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# CEO's Report

Toronto Transit Commission  
January 2025





## Our Vision

Moving Toronto towards a more equitable, sustainable and prosperous future.

## Our Mission

To serve the needs of transit riders by providing a safe, reliable, efficient and accessible mass public transit service through a seamless integrated network to create access to opportunity for everyone.

## Our Values

Safety, Service and Courtesy.

# Toronto Transit Commission

## TTC by the numbers

The TTC is a City of Toronto agency that provides public transit services for Toronto that extend into surrounding municipalities. The TTC's mandate is to establish, operate and maintain the local transportation system in the city of Toronto. The TTC is the largest public transit system in Canada and the third-largest in North America. It is also integrated with other nearby transit systems, such as YRT in York Region, MiWay in Mississauga, and Ontario's regional GO Transit lines.



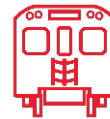
**1.4 million**  
Linked trips per  
weekday



**1.3 million**  
Customer  
boardings per  
weekday on bus



**231K**  
Customer boardings  
per weekday on  
streetcar



**1.2 million**  
Customer boardings  
per weekday on  
subway

**2.7 million**  
Customer boardings  
per weekday



**1,983**  
buses



**220**  
streetcars



**143**  
trains



**185K**  
weekly  
service hours



**62**  
battery-electric  
buses — the  
largest fleet in  
North America



**16,000+**  
employees



**6,400+ km**  
of routes



## Did you know?

TTC employees raised more than \$803,000 for United Way Greater Toronto during its 2024 fundraising campaign, surpassing the previous year's total by over \$125,000.





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# CEO's commentary



Happy New Year and Happy Lunar New Year to everyone celebrating on January 29. I hope everyone had an enjoyable and memorable holiday with friends and family. I want to take this opportunity to wish all TTC employees and customers all the best in the year ahead.

The TTC was proud to help usher in the New Year with free and seamless service for those celebrating into the night on New Year's Eve and early morning on New Year's Day. The TTC saw 1.88 million boardings – a 33-per-cent increase over the previous year. My thanks again to Corby Spirit and Wine for sponsoring free New Year's Eve service for the 10th year – a popular holiday tradition with customers.

TTC ridership continues to increase. In 2024, we saw annual ridership grow for the third straight year. Compared to the same week a year ago, subway demand increased by 14 per cent and streetcar and bus both increased by five per cent. The overall customer demand decreased due to the holiday season and fewer commutes for work and school. It is expected for demand to return to November levels in mid-January 2025.

This year, the TTC will welcome its 34 billionth customer since its inception in 1921. In 2025, the TTC remains focused on moving even more customers safely and efficiently across our city and beyond.

I am very proud of what we have accomplished so far, and I am looking forward to exciting challenges and opportunities ahead of us.

## **New TTC Board members and ACAT members**

In late 2024, City Council appointed two new Commissioners to the TTC Board. I want to officially welcome Deputy Mayor Ausma Malik (Spadina-Fort York) and Councillor Alejandra Bravo (Davenport). Their term of office began on January 1 and runs until November 14, 2026. They replaced Councillors Stephen Holyday (Etobicoke Centre) and Chris Moise (Toronto Centre).

I would also like to welcome five new members to the Advisory Committee on Accessible Transit (ACAT). They began their three-year terms on January 1: Craig Nicol, Jason Osborne, Karen Mootoo, Lauri Sue Robertson, and Sophie Petrillo.

I look forward to collaborating with ACAT and its new executive members elected earlier this month: Chair Betty Rivington-Law and Co-Vice Chairs Lori Bailey and Sophie Petrillo.

ACAT is comprised of Toronto citizens who advise members of the TTC on difficulties faced by people with disabilities and seniors, and recommends the elimination of barriers to accessible public transit.

# CEO's commentary

## People and Culture Group

### **United Way Campaign update**

I want to thank our employees, pensioners and volunteers for the amazing work on the TTC/United Way fundraising campaign in 2024. TTC employees raised more than \$803,000 for United Way Greater Toronto after a successful 2024 fundraising campaign that outraised the previous year by more than \$125,000.

It was great to see the whole organization come together. The United Way campaign unites us all and helps to build valuable connections within the company. It also shows how deeply TTC employees care about the community we serve.

I would also like to again thank all our staff, volunteers, and donors who made the holiday Stuff-the-Bus toy drive a huge success. Crush loads of toys were collected thanks to assistance from Toronto Police, ATU Local 113, and participating stores and shopping malls. Thank you all for sharing the holiday spirit!

### **Celebrating Black History Month**

Next month, the TTC is proud to celebrate Black History Month. The campaign theme is *City of Belonging: Celebrating Toronto's Black Community Builders*. This theme honours the contributions of Black Torontonians who have played pivotal roles in creating a sense of belonging, safety, and unity within the city.

By highlighting stories of Black Torontonians and TTC employees, we celebrate their impact on Toronto's Black cultural fabric and recognize their efforts in making the city a more inclusive and welcoming place for everyone.

The TTC's 10-Point Action Plan on Diversity and Inclusion commits us to building an organization that truly represents and reflects the diversity of the city we serve. This is one more way we continue to develop an even more inclusive TTC that welcomes all our employees and customers.

### **TTC recognizes the Year of the Snake**

On January 29, the TTC recognizes Lunar New Year – the Year of the Snake. An internal poster campaign sees employees sharing their stories about how they celebrate the Lunar New Year with families, friends, co-workers, and their communities.



Above: TTC employees unveiled \$803,384 raised for United Way Greater Toronto.

# CEO's commentary

## Strategy and Customer Experience Group

### **TTC Special Constables wearing body cameras**

Earlier this month, all Special Constables began wearing body cameras on duty.

TTC Board members endorsed the full roll-out of body-worn cameras for Special Constables and Fare Inspectors on December 6 following a successful nine-month pilot. All Fare Inspectors will start wearing the cameras in February.

Last month, teams of Fare Inspectors began patrolling the system and issuing tickets in plain clothes as part of the TTC's ongoing work to curb fare evasion. Using Fare Inspectors to patrol in plain clothes is an additional step in our efforts to protect \$140 million lost to fare evasion annually.

While the TTC receives considerable operating funds from the City, we rely heavily on the farebox to support our operations. When people do not pay, that impacts our ability to increase service and keep fare prices low. We prefer all customers pay for their rides rather than issue tickets. At the same time, we must let people know we are serious.

## Transportation and Vehicles Group

### **January service changes**

Starting on Sunday, January 5, the TTC introduced service and reliability improvements focused on seasonal service restorations, scheduling adjustments as well as minor adjustments to service through ridership monitoring on 23 routes, including 11 Bayview, 37 Islington, 102 Markham Rd, 300 Bloor-Danforth, and 995 York Mills Express. TTC riders can follow @TTCNotices on X (formerly Twitter) or check [ttc.ca](http://ttc.ca) for the most up-to-date information.

### **SRT update**

As work to remove SRT infrastructure along the decommissioned Line 3 Scarborough continues as part of the \$96-million busway project, most of the SRT cars that ran on the line have been shipped across the border for use on the Detroit People Mover. Two of the 28 cars are being preserved at the Halton County Radial Railway Museum in Milton, while one vehicle will be used at the Toronto Zoo.

## Operations and Infrastructure Group

### **Update on Reduced Speed Zones**

As of January 13, the TTC had 12 Reduced Speed Zones (RSZ) in place in the subway system. A RSZ is a stretch of track where trains are required to travel at a slower-than-normal speed to minimize rail wear and allow maintenance work to be completed. RSZs are used as a safety precaution and do not indicate that the track is unsafe for operation. Regular inspections will continue

to identify new or existing defects that require a restricted zone to be installed. A complete list of RSZs is available at [ttc.ca](http://ttc.ca).

## Innovation and Sustainability Group

### **RFPs issued for Line 2 trains and ATC signals**

In December, we were very pleased to launch the competitive procurement process for new Line 2 trains. The procurement is for 70 trains in total, with 55 trains allocated to replace aging trains on Line 2 and 15 trains for the Province's Yonge North Subway Extension and Scarborough Subway Extension projects.

In the meantime, the TTC is developing a State-of-Good-Repair program to maintain the existing trains on Line 2 until the new trains are delivered, starting in 2030.

As part of the overall strategy to modernize Line 2, the TTC also launched a procurement for a new Automatic Train Control (ATC) system on Line 2. ATC, which is used on Line 1, automatically controls train speed and separation between trains.

These investments are possible thanks to essential funding from our federal, provincial, and municipal partners.



# CEO's commentary

## Know before you go



**E-bikes and e-scooters** are not permitted inside TTC stations and on TTC vehicles from **November 15 to April 15** each year.

*TTC Bylaw No. 1*

Customers with e-bikes or e-scooters can park at or near entrances to all 70 subway stations, or use City of Toronto bike storage rooms.

Bike lockers are available at Bayview, Don Mills, Finch, Finch West, Kennedy, Kipling, Sheppard West and Yorkdale stations, as well as several Civic Centres, and GO Transit stations.



Electric wheelchairs and other mobility devices used by people with disabilities continue to be permitted across the system.

*Above: TTC poster indicating new ban on lithium-ion-powered micromobility devices.*

### Safety and Environment Group

#### **Seasonal ban on lithium-ion-powered micromobility devices**

As you may already know, the TTC has implemented a seasonal ban on lithium-ion-powered micromobility devices, such as e-bikes and e-scooters, onboard TTC vehicles, and inside stations and facilities. The ban is in effect until April 15.

Customers are informed of the ban through new signs, handouts, and announcements as well as information on our social media channels and website. Anyone operating or transporting an e-bike or e-scooter until April 15 will be educated on the ban, and if they refuse to comply, they will be asked to leave the system.

When the ban is lifted in the spring, lithium-ion battery-powered e-bikes and other bikes will be permitted on the TTC anytime on weekends and statutory holidays, and during non-peak hours, Monday to Friday before 6:30 a.m., between 10 a.m. and 3:30 p.m. and after 7 p.m.

Please note: as of January 27, TTC Board materials, such as meeting agendas and minutes, will be transitioned from the TTC's website to the City of Toronto's meeting management site. This migration enables the TTC Board to improve its communication to the public.

Archived content (2024 and earlier) will continue to be available on the TTC's website and meeting broadcasts will be live-streamed on the TTC's YouTube channel.

The next scheduled TTC Board meeting will be on Monday, January 27. The public meeting will be live-streamed on the Official TTC YouTube Channel, starting at 10 a.m.

A handwritten signature in black ink, appearing to read 'Greg Percy'.

**Greg Percy**

*Chief Executive Officer  
January 2025*





# Hot topics

## T1 Vehicle End of Life – State of Good Repair Project

*The T1 vehicle fleet servicing Line 2 will reach the end of its 30-year design life between 2026 and 2031. While replacement vehicles are planned to arrive starting as early as 2030, based on the tentative New Subway Train (NST) procurement schedule, planning is underway to ensure the existing T1 fleet is safe, clean, and reliable until it is replaced with the NST fleet.*



Above: Line 2 subway train.

**Rich Wong**

*Chief Transportation and Vehicles Officer*

## Project Snapshot

### T1 Vehicle State of Good Repair

The TTC is undergoing a series of studies with the vehicle's original equipment manufacturers (OEMs) and independent expert consultants to develop a limited life extension program to help transition the T1 fleet to the New Subway Train (NST) fleet. Focus will be on safety-critical mechanical and electrical systems and structural integrity of the vehicle frame and body. In addition, the obsolete HVAC system will be upgraded to allow for the use of new refrigerants in an effort to lower ozone depletion and global warming risks.

### Next Steps

In 2026, the TTC will finalize the scope and budget of the state-of-good-repair project for the 2027-2036 Capital Budget submission. While the 2025-2034 Capital Budget includes preliminary scope for this project, it will be refined based on the output of these studies and a finalized NST delivery schedule.

# Hot topics

## Line 1 Automatic Train Control (ATC)

*Recent disruptions in the ATC system have impacted service reliability; immediate and further targeted actions are underway in collaboration with Engineering and Technical teams to enhance system performance, ensuring smoother operations for passengers and minimize disruptions for all TTC customers.*



Above: Subway train operating in tunnel.

## Fort Monaco

*Chief Operations and Infrastructure Officer*

### Background

Automatic Train Control (ATC) is a modern signalling system that automates train movement, improving safety, efficiency, and service reliability by allowing trains to operate closer together. ATC has been partially operational on Line 1 since December 2017 and fully operational since September 2022.

### ATC Delays and Customer Experience

Delays on December 4 and 9, 2024 were caused by train wheels spin/slide events resulting in engineered fail-safe mechanisms halting ATC Zone Controller (ZC) computers. A fail-safe mechanism ensures that in the event of a malfunction, the signalling system defaults to a safe state.

Both events resulted in 73 minutes and 75 minutes of delays, respectively. The average delay time experienced by customers who took the shuttle bus on December 4 and 9 was 43 minutes and 30 minutes, respectively. This takes into account passengers waiting for shuttle buses and the wait times to board a bus travelling between St George and St Clair stations.

The delay on December 11 was caused by Central Office Signalling System (CSS) server issues. It was triggered by a non-communicating work car passing through a signal location at Wilson Yard. The signal location had an error in the Alstom database, which

caused an error in the failover mechanism of train control servers that supervise train movements. This event resulted in a delay of 56 minutes.

### Next Steps

A number of immediate actions were taken, including:

- Application of temporary speed reductions in areas prone to wheel spin/slide events.
  - CSS server resets and issuance of instructions addressing failovers and rolling stock operation.
- Alongside these completed actions, next steps include:
- Further investigation by the TTC and Alstom into the possibility of updating ZC response to spin/slide events.
  - Further investigation by the TTC and Knorr-Bremse into the possibility of adding CSS alarms ensuring carborne controllers on coupled work cars are switched off before running on subway lines.