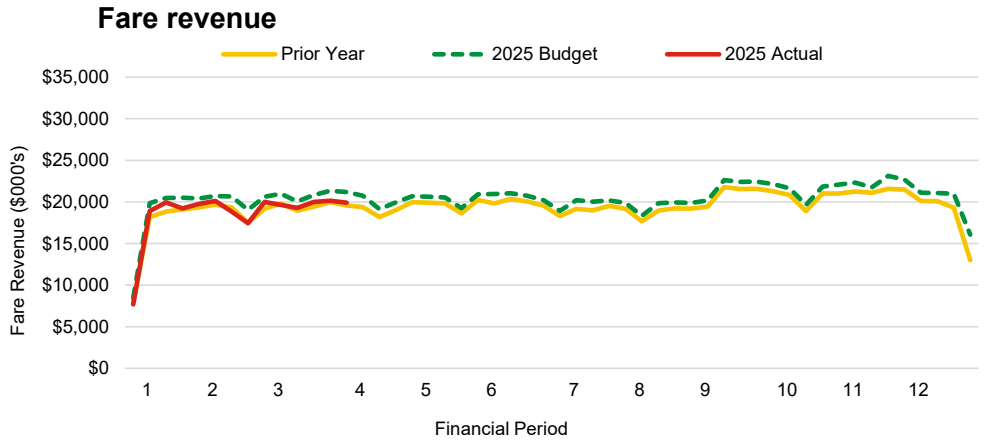
Analysis
- Period 3 experienced an increase in registrations of 2% versus Period 2 and customer trip frequency was 3.3% higher versus the same period last year. Customer travel behaviour has indicated that the growth will continue throughout 2025 with ridership inching ever closer to 2019 levels.

Action
- Ridership analysis will continue to determine year-end levels and Wheel-Trans will continue to monitor customer behaviour in order to track the impacts of these behaviours on ridership.

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

Ridership – Fare Revenue

Fare revenue
Revenue generated through fares.



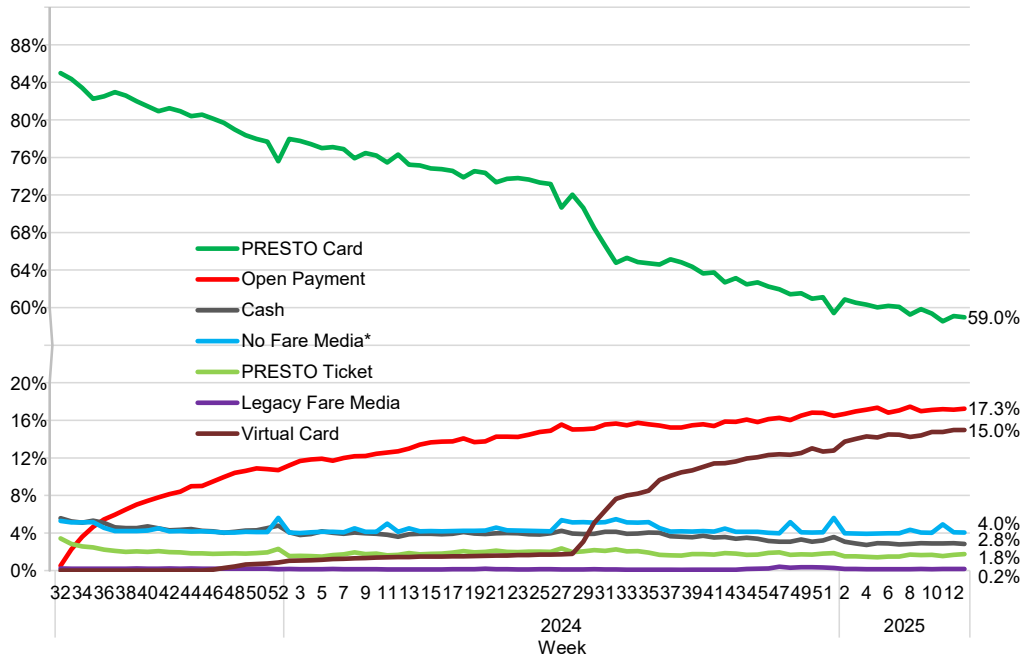
Results
- Period 3 (February 23 to March 29, 2025) fare revenue was $99.2 million, $4.7 million or 4.5% below budgeted fare revenue for Period 3 and 102% of the same period in 2024.

Analysis
- Period 3 revenue was generated from the following fare concession groups: 82.7% adult, 5.6% post-secondary, 6.3% youth (ages 13-19), 5.2% senior and 0.2% other, similar to Period 2 2025's results – 82.6% adult, 5.9% post-secondary, 6.3% youth, 5.0% senior and 0.2% other.

Action
- Fare revenue trends and recovery will continue to be monitored closely for all fare concession types and ridership segments.

Ridership – Fare Media Mix

Fare Media Mix



* Free child rides without PRESTO

Results

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was $95.5 million for Period 3 — representing a PRESTO ridership adoption rate of 92.8% — and $3.7 million from other media for Period 3.

Analysis

The adoption of the Open Payment and Virtual PRESTO Card payment methods continued to grow, with the following results at the end of Period 3:

- Accounts for approximately 32% of weekly ride payments:
  - 17.3% of weekly rides paid using the Open Payment method.
  - 15.0% of weekly rides paid using the Virtual PRESTO card.

- Cash and fare payments from a physical PRESTO card have decreased since the launch Open Payments and the Virtual PRESTO card.
  - Weekly rides paid with cash down to 2.8% from 5.7%.
  - Weekly rides paid with a physical PRESTO card down to 59% from 85%.

- Legacy fare media usage initially decreased to 0.1% of weekly ridership from 0.3% prior to the launch of Open Payments, but then increased to 0.4% in November 2024 due to the announcement of ending legacy fare media acceptance. However, since the extension of stop acceptance to June 1, 2025, the usage has declined back to 0.2% at the end of Period 3 2025. There were approximately 51,000 tokens and 15,000 tickets collected in Period 3.

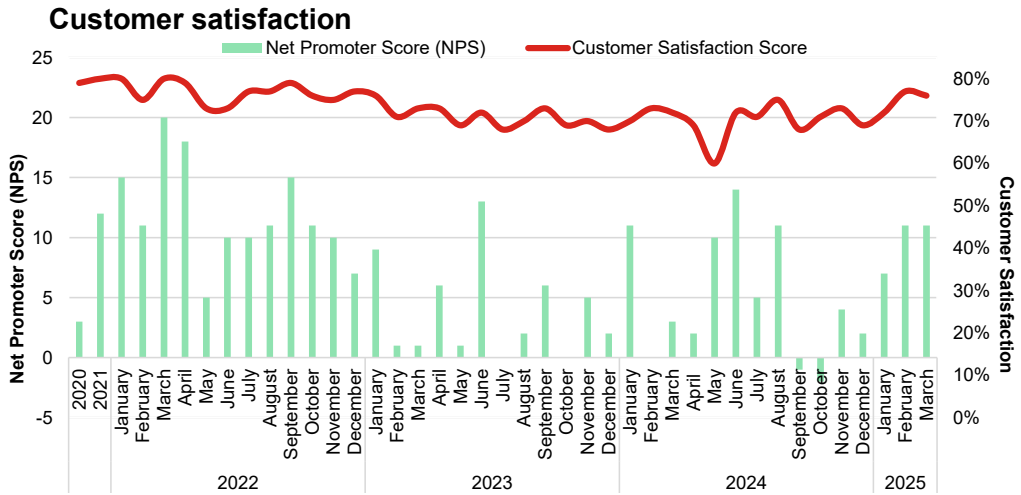
Action

Fare mix media and legacy fare media acceptance will be monitored closely and reported monthly over the course of 2025, as per December 3 motion from the TTC Board.

Customer experience – Satisfaction and Complaints

Customer satisfaction
Monthly customer survey of 500 TTC customers, where customers are asked: How satisfied were you overall with the quality of the TTC's service on the last TTC trip you took, on a scale of one to 10 where one is “extremely dissatisfied” and 10 is “extremely satisfied”.

Net Promoter Score (NPS) measures how likely customers are to recommend the TTC to a friend, family member or colleague.



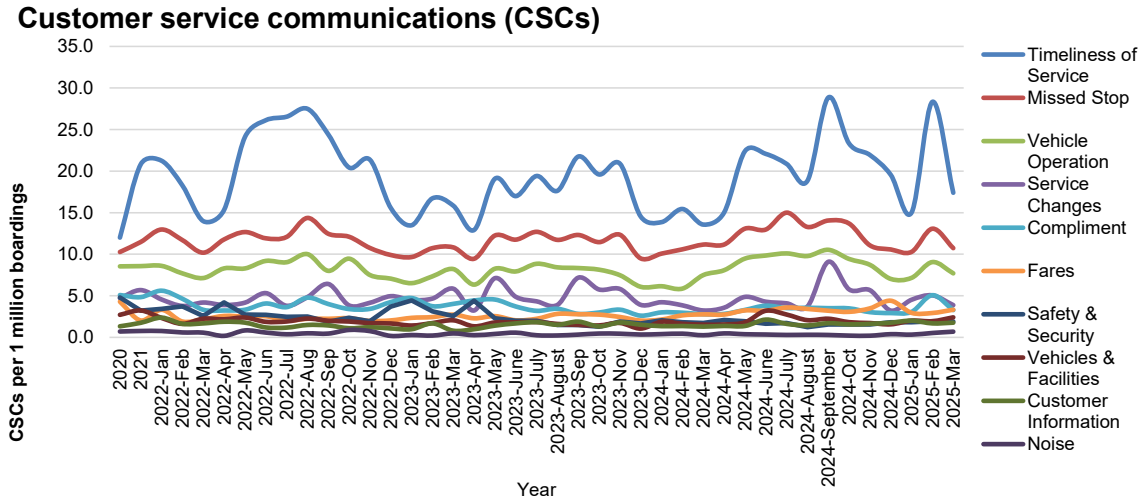
Results
- Overall customer satisfaction slightly decreased in March 2025 to 76% from 77%. Net Promoter Score (NPS) remained stable at 11 points.

Analysis
- Customer satisfaction aspects have remained stable across all modes.
- NPS increased for streetcar, but decreased for subway and bus yet remained high.

Action
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- Customer research, including interviews, Safety and Security Survey and Safety intercept survey, is underway.

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.



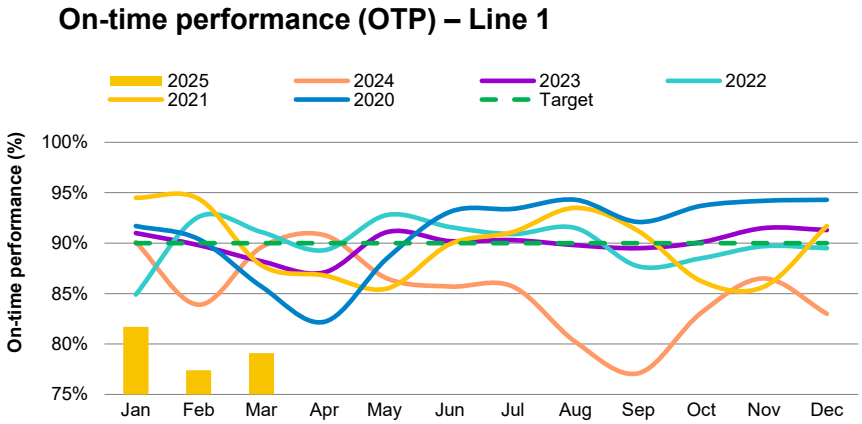
Results
- The total number of Customer Service Communications (CSCs) decreased in volume by 15% in March 2025. Overall the number of CSCs per 1 million decreased by 26%.

Analysis
- The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. Timeliness of Service decreased by 39%, Missed Stops CSCs decreased by 18% and Vehicle Operation decreased by 15%.
- Timeliness of Service decrease reflects a decrease in customer communications related to surface delays and subway delays.
- Safety and Security CSCs decreased by 2%.

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

Customer experience – OTP Line 1

On-time performance (OTP) – Line 1
Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.



Results
- Line 1 OTP was 79.1% in March (February 23 to March 29, 2025). This represents an increase from last month (77.4%) and a decrease from the same time last year (89.6%).

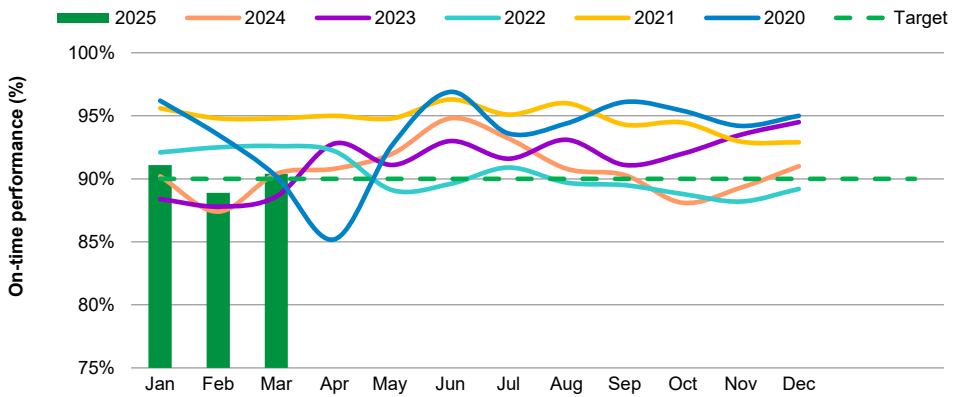
Analysis
- On Line 1, there was a 47.4% decrease in total delay minutes - from 5,875 minutes in February to 3,090 minutes in March. Increases in delay minutes due to passenger and staff-related delays were offset by reduction in delay minutes due to equipment and weather-related delays. The high number of restricted speed zones continue to adversely impact OTP.

Action
- Continue to monitor crowding and service levels to ensure sufficient capacity is provided.

Customer experience – OTP Line 2

On-time performance (OTP) – Line 2
Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

On-time performance (OTP) – Line 2



Results
- Line 2 OTP was 90.4% in March (February 26 to March 29, 2025). This represents an increase from last month (89.3%) and the same value as the same time last year (90.4%).

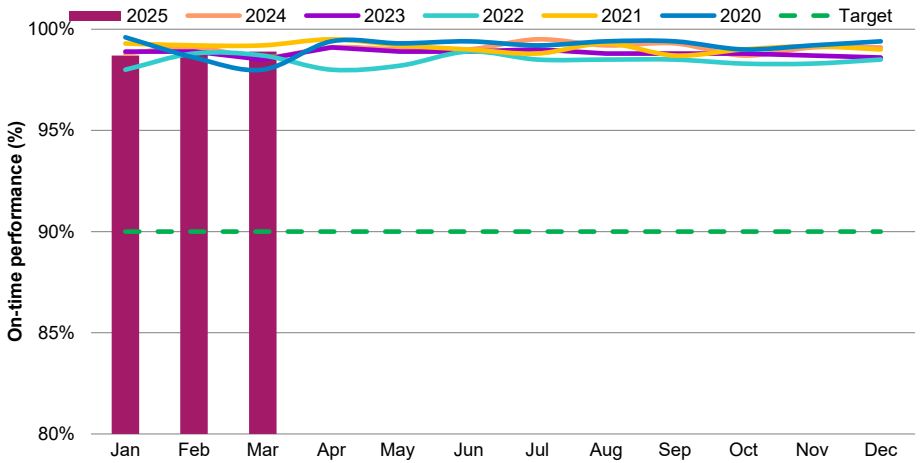
Analysis
- On Line 2, there was a 15.8% increase in total delay minutes – from 2,669 delay minutes in February to 3,091 delay minutes in March.

Action
- Continue to monitor crowding and service levels to ensure sufficient capacity is provided.

Customer experience – OTP Line 4

On-time performance (OTP) – Line 4
Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

On-time performance (OTP) – Line 4



Results
- Line 4 OTP was 98.9% in March (February 23 to March 29, 2025). This represents a slight decrease from last month (99.0%) and an increase from the same time last year (98.6%).

Analysis
- On Line 4 there was a 44.1% decrease in total delay minutes — from 222 delay minutes in February to 124 delay minutes in March.

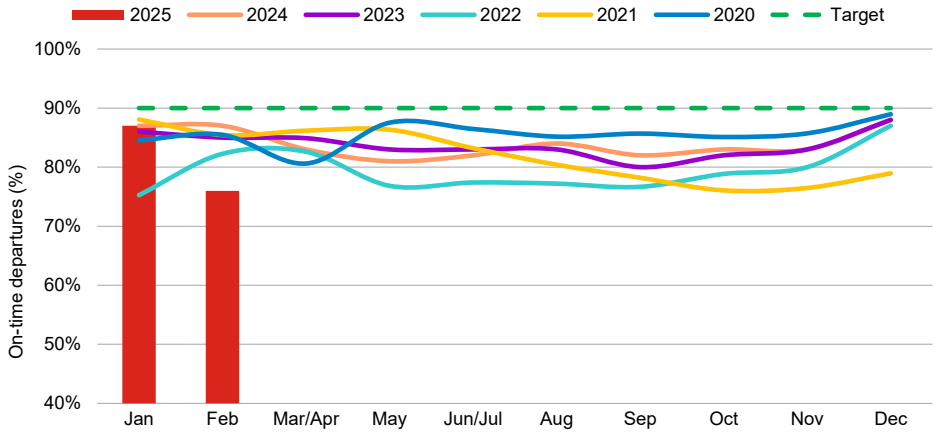
Action
- There are no anticipated changes for this line.

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).

*In February 2025, the criteria (arriving within -1 min to +5 min of the scheduled time) for OTP was tightened. The new criteria for OTP is arriving within 0 min to 5 min of the scheduled time.

On-time performance (OTP) – Bus



Results
- Bus OTP was 76% for the February Board Period (February 16 to March 30, 2025), which was an eleven percentage-point decrease over the 87% achieved during the January Board Period. Under the previous OTP standard*, OTP for February Board Period was 84%, only a three percentage-point decrease.

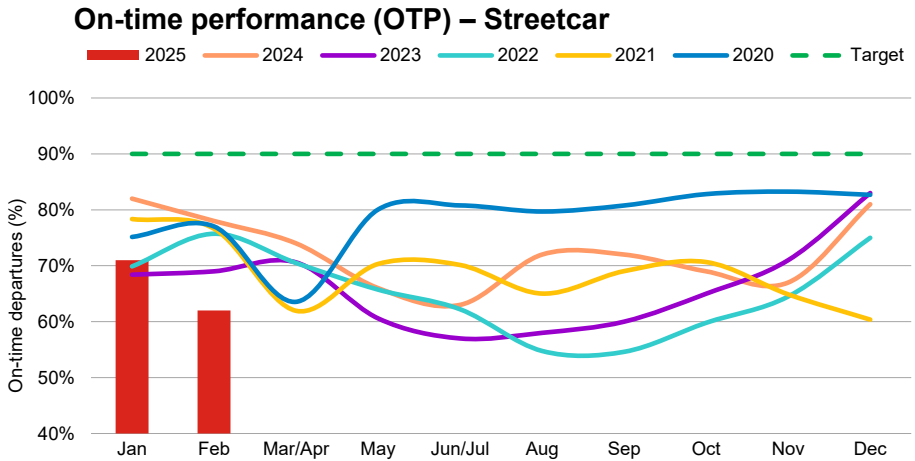
Analysis
- OTP rate changed three points solely due to the change to the On-Time Departure standard.
- The balance of the decrease in OTP is primarily attributable to the snowstorm impacting Week 8.

Action
- Supervisors are now deployed on nine bus routes, where the focus is on reducing bunching and gapping.
- Continued communication with Operators regarding the change to the early departure standard to improve customer experience across all 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).

*In February 2025, the criteria (arriving within -1 min to +5 min of the scheduled time) for OTP was tightened. The new criteria for OTP is arriving within 0 min to 5 min of the scheduled time.



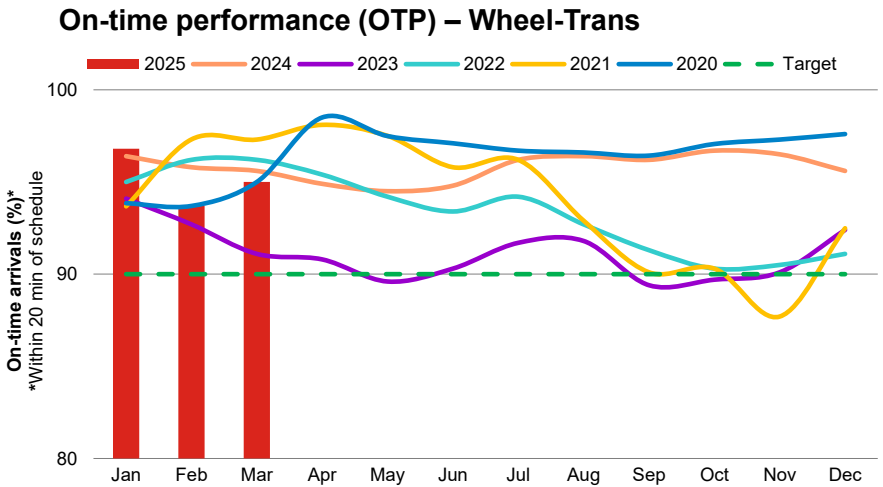
Results
- Streetcar OTP was 62% for the February Board Period (February 16 to March 30, 2025), which was a nine percentage-point decrease over the 71% achieved during the January Board Period. Under the previous OTP standard*, OTP for February Board Period was 67%, only a four percentage-point decrease.

Analysis
- OTP was significantly impacted by the snowstorm and resulting parked autos blocking streetcars throughout weeks 8 and 9.
- OTP rate changed five points solely due to the change to the On-Time Departure standard.

Action
- Supervisors are now deployed on two streetcar routes, where the focus is on reducing bunching and gapping.
- Continued communication with Operators regarding the change to early departure standard, to improve customer experience across all routes.

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.



Results
- OTP in Period 3 (February 23 to March 29, 2025) increased by 1.3% from the previous period to 95.0%, and is 0.6% lower than Period 3 2024.

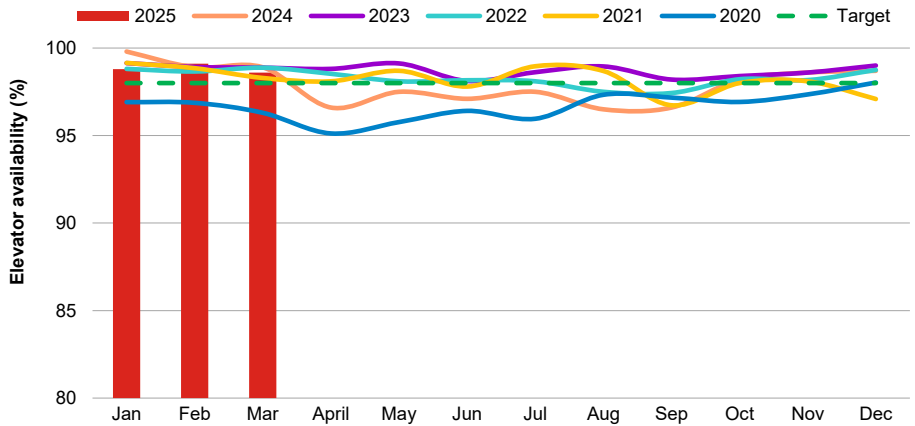
Analysis
- OTP continues to rise despite a significant increase in ridership compared to the same period in 2024.

Action
- Wheel-Trans Management will continue to provide extra runs (based on daily spare board availability) to ensure trips are not delayed and to improve customer experience.
- Adjusting vehicle speed factor to reflect city traffic conditions to increase OTP.

Customer experience

Accessibility – Elevator availability
Percentage of total available elevator service hours during subway service.

Elevator Availability



Results
- Subway Elevator availability for March 2025 was 98.6%, exceeding the availability target of 98%.

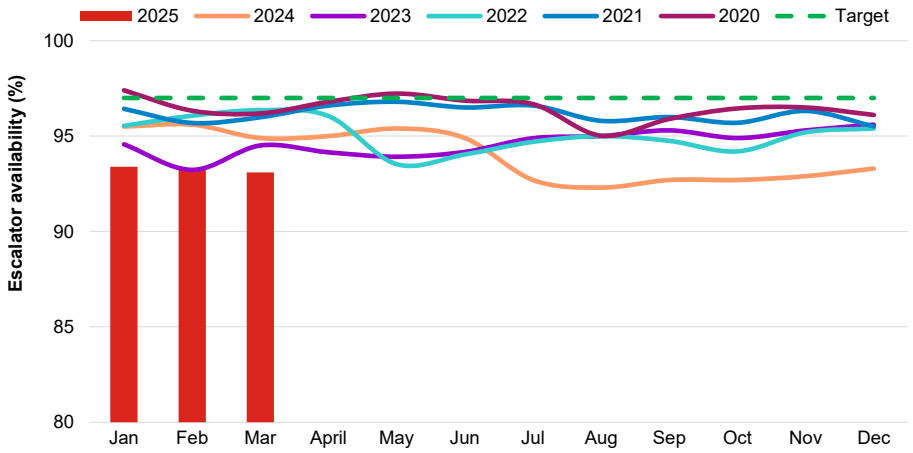
Analysis
- In March, elevator maintenance and repairs were completed as planned.

Action
- "Accessible alternative" signage is located at each elevator.
- Elevator status is on live "service alerts" on the website, the digital video screens in stations and on platforms, and on the TTC's Lift Line to ensure customers are aware of elevator service interruptions.
- Continue performing preventative maintenance to meet reliability and availability targets.

Customer experience

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

Escalator Availability



Results
- Escalator availability for March was 93.1%, not meeting the target of 97%.

Analysis
- Ten escalators are currently out of service: some due to construction, others because of overhauls at two stations, and one due to water damage at a separate station. Total out of service hours was 6,535 due to construction and water damage.
- Expected extenuating issues resolved and to be above target in Q3 2025.

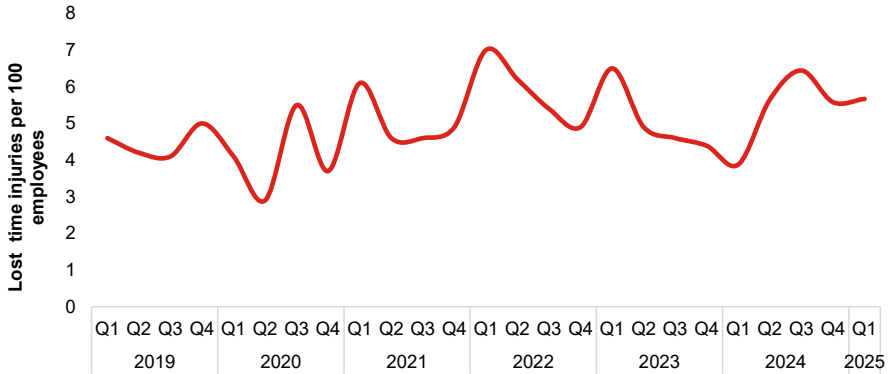
Action
- Appropriate signage for annual maintenance, overhauls and construction is posted near elevators/escalators.
- Continue performing preventative maintenance to meet reliability and availability targets.

Safety and Security

Lost-time injuries rate (LTIR)
Number of employee injuries resulting in missed work per 100 employees (annualized).

Note: Reported Quarterly.

Lost-time injuries rate (LTIR)



Results

- The annualized Lost-Time Injury Rate (LTIR) for Q1 2025 was 5.7 injuries per 100 employees — an increase from Q4 2024 (5.6) and from the same period last year (3.9). The Q1 2025 LTIR was 3% lower than the four-quarter average rate of 5.8 injuries per 100 employees.

Analysis

- LTIR in Q1 2025 increased slightly compared to Q4 2024 (2%). The rise is attributed to a 65% seasonal increase in slip/trip-related lost time injuries (to 43 from 26 LTI per quarter).
- Acute emotional event (AEE) injuries increased by 10% (to 32 from 29 LTIs per quarter).
- AEE injuries accounted for 25% of all lost-time injuries and continued to represent the highest injury event type for the past four quarters.

Action

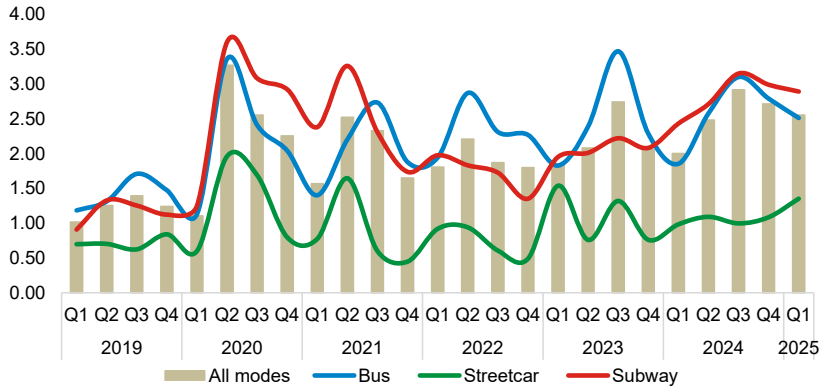
- The TTC has corporate objectives aimed at reducing the frequency and severity of lost-time injuries.
- Implementing a multidisciplinary approach to community safety, security and well-being.

Safety and Security

Customer injury incidents rate (CIIR)
Number of customer injury incidents per one million boardings.

Note: Reported Quarterly.

Customer injury incidents rate (CIIR)



Results
- The CIIR for Q1 2025 was 2.55 injury incidents per one million vehicle boardings — a 6% decrease from Q4 2024 (2.71) and an increase from the same quarter last year (2.00).

Analysis
- The 6% decrease is primarily attributed to a 10% reduction in the bus customer injury incident rate.
- Subway customer injuries declined by 3%, while streetcar customer injuries rose by 25% in Q1 2025 compared to Q4 2024.

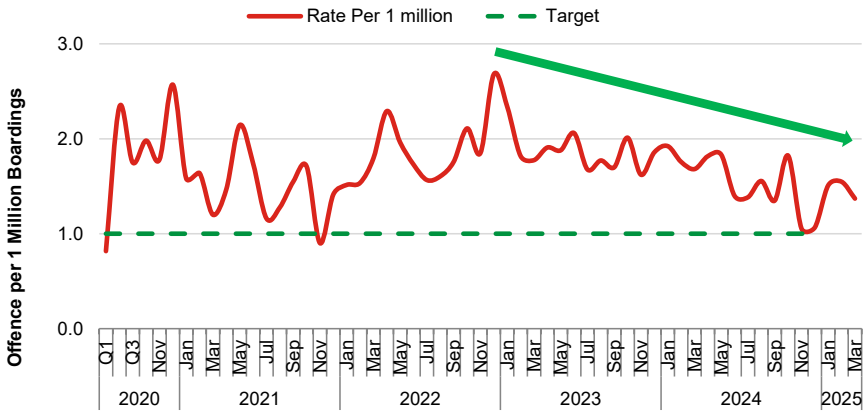
Action
- Monitoring CIIR and existing safety initiatives.
- Messaging to promote customer safety and safe vehicle operation, communication to Operators to maintain a safe distance, and additional strategies in development.

Safety and Security

Offences against Customers
Total Offences against customers per 1 million boardings by Calendar month.
Note: Starting from March 2025 reporting period has changed to calendar months from Financial Period in the Monthly Corporate Metrics report. Data has been updated to monthly from March 2023 onwards.

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

Offences against Customers



Results
- The number of reported offences against customers was 1.37 per one million boardings for March 2025, decreasing from 1.55 in February 2025.

Analysis
- The rate of reported offences saw a decrease in March compared to the previous month. Over the past two years, there has been a general declining trend in rate of offences against customers.

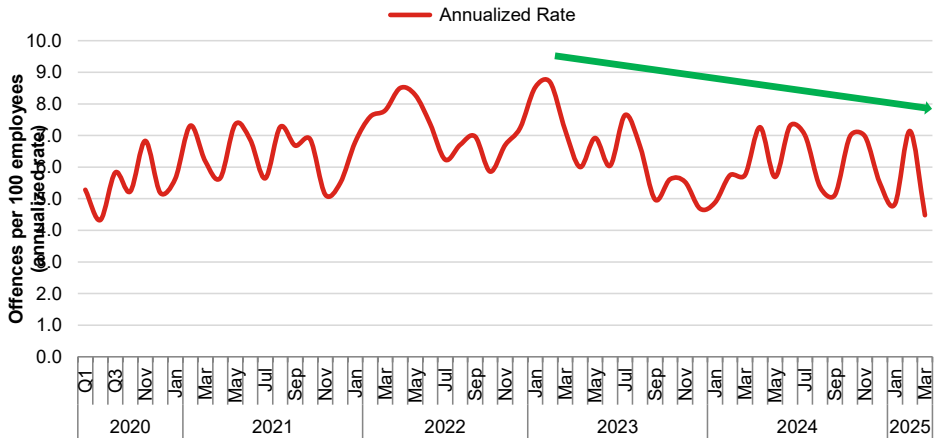
Action
- Community Safety support, community engagement with schools and youth, and multidisciplinary approach with City of Toronto and Toronto Police Service and incident response through short- and long-term strategies.

Safety and Security

Offences against Employees
Offence per 100 employees by Calendar month (annualized).
Note: Starting from March 2025 reporting period has changed to calendar months from Financial Period in the Monthly Corporate Metrics report. Data has been updated to monthly from March 2023 onwards.

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 March 2025 compared to February 2025, to 4.48 from 7.14.

Analysis
- The total number of reported offences have decreased in March 2025. Over the past two years, there has been a decreasing trend in rate of offences against employees.

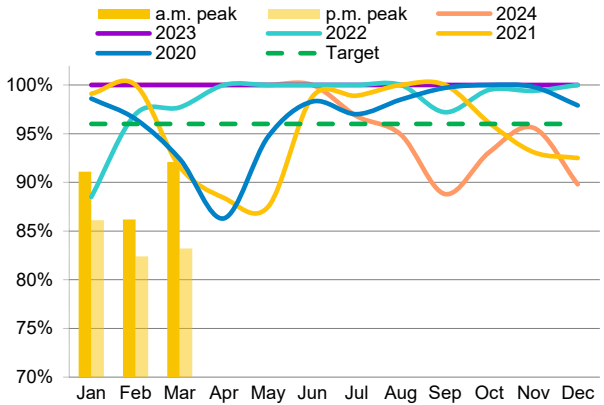
Action
- Continuing high-visibility presence on the TTC, de-escalation training to frontline staff, engaging with CUTA's Safety and Security Task Force, and supporting site visits conducted by the Ministry of Labour, Immigration, Training and Skills Development.

Service delivery

Line 1 capacity
Total number of trains that travelled through 12 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Mar 2025: 87.9%
Feb 2025: 84.4%
Mar 2024: 100.0%

Target: 96.0%

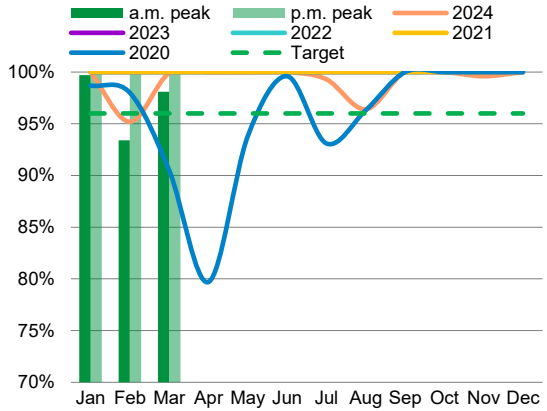


Reduced Speed Zones combined with passenger-related delays negatively impacted Line 1 capacity during p.m. rush.

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

Mar 2025: 99.9%
Feb 2025: 97.0 %
Mar 2024: 99.9%

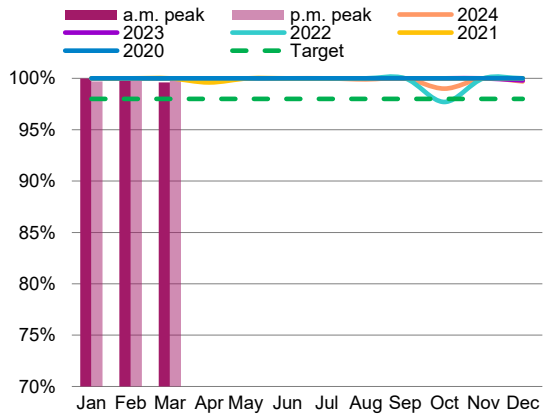
Target: 96.0%



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.

Mar 2025: 100.0%
Feb 2025: 100.0 %
Mar 2024: 100.0%

Target: 98.0%

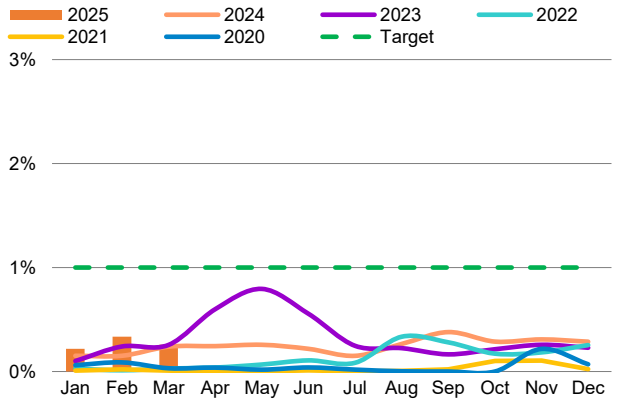


Service delivery

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

Mar 2025: 0.26%
Feb 2025: 0.34%
Mar 2024: 0.24%

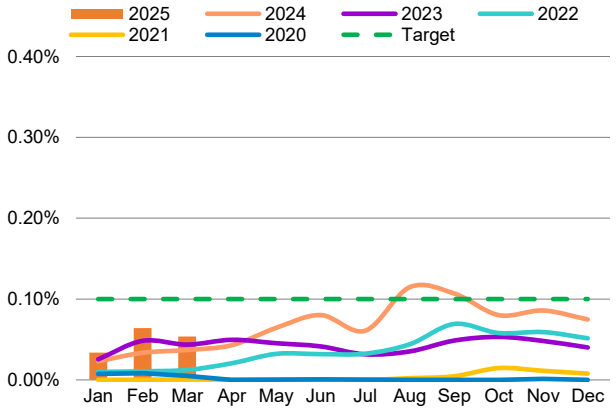
Target: less than 1%



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

Mar 2025: 0.05%
Feb 2025: 0.06%
Mar 2024: 0.04%

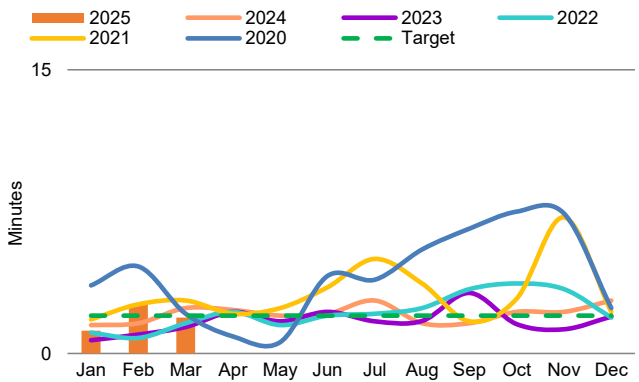
Target: less than 0.10%



Wheel-Trans contact centre wait time
The average amount of time a customer waits in the queue before their call is answered.

Mar 2025: 1.9
Feb 2025: 2.6
Mar 2024: 2.4

Target: 2



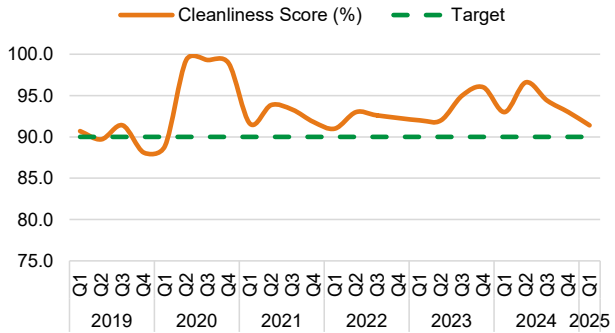
Due to inclement weather in February, call volumes were very high, as vehicles were late due to lane closures and congestion.

Cleanliness

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

Q1 2025: 91.4%
Q4 2024: 93.0%
Q1 2024: 93.0%

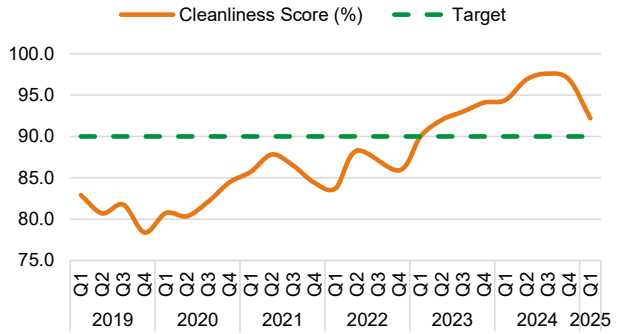
Target: 90.0%



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

Q1 2025: 92.2%
Q4 2024: 96.9%
Q1 2024: 94.4%

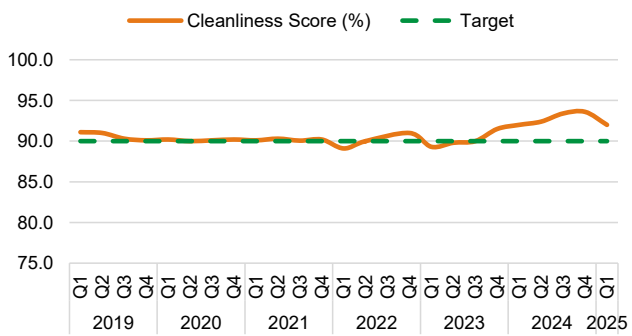
Target: 90.0%



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

Q1 2025: 92.0%
Q4 2024: 93.6%
Q1 2024: 92.0%

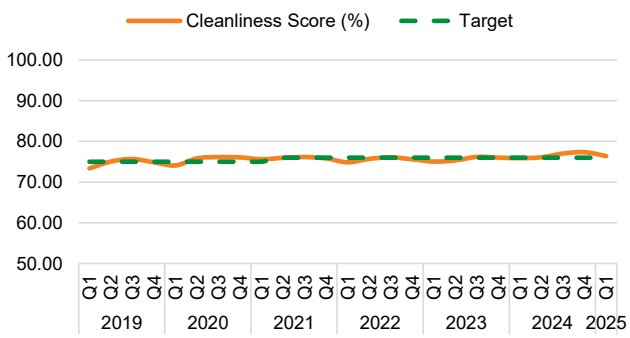
Target: 90.0%



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

Q1 2025: 76.40%
Q4 2024: 77.35%
Q1 2024 75.90%

Target: 76.0%

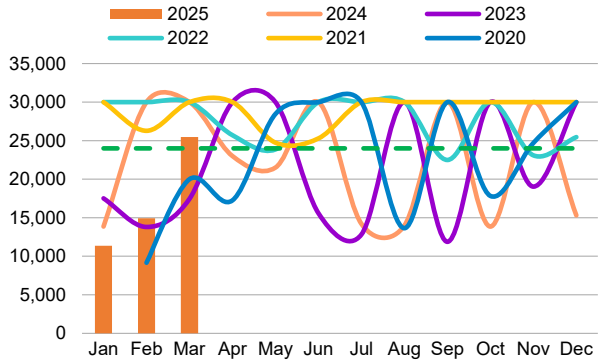


Asset reliability

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

Mar 2025: 25,458
Feb 2025: 14,935
Mar 2024: 30,000

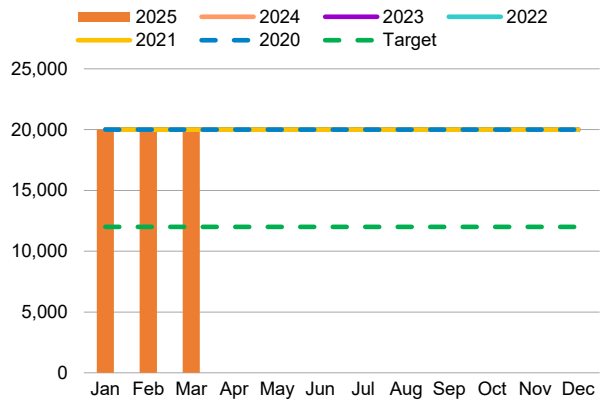
Target: 24,000 km



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

Mar 2025: 20,000
Feb 2025: 20,000
Mar 2024: 20,000

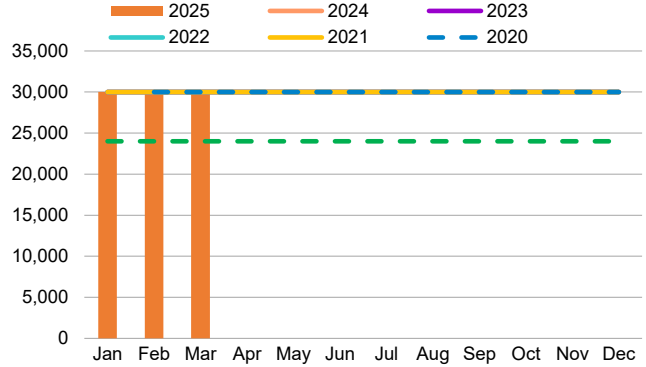
Target: 12,000 km



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

Mar 2025: 30,000
Feb 2025: 30,000
Mar 2024: 30,000

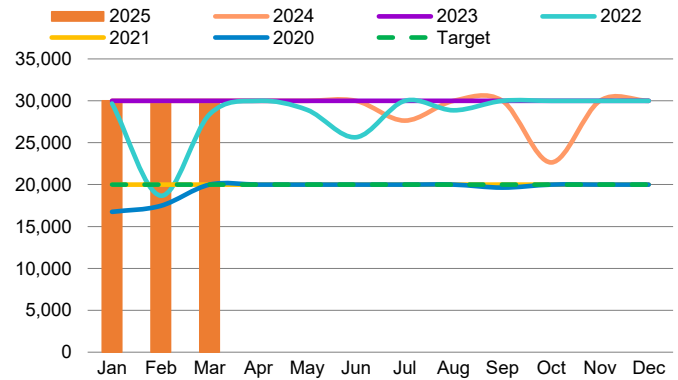
Target: 24,000 km



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

Mar 2025: 30,000
Feb 2025: 30,000
Mar 2024: 30,000

Target: 20,000 km

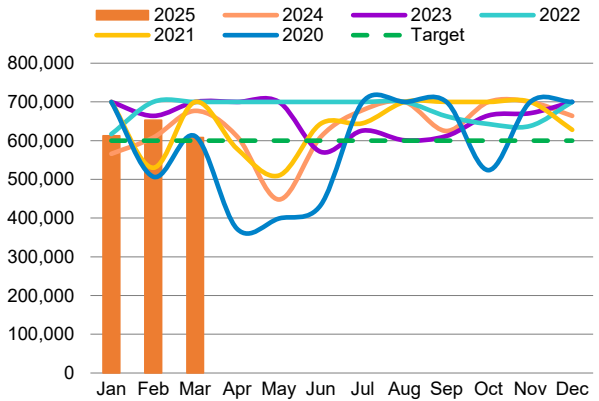


Asset reliability

TR train mean distance between failures
Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. TR trains are on Line 1 and Line 4.

Mar 2025: 608,000
Feb 2025: 653,000
Mar 2024: 677,000

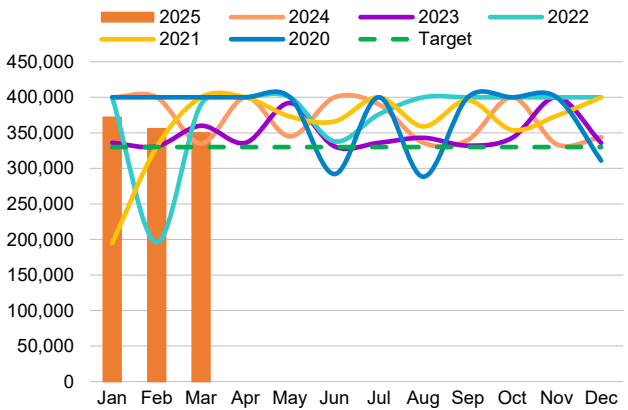
Target: 600,000 km



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

Mar 2025: 350,000
Feb 2025: 356,000
Mar 2024: 335,000

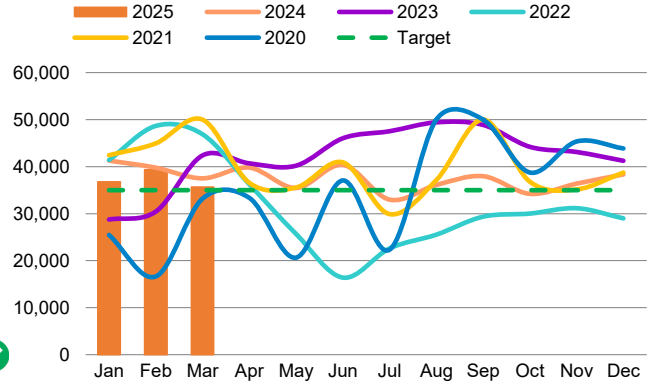
Target: 330,000 km



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

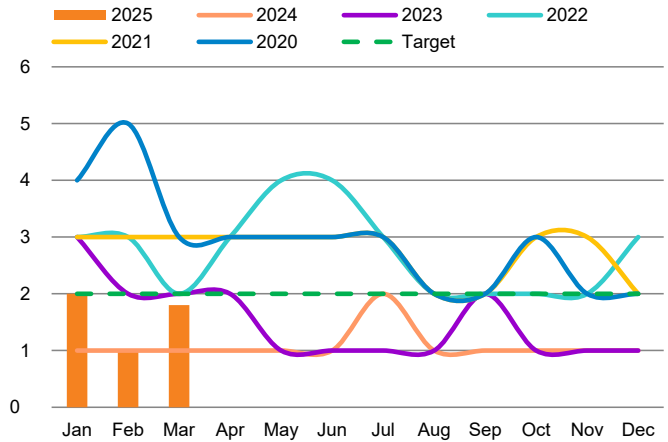
Mar 2025: 35,670
Feb 2025: 39,333
Mar 2024: 37,510

Target: 35,000 km



Asset reliability

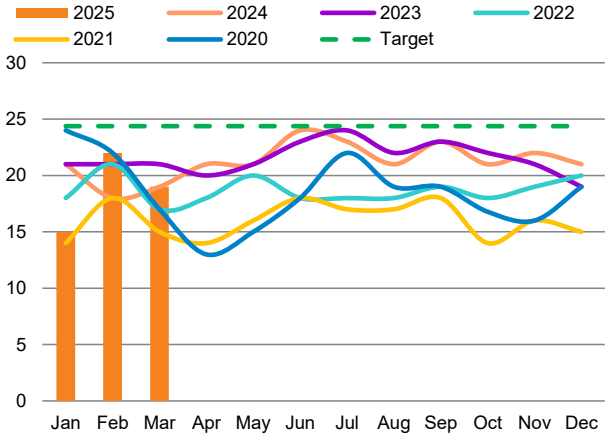
Streetcar road calls and change offs
Average daily number of vehicle equipment failures requiring a road call for service repair or a change-off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable.



Mar 2025: 1.80
Feb 2025: 1
Mar 2024: 1

Target: Less than 2

Bus road calls and change offs
Average daily number of vehicle equipment failures requiring a road call for service repair or a change off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable. Target is 1.5% of peak revenue service.



Mar 2025: 19
Feb 2025: 22
Mar 2024: 19

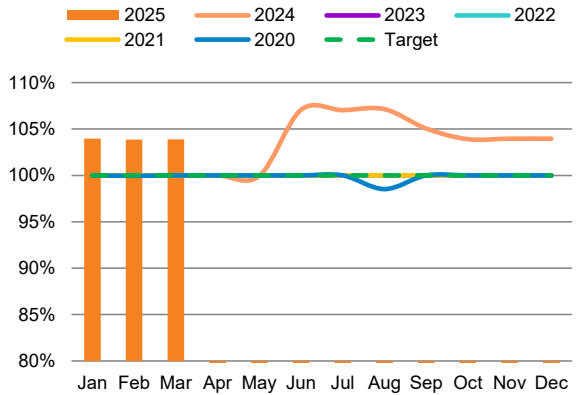
Target: Less than 24

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.

Mar 2025: 103.9%
Feb 2025: 103.9%
Mar 2024: 100.0%

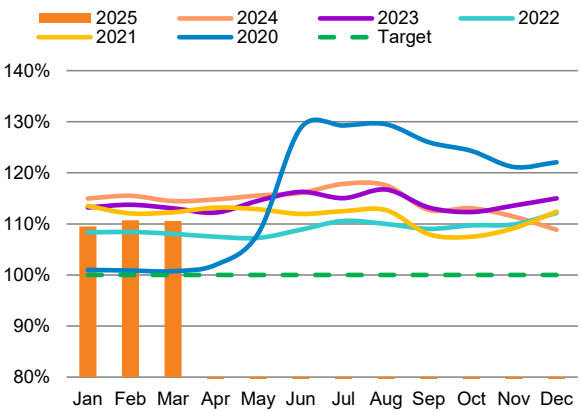
Target (RW): 100%



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

Mar 2025: 110.6%
Feb 2025: 110.7%
Mar 2024: 114.5%

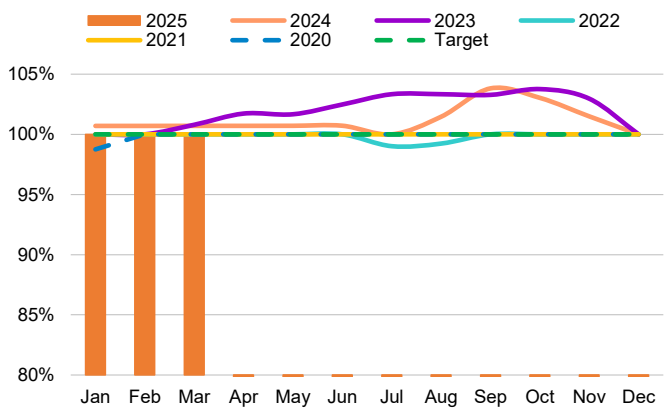
Target (RW): 100%



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

Mar 2025: 100.0%
Feb 2025: 100.0%
Mar 2024: 101.0%

Target (RW): 100%

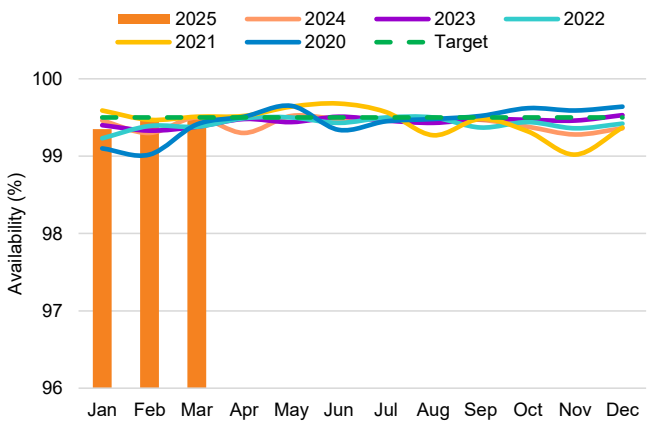


Fare gate availability
Percentage of fare gates are available for use.

Mar 2025: 99.48%
Feb 2025: 99.46%
Mar 2024: 99.50%

Target (JC): 99.50%

Work is underway to implement a new software patch to improve availability and continued improvement on the reliability of the Fare gates through 2025.

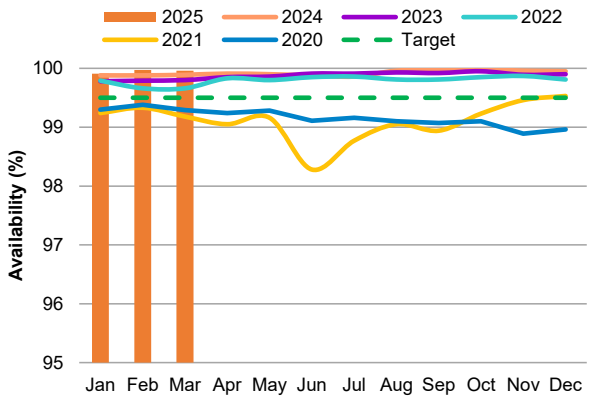


Asset availability

PRESTO reader
Percentage of PRESTO readers in working order. PRESTO readers allow customers to pay their fare and are installed onboard TTC buses and streetcars.

Mar 2025: 99.96%
Feb 2025: 99.97%
Mar 2024: 99.89%

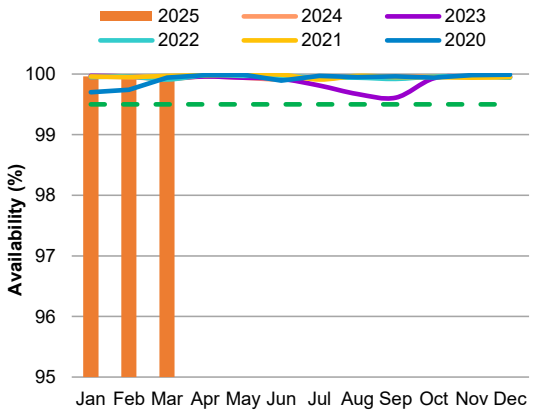
Target: 99.50%



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.

Mar 2025: 99.94%
Feb 2025: 99.98%
Mar 2024: 99.92%

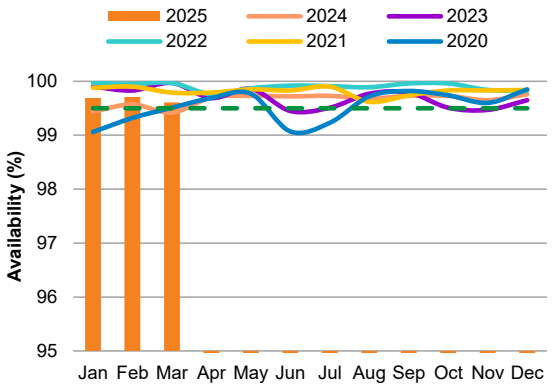
Target: 99.50%



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.

Mar 2025: 99.61%
Feb 2025: 99.71%
Mar 2024: 99.42%

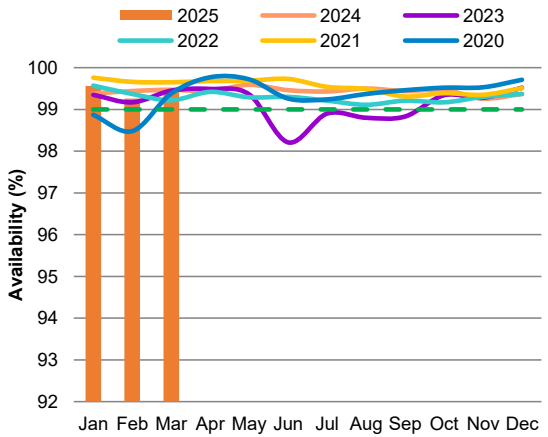
Target: 99.50%



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.

Mar 2025: 99.42%
Feb 2025: 99.26%
Mar 2024: 99.47%

Target: 99.00%



Safety

Regulatory compliance – (January 1 to March 31, 2025)[1]

This table summarizes the number of regulatory interactions and orders issued from January 1 to March 31, 2025 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	24	2	1[(4)]	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	0	0	0	N/A
Toronto Fire Services	1	0	1[(5)]	Compliance Achieved

[1] Next update will be available in the August 2025 KPIs Report.
[2] Orders issued to provide documentation/information.
[3] Orders issued to remedy contraventions of the Occupational Health and Safety Act or regulations, Environmental Protection Act, City of Toronto Sewers By-Law, and Technical Standards and Safety Authority Act.
[4] The MLITSD non-compliance orders were:

- One non-compliance order to investigate a workplace harassment claim at Greenwood Carhouse.

[5] The new non-compliance order from Toronto Fire Services was:

- Notice of violation stating there were no service keys available in the fire safety plan box at the Roncesvalles Traffic Office.

Appendix: How ridership is measured

Revenue Rides versus Customer Boardings

Revenue Rides and Customer Boardings are both measures of transit ridership. Some transit agencies report ridership as ‘Linked Trips’ others report ridership as Boardings. Like many agencies the TTC uses both.

Revenue Rides

Revenue rides are linked trips. They represent a customer journey from origin-to-destination one-way, including transfers.

Why this is important: Indicates how many paid trips customers have made, and ties to fare revenue. This is the basis for forecasting and collecting fare revenue.

In the public transit industry:

- Can be referred to as ‘linked trips’, and ‘ridership’.
- “Revenue Rides” are used by MTO to determine Gas Tax funding allocations.
- “Revenue Rides” aligns with CUTA’s (Canadian Urban Transit Association) definition of “ridership”, standardizing ridership reporting across Canadian transit agencies.
- Includes all fare groups as well as those with $0 fares, including child and two-hour transfer rides. Excludes fare evasion.

Definition in the TTC KPIs Report

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

Customer Boardings

Boardings measure customer use of the system. Customers are counted each time they board a TTC vehicle.

Why this is important: Represents use on the system, by mode, by vehicle, by times of day, and ties to occupancy. This is the basis for customer demand and service planning.

In the public transit industry:

- Can be referred to as ‘unlinked trips’ and ‘ridership’.
- Is used by US transit agencies reporting to Federal Transit Administration for funding.
- Boardings aligns with APTA’s (American Public Transit Association) definition of “ridership”, which includes select Canadian transit agencies,
- apta.com/research-technical-resources/transit-statistics/ridership-report/.
- Some Canadian transit agencies use Boardings to report ridership.
- Includes both paid and unpaid use.

Definition in the TTC KPIs Report

Customer Boardings measure customer use of the system, by mode and by location. Customers are counted each time they board a TTC vehicle. The KPIs Report includes the average daily boardings per mode.