



2026 Annual Network Plan

Date: November 3, 2025

To: TTC Board

From: Chief Strategy and Customer Experience Officer

Recommendations

It is recommended that the TTC Board:

1. Approve the 2026 Annual Network Plan, including its associated recommended route changes outlined in Appendix 5 – Roads with Transit Service Added or Removed.
2. Direct staff to forward the 2026 Annual Network Plan to all City Councillors, the Deputy City Manager, Infrastructure and Development Services, General Manager of Transportation Services, Chief Planner, as well as the General Managers of Brampton Transit, Durham Region Transit, Metrolinx, MiWay, and York Region Transit.

Summary

This report presents the 2026 Annual Network Plan (formerly the Annual Service Plan), which outlines recommendations for route and network changes for the upcoming year, including revised routes informed by engagement with TTC customers, front-line staff, and the community. This plan, alongside the TTC's Conventional Operating Budget, sets out a roadmap for TTC service in 2026.

The key themes for this year's plans are:

1. Enhancing connections to meet customer needs.
2. Reviewing the express bus network.
3. Planning for construction.

The 2026 Annual Network Plan (ANP) continues to prioritize the needs of three key priority groups identified in the **2024-2028 5-Year Service and Customer Experience Action Plan** (5YSP): women, shift workers and lower-income customers. The 5-Year Plan identifies additional investment for services to meet new travel patterns; subject to the provision of this funding, some recommendations may be deferred.

Details of the 2026 Annual Network Plan are provided in **Attachment 2**.

Background and Analysis

The **TTC's 2024-2028 Corporate Plan** drives the organization's strategic direction. The plan's Strategic Direction 2 is to attract new riders and retain customer loyalty.

Several plans collectively advance this goal, including the 2024-2028 5YSP and the 2026 Annual Network Plan.

The 2024-2028 5YSP is a multi-year plan that communicates to our customers and community partners the strategic priorities for service and customer improvements. The Annual Network Plan is a key action under this plan.

Using the 5-Year Service and Customer Experience Action Plan as a foundation, staff are also developing the **2026-2028 Ridership Growth Strategy** which is a cost-benefit analysis of service, fare, infrastructure, and customer experience initiatives aimed at increasing ridership, pending funding.

Diversity, Equity, and Inclusion Matters

The TTC is implementing changes to make all its services and facilities accessible, ensuring a barrier-free transit system. All customers should enjoy the freedom, independence and flexibility to travel anywhere.

The TTC's commitment to providing accessible transit is at the forefront of its Corporate Plan as well as the 5YSP, including the key principles of Equity, Diversity, Inclusion, and Accessibility.

Priority customer groups identified in the 5YSP are a key focus in the plan.

The 2026 ANP builds on the 5YSP, which continues to highlight the importance of equitable, reliable, safe, and timely access to transit for the three key priority groups: women, shift workers, and lower-income customers.

Many initiatives proposed in the 2026 ANP address travel patterns of the key priority groups who continue to depend on the transit network for getting around the city.

Consultation and engagement with equity-deserving communities remains a focus of the TTC's planning approach.

Over 4,700 participants were engaged through the consultation activities of the 2026 ANP through a range of engagement tactics, including but not limited to in-person events, surveys, and focus groups.

The TTC recognizes the importance of consulting with traditionally underrepresented customers in the planning process, who may be disproportionately affected by planning decisions. In addition to two consultation sessions with the TTC's Advisory Committee on Accessible Transit (ACAT) Service Planning Subcommittee, consultations throughout the development of the 2026 ANP included engaging with and gathering feedback from diverse community partners as well as the three key priority groups

(women, shift workers and lower-income customers). Focus groups and public outreach events were conducted across the city, including in Neighbourhood Improvement Areas.

Additionally, the 2026 ANP consultation process continued with the Youth Ambassador Program. This program, which is a staple of TTC's ANP public engagement process, was introduced as part of the 2021 Annual Service Plan. It engages youth aged 18-29, a demographic typically underrepresented in city-building consultations and provides paid work and skill development opportunities.

The ANP supports continued implementation of the TTC's 5-Year Accessibility Plan and Family of Services.

The ANP reports on the implementation progress of specific initiatives from the 5YSP, which will help support and advance the Wheel-Trans Family of Services delivery model and the 5-Year Accessibility Plan (2024-2028). This includes improving access to and reliability of customer information; working with the City to improve and expand customer amenities at transit stops; and continuing to enhance safety, comfort, and amenities at transit stations. This will help achieve a modern, inclusive, and accessible transit system for all. In 2025, interim services were introduced to subway stations where Easier Access work is underway.

The proposed route changes outlined in the 2026 ANP were evaluated through multiple perspectives including accessibility. The recommendations presented in the report aim to strengthen the transit network by introducing new connections and improving overall integration across the system. In response to customer feedback highlighting the importance of maintaining existing service, two of the proposed changes have been temporarily deferred. These proposals will undergo further analysis to explore alternative solutions that better align with customer needs.

In addition to the recommended routing changes, the 2026 ANP underscores the ongoing need to enhance customer communication, particularly in relation to service disruptions caused by construction. Strengthening communication efforts by providing clear, timely and accessible information will help customers navigate temporary changes and improve customer access to the system.

TTC continues to evolve and advance approaches to equity in its service planning.

Another way the TTC applies equity considerations in the service planning process is by applying a higher weight to ridership in Neighbourhood Improvement Areas. In the 2026 ANP, this is applied to the annual route performance review as well as post-implementation reviews of various bus routes across the city, relied upon by customers travelling to and from Neighbourhood Improvement Areas. The TTC will continue to work with the City's Transportation Services Department as a key stakeholder in the development of an updated equity framework and tool for mobility.

Innovation and Sustainability Considerations

A more efficient and customer-friendly TTC network encourages more people to choose transit, helping reduce car dependency, lower emissions in support of the City's

TransformTO Net Zero Strategy, and making better use of existing fleet and infrastructure.

The 2026 ANP will support ongoing and future planning processes that leverage innovation, particularly in enhancing ridership data analysis as well as monitoring and reporting KPIs. A key focus will be continued improvements in how route and system productivity is measured through data-driven decision-making.

Additionally, this plan supports the TTC's transition to a zero-emissions network by making scheduling adjustments to accommodate the deployment of eBuses across the network.

Corporate Plan Alignment

The recommendations in this report reflect a forward-looking approach to transit planning that strengthens the TTC's role in shaping Toronto's future mobility landscape by advancing the TTC's 2024-2028 Corporate Plan.

The 2026 ANP advances the Corporate Plan by delivering on Strategic Direction 2: Attract New Riders and Retain Customer Loyalty, and Strategic Direction 3: Place Transit at the Centre of Toronto's Future Mobility. Recommended route changes have a continued focus on improved connectivity, ultimately making transit a more attractive mobility choice.

In preparing the network for long-term growth, the ANP further supports Strategic Direction 3: Place Transit at the Centre of Toronto's Future Mobility, by aligning with the TTC's commitment to building a resilient, competitive, and sustainable transit system.

Financial Impact

The 2026 ANP is developed in conjunction with the 2026 Operating Budget. The 2026 Operating Budget allocates additional funding to address base cost pressures necessary to sustain current service levels. Recommendations in the ANP represent the technical analysis and business case for service changes through new and enhanced investments.

The routing change recommendations outlined in the 2026 ANP require an estimated total of 4,177 annual hours which will amount to an operating impact of approximately \$0.6M for implementation. In addition, the budget impact to complete the remaining service changes from the 2024 and 2025 Annual Service Plans is projected at \$15.5 million, with a net operating impact of approximately \$13.2 million. This funding reflects the TTC's ongoing commitment to improving service while balancing operational efficiency and financial sustainability and has been included as part of the 2026-2028 Ridership Growth Strategy Budget Considerations.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Contact

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Attachments

Attachment 1– Decision History

Attachment 2 – 2026 Annual Network Plan

- Appendix 1 – 25 Point Action Plan Status Update

- Appendix 2 – Public Engagement Summary

- Appendix 3 – Operator Engagement Summary

- Appendix 4 – Technical Assessment

- Appendix 5 – Roads with Transit Service Added or Removed

Attachment 1 – Decision History

The [TTC Corporate Plan 2024-2028](#) serves as the TTC's guiding strategic document to support the achievement of the TTC's mandate, Vision and Mission statements. The Corporate Plan was approved by the TTC Board on May 16, 2024.

The [2025 Operating Budget; 2025-2034 Capital Budget and Plan and 15-Year Capital Investment Plan and Real Estate Investment Plan Update](#) was approved by the TTC Board on January 10, 2025.

The 2024-2028 [5-Year Service and Customer Experience Action Plan](#) is the overarching business plan that identifies a 25-point action plan to improve public transit between 2024 and 2028. The TTC Board approved the plan on May 16, 2024.

The previous [5-Year Service Plan & 10-Year Outlook](#) was approved by the Board at their meeting on December 12, 2019.

The TTC Board approved the [Advancing the 5-Year Service Plan \(2024-2028\) & 10-Year Outlook Reset](#) report on July 14, 2022. This report outlined the work plan for the new 5-Year Service Plan (2024-2028) & 10-Year Outlook and served to inform the guiding principles for the 2024 Annual Service Plan.

The [2025 Annual Service Plan](#) was approved by the Board at its meeting on January 27, 2025. The 2026 Annual Service Plan serves as Year2 of the 5-Year Service and Customer Experience Action Plan.