



CEO's Report

Toronto Transit Commission
July 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

2.5 million
Customer boardings
per weekday



195K
weekly
service hours



1.2 million
Customer
boardings per
weekday on bus



2,044
buses



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



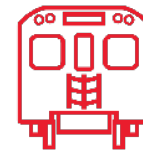
238K
Customer boardings
per weekday on
streetcar



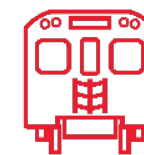
239
streetcars



18,000
employees



1.1 million
Customer boardings
per weekday on
subway



143
trains



6,400+ km
of routes



Did you know?

In 2025, the TTC is proud to support the annual Underground Freedom Train Ride to celebrate Emancipation Day on August 1. Hosted by the Blackhurst Cultural Centre, the late-night journey starts at Vaughan Metropolitan Centre Station on July 31 and ends at Union Station on August 1. More than 1,000 people participate every year.

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CEO's commentary



I am deeply honoured to serve as the new Chief Executive Officer of the TTC, North America's third-largest transit agency, proudly serving one of the world's most vibrant and diverse cities. With extensive executive experience leading transit systems in London, U.K., and New York City, I am excited to bring my expertise to Toronto.

I want to acknowledge the incredible work of the TTC team, as highlighted in this, my first CEO's Report. The achievements and insights presented in this report are a testament to the dedication and efforts of the entire TTC workforce. I am grateful for their contributions, which have laid a strong foundation for our future.

My vision is clear: to make the TTC the safest, cleanest, and most reliable transit system possible. Together with our dedicated 18,000-strong workforce, we will strive for excellence to meet the needs of everyone in Toronto and the Greater Toronto Area.

To truly understand the TTC's challenges and opportunities, I will ride the system daily, experiencing firsthand what our customers do. I will not own a car, as I believe this is the best way to identify areas for improvement and ensure we deliver meaningful solutions.

My commitment is to make a lasting difference for the millions who rely on the TTC. I look forward to presenting future reports that reflect our shared vision, driving progress toward a safer, more reliable, and exceptional transit system that reignites the deep pride Toronto feels for the TTC.



KPIs Report, please visit [TTC Monthly Corporate Metrics Report](#).

Ridership update

For the week ending June 27, the overall weekday boardings stood at 2.36 million per day and declined marginally by one per cent from the same week last year.

Weekday boardings by mode continue to be highest on the bus network at 1.08 million, followed by subway at 1.04 million, and streetcar at 239,000. 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 seven per cent.

Underground Freedom Train Ride

The TTC is honoured to support Blackhurst Culture Centre in hosting the annual Underground Freedom Train Ride this year. The late-night journey marks the celebration of Emancipation Day on August 1 and the role of the Underground Railroad in Canadian history. It features singing and drumming performances, and also quieter moments of reflection.

Official ceremonies begin at Vaughan Metropolitan Centre Station at 10 p.m., followed by a freedom train trip that travels express to Union Station. More than 1,000 people participate every year.

The TTC and Blackhurst Culture Centre are proud to invite the public to attend the celebration, which is a significant reminder of the ongoing work underway to create a more equitable, inclusive, and welcoming transit system for everyone.



CEO's commentary

TTC Red Rockets cricket team

I would like to congratulate the TTC Red Rockets cricket team for their second-place showing at last month's CIMA Mayor's Cup tournament at Sunnybrook Park. Our team beat the Toronto Police and Ontario Provincial Police teams to advance to the finals, but was narrowly defeated by the squad from TD Canada Trust, who took home the Mayor's Cup. Congratulations to our players for the spirited effort and commitment: Mohammed Arab, Kevin Patel, Mathew Louis, Shaiful Islam, Mohammad Muzmmal, Sukhjinder Cheema, Ken Caliste, Adil Pathan, Francis Robart Nelson, Harpal Singh, Davinder Singh, Mohsin Patel (Vice-Captain), and Mohammed Shaikh (Captain).

Streetcar safety campaign launched

Last month, the TTC welcomed Deputy Mayor Ausma Malik, TTC Chair Jamaal Myers, and Toronto Police Superintendent Matt Moyer to the official launch of a new streetcar safety awareness campaign. The campaign is designed to educate road users that they must stop two metres behind a stopped streetcar when its lights are flashing and its doors are open. The campaign includes *We Stop. You Stop.* decals on the back of streetcars.

Road users must remember that it is unsafe and illegal to pass a stopped streetcar with its doors open. Through the summer, the public will see and hear *Stopping Saves Lives* messaging across the city, on downtown billboards, and as digital ads on various platforms. Ads will also play in traffic reports and on audio streaming services.

Between 2014 and 2024, 141 people were hit by vehicles when getting on and off a streetcar. More than 50 per cent of incidents required hospitalization, and several involved children or elderly riders.

The TTC is also working on a pilot to develop automatic camera enforcement technology for motorists who pass open doors, which will capture the incident and license plate information. Testing is scheduled to begin late next year.

406 Scarborough-Guildwood

The TTC introduced the 406 Scarborough-Guildwood Community Bus route pilot in east-end Toronto on June 24. The new route runs between Scarborough Centre Station and Guildwood GO Station and was launched with help from TTC Commissioner Paul Ainslie.



To the right: TTC Commissioner Paul Ainslie joined by 406 riders on June 24.

CEO's commentary

The 406 Scarborough-Guildwood connects several east-end landmarks, including Scarborough Town Centre, Scarborough Civic Centre, Scarborough Golf Club at Lawrence – Retail Plaza, Cedar Ridge Creative Centre, Masaryktown Residences, Guildwood Village Shopping Centre and Library and Guildwood GO Station. Buses operate every 60 minutes during the midday and afternoon peak periods from approximately 9:30 a.m. to 6 p.m. on Tuesdays, Wednesdays, and Thursdays.

Community Buses connect customers to a variety of popular destinations along unique neighbourhood routes, bringing customers to the doorsteps of various buildings and landmarks, including local shops, community centres, health care facilities, and seniors' residences. Community Buses are flexible, accessible, and anyone can ride with a TTC fare.

Service changes ahead

Looking ahead to upcoming service changes, starting on Sunday, July 27, the TTC will improve reliability on the 100 Flemington Park route, and introduce service adjustments with the conclusion of construction projects on the following routes: 84 Sheppard West, 98 Willowdale-Senlac, 185 Sheppard Central, 384 Sheppard West, 385 Sheppard East, 504 King, and 984 Sheppard West Express.

Free rides on Warriors' Day for Canadian military and veterans

The TTC is honoured to continue its long-standing tradition of providing free transit to all current members of the Canadian Armed Forces in uniform and war and peacekeeping veterans wearing military service medals or ribbons on Warriors' Day, Saturday, August 16. Free travel is also extended to one companion on all TTC vehicles.

The TTC recognizes the valuable contributions of the Canadian military, veterans, and peacekeepers every year by providing them with rides free of charge on Warriors' Day and Remembrance Day. This year's parade at Exhibition Place commemorates the 80th anniversary of the end of the Second World War and the liberation of the Netherlands.

Queens Quay East Interim Bus Priority Lanes

The TTC introduced the Queens Quay East interim bus priority lanes on June 4. The dedicated bus lanes run along Queens Quay from Bay to Sherbourne streets. Queens Quay East is growing rapidly and is the major thoroughfare of the East Bayfront neighbourhood. Key destinations and institutions in the area include George Brown College Waterfront Campus, the Waterfront, and Ookwemin Minising.

The priority lanes complement increased service on the 114 Queen Quay route introduced in May.

CEO's commentary

Bunching and gapping update

Last March, the TTC expanded a pilot to improve service reliability on 11 key bus and streetcar routes by reducing the incidence of bunching and gapping, or when vehicles do not maintain their scheduled headways. At the July 17 Board Meeting, TTC staff will provide an update on the pilot, with a specific focus on the 7 Bathurst and 512 St Clair routes and the actions being taken to improve headway reliability and, therefore, our service to TTC customers.

Thank you to Interim CEO Greg Percy

Finally, I want to express my heartfelt thanks and appreciation to Interim CEO Greg Percy. Greg has done an outstanding job in a short time, helping to restore the TTC's confidence and momentum. He successfully steered the TTC through major events like multiple Taylor Swift Eras Tour concerts, severe winter storms earlier this year, and played a pivotal role in securing the largest funding increase from the City in a decade. We are all deeply grateful for his remarkable service to the TTC.

The next meeting of the TTC Board is set for Thursday, July 17, and will be live-streamed on the Official TTC YouTube Channel.



Mandeep Lali

*Chief Executive Officer
July 2025*



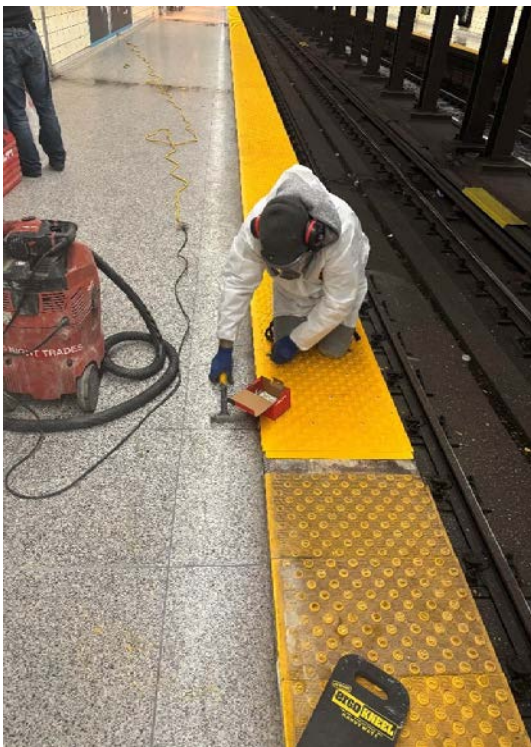
Greg Percy

*Interim Chief Executive Officer
July 2025*

Station Makeovers at Six Locations

Corporate Plan Alignment – Strategic Direction 2, *Attract New Riders, Retain Customer Loyalty*

The TTC's Six Station Cleanliness Pilot Project aims to enhance station conditions at Dundas, Scarborough Centre (bus terminal), Kennedy, Spadina, Lansdowne, and Finch through cleaning, repairing, and renewing customer-facing finishes to restore near-original states.



Above: Platform Edge Marker (PEM) work at Spadina Station.

Project Snapshot

Six Stations Makeover Pilot

The project focuses on revitalizing six key stations through targeted improvements in maintenance and cleanliness, including upgrades to floors, walls, platform edge markers (PEMs), ceilings, glazing, lighting, paint, signage, and washrooms. At the heart of this initiative is a commitment to elevating the customer experience – transforming stations into brighter and more welcoming spaces that contribute to a more positive and enjoyable experience for everyone.

To enhance our cleaning efforts, we've brought on:

- Nine additional janitors to focus on intensive blitz cleaning, floor reconditioning, and spot cleaning of frequently touched areas
- More than 70 summer students hired for the season to support these cleaning and maintenance initiatives

Ongoing cleaning and repair efforts include:

- LED light upgrades
- Track bed cleaning and track accessories, such as cover board repainting
- Ceiling replacements
- Terrazzo and tile repairs
- Replacement of damaged signage and discoloured glass films
- Custom matching of tile finishes

Progress is evaluated through visual inspections, project milestones, and feedback from staff, customers, TTC leadership, and the TTC Board, ensuring a comprehensive approach to station upkeep.

Next Steps

In 2025, the TTC will complete the majority of renewal and cleaning activities across the six pilot stations, including floor reconditioning, ceiling repairs, platform edge marker (PEM) installations, and lighting upgrades. The full Six Station Cleanliness Pilot is anticipated to be completed in Q2 2026, with substantial completion across all major scopes of work expected by Q4 2025.