CEO’s Report

Toronto Transit Commission

June 2026

The CEO's Report offers a rotating review of service delivery performance across the TTC's transit modes. The current edition highlights Bus Service, featuring key performance indicators (KPIs) through the end of April 2026.

As part of the regular rotation, the June CEO's Report includes a comparison to the February 2026 results previously presented in the April CEO's Report.

CEO’s commentary

June CEO’s Report puts the spotlight on the TTC’s bus fleet, the workhorse of Toronto’s public transit system.

The TTC’s fleet of more than 2,100 accessible buses carried close to 193 million riders over 143.5 million kilometres in 2025, representing 43% of total TTC ridership. Since the beginning of the decade, our bus Operators have carried more than 980 million customers to and from their destinations safely. Millions of people rely on the TTC on a daily basis.

Bus service remained stable in April, with service levels maintained, average operating speeds improving year-over-year, and crowding remaining low across the network. Our bus cleanliness score also met its target of 90% overall – reflecting notable results during severe winter weather in Q1.

Service availability, fleet reliability and bus short turns all exceeded target, and on-time performance remained aligned with seasonal norms at 77% in April, while delay minutes decreased by 5.7% month-over-month and 5.5% year-over-year.

Overall, year-to-date demand remains below expectations due to a slow start early in the year resulting from the economic slowdown; however, recent demand has seen improvement in each mode, with growth in subway and streetcar supported by continued return-to-office activity in the downtown core.

As we continue to look for opportunities to enhance our network, I am pleased to share that progress has been made on the SRT right-of-way busway conversion between Kennedy Rd. and Ellesmere Rd., with bus stops at Tara Ave., Lawrence Ave. E., and Ellesmere Rd.

The first-ever men’s FIFA World Cup match on Canadian soil was played on June 12, 2026. A year of planning, preparation, and service modelling prepared us well to welcome the world for the FIFA World Cup 2026™.

Based on available data for the first two matches, the TTC experienced a 44% increase on the key tournament routes (Dufferin, Bathurst, Harbourfont, King and Ossington), with 138,000 more people than normal.

Over the first two match days, we delivered strong, reliable service system-wide, with increased subway, bus, and streetcar service, extended subway hours, and rapid-transit priority measures to keep fans and residents moving. Key surface routes saw average headways of two to 5.5 minutes, and subway lines delivered 95% on-time performance on both match days, consistently exceeding targets.

From rigorously testing equipment and vehicles to establishing rapid-response teams ready to act when issues arise, the work has been deliberate to reduce risk and support strong, consistent execution.

Our plans were built to be flexible and adaptable to real-world experience and conditions. Match after match, we are revising queuing protocols, signage, and service to ensure every customer has a seamless TTC experience whether they take the TTC every day or are visiting Toronto for the first time.

CEO’s commentary

The TTC is no stranger to accommodating significant, high-demand events. We successfully moved tens of thousands of people during last year’s Taylor Swift Eras Tour, and every year we deliver extra service for the CNE and other large, city-wide, and often overlapping celebrations.

The FIFA World Cup 2026™ is different in scale, visibility, and complexity. That is why our planning has been detailed, disciplined, and collaborative. Above all, safety remains our top priority. We continue working closely with our partners to ensure we are well-integrated and everyone has a safe experience travelling on the system.

Mandeep S. Lali
Chief Executive Officer
Toronto Transit Commission

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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*

Bus Performance Metrics: Service Design and Accessibility – April 2026

Service Levels – Weekly Scheduled Hours

	Regular Service	Construction	Total excl streetcar coverage
Apr-2026	150,179	3,926	154,105
Mar-2026	150,179	3,926	154,105
Apr-2025	151,232	4,114	155,346
Apr-2019	138,897	6,531	145,428

0% change m/m, -1% y/y, +8% pre-COVID

Note: TTC bus service levels exclude streetcar coverage, including construction-related replacement service on 500-series routes, which is reported under Streetcar.

Average Speed

All Network: 20km/hr, +1.4% y/y, -0.3% pre-COVID

10-minute Network: 20km/hr, +2% y/y
>10-minute Network:19.7km/hr, +0.8% y/y
Blue Night: 25km/hr, -1% y/y

Bus Cleanliness

90.0% overall

Cleanliness Score in Q1 2026
***Target of 90%** met*
***4** pts decrease from last quarter*
***4** pts decrease from Feb 2026 (Q4 2025, 94.0)*
***1.4** pts decrease compared to same quarter last year*
***0.7** pts decrease from pre-COVID (2019)*

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

Crowding

Across 33,000 daily scheduled bus trips

All Network
2.0% trips full, Feb 2.5%, -0.5 pts
0.6% trips crowded, Feb 0.7%, -0.1 pts

10-minute Network, 2.8% trips Full, -0.7% y/y
>10-minute Network, 1.6% trips Full, -0.5% y/y
Blue night 0.9% trips Full, -0.1% Trips Full y/y

Full – 100% capacity to TTC Standards. Crowded = 120% capacity.

Transit Stops & Shelter Accessibility

86% Accessible Transit Stops

- TTC manages 10,000+ stops network wide
- 5,753 transit shelters through City of Toronto
- 1,179 stops made accessible since 2017
- Target: 82 additional in 2026.
  - 60 substantially completed
  - 21 expected Q3
  - 81 expected end Q4

IN FOCUS Service Design

Executive Summary
Bus network design remained stable in April 2026, with service hours maintained, average operating speeds improving year-over-year, and crowding levels remaining low across the network, while cleanliness continues to meet the target despite severe Q1 weather.

Key Issues
While customer crowding metrics remain favourable, maintaining reliability and travel speed remain a priority as seasonal demand patterns shift and major events increase ridership pressure.

TTC Actions and Timing
- Seasonal service improved and/or restored on 92 Woodbine South, 200 Toronto Zoo, and 201 Bluffer's Park to reflect increased seasonal demand to key travel destinations.
- Continuing to adjust runtimes to better reflect operating conditions on-street.
- Seasonal service reductions implemented on approximately 55 routes network-wide to reflect reduced seasonal demand and/or to accommodate operator vacations.
- Four new TSP locations on Ossington Avenue were implemented in early June.

Partner Support Needed
- Continued collaboration with the City on transit priority measures, including transit signal priority (TSP).
- Collaboration on the City Street Furniture program to enhance transit shelter and stop amenities, improving customer comfort, sense of safety, and access to real-time information.

Bus Performance Metrics: Service Reliability – April 2026

On-Time Performance (OTP)

Adherence to Schedule at End Terminal

	On Time >90%	On the Cusp 80-90%	Not on Time <80%
# Bus Routes	5	68	102
% Bus Ridership	2%	35%	64%

77% overall bus OTP

Target of 90% *not met*
2 pts *increase from Feb 2026 (75%)*
No change *y/y*
2 pts *increase from pre-COVID (2019)*

Service Availability

Bus Vehicles Service vs Schedule

100.1%

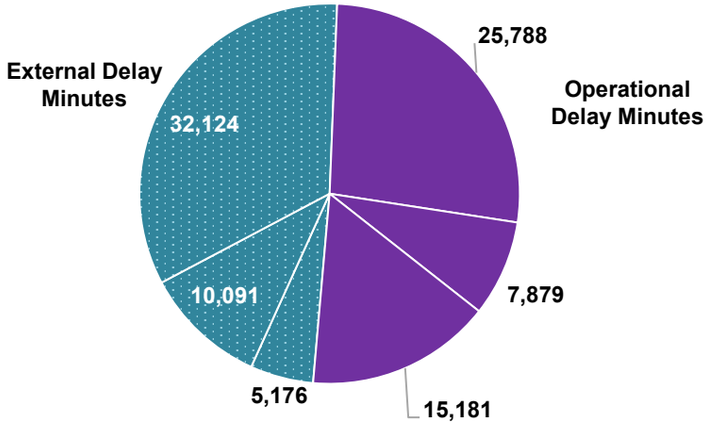
Target of 100% *met*
0.3 *pts decrease m/m*
No change *from Feb 2026 (100.1%)*
0.5 *pts decrease y/y*

Mean Distance Between Failures

Distance Operated before failure -12mth avg

- ***eBus*** *303 buses* **38,229 km** *Feb 35,069 km,+9% Target 29,000km*
- ***Diesel*** *1,154 buses* **41,158 km** *Feb* 43,378 *km,-5% Target 35,000km*
- ***Hybrid*** *691 buses* **35,569 km** *Feb* 36,361 *km,-2% Target 35,000km*

Unplanned Delay Minutes Types



96,661 Unplanned Delay Minutes

-5.7% *m/m,* ***-5.5%*** *y/y, -15% from Feb 2026*

External 49%	Apr 2026	Feb 2026	Operational 51%	Apr 2026	Feb 2026
Diversion	32,124	50,812	Staff-related	15,181	17,450
Passenger	10,091	6,291	Equipment	25,788	27,754
Other	5,176	6,546	Shuttle Bus	7,879	5,264

Bus Short Turns

Vehicle removed from service before route completion/100 departures

0.10%, *Target of <=0.10%*

No change *from last month*
No change *from Feb 2026 6 (0.10)*
0.02 *pts increase from same month y/y*

Executive Summary

Customers experienced modest improvements in bus reliability in April, supported by lower unplanned delays, strong service availability, and high fleet reliability. FIFA World Cup routes 29, 929, and 82 consistently exceeded 4-minute headway targets on match days, providing customers with more frequent service than planned.

Highlights

- Delay minutes decreased by 5.7% m/m and 5.5% y/y; monthly decrease is driven by improvement in staff-related, equipment-related, and weather-related delays.
- Bus on-time performance remained aligned with seasonal norms at 77% in April 2026.

Actions and Timing

- Relaunch the *Operator Early Departure Counselling program* to address schedule adherence contributing to OTP performance.
- Partnership with Transit App to enhance real-time information to customers during surface disruptions, complemented by the June pilot launch of planned detour information in TTC real-time feeds.
- Continued targeted reviews of major delay contributors, including staff-related, equipment-related and diversion-related incidents.

Partner Support Needed

- Continued coordination for Diversions with the City and collaboration on the Congestion Management Plan.

Bus Performance Metrics: Safety and Security – April 2026

SECTION 1

IN FOCUS
Safety and Security

Customer Injury Incident Rate (CIIR)

2.66

Injury incidents per 1 million customer boardings
70 (actual)
22% *increase from last month*
5.5% *increase from Feb 2026 (2.52)*
2.52 – *12-month rolling average (Feb 2026)*
4% *decrease y/y 12-month rolling average*

Lost-Time Injury Rate (LTIR)

8.06

Injuries per 100 employees annualized
39 (actual)
22% *decrease from last month*
19% *decrease from Feb 2026 (9.90)*
8.51 – *12-month rolling average (Apr 2026)*
21% *increase y/y 12-month rolling average*

Offences Against Customers (OAC)

0.95 vs 1.71 whole network

Offences against customers per 1 million boardings
27 (actual)
96% *increase m/m*
24% *increase from Feb 2026 (0.77)*
0.81 – *12-month rolling avg*
29.5% *increase y/y 12-month rolling avg.*
34% *increase from January 2023*

91% personal safety perception onboard Buses
84% personal safety perception at stops
-1 pt m/m

Offences Against Employees (OAE)

5.12

Offences against employees per 100 employees
28 (actual)
3% *decrease m/m*
14% *increase from Feb 2026 (4.49)*
5.0 – *12-month rolling avg*
13.3% *decrease y/y 12-month rolling average*
41% *decrease from January 2023*

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

Executive Summary

The TTC continues to advance a comprehensive approach to customer and employee safety across the bus network noting significant shifts in Offences Against Employees and new standards in customer sense of Safety.

Customer and Employee Safety and Security

- CIIR rose 22% m/m following 4% y/y decrease driven by an increase in fall-related incidents from braking-related incidents, increased traffic-related factors, and a higher number of falls among standing passengers.
- LTIR: rose 21% y/y largely driven by falls and emotional trauma–related incidents. However, there was a 22% m/m decrease, primarily due to a reduction in ergonomic-related injuries.
- OAC bus remains lower than network average though increasing due to increases in reported threats.

TTC Actions and Timing

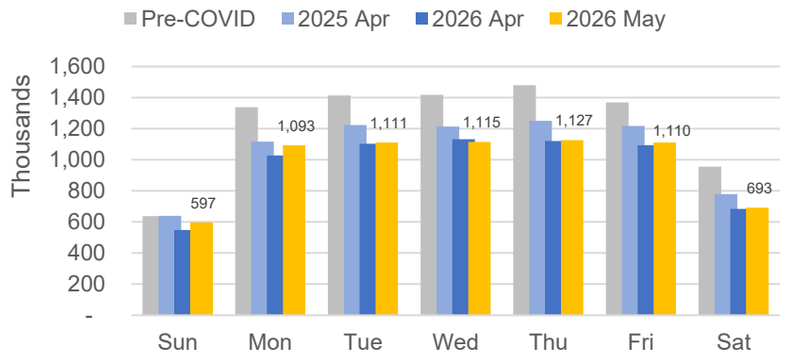
- Multidisciplinary Community Safety approach: high-visibility staff, de-escalation training for frontline workers, and risk assessments
- Dynamic deployment of Special Constable to align resources with evolving patterns, visibility and police coordination.
- Conducting Incident reviews and compliance audits at high incident locations (CIIR).
- Developing data-driven plans to reduce lost-time injuries (LTIR).
- Bill C-14 received Royal Assent on June 15, 2026, expanding protections for all public transit workers in the performance of their duties. This important change strengthens how assaults against transit workers are treated under the Criminal Code.

Partner Support Needed

- Continued multidisciplinary approach with City of Toronto, TPH and Toronto Police Services.

Bus Performance Metrics: Customer Experience – April 2026

Weekly Customer Boardings



6.7 million Customer boardings per week

Feb 6.7 million, +16K
- 3% y/y, net of LRT
improvement from –6%y/y in Fall 2025. .

- **Weekdays -** 1,094K daily, Feb 2026 1,098K (0%), -2% y/y, -16% precovid
- **Saturday -** 685K daily, Feb 2026 665K (+3%), -6% y/y, -22% precovid
- **Sunday -** 549K daily, Feb 2026 536K (+2%), -7% y/y, -8% precovid

Customer Satisfaction – Bus

69% **12mth average**

1 *pt below* ***target of 70%***
5 *pts increase m/m*
8 pts *increase from Feb 2026 (61%)*
6 *pts decrease same month y/y*
1 *pt higher compared to whole network*

Net Promoter Score

Net % customers who promote the TTC

-1 pts

4 *pts increase from last month*
5 pts *increase from Feb 2026*
17 *pts decrease same month y/y*
1 *pt higher compared to whole network.*

Note: based on feedback received within 30 days after the trip.

IN FOCUS
Bus Service Demand

Executive Summary

Bus demand remained resilient in April 2026 despite typical seasonal softness, with weekly boardings reaching 6.7 million, up slightly from February and showing continued improvement from the declines in Fall 2025 and early 2026.

Planned customer information enhancements, service planning initiatives, and preparations for major events are expected to further support demand and customer experience through the summer months.

Highlights

- Customer sentiment for Bus improved to 69%, one point below target and five points higher than the prior month.
- Early indicators suggest bus ridership momentum is continuing, with year-over-year demand trends improving toward parity with 2025 levels by July.

TTC Actions and Timing

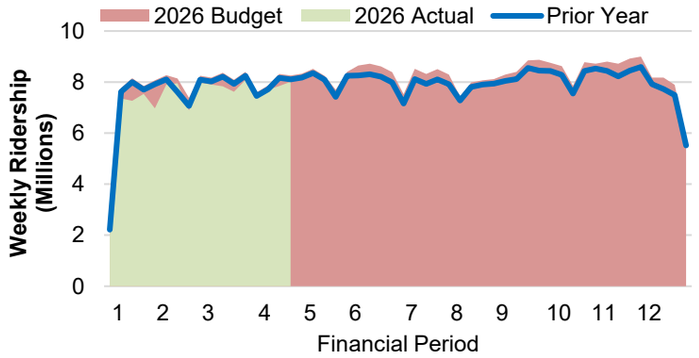
- Piloting 75 digital transit stop screens across select locations this summer, including Fleet Hub, Bathurst and King stations supporting FIFA World Cup 2026™ fans.
- Deployed “Clever Vision Screens” on 504 buses to improve on-board customer information experience.
- Preparing routing design for the expected opening of Line 3 Replacement Busway in Fall 2026.
- Developing the 2027 Annual Network Plan and overall Service Plan, consulting riders on bus network service proposals to optimize surface transit design options across the City.

Partner Support Needed

- Continued collaboration on City-Wide Mobility Plan.

Overall TTC Performance Metrics – April 2026

Revenue Rides – Conventional



🔴 **30.95 million***

Current -3.4% below budget, -1.5% to prior year
YTD -5.3% to budget, -3.1% y/y
-1.8% avg weekly Period 4 to Period 3

On-Time Performance Target 90%

*Subway OTP refers to Headway Adherence – End Terminal
Bus and Streetcar metric refers to Schedule Adherence – End Terminal

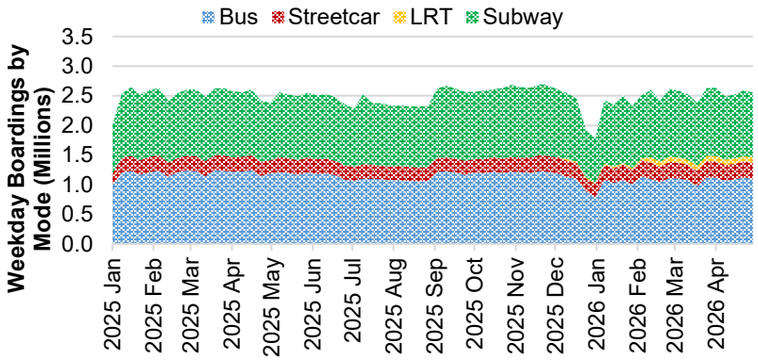
All Day

- 🟢 **93.0%** Subway, +2,8 pts m/m, +4.2 pts y/y
- 🟢 Line 1 – 91.6%, +5.7 m/m, +11.4 pts y/y
- 🟢 Line 2 – 90.2%, +2.6 m/m, +1.7 pts y/y
- 🟢 Line 4 – 98.5%, -0.2 pts m/m, +1 pt y/y
- 🟡 **77% Bus**, +2 pts m/m, no change y/y
- 🔴 **60% Streetcar**, -3 pts m/m, -1 pt y/y

During AM/PM Peak Periods

- 🟢 Line 1 AM 97.2%; PM 96.9%
- 🟢 Line 2 AM 94.4%; PM 92.4%
- 🟢 Line 4 AM 99.8%; PM 99.4%

Customer Boardings



🟡 **2.5M Weekday Boardings**

Current month 0% to prior year
0% m/m
YTD -1.8% to prior year

Weekday Boardings /day

- Bus 1.1M, +2% m/m, -2% y/y
- Streetcar, 268K +1% m/m, +8 y/y
- Subway 1.1M, -3% m/m, 0% y/y
- Light Rail 91K, +3% m/m

Customer Satisfaction Target 70%

🟡 **69% 12 month rolling average**

69% Subway. April: -1 pt m/m, -3 pts y/y
69% Bus. April: no change m/m, -3 pts y/y
65% Streetcar. April: no change m/m, -4 pts y/y

IN FOCUS
Revenue Ridership

Executive Summary

For Period 4 revenue ridership is 3.4% below budget and passenger revenue is 2.4% above budget due to a one-time adjustment of Fare Revenue, while demand shows signs of upward movement relative to season, and customer satisfaction is seeing improvements in all three modes.

Issues

- YTD Conventional ridership and passenger revenue are 5.3% and 3.6% below budget respectively, resulting in an $11.7M YTD budget shortfall, and 3.1% and 0.8% below the comparable period in prior year respectively.
- YTD demand remains lower than expectations reflecting economic pressures, decline in immigration growth and the impact of severe winter weather.
- April demand stabilized at March levels, supported by stronger subway and streetcar ridership associated with continued return-to-office activity in the downtown core.

Actions and Forecast

- Ridership Growth Strategy to improve customer experience and increase ridership.
- Preparation of Annual Network Plan and Service Plan to align service design to shifting needs throughout the City.
- Customer research is underway to inform FIFA World Cup 2026™ insights across priority routes, modes, and customer segments.
- AI pilot to support planning and operations of surface routes.
- Updated Fare Compliance Strategy in development, targeted for completion by the end of 2026.

Definitions - Bus

Service Level Scheduled Hours – Weekly: Total service hours operated on bus routes, excluding bus service on streetcar routes.

Average Speed: is calculated using “Revenue Distance” and “Revenue Hours” from the TTC scheduling system. accurately reflect the operating speed for our services based on scheduled data.

Crowding: percentage of trips more than 30%, 50%, 70%, 100% and 120% of capacity (Weekday). Full – 100% capacity to TTC Standards. Crowded = 120% capacity.

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

On-Time Departure End Terminal – Bus: 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 -1min to +5 min to departing within 0 min to+ 5 min of the scheduled departure time.

On-Time Departure End Terminal – Streetcar: 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.

Headway Adherence – End Terminals (Line 1, 2 and 4): Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

All Lines Headway Adherence – End Terminals: Subway OTP is determined by headway adherence of service trains at end terminals.

Service Availability: Daily weekday average number of buses put into service per the number of buses scheduled for the daily peak period.

Ebus Mean Distance Between Failures: Total distance (km)accumulated per number of mechanical road calls. Data included for all seven days of service.

Hybrid Bus Mean Distance Between Failures: Total mileage (km) accumulated over the entire fleet compared to the total number of chargeable mechanical road calls. Data included for all seven days of service.

Clean diesel Bus Mean Distance Between Failures: Total mileage (km) accumulated over the entire fleet compared to the total number of chargeable mechanical road calls. Data included for all seven days of service.

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).

Customer Injury Incident Rate: Number of customer injury incidents per one million boardings.

Lost time injury Rate: Number of employee injuries resulting in missed work per 100 employees (annualized).

Offences against Customers (OAC): Total Offences against customers per 1 million boardings (boardings for particular mode) by Calendar month.

Offences against Employees (OAE): Offence per 100 employees (for particular mode) by Calendar month.

Weekly customer boardings: Customer Boardings measure customer use of the system. Customers are 'counted' each time they board a TTC bus.

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

Revenue rides conventional: Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers.

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.