



CEO's Report

Toronto Transit Commission
September 2025

Includes KPIs to end of July 2025



CEO's commentary

It is my pleasure to introduce a refreshed CEO's Report.

This report is a work-in-progress, aimed at providing better clarity and timely updates to the Board. Each edition includes key performance indicators (KPIs) across all transit modes. Each month, we propose to do a deeper dive into a specific mode—this month highlights subway performance.

A new section, *"In Focus"*, provides insight into actions underway to address planned and emerging priorities. The report emphasizes reliability, safety, cleanliness, accessibility and affordability – all essential ingredients to building and sustaining trust.

Subway Reliability

Line 1 remains under speed restrictions that we've responded to by adding vehicles, monitoring crowding and adding a new delay map.

On Line 2 increased switch-related delays are being addressed through additional inspections, training, and quality assurance.

Passenger-related delays account for just over half of all disruptions and continue to be addressed through the Community Safety Action Plan, targeting a 16% reduction in external delay minutes vs. 2024.

Accessibility and Comfort

Elevator and escalator availability is improving through targeted upgrades. Despite challenges from water damage and modernization, progress continues. Elevators are now available at 58 of 70 stations, with full completion expected by 2028.

Safety and Security

Customer offences are down 16% month-over-month and 40% over three years, with safety satisfaction up 12%—22% among women. Staff safety is improving, supported by visibility measures, de-escalation training, and operator barriers. Collaboration with City and Police partners remains vital.

Ridership, Satisfaction & Financials

Subway ridership is up 7% year-over-year, reaching 6.5 million weekly boardings—81% of pre-pandemic levels. Satisfaction rose to 74%, with a Net Promoter Score of 12. Fare revenue for Period 7 was \$76.9M—3.1% below budget but 1% above 2024. Year-to-date revenue trails budget by \$25M, impacted by hybrid work.

While this report will continue to evolve, our commitment to modernizing Toronto's public transit system and enhancing the customer experience remains steadfast.



Mandeep Lali

Chief Executive Officer
September 2025



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Legend

Green - On or above target

Yellow – within 1pt, temporary deviation, or making notable improvements

Red - Off target





Subway and Stations Performance Metrics: Subway Service Reliability – July 2025

Headway Adherence – End Terminal

Prev named On Time Performance

- Line 1 – 82.4%
- Line 2 – 90.8%
- Line 4 – 97.3%

Line 1
7.6 pts below target of 90%
3 pts increased from last month
3.3 pts decrease from same month y/y

● **89.3%** overall subway

Service Availability

Vehicles & Operators in Service vs Schedule

● **100%**
Target of 100% met
No change from last month
7 pts decrease from same month y/y

Schedule Adherence

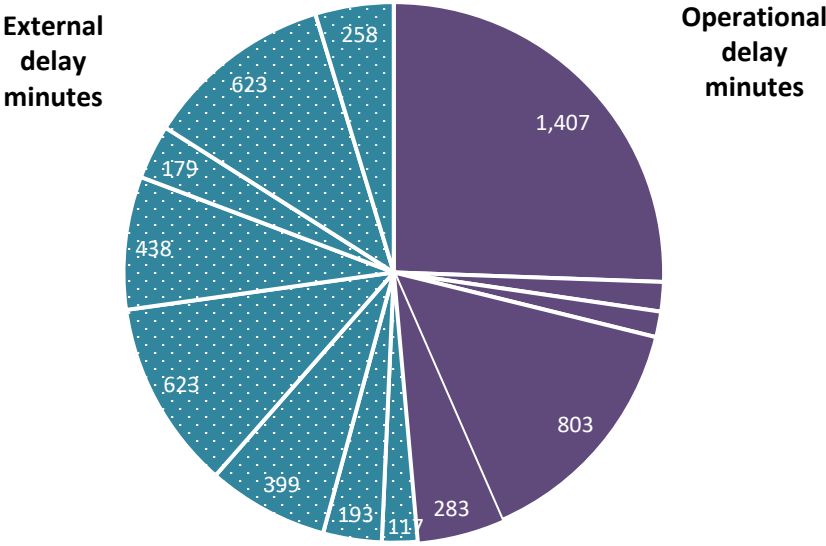
% vehicles/schedule at timing points (Prev Subway Capacity)

- Line 1 – 88.3%
- Line 2 – 99.7%
- Line 4 – 100%

Line 1
6.7 pts below target of 96%
1 pts increased from last month
8.5 pts decrease from same month y/y

● **95.9%** overall subway

Subway Delay Minutes



● **5,597** Unplanned Delay minutes

9.4% increase from last month
3.2% decrease from same y/y

External Delays		51%	Operational Delays		49%
Disorderly Patron	11%		Equipment	26%	
Injured or Ill Customer	11%		Staff Related	15%	
Offenses	7%		Fire/Smoke	5%	
Passenger Alarm Activated	5%		Speed Control	2%	
Unauthorized at Track Level	4%		Automatic Train Control	2%	
Doors due to Customers	3%				
Unsanitary Vehicle	2%				
Other- Graffiti, TPS, Debris, P1	8%				

IN FOCUS Subway Reliability

Operational Actions

Equipment Line 1

- Focus on OPTO delays between Signaling and Rail cars.
- Increased staff training to spot trains.
- Proactive track debris checks to prevent track-level fires.

Equipment Line 2

- Increased joint switch inspections.
- Enhanced QA with golden category for end terminal switches and Sherbourne-Yonge insulation joints.
- Technician training to reduce switch-related delays.

All lines

- Ongoing Restricted Speed Zones to support State of Good repair principally Line 1. RSZs increased from 20 in June to 23 in July. **Actions include** extra vehicles, priority completion high-demand locations, crowd monitoring, and customer-facing delay map Q4
- Mature delay reporting to include RSZs. Review late clearing work zones and assess staffing data for other correlations.
- Additional security features to offset graffiti.
- Vehicle winter SOGR commencing.

External Factors

- Passenger-related delays (51% of unplanned delays) addressed through a Community Safety Action Plan.
- Tracking towards 16% annual reduction in external delay minutes from 2024.

Partner Support Needed

- Continued collaboration with City services and mental health partners to reduce disorderly behavior contributing 50.7% on Line 1, and 57.2% on Line 2, with shift to supports for winter and also during daytime hours.





Subway and Stations Performance Metrics: Accessibility and Comfort – July 2025

Elevator Availability

- Line 1 – (78 elev) 95.7%
- Line 2 – (53 elev) 98.6%
- SRT – (2 elev) 99.2%
- Line 4 – (13 elev) 97.4%

Line 1 - 2.3 pts below target of 98%

Excluding 3.6% due to Construction at 99.5%

Sheppard, Sheppard-Yonge Station and St Clair Station closed due to safety and required rerouting of infrastructure.

Line 4 0.7 pts below target of 98%; -1.8% due to Corrective Maintenance

● **96.8 overall**

Escalator Availability

- Line 1 - (190 esc) 89.0%
- Line 2 – (99 esc) 96.7%
- SRT – (2 esc) 94.3%
- Line 4 – (20 esc) 95.8%

Excluding Emergency, Water and Construction all Lines meet target 97%

Line 1 8.0% below target 97%, 1.3% Water; 1.4% Emerg 5.8% Const,

Line 2 0.3% below target 97%, 0.4% due to Emerg; 0.9% Construction

Line 3 3.7% below target 97%, 4.0% due to Emerg – temp deviation

Line 4 1.2% below target 97%, 2.8% due to Emerg

In July plus replacements at **King Station, Spadina Station, Museum and Yorkdale**

● **92% overall**

Subway Cleanliness Score

- Line 1 – 94.67%
- Line 2 – 92.28%
- Line 4 – 94.61%

● **93.7% overall**

Cleanliness Score in Q2

3.7 pts above target of 90%

1.7 pts increase from last quarter

1.3 pts increase compared to same quarter last year

Stations Cleanliness Score

- Line 1 – 81.94%
- Line 2 – 78.43%
- Line 4 – 89.65%

● **78.05% overall**

Cleanliness Score in Q2

2.1 pts above target of 76%

1.6 pts increase from last quarter

0.9 pts increase compared to same quarter last year

IN FOCUS Elevator & Escalator Availability

Executive Summary

The TTC is improving elevator and escalator availability through targeted construction, maintenance, and overhauls. Availability gaps are primarily due to construction, water damage, and planned overhauls.

TTC Actions & Timing

Escalators actions:

- +3.5% availability expected (Aug 31, 2025 – Jan 31, 2026) as Easier Access advance.
- Overhaul completions by Oct 17 & Nov 8, 2025 add +0.8%, however ongoing overhaul cycle: 8-10/year through 2034.
- King and Lawrence will restore escalators in early September 2025; Spadina in Q3 2026.
- Proactive flooding mitigation: power-wash, pump recalibration, investigating grinders.

Elevators:

- +1.9% availability expected with completion of Sheppard early September, and St Clair by end of Oct.
- The Easier Access Program has installed elevators at 58 of 70 subway stations. Program completion expected by 2028.

Partner Support Needed

- No City action is required; uncontrollable factors account for remaining gaps.





Subway and Stations Performance Metrics: Asset Reliability – July 2025

IN FOCUS

**Subway Mean Distance
Between Failures**

1

Mean Distance Between Failures (MDBF)

● **730,000 km**

TR (Line 1, 4)

Target of 600,000 km met

90% increase m/m

76% increase same month y/y

● **424,000 km**

T1 (Line 2)

Target of 330,000 km met

21% increase m/m

9% increase same month y/y

Fare gate availability

● **98.02%**

1.50% below target of 99.50%

1.50% decrease m/m

1.50% decrease same month y/y

One month variation only – backend migration resolved.

Line level KPIs in future reports

PRESTO Self-Serve Reload Machine (SSRM) devices in Stations

● **99.97%**

SSRM available in July

0.47 pts above target of 99.50%

0.08 pts increase from last month

0.02 pts increase compared to

same month last year

Line level KPIs in future reports

PRESTO Fare Vending Machine (FVM) devices in Stations

● **99.32%**

FVM available in July

0.32 pts above target of 99%

0.05 pts decrease from last month

0.09 pts decrease compared to

same month last year

Line level KPIs in future reports

Executive Summary

TTC's subway equipment reliability is outperforming North American benchmarks, with both TR and T1 fleets exceeding targets and showing strong month-over-month and year-over-year gains.

TTC Actions & Timing

TR trains (Lines 1 & 4):

- Achieved **730,000 km MDBF** (+90% m/m, +76% y/y).
- Surpasses the TTC target and MTA New York benchmark for R160-R211 trains of 432,000 km (June 2025).

T1 trains (Line 2):

- Reached **424,000 km MDBF** (+21% m/m, +9% y/y).
- Outperforms the MTA benchmark for R46-R62A trains of 190-220,000 km.
- These results reflect TTC's enhanced maintenance and fleet reliability focus, with continued improvements expected through 2025.

Partner Support Needed

None directly on MDBF. Continued support on Line 2 NST replacement.





Subway and Stations Performance Metrics: Safety and Security – July 2025

Lost-time injuries rate (LTIR) (PY)

7.07

Injuries per 100 employees for Period 7
6% decreased from last period
8% decreased from same month last year

Customer incident injury rate (CIIR) (PY)

2.00

Injury incidents per one million vehicle
Boardings on **subway** and **stations** for Period 7
13% decrease from last period
37 decrease from same period previous year

Offences against Customers*

1.65

Offences against customers per 1 million boardings
16% decrease from last month
10% decrease compared to same month last year
40% decrease three—year rolling

Satisfaction with Personal Safety		
	Mar-24	May-25
Men	64%	66%
Women	51%	62%
Total	57%	64%

Offences against Employees* (PY)

7.35

Offences against employees per 100 employees (annualized)
0.5% increase from last month – 12 month rolling average
5% increase compared to same month last year
0.9% decrease from last year – 12 month rolling average
16% decrease three year rolling average

Line level KPIs in future reports
*Offences Against' KPIs are whole network

IN FOCUS Safety & Security

Executive Summary

TTC is advancing community safety through targeted actions to reduce offences and improve perceptions of safety for both customers and employees.

Customer Safety & Security

- Offences down **16% m/m**, **10% y/y**, and **40% over three years**.
- Satisfaction with safety rising **12% overall** and **22% among women** since March 2024.

Employee Safety & Security

- Despite a **23% monthly spike** in July (linked to extreme heat), offences show a **13% decline since 2023** and a **16% three-year reduction**.
- Campaign encourages all employees to report incidents of harassment, assault, and other offences

TTC Actions

Multi-disciplinary Approach with City, TPS, TPH includes:

- TTC High-visibility presence, Employee de-escalation training, Operator barriers
- Risk assessments, reporting and control measures
- Engagement with Union and Joint Health Safety Committee, **5–7% annual decline**.

Partner Support Needed

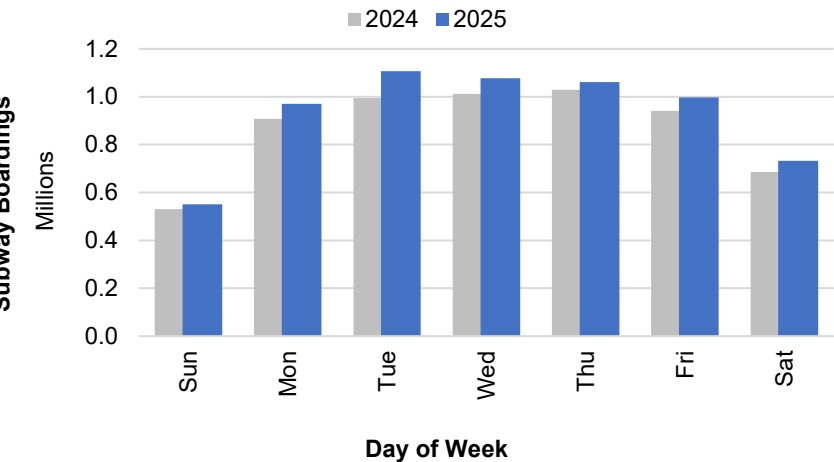
- Continued Multi-Disciplinary approach with City of Toronto, TPS, TPH. With CUTA and ATU113 re-table Bill to expand Criminal Code protections for transit workers.





Subway and Stations Performance Metrics: Customer Experience – July 2025

Weekly Customer Boardings – July



● **6.5 million** Customer boardings per week

**Subway Boardings 7% increased from last year.*

**Morning and afternoon peak periods 54% of subway Boardings*

**Note relationship Boardings to Revenue Rides. Whole network revenue rides below budget.*

Customer Satisfaction - Subway

● **74%**

10 pts below target of 84%

5 pt increase m/m

5 pts increase same month y/y

Line level KPIs in future reports

Net Promoter Score - NPS

Net % customers who promote the TTC

● **12 pts**

1.7 pts increase from last month

8 pts increase same month y/y

Line level KPIs in future reports

IN FOCUS Subway Use & Satisfaction

Executive Summary

While subway **boardings increased 7% y/y** remain below target. Customer satisfaction is improving, with **Subway CSAT at 74%**, up **5 pts month-over-month** and **year-over-year**, and **NPS up 12 pts** year-over-year.

- Issues**
- Growth of 7%y/y exceeds the overall network (2%y/y) but remains 81% of pre-covid levels.
 - Hybrid work, return-to-office mandates and downtown recovery driving demand.
 - Key drivers of satisfaction—**trip duration, wayfinding (maps/signage)**, and staff helpfulness, safety —show modest m/m improvement – contribute to lower customer satisfaction.

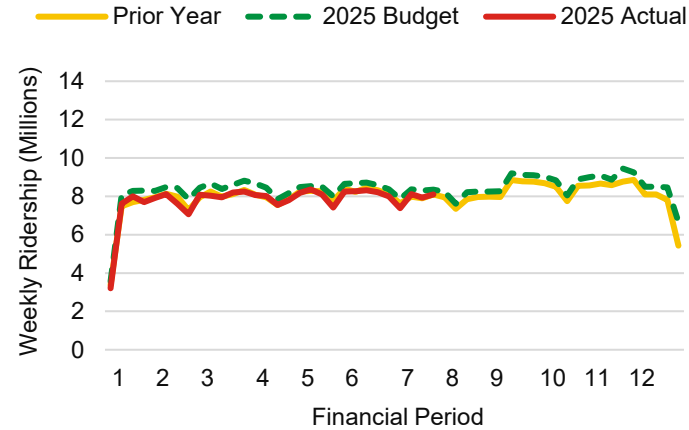
- TTC Actions & Timing**
- Preparation for increased Sept demand due return-to-office announcements.
 - **Ridership Growth Strategy** for near and mid term strategies.

- Partner Support**
- Continued collaboration on land use plans aligning transit with population and job growth.
 - Continued Multidisciplinary approach with City and TPS to improve community safety within Subway network including daylight initiatives to improve reliability impacts.



Overall TTC Performance Metrics – July 2025

Revenue Rides – Conventional



● **31.5 million**

Revenue Rides in Period 7 (June 29 – July 26)
4.2% below budget and similar to prior year

Year to Date Period 7 – 5.2% below budget and
 1% below prior year

Wheel-Trans Ridership

● **315,196**

Customer trips (Period 7)
1.4% increased from last month
14.7% increased from same month last year

On Time Performance

Target 90%

- **89.3%** Subway
- **75.0%** Bus
- **57.0%** Streetcar

● **94.4%** Wheel-trans
 Adherence to Schedule

Customer Satisfaction

● **72%**

12 pts below target of 84%
 1 pt increase from last month
 1 pt increase y/y

85% customer satisfaction for Wheel-trans customer in 2024

- Subway 74% (+5%) m/m
- Bus 75% (+6%) m/m
- Streetcar 61% (-8%) m/m

Net Promoter Score

● **7**

Net % customers who promote the TTC
7 pts above prior month
40% increase same month y/y

- Subway 12
- Bus 14
- Streetcar -13

IN FOCUS Revenue Ridership

Executive Summary

- Fare revenue in Period 7 2025 totaled **\$76.9 million, 3.1% below budget** but **1% above the same period in 2024**.
- Year-to-date fare revenue reached **\$574.5 million**, falling **\$25 million short of budget**.

Issues

Revenue rides below budget principally due to:

- Hybrid work trends, Unexpected changes in international student policy, and Economic instability beginning February '25
- Average weekly ridership at **7.9 million**, down from Period 6, due to the summer season.
- Traditional fare media use continues to decline, while Open Payment and Virtual PRESTO now account for **35% of weekly payments**.

Actions & Forecast

- TTC will deliver a **Ridership Growth Strategy** in **Q4 2025**, outlining priorities to support recovery of with focus on near and mid-term. Attracting lapsed customers and non-transit trips (78% trips in Toronto).



Appendix

Prior CEO Report Metrics

September 2025

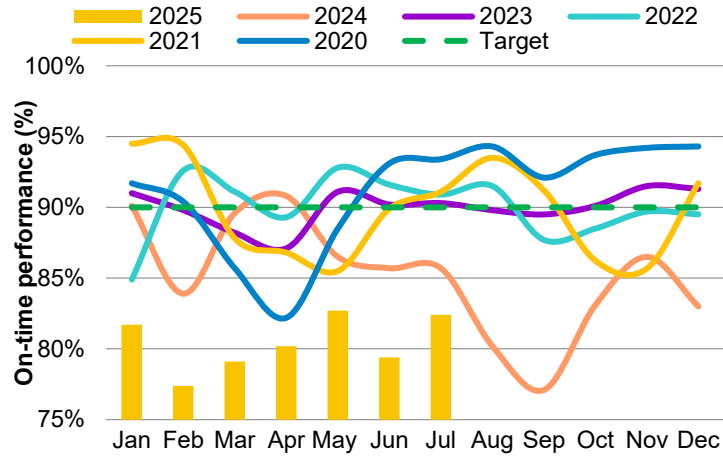
Subway – Service Reliability

Line 1 Headway Adherence - End Terminals

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.

Jul 2025: 82.4%
Jun 2025: 79.4%
Jul 2024: 85.7%

Target: 90%

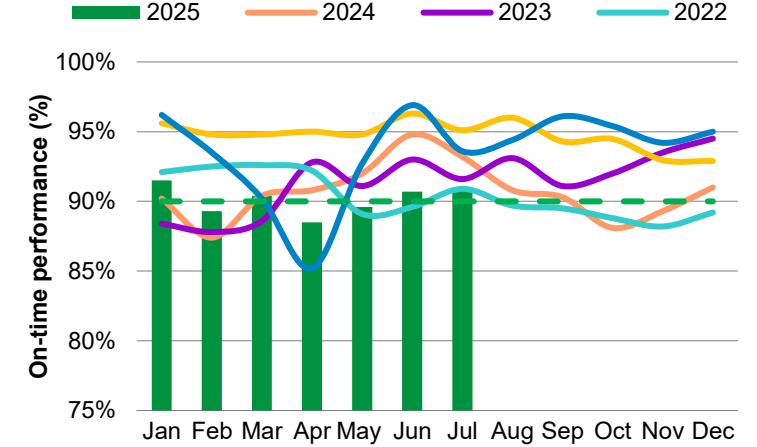


Line 2 Headway Adherence - End Terminal

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.

Jul 2025: 90.8%
Jun 2025: 90.7%
Jul 2024: 93.2%

Target: 90%

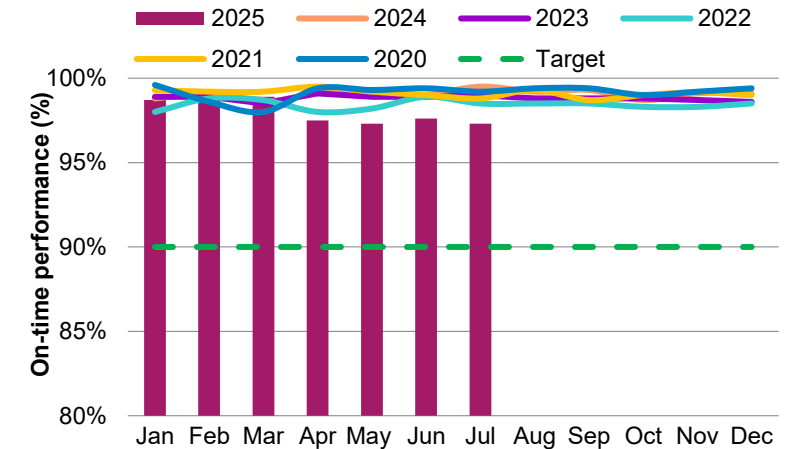


Line 4 Headway Adherence - End Terminal

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.

Jul 2025: 97.3%
Jun 2025: 97.6%
Jul 2024: 99.5%

Target: 90%



Subway – Schedule Adherence

(previously called Subway Capacity)


Line 1 Schedule Adherence

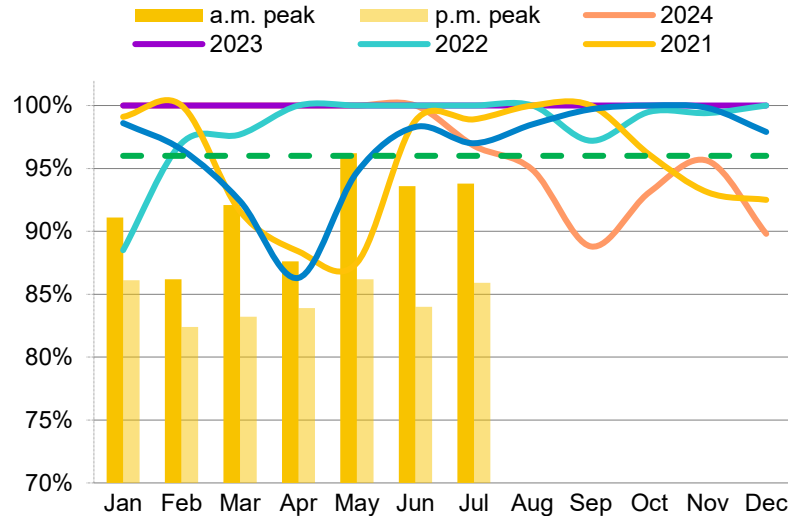
Total number of trains that travelled through 12 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Jul 2025: 90.1%

Jun 2025: 89.1%

Jul 2024: 96.8%

Target: 96.0% 



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


Line 2 Schedule Adherence

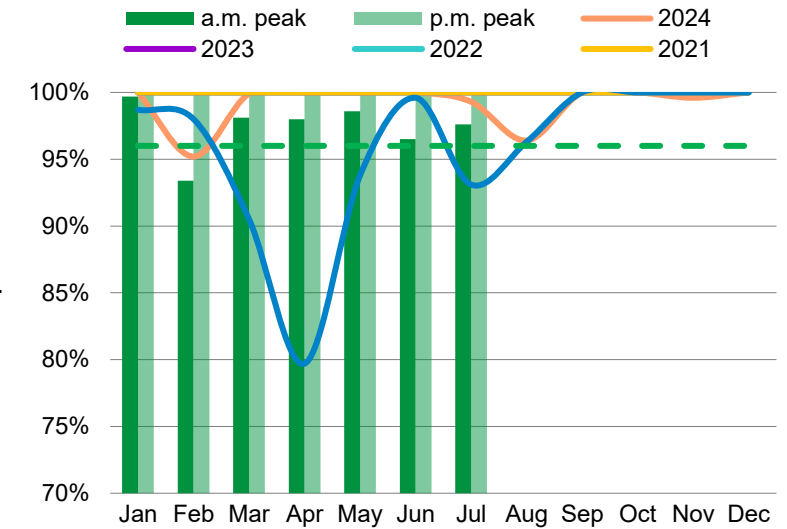
Total number of trains that travelled through 10 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Jul 2025: 99.7%

Jun 2025: 99.5%

Jul 2024: 99.3%

Target: 96.0% 




Line 4 Schedule Adherence

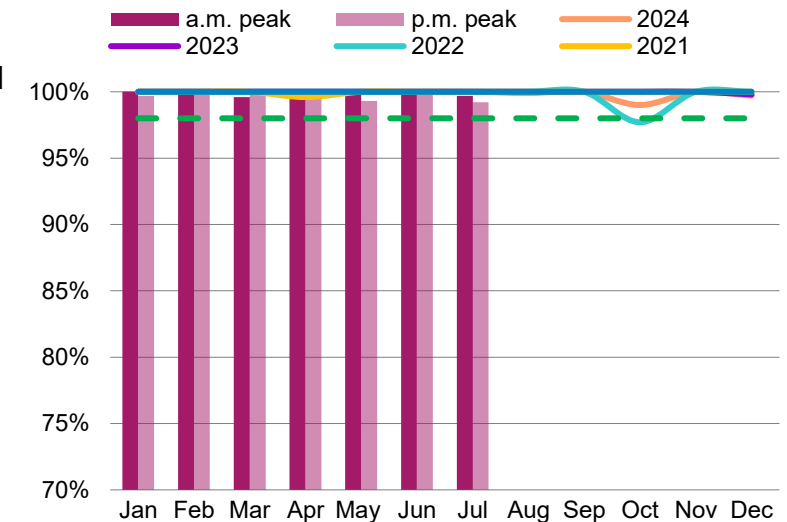
Total number of trains that travelled through two key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Jul 2025: 99.5%

Jun 2025: 100.0 %

Jul 2024: 100.0%

Target: 98.0% 



Subway – Asset Reliability & Cleanliness

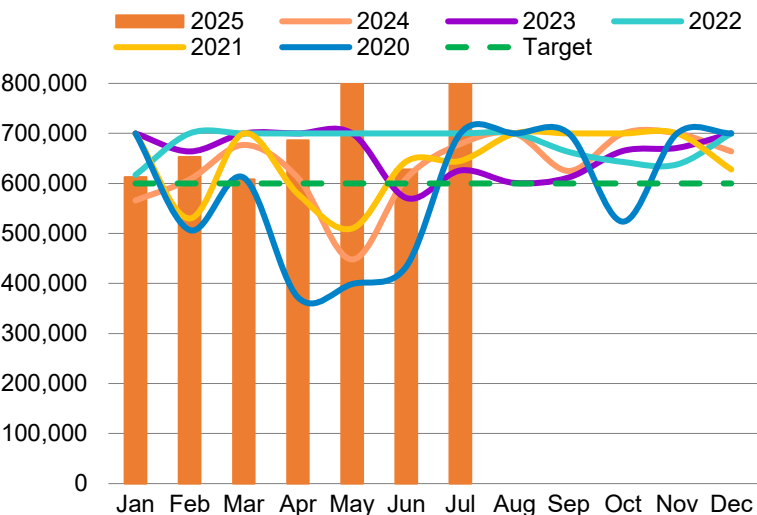
Asset reliability

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.

Jul 2025: 730,000
Jun 2025: 628,000
Jul 2024: 679,000

Target: 600,000 km 




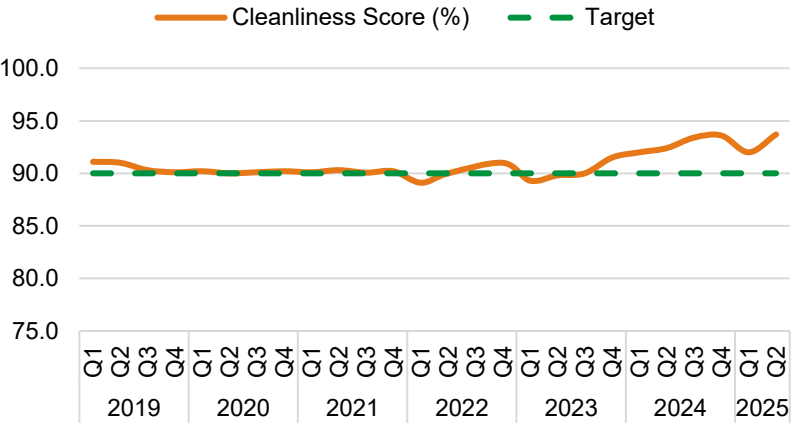
Cleanliness

Subway cleanliness

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

Q2 2025: 93.7%
Q1 2025: 92.0%
Q2 2024: 92.4%


Target: 90.0% 

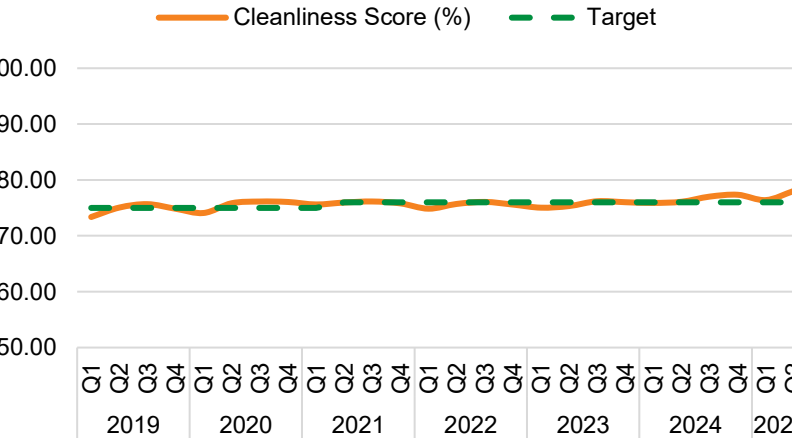


Station cleanliness

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

Q2 2025: 78.05%
Q1 2025: 76.44%
Q2 2024: 76.10%


Target: 76.0% 

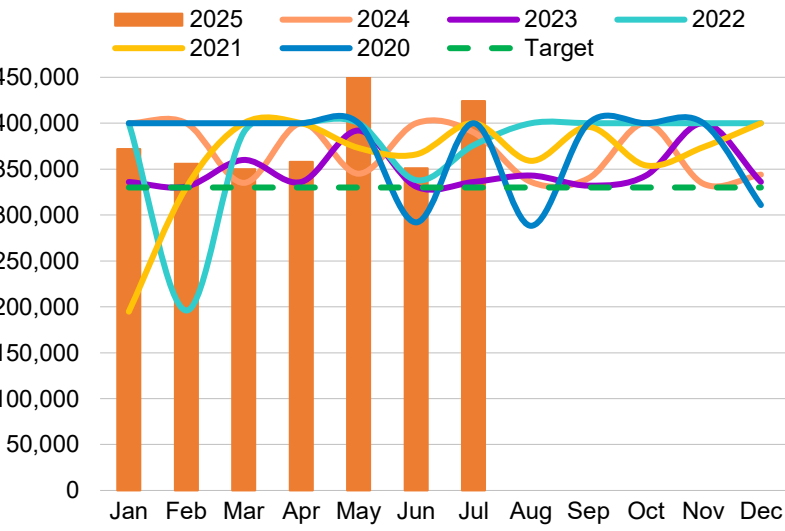


T1 train mean distance between failures

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

Jul 2025: 424,000
Jun 2025: 351,000
Jul 2024: 390,000

Target: 330,000 km 




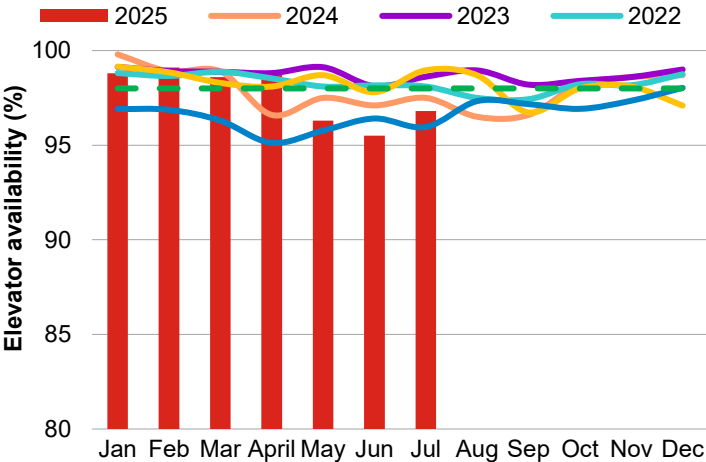
Service Reliability – Vertical Access

Accessibility – Elevator availability

Percentage of total available elevator service hours during subway service.

Jul 2025: 96.8%
Jun 2025: 95.5%
Jul 2024: 97.8%


Target: 98% 

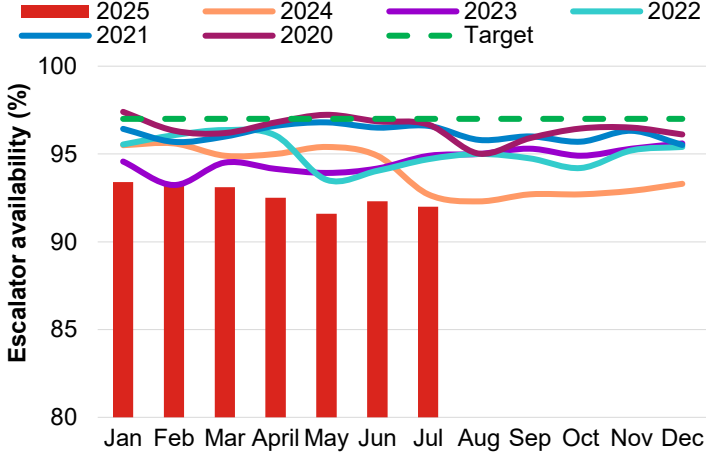


Accessibility – Escalator availability

Percentage of total available escalator service hours during subway service.

Jul 2025: 92%
Jun 2025: 92.3%
Jul 2024: 92.7%

Target: 97% 

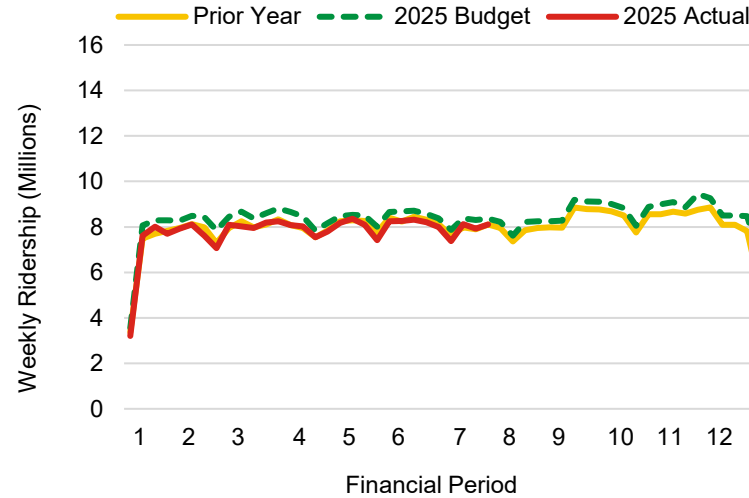


Ridership – Whole network

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).

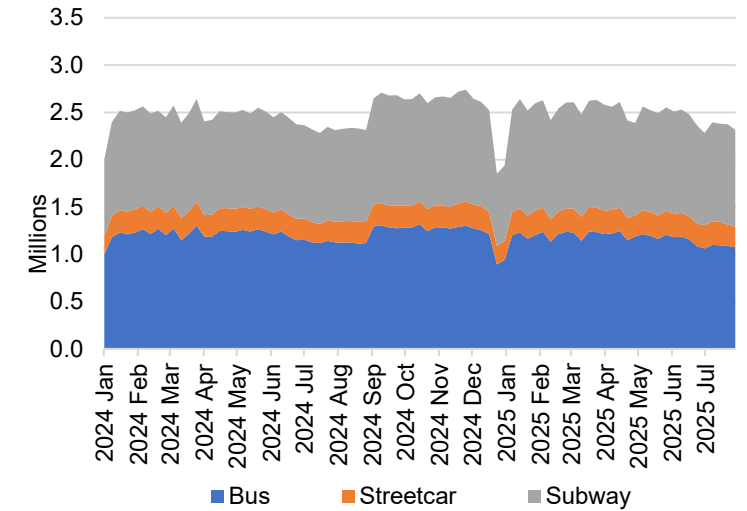
P7 2025: 31.5 million
P6 2025: 41.0 million
P7 2024: 31.6 million



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.

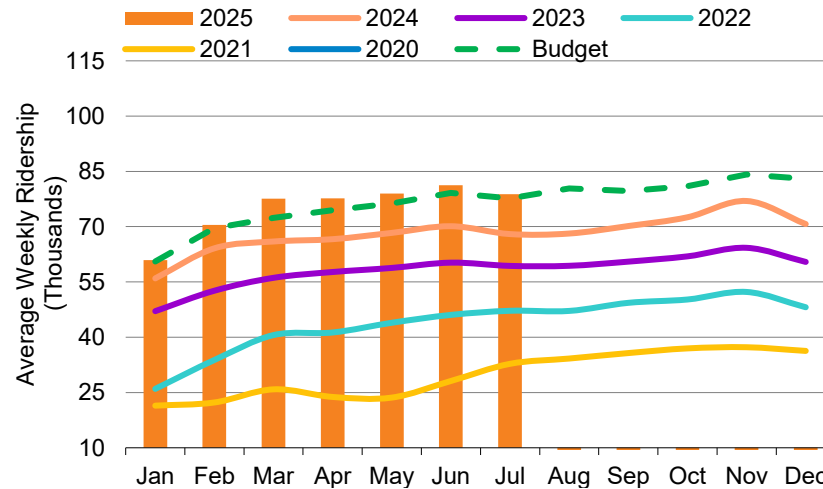
Jul 2025: 2.37 million
Jun 2025: 2.44 million
Jul 2024: 2.35 million



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.

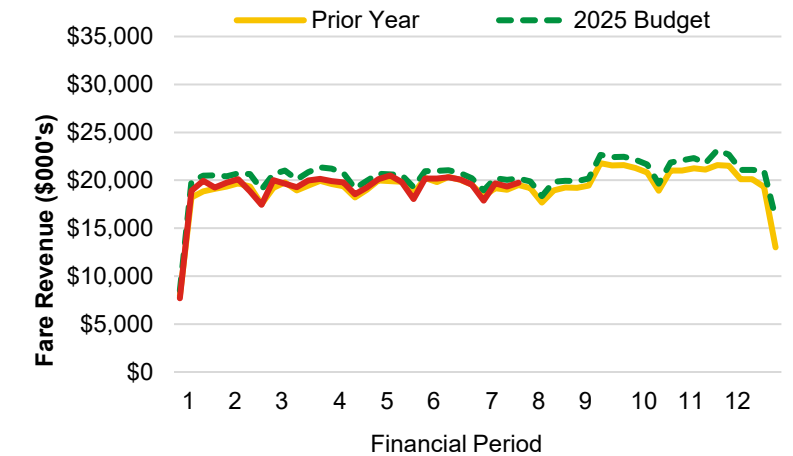
P7 2025: 315,196
P6 2025: 324,916
P7 2024: 268,862



Conventional Fare revenue

Revenue generated through fares.

P7 2025: 76.9 million
P6 2025: 76.1 million
P7 2024: 76.4 million



Customer experience – Customer Sentiment

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.

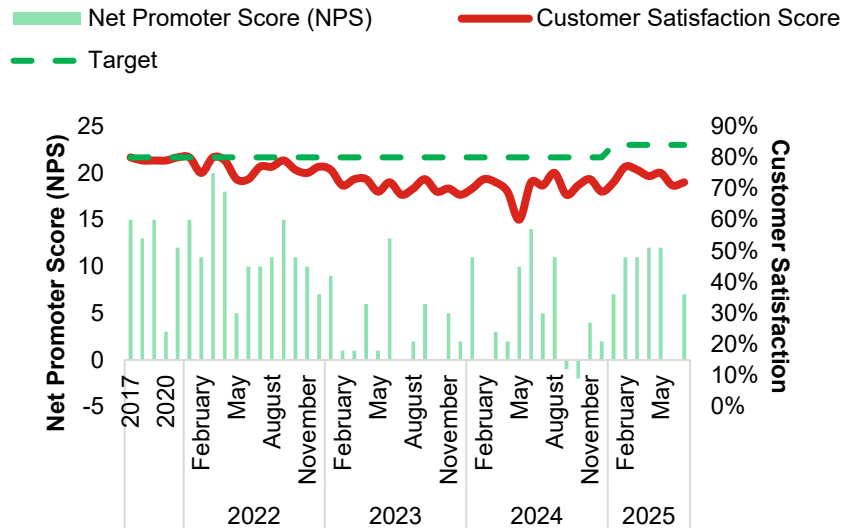
CSAT

Jul 2025: 72%

Jun 2025: 71%

Jul 2024: 71%

Target: 84%



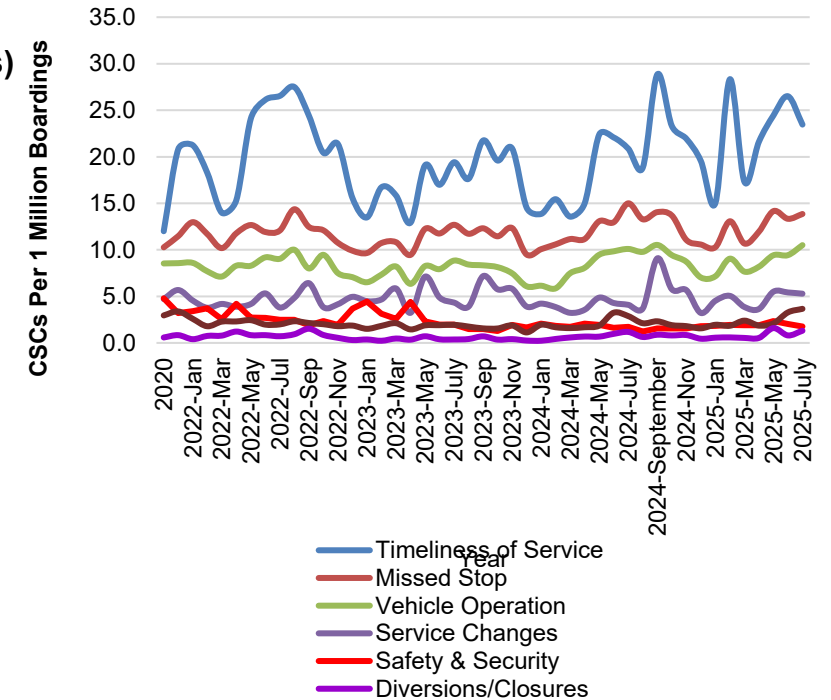
Customer service communications (CSCs)

CSCs 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.

Jul 2025: 69.39

Jun 2025: 69.49

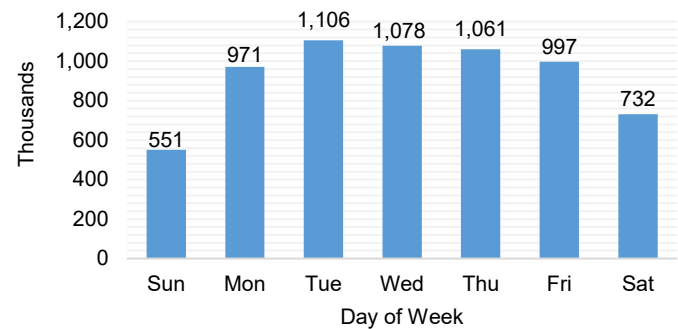
Jul 2024: 64.80





Subway – Customer Experience

Weekly Customer Boardings (PY)



6.5 million Customer boardings per week

**Morning and afternoon peak periods 54% of subway Boardings*

**Tuesdays at 1.11 million riders 7% increased from last year.*

**Note relationship Boardings to Revenue Rides. Subway Boardings up 7%/y. Whole network revenue rides below budget.*

Average fare, cost and revenue

\$2.60 Average fare

For subway in Period 7 (June 29 – July 26)

\$1.41 Average Revenue per Boarding

For subway in Period 7 (June 29 – July 26)

\$2.19 Average Cost per Boarding

For subway in Period 7 (June 29 – July 26)

Customer Satisfaction

74%

10 pts below target of 84%

5 pt increase m/m

5 pts increase same month y/y

Customer Satisfaction Aspects

Target 5% increase/year

- 70% Reliability of service**
5 pts increase from last month
Prior year not available (added last month)
- 64% Crowding**
7 pts increase from last month (three-month average)
9 pts increase compared to same month last year
- 68% Level of personal safety**
6 pts increase from last month (three-month average)
6 pts increase compared to same month last year
- 65% Maps & signage available**
1 pts increase from last month (three-month average)
1 pts decrease compared to same month last year
- 69% Smoothness of trip**
2 pts increase from last month (three-month average)
4 pts increase compared to same month last year
- 70% Wait time**
3 pts increase from last month (three-month average)
6 pts increase compared to same month last year

Net Promoter Score NPS

12 pts

1.7 pts increase from last month

8 pts increase same month y/y

- 71% Availability & accuracy of real-time info**
4 pts increase from last month (three-month average)
4 pts increase compared to same month last year
- 65% Cleanliness of the station/platform/stop**
4 pts increase from last month (three-month average)
6 pts increase compared to same month last year
- 62% Cleanliness of the vehicle**
2 pts increase from last month (three-month average)
2 pts increase compared to same month last year
- 71% Comfort of ride**
5 pts increase from last month (three-month average)
8 pts increase compared to same month last year
- 67% Helpfulness of staff**
3 pts increase from last month (three-month average)
1 pts increase compared to same month last year
- 69% Trip time length**
1 pts increase from last month (three-month avg)
No change same month y/y

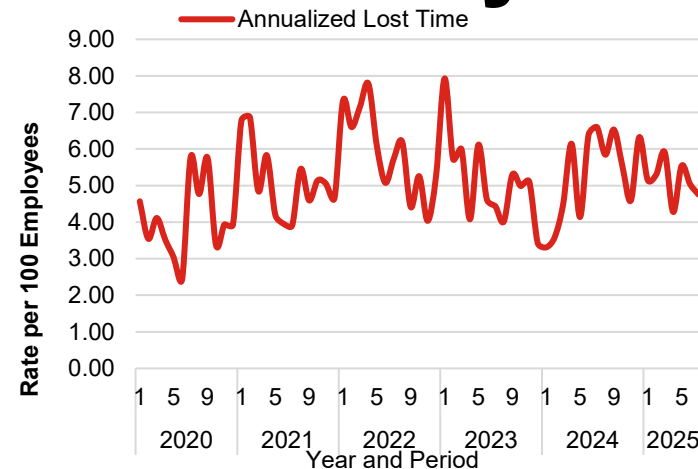


Safety and Security

Lost-time injuries rate (LTIR)

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

P7 2025: 4.75
P6 2025: 5.04
P7 2024: 6.60

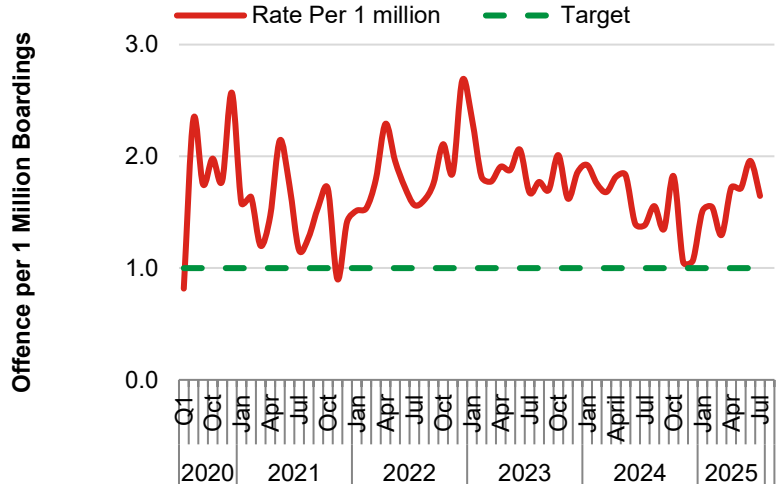


Offences against Customers

Total Offences against customers per 1 million boardings by Calendar month.

Jul 2025: 1.65
Jun 2025: 1.96
Jul 2024: 1.38

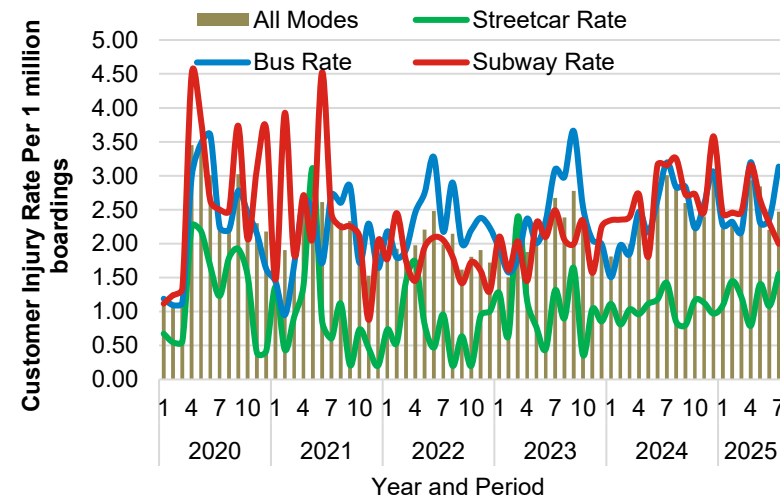
Target: 1.00



Customer injury incidents rate (CIIR)

Number of customer injury incidents per one million boardings.

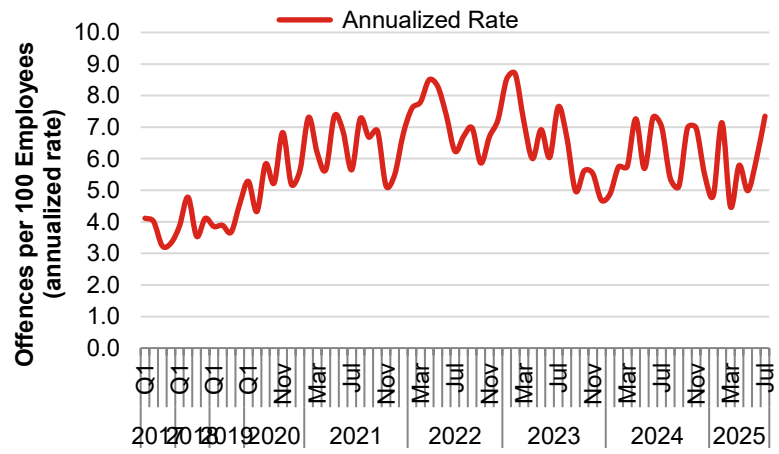
P7 2025: 2.47
P6 2025: 2.20
P7 2024: 3.01



Offences against Employees

Offence per 100 employees by Calendar month (annualized).

Jul 2025: 7.35
Jun 2025: 5.98
Jul 2024: 7.31



Note (Offences against): Starting from March 2025, reporting period has changed to calendar months from Financial Period in the Monthly Corporate Metrics report. Data was updated to monthly from March 2023 onwards.
Also reported on: [City of Toronto Community Safety and Well-being Dashboard](#)




Bus – Reliability and Service Delivery

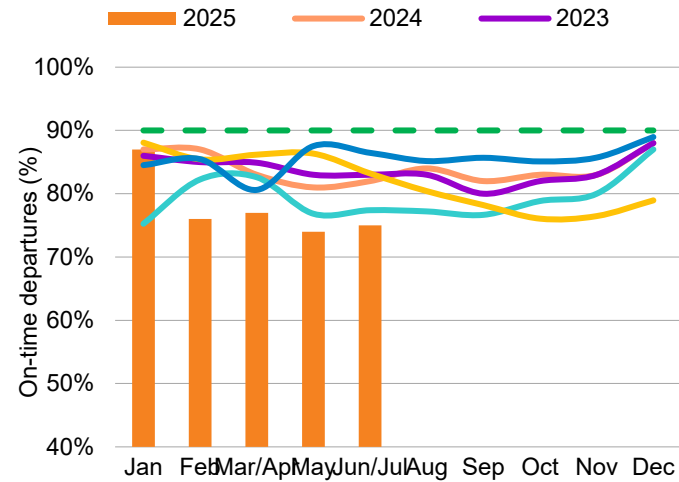
On-time Departure End Terminal – Bus

On-time performance measures vehicle departures from end terminals. Vehicles are considered on-time if they depart at or up to 5 minutes after their scheduled departure time (0 to +5).

*In February 2025, the criteria for on-time departure was changed from departing within -1 min to +5 min to departing within 0 min to +5 min of the scheduled departure time.

Jun BP 2025: 75%
May BP 2025: 74%
Jun BP 2024: 82%


Target: 90% 

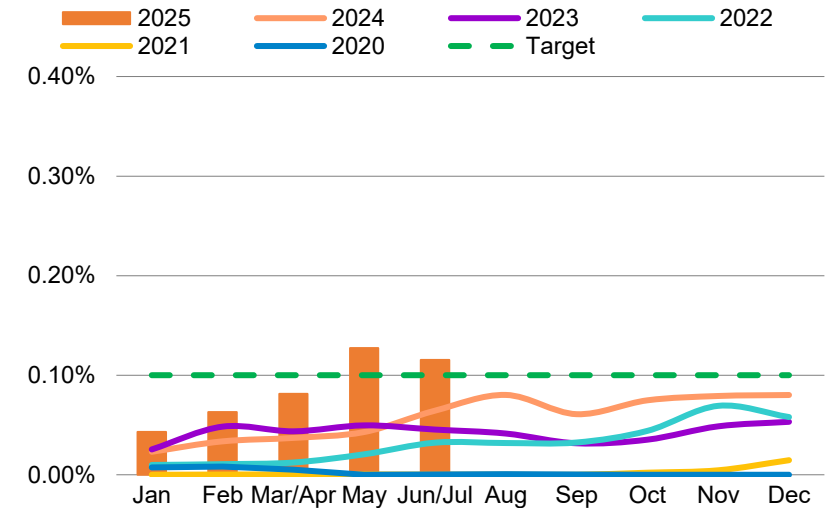


Bus short turns

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).

Jun/Jul 2025: 0.12%
May 2025: 0.13%
Jul 2024: 0.06%

Target: less than 0.10% 



Increased construction activity during the summer months has lead to service adjustments, contributing to higher short turns.

Bus – Asset Reliability

eBus mean distance between failures

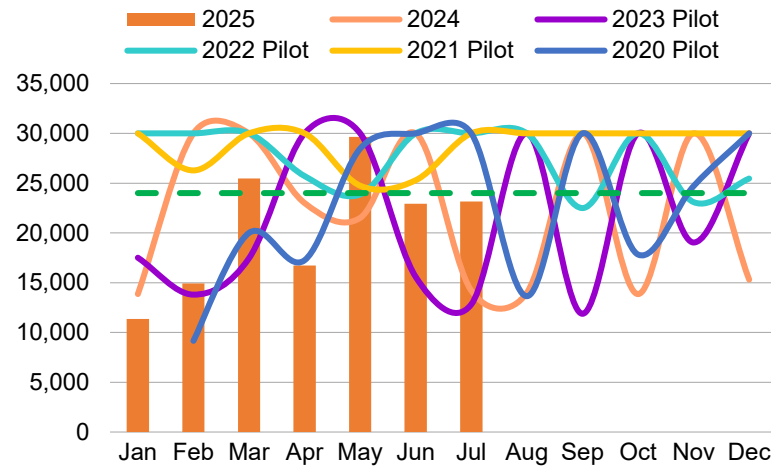
Total distance (km) accumulated per number of mechanical road calls.

Jul 2025: 23,155
Jun 2025: 22,917
Jul 2024: 21,509

Target: 24,000 km



The main cause of not meeting target was due to lower service kilometres accumulated due to buses being out of service for repairs.

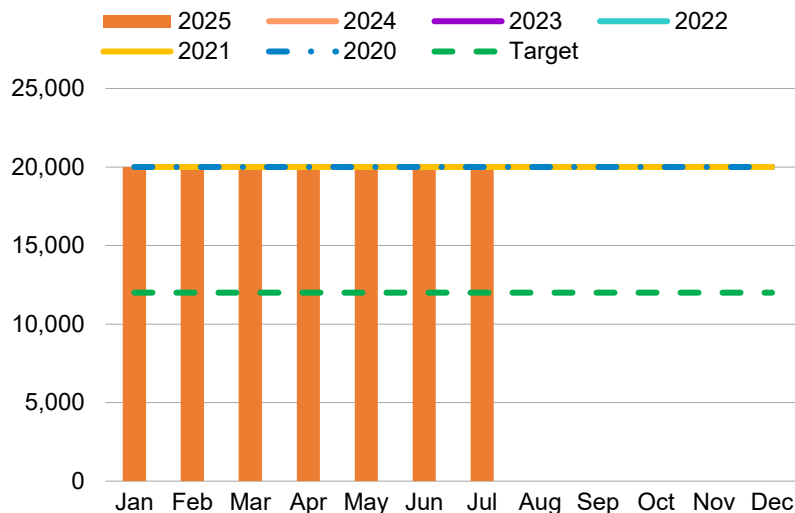


Clean-diesel bus mean distance between failures

Total distance (km) accumulated per number of mechanical road calls. Clean-diesel are buses with engines designed in accordance to EPA standards.

Jul 2025: 20,000
Jun 2025: 20,000
Jul 2024: 20,000

Target: 12,000 km

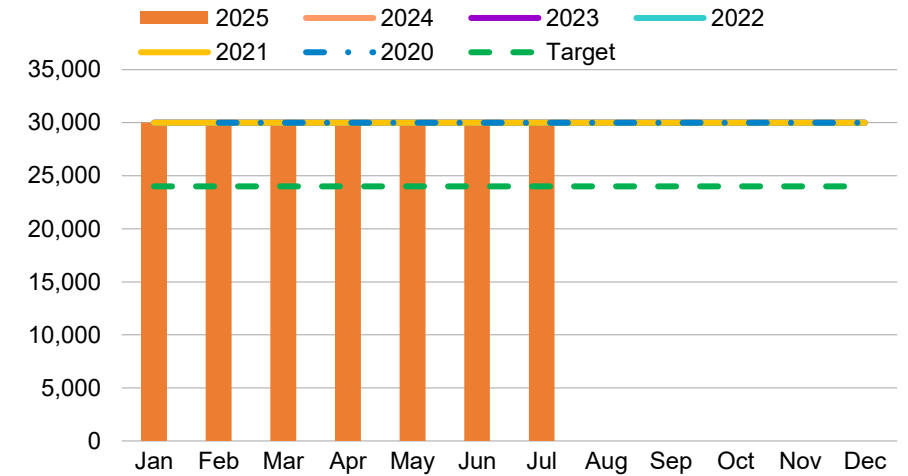


Hybrid bus mean distance between failures

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

Jul 2025: 30,000
Jun 2025: 30,000
Jul 2024: 30,000

Target: 24,000 km

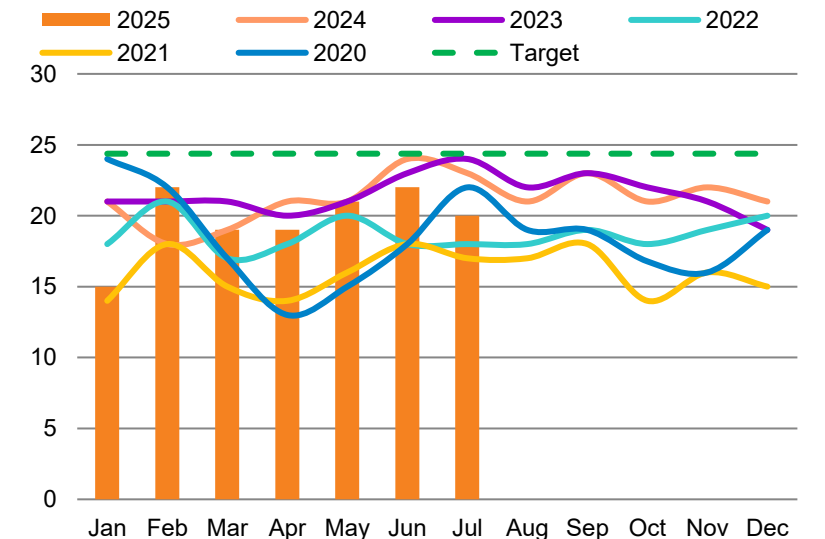


Bus road calls and change offs

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 2025: 20
Jun 2025: 22
Jul 2024: 23

Target: Less than 24



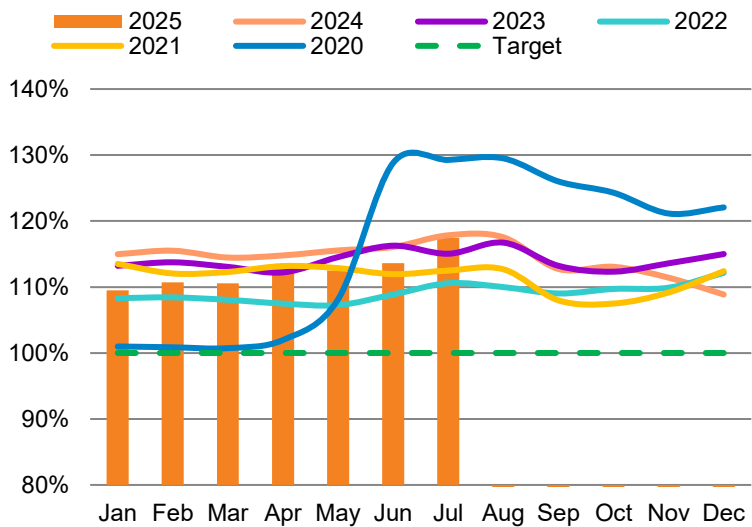
Bus – Service Availability and Cleanliness

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 2025: 117.5%
Jun 2025: 113.6%
Jul 2024: 117.8%

Target (RW): 100%

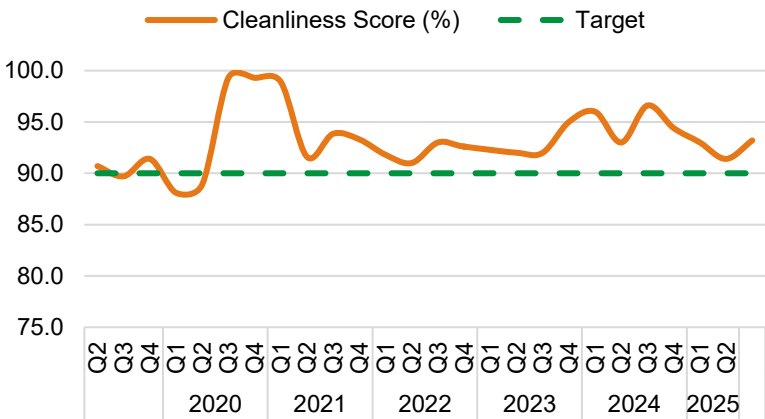


Bus cleanliness

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


Q2 2025: 93.2%
Q1 2025: 91.4%
Q2 2024: 96.6%

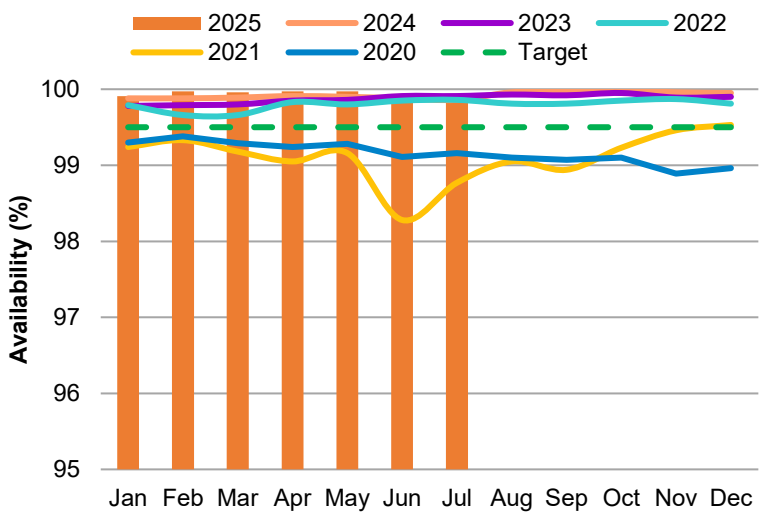
Target: 90.0%



Bus – 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 2025: 99.94%
Jun 2025: 99.94%
Jul 2024: 99.86%
Target: 99.50% 



Streetcar – Reliability and Service Delivery

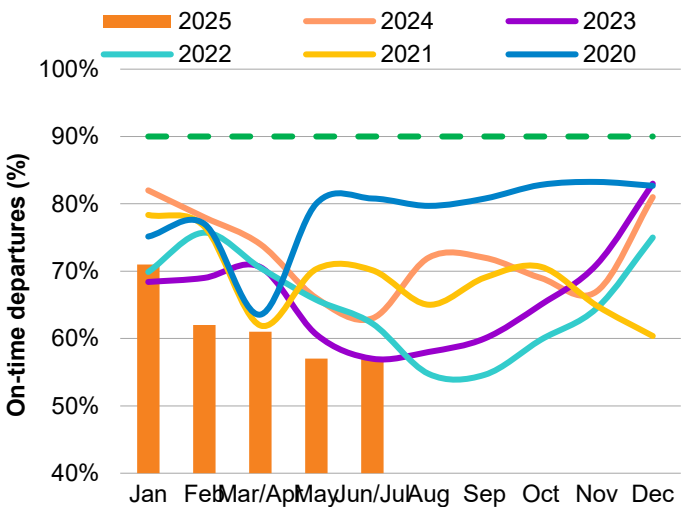
On-time Departure End Terminal

On-time performance measures vehicle departures from end terminals. Vehicles are considered on-time if they depart at or up to 5 minutes after their scheduled departure time (0 to +5).

*In February 2025, the criteria for on-time departure was changed from departing within -1 min to +5 min to departing within 0 min to +5 min of the scheduled departure time

Jun BP 2025: 57%
 May BP 2025: 57%
 Jun BP 2024: 62%

Target: 90%

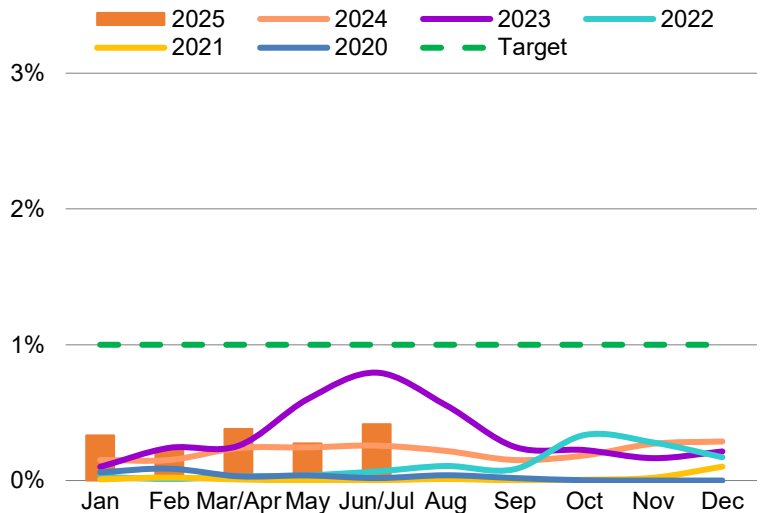


Streetcar short turns

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).

Jun/Jul 2025: 0.41%
 May 2025: 0.34%
 Jul 2024: 0.15%

Target: less than 1%



Streetcar – Asset reliability & Cleanliness

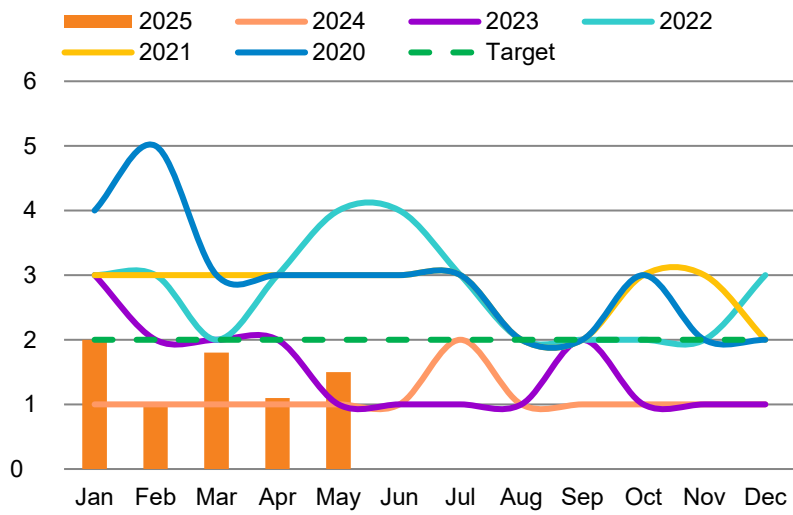
Asset reliability

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 2025: 1.53
 Jun 2025: 1.30
 Jul 2024: 2

Target: Less than 2



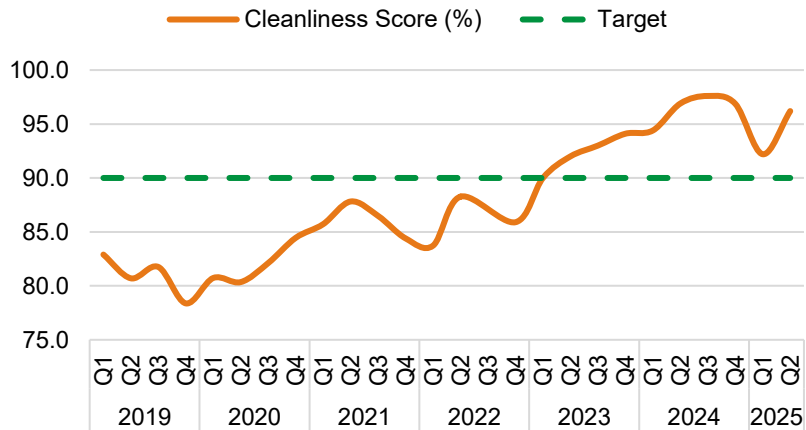
Cleanliness

Streetcar cleanliness

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

Q2 2025: 96.2%
 Q1 2025: 92.2%
 Q2 2024: 96.9%

Target: 90.0%

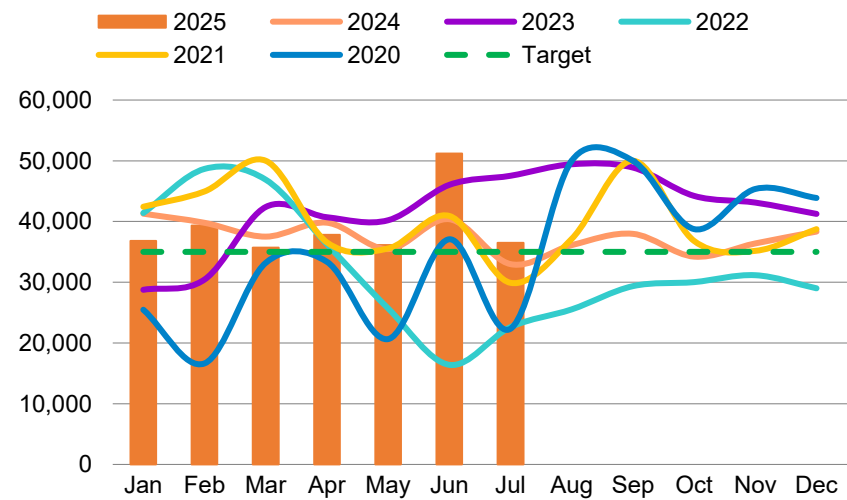


Streetcar mean distance between failures

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

Jul 2025: 36,461
 Jun 2025: 51,191
 Jul 2024: 32,984

Target: 35,000 km




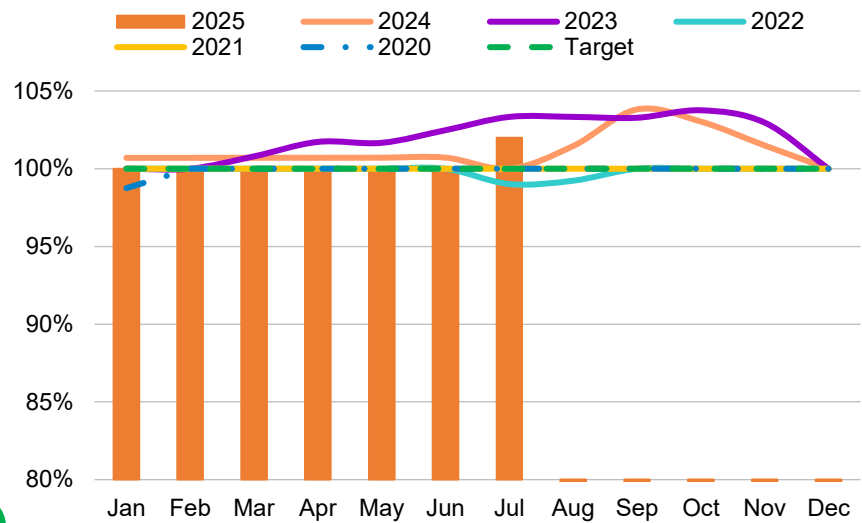
Streetcar – Asset availability

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 2025: 102.0%
Jun 2025: 100.0%
Jul 2024: 100.0%


Target (RW): 100% 

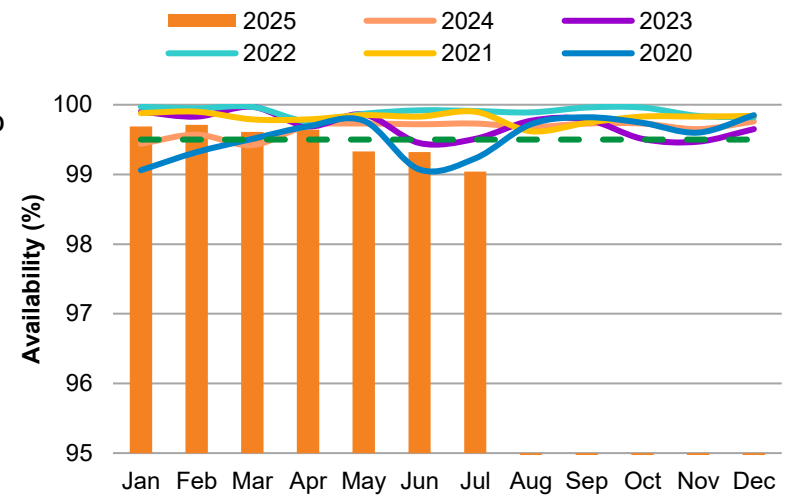


PRESTO Fares and Transfers

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 2025: 99.04%
Jun 2025: 99.32%
Jul 2024: 99.73%

Target: 99.50% 



PRESTO FTM availability is below target due to some devices that need updating. Units are scheduled for replacement by the end of 2025.




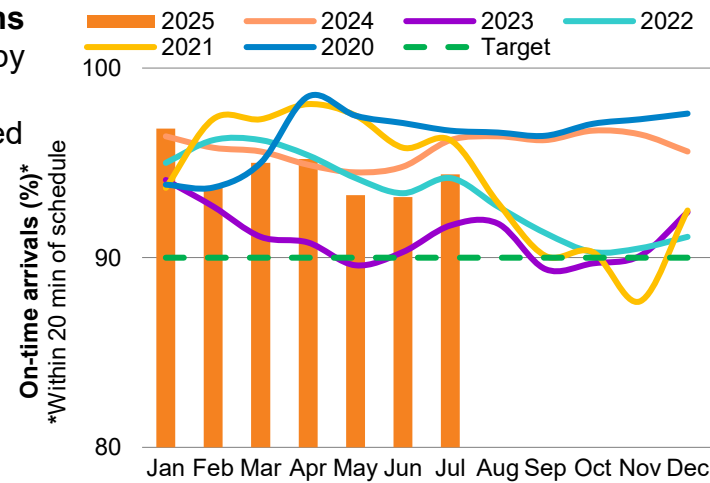
Wheel-Trans

Reliability

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.

P7 2025: 94.4%
P6 2025: 93.2%
P7 2024: 96.2%

Target: 90% 

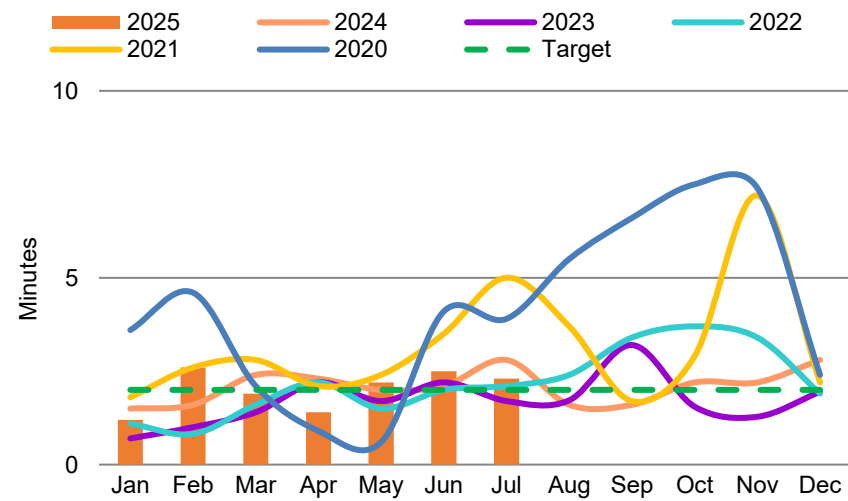


Service Delivery

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

Jul 2025: 2.3
Jun 2025: 2.5
Jul 2024: 2.8

Target: 2 



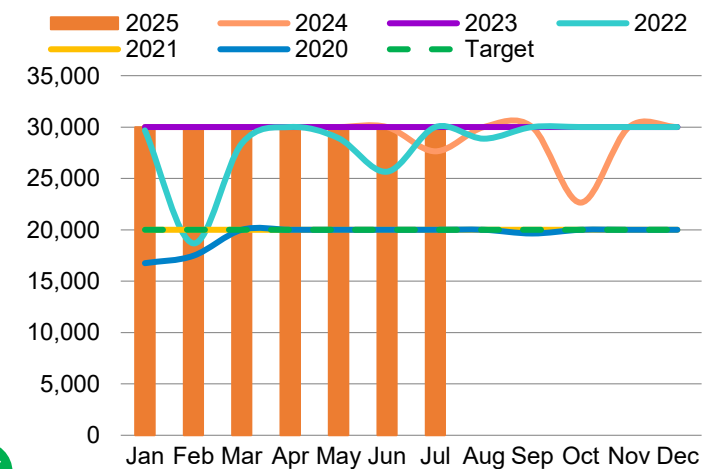
Call volumes remain high in Period 7 coupled with absences contributed to longer wait times. The TTC is working closely with TELUS to increase staffing in anticipation of summer absences and city events.

Asset Reliability

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

Jul 2025: 30,000
Jun 2025: 30,000
Jul 2024: 30,000


Target: 20,000 km 

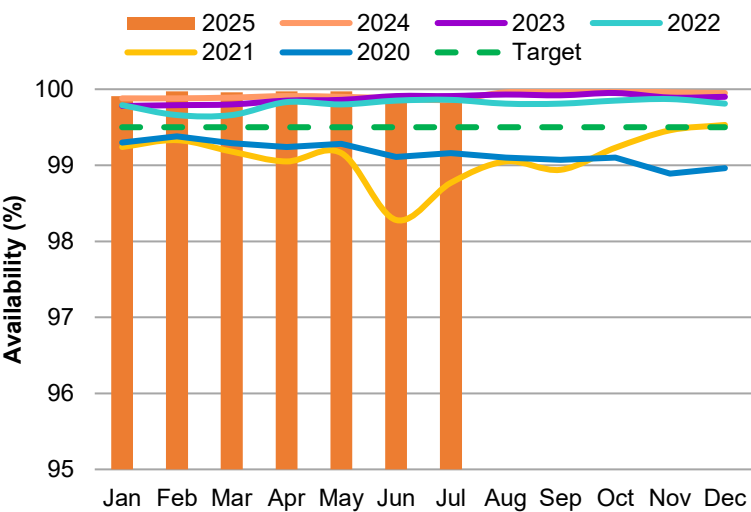


Asset availability

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 2025: 99.94%
Jun 2025: 99.94%
Jul 2024: 99.86%

Target: 99.50% 

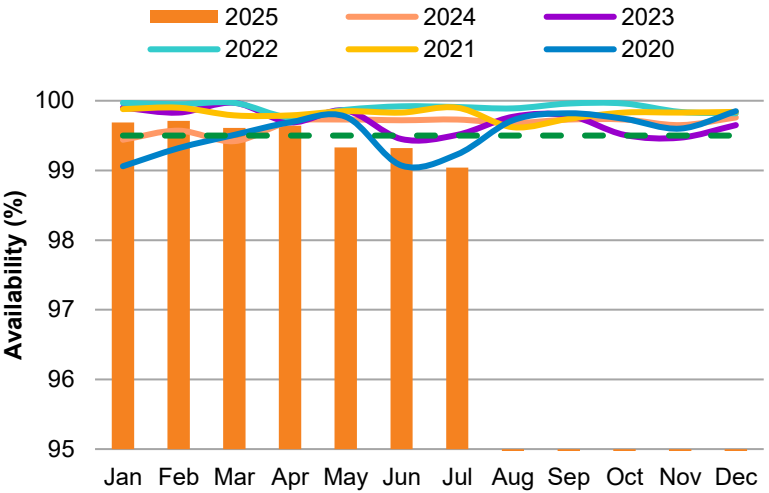


PRESTO Fares and Transfers Machine (FTM) Availability of FTMs based on duration of fault to time of resolution. FTMs allow customers to purchase Proof of Payment tickets on streetcars and at selected streetcar stops.

Jul 2025: 99.04%
Jun 2025: 99.32%
Jul 2024: 99.73%


Target: 99.50% 

PRESTO FTM availability is below target due to some devices that need updating. Units are scheduled for replacement by the end of 2025.

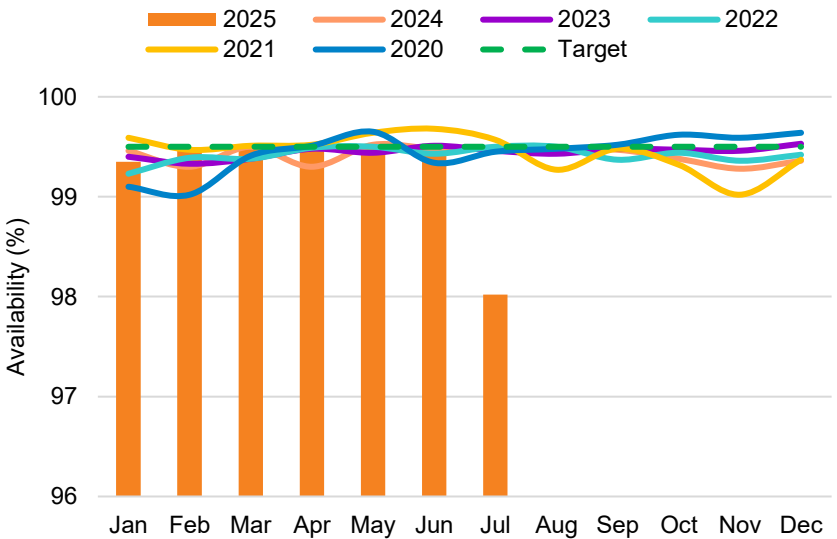


Fare gate availability
Percentage of fare gates are available for use.

Jul 2025: 98.02%
May 2025: 99.52%
Jul 2024: 99.48%

Target (JC): 99.50% 

Availability decreased due to backend migration issue which has been resolved.



Safety

Regulatory compliance – (January 1 to June 30, 2025)¹

This table summarizes the number of regulatory interactions and orders issued from January 1 to June 30, 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	50	2	6 ⁽⁴⁾	Compliance Achieved
Ministry of the Environment, Conservation and Parks	0	0	1 ⁽⁵⁾	Compliance Achieved
Technical Standards and Safety Authority	0	0	0	N/A
City of Toronto	0	0	0	N/A
Toronto Fire Services	5	0	5 ⁽⁶⁾	Compliance Achieved

¹ Next update will be available in the October 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 five MLITSD non-compliance orders were:

- One non-compliance order to remediate mould at St. Andrew Station due to an anonymous complaint
- Four non-compliance orders for a work refusal related to Asbestos exposure at Main Street Station.
 - One non-compliance order to provide instruction and training in the selection, use and care of respirators.
 - One non-compliance order to ensure hand and face washing facilities available for workers when leaving work area.
 - One non-compliance order to provide those required to wear a respirator with written procedures regarding selection, use and care of the respirator.
 - One non-compliance order to establish and maintain training of every worker who works in buildings and may do work with asbestos

⁵ The new non-compliance order from Ministry of the Environment, Conservation and Parks:

- Notice of violation stating that wastewater sample collected by a Toronto By-law officer exceeded the by-law limit of 15 mg/L for Oil and Grease at the Birchmount Bus Garage.

⁶ The new non-compliance order from Toronto Fire Services:

- Notice of violation for a sprinkler system leak at Scarborough Town Center station.
- Notice of violation for an alarm control panel in "Trouble" condition at Bayview Station.
- Notice of violation for a fire alarm panel which was not properly maintained and that the fire safety plan was not implemented at the Support Services building in the Hillcrest complex.



