



# TTC x FIFA World Cup 2026™

## TTC Board Update

April 16, 2026

56  
DAYS TO GO

A graphic with a blue background and a white and blue hexagonal pattern at the top. The number '56' is written in large white font, and 'DAYS TO GO' is written in smaller white font below it. The graphic is partially overlaid on the stadium seating.

**FIFA World Cup 2026™**  
**June 11 to July 19**  
**48 teams / 16 host cities**

**FIFA Fan Festival™**  
**Fort York National Historic Site and The Bentway**  
**23 days / 20,000+ fans**

**Toronto Stadium**  
**(BMO Field at Exhibition Place)**  
**6 matches**  
**45,700 fans**

**350,000+ visitors**  
**City-wide celebrations**  
**Special events and festivals**

## The TTC Vision:

**Deliver an exceptional experience for both FIFA World Cup™ visitors and everyday riders** through strong coordination, a fully prepared workforce and assets, enhanced service and transit priority, and a world-class customer experience.



# Strategy playbook – outcomes-based planning



Coordinate with internal and external stakeholders to ensure **workforce readiness, clear communication, seamless coordination and safety**



**Increase service, and leverage transit priority and RapidTO**, to deliver smooth journeys on FIFA Fan Festival™ and match days



**Execute reliability and readiness plans** to prepare our assets and infrastructure

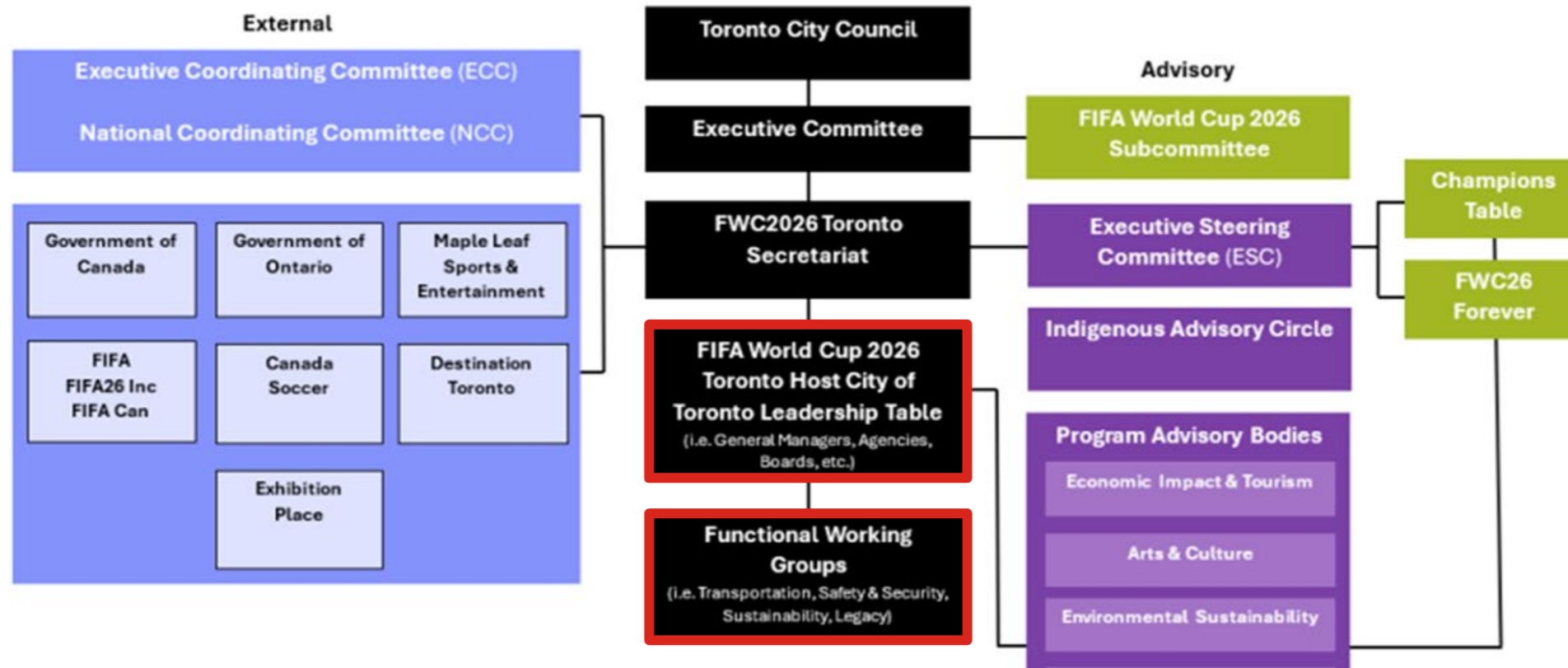


**Provide an excellent customer experience** with tailored communications, collaboration with Metrolinx, the City and FIFA, additional customer service staff and enhanced wayfinding



**Ensure existing service continues to meet day-to-day travel needs** for our customers and the rest of Toronto

# CoT 2026 FIFA World Cup™ Governance



Integration in Toronto Police and CoT safety, command and information centres



# Delivering world-class transit



## SPECTATORS

**Getting fans to and from matches and FIFA Fan Festival™ safely and on time**

Increased service on streetcar routes + Match Day extra service on all modes serving Toronto Stadium  
Contingency services in place

Increased staffing and Ambassadors at key hubs  
Rapid response to incidents and failures



## VISITORS

**Supporting celebrations across the city throughout the tournament period and increased tourism**

Contingency plans for potential celebrations and events that impact transit service

Coordination with other major events across the city  
Increased customer service throughout tournament period



## RESIDENTS + WORKERS

**Ensuring every day TTC riders can travel with confidence and encourage more transit use**

Added resiliency across the network with more standby vehicles  
Transit priority measures to support downtown travel

Construction and road occupancy moratorium to keep everyone moving  
Integration with city-wide travel demand management

# Our progress



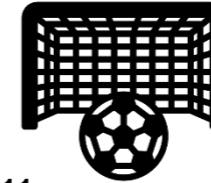
## Finalizing the Playbook

- **Finalizing the service** concept and detailed service plans
- **Identifying infrastructure and operational readiness** tasks to support service plan
- **Detailing event operations plans** through workshops and internal working groups
- **Identifying gaps and risks and building mitigation, contingency, and rapid response plans**



## Validating, Testing, and Readiness

- The next 50 days are about:**
- **Continuing to generate excitement and awareness** through front-line, internal and community engagement
  - **Validating plans** through table-top exercises and through cross-organizational test events
  - **Readying for kick-off** in our stations, stops, and vehicles

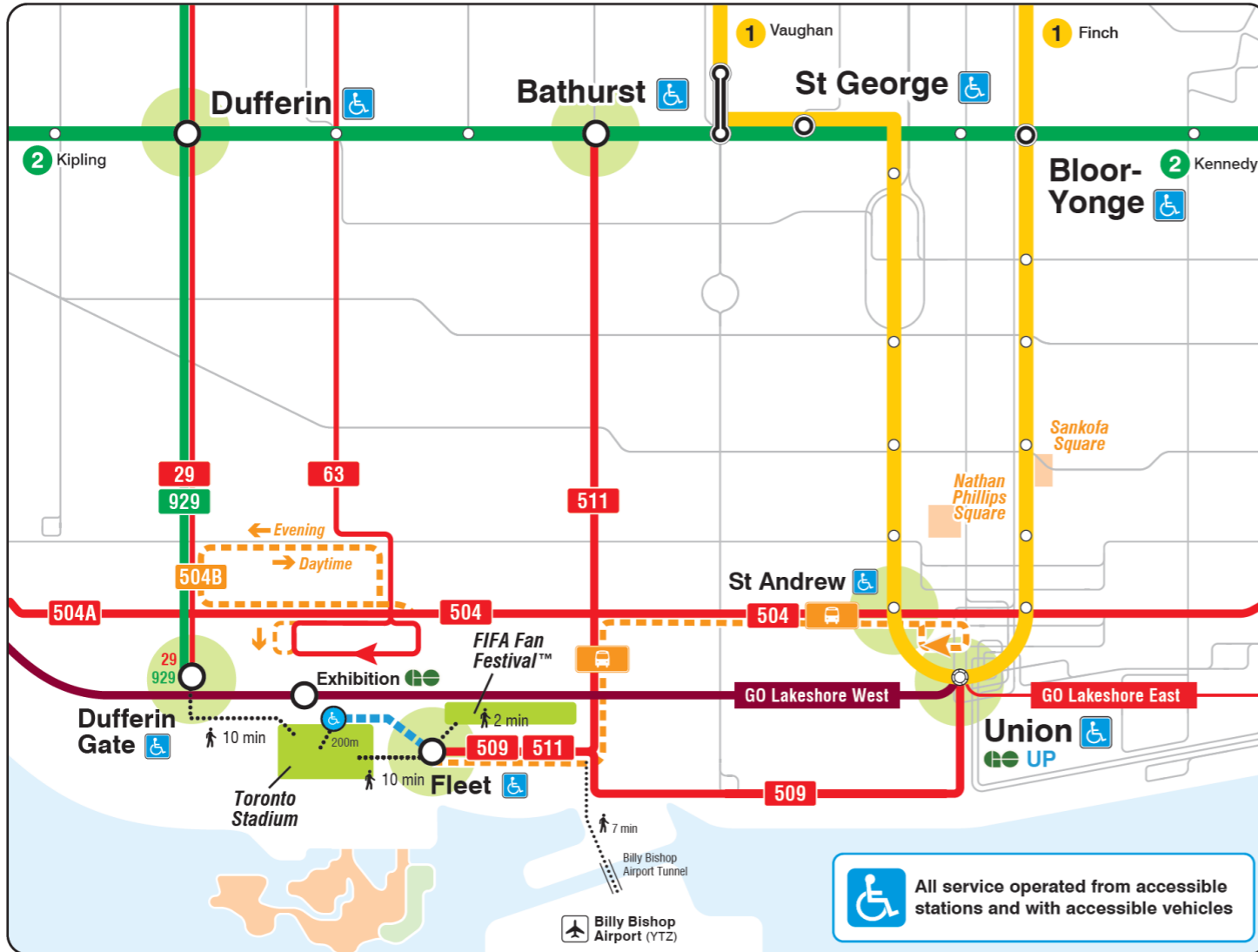


June 11  
KICK-OFF

## Delivering World-Class Service

- **Close coordination of service delivery, incident response, and communications** through various command, operational, and executive channels
- **Ongoing performance monitoring and corrective actions**
- **Adapting to the action on the pitch** through to the final match

# Getting fans to matches



## Legend

- FIFA World Cup 2026™ Sites
- Transit Hubs
- Potential Celebration Areas

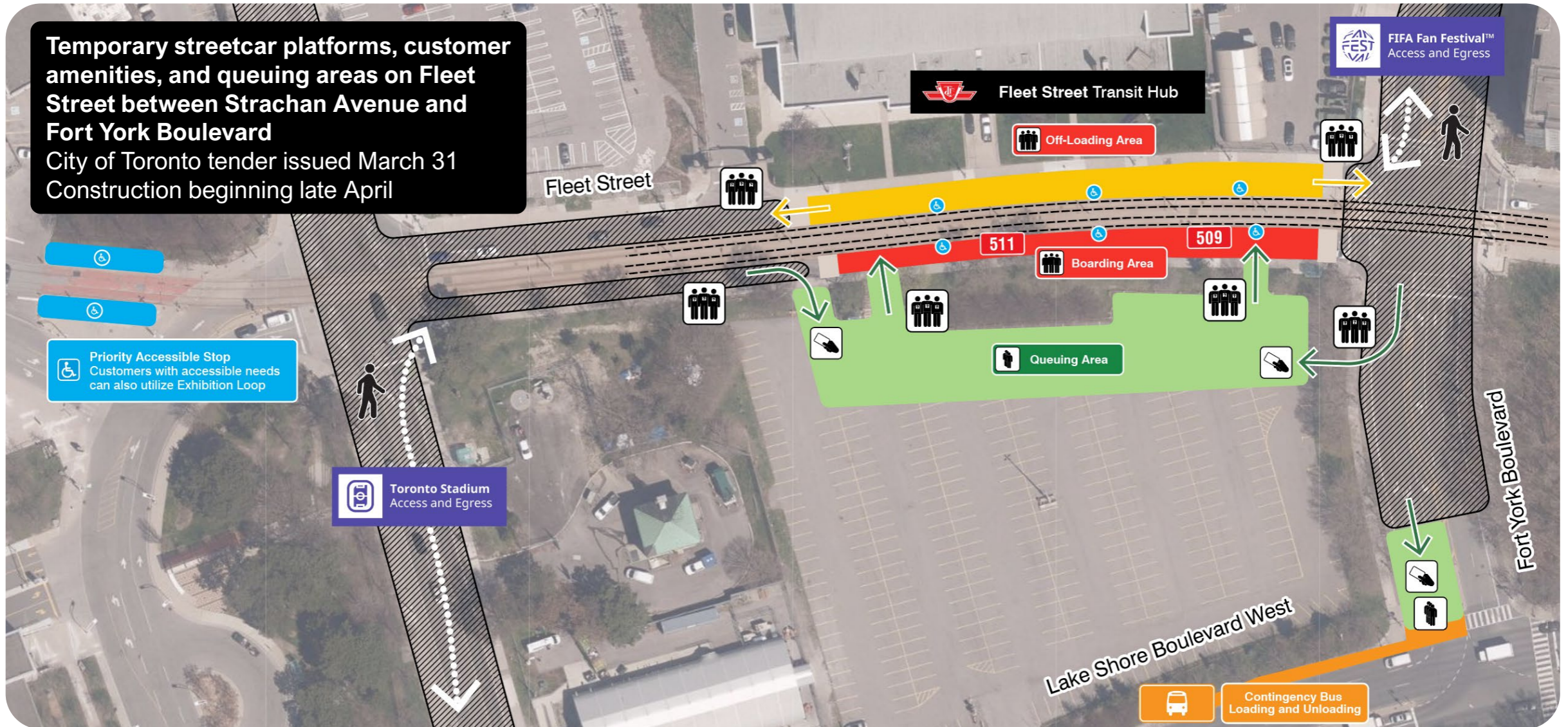
## Match Day / FIFA Fan Festival™ Service Changes

- 1 2 Yonge-University / Bloor-Danforth**  
Extra service on Match Days and later last trains when needed
- 929 Dufferin Express RapidTO**  
Extra service and express shuttles to/from Line 2 on Match Days
- 511 Bathurst RapidTO**  
Extra match day and FIFA Fan Festival™ service
- 509 Harbourfront**  
Extra match day and FIFA Fan Festival™ service
- 504 King**  
Extra match day service. **504B** diversion on Match Days.
- 63 Ossington**  
Extra buses to mitigate congestion and service maintained into Liberty Village, unless Strachan Avenue is closed
- Contingency Express Bus Service**  
Bus service on Match Days to mitigate service disruptions
- Wheel-Trans**  
Expanded service availability to accommodate increased demand

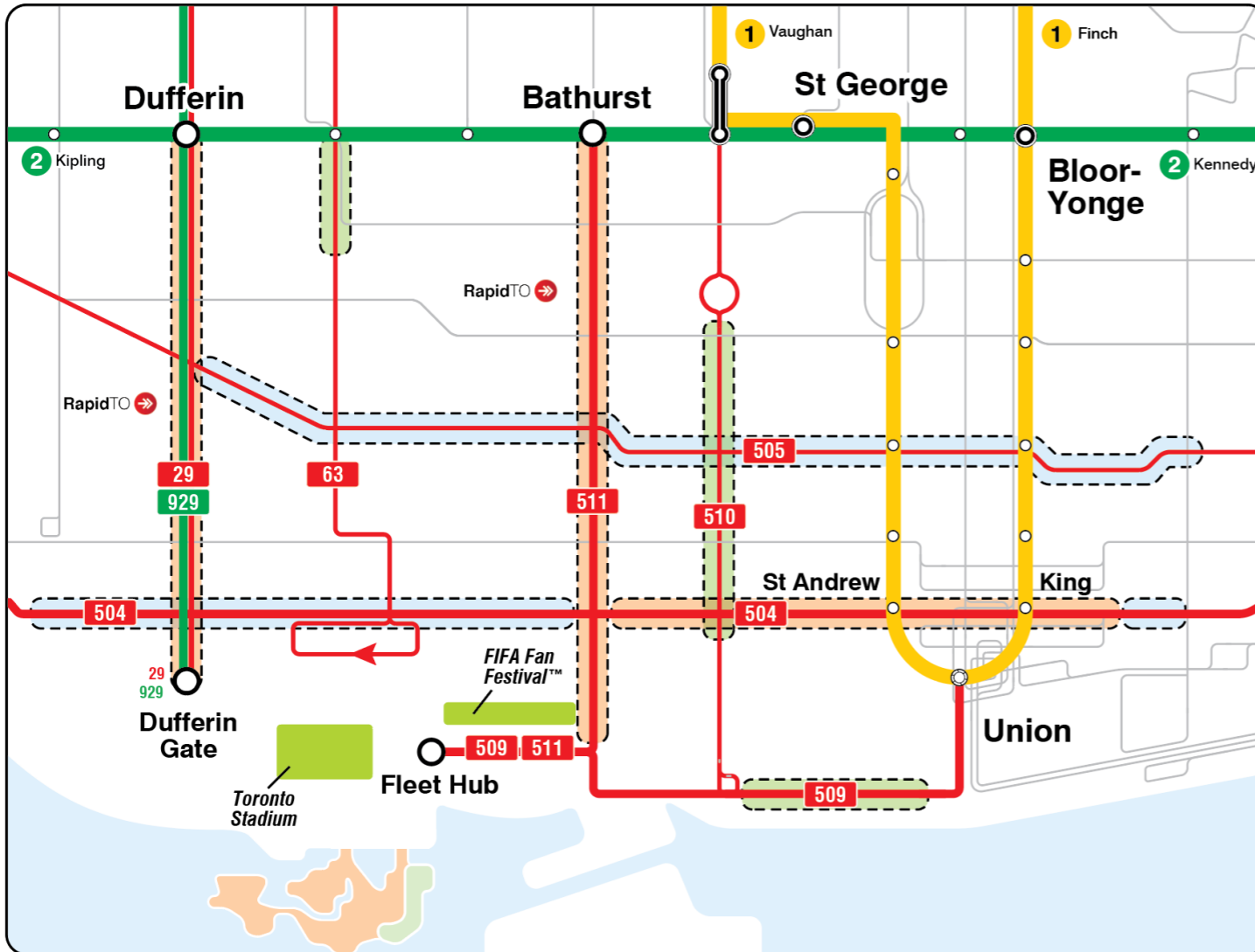


# Fleet Street Transit Hub

Temporary streetcar platforms, customer amenities, and queuing areas on Fleet Street between Strachan Avenue and Fort York Boulevard  
City of Toronto tender issued March 31  
Construction beginning late April



# Moving TTC with priority



## Legend

- FIFA World Cup 2026™ Sites
- RapidTO → / King Street Transit Priority Corridor
- Enhanced Transit Signal Priority
- Expanded Curbside and Turn Restrictions

## Route Specific Improvements

- 511 Bathurst**  
RapidTO → Dedicated transit lanes and increased enforcement
- 29 Dufferin** **929 Dufferin Express**  
RapidTO → Dedicated transit lanes and increased enforcement
- 509 Harbourfront**  
Transit signal priority improvements on Queens Quay
- 504 King**  
Increased enforcement in Transit Priority Corridor  
Expanded no stopping and no parking restrictions  
Left-turn prohibitions at high volume locations
- 505 Dundas**  
Expanded no stopping and no parking restrictions  
Left-turn prohibitions at high volume locations
- 63 Ossington** **510 Spadina**  
Transit signal priority improvements

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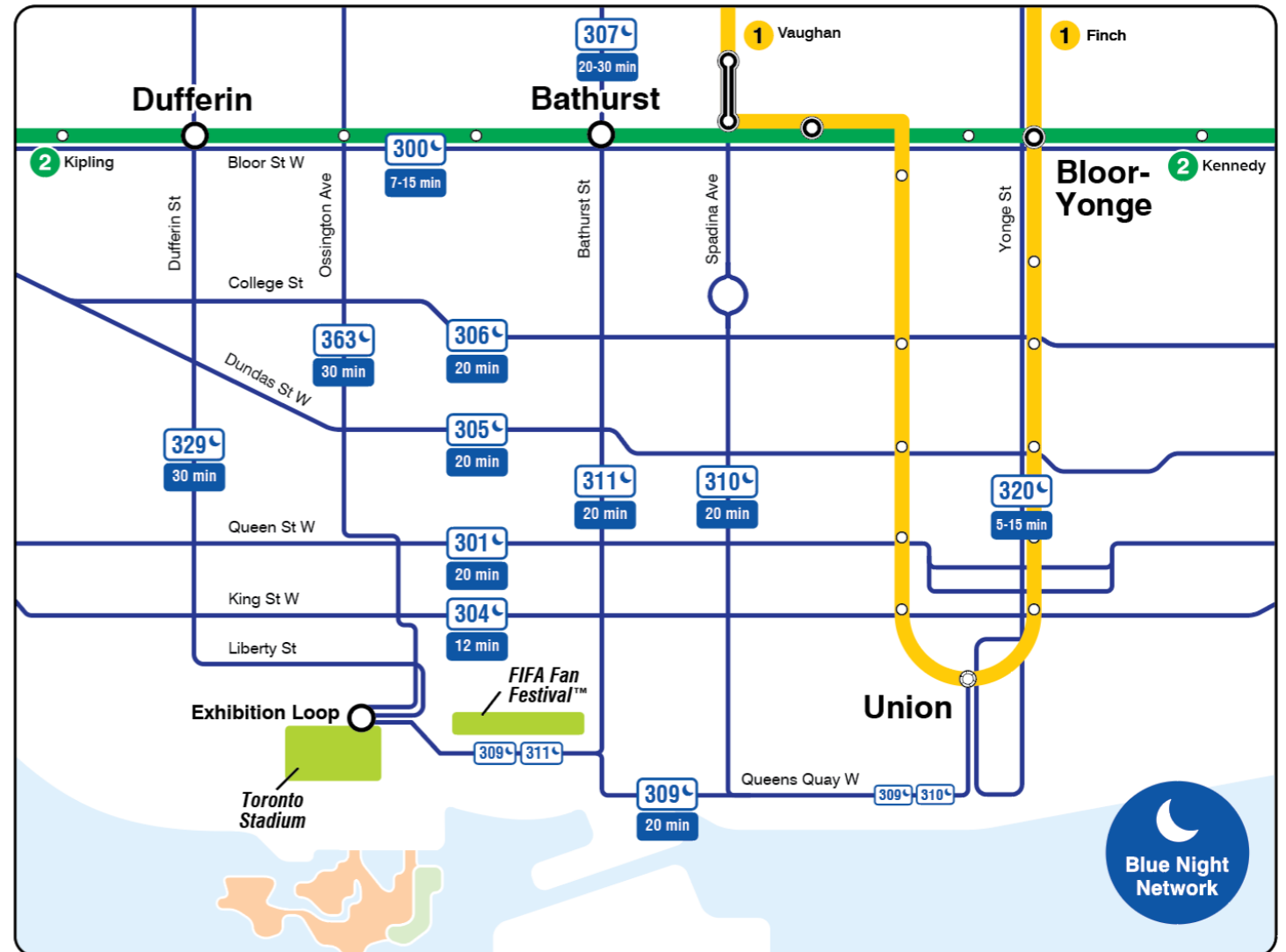
# Getting fans home late at night

**Subway service operates until approximately 1:30 a.m. daily**

**Last trains will be extended if matches or celebrations run late**, consistent with TTC's new Major Events Policy

**Blue Night Network** provides overnight service throughout the city, every 30 minutes or better

Temporary overnight streetcar service will operate on **311 Bathurst** and **309 Harbourfront** during World Cup period



# Responding quickly and effectively

**Rapid response plans** are being developed with a focus on mitigation, contingency, coordination, response times and recovery

## Service delivery and performance

- Supplementary supervisors in stations, on-street, and at key locations
- Additional standby and change-off vehicles on all modes
- Enhanced station staff, customer service and ambassadors
- Real-time system oversight and coordinated decision making

## Infrastructure readiness

- Streetcar switch duty operators at critical points
- Extra janitorial and vehicle cleaning crews
- Additional line mechanics, elevator, overhead, subway, signal, and track crews
- Standby streetcar support and service trucks

## Emergency safety

- Added security personnel on match days
- Toronto Police paid duty officers
- EMS at key locations
- Coordinated approach with Station staff, Transit Control and Special Constables
- Continued access to social supports and resources through partnerships

# Enhancing safety on the system

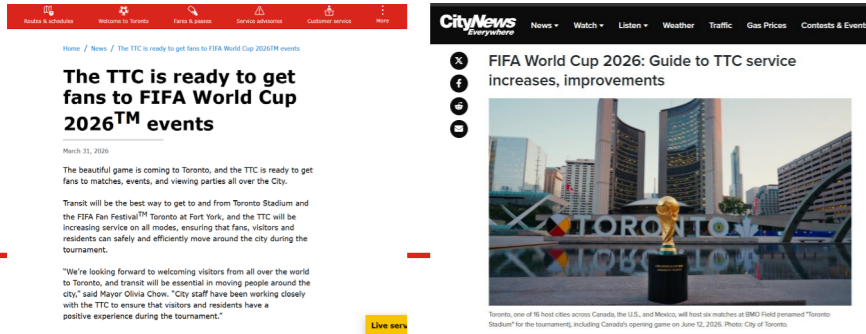
The TTC has developed a comprehensive **Safety and Security Plan** including:

## Enhanced and visible presence on the system

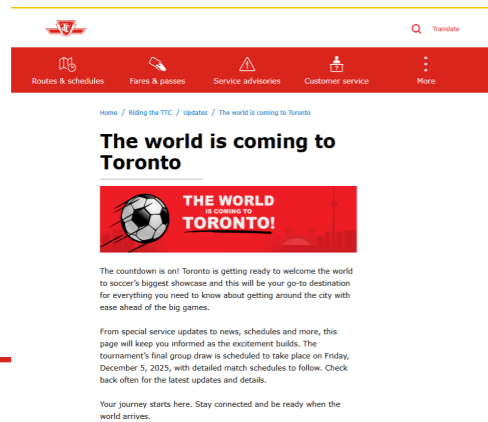
- Increased deployment of **Special Constables** to strengthen system-wide coverage, enable faster incident response and provide additional support for vulnerable customers.
- Expanded presence of **Provincial Offences Officers** to provide extensive fare compliance and contribute to overall feelings of safety.
- Increased deployment of **contract security guards** to broaden frontline coverage and proactive monitoring.



# Keeping informed



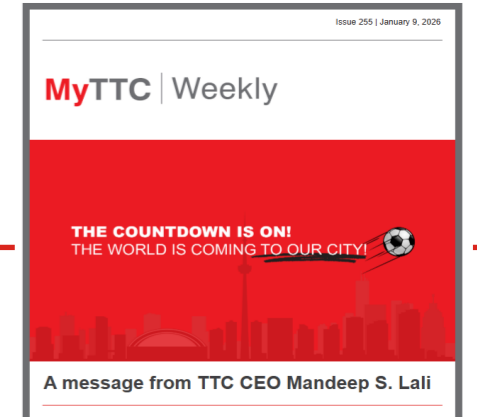
External communications



Dedicated webpage



Instagram content



CEO weekly message



Weekly newsletter



# Next Board Update: June 3, 2026

## FOCUS 1:

### Demonstrating TTC's readiness for kick-off

- Summary of learnings and adjustments from testing exercises
- Implementation update for transit priority measures and RapidTO
- Front-line employee and staff ambassador readiness activities

## FOCUS 2:

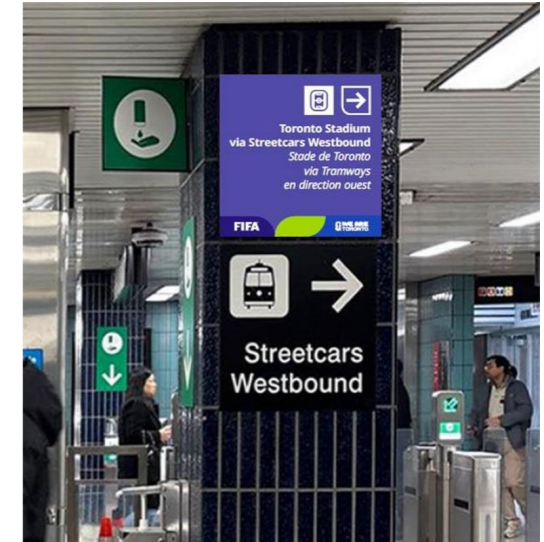
### Mapping the customer journey

- Key highlights of customer experience enhancements
- Static and real-time information channels
- Status of wayfinding improvements and installation

## FOCUS 3:

### Governance and financial update

- Memorandum of Understanding with City of Toronto
- Partnerships and non-fare revenue opportunities





EXIT