CEO’s Report

Toronto Transit Commission

September 2026

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

CEO’s commentary

This summer tested Toronto’s transit system in ways few cities ever experience.

Over the course of a few short months, the TTC supported millions of customer journeys during the FIFA World Cup 2026™, major city festivals, large-scale events, extreme weather, and the return of significant travel demand across the network. Through it all, our employees delivered.

Whether moving fans to and from matches and viewing parties, helping customers navigate busy stations and streets, responding to severe summer storms, or simply providing the reliable service that people depend on every day, TTC employees demonstrated what a modern, resilient system can achieve when planning, preparation, and dedication come together.

The results are reflected in July’s performance metrics. Subway on-time performance exceeded 95%, with close to 97% during peak periods and all three subway lines surpassing targets. Bus (77%) and Streetcar (73%) on-time performance also showed positive gains in July and year over year.

To better capture real-time feedback based on customers’ actual experiences, we have started measuring in-trip impressions. Together with the traditional 30-day customer satisfaction survey, these metrics form a Satisfaction Index that provides a more complete and timely view of the customer experience.

These results matter. They represent trains, buses, LRVs, and streetcars arriving reliably, vehicles remaining clean and well-maintained, and customers feeling confident and safe using public transit throughout the city.

Over the last few months our teams have made significant progress behind the scenes on state-of-good-repair work, removing a number of restricted speed zones across the network. Maintaining a state of good repair is essential to system reliability. Replacing aging assets, completing preventative maintenance and addressing infrastructure needs before they become larger issues helps extend asset life, improve reliability, and maximize public investment.

September marks an important milestone for transit riders in Scarborough, with the opening of the new Scarborough Busway, providing customers with a dedicated bus corridor between Scarborough Centre and Kennedy stations. A bus trip between the two stations will now take approximately 15 minutes, a savings of approximately seven minutes per trip, or more than one hour per week for daily weekday riders.

The project was delivered in two phases. The first phase, which was completed in 2024, increased bus terminal capacities at Scarborough Centre and Kennedy stations. It included modifying the bus platform at Scarborough Centre Bus Terminal, building a temporary bus terminal at Kennedy Station, and introducing various transit priority measures, such as bus priority lanes, traffic signal modifications, and changes at key intersections to allow for more efficient movement of buses in mixed traffic. The second phase involved converting the SRT right-of-way into a busway. The project was delivered on budget and six months ahead of schedule and is an important step in improving service for Scarborough customers.

Earlier this month TTC and the City of Toronto received the 2026 Smarter Transit Mobility Award for implementing transit signal priority measures on Lines 5 Eglinton and 6 Finch West. As the operator, the TTC continues to work with Metrolinx and City partners to improve travel times, reliability and customer experience. These efforts have reduced afternoon peak round-trip times by 30 minutes on Line 6 and 20 minutes on Line 5 compared with opening week, making a significant difference for our customers’ commutes.

I would like to thank the thousands of TTC employees whose work made these achievements possible. Their professionalism, adaptability, and commitment to public service are what customers see every day.

CEO’s commentary

That same commitment extends beyond transit. Through our ongoing partnership with United Way Greater Toronto, TTC employees continue to make a meaningful difference in communities across Toronto. Every year, our workforce demonstrates tremendous generosity in support of agencies that provide essential services, including housing, food security, mental health support, and assistance for vulnerable residents. I am grateful to everyone who contributed so far to this year’s campaign and to the volunteers who champion this important work. I also want to thank the more than 1,500 visitors that attended our Leslie Barns open house in support of the TTC/United Way campaign on September 19.

As we move into the fall, our focus remains unchanged: delivering safe, reliable, accessible transit service while continuing to improve the customer experience and strengthen the role public transit plays in Toronto’s growth and success.

Mandeep S. Lali
Chief Executive Officer
Toronto Transit Commission

Overall TTC Performance Metrics – July 2026

On-Time Performance Target 90%

- **95.2%** Subway, +0.6 pts m/m, +5.0 pts y/y
  - Line 1 – 94.2%, +2.6 pts m/m, +11.8 pts y/y
  - Line 2 – 93.5%, -0.7 pts m/m, +2.7 pts y/y
  - Line 4 – 99.0%, +0.3 pts m/m, +1.7 pts y/y
- **77% Bus**, +3.0 pts m/m, +2.0 pts y/y
- **73% Streetcar**, +11.0 pts m/m, **+16 pts y/y**

SUBWAY AM/PM Peak Periods

- **96.9%** Combined AM/PM
  - Line 1 AM 95.6%; PM 96.8%
  - Line 2 AM 96.3%; PM 95.8%
  - Line 4 AM 99.7%; PM 99.6%

Personal Safety

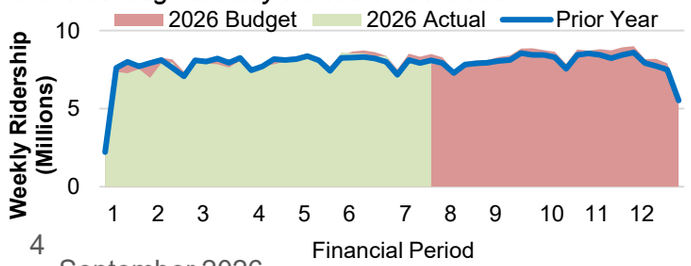
- **60% Satisfaction with Personal Safety**– *nc m/m*
  Aug'26 actual increased to 66%

Real-time customer impressions with Safety

- **94%** 'All good' on board *-1 pt m/m*
- **88%** 'All good' at stops *+3 pts m/m*

Revenue Rides – Conventional

- **31.3 million trips***
  Current -4.9% below budget, -0.1% to prior year
  YTD -4.1% to budget, -1.1% y/y
  -7.9% average weekly Period 7 to Period 6



Customer Satisfaction

- **81% Satisfaction Index* (%)**
  * *New Satisfaction index = 50% CSAT x 50% Real Time Impressions*

Customer Satisfaction Score* (CSAT) Target 70%

- **70% 12-month rolling average**

70% Subway, no change 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
** CSAT is lagging indicator based on feedback received within 30 days after the trip*

- **Real-time customer satisfaction impressions**
  4.6/5 Overall trip rating *"How was your trip?"*

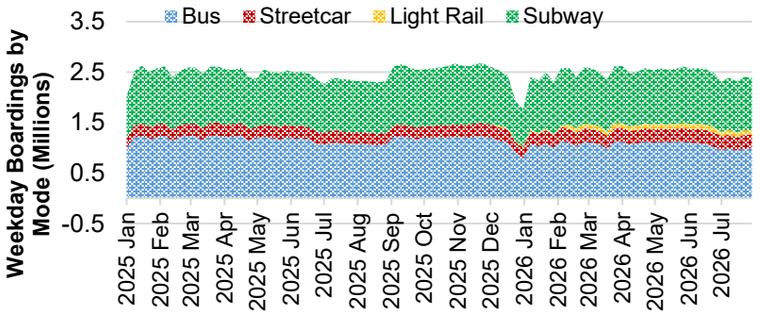
Customer Boardings

- **2.37M Weekday Boardings**

+1% to prior year -7% m/m entering summer season

Weekday Boardings /day

- *Bus 1.0M, -8% m/m, -4% y/y*
- *Streetcar, 271K, -4% m/m, +14% y/y*
- *Subway 1.0M, -5% m/m, +1% y/y*
- *LRT 93K, -6% m/m*



IN FOCUS

Executive Summary

July marked the start of the summer travel season, with seasonal shifts in customer demand across the network. While revenue ridership and passenger revenue remained below budget, average weekday boardings increased 1% year-over-year. Continued FIFA operational readiness measures, including minimizing planned closures and diversions, supported service continuity, stable subway demand and strong streetcar performance despite weather-related impacts during the month.

Issues

- Ridership and fare revenue remain below budget year-to-date driven by economic slowdown, commuter habits and immigration shifts.
- Extreme heat and smoke weather influenced July demand surface demand, offset by strong streetcar performance and FIFA activities that contributed to increased demand.

Actions and Forecast

- Ridership Growth Strategy to improve customer experience and increase ridership.
- Development and public consultation for the 2027 Annual Network Plan are underway; with the finalized plan to the new TTC Board in Q1 2027.
- Continued implementation of Advancing Safety on the TTC: 2026 Focus Areas Plan and partnership with Toronto Police Service.
- Enhanced coordination with the City on closures and diversions.

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*