



CEO's Report

Toronto Transit Commission
June 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.



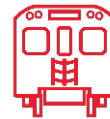
1.3 million
Linked trips per
weekday



1.2 million
Customer
boardings per
weekday on bus



254K
Customer boardings
per weekday on
streetcar



1.1 million
Customer boardings
per weekday on
subway

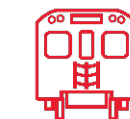
2.5 million
Customer boardings
per weekday



2,044
buses



239
streetcars



143
trains



194K
weekly
service hours



138
battery-electric
buses — the
largest fleet in
North America



16,000+
employees



6,400+ km
of routes



Did you know?

35 years ago, on June 22, 1990, the TTC officially opened the Harbourfront Light Rail Transit line. It was the first new streetcar line built in Toronto in more than 60 years. The 2.1-kilometre line operates on its own right-of-way from beneath Union Station, along Bay Street to Queens Quay and onto Spadina Avenue.

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CEO's commentary



This month's commentary begins with a salute to our 30 new Transit Special Constables who have joined the TTC workforce. Our newest officers received their badges last month at a ceremony held at Toronto Police College. The official ceremony was highlighted by a special address from Deputy Chief Lauren Pogue.

TTC Special Constables are sworn peace officers with similar powers as Toronto Police Officers. They can enforce the Criminal Code, certain sections of various Provincial Offences Acts, such as the Mental Health Act, Trespass to Property Act and the Liquor License and Control Act.

They also enforce TTC By-Law No.1. They provide a safety and security service that is customer-focused and grounded in respect and dignity. Under the leadership of the Head of Special Constables, Chief Nicole Ehlers, the Service continues to make strong progress in strengthening customer relations, community engagement, and service delivery efficiency. I am proud of the ongoing strides they are making, particularly given the job they do day in and day out. It is not only challenging, but rewarding and always essential.



On the right: 2025 graduating class of Transit Special Constables.

Ridership update

For the week ending May 30, the overall weekday boardings stood at 2.5 million per day and increased by one per cent from the same week last year. Weekday boardings by mode continue to be highest on the bus network at 1.2 million, followed by subway at 1.1 million, and streetcar at 245,000. Compared to a year ago, subway and streetcar demand, respectively, increased by six and four per cent, mainly due to an increase in downtown office commutes, while bus demand declined by three per cent.

TTC celebrates Pride and Indigenous Heritage

Throughout June, the TTC proudly celebrates Indigenous Peoples Month and Pride Month with our customers and employees.

CEO's commentary

We launched Pride Month with a flag-raising ceremony at our Hillcrest Complex on May 29. I want to thank Wheel-Trans Operator Jaxson Jackson, who shared an original poem before raising the Pride flag. Thanks also to our trio of employees who are featured on bus wraps as we continue the tradition of displaying a 94 Wellesley bus with Pride-themed artwork to celebrate the diversity of Toronto's 2SLGBTQ+ communities.

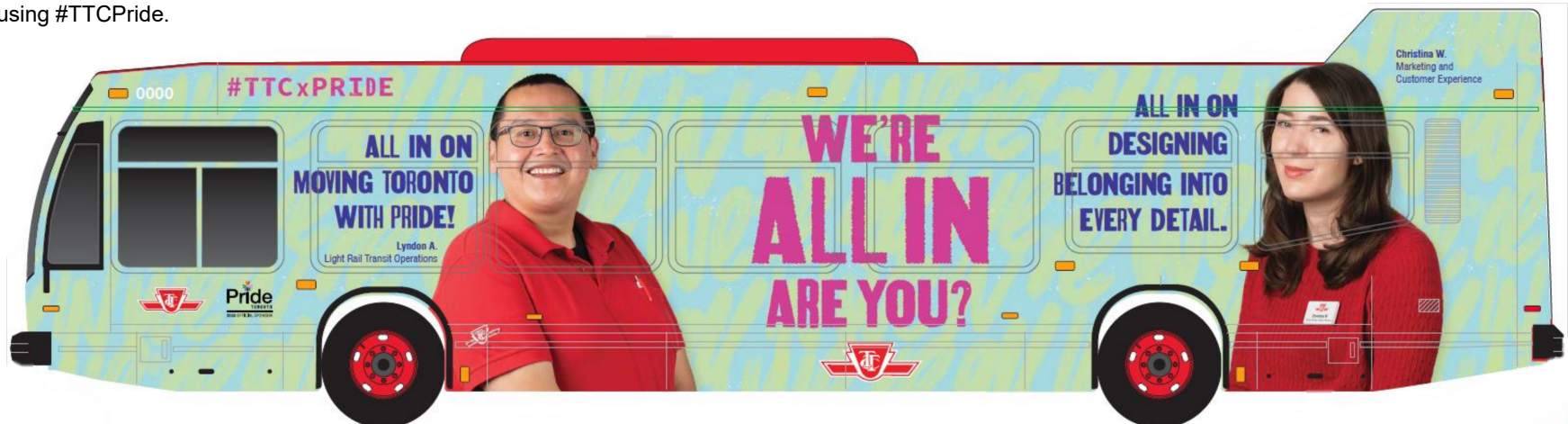
Look for our Pride buses and the TTC contingent in the Toronto Pride Parade on Sunday, June 29. Take a photo or video clip and share it on social media using #TTCPride.

Building on the great work of previous campaigns, the TTC's Indigenous Peoples Month campaign theme this year is *Home in the City: Strength in our Past, Power in our Future*. It highlights belonging and honours the legacy of strength of Indigenous Peoples in Toronto, past, present, and future.

We will feature art from several Indigenous youth artists on postcards shared at various events held publicly. Please look for information about the campaign on our website and social media channels.

Indigenous Peoples Month began with a sunrise ceremony at Arrow Road Division on June 2. Several more events are being held for employees across the TTC workplace.

Equity, diversity, and inclusion are important priorities for our organization, and these celebrations are important opportunities for us as we continue building a company where all employees and customers feel welcomed and respected.



Above: Bus wrap showcasing TTC Pride celebration.

CEO's commentary

Danforth opened its doors to Toronto

I want to thank the more than 5,000 visitors who attended Danforth Garage during this year's Doors Open event at the TTC. Many interesting exhibits and vehicles were on display for public viewing on May 27. Thank you to all the TTC staff and volunteers who helped to make the day memorable for visitors of all ages.

ACAT applications available

The Advisory Committee on Accessible Transit (ACAT) will be accepting applications for new members until August 12. ACAT is a 15-member committee that advises the TTC on the difficulties faced by persons with disabilities, including seniors, and makes recommendations on the elimination of barriers to accessible public transit.

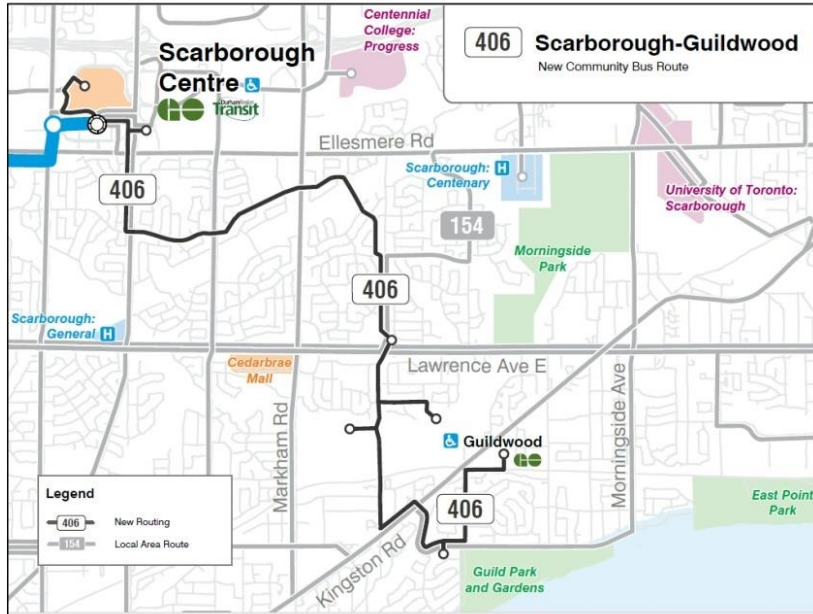
ACAT is one of the many ways the TTC collaborates with members of the public to improve customer experience and accessibility of the TTC. We strongly encourage applications from people from diverse backgrounds, including Indigenous, Black, and other racialized communities. It is important that the committee continues to represent the diversity of Toronto.

Applications will be available at ttc.ca until August 12 for any resident of Toronto interested in joining the committee. Applications can also be requested by phone at 416-393-3030 or 1-800-855-0511 (relay service for people who are deaf or hearing impaired), and mailed to Wheel-Trans – ACAT applications c/o Customer Service, 580 Commissioners St., Toronto ON, M4M 1A7. They can also be faxed to 416-338-0126. Please visit ttc.ca/acat to learn more about the committee and its responsibilities.



Above and on the left: Open Doors event at Danforth Garage.

CEO's commentary



Above: Map of new 406 Community Bus route.

Service changes in June

Starting on Sunday, June 22, the TTC will introduce service changes to match service with projected ridership demand and adjust schedules to better match observed operating conditions on the following routes: 509 Harbourfront, 15 Evans, 48 Rathburn, 62 Mortimer, and 135 Gerrard. Service will also be adjusted on routes 304 King, 504 King, 509 Harbourfront, 510 Spadina, and 511 Bathurst to accommodate construction in the city.

Beginning on Monday, June 23, service on 203 High Park will also return for the summer. Service this season will operate with conventional buses and will no longer operate to Keele Station due to the completion of the Easier Access elevator construction at High Park Station.

On Tuesday, June 24, the TTC will introduce a new Community Bus route. The 406 Scarborough-Guildwood will operate between Scarborough Centre Bus Terminal and Guildwood GO Station during the midday and afternoon peak periods (8:30 a.m. to 5:30 p.m.). The TTC Board approved the route for a nine-month pilot at its January meeting. We encourage TTC riders to follow @TTCNotices on X (formerly Twitter) or check ttc.ca for the most up-to-date information.

Customer satisfaction surveys

I would like to thank everyone who took the time to participate in the customer satisfaction surveys posted on the TTC's website last month. The COMET (subway service) received more than 650 responses. The GOAL (bus and streetcar service) surveys got more than 830 responses. These surveys allow us to benchmark our customer satisfaction feedback against the results from other agencies to ensure alignment with industry standards and best practices.

Wheel-Trans buses donated

We have a long tradition of donating retired revenue vehicles to other systems and organizations where they continue serving the public beyond their years at the TTC.

Late last month, two Wheel-Trans ProMaster 2500 buses (W567 and W578) were accepted by New Visions Toronto, a non-profit organization that provides 24-hour care to people with complex physical and developmental disabilities in the GTA.

CEO's commentary

In honour of the donation, the two vehicles were renamed *Gift of Mobility (GOM) 1* and *2*. The official handover took place at our Sheppard Distribution Centre in North York.

Bunching and gapping of TTC service

Last March, the TTC expanded a pilot to improve service reliability on 11 key bus and streetcar routes. Working through the Transit Control Centre, uniformed Supervisors have been deployed mid-route to ensure our service frequency meets customer expectations and that we reduce the bunching and gapping of our buses and streetcars, which is a source of frustration for riders.

The pilot involves the following routes: 7 Bathurst, 24/924 Victoria Park, 25/925 Don Mills, 29/929 Dufferin, 100 Flemington Park, 165 Weston Rd North, 506 Carlton, and 512 St Clair.

Starting in July, the CEO's Report will include a Hot Topic that will provide news and updates on the progress – and challenges – related to this important issue.

Update on Reduced Speed Zones (RSZs)

As of May 29, the TTC had 11 Reduced Speed Zones (RSZs) in place in the subway system. RSZs are installed as a safety precaution and do not indicate that the track is unsafe for operation. Regular inspections continue to identify new defects that require a restricted zone to be installed. A complete list of RSZ locations is available at ttc.ca.

A comprehensive audit of subway track geometry was completed in the subway system. Data from the survey will inform the TTC of any track defects and will be used to develop the TTC's Subway Track Rehabilitation program. Depending on the number

of defects found, the upcoming survey results could mean the introduction of new restricted speed zones. RSZs reduce the wear and tear on the track, allowing the TTC to continue providing service and implement repairs.

Commissioner Osborne joins HR Committee

Board members appointed citizen Commissioner Julie Osborne to the Human Resources Committee last month. The committee is responsible for assisting the Board in fulfilling its obligations related to labour relations, human resources, health and safety, and compensation matters. The HR Committee is also responsible for the establishment of performance objectives for the TTC Chief Executive Officer, and for completing the annual performance evaluation of the CEO as may be required by the employment contract. The next meeting of the HR Committee is June 30.

The next meeting of the TTC Board is set for Monday, June 23, and will be live-streamed on the Official TTC YouTube Channel. To view the monthly Corporate KPIs Report, please visit the [Monthly Corporate Metrics](http://ttc.ca) page at ttc.ca.



Greg Percy

*Interim Chief Executive Officer
June 2025*



Indigenous Peoples Month 2025

Corporate Plan Alignment – Strategic Direction 1, *Build a Future-Ready Workforce*

This Indigenous Peoples Month, the TTC is keeping its gaze focused on the possibilities of the future for the Indigenous community of Tkaronto (Toronto). Inspired by the stories, designs, experiences, and insights of Indigenous youth, we have sought to amplify their voices throughout our campaign.



On the right: Youth from ENAGB and Toronto Council Fire photographed at the Spirit Garden for 2025 Station Posters

Home in the City: Strength in our Past, Power in our Future

June is Indigenous Peoples Month, and this year's campaign is all about uplifting the next generation of leaders. As part of this campaign, youth from our partner agencies, *Toronto Council Fire Native Cultural Centre* and *Eshkiniigjik Naandwechigegamig Aabiish Gaa Binjibaaying (ENAGB)* have been meeting with the United Indigenous Council (UIC) and the Indigenous Consultant to aid in the planning process. These young Indigenous leaders are ready to step into the spotlight at the upcoming Hillcrest Vendor Fair on June 11, 2025.

At this event, the youth will demonstrate their multi-layered talents as artists; selling handmade goods and showcasing contemporary and traditional performances. Behind the scenes, they've been gaining valuable skills in event co-ordination, partnership-building, and leadership expertise that can proudly be added to their resumes and carried into future opportunities. This experience is a meaningful step in their personal and cultural growth.

Not only the Vendor Fair, but all of Indigenous Peoples Month, has been set up to give Indigenous youth a much needed platform to share their stories, showcase their skills, and connect with the broader community in a space that will honour their unique experiences.

Next Steps

Indigenous identity doesn't end with Indigenous Peoples Month. In the same way, we want the impacts from our campaign to continue beyond June 30 and have a lasting, positive contribution to the community. Future engagement will focus on mentorship, consultation, and further leadership opportunities. Keep your eyes on the journey, these young change-makers have the potential to build a future-ready tomorrow!