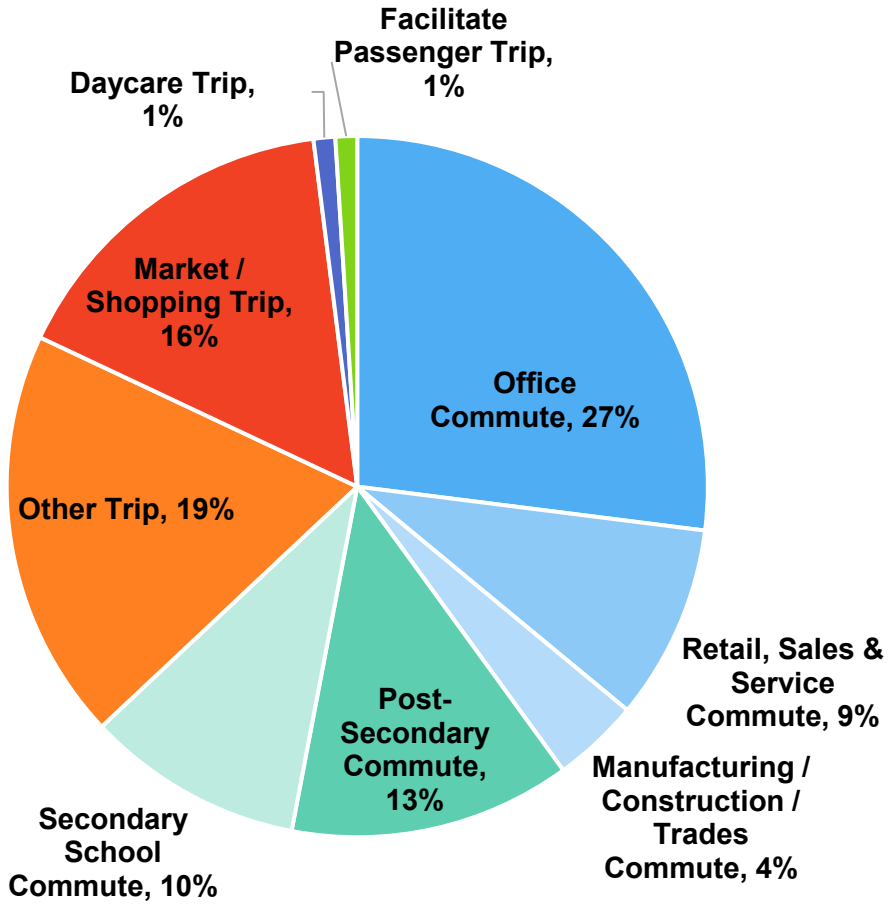
Framework for Ridership Growth

July 10, 2025

Changing travel patterns continue to shape the path to ridership growth

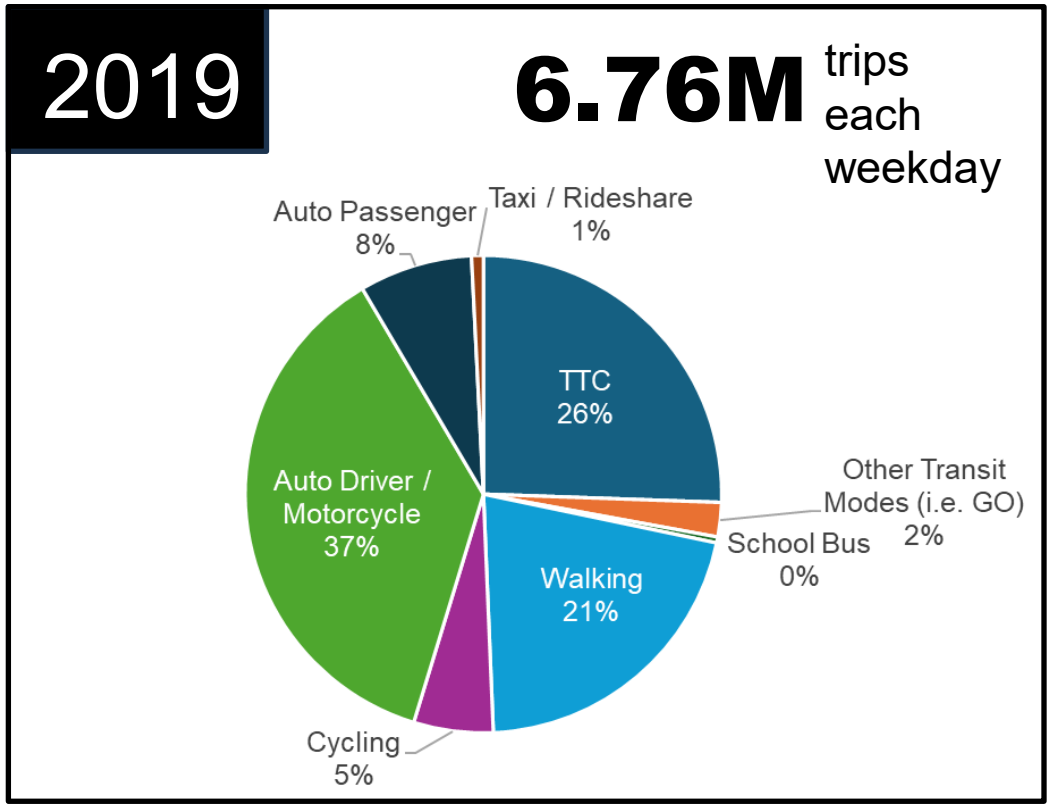
- **350,000 fewer daily boardings due to hybrid work since 2019**
  ~24% decrease in office occupancy downtown
- **Market trips have doubled** in share since 2019
- Demand on Tuesdays to Thursdays is now ~6% higher than Mondays and Fridays

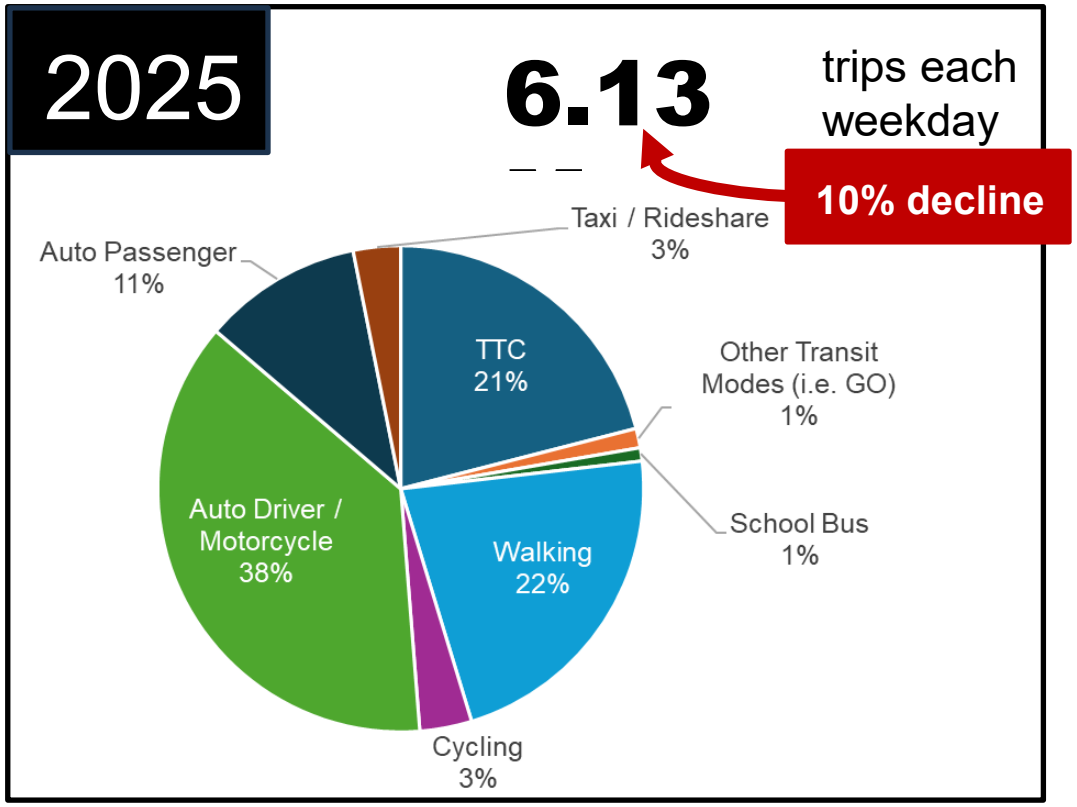
Weekday trips by trip purpose



Data sources:
Trip Purpose: 2016 & 2022 TTS & Estimated Trip Purposes, Fall 2024
Demand: APC, Faregate Entry Counts, PRESTO & Open Payment, April 2025

Torontonians are taking fewer trips, and TTC mode share has declined



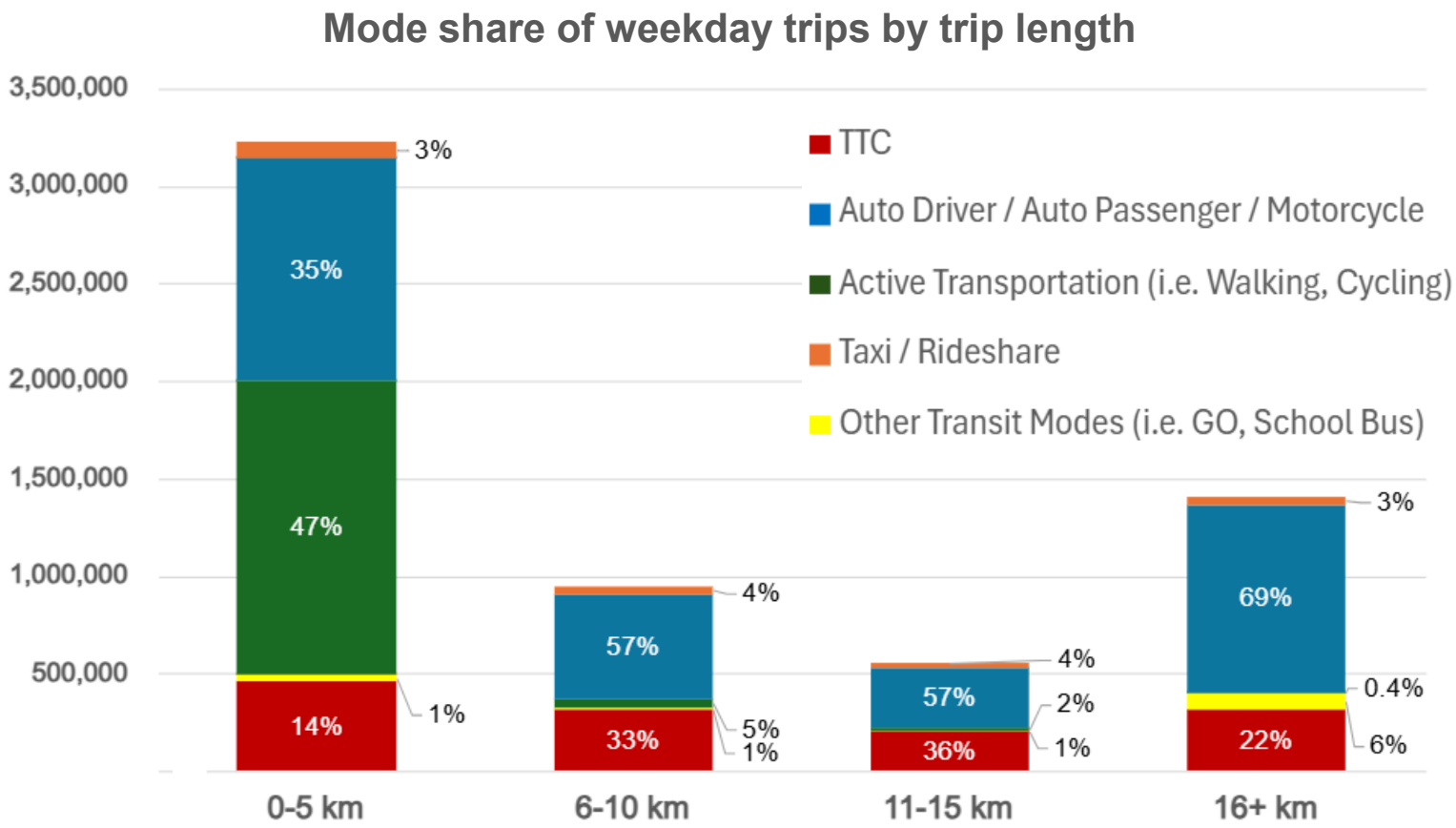


Opportunity to grow transit ridership is not in generating new trips
Instead, need to shift existing trips away from private vehicles

Data sources: 2016 TTS & 2022 TTS; Environics Analytics (2019, 2025)

Capturing even a small share of longer-distance auto trips could yield significant ridership gains

Private vehicle use accounts for half of all trips in the city, including 68% of trips over 16km



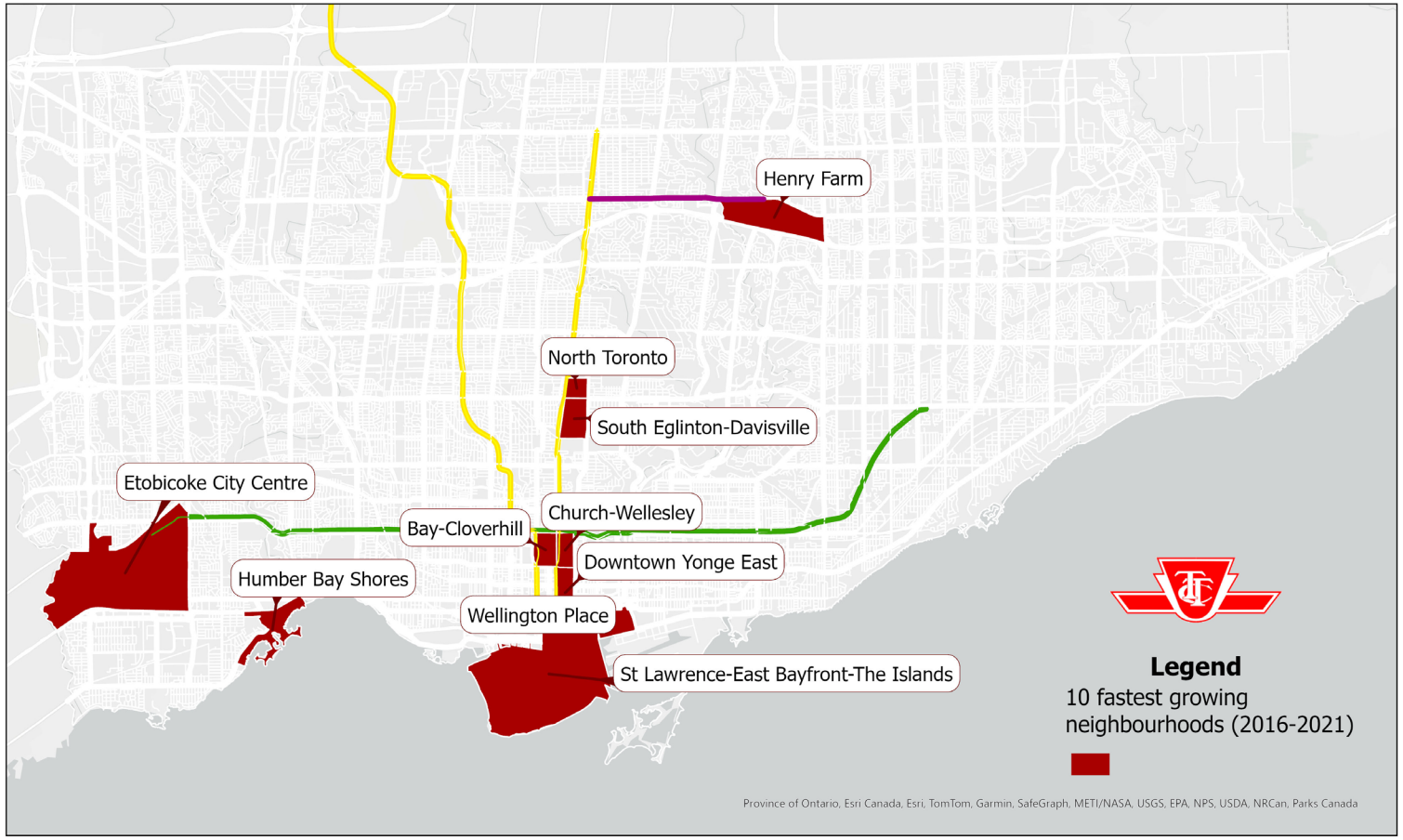
Data source: 2022 TTS

Key growth areas can be leveraged for ridership growth

+ 269K new residents in 2024

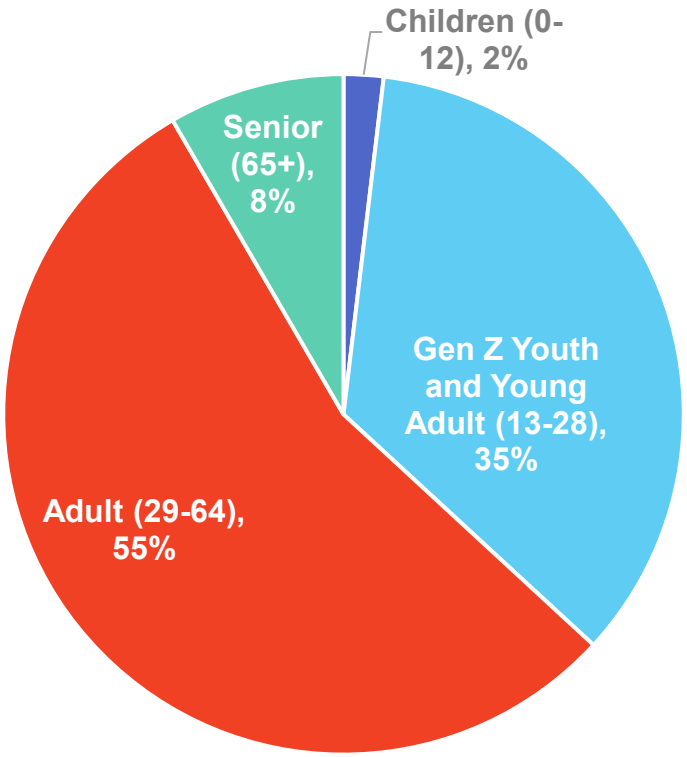
Population growth is not occurring evenly across Toronto

Among Toronto's 158 neighbourhoods, the ten fastest growing grew by an average of 31% or more vs 2.3% citywide



Data source: Statistics Canada. Table 17-10-0152-01 Population estimates, July 2024;
Context: Population Story - Toronto Foundation

TTC continues to serve a diverse and changing population



- **Seniors (65+)** now outnumber children under 15
  → projected to nearly double by 2041
- **Adults aged 29-64** continue to make up the largest share of TTC ridership
- **Student ridership** has grown modestly since 2019 and now makes up nearly 30% of total ridership
  → high international student enrollment in recent years,
  → recent federal policy changes limiting international student entry may affect future ridership growth
- **Gen-Z riders** are increasingly multimodal, less car-reliant, and expect seamless, digital-first service

Data sources: 2016 TTS & 2022 TTS; Environics Analytics (2025); Toronto Seniors Strategy 2.0

Some customer groups are riding the TTC less

Among priority customer groups:

- Female ridership has declined by 2% since 2019, though women still comprise 55% of all riders
- Visible minority ridership has declined by 4%
- Low-income riders remain among the most transit reliant, and may face challenges related to affordability and access

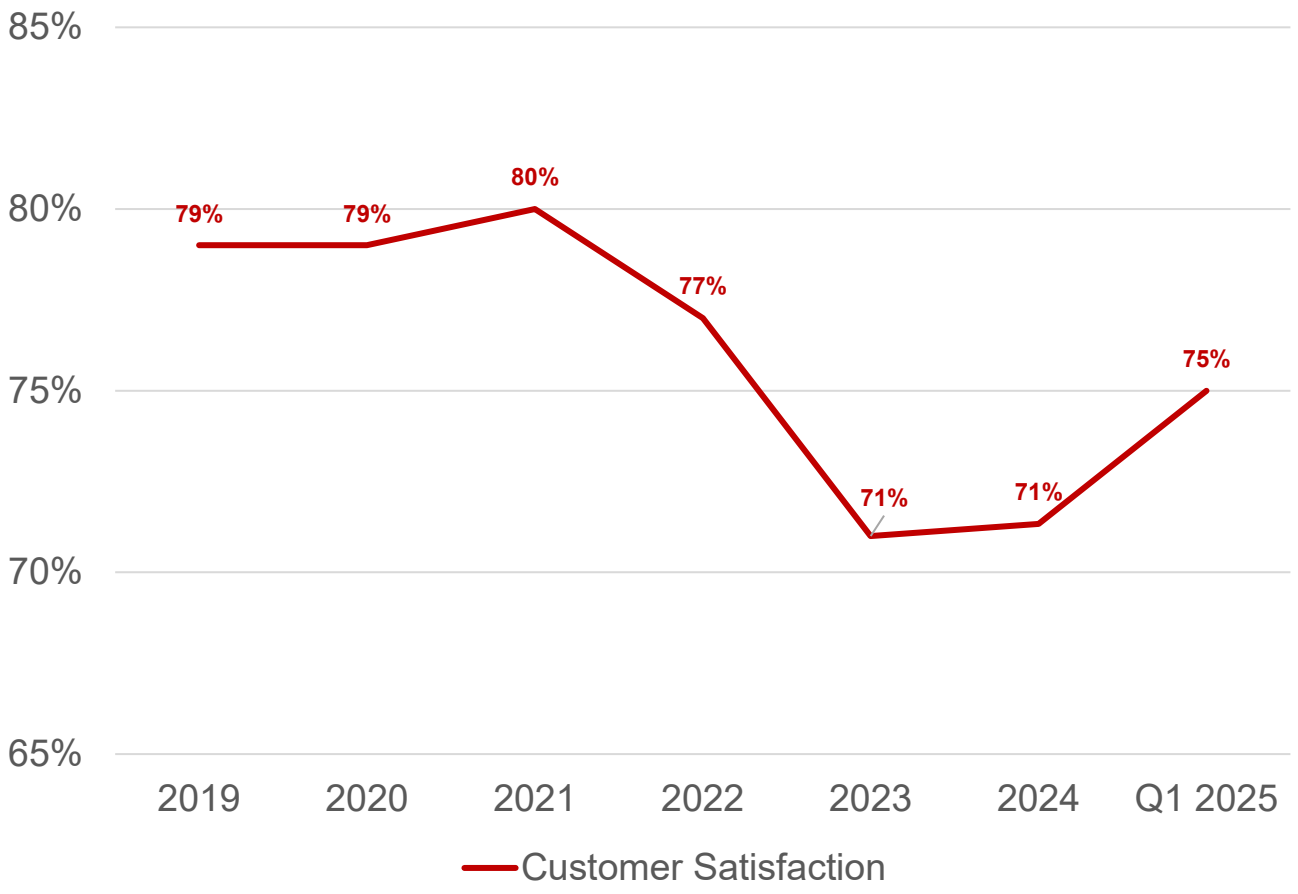
Research on non-users of the TTC:

- Rely on outdated or secondhand information
- May be unaware of service improvements
  → Targeted communications could close the awareness gap and attract new riders

Reasons for stopping use of TTC	
No longer need to travel around Toronto	54%
Switched to driving	49%
Concerned about safety	11%
Switched to a more reliable option	11%
Switched to walking or bicycling	9%
Switched to a more accessible option	7%
Switched to a less expensive option	2%
Other	3%

Data sources: 2016 TTS & 2022 TTS; 2025 Customer and Non-Customer Experience Study - In-Depth Interviews; 2025 Safety and Security Survey

Customer satisfaction, challenges, and perceptions



Congestion, construction, and slow zones continue to affect speed and reliability, which are key drivers of satisfaction

Riders are most satisfied when service is fast and on time.
The main sources of dissatisfaction include:

- Delays and disruptions
- Crowding
- Cleanliness
- Poor passenger behaviour

Customer safety satisfaction has improved to 66%, up from 57% last year

Data Sources: TTC Monthly Customer Satisfaction Survey; Intercept Safety Survey

Key performance areas for customers and non-customers

	Operational	Customer Sentiment	Comments
Coverage	Service Standards: 90% coverage. Actual 91% within 400m walk ✓	Customers report satisfaction with coverage ✓	• Existing customers satisfied ✓ • Non-customers do not see TTC as integrated network ✓
Frequency	Service Standards: frequent service is 10 - 15 mins. 87% of City better than 15 mins headway. ✓	Trip time length score ✓ Wait time score ✓	• Existing customers: positive ✓ • Non-customers: do not see TTC as integrated network ✓
Reliability	On Time Performance ✗	Customer complaints ✗	• Existing customer frustration ✓ • Lapsed customer reason 11% • Non-customers: barrier to entry ✗
Safety	Offences against Customers ✓	Personal Safety score ✓ Complaints ✓	• Existing customers see improvements ✓ • Lapsed customer reason: 11% • Non-customers: barrier to entry ✗
Crowding	Bus Occupancy levels: 0.6% daily trips overcrowded ✓	Customer complaints are location and time-specific ✓ Crowding score ✓	• Existing customers note crowding at peak times ✓ • Lapsed and Non-customers express discomfort with crowding at peak times ✓

A new baseline for growth

Returning to pre-pandemic travel patterns is no longer a sufficient benchmark.

Instead, growth must be measured by how effectively the system responds to current realities.

What hasn't changed…

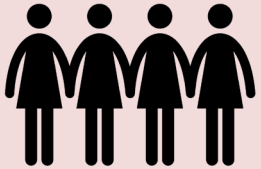
Torontonians want transit that is:

- Fast
- Frequent
- Reliable
- Affordable
- Safe

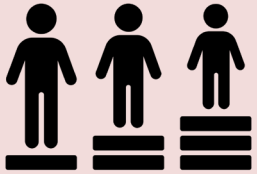
Identifying priority customer groups with potential to drive future ridership:

Gen Z – digital-first, flexible, and less car reliant

Shift workers – travelling outside traditional peak hours, often across dispersed destinations



Women – making complex, multi-stop trips and prioritizing safety, comfort, and reliability



Customers with low-income – relying on transit for affordable daily access to opportunity

Summary of previous consultation efforts

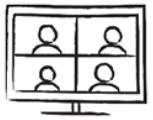
5-Year Service and Customer Experience Action Plan (2024-2028)

2,913

Survey participants

300+

Pop-up participants

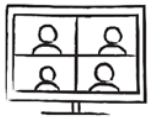


23

Community partner meeting participants

19

TTC employee focus group participants



20

Customer focus group participants

540

People engaged by Youth Ambassadors

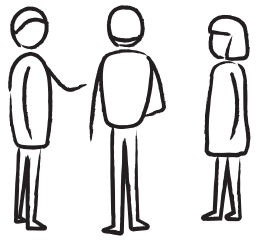
"Improving service reliability is the single greatest improvement that will impact my experience with the TTC."

"Improving service should not just be about increasing frequency (albeit this is important) but also about speed improvements and reliability. "

"We just want transit that's frequent and reliable."

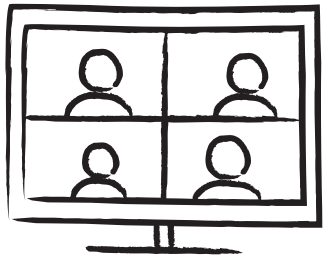
Summary of previous consultation efforts

Annual Network Plans - 2025 example



2700+ Customer feedback through Round 1 and 2 consultations

19 Outreach events hosted across the city and at bus and streetcar divisions



6 Virtual meetings with the Planning Advisory Group and focus groups in Round 1 & 2

"Improve connections between the TTC and other transit agencies."

"Continue to pursue transit priority measures."

"Continue to prioritize communication and transparency around construction-related detours and service adjustments."

"This service will benefit many apartments that don't currently have service."

Summary of current and ongoing consultation efforts

1. Customer Satisfaction Survey: to understand overall customer journeys and sentiment. Monthly to 500 TTC customers (Toronto/GTHA)

2. Safety and Security Intercept Survey: to understand real-time sentiment. Feb 2025 – present to 103,000 TTC customers

3. Personal Safety and Security Survey: to gain deeper understanding of safety concerns. 2023 and April 2025, 1,221 TTC customers and non-customers

4. TTC Customer and Non-Customer Experiences - In-depth interviews on ridership and safety. April 2025, TTC customers and non-customers

5. Community Safety Consultations: May 27, 2025, diverse group of Community Lived-experience Advisory Groups representing key demographics.

6. Bunching and Gapping Pilot Intercept Survey: On-time customer perceptions of 11 pilot routes (April 2025 – present)

7. TTC Communication and Connectivity Survey: June 2025, 1,698 TTC customers provided input on connectivity.

8. Stations Makeover Intercept Survey: July 2025 (baseline)

9. Innovation and Sustainability Strategy Surveys: customer and employee perceptions of TTC Innovation Strategy (August 2024), 1384 responses from TTC customers and employees.

10. Employer Insights Survey: to understand evolving return-to-office trends, 500 decision-makers from Toronto and GTHA in 2024, new wave on June 30, 2025.

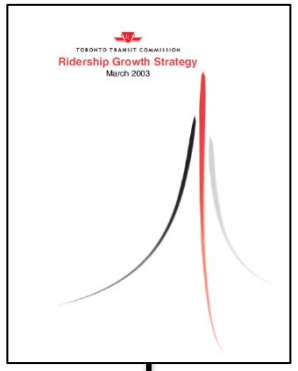
11. Queen Quay East Interim Bus Priority Lanes Survey: to gather feedback from customers regarding priority lanes (February 2025), 635 TTC customers provided input.

12. Transportation Tomorrow Survey: a travel diary survey conducted every 5 years to understand demographics and transportation patterns of all modes in the Greater Golden Horseshoe.

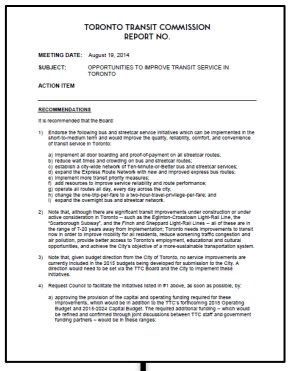
More than
100,000
customers provided feedback

Safety
Night travel
Reliability
Cleanliness
Wayfinding
Communication
Connectivity
Customer experience

Ridership growth has been a longstanding topic...



2003


TORONTO TRANSIT COMMISSION
REPORT NO.

MEETING DATE: August 19, 2014

SUBJECT: OPPORTUNITIES TO IMPROVE TRANSIT SERVICE IN TORONTO

ACTION ITEM

RECOMMENDATIONS

It is recommended that the Board:

1) Endorse the following bus and streetcar service initiatives which can be implemented in the short-to-medium term and would improve the quality, reliability, comfort, and convenience of transit service in Toronto:

a) implement all door boarding and proof-of-payment on all streetcar routes;
b) install transit signal priority on all streetcar routes;
c) establish a city-wide network of ten-minute-or-better bus and streetcar services;
d) expand the Express Route Network with new and improved express bus routes;
e) implement more transit priority measures;
f) add resources to improve service reliability and route performance;
g) operate all routes all day, every day across the city;
h) change the one-trip-per-fare to a two-hour-travel-privilege-per-fare; and
i) expand the overnight bus and streetcar network.

2) Note that, although there are significant transit improvements under construction or under active consideration in Toronto – such as the Eglinton-Crosstown Light-Rail Line, the "Scarborough Subway", and the Finch and Sheppard Light-Rail Lines – all of these are in the 416 area code, and that the Board requests that Council consider expanding transit now in order to improve mobility for all residents, reduce worsening traffic congestion and air pollution, provide better access to Toronto's employment, educational and cultural opportunities, and achieve the City's objective of a more-sustainable transportation system.

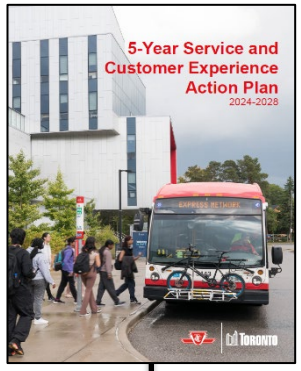
3) Note that, given budget direction from the City of Toronto, no service improvements are currently included in the 2015 budgets being developed for submission to the City. A direction would need to be set via the TTC Board and the City to implement these initiatives.

4) Request Council to facilitate the initiatives listed in #1 above, as soon as possible, by:

a) approving the provision of the capital and operating funding required for these improvements, which would be in addition to the TTC's forthcoming 2015 Operating Budget and 2015-2024 Capital Budget. The required additional funding – which would be refined and confirmed through joint discussions between TTC staff and government funding partners – would be in these ranges:

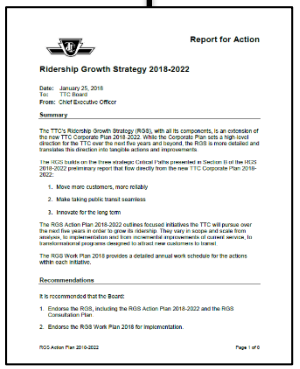
2014

2020



2024

2009


Report for Action

Ridership Growth Strategy 2018-2022

Date: January 25, 2018
To: TTC Board
From: Chief Executive Officer

Summary

The TTC's Ridership Growth Strategy (RGS), with all its components, is an extension of the new TTC Corporate Plan 2018-2022. While the Corporate Plan sets a high level direction for the TTC over the next five years and beyond, the RGS is more detailed and translates this direction into tangible actions and improvements.

The RGS builds on the three strategic Critical Paths presented in Section II of the HR25 2018-2022 preliminary report that flow directly from the new TTC Corporate Plan 2018-2022:

1. Move more customers, more reliably
2. Make taking public transit seamless
3. Innovate for the long term

The RGS Action Plan 2018-2022 outlines focused initiatives the TTC will pursue over the next five years in order to grow its ridership. They vary in scope and scale from analyses, to implementation and from incremental improvements of current service, to transformational programs designed to attract new customers to transit.

The RGS Work Plan 2018 provides a detailed annual work schedule for the actions within each initiative.

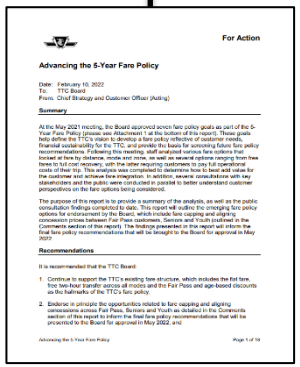
Recommendations

It is recommended that the Board:

1. Endorse the RGS, including the RGS Action Plan 2018-2022 and the RGS Consultation Plan.
2. Endorse the RGS Work Plan 2018 for implementation.

RGS Action Plan 2018-2022 Page 1 of 6

2018


For Action

Advancing the 5-Year Fare Policy

Date: February 10, 2022
To: TTC Board
From: Chief Strategy and Customer Officer (Acting)

Summary

At the May 2021 meeting, the Board approved seven fare policy goals as part of the 5-Year Fare Policy (please see Attachment 1 at the bottom of this report). These goals help define the TTC's vision to develop a fare policy reflective of customer needs, financial sustainability for the TTC, and provide the basis for assessing future fare policy recommendations. Following this meeting, staff analyzed various fare options that looked at fare by distance, mode and zone, as well as several options ranging from free fares to full cost recovery, with the latter requiring customers to pay full operational cost of service. The fare options were presented to the Board in October 2021 and for the customer and achieve fare integration. In addition, several consultations with key stakeholders and the public were conducted in parallel to better understand customer perspectives on the fare options being considered.

The purpose of this report is to provide a summary of the analysis, as well as the public consultation findings completed to date. This report will outline the emerging fare policy options for endorsement by the Board, which include fare capping and aligning concessions across Fair Pass customers. Seniors and Youth (outlined in the Discussion section of the report). The findings presented in this report will inform the final fare policy recommendations that will be brought to the Board for approval in May 2022.

Recommendations

It is recommended that the TTC Board:

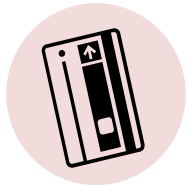
1. Continue to support the TTC's existing fare structure, which includes the flat fare, free two-hour transfer across all modes and the Fair Pass and age-based discounts as the hallmarks of the TTC's fare policy.
2. Endorse in principle the opportunities related to fare capping and aligning concessions across Fair Pass, Seniors and Youth as detailed in the Comments section of this report to inform the final fare policy recommendations that will be presented to the Board for approval in May 2022, and

Advancing the 5-Year Fare Policy Page 1 of 10

2022

...and common themes and initiatives emerge

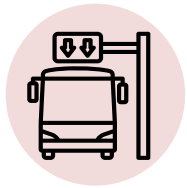
Establishing a **base network** of transit service



Accessible and easier **fare payment** or making transit **more affordable**

Enhancing **express** services

Providing **frequent service**



Improving service through **transit priority**

Enhancing **overnight** service

Adjusting **crowding standards** to modify service

Improving service **reliability**

Customer experience initiatives

Ridership growth successes: Transit priority

Temporary Spadina Avenue Bus Replacement

- **Transit travel times improved,** from 24-56 minutes to 11-16 minutes
- **Transit reliability improved**
- **Average car travel times improved** in both the AM and PM peak hour

RapidTO: Eglinton East

- **Transit travel times improved** by 5 minutes
- **Transit reliability improved**
- **Average car travel times improved** in the AM peak hour and **are similar** in the PM peak hour
- **No indication of traffic infiltration** on adjacent arterial roads

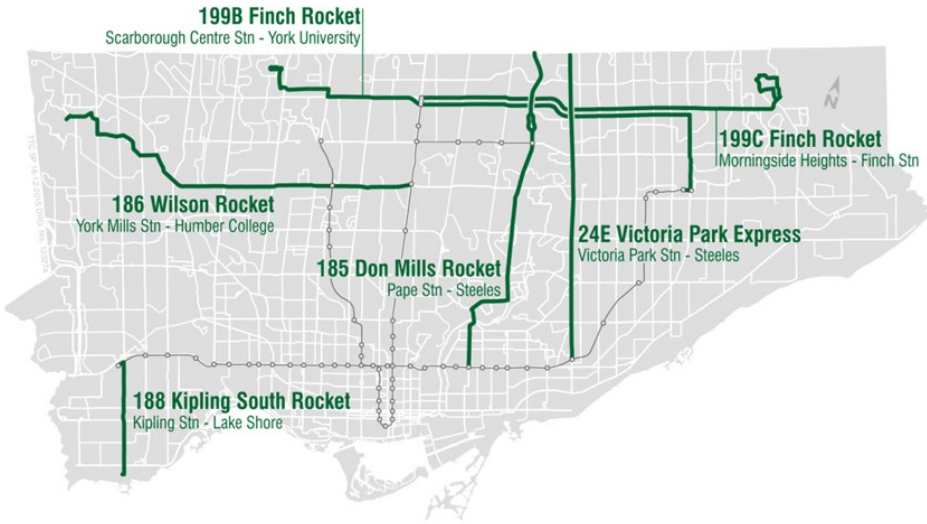
King Street Transit Priority Corridor

- **Transit travel times improved** by 5 minutes
- **Transit reliability improved**
- **Transit ridership increased** 17% (all-day weekday)
- **Average car travel times varied by less than 1 minute** during peak hours on most east-west streets parallel to King Street, compared to before the pilot.
- The downtown traffic network has been largely able to absorb and respond to the changes in routing that drivers have made

Ridership growth successes: Express Bus Network

March 2016 New and Enhanced Express Routes

- **Daily route ridership increased:** as high as 148% from the projected 4,200 to 6,200 on 24E Victoria Park Express
- **Corridor ridership increased:** as high as 34% on Wilson from 25,100 to 33,600
- **Steady corridor growth:** as new express route implementation either maintained or increased ridership



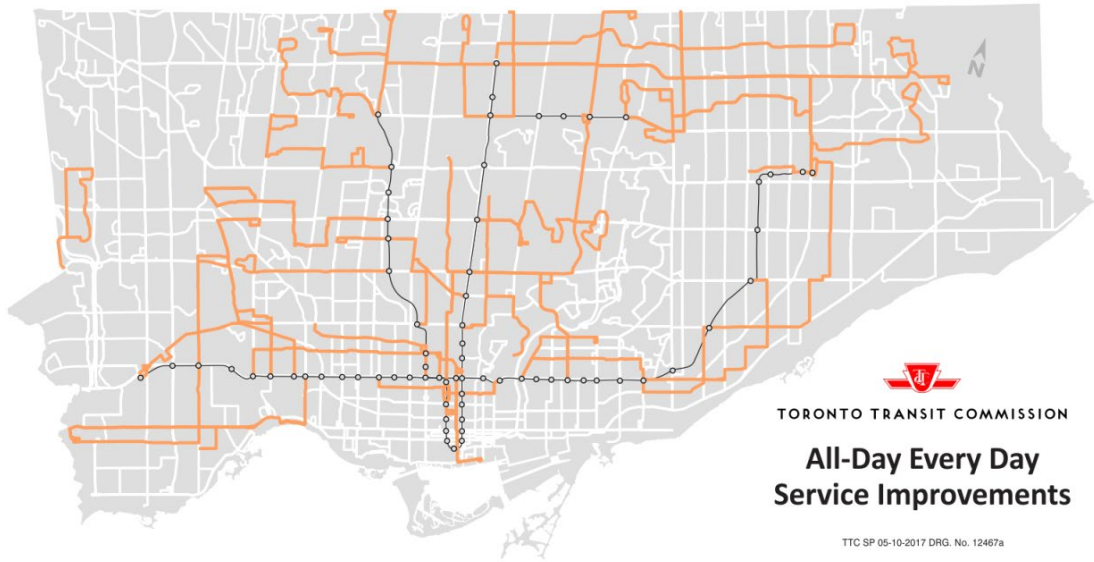
Late 2018, Early 2019 New Express Routes

- **Corridor ridership increased:** by approx. 20% on routes including 902, 929, 937, 952, 984A
- **Service productivity** (rides/service hour): on the routes implemented above consistently perform above average compared to its class
- **Speed improvements are required**: to take full advantage of the additional capacity from express routes
- **Additional service can be justified**: on some routes to alleviate crowding and further grow ridership

Ridership growth successes: Off-peak improvement

All-Day-Every-Day Network (Fall 2015)

- **All-Day-Every-Day**: 6:00 a.m. to 1:00 a.m. from Monday to Saturday, and 8:00 a.m. to 1:00 a.m. on Sundays
- **Reflects off-peak demand**: for transit in different periods of the day, aside from the 9-to-5 commute



Ridership growth:

- **Annual boardings increased:** by 1.6 million from the service improvements made on 45 routes
- **New service periods meet or exceed standards** of 10 boardings per service hour:
  - **56 Leaside** service restored to Sunday Early Evening, 139 boardings per day (23.2 per hour)
  - **135 Gerrard** service restored to Sunday Late Evening, 97 boardings per day (29.8 per hour)
- **Resources were reallocated:** for new routes that consistently did not meet the standards threshold

Ridership growth successes: 10-Minute Network

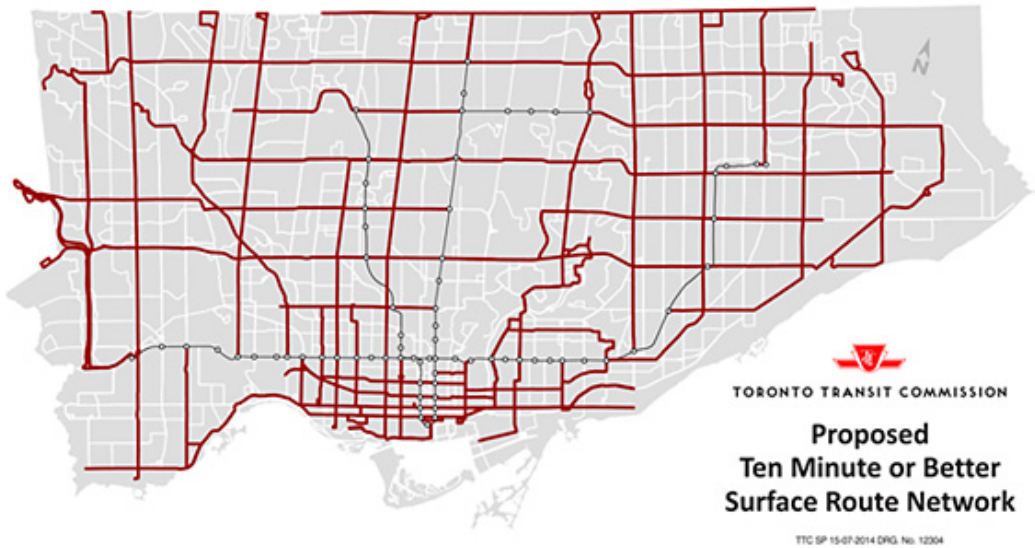
10-Minute Network (June 2015)

Provides **service at least every ten minutes, all day, every day,** from 6:00 a.m. (9:00 a.m. on Sundays) to 1:00 a.m.

Ridership growth:

- **22 Coxwell** boardings increased 24% from 437 (Jan 2015) to 578 (Nov 2017) in the late evening

- **87 Cosburn** boardings increased 14% from 2,459 (May 2015) to 2,870 (Sept 2016) in the midday

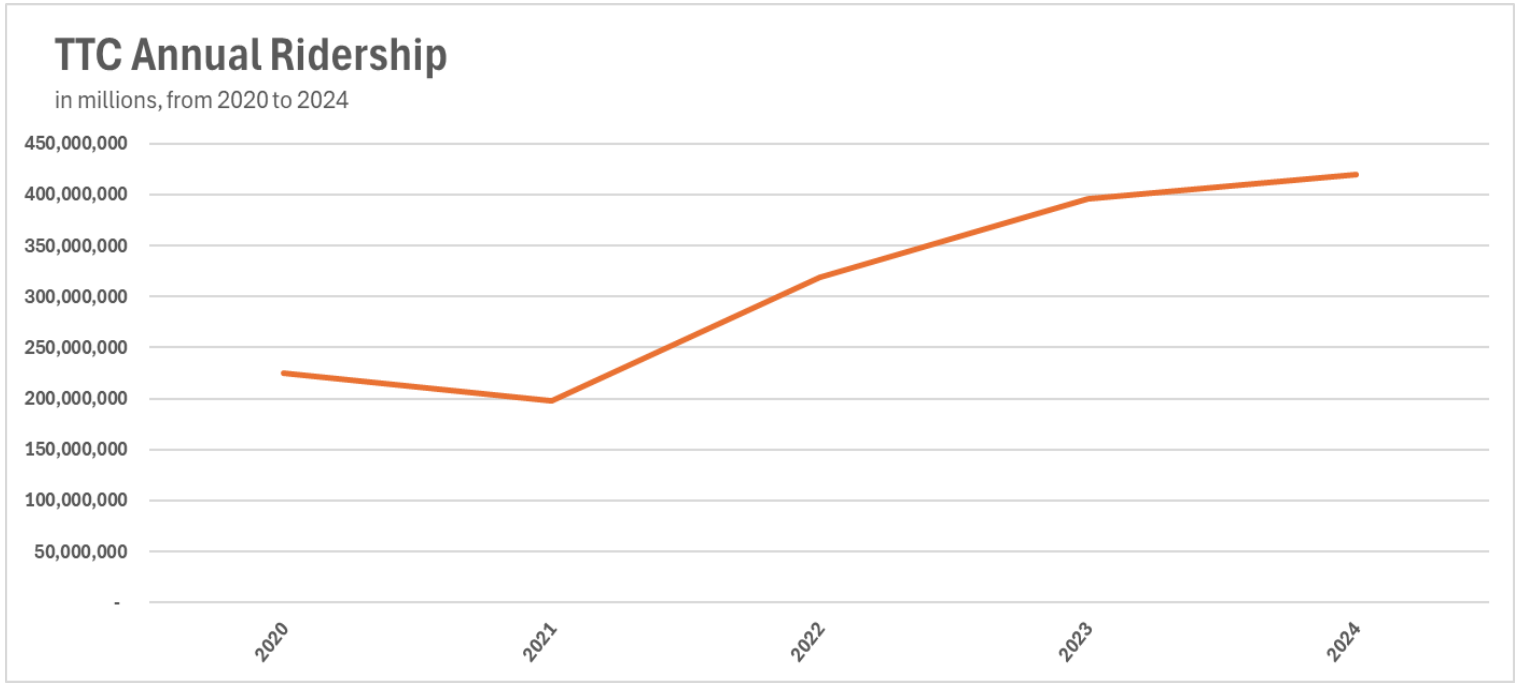


Ridership growth successes: Fare policy

- **2-hour Transfer:** original estimate was +5 million new rides per year (2017 board report)
- **Children 12 and Under Ride Free:** 11 million trips in 2014 → 22 million by 2016
- **One Fare Program:** ~30 million transfers in 2024 and 52.1 million total since inception

Ridership growth successes: Trip generation

- In 2022, TTC ridership grew 61% from 2021
- Restrictions were lifted, Work-from-Home policies changed
- Ridership increases when people have a reason to travel



How can we grow ridership

Wide range of factors that influence travel choices

Internal: under the control of the TTC

- Board prioritizes investments, policies, or programs, to directly impact ridership growth and revenues
- Key policy lever is TTC Service Standards

External: TTC has varying levels of influence

- some may require partnership with the City
- others the TTC has no control over

Not every investment (capital and/or operating) gets the same rate of return when it comes to ridership and revenue growth

Internal factors influencing ridership

Internal Factor	Example
Service Design	•route coverage (geographical/temporal) •introduction of new/specialized service •route restructuring
Service Quality	•frequency/reliability of service •span of service •crowding
Marketing and Information Programs	•advertising •niche marketing/ market segmentation •survey research •customer satisfaction feedback mechanisms
Amenities	•development of transit centres •development of park-and-ride facilities •cleanliness of service •new vehicles •bus stop infrastructure (e.g., signage, shelters, and benches) •technology, real-time information

Internal Factor	Example
Fare changes	•fare cost, •fare programs, and •payment options
Partnerships	•external partnerships •community outreach/education •planning and strategies •intra-agency cooperation •employer-based partnerships •university-based partnerships •community outreach/local government •social service collaboration
Security/Safety	•perceived personal security/safety •perceptions of agency safety/security

External factors influencing ridership

External Factor	Example
Population/ employment growth	•immigration rates •transit dependency (rising due to aging populations, for instance) •general growth •student population
Local economic conditions	•tourism rate •demand for travel in general •employment/unemployment levels •per capita income levels
Cost/availability of alternative transportation modes	•fuel/toll pricing •rate of auto ownership •auto prices and ownership costs •taxi/VFH fares •TNC's •TDM strategies •access to transit network (pedestrian network) •availability of bike infrastructure (bike lanes, Bike Share, parking)

External Factor	Example
Travel conditions	•congestion level •allocation of road space for TPM (bus lanes, HOV lanes) •installation of TPM (TSP, QJL, regulatory measures) •construction projects and time delays •weather
Public policy/funding initiatives	•federal/provincial funding •local transit funding (property tax, sales tax etc.) •air quality mandates •environmental and energy policies
Land use/development patterns and policies	•suburbanization residential/employment relocation •increased density •land use/zoning controls
Parking policies	•parking costs and availability

Potential ridership growth opportunities

1. Fare policy changes
2. Service changes & enhancements
   1. Accommodate growth
   2. Restore Service Standards
   3. Enhance Service Standards
3. Improve speed and reliability
4. Improve integration with other agencies and modes
5. Enhance the customer experience
6. Influence external factors

1. Fare policy changes

	Description	Proposed Fare Change	Annual Revenue Impact	Annual Ridership Impact
Fare Capping	Customers travel for free after paying for a set number of rides within a specific period (day, week or month)	Free after 32 rides	-$100M	+51.6M
		Free after 40 rides	-$35M	+16.8M
		Free after 47 rides, no change for post-secondary	-$10M	+3.6M
		$100 cap for Fair Pass	-$1.7M	Based on current usage level
Fare Increases	Fare price increase from the start of year	+$0.10 (all fares)	+$32.7M	-0.5M
		+$0.25 (all fares)	+$68.5M	-5.5M
		+$0.35 (all fares)	+$92.6M	-8.5M
		+$1.10 (all fares)	+$256.0M	-30.9M
		+$3.70 (all cash fares only)	+$36.6M	-2.6M

Analysis completed as part of 2025 budget process using fall 2024 service levels
The fare capping and fare increase options presented are illustrative examples only. They are intended to support discussion and do not represent staff recommendations or final policy proposals."

2.1 Service enhancements to accommodate population & employment growth

	Annual Service Hours	Annual Operating Cost	Annual Revenue	Annual Net Impact	Annual Ridership Impact
Bus	39,000	$4.7M			
Streetcar	9,100	$0.9M	$9.4M	($0.9M)	3.8M
Subway	15,400*	$2.9M*			
Sub-Total	**63,500**	**$8.5M**	**$9.4M**	**($0.9M)**	**3.8M**

* Peak periods only.

2.2 Service enhancements to meet Service Standards

	Annual Service Hours	Annual Operating Cost	Annual Revenue	Annual Net Impact	Annual Ridership Impact
Meet crowding standard	70,700	$8.5M	N|A*	$8.5M	N|A*
Restore 10-minute network	41,700	$5.0M	$0.6M	$4.4M	1.5M
Restore express corridors to standard	62,600	$7.5M	$1.0M	$6.5M	0.4M
Sub-Total	**175,000**	**$21.0M**	**$1.6M**	**$19.4M**	**1.9M**

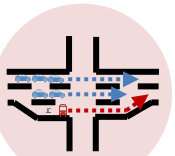
* Add service to address crowding for existing riders to sustain current ridership. Periods of overcrowding run the risk of losing customers.

2.3 Service enhancements

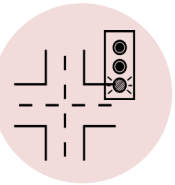
	Annual Service Hours	Annual Operating Cost	Annual Revenue	Annual Net Impact	Annual Ridership Impact
Expand and enhance express bus network (new routes)	115,400	$13.9M	$1.9M	$12.0M	0.8M
Expand early Sunday morning service	22,500	$2.7M	$1.8M	$0.9M	0.7M
Expand the frequent network (15-min network)	28,700	$3.5M	$1.2M	$2.3M	0.5M
Expand overnight network (new routes + 20-min service guarantee)	110,000	$13.1M	$1.3M	$11.8M	0.5M
Expand 6-min streetcar network	231,700	$22.5M	$7.5M	$15.0M	3.1M
All routes have maximum headway of 20-min	590,000	$70.5M	$20.0M	$50.5M	8.3M
Sub-Total	**1,098,300**	**$126.2M**	**$33.7M**	**$92.5M**	**13.9M**

3. Improve speed and reliability

RapidTO



Queue Jump Lanes



Transit Signal Priority

Regulatory Measures

Improve Service Reliability

- Continuously review transit schedules
- Improve weekend and overnight schedules to reflect operating conditions
- Review service reliability metrics
- Deploy automated monitoring and operator training and counselling to improve on-time departures
- Evaluate the success of the active and passive route supervision pilot, implemented bunching / gapping pilot
- Review infrastructure at end-of-line points to ensure they meet operational needs

4. Improve integration with other agencies & modes

Service integration with regional transit partners

Enhance **active transportation connections** to TTC

Enhance integration with **cycling**

Improve **microtransit** and review **micromobility** connection opportunities

5. Enhance the Customer Experience

Implement a **New Customer Orientation Program**

Gen Z, Shift workers, Women, People with low income

Make **150 stops accessible** per year

Gen Z, Shift workers, Women, People with low income

Upgrade existing and add **new inclusive station seating**

Gen Z, Shift workers, Women, People with low income

Trial solar-powered real-time signage at surface stops

Gen Z, People with low income

New signs and notices in stations to guide customers during delays and disruptions

Gen Z, Shift workers, Women, People with low income

Launch a pilot to **introduce tablets for Customer Service Ambassadors**

Gen Z, Shift workers, Women, People with low income

Implement **new public engagement and market research tools**

Gen Z, Shift workers, Women, People with low income

Safety research and consultation to better understand challenges experienced by women, girls and gender-diverse customers

Women

Explore implementation of a **Mystery Rider Program**

Gen Z, Shift workers, Women, People with low income

Not all ridership levers are equal

	Description	New Annual Revenue Rides	Change in Annual Operational Cost	Change in Annual Passenger Revenue	Change in Profit per Revenue Ride Change
RapidTO Transit Priority*	Impact of RapidTO transit priority (Dufferin corridor)		($$)	$$	
Fare Decrease	Impact of ¢10 fare decrease		$$$	($$$$$)	( )
Fare Increase	Impact of ¢10 fare increase	( )	($$)	$$$$$	
Service Change	Impact of 20-minute service guarantee		$$$$$	$$$$$	( )
Fare Capping**	Impact of fare capping set at 40 (free after 40 rides)		$$$$$	($$$$$)	( )
Decrease Work from Home***	Impact if WFH decreases to 1 day per week (work from office 4 days per week)		$$$$$	$$$$$	

* Does not include one-time capital cost. Includes only new transit rides (not rides from elsewhere in the network). Analysis at the corridor level and not network-wide.
** Fare capping number of rides for example purposes only.
*** For illustrative purposes only of the impact of external factors on ridership. TTC is not advocating for this position.
Fare change and WFH analyses assume service hour change commensurate to ridership change.
Fare change analyses completed as part of 2025 budget process using fall 2024 service levels.

Draft Guiding Principles for discussion

- Prioritize initiatives that have greater return on investment than others
- Reduce points of friction in the customer journey
- Bundle complementary improvements for greater impact
- Leverage partnerships to extend reach and resources
- Partner with City on advocacy efforts
- Address key barriers to mode shift
- Improve reliability and reduce service interruptions
- Align with current standards and approved TTC Plans (e.g., Corporate Plan, 5YSP, etc.)
- Maximize use and efficiency of existing fleet and resources
- Focus initiatives on key customer groups – women, people with low income, and shift workers
- Ensure that the TTC remains affordable and equitable for customers
- Sustain ridership gains from fare and service initiatives through customer experience improvements

Next steps

Milestone	Timeline
Refine and develop draft RGS	Summer 2025
TTC Advisory Group consultation	Fall 2025
Strategic Planning Committee meeting	Fall 2025
Finalize RGS for TTC Board approval	Late 2025
TTC Board Budget Meeting	December 2025
Comprehensive review of Service Standards (including extensive consultations)	2026