CEO’s Report

Toronto Transit Commission
August 2026

The CEO's Report offers a rotating review of service delivery performance across the TTC's transit modes. The current edition highlights Subway service, featuring key performance indicators (KPIs) through the end of June 2026, and includes comparison to the March 2026 results previously presented in the May CEO's Report.

CEO’s commentary

I would like to begin this month’s commentary with a recap of the early results of our FIFA World Cup 2026™ service plan, which were presented to the TTC Board at its July meeting. The TTC saw four million event-day trips taken on routes serving Toronto Stadium (BMO Field) and Fan Festival events at Fort York and The Bentway, including a 42% year-over-year ridership increase on match days.

The TTC also attained customer satisfaction and sense of safety scores exceeding 90%.

Our success was secured through unprecedented planning, readiness, and operational effort. Months of planning, testing, exercises, significant investments in staff, service, security, customer support, and incident response resulted in safe, reliable transit during the FIFA World Cup 2026™, while maintaining service for everyday customers. A final report to the Board on FIFA World Cup 2026™ lessons learned is planned for early 2027. We also carried the learnings from the FIFA World Cup 2026™ forward and have applied them to our operational support for other major events, including the Toronto Caribbean Carnival and the CNE.

The CEO’s Report for August is focused on subway service through the end of June. Subway demand grew by 5% year-over-year and 2% month-over-month, driven by the combined effects of World Cup-related travel and the ongoing return-to-office recovery in downtown workplaces.

Subway ridership reached 6.9 million weekly boardings. On-time performance exceeded the 90% target across all subway lines, including 97.1% during morning and afternoon peak periods, while 100% of service availability was achieved over the same period.

Subway reliability increased on Lines 1 and 2 as crews continued to improve track switch performance through enhanced maintenance practices, joint inspections, and quality assurance activities.

Technical upgrades to trains on Line 1 were completed, improving onboard system performance and reducing delay minutes. Work is underway to integrate these upgrades with the Communications-Based Train Control (CBTC) system. At the same time, Signal crews continue to enhance asset reliability by deploying ground fault detectors, event recorders, and axle counter diagnostics systems. These are connected to the operations network and are designed to improve remote monitoring and troubleshooting capabilities.

We recently announced that Hitachi Rail will install its SelTrac CBTC system on Line 2, a modern signalling system that will increase capacity and reduce signal-related delays. The technology is already used on major transit systems around the world, including New York's Flushing Line, London Underground's Four Lines Modernization program, and Singapore's North-South and East-West Lines.

The technology will be designed, tested and delivered from Hitachi Rail’s Canadian headquarters in Toronto. The Scarborough office is home to its global signalling competence centre and employs more than 1,100 people, including a large, highly skilled engineering workforce, and supports the delivery of projects across Canada and internationally. Work on the project will begin this year, with initial design and engineering activities continuing through 2028. Implementation will take place in phases, with project completion scheduled for 2037.

Subway assets, including trains, fare gates, and PRESTO machines, all exceeded their performance targets through June. Subway elevator and escalator fleets both achieved their overall availability and reliability targets.

CEO’s commentary

Across the network, for Period 6 (May 24 to June 27) revenue ridership was 0.9% below budget and passenger revenue was 3.5% above budget, while average weekday boardings grew by 4% year-over-year to 2.53 million. The increase was primarily driven by spectator demand to Toronto Stadium and FIFA Fan Fest™ and other local celebrations.

Overall ridership and passenger revenue have generally trended below budget in 2026, driven by economic conditions, a decline in population growth and severe weather events, as well as increased work-from-home during FIFA World Cup 2026™.

Ridership continues to show positive growth across the network, with average weekday boardings increasing month-over-month on every mode. Streetcar ridership reached 281,000 weekday boardings, up 5% from the previous month and 16% year-over-year, while subway ridership remained strong at 1.1 million weekday boardings, up 4% from last year. Bus ridership continued to hold steady at 1.1 million weekday boardings, matching last year's levels net of LRT service changes, and light rail boardings increased 2% month-over-month to 99,000. Despite these encouraging ridership trends, year-to-date conventional ridership remains 3.9% below budget and 1.3% below the comparable period in the prior year. Year-to-date conventional revenue is 1.9% below budget, resulting in a $10 million year-to-date budget shortfall, although revenue remains 1.3% above the same period last year.

Finally, starting on September 1, TTC customers will automatically receive free rides after 47 paid trips in a calendar month through the new monthly fare capping program.

Fare capping is about making sure that every rider receives the maximum value every time they use the TTC. Customers can simply tap and ride, knowing they will receive the best available fare and never pay for more than 47 rides in a month when they use the same PRESTO card, debit card, credit card, or mobile wallet device.

With the introduction of monthly fare capping, the following passes will be discontinued as of August 31: Youth, Adult, Senior and Fair Pass Transit Discount Program TTC monthly passes, Youth 12-Month Pass, and Senior 12-Month Pass. Adult 12-Month Passes and TTC Post-Secondary Monthly Passes will still be available.

Customers must tap each time they board a vehicle or enter a station, even if the monthly fare cap has been reached. This ensures Proof-of-Payment is captured on their card or device if a Provincial Offences Officer inspects a customer’s fare.

Fare capping is an important step in our efforts to make transit more affordable, convenient, and customer-focused. For more information, please visit ttc.ca/farecapping.

Mandeep S. Lali
Chief Executive Officer
Toronto Transit Commission

Table of contents

Subway Performance metrics

Customer Experience 5

Subway Service Reliability 6

Accessibility and Comfort 7

Asset Reliability 8

Safety and Security 9

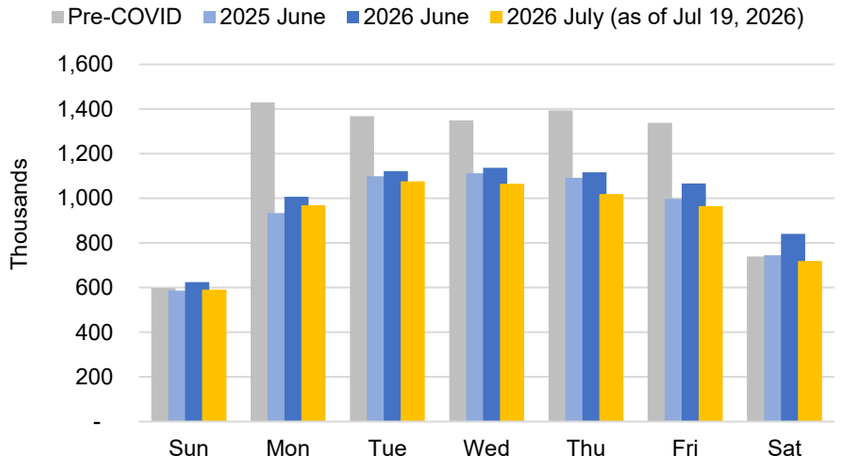
Overall TTC Performance metrics 10

Legend

- *Green – On or above target, or has improved 5% y/y*
- *Yellow – within 1 pt, temporary deviation, or making notable improvements*
- *Red – Off target*

Subway and Stations Performance Metrics: Customer Experience – June 2026

Weekly Customer Boardings – June



6.9 million Customer boardings per week
+2% m/m, +5% y/y
6.7 million, +245K (Mar 2026)
*Morning and afternoon peak periods (6-9AM and 3-7PM) serve 51% of weekday subway boardings.

Weekday – 1,090K daily boardings, 0% m/m, +4% y/y
Saturday – 841K daily boardings, +17% m/m, +13% y/y
Sunday – 625K daily boardings, +4% m/m, +7% y/y

July results
Weekday – 1,033K daily boardings, -5% m/m, +1% y/y
Saturday – 731K daily boardings, -13% m/m, +3% y/y
Sunday – 589K daily boardings, -6% m/m, +9% y/y

Customer Satisfaction - Bus

Customer Satisfaction Score (CSAT)

70% **12-month rolling average**
Target of 70%
1 *pt Increase m/m (12-month rolling average)*
6 *pts increase from Mar 2026 (64%) (actual)*
2 *pt decrease same month y/y*
1 *pt higher compared to overall*

Note: CSAT (monthly Customer Satisfaction) is lag indicator based on feedback received within 30 days after the trip.

Real-time customer satisfaction impressions

4.6/5 **Overall trip rating**
Customers were asked: "How was your trip?"

IN FOCUS
Subway Use & Satisfaction

Executive Summary
Subway demand grew by 5% year-over-year, primarily due to spectator travel to the FIFA World Cup™ Stadium and Fan Festival.

Highlights
- Subway demand rose 2% month-over-month in June, supported by increased travel to FIFA World Cup™ matches and Fan Festivals, with some offset from lower background demand.
- Year-over-year, demand increased 5%, driven by the combined effects of FIFA-related travel and the ongoing return-to-office recovery among downtown employees.
- Subway Customer Satisfaction achieved the target of 70%. Additionally, customer satisfaction with FIFA-related services has been positive.
- Weekend ridership exceeded pre-COVID levels.

TTC Actions & Timing
- Planning for 2027 closures is underway to increase maintenance windows and minimize customer impacts, including through expanded use of single-track operations on Line 1.
- Continue to implement the Ridership Growth Plan.

Partner Support
- Continued collaboration on the City-wide Mobility Strategy.

Subway and Stations Performance Metrics: Subway Service Reliability – June 2026

On Time Performance

Headway Adherence – End Terminal

- ***Line 1 – 91.6%,*** *Mar 85.9%, +5.7 pts*
- ***Line 2 – 94.2%,*** *Mar 87.6%, +6.6 pts*
- ***Line 4 – 98.7%,*** *Mar 98.7%, no change*

94.6% overall subway

Target 90%

Mar 90.2%, +4.4 pts

During AM/PM Peak Periods

Combined AM/PM Peak: 97.1%

- Line 1 AM 96.5%; PM 96.5%
- Line 2 AM 97.3%; PM 95.5%
- Line 4 AM 99.8%; PM 98.6%

Service Availability

Vehicles & Operators in Service versus Schedule

100%

Target of 100% *met*
No change *from last month*
No change *from Mar 2026 (100%)*
No change *from same month y/y*

Scheduled Capacity

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

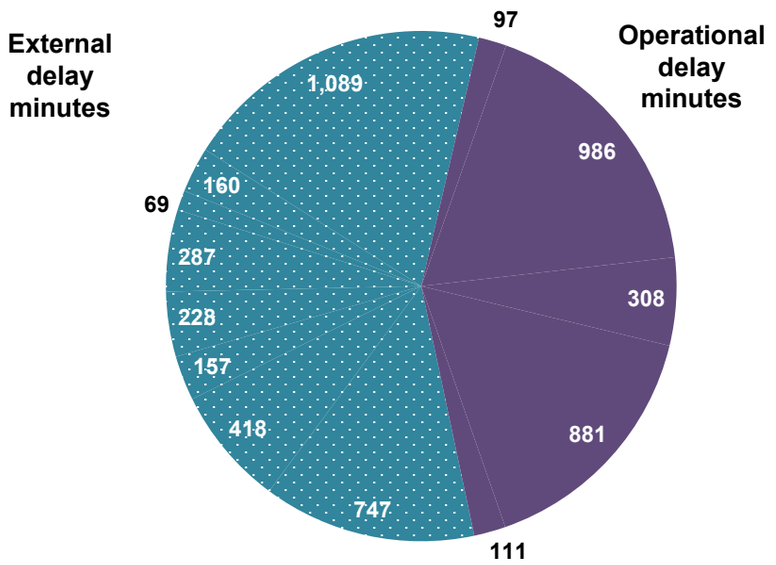
- ***Line 1 – 90.0%,*** *Mar 91.6%, -1.60 pts*
- ***Line 2 – 93.8%****, Mar 90.2%, +3.60 pts*
- ***Line 4 – 99.8%,*** *Mar 100%, -0.2 pts (target 98%)*

Line 1 6.0 *pts below* ***target of 96%***
Line 2 2.2 *pts below* ***target of 96%***

93.3% overall subway

Mar 92.6%, +0.7 pts

Subway Delay Minutes



5,538 Unplanned Delay Time*

Mar 5,789 mins, -4.34%
-1.3% *m/m,* ***+8.2%*** *from same month y/y*

	Jun	Mar		Jun	Mar
External Delays	57%	62%	**Operational Delays**	43%	38%
Injured or Ill customer	13%	18%	Equipment	18%	21%
Disorderly Patron	8%	11%	Staff-related	16%	11%
Assault & Priority One	3%	4%	Speed Control	2%	1%
Unauthorized at Track	4%	5%	Automatic Train Control	2%	1%
Alarm Activated	5%	4%	Fire/Smoke/Other	5%	3%
Door due to Customer	1%	1%			
Unsanitary Vehicle	3%	3%			
Fire/Weather/Other	20%	16%			

**excludes Restricted Speed Zones*

IN FOCUS
Subway Reliability

Executive Summary:

Subway Headway Adherence exceeded target across all lines. However, Scheduled Capacity remained below target on Lines 1 and 2, meaning fewer scheduled trains consistently reached key peak-period timing points. This reduced throughput is contributing to crowding at the peak point.

TTC Actions & Timing

- Continue TTC's data-driven work that has contributed to improved Headway Adherence.
- TTC Operations is reviewing where planned service is being lost between end terminals and key peak-period timing points, including the cumulative effects of smaller delays. Scheduled Capacity and crowding will be closely monitored as operating conditions change, with findings used to identify targeted service-management actions.
- Reliability work continues through the integration of Line 1 OPTO upgrades with Automatic Train Control, enhanced remote monitoring and diagnostics, and improved switch maintenance and inspection practices on Lines 1 and 2.

Partner Support:

- Ongoing partnership with the City, mental health partners, and Toronto Police to mitigate the impact of non-transit behaviour on subway delays and support a safe and reliable customer experience.
- Protecting critical maintenance window schedules.

Subway and Stations Performance Metrics: Accessibility and Comfort – June 2026

Availability

% of time available for customer use

Elevator Availability

- ***Line 1*** *– (75 elev)* ***98.7%,*** *Mar 97.7%, +1.0 pt*
- ***Line 2*** *– (63 elev)* ***97.5%,*** *Mar 94.0%, +3.5 pts*
- ***SRT*** *– (2 elev)* ***98.9%,*** *Mar 99.4%, -0.5 pts*
- ***Line 4*** *– (19 elev)* ***99.3%,*** *Mar 96.0%, +3.3 pts*

Line 2 – 0.5 *pts below target; 0.48% due to Emerg, 1.61% due to Corrective Maintenance.*

98.3% overall availability

Mar 2026 96.0%, +2.3 pts

Escalator Availability

- ***Line 1*** *– (193 esc)* ***97.1%,*** *Mar 93.8%, +3.3 pts*
- ***Line 2*** *– (99 esc)* ***94.7%,*** *Mar 95.2%, -0.5 pts*
- ***SRT*** *– (2 esc)* ***89.5%,*** *Mar 98.2%, -8.7 pts*
- ***Line 4*** *– (20 esc)* ***96.7%,*** *Mar 96.5%, +0.2 pts*

Line 2 *2.3% below* ***target 97%****, 0.64% due to Emerg; 0.10% Const, 0.03% Water*
Line 3 *7.5% below* ***target 97%****, 9.09% Emerg*
Line 4 *0.3% below* ***target 97%****, 0.67% Water; 1.02% Emerg*

96.3% overall availability

Mar 2026 94.4%, +1.9 pts

Reliability

Availability net of Externalities: Flooding, Emerg, Construction

98.9% Elevator net reliability

97.6% Escalator net reliability

Subway Cleanliness Score

- ***Line 1 – 92.6%,*** *Mar 91.3%, +1.3 pts*
- ***Line 2 – 90%,*** *Mar 86.2%, +3.5 pts*
- ***Line 4 – 92.5%,*** *Mar 90.9%, +1.6 pts*

91.4% overall

Cleanliness Score in Q2 2026
Target of 90%
1.8 *pts increase from last quarter*
1.8 *pts increase from Mar 2026 (89.6%)*
2.3 *pts decrease from same quarter y/y*

Stations Cleanliness Score

- ***Line 1 – 82.41%,*** *Mar 80.91%, +1.50 pts*
- ***Line 2 – 79.09%,*** *Mar 76.85%, +2.23 pts*
- ***Line 4 – 78.07%,*** *Mar 74.03%, +4.04 pts*

80.79% overall

Cleanliness Score in Q2 2026
Target of 76%
1.95 *pts increase from last quarter*
1.95 *pts increase from Mar 2026 (78.83%)*
2.74 *pts increase from same quarter y/y*

Note: TTC subway and station cleanliness standards are independently audited quarterly by a third-party.

IN FOCUS
Elevator & Escalator Availability

Executive Summary

The TTC is improving accessibility across the network through ongoing maintenance, targeted capital improvements, and equipment upgrades. A temporary drop in escalator availability reflects construction and scheduled modernization. System-wide, Subway and Station cleanliness scores are above target.

Highlights

Escalators: Excluding Emergency, Water, and Construction, all lines meet the 97% target.
Elevators: 64 of 70 stations are accessible (91%). Museum, Spadina, and King stations remain on track for completion in 2026. College Station has experienced a schedule delay and is currently undergoing testing and commissioning. The station is scheduled to open in 2026. Islington Station's completion has been revised to Q2 2027 (from Q4 2026). Upon completion of the remaining 2026 stations, 68 of 70 stations (97%) will be accessible.
Cleanliness: Met target overall, with almost all subway lines meeting the target.

TTC Actions & Timing

To support cleanliness, the floor washing cycle continues on a 14-day schedule, with targeted efforts focused on improving platform-side areas, walls, debris removal, sills and ledges, and door cleanliness.

Partner Support: No City action is required at this time.

Subway and Stations Performance Metrics: Asset Reliability – June 2026

Mean Distance Between Failures (MDBF)

TR – Line 1

680,000 km *(12-month moving average)*
709,000 km *(Jun 2026 actual)*
Target of 600,000 km *met*
0.70% *decrease m/m (actual)*
0.74% *increase from Mar 2026 (675,000km) 12-rolling average*
12.9% *increase same month y/y (actual)*

T1 – Line 2

412,000 km *(12-month moving average)*
351,000 km *(Jun 2026 actual)*
Target of 330,000 km *met*
39.7% *decrease m/m (actual)*
0.98% *increase from Mar 2026 (408,000km) 12-rolling average*
No change *same month y/y (actual)*

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

99.90%
SSRM available in June
Target of 99.50%
0.01 *pts increase from last month*
4.13 *pts increase from Mar 2026 (95.85%)*
0.09 *pts increase from same month last year*

PRESTO Fare Vending Machine (FVM) devices in Stations

99.03%
FVM available in June
Target of 99%
0.05 *pts increase from last month*
4.33 *pts increase from Mar 2026 (94.70%)*
0.34 *pts decrease from same month last year*

Fare gate availability

99.66%
Target of 99.5%
0.01 *pts increase m/m*
0.04 *pts increase from Mar 2026 (99.62%)*
0.14 *pts increase same month y/y*
Line 1 – 99.66%
Line 2 – 99.64%
Line 4 – 99.59%

IN FOCUS
Asset Reliability

Executive Summary
In June, both the TR and T1 trains continued to remain on target for mean distance between failures (MDBF), with performance exceeding targets. Fare gate availability, by line, and PRESTO devices (SSRM and FVM) are above target.

Highlights
TR trains (Line 1): Achieved 680,000 km MDBF (12-month rolling average), a 12.9% y/y increase (actual), surpassing the TTC target.
T1 trains (Line 2): Reached 412,000 km MDBF (12-month rolling average), with steady performance y/y (actual).
PRESTO devices: PRESTO ticket vending machines (SSRM and FVM) have exceeded targets and increased m/m.
Fare gate availability: Continues to meet the target at 99.66% from March 2026, increasing m/m and y/y.

TTC Actions & Timing
- TR trains: SOGR program is ongoing and includes refurbishment of critical passenger door, brake, and propulsion system components.
- T1 trains (Line 2): SOGR program is focused on refurbishment of passenger door, critical brake, and compressed air system components.

Partner Support
No City action is required. PRESTO modernization rollout was concluded in May 2026 with a handover to regular operation.

Subway and Stations Performance Metrics: Safety and Security – June 2026

SECTION 1

IN FOCUS
Safety & Security

Customer Injury Incident Rate (CIIR)

2.49

Injury incidents per one million vehicle boardings
86 (actual)
1.45% *increase m/m*
17.30% *increase from Mar 2026 (2.13)*
2.41 *– 12-month rolling average (Jun 2026)*
17.97% *decrease in 12-month rolling ave vs. last year*

Lost-Time Injury Rate (LTIR)

5.71

Injuries per 100 employees annualized
19 (actual)
20.05% *decrease m/m*
6.17% *decrease from Mar 2026 (6.09)*
6.61 *– 12-month rolling average (Jun 2026)*
1.03% *increase in 12-month rolling ave vs last year*

Offences Against Customers (OAC)

2.65

Offences against customers per 1 million boardings
79 (actual)
22.39% *decrease m/m*
8.39% *decrease from Mar 2026 (2.89)*
3.00 *12-month rolling average (Jun 2026)*
14.68% *increase y/y 12-month rolling average*
35.90% *decrease from January 2023*

Satisfaction with Personal Safety

CSAT – Satisfaction with Safety
60% 12-month rolling average *– no change m/m*

Real Time customer satisfaction impressions – Safety
95% reported 'All good' on board *+4 pts m/m*
85% reported 'All good' at stops *-3 pts m/m*

Offences Against Employees (OAE)

17.58

Offences per 100 employees on annualized basis
55 (actual)
15.24% *decrease m/m*
24.77% *increase from Mar 2026 (14.09)*
17.63 *12-month rolling average (Jun 2026)*
17.15% *increase y/y 12-month rolling average*
1.70% *increase from January 2023*

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

Executive Summary
Subway and Stations safety and security performance in May was positive. Customer satisfaction with safety remained high, with traditional survey results holding steady and real-time safety ratings reaching 95% onboard and 85% at stops. While the customer injury incident rate increased slightly month over month, overall safety performance remained stable.

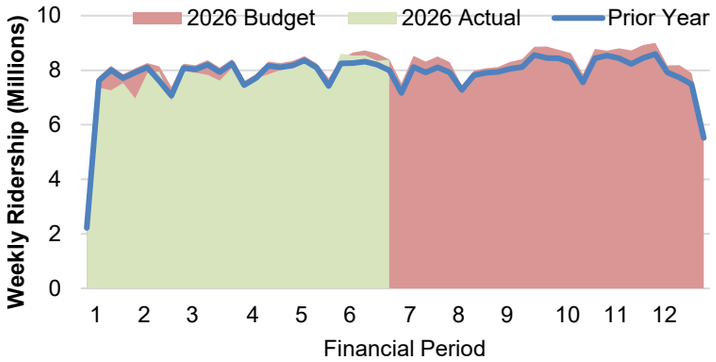
Highlights
OAC: Offences decreased 22.39% m/m; +14.68% y/y (12-month rolling average) in part due to assaults and threats; 35% improvement from January 2023. **CIIR:** 1.45% increase m/m, and 17.97% decrease in y/y (12-month rolling average) customer injury incidents is due to a decrease in falls.
OAE: Up 17.15% y/y (12-month rolling average), due to an increase in threatening incidents. Bloor-Yonge, Dundas West, Eglinton, and TMU were the primary drivers of this trend. Despite this, offences decreased 15.24% month-over-month. **LTIR:** Injuries decreased 20.05% m/m and increased slightly 1.03% y/y (12-month rolling average), driven by a drop in assaults and injury at track level.

TTC Actions
- Multidisciplinary Community Safety approach includes: high-visibility staff presence, de-escalation training for frontline workers, risk assessments.
- The TTC is taking action to address customer injury incidents through enhancing staff customer safety interventions and improved station cleanliness.
- The TTC is reviewing and assessing their key lost-time drivers and developing targeted data-informed action plans (LTIR).
- The PEERS pilot was completed in June 2026.
- Strengthened safety, security, and customer support across the transit system through: increased frontline presence during peak periods, enhanced monitoring and inspection activities, advancement of the body-worn camera pilot, expanded outreach supports, and coordination with the City of Toronto on crisis response services. Data-driven deployment of Safety and Security staff.

Partner Support Continued multidisciplinary collaboration with the City of Toronto, TPS, and TPH.

Overall TTC Performance Metrics – June 2026

Rides – Conventional Ridership



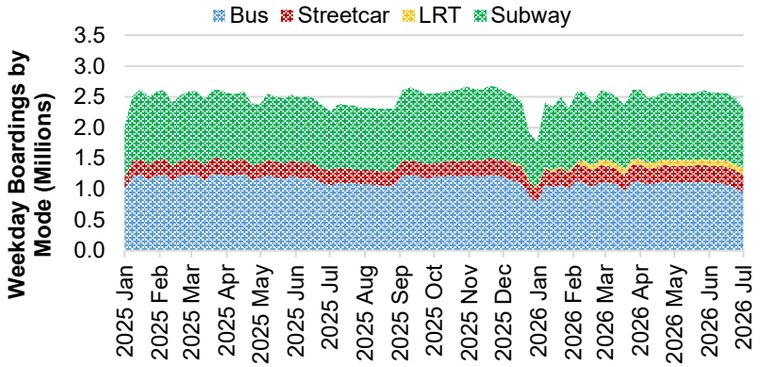
42.4 million
Current -0.9% to budget, +3.4% to prior year
YTD -3.9% to budget, -1.3% to prior year
+5.9% avg weekly Period 6 to Period 5

On-Time Performance Target 90%*

All Day
- 94.6% Subway, +0.8 pts m/m, +5.2 pts y/y
- Line 1 91.6%, -1.5 pts m/m, +12.2 pts y/y
- Line 2 94.2%, +3 pts m/m, +3.5 pts y/y
- Line 4 98.7%, +0.3 pts m/m, +1.1 pts y/y
- 74% Bus, -3 pts m/m, no change y/y (May BP)
- 60% Streetcar, no change m/m, +3 pt y/y (May BP)

During AM/PM Peak Periods
Combined AM/PM Peak: 97.1%
- Line 1 AM 96.5%; PM 96.5%
- Line 2 AM 97.3%; PM 95.5%
- Line 4 AM 99.8%; PM 98.6%

Customer Boardings



2.53M Boardings/day
June +4% above prior year, -1% m/m,
YTD +0.3% to prior year

Weekday Boardings:
- Bus 1.1M, +3% m/m, 0% y/y net of LRT
- Streetcar, 281K, +5% m/m, +16% y/y
- Subway 1.1M, 0% m/m, +4% y/y
- Light Rail 99K, +2% m/m

Customer Satisfaction

Customer Satisfaction Score (CSAT)
Target 70%

69% 12-month rolling average
70% Subway, +1 pt m/m, -2 pts y/y
69% Bus, no change m/m, -5 pts y/y
65% Streetcar, no change m/m, -5 pts y/y

Real-time customer satisfaction impressions

4.6/5 Overall trip rating
Customers were asked: "How was your trip?"

Executive Summary

For Period 6, revenue ridership is 0.9% below budget and passenger revenue is 3.5% above budget, while average weekday boardings grew by 4% year-over-year to 2.53M. The increase is primarily driven by spectator demand to FIFA World Cup™ Stadium and Fan Festival and other local celebrations, despite reduced background demand on Match Days.

Issue

- TTC Conventional ridership and passenger revenue have generally trended below budget in 2026, likely driven by the economic slowdown, decline in population growth and weather events.
- Year-to-date TTC conventional ridership is 3.9% below budget and 1.3% below the comparable period in the prior year. Year-to-date TTC conventional revenue is 1.9% below budget and 1.3% above the comparable period in the prior year, resulting in a $10.0M year-to-date budget shortfall.
- Bus (net of shift to LRT) and subway demand remained similar to levels observed in the prior year, whereas streetcar demand benefited from FIFA-related travel to the Stadium and Fan Festival.

Actions and Forecast

- Deeper customer-feedback analytics to identify targeted route and segment improvements, and to systematically enhance overall customer satisfaction.
- Updated Fare Compliance Strategy is in development, targeted for completion by the end of 2026.