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# CEO's Report

**Toronto Transit Commission**  
**November 2025**

The TTC's CEO Report offers a rotating review of Service Delivery performance across the TTC's transit modes. The current edition highlights Streetcar Service, featuring key performance indicators (KPIs) through the end of September 2025.



# CEO's commentary

This month's report focuses on the performance of our accessible streetcar fleet — a vital part of Toronto's transit network and a key contributor to our ridership and mobility goals.

Last year, our fleet of 233 low-floor, articulated streetcars carried nearly 35 million riders over 10 million kilometres across 11 routes and 308 kilometres of track. Since 2020, the TTC has operated only accessible, high-capacity streetcars. By year-end, we will complete our order of 60 additional vehicles, bringing the fleet to 264 streetcars.

However, performance metrics this year have not met expectations.

- Average speed and reliability decreased, driven by worsening traffic congestion and operational slowdowns.
- On-time performance held at 61% in September, well below our 90% target. This is unacceptable.

The closure at King and Dufferin, diversions on the 501, 503, and 504 routes, and TIFF in the first two weeks of September contributed to a 3% year-over-year drop in performance. In September, streetcar boardings fell 4%, and ridership remains at 72% of pre-COVID levels, compared to 82% network-wide.

These results are below target, and we are taking corrective action.

We are working closely with our City partners to improve construction coordination, reduce diversions, and implement stronger transit priority measures to combat congestion and improve streetcar movement.

Despite these challenges, our streetcar asset reliability and cleanliness targets were met. The fleet exceeded its Mean Distance Between Failures target, achieving over 36,000 kilometres without incident. We are building on this success by transitioning to a comprehensive inspection and service model in Q2 2026 and optimizing our preventative maintenance cycles to extend vehicle lifespan and reduce equipment-related delays.

Financially, conventional system revenue ridership is 5.1% below budget, and year-to-date passenger revenue is 3.8% below budget, resulting in a \$30.1 million shortfall. This is due to a combination of factors: fewer international post-secondary students, inclement weather in Q1, and a softer-than-expected economic environment.

We are responding with a Ridership Growth Strategy that will outline clear priorities and recommendations to support recovery and growth. We are also monitoring fall ridership trends closely, as in-office work increases.

The TTC must deliver reliable, accessible, and efficient service. We are not where we need to be, but we are taking decisive steps to get there.



**Mandeep S. Lali**

*Chief Executive Officer  
Toronto Transit Commission*



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- Legend*
- Green – On or above target
  - Yellow – increased y/y less than 4pts, within 1pt, temporary deviation, or making notable improvements
  - Red – Off target





# Streetcar Performance Metrics: Service Levels and Accessibility – September 2025

## IN FOCUS Service Levels

### Service Level Scheduled Hours - Weekly



	Streetcar	Bus	Construct	Total*
Sep-19	18,261	3,807	2,162	24,230
Sep-24	20,106	-	4,241	24,347
Sep-25	19,245	1,831	392	21,468

\*Buses on Streetcar routes.

### Average Speed

● **All Network +6% y/y, -8% pre-COVID**  
Streetcars 11.4km/h -2% y/y, -10% pre-COVID  
Buses (on Streetcar routes) 12.0km/h

10-minute Network +6% y/y, -9% pre-COVID  
Non-10-minute Network +1% y/y, -7% pre-COVID  
Blue Night -3% y/y

\*Normalized to Flexity equivalent September Schedule  
Hours: 20,003 +3%y/y and +5% pre-COVID.

\*Dec 2019 TTC completed transition from CLVR (74 pass) and ALVR (108 pass) to Flexity (130 pass) fleet. Prior, excess demand was served by auxiliary bus service. Buses continue to be scheduled through construction, and planned disruptions.

### Crowding

Across all schedule Streetcar trips (3,478 scheduled trips/weekday)

- **0.8% - Full 100% vehicle capacity**
- **0.2% - Crowded 120% vehicle capacity**
  - 10-minute Network, 0.9% trips Full, 0.2% trips Crowded
  - Non-10-minute Network, 0% trips Full, 0% trips Crowded
  - Blue Night Network 0% trips Full, 0% trips Crowded

### Streetcar Cleanliness Score

- **95.3% overall**  
Cleanliness Score in Q3  
5.3 pts above target of 90%  
0.9 pts decrease from Q2  
2.3 pts decrease compared Q3 2024  
13.6 pts increase from pre-COVID (2019)

### Streetcar Stops

- **640 active stops**  
93.13% Accessible (596 stops)  
Target 96.87% by 2027 (620/640 total)  
\*3.13% out of scope due to roadway/infrastructure

### Executive Summary

Streetcar service performance in September 2025 showed slight improvements in service levels\*, cleanliness, stop accessibility contributing to customer satisfaction increase 12% y/y, though travel speeds continue to be impacted by intersection delays and construction.

### TTC Actions and Timing

- Initiate 6-minutes or better service 7am-7pm, 7 days/w on St. Clair (current), Dundas, and Bathurst (Nov).
- Reliability improvements through updated schedules aligned to operating conditions.
- Adjusting run times to accommodate higher vehicle availability on overnight streetcar service.
- RapidTO lanes implementation on Bathurst St to improve travel time and reliability on route 511.

### Partner Support Needed

- Improved construction co-ordination with City of Toronto to minimize diversions and replacements.
- Stronger transit priority measures to reduce congestion and improve streetcar movement.







# Streetcar Performance Metrics: Service Reliability – September 2025

## IN FOCUS Streetcar Service Reliability

### On time Performance

Adherence to Schedule at Route End Terminals

	On Time >90%	On the Cusp 80-90%	Not on Time <80%
# Streetcar Routes	0	2	9
% Ridership	0%	9%	91%

● **61%** overall Streetcar

Target of 90% not met  
3% increase from last board period  
3% decrease from same board period last year  
8% increase from same board period pre-COVID (2019)

### Service Availability

Streetcar Vehicles Service vs Schedule

● **101%**

Target of 100% met  
1% decrease from last month  
2% decrease from same board period last year  
1% increase from pre-COVID (2019)

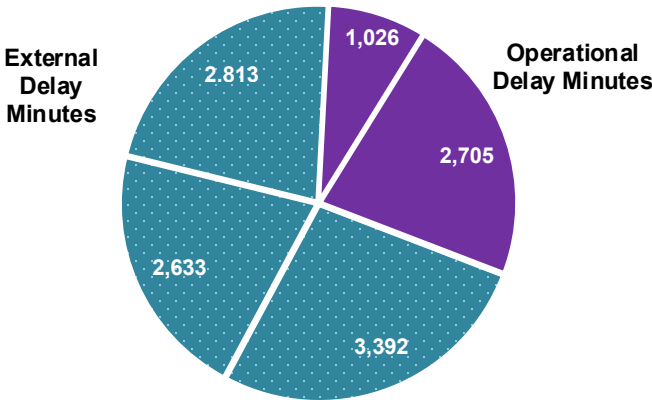
### Mean Distance Between Failures

Distance Operated before failure

● **36,291 km**

Target of 35,000 km met  
No change from last month  
4% decrease from same board period last year  
119% increase from pre-COVID (2019)

### Unplanned Delay Incidents



● **12.5K Unplanned Delay minutes**

29% decrease from last month; 26% increase y/y

External	70%	Operational	30%
Passenger-related	27%	Staff-related	22%
Unplanned Diversion	21%	Equipment	8%
Other*	22%		

\*Categories above 3% Auto Foul Rail, Collision, Unable to Maintain Schedule Due to Traffic Congestion

### Streetcar Short Turns

Vehicle removed from service before route completion/100 departures

● **0.50%**

Target of below 1% met  
0.18% increase from last month  
0.35% increase from same month y/y

### Executive Summary

Streetcar on-time performance remained below target at 61% in September 2025, impacted by traffic congestion, construction delays, and a rise in external disruptions, despite meeting asset reliability goals.

### Issues

- On time performance down 3% y/y due to construction on King and Dufferin and TIFF.
- Operational delays (3,731 mins) 1.5hours /day first vehicle delays.
- Unplanned external delays: +21% y/y in passenger-related delays, +400% y/y in autos fowling rails.

### TTC Actions and Timing

- Operator counseling on early departures.
- Comprehensive "inspection and service" model, for passenger doors, pantographs and ramps - Q2 2026.
- Optimizing PM program with enhanced 3/6/9year cycles.
- Weekly root-cause scrum for switch and track incidents.
- Bunching & Gapping Pilot/program – Q4 2025.
- UITP Peer Review Actions – Q4 2025.

### Partner Support Needed

- Traffic agent deployment at key intersections prevent streetcar blocking.
- Consideration that RoDARS include actual permit dates.
- People-first mobility in City Congestion plan.
- Multidisciplinary approach with City of Toronto, Toronto Police Service and Toronto Public Health to improve and strengthen community safety, security and well-being on the transit network. Increased the number of Streets to Homes outreach workers by 10 to provide additional support on the surface network.





# Streetcar Performance Metrics: Safety and Security – September 2025

IN FOCUS  
Safety and Security

1

Contributes  
4% to the  
overall TTC  
CIIR of 2.45

## Customer Injury Incident Rate (CIIR)

● 1.51

Injury incidents per one million vehicle boardings

**14 (actual)**

47% increase from last month

1.20 - 12 month rolling average (Sept 2025)

16% increase y/y 12-month rolling average

Contributes  
5% to the  
overall TTC  
OAC 1.94

## Offences against Customers (OAC)

● 1.05

Offences against customers per one million boardings

**6 (actual)\***

43% decrease m/m

1.11 12-month rolling average (Sep 2025)

12.4% increase y/y 12-month rolling average

Contributes  
7% to the  
overall TTC  
LTIR of 6.67

## Lost-Time Injuries Rate (LTIR)

● 4.59

Injuries per 100 employees annualized

**8 (actual)**

5% decrease from last month

5.70 - 12 month rolling average (Sept 2025)

36% increase y/y 12-month rolling average

Contributes  
7% to the  
overall TTC  
OAE 5.35

## Offences against Employees (OAE)

● 2.89

Offences per 100 employees on annualized basis

**5 (actual)\***

155% increase m/m

3.3 12-month rolling average (Sep 2025)

10.9% decrease y/y 12-month rolling average

### Executive Summary

The TTC is advancing safety and security through focused measures to reduce offences and injuries while improving perceptions of safety for riders and staff.

### Customer and Employee Safety and Security

- 47% m/m rise in customer injuries on streetcar (CIIR) due to an increase in onboard falls.
- 5% m/m decrease in LTIR due to a decrease in collision-related lost-time injuries.
- No significant trends in the past two years in the Streetcar LTIR and CIIR.
- Decrease in offences against customers from 12 to 6, in part due to decrease in assaults.
- Perceived Safety 60% with 11%-point improvement y/y.

### TTC Actions and Timing

- Multidisciplinary Community Safety approach includes: high-visibility staff presence, de-escalation training for frontline workers, risk assessments (OAC and OAE).
- Fall Operator communications reminded about seasonal safe driving practices (CIIR).
- Q3 2025 "We Stop. You Stop." campaign educated drivers on regulations for passing stopped streetcars (CIIR).

### Partner Support Needed

- Multidisciplinary approach with City of Toronto, Toronto Police Service and Toronto Public Health to improve and strengthen community safety, security and well-being on the transit network.

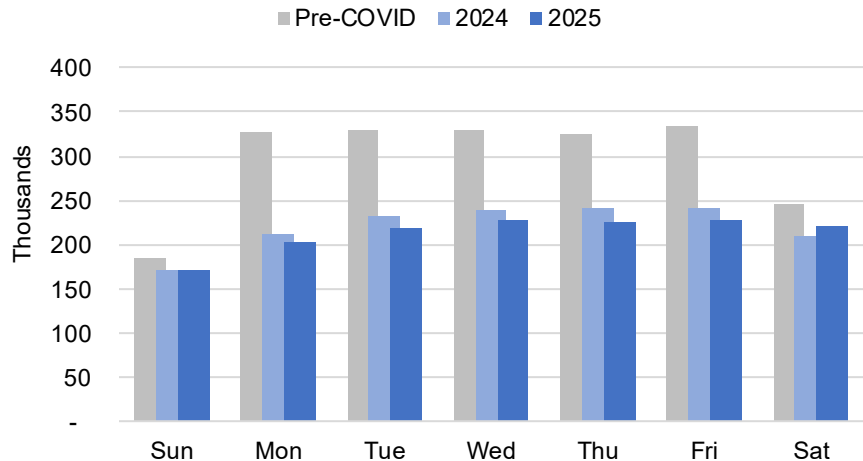


Note: OAC and OAE data may adjust as cases close.



# Streetcar Performance Metrics: Customer Experience – September 2025

## Streetcar Weekly Customer Boardings



● **1.5 million** Customer boardings per week  
\*Streetcar boardings decreased 4% from last year  
\*AM and PM peak periods transport 49% of weekday streetcar boardings

Weekday	Saturday	Sunday
220K daily boardings -6% y/y, -33% pre-COVID	221K daily boardings +6% y/y, -10% pre-COVID	170K daily boardings 0% change y/y, -8% pre-COVID

## Streetcar Customer Satisfaction

● **69%**  
15 pts below target of 84%  
4 pts decrease m/m  
12 pts increase same month y/y  
15 pts lower from pre-COVID (Q3 2019)  
1 pt higher compared to overall

## Streetcar Net Promoter Score

Net % customers who promote the TTC  
● **-9 pt**  
16 pts decrease from last month  
8 pts increase same month y/y  
23 pts decrease from pre-COVID (2019)  
10 pts lower compared to whole network

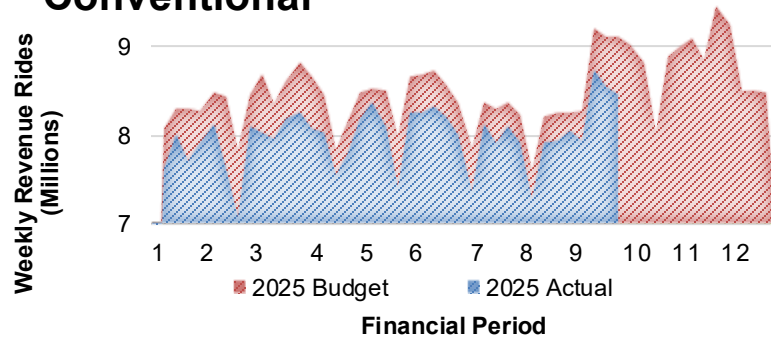
## IN FOCUS Streetcar Service Demand

- Executive Summary**  
Streetcar boardings decreased 4% y/y and overall boardings remained below target.
- Issues**
- Streetcar demand declined 4% September y/y along with Bus demand 6%.
  - Streetcar demand is at 72% of pre-COVID versus overall network is 82%.
  - Although below target, 11 of 12 aspects of customer satisfaction increased y/y for streetcar mode.
- TTC Actions and Timing**
- Continue to monitor system-wide customer demand, and return-to-office patterns.
  - Preliminary analysis of ridership decline drivers pointing to slow speeds and increased travel times.
  - Developing a Ridership Growth Strategy outlining the strategic planning, priorities and recommendations to support ridership and passenger revenue growth.



# Overall TTC Performance Metrics – September 2025

## Overall Revenue Rides Conventional



● **41 million\***

Current -5.1% to budget, -1.5% to prior year  
YTD -5.1% to budget, -0.8% y/y, 78.4% of pre-COVID

## On-Time Performance Target 90%

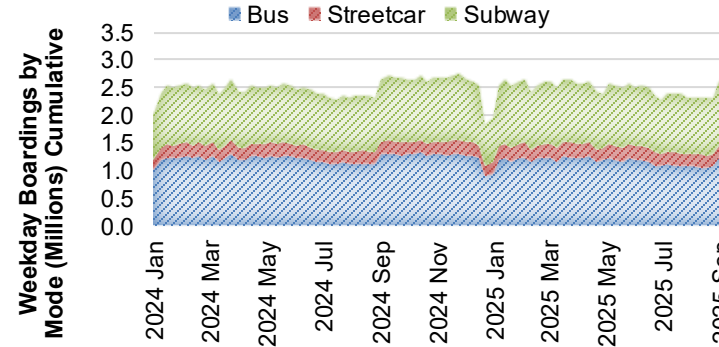
- 91.1% Subway, +0.4% m/m, +3% y/y
- 61% Streetcar, +3% m/m, -3% y/y
- 74% Bus, -2% m/m, +5% y/y

## Safety and Security

- **1.94 Offences against customers**, Target 1.0, 2.51% m/m, -4.76% y/y 12-month rolling avg

- **5.35 Offences against employees**, -1.29% m/m, +1.20% y/y 12-month rolling avg

## Overall Daily Customer Boardings



● **2.6 million/day**

3% decline y/y

## Customer Satisfaction Target 84%

- **68% overall**
- 67% Subway, -7% m/m, -3% y/y
- 69% Bus, -8% m/m, -4% y/y
- 69% Streetcar, -4% m/m, +12% y/y

## IN FOCUS Revenue Ridership

### Executive Summary

Revenue Ridership is 5.1% below budget and year-to-date passenger revenue is 3.8% below budget, resulting in a \$30.1M year-to-date budget shortfall.

### Issues

Unfavourable passenger revenue variance is driven by lower-than-anticipated ridership growth, likely due to:

- 6% and 4% decline in y/y demand on Bus and Streetcar, respectively.
- Unexpected softer economic environment experienced thus far in 2025.
- Decrease in international post-secondary students.
- Inclement weather experienced during the first quarter of 2025.

### Actions and Forecast

- Monitoring demand for anticipated increase in in-office work beginning fall 2025.
- Ridership Growth Strategy outlining priorities support ridership and passenger revenue growth.
- Fare compliance strategies.

\*Financial Period 9: August 24-September 27, 2025







# Appendix

## Prior CEO's Report Metrics

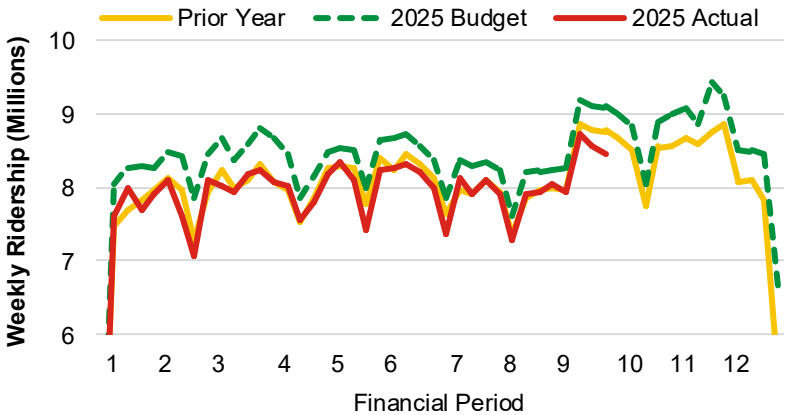
November 2025

# 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).

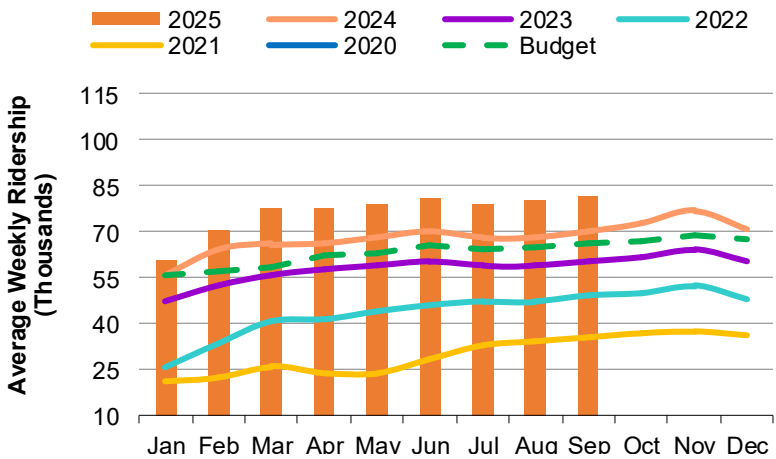
**P9 2025:** 41.7 million  
**P9 2024:** 42.4 million  
**P9 2025 Budget:** 43.9 million



## 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.

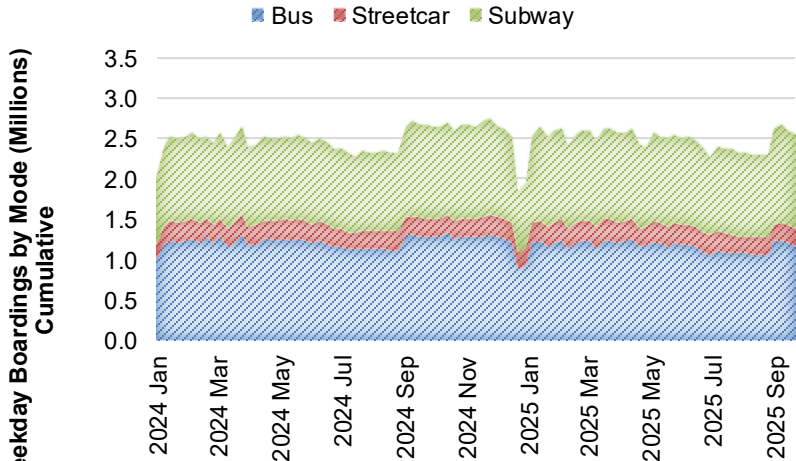
**P9 2025** (35 days): 407,475  
**P8 2025** (28 days): 320,480  
**P9 2024:** 350,869



## 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.

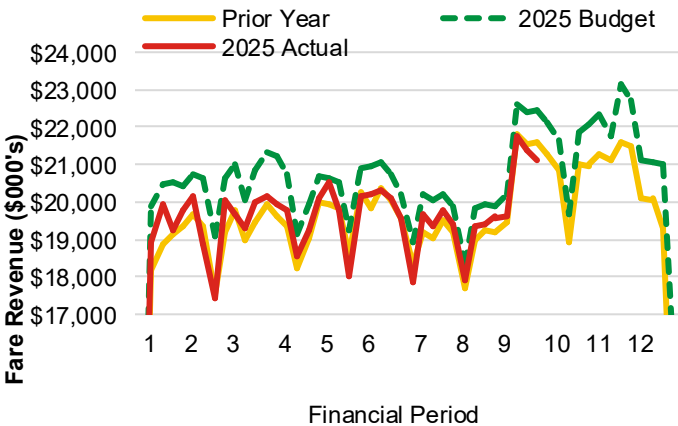
**Sep 2025:** 2.59 million  
**Aug 2025:** 2.30 million  
**Sep 2024:** 2.67 million



## Conventional Fare revenue

Revenue generated through fares.

**P9 2025:** 103.8 million  
**P9 2024:** 103.8 million  
**P9 2025 Budget:** 107.6 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.

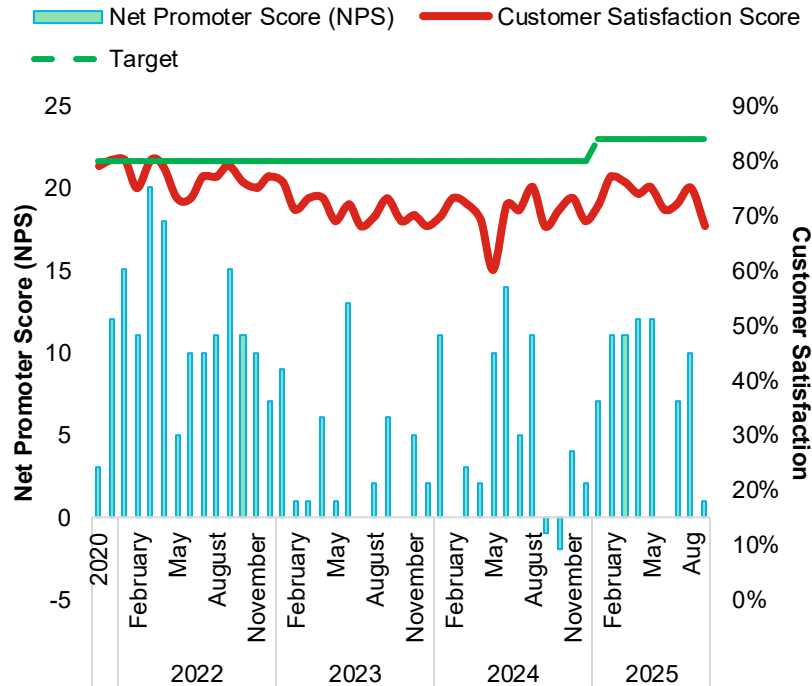
## CSAT

Sep 2025: 68%

Aug 2025: 75%

Sep 2024: 68%

Target: 84% 



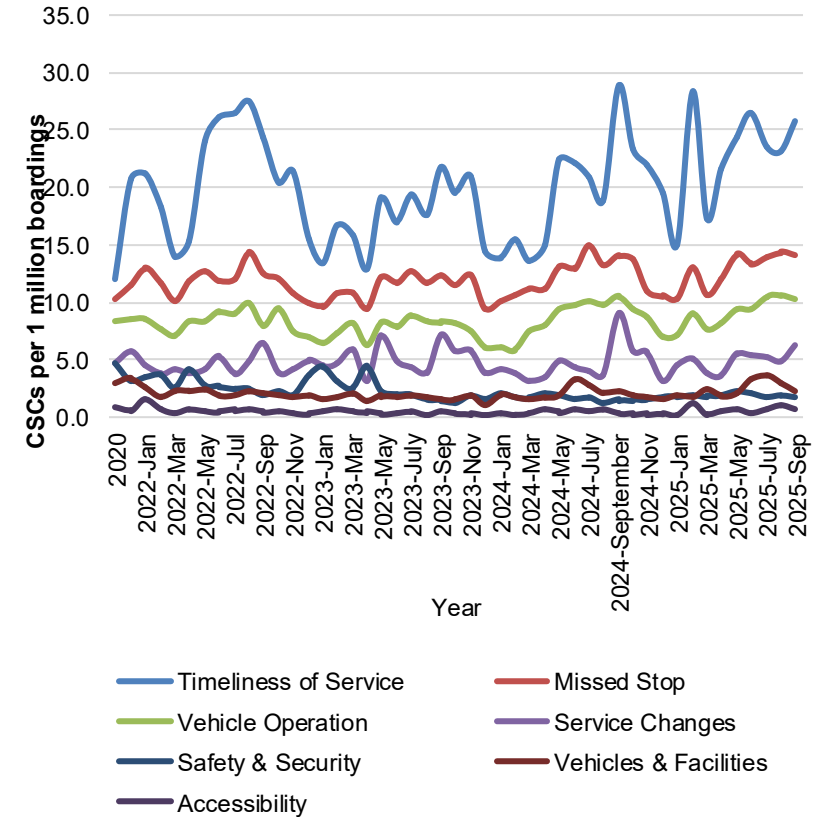
## Customer service communications (CSCs)

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.

Sep 2025: 74.26

Aug 2025: 71.97

Sep 2024: 79.74



# Customer Experience – Customer Satisfaction

## Customer Satisfaction – Streetcar

● **69%**

15 pts below target of 84%  
4 pts decrease m/m  
12 pts increase same month y/y  
15 pts lower from pre-COVID (Q3 2019)  
1 pt higher compared to whole network

## Net Promoter Score NPS – Streetcar

● **-9 pt**

16 pts decrease from last month  
8 pts increase same month y/y  
23 pts decrease from pre-COVID (2019)  
10 pts lower compared to whole network

## Customer Satisfaction Aspects – Streetcar

Target 5% increase/year

### ● **60% Reliability of service**

1 pt decrease from last month  
Prior year not available (added in June 2025)

### ● **59% Crowding**

2 pt increase from last month (three-month average)  
24 pts increase compared to same month last year

### ● **60% Personal safety**

no change from last month (three-month average)  
11 pts increase compared to same month last year

### ● **66% Maps and signage**

1 pts decrease from last month (three-month average)  
13 pts increase compared to same month last year

### ● **60% Trip smoothness**

2 pts decrease from last month (three-month average)  
7 pts increase compared to same month last year

### ● **60% Wait time**

1 pt increase from last month (three-month average)  
8 pts increase compared to same month last year

### ● **67% Availability and accuracy of real-time info**

3 pts increase from last month (three-month average)  
20 pts increase compared to same month last year

### ● **56% Cleanliness of the station/platform/stop**

1 pts increase from last month (three-month average)  
10 pts increase compared to same month last year

### ● **59% Cleanliness of the vehicle**

no change from last month (three-month average)  
8 pts increase compared to same month last year

### ● **56% Comfort of ride**

1 pts decrease from last month (three-month average)  
3 pts increase compared to same month last year

### ● **68% Helpfulness of staff**

1 pts decrease from last month (three-month average)  
13 pts increase compared to same month last year

### ● **56% Trip time length**

2 pts decrease from last month (three-month average)  
7 pts increase same month y/y




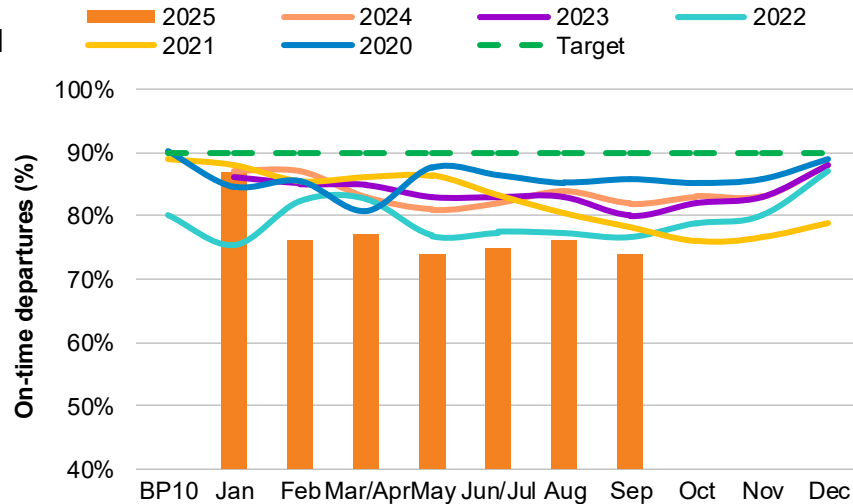
# Bus – Reliability and Service Delivery

## On-time Departure End Terminal

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.

Sep BP 2025: 74%  
Aug BP 2025: 76%  
Sep BP 2024: 82%


Target: 90% 

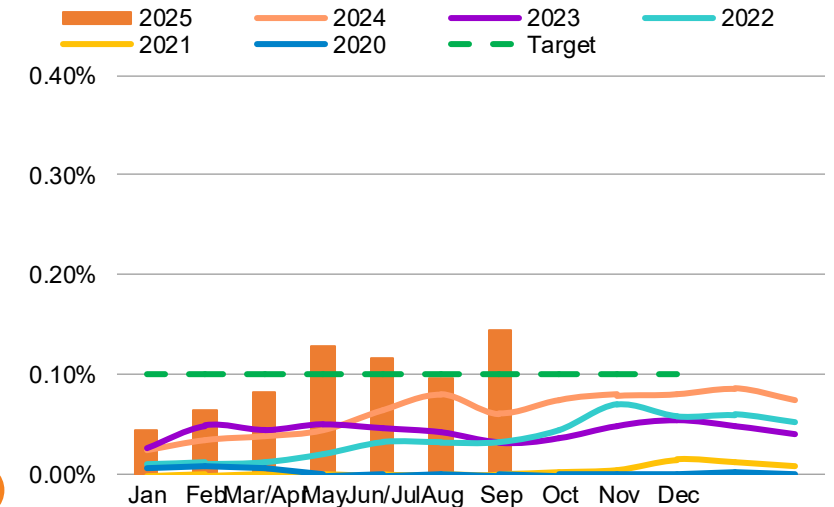


## Bus short turns

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).

Sep 2025: 0.14%  
Aug 2025: 0.10%  
Sep 2024: 0.06%

Target: less than 0.10% 



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



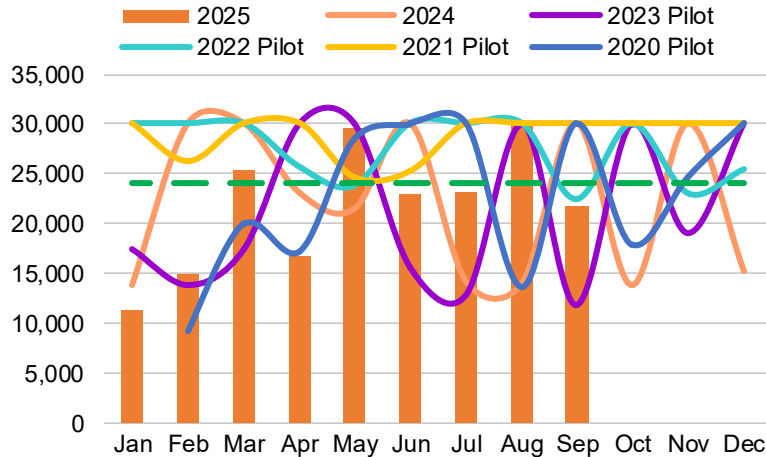
# Bus – Asset Reliability

## eBus mean distance between failures

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

Sep 2025: 21,657  
Aug 2025: 30,000  
Sep 2024: 30,000

Target: 24,000 km

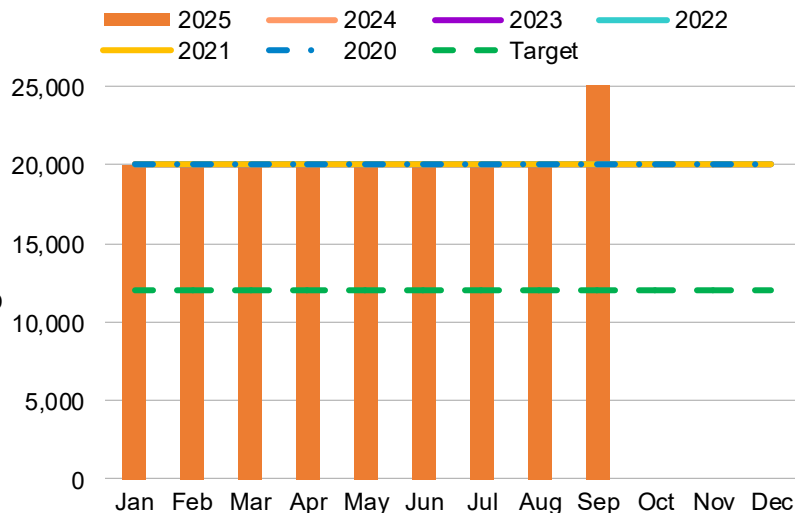


## Clean-diesel Bus mean distance between failures

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

Sep 2025: 40,626  
Aug 2025: 20,000  
Sep 2024: 20,000

Target: 12,000 km

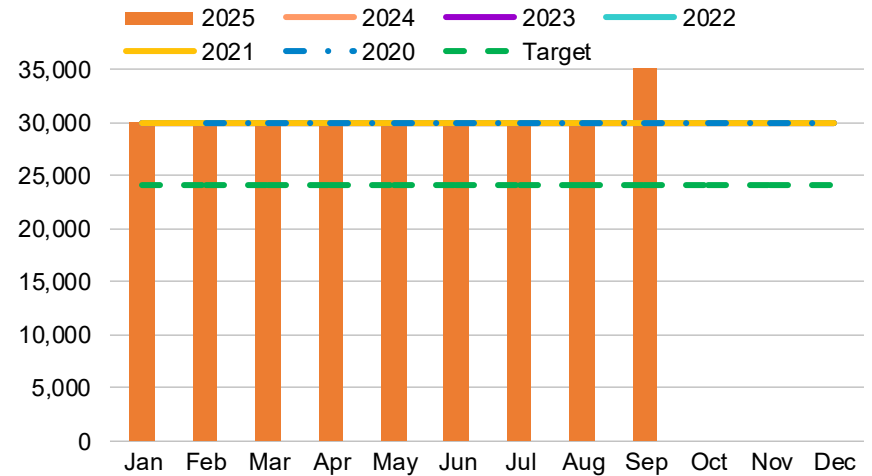


## Hybrid Bus mean distance between failures

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

Sep 2025: 37,169  
Aug 2025: 30,000  
Sep 2024: 30,000

Target: 24,000 km

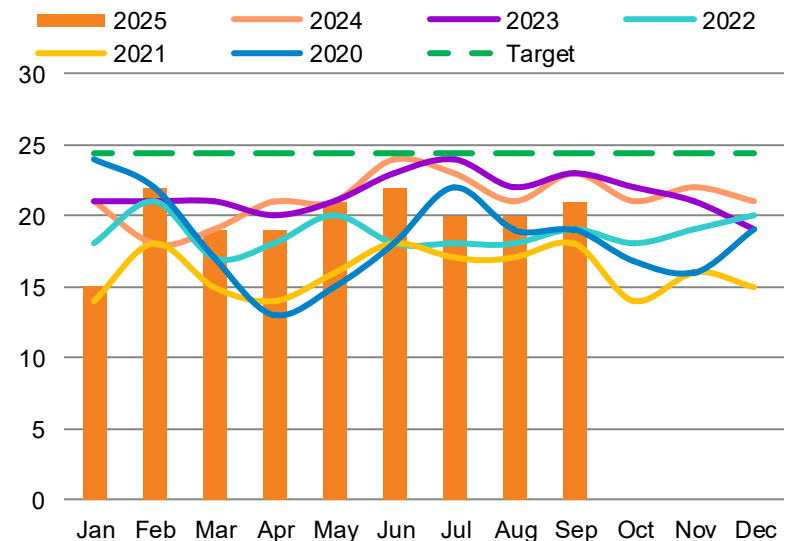


## Bus road calls and change offs

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.

Sep 2025: 21  
Aug 2025: 20  
Sep 2024: 23

Target: Less than 24



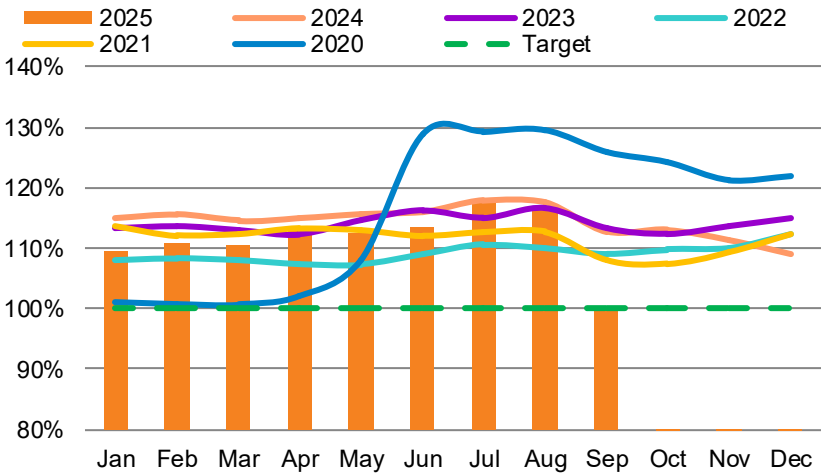
# Bus – Service Availability and Cleanliness

## Bus availability

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

Sep 2025: 100.2%  
 Aug 2025: 100.5%  
 Sep 2024: 100.00%

Target: 100%

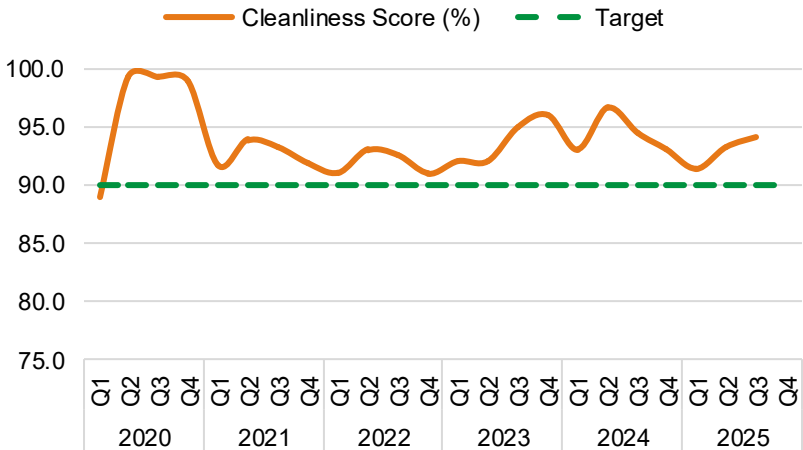


## Bus cleanliness

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

Q3 2025: 94.0%  
 Q2 2025: 93.2%  
 Q3 2024: 94.4%

Target: 90.0%

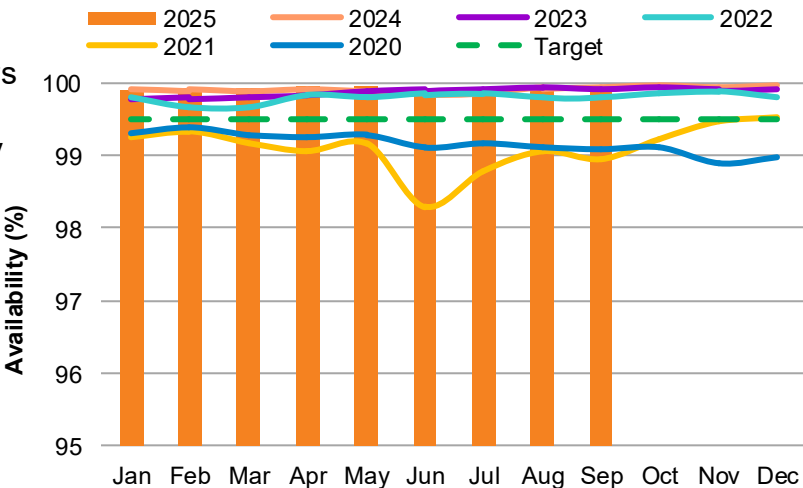


## PRESTO reader

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

Sep 2025: 99.93%  
 Aug 2025: 99.93%  
 Sep 2024: 99.95%

Target: 99.50%




# 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.

**P9 2025:** 93.6%  
**P8 2025:** 94.4%  
**P9 2024:** 96.2%

**Target:** 90% 

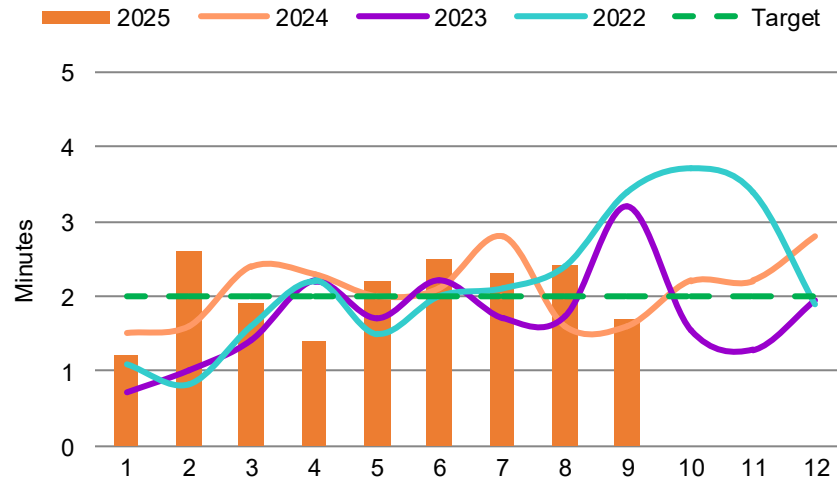
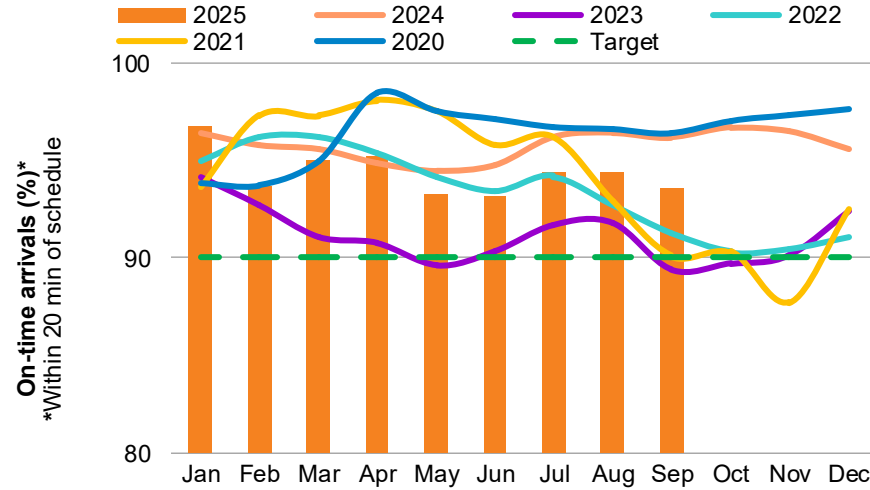
## Service Delivery

### Wheel-Trans contact centre wait time

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

**Sep 2025:** 1.7  
**Aug 2025:** 2.4  
**Sep 2024:** 1.6

**Target:** 2 



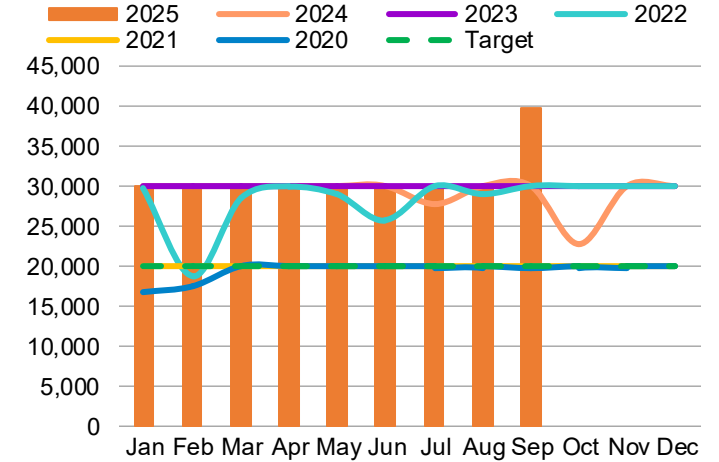
## Asset Reliability

### Wheel-Trans Mean distance between failures

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

**Sep 2025:** 39,712  
**Aug 2025:** 30,000  
**Sep 2024:** 33,523

**Target:** 20,000 km 






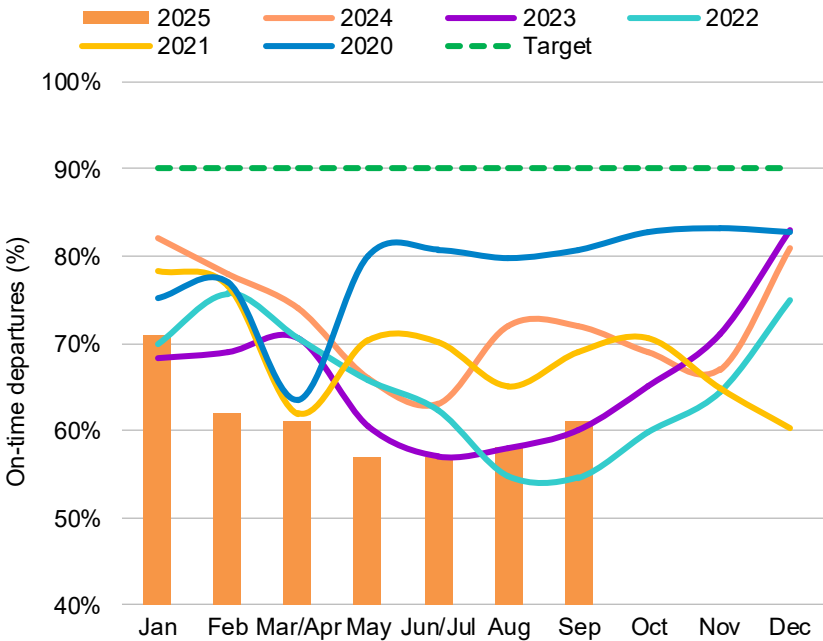
# Streetcar – Reliability and Service Delivery

## On-time Departure End Terminal

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.

Sep BP 2025: 61%  
 Aug BP 2025: 58%  
 Sep BP 2024: 72%


Target: 90% 

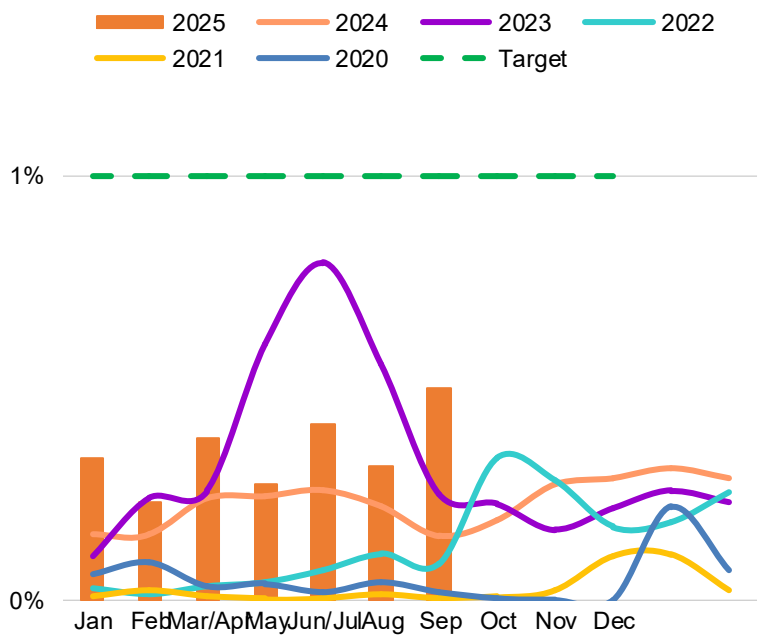


## Streetcar short turns

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).

Sep 2025: 0.50%  
 Aug 2025: 0.31%  
 Sep 2024: 0.15%

Target: less than 1% 



# Streetcar – Asset reliability and Cleanliness

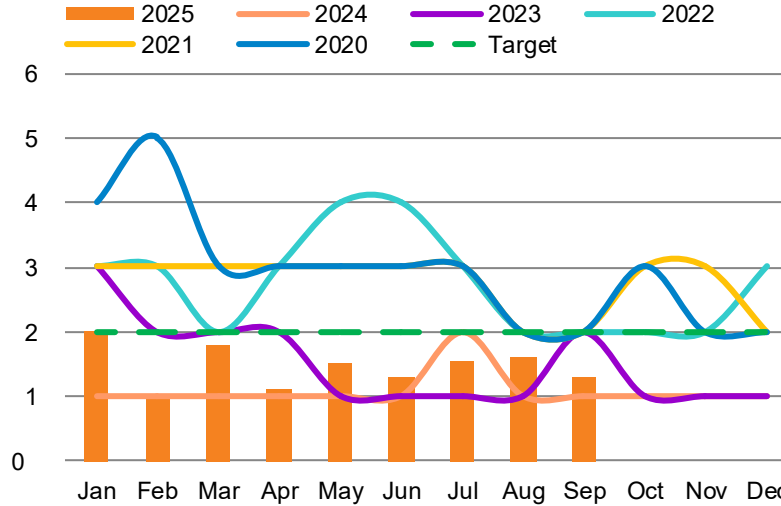
## Asset reliability

### 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.

**Sep 2025:** 1.30  
**Aug 2025:** 1.60  
**Sep 2024:** 1

**Target:** Less than 2 ✓

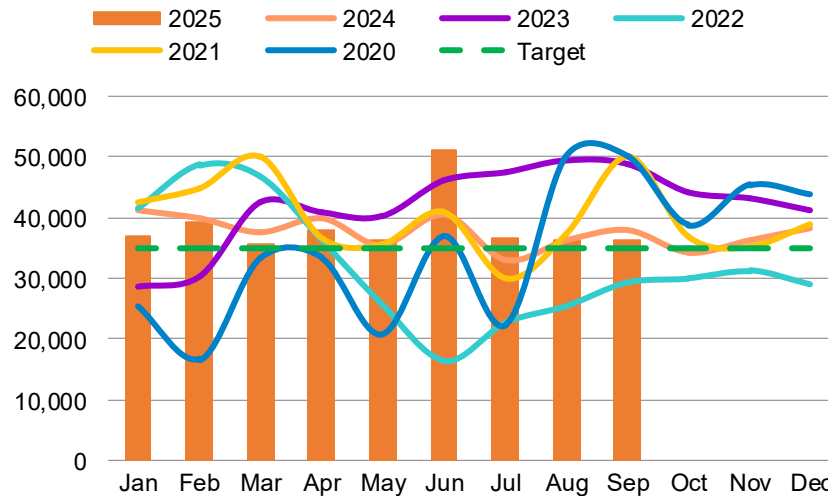


### Streetcar mean distance between failures

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

**Sep 2025:** 36,291  
**Aug 2025:** 36,186  
**Sep 2024:** 37,966

**Target:** 35,000 km ✓



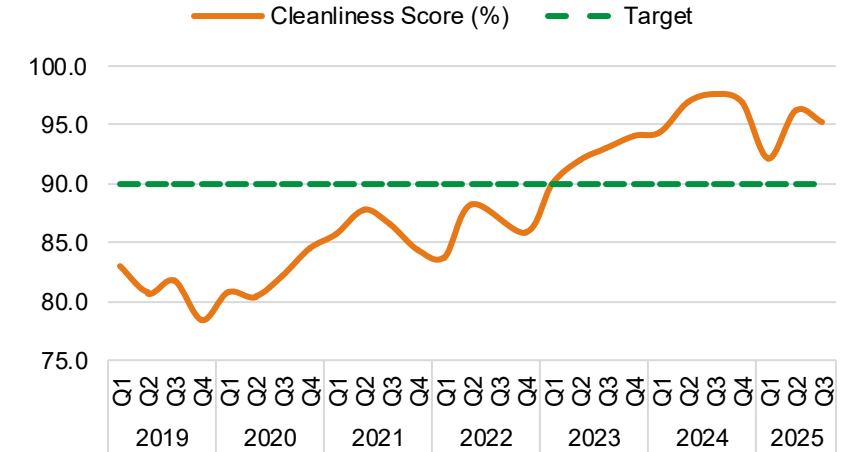
## Cleanliness

### Streetcar cleanliness

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

**Q3 2025:** 95.3%  
**Q2 2025:** 96.2%  
**Q3 2024:** 96.9%

**Target:** 90.0% ✓



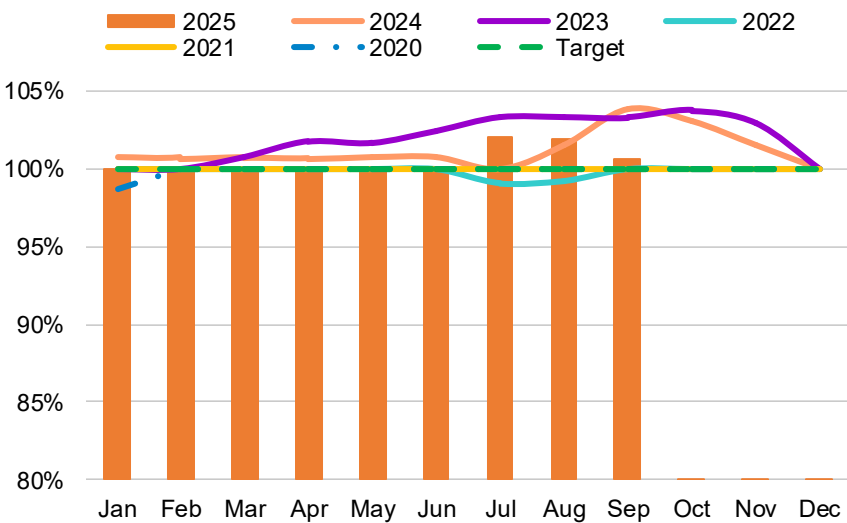
# Streetcar – Asset availability

## Streetcar service availability

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

Sep 2025: 101.0%  
 Aug 2025: 102.0%  
 Sep 2024: 104.0%

Target: 100%

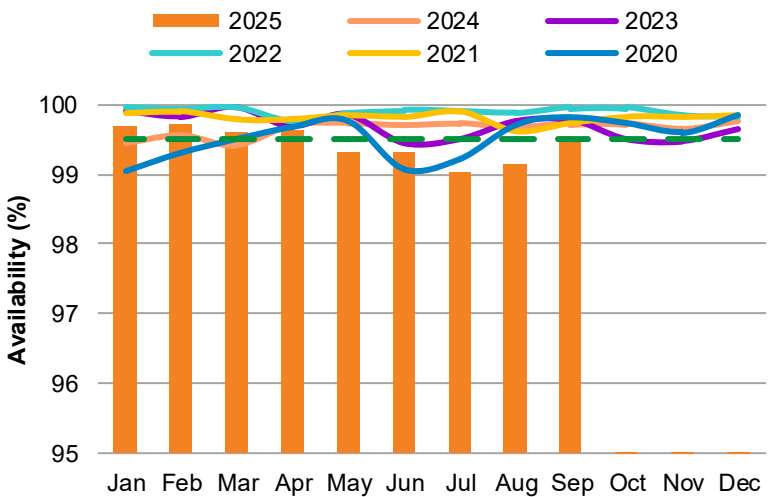


## PRESTO Fares and Transfers Machine (FTM) Availability of

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.

Sep 2025: 99.46%  
 Aug 2025: 99.14%  
 Sep 2024: 99.73%

Target: 99.50%



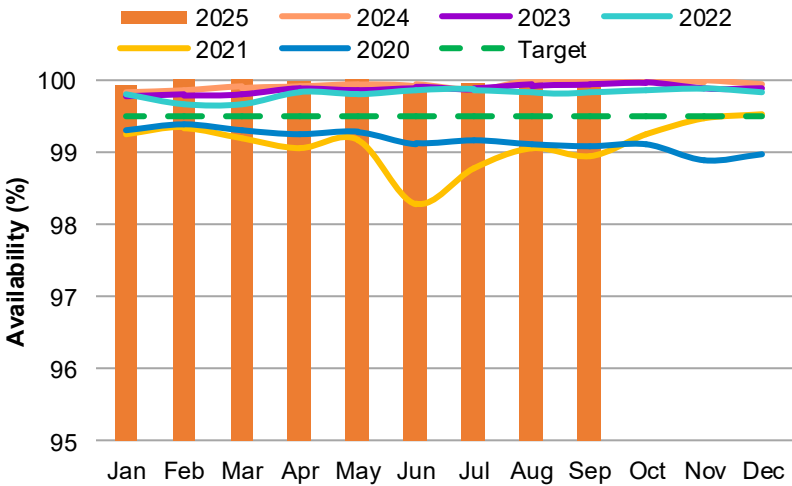
PRESTO FTM availability is below target due to some devices that need updating. Units are scheduled for replacement by the end of 2025.

## PRESTO reader

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

Sep 2025: 99.98%  
 Aug 2025: 99.99%  
 Sep 2024: 99.99%


Target: 99.50%

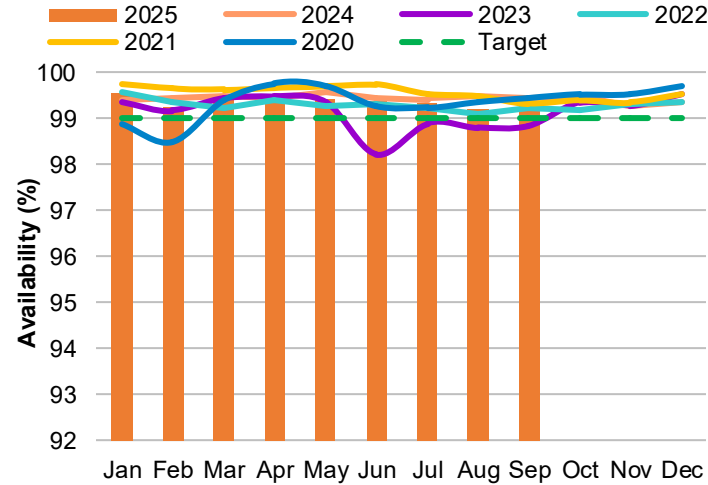


# Asset availability – Fare Devices

**PRESTO Fares Vending Machine (FVM)** Availability of FVMs based on duration of fault to time of resolution. FVMs allow customers to use cash or credit and debit card to purchase PRESTO tickets, load funds onto PRESTO cards, purchase cards, view balance and card history, and activate products purchased online. FVMs are installed at station entrances.


**Sep 2025:** 99.36%  
**Aug 2025:** 99.20%  
**Sep 2024:** 99.44%

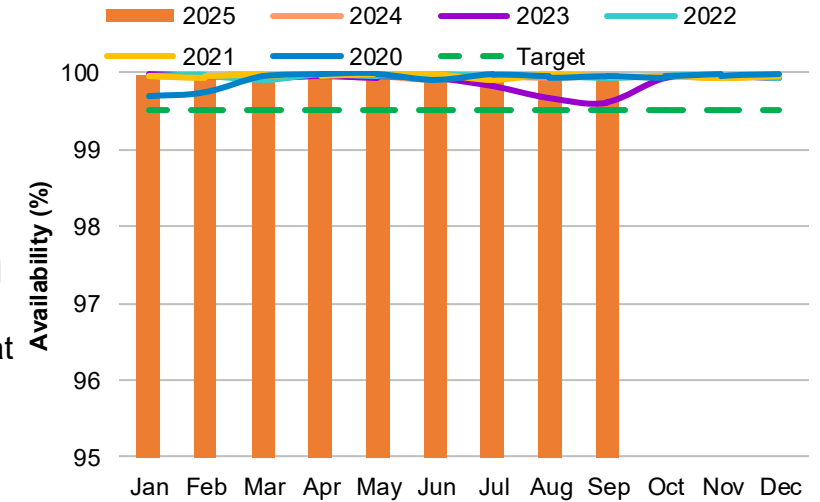
**Target:** 99.00% 



**PRESTO Self-Serve Reload Machine (SSRM)** Availability of SSRMs based on duration of fault to time of resolution. SSRMs allow customers to load funds onto PRESTO cards, view their balance and card history, and activate products purchased online. SSRMs are installed at station entrances.


**Sep 2025:** 99.98%  
**Aug 2025:** 99.98%  
**Sep 2024:** 99.96%

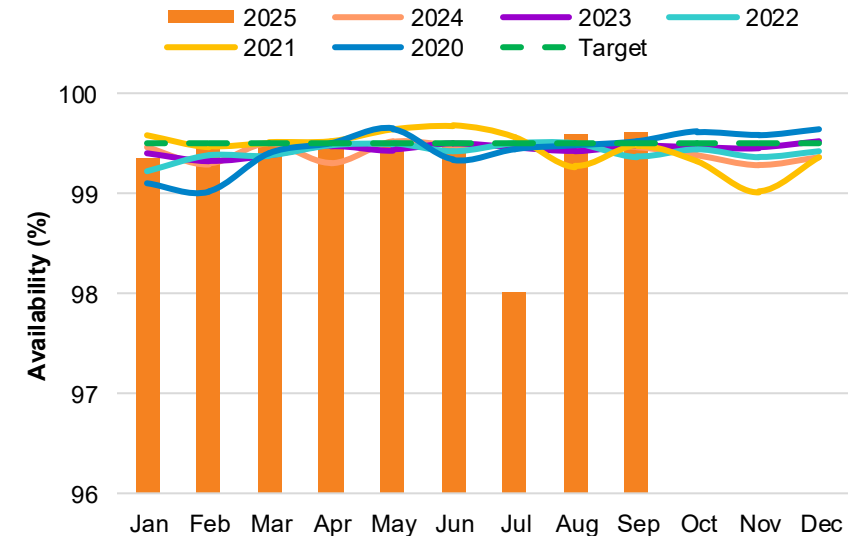
**Target:** 99.50% 



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

**Sep 2025:** 99.62%  
**Aug 2025:** 99.59%  
**Sep 2024:** 99.47%

**Target:** 99.50% 





# 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.

**Sep 2025:** 83.2%

**Aug 2025:** 86.0%

**Sep 2024:** 77.1%

**Target:** 90%



## All Lines Headway Adherence - End Terminals

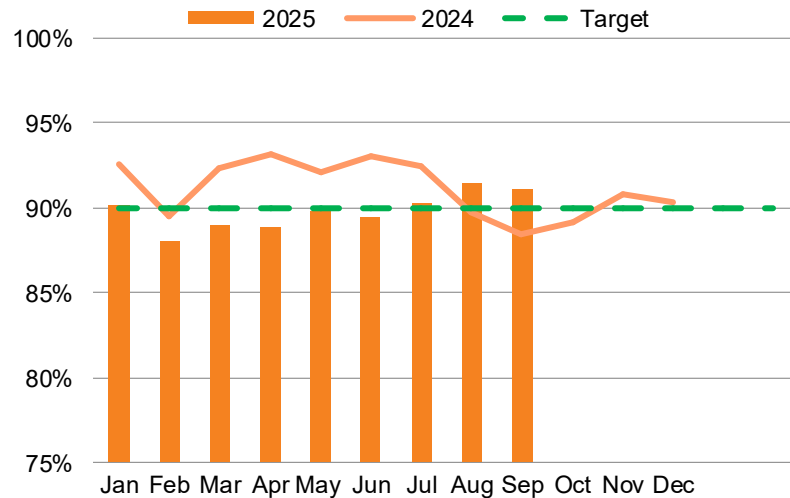
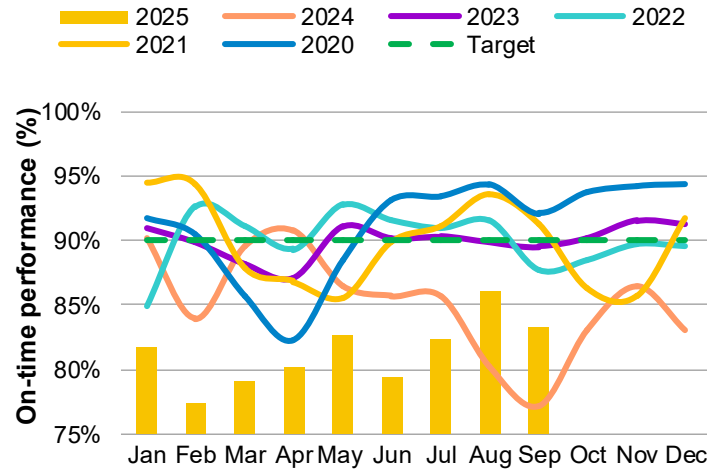
Subway OTP is determined by headway adherence of service trains at end terminals.

**Sep 2025:** 91.1%

**Aug 2025:** 91.4%

**Sep 2024:** 88.4%

**Target:** 90.0%



## Line 2 Headway Adherence - End Terminal

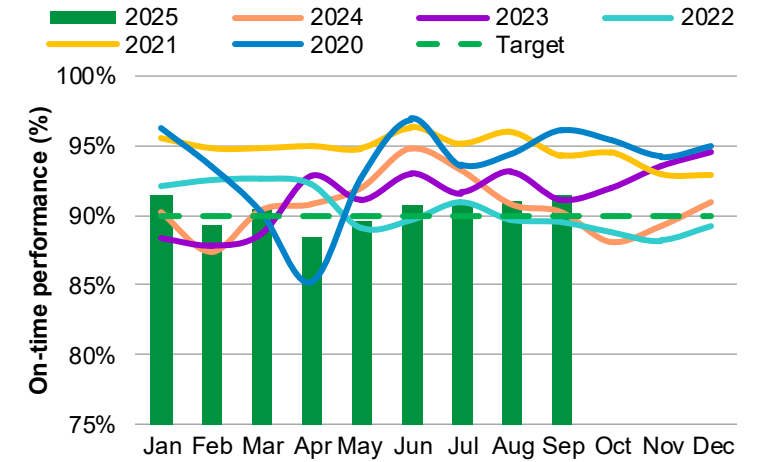
Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

**Sep 2025:** 91.4%

**Aug 2025:** 91.0%

**Sep 2024:** 90.3%

**Target:** 90%



## Line 4 Headway Adherence - End Terminal

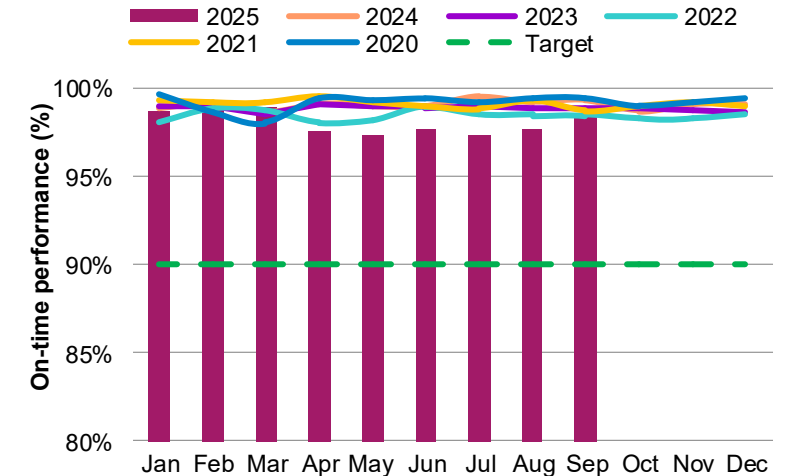
Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

**Sep 2025:** 98.4%

**Aug 2025:** 97.6%

**Sep 2024:** 99.3%

**Target:** 90%




# Subway – Schedule Adherence

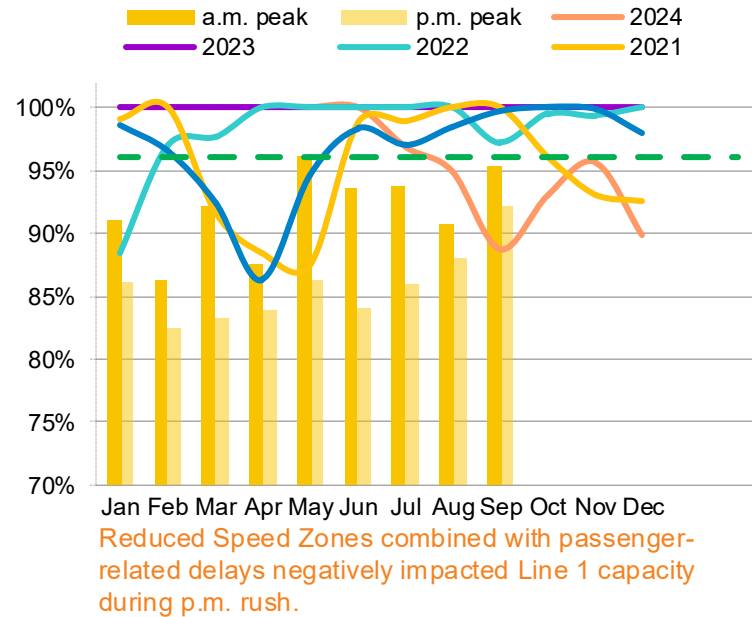
(previously called *Subway Capacity*)

## 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.

**Sep 2025:** 93.9%  
**Aug 2025:** 89.5%  
**Sep 2024:** 88.8%

**Target:** 96.0% 

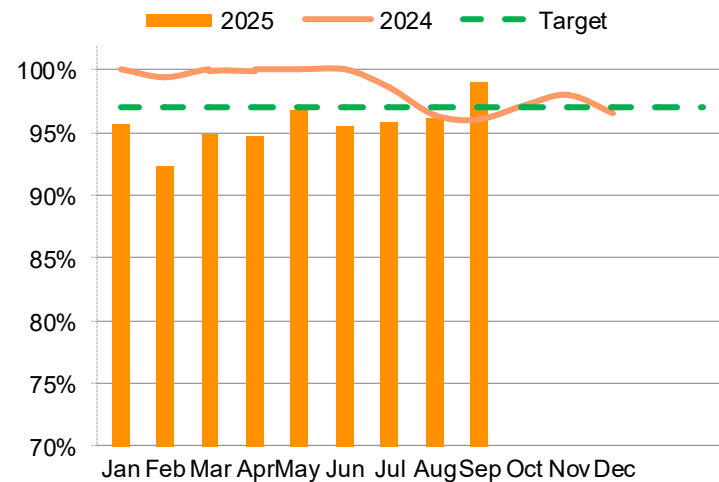


## All Lines Schedule Adherence

Total number of trains that travelled through 12 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled.

**Sep 2025:** 99.0%  
**Aug 2025:** 96.2%  
**Sep 2024:** 96.1%


**Target:** 96.0% 

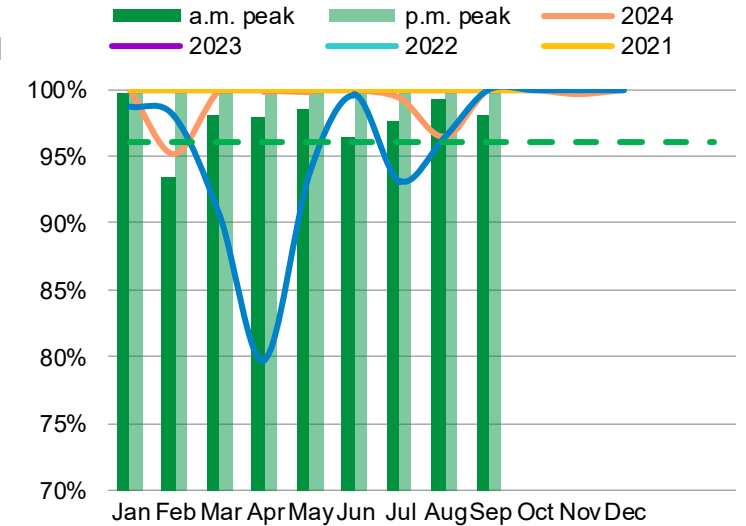


## Line 2 Schedule Adherence

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.

**Sep 2025:** 100.0%  
**Aug 2025:** 100.0%  
**Sep 2024:** 100.0%


**Target:** 96.0% 

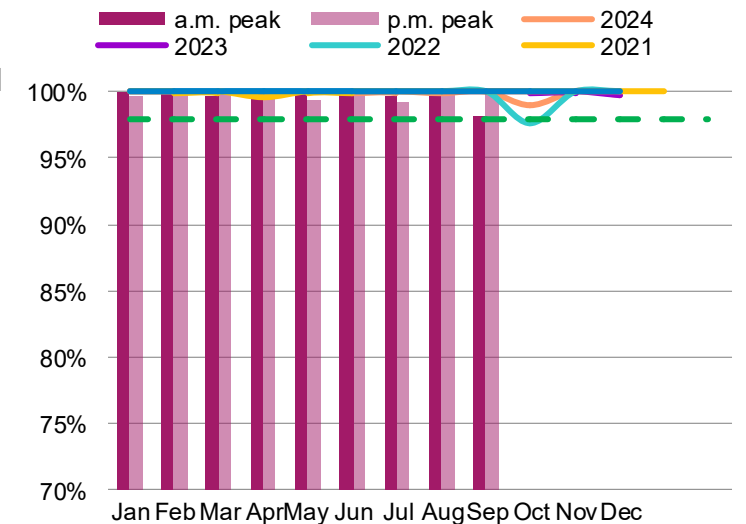


## Line 4 Schedule Adherence

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.

**Sep 2025:** 99.5%  
**Aug 2025:** 99.8%  
**Sep 2024:** 100.0%

**Target:** 98.0% 



# Subway – Asset Reliability & Cleanliness

## Asset reliability

### TR train mean distance between failures

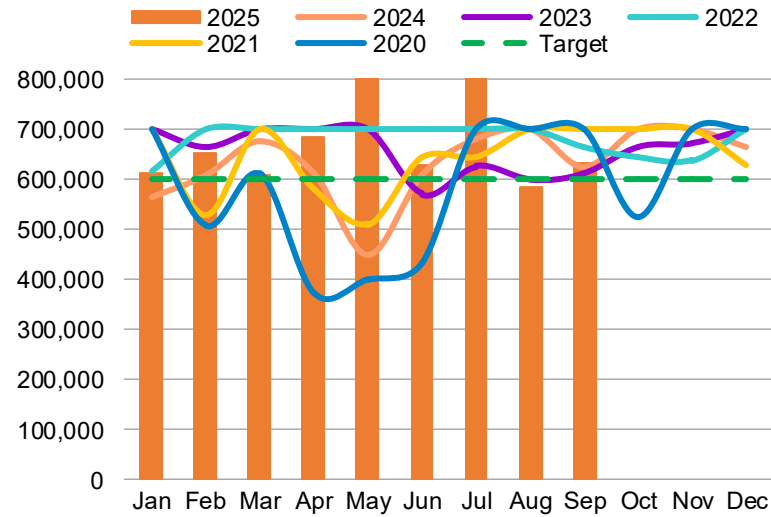
Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. TR trains are on Line 1 and Line 4.

**Sep 2025:** 631,000

**Aug 2025:** 584,000

**Sep 2024:** 625,000

**Target:** 600,000 km 



Line 1 travelled less total car kilometres due to delay incidents that have now been resolved.


### T1 train mean distance between failures

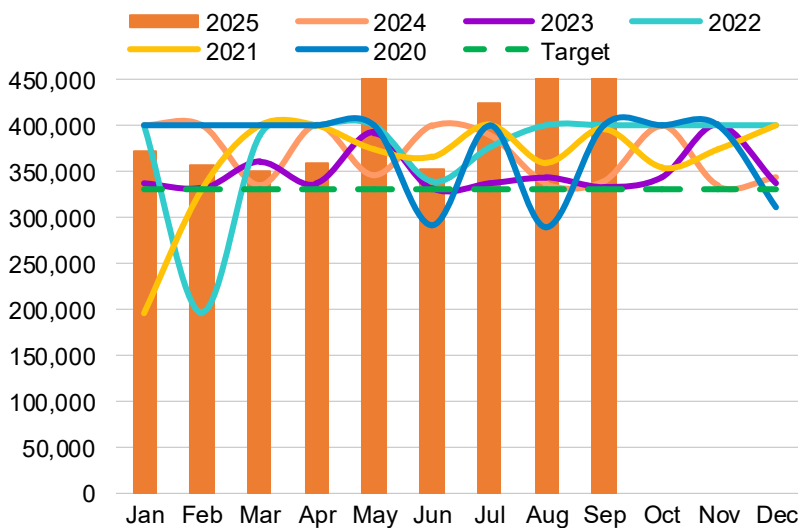
Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. T1 trains are on Line 2.

**Sep 2025:** >330,000

**Aug 2025:** >330,000

**Sep 2024:** 340,000

**Target:** 330,000 km 



## Cleanliness


### Subway cleanliness

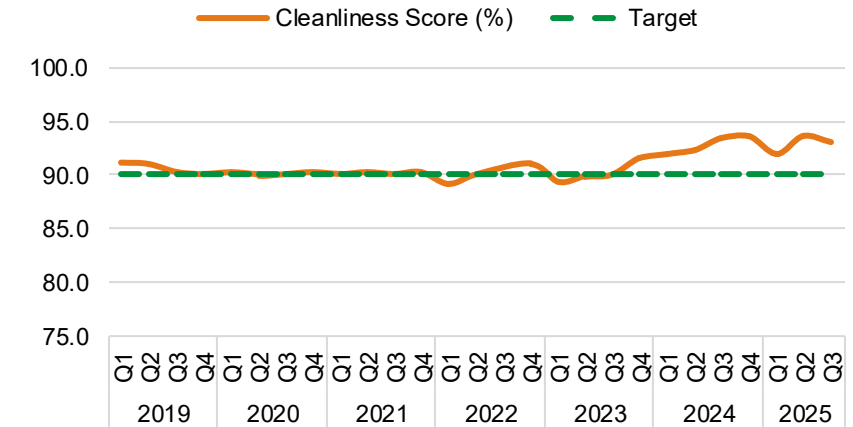
Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

**Q3 2025:** 93.1%

**Q2 2025:** 93.7%

**Q3 2024:** 93.4%

**Target:** 90.0% 



### Station cleanliness

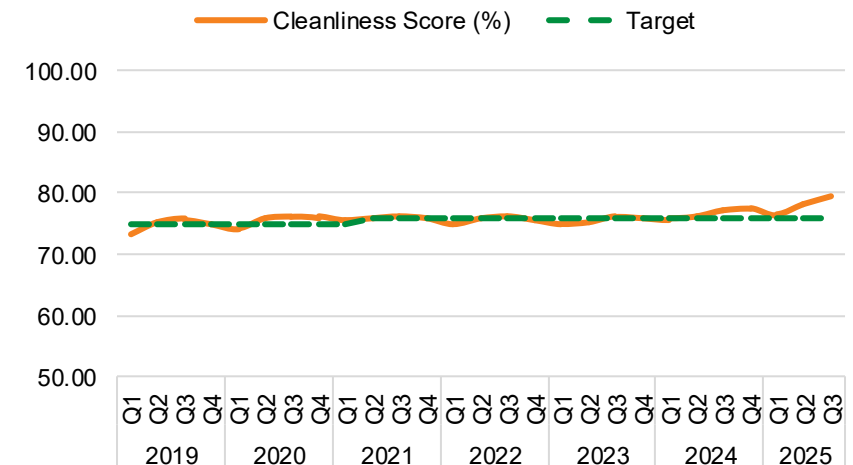
Results of a third-party audit. Average of all 70 stations.

**Q3 2025:** 79.54%

**Q2 2025:** 78.05%

**Q3 2024:** 77.00%

**Target:** 76.0% 

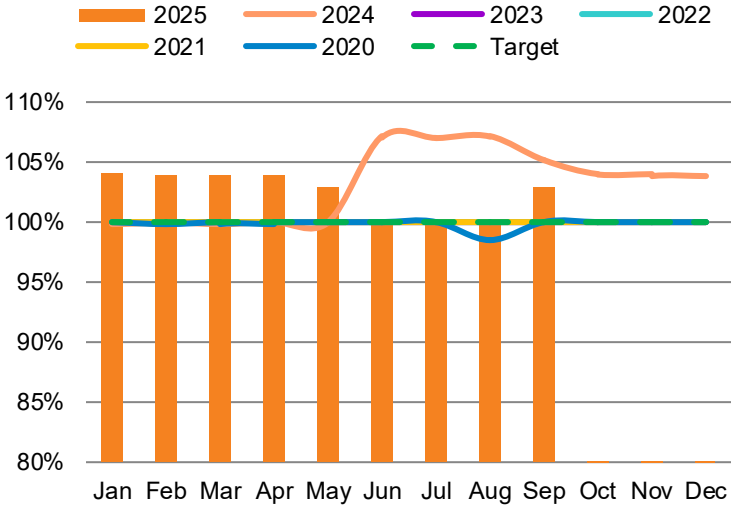


# Subway – Asset availability

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

**Sep 2025:** 102.9%  
**Aug 2025:** 100.0%  
**Sep 2024:** 105.1%

**Target:** 100%





# Service Reliability – Vertical Access


## Accessibility – Elevator availability

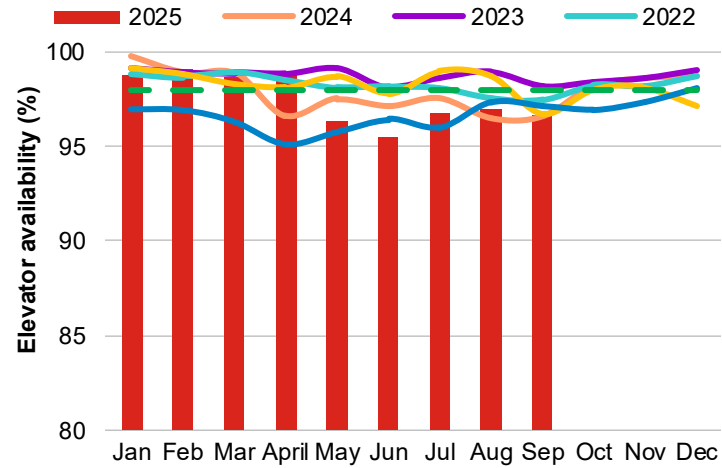
Percentage of total available elevator service hours during subway service.

**Sep 2025:** 96.6%

**Aug 2025:** 97.0%

**Sep 2024:** 96.6%

**Target:** 98% 



Elevators at St Clair, Victoria Park, and Spadina stations were out of service in August and have now been returned to service.


## Accessibility – Escalator availability

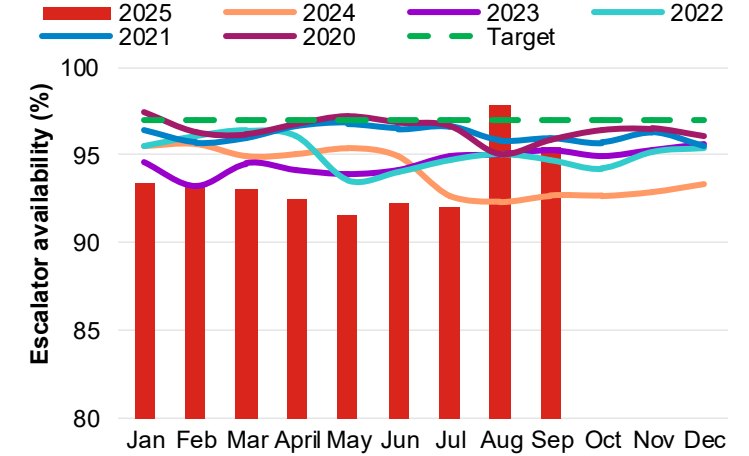
Percentage of total available escalator service hours during subway service.

**Sep 2025:** 95.5%

**Aug 2025:** 97.8%

**Sep 2024:** 92.3%

**Target:** 97% 



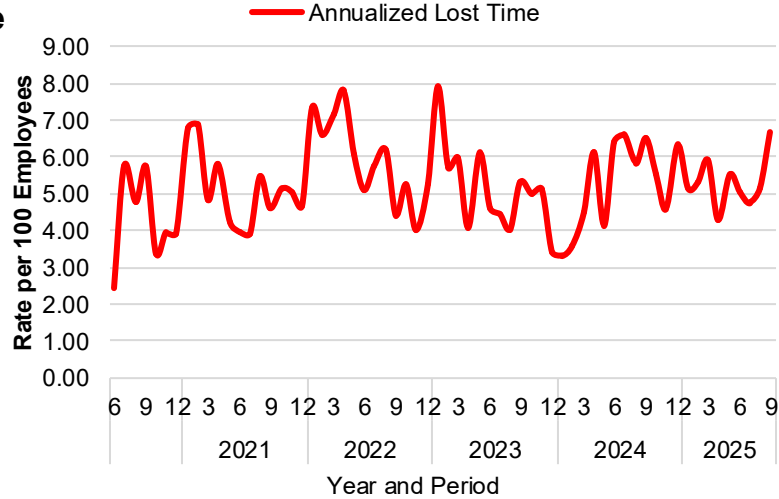
Escalators at Islington, Spadina, Dupont, Eglinton West, and Castle Frank stations were out of service in September and continue to impact on downtown.

# Safety and Security

## Lost-time injuries rate (LTIR)

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

**P9 2025:** 6.67  
**P8 2025:** 5.16  
**P9 2024:** 6.53

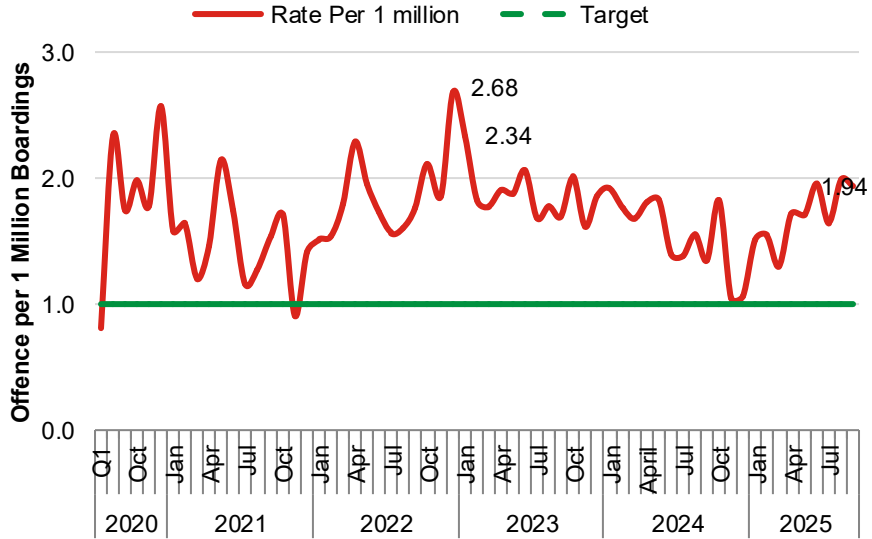


## Offences against Customers

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

**Sep 2025:** 1.94  
**Aug 2025:** 1.99  
**Sep 2024:** 1.35

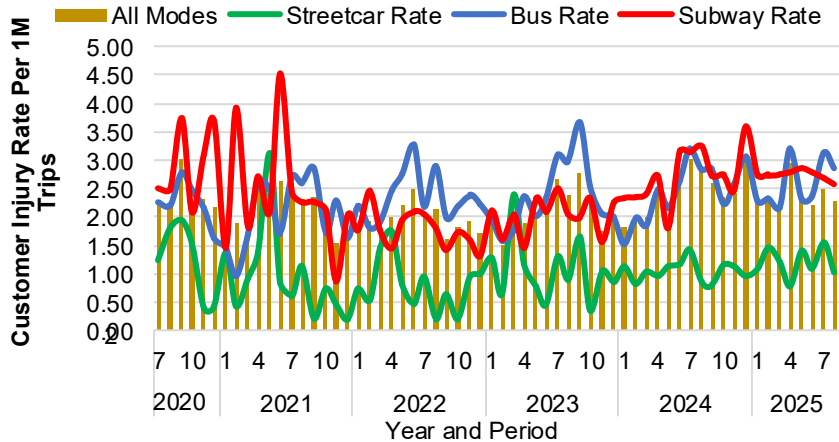
**Target:** 1.00



## Customer injury incidents rate (CIIR)

Number of customer injury incidents per one million boardings.

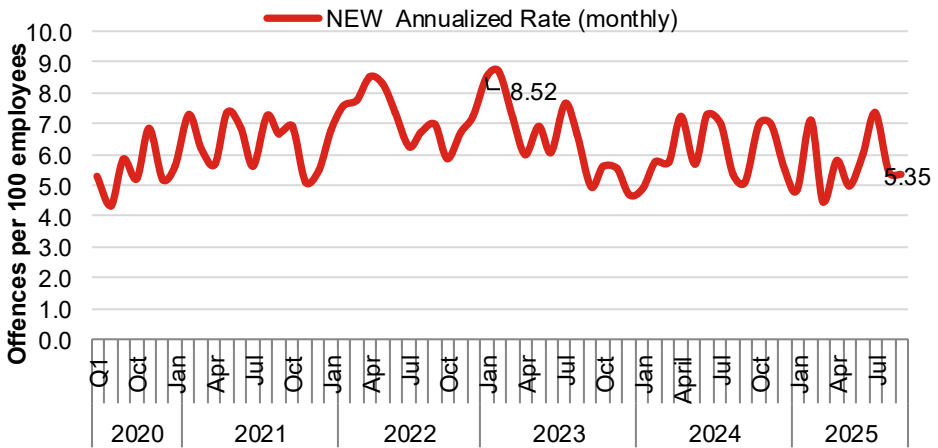
**P9 2025:** 2.45  
**P8 2025:** 2.29  
**P9 2024:** 2.60



## Offences against Employees

Offence per 100 employees by Calendar month (annualized).

**Sep 2025:** 5.35  
**Aug 2025:** 5.42  
**Sep 2024:** 5.12



**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](#)



# Safety

## Regulatory compliance – (January 1 to September 30, 2025)<sup>1</sup>

This table summarizes the number of regulatory interactions and orders issued from January 1 to September 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 <sup>2</sup> issued	Non-compliance orders <sup>3</sup> issued	Status
Ministry of Labour, Immigration, Training and Skills Development	75	7	6 <sup>(4)</sup>	Compliance Achieved
Ministry of the Environment, Conservation and Parks	4	0	1 <sup>(5)</sup>	Compliance Achieved
Technical Standards and Safety Authority	0	0	0	N/A
City of Toronto	0	0	0	N/A
Toronto Fire Services	7	0	6 <sup>(6)</sup>	Compliance Achieved

<sup>1</sup> Next update will be available in the December 2025 CEO’s Report.

<sup>2</sup> Orders issued to provide documentation/information.

<sup>3</sup> 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.

<sup>4</sup> There were no new non-compliance MLITSD orders since the last report.

<sup>5</sup> There were no new non-compliance order from Ministry of the Environment, Conservation and Parks since the last report.

<sup>6</sup> There were no new non-compliance order from Toronto Fire Services since the last report.



