



Chief Executive Officer's Report – July 2025

Date: July 17, 2025

To: TTC Board

From: Chief Executive Officer

Summary

The Chief Executive Officer's Report is submitted each month to the TTC Board for information. Copies of the report are also forwarded to Members of Toronto City Council, the City Manager and the City Chief Financial Officer. The CEO Report and monthly KPIs Report are made available to the public on the TTC's website. For CEO Report and Monthly Corporate KPIs Report, please see attachments.

July CEO Report

For July, the CEO's Report covers themes of enhancing transit experience for TTC customers, hot topics include:

- Station Makeovers at Six Locations

Financial Summary

There are no financial impacts associated with the Board's receipt of this report.

The Executive Director - Finance has reviewed this report and agrees with the financial summary information.

Equity/Accessibility Matters

The TTC is committed to promoting and supporting diversity and inclusion as well as removing barriers in all corporate policies, procedures, processes, programs and services in order to reflect and respond to the needs of employees, contractors and customers.

The CEO's Report also includes a section that showcases new projects, milestones, achievements and vital initiatives.

The design and layout of the CEO's Report have been optimized to meet web accessibility standards.

Issue Background

The CEO's Report was created in 2012, replacing the Chief General Manager's Report. The previous report provided detailed information on all TTC departments and capital projects.

The CEO's Report was updated in 2016 to be more closely aligned with the TTC's seven strategic objectives at the time: safety, customer, people, assets, growth, financial sustainability, and reputation.

In 2018, with the launch of the 2018-2022 Corporate Plan, the report again underwent progressive changes to align and reflect our reporting metrics to the TTC's continued transformation.

With new and emerging priorities and strategic objectives, we again updated the CEO's Report in 2021 to ensure it meets the needs of the Board, the public and the organization going forward.

In 2024, we began to update the CEO Report to align with the new 2024-2028 Corporate Plan. The current CEO Report focuses on hot topics and provides KPIs on the TTC's public website.

Going forward, the KPIs will be published on the TTC's website. Please refer to the following page: [Monthly Corporate Metrics](#)

Contact

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Signature



Mandeep S. Lali
Chief Executive Officer

Attachments

Attachment 1 – Chief Executive Officer's Report – July 2025

Attachment 2 – Monthly Corporate KPIs Report – July 2025