KEY FACTS ABOUT THE TORONTO TRANSIT COMISSION

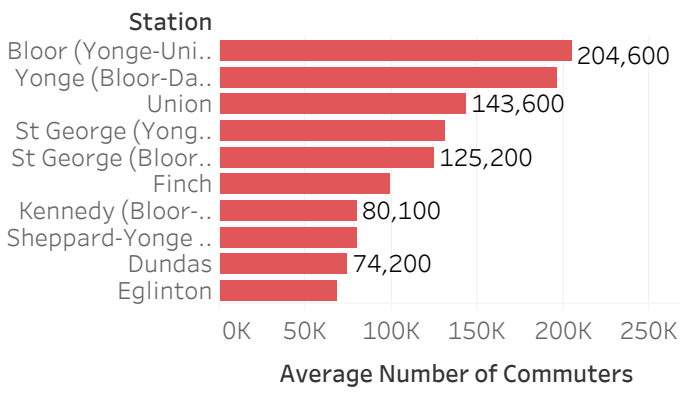
About the TTC:

The Toronto Transt Comission (TTC) is responsible for establishing, operating and maintaining a local passenger transportation system within the urban area of the city of Toronto. After 97 years in service – and at 32 billion customers carried – the TTC has grown to become one of the most visible and vital public service organizations in the Greater Toronto Area.

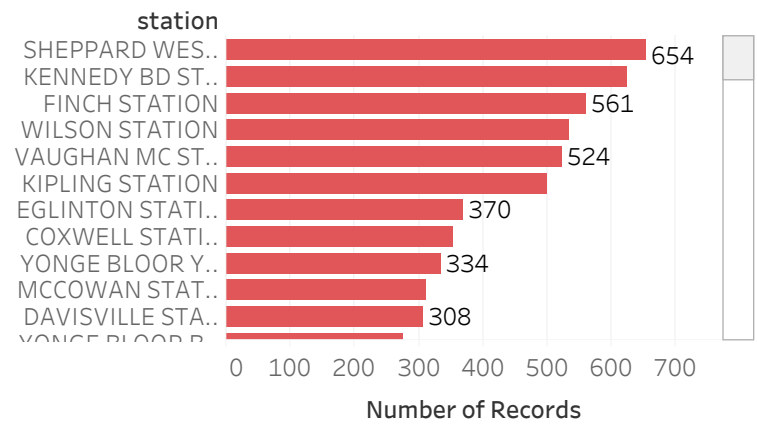
Key Facts:

- The TTC carries one billion customers approximately every 22 months. The TTC welcomed its 32 billionth rider in 2019.
- With approximately 1.7 million customer journeys on a typical weekday, the TTC has one of the highest per-capita ridership rates in North America.
- Approximately 15,000 employees serve the half-a-billion customers annually.

Most Used Subway Stations (by Daily Ridership)



Stations with the Most Delays



Ride the Rocket - The Toronto Subway System

During rush hour, up to 65 trains are on Line 1 simultaneously, 45 trains on Line 2, 5 trains on Line 3, and 4 trains on Line 4. During non-rush hour periods, there are 30-46 trains on Line 1 at any one time.

Line	Off-peak frequency	Rush hour frequency
Yonge–University	3.5–5 minutes	2–3 minutes
Bloor–Danforth	3–5 minutes	2–3 minutes
Scarborough	6-7 minutes	5 minutes
Sheppard	5.5 minutes	5.5 minutes

Newer Train Capacity:
64-68 seated; 180 maximum (1,080 for a 6-car train)

Older Train Capacity:
66 seated; 167 maximum (1,000 for a 6-car train)

Total distance operated in 2018:
92,629,000 KM
Number of Subway Cars: 848
Number of Light Rail cars: 28

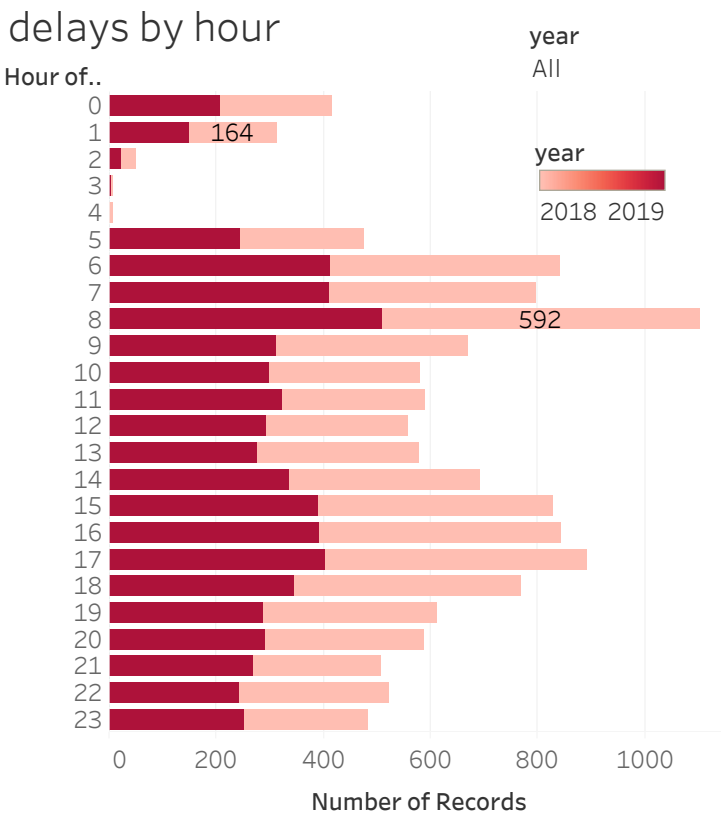
Total Number of Subway Stations: 75
(and 5 connection points)
Number of Subway Stations on Line 1 (YUS): 38
Number of Subway Stations on Line 2 (BD): 31
Number of Subway Stations on Line 3 (SRT): 6
Number of Subway Stations on Line 4 (SHP): 5

Total Subway Length (in KM):
76.5
Line 1: 38.4
Line 2: 26.2
Line 3: 5.5
Line 4: 6.4

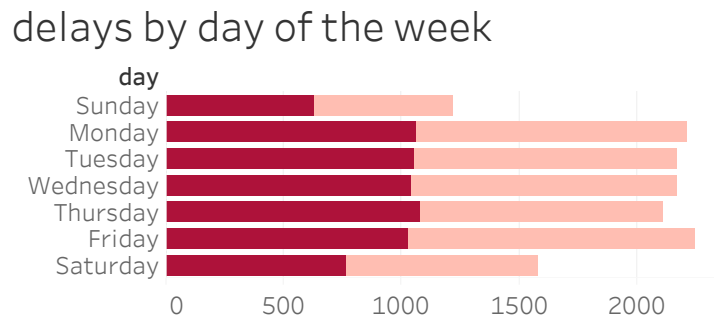
Subway Delay Data by Hour, Week, and Month

Although the Toronto Subway is an extensive system that has served the community since 1954, there can be unforeseen delays. The following is an analysis of the delays in 2018 and 2019.

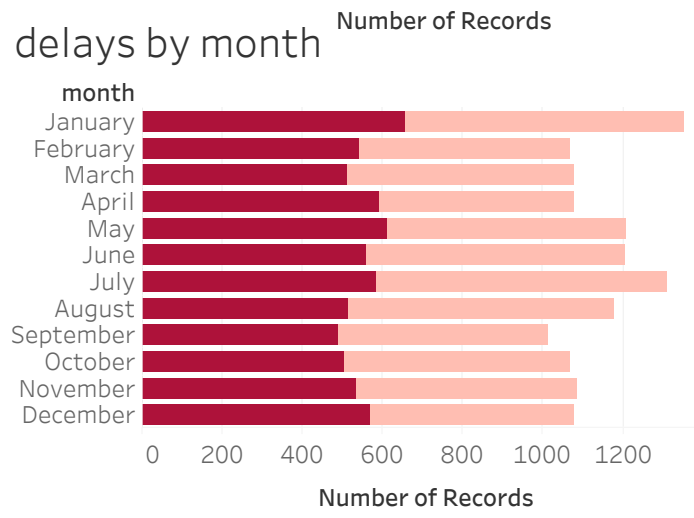
delays by hour



delays by day of the week



delays by month

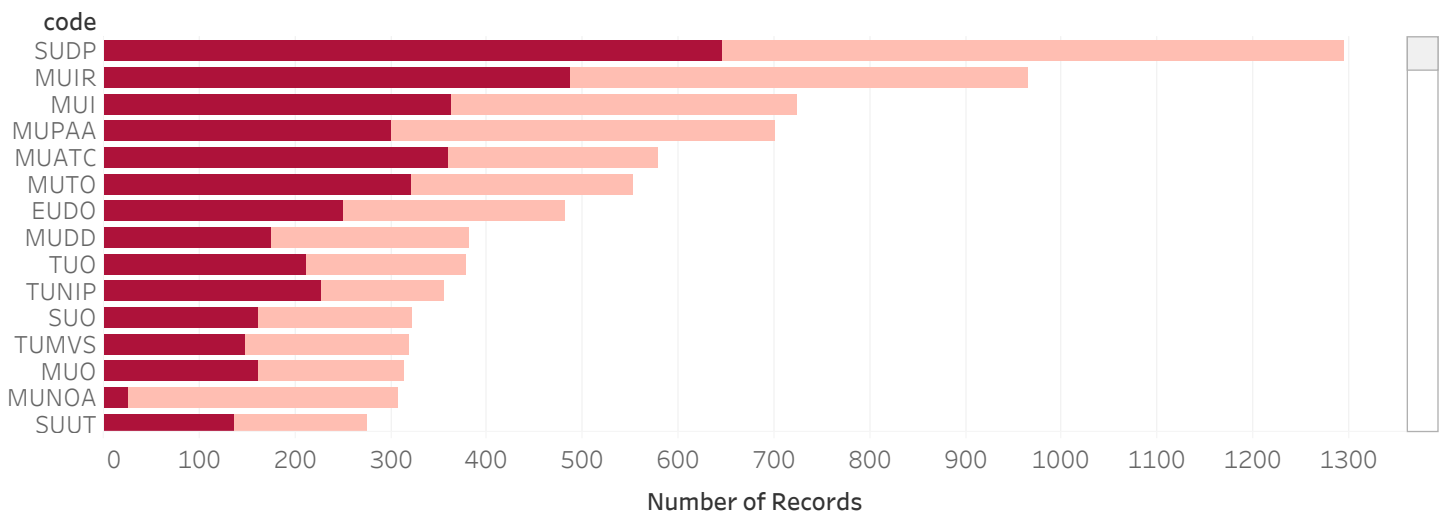


There are some clear trends that are present in the bar graphs above. The time that the most delays happen is at around 8am and 5pm, which alligns with the standard 9 to 5 work day. This pattern presents itself again in the delays by day of the week chart, which shows that the highest volume of delays is during the weekdays. These charts show the number of incidents in the given timeframe.

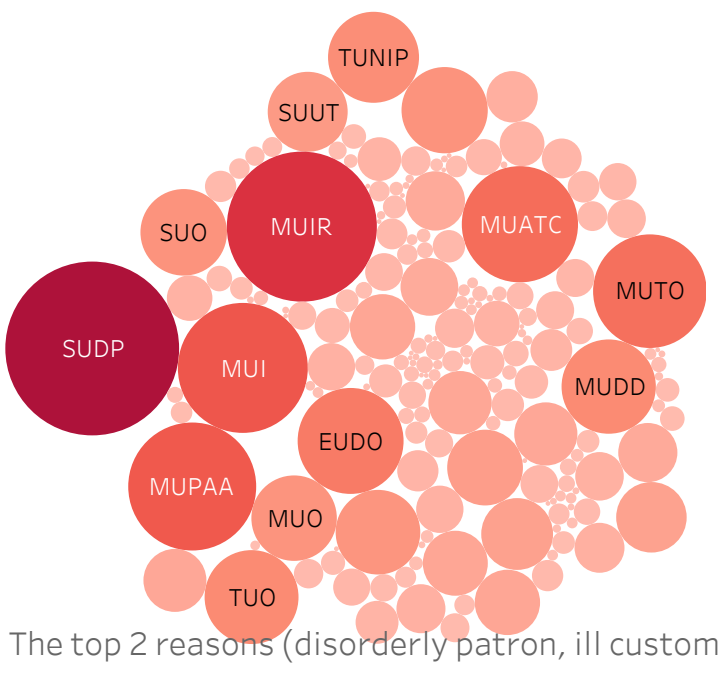
Subway Delay Data - Reasons

There are many reasons why the subway might be delayed. The bar chart below shows the most prominant reasons at the top. The top four reasons in this chart show that most issues are due to incidents surrounding customers on board the train. In the order of number of incidents, reasons are: disorderly patron, ill customer (medical help refused), ill customer (transported), and passenger alarm actived but no trouble found.

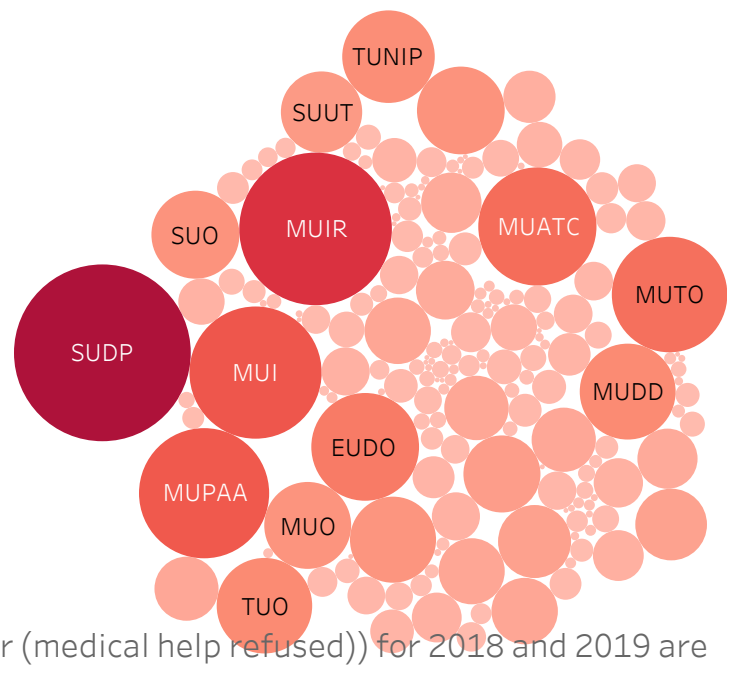
delays by reason



delays by reason 2018



delays by reason 2019



The top 2 reasons (disorderly patron, ill customer (medical help refused)) for 2018 and 2019 are the same. Since the top issues are customer related, it is hard for the TTC to counteract and improve since one customer out of thousands can be distruptive or fall ill at any given time. A recommendation to improve customer related issues is through education. This may be in the form of flyers or more posters showing the proper usage of emergency alarms. Additional the TTC can implement automated audio educational messages in the stations and on trains.