



CEO's Report

Toronto Transit Commission
May 2026

The CEO's Report offers a rotating review of service delivery performance across the TTC's transit modes. The current edition highlights Subway service, featuring key performance indicators (KPIs) through the end of March 2026. As part of the regular rotation across transit modes, the May CEO's Report includes a comparison to the November 2025 results previously presented in the February CEO's Report.



CEO's commentary

This edition of the CEO's Report focuses on the TTC's subway system, the backbone of Toronto's transit network and the foundation of the customer experience.

In 2025, the TTC's fleet of TR and T1 trains carried more than 185 million riders and operated over 85 million kilometres. Of the TTC's 178 accessible-conventional bus and streetcar routes, 171 connect directly with subway and/or LRT services during peak periods. The subway is where much of the network comes together, and its performance shapes how customers experience the TTC as a whole.

Next month, Toronto welcomes the world as a host city for the FIFA World Cup 2026™. Hundreds of thousands of visitors will rely on public transit to move around our city. The TTC will play a central role in shaping how Toronto is experienced, and customers will expect a system that is ready, safe, and reliable. The work underway across our subway network is critical to meeting that moment.

Performance matters because it directly affects how customers experience the system. In March, subway on-time performance reached 90.2%, exceeding target, with customers experiencing more consistent and predictable service. We are continuing to advance targeted strategies to reduce delays, strengthen system resilience, and improve reliability where customers feel it most.

Reliability improvements are also reflected in the performance of our subway fleet. Both train fleets exceeded their reliability targets. TR trains on Line 1 achieved 675,000 kilometres mean distance between failures (MDBF), a 10% improvement year-over-year. The older T1 fleet on Line 2 achieved a 50% year-over-year improvement, reaching 408,000 kilometres MDBF. These gains translate directly into fewer in-service disruptions and more dependable trips for customers.

Subway boardings are steady year-over-year, while overall boardings declined slightly by 1% year-over-year. At the end of the first quarter, weekday subway demand was marginally lower, down less than 1%, while weekend subway demand increased by 5%, driven in part by milder March weather compared with last year.

Year to date, conventional ridership and passenger revenue are 6% and 5.5% below target, respectively, resulting in \$13.6 million less revenue than projected for the period. These results reflect a combination of factors, including extreme weather earlier in the year, ongoing macroeconomic uncertainty, and slower growth in immigration and international student volumes.

We continue to advance the Easier Access Program with a clear focus on delivery and results. Earlier this year, Greenwood Station on Line 2 became fully accessible, bringing the total number of accessible TTC subway stations to 64 of 70. Subway elevator construction remains active at College, Spadina, Museum, Islington, King, and Old Mill stations. This progress reflects sustained co-ordination across planning, construction, operations, and our community partners to improve reliability and remove barriers throughout the network. All newly opened LRT stations are accessible and maintained by Metrolinx through their contracted maintainers.

Elevator and escalator availability declined slightly in March. To reduce downtime related to flooding, early-detection sensors are being piloted on select elevators and escalators. These detectors are designed to identify water intrusion sooner and support faster response. Installation of the pilot equipment is expected to be completed by the end of the second quarter.

CEO's commentary

Customer experience improvements are also evident through the Stations Makeover initiative at Finch, Kennedy, Lansdowne, Spadina, TMU, and Scarborough Centre Bus Terminal. Surveys of more than 20,000 customers conducted between July 2025 and March 2026 show a 13-point increase in overall satisfaction compared with baseline results, with perceived safety improving by 20 points. Customers also reported gains in signage, lighting, seating, cleanliness, and overall station comfort.

As Toronto prepares for a global spotlight, these results reflect focused, disciplined work across the organization to improve reliability, accessibility, and the customer experience. Our responsibility now is to continue building on this progress every day, so customers and visitors alike can rely on the TTC with confidence.



Mandeep S. Lali

*Chief Executive Officer
Toronto Transit Commission*

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Legend

- Green – On or above target, or has improved 5% y/y
- Yellow – within 1 pt, temporary deviation, or making notable improvements
- Red – Off target

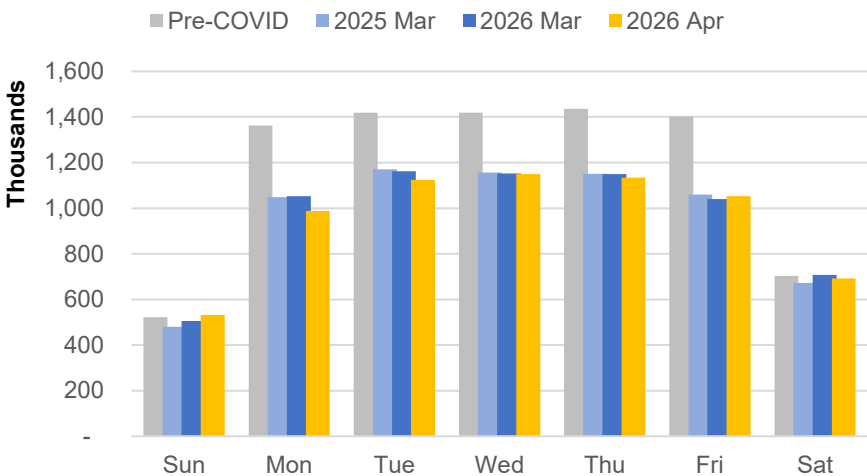




Subway and Stations Performance Metrics: Customer Experience – March 2026

IN FOCUS

Weekly Customer Boardings – March



6.8 million Customer boardings per week

Nov 2025 7.3 million, -500K, +1% m/m, 0% y/y.

*Morning and afternoon peak periods 54% of weekday subway boardings.

March 2026:

- Weekday – 1,111K daily boardings, Nov 2025 1,188K (-7%), -1% y/y, -21% pre-COVID
- Saturday – 708K daily boardings, Nov 2025 770K (-8%), +5% y/y, +1% pre-COVID
- Sunday – 506K daily boardings, Nov 2025 564K (-10%), +5% y/y, -1% pre-COVID

April 2026 (6.7 million customer boardings per week); -1% m/m, +1% y/y.

- Weekday – 1,090K daily boardings, +1% y/y, -21% pre-COVID
- Saturday – 692K daily boardings, -1% y/y, -5% pre-COVID
- Sunday – 532K daily boardings, 0% y/y, +4% pre-COVID

May 2026: Early May subway demand is rising, with weekday boardings up 1% m/m and 4% y/y.

Customer Satisfaction – Subway

64%, Nov 2025 74%, -10 pts
6 pts below **target of 70%**
1 pt decrease m/m
12 pts decrease same month y/y

Net Promoter Score – Subway

Net % customers who promote the TTC

1 pt, Nov 2025 4 pts, -3 pts
1 pt decrease from last month
8 pts decrease same month y/y

Note: Customer Satisfaction and NPS scores are lag indicators based on feedback received within 30 days after the trip.

Subway Use & Satisfaction

Executive Summary

Subway boardings remained steady y/y, and overall boardings declined slightly by 1% y/y.

Highlights

- Marginal decline of <1% y/y in subway demand on weekdays; increase of 5% on weekends due to milder weather compared to previous year.
- Early May subway demand is rising: weekday boardings are up 1% m/m and 4% y/y, with weekend boardings increasing as summer approaches.
- Subway use is at 79% of pre-COVID levels, compared to 82% across the overall network.
- Six stations where Stations Makeover initiative was implemented (Finch, Kennedy, Lansdowne, Scarborough Centre Bus Terminal, Spadina and TMU) delivered strong gains in overall customer satisfaction and across key customer satisfaction aspects: signage, lighting, seating, safety, and cleanliness.
- To enhance the subway customer experience, launched a pilot Exit Identification Program at six stations – Bathurst, Bloor-Yonge, Dufferin, King, St Andrew, and Union – to improve wayfinding and navigation.

TTC Actions & Timing

- Monitor subway demand from increased transfers to/from Lines 5 and 6 post extension of LRT operating hours.

Partner Support

Continued collaboration on Congestion Management Plan and City-Wide Mobility Strategy.





Subway and Stations Performance Metrics: Subway Service Reliability – March 2026

IN FOCUS

Subway Reliability

Headway Adherence – End Terminal

Previously named On Time Performance

- **Line 1 – 85.9%**, Nov 89.6%, -3.7 pts
- **Line 2 – 87.6%**, Nov 80.0%, +7.6 pts
- **Line 4 – 98.7%**, Nov 97.2%, +1.5 pts

Line 1 4.1 pts below **target of 90%**
5.4 pts increase from last month
6.8 pts increase from same month y/y

Line 2 2.4 pts below **target of 90%**
4.4 pts increase from last month
2.8 pts decrease from same month y/y

● **90.2%** overall subway, Nov 88.2%, +2.0 pts

Service Availability

Vehicles & Operators in Service versus Schedule

- **100%**, Nov 100%, no change
- Target of 100% met**
0.1 pt increase from last month
3.9 pts decrease from same month y/y

Scheduled Capacity

% vehicles/schedule at timing points (Previously Subway Capacity)

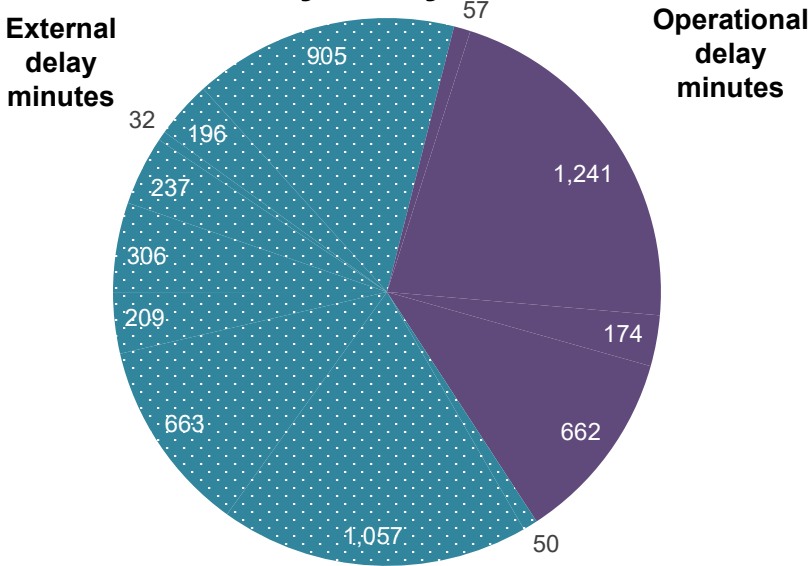
- **Line 1 – 91.6%**, Nov 97.9%, -6.3 pts
- **Line 2 – 90.2%**, Nov 87.8%, +2.4 pts
- **Line 4 – 100%**, Nov 99.7%, +0.3 pts

Line 1 4.4 pts below **target of 96%**
4.0 pts increased from last month
3.9 pts increase from same month y/y

Line 2 5.8 pts below **target of 96%**
4.6 pts increased from last month
9.7 pts decrease from same month y/y

● **92.6%** overall subway, Nov 93.9%, -1.3 pts

Subway Delay Minutes



● 5,789 Unplanned Delay Time*

Nov 6,187 mins, -6.43%
-0.46% m/m, -8.18% from same month y/y

	Mar	Nov		Mar	Nov
External Delays	62%	54%	Operational Delays	38%	46%
Injured or Ill customer	18%	15%	Equipment	21%	30%
Disorderly Patron	11%	12%	Staff-related	11%	10%
Assault and Priority One	4%	6%	Speed Control	1%	2%
Unauthorized at Track	5%	5%	Automatic Train Control	1%	2%
Alarm Activated	4%	5%	Fire/Smoke/Other	3%	2%
Door due to Customer	1%	2%			
Unsanitary Vehicle	3%	2%			
Fire/Weather/Other	16%	7%			

*excludes restricted speed zones

Executive Summary:

Overall Subway on-time performance reached 90.2% in March 2026. To further enhance reliability on Lines 1 and 2, the TTC is advancing strategies designed to reduce delays, strengthen system resilience, and support reliable service.

TTC Actions & Timing

Line 1 and 2: Enhanced Transit Control headway management and delay response protocols improved AM peak results, delivering 94.7% average performance across all lines. The TTC is working towards extending these gains throughout the full service day.

Line 1: OPTO (One-Person Train Operation) upgrades completed on 50 trains, with 26 trains remaining, aiming to improve onboard systems and reduce disruptions. While total subway delays decreased 0.5% m/m and 8% y/y, passenger-related delays increased 10.5% m/m contributing notably to Line 1 performance.

Line 2: The TTC continues to reduce switch and axle counter delays through operational excellence and strengthened field practices. Joint switch inspections and enhanced quality assurance activities remain in place. Preventative maintenance cycles for golden assets have been optimized, allowing maintenance to be better aligned with asset criticality and performance data.

Partner Support:

Ongoing partnership with City, mental health partners, and Toronto Police to mitigate non-transit behaviour and support a safe and reliable customer experience.





Subway and Stations Performance Metrics: Accessibility and Comfort – March 2026

IN FOCUS

Elevator Availability/Reliability

- **Line 1** – (75 elev) **97.7%**, Nov 97.8%, -0.1 pts
- **Line 2** – (63 elev) **94.0%**, Nov 96.8%, -2.8 pts
- **SRT** – (2 elev) **99.4%**, Nov 99.6%, -0.2 pts
- **Line 4** – (19 elev) **96.0%**, Nov 98.7%, -2.7 pts

Line 1 – 0.3 pts below **target of 98%**

Reliability/Availability other than construction **99.2%**

Line 2 – 4 pts below target; 2.0% due to Corrective Maintenance, 3.0% due to Construction. Availability other than construction **97.4%**

Line 4 – 2 pts below target; 3.0% due to Corrective Maintenance

● **96.0% overall availability**, Nov 97.5%, -1.5 pts

● **98.1% overall net reliability**

Escalator Availability/Reliability

- **Line 1** – (193 esc) **93.8%**, Nov 95.8%, -2 pts
- **Line 2** – (99 esc) **95.2%**, Nov 95.6%, -0.4 pts
- **SRT** – (2 esc) **98.2%**, Nov 98.3%, -0.1 pts
- **Line 4** – (20 esc) **96.5%**, Nov 97.5%, -1 pt

Line 1 3.2% below **target 97%**, 1.47% Water; 1.22% Emerg, 1.07% Const,

Line 2 1.8% below **target 97%**, 0.70% due to Emerg; 1.04% Const

Line 4 0.5% below **target 97%**, 0.97% Water; 0.98% Emerg

Reliability/Availability excluding Emergency, Water, and Construction, all Lines meet **target 97%**

March replacements at **Spadina and Islington stations** are a part of ongoing easier access projects (Easier Access completion: 2026).

● **94.4% overall availability**, Nov 95.9%, -1.5 pts

● **97.3% overall net reliability**

Subway Cleanliness Score

- **Line 1** – **91.3%**, Nov 94.2%, -2.9 pts
- **Line 2** – **86.2%**, Nov 91.8%, -5.6 pts
- **Line 4** – **90.9%**, Nov 93.6%, -2.7 pts

● **90% overall**, Nov 93.1%, -3.5 pts
Cleanliness Score in Q1 2026

Target of 90%

1.7 pts decrease from last quarter

2.4 pts decrease from same quarter y/y

Stations Cleanliness Score

- **Line 1** – **80.91%**, Nov 81.68%, -0.77 pts
- **Line 2** – **76.85%**, Nov 77.17%, -0.32 pts
- **Line 4** – **74.03%**, Nov 75.80%, -1.77 pts

● **79% overall**, Nov 79.54%, -0.70pts
Cleanliness Score in Q1 2026

Target of 76%

0.80 pts decrease from last quarter

2.39 pts increase from same quarter y/y

Note: TTC subway and station cleanliness standards are independently audited quarterly by a third-party.

Elevator & Escalator Availability

Executive Summary

The TTC is improving accessibility across the network, through ongoing maintenance, targeted capital improvements, and equipment upgrades. Temporary drop in elevator and escalator availability reflect construction and scheduled modernization.

Highlights

Escalators: Excluding Emergency, Water, and Construction, all lines meet target 97%. Proactive flooding mitigation, including pump recalibration, power-wash.

Elevators: 64 of 70 stations are now accessible (91%) under Easier Access Program, with elevators at Greenwood Station opened in February 2026.

Cleanliness: Despite challenging winter weather, both overall Subway and Station cleanliness remain above target.

TTC Actions & Timing

Flood detectors are being piloted on select elevators and escalators to help reduce the impact of flooding through early detection. Installation of the pilot equipment is planned for completion by the end of Q2 2026. Subway cleanliness actions for all lines include a 14-day floor wash cycle to maintain cleanliness.

Partner Support: No City action is required.





Subway and Stations Performance Metrics: Asset Reliability – March 2026

Mean Distance Between Failures (MDBF)

TR – Line 1

● **675,000 km**, Nov 648,000 km, +4%
(12-month moving average)
669,000 km (March 2026 actual)
Target of 600,000 km met
3% decrease m/m (actual)
10% increase same month y/y (actual)

T1 – Line 2

● **408,000 km**, Nov 373,000 km, +9%
(12-month moving average)
524,000 km (March 2026 actual)
Target of 330,000 km met
28% decrease m/m (actual)
50% increase same month y/y (actual)

PRESTO Self-Serve Reload Machine (SSRM) devices in Stations

● **96%**, Nov 99.98%, -4.13 pts
SSRM available in March
Target of 99.5%
3.06 pts decrease from last month
4.09 pts decrease from same month last year

PRESTO Fare Vending Machine (FVM) devices in Stations

● **95%**, Nov 99.20%, -4.50 pts
FVM available in March
Target of 99%
3.56 pts decrease from last month
4.72 pts decrease from same month last year

Fare gate availability

● **99.6%**, Nov 99.66%, -0.04 pts
Target of 99.5%
0.04 pts decrease m/m
0.14 pt increase same month y/y
Line 1 – 99.59%
Line 2 – 99.61%
Line 4 – 99.78%

IN FOCUS Asset Reliability

Executive Summary

In March, both the TR and T1 trains remained on target for mean distance between failures (MDBF), with performance exceeding targets and showing strong year-over-year growth. Fare gate availability exceeded targets across all lines. PRESTO devices (SSRM and FVM) were under target due to software issues.

Highlights

TR trains (Line 1): Achieved 675,000 km MDBF, a 10% y/y increase (actual), surpassing the TTC target.

T1 trains (Line 2): Reached 408,000 km MDBF, a 50% y/y increase (actual).

PRESTO devices: SLA on PRESTO ticket vending machines (SSRM and FVM) was under target due to software incidents during modernization roll-out efforts. Customer impact was minimal due to alternative channels and there was no revenue loss.

Fare gate availability: Continues to meet target at 99.62% since November 2025.

TTC Actions & Timing

- TR trains: SOGR program is ongoing and includes refurbishment of critical passenger door, brake, and propulsion system components.
- T1 trains (Line 2): 25-year SOGR program includes refurbishment of critical passenger door, brake, and compressed air system components.
- PRESTO Devices: Incidents were resolved and the system remains under close monitoring until modernization is complete.

Partner Support

Metrolinx's modernization roll-out will remain underway through May 2026, with a few remaining features, deliveries, and corrective fixes scheduled during the remaining period.





Subway and Stations Performance Metrics: Safety and Security – March 2026

IN FOCUS

Safety & Security

Customer Injury Incident Rate (CIIR)

2.01, Nov 1.95, +2.71%
Injury incidents per 1 million vehicle boardings
10.23% decrease from last month
2.28 12-month rolling average
17.19% decrease y/y 12-month rolling average

Offences Against Customers (OAC)

2.69, Nov 2.56, +4.78%
Offences against customers per 1 million boardings
80 (actual)
5.28% decrease m/m
2.95 12-month rolling average (Mar 2026)
14.49% increase y/y 12-month rolling average
35% decrease from January 2023

Lost-Time Injuries Rate (LTIR)

7.05, Nov 4.86, +44.91%
Injuries per 100 employees annualized
2.43% decrease from last month
5.86 12-month rolling average
10.90% decrease y/y 12-month rolling average

Offences Against Employees (OAE)

13.76, Nov 19.14, -28.11%
Offences per 100 employees on annualized basis
42 (actual)
25.80% decrease m/m
16.80 12-month rolling average (Mar 2026)
7.93% increase y/y 12-month rolling average
20% decrease from January 2023

Note: OAC and OAE data may adjust as investigative cases close.

Executive Summary

The TTC continues to advance community safety through targeted efforts designed to reduce incidents and improve the sense of safety and security for our customers and employees.

Highlights

OAC: Offences decreased 5.28% m/m; +14.49% y/y (12-month rolling average) due to less severe offences; 35% improvement from January 2023. **CIIR:** 10.23% decrease m/m, and 17.19% decrease in y/y (12-month rolling average) customer injury incidents is due to a decrease in falls.
OAE: Despite 7.93% y/y increase (12-month rolling average) due to increase in threatening incidents, offences declined 25.80% m/m, and 20% improvement from January 2023. **LTIR:** Injuries decreased 2.43% m/m and 10.9% y/y (12-month rolling average) driven by a drop in assaults and acute emotional events.

TTC Actions

- Implementation of co-ordinated deployment plan with Special Constables, Station Managers/Supervisors, Provincial Offences Officers and Security at stations.
- Ongoing risk assessments, collaboration with Unions and JHSCs, and increased promotion of the SafeTTC app and safety features.
- The *2026 Advancing Safety on the TTC Plan* prepared for the June Board.
- Second nine-week PEERS program launched in April to encourage safer youth behaviour on transit.
- Union Station pilot to improve co-ordinated safety support with City partners.
- Strategies underway to improve customer communications and influence behaviour in higher risk customer groups under the TTC Customer Injury Reduction Strategy (CIIR).
- Safety awareness campaigns focused on transit Operator assault and slip/trips/falls prevention. Development and implementation of a Lost-Time Injury Reduction Strategy (LTIR).
- Enhanced social supports: Toronto Community Crisis Service pilot and Neighbourhood Community Officer program underway.

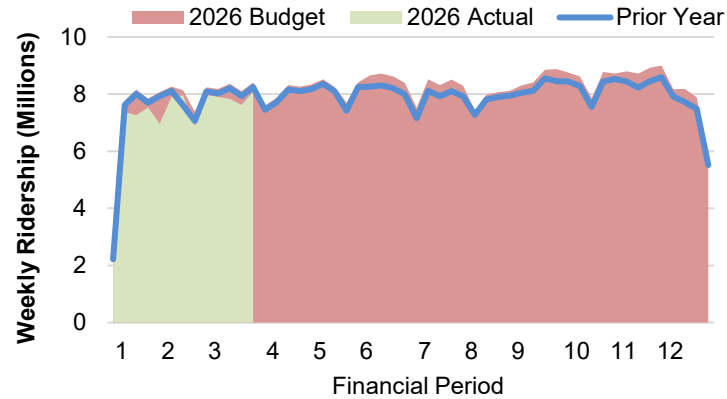
Partner Support Continued multidisciplinary collaboration with the City of Toronto, TPS, and TPH.



Overall TTC Performance Metrics – March 2026

IN FOCUS Revenue Ridership

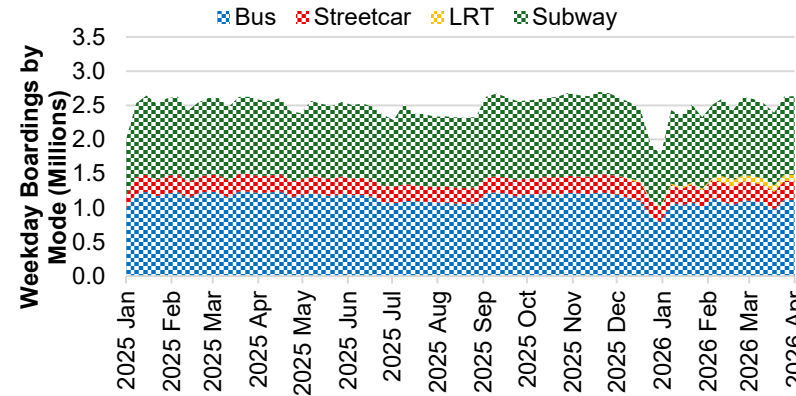
Rides – Conventional Ridership



39.4 million

Current -4.5% to budget, -2.7% to prior year
YTD -6.0% to budget, -3.6% to prior year
+6.1% avg weekly Period 3 to Period 2

Customer Boardings



2.5M Boardings/day

Current -3.8% below forecast, -1.9% to prior year
YTD -4.8% to forecast, -2.7% to prior year

On-Time Performance Target 90%

- 90.2% Subway, +3.5 pts m/m, +1.3 pts y/y
- Line 1 – 85.9%, +5.4 m/m, +6.8 pts y/y
AM peak 94.5%; PM peak 88.3%
- Line 2 – 87.6%, +4.4 m/m, +2.8 pts y/y
AM peak 92.0%; PM peak 89.0%
- Line 4 – 98.7%, +0.4 pts m/m, -0.2 pts y/y
AM peak 99.7%; PM peak 99.5%
- 75% Bus, +3 pts m/m, -1 pt y/y (Jan BP)
- 63% Streetcar, +9 pts m/m, +1 pt y/y (Jan BP)

*Subway metric refers to Headway Adherence – End Terminal

Bus and Streetcar metric refers to Schedule Adherence

May 2026

Customer Satisfaction Target 70%

67% overall

64% Subway, -1 pt m/m, -12 pts y/y

64% Bus, +3 pts m/m, -12 pts y/y

57% Streetcar, -5 pts m/m, -22 pts y/y

Executive Summary

For Period 3, revenue ridership is 4.5% below budget and fare revenue is 5.5% below budget. While boardings showed 2% decline y/y in March, April was back on par with prior year, with the first half of May showing 2% increase y/y.

Highlights

- TTC Conventional ridership and fare revenue has generally trended below both budget and prior year levels in 2026, likely driven by extreme weather events in 2026, macroeconomic instability, a decline in immigration and international students.
- The year-to-date TTC Conventional ridership and passenger revenue are 6.0% and 5.5% below budget, respectively, resulting in a \$13.6 million year-to-date budget shortfall, and 3.6% and 2.6% below the comparable period in prior year, respectively.
- Despite winter challenges that cooled overall sentiment, customer satisfaction improved 1% in April with gains across all modes.

Actions and Forecast

- Ridership Growth Strategy to improve customer experience and increase ridership.
- Advancing Customer research before, during, and post-FIFA World Cup 2026™ to drive targeted improvements for priority routes, by mode and by customer segment to improve customer experience.
- AI pilot for Planning Scenarios.
- Updated Fare Compliance Strategy in development, targeted for completion by end of 2026.



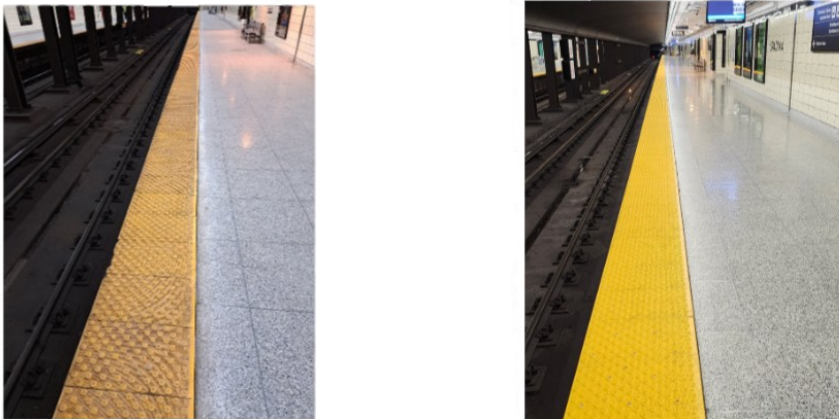
Station Makeovers

Corporate Plan Alignment – Strategic Direction 2

The TTC's Six-Station Cleanliness Pilot will improve conditions at TMU, Scarborough Centre, Kennedy, Spadina, Lansdowne, and Finch by deep-cleaning, repairing, and restoring customer-facing finishes.



Above: From left to right, before and after photos of restoration at Scarborough Centre Bus Terminal.



Above: From left to right, before and after photos of enhanced cleaning of track bed and tactile tiles at Spadina Station.

Project Overview and Scope

The Station Cleanliness and Restoration Project began in March 2025 as a City-funded pilot under the Back on Track Plan. The pilot is intended to achieve demonstrable and sustained improvements in station cleanliness, asset conditions and features, aesthetics and appearance, track bed and wall cleaning, accessibility and customer comfort, and customer facing finishes and restoration across six high-priority TTC stations: Kennedy, Scarborough Centre Bus Terminal, Spadina, Lansdowne, Finch, and TMU (formerly Dundas Station).

Results

Customer feedback was collected through an intercept survey conducted in partnership with Transit App. Survey results were analyzed using overall and attribute-specific satisfaction scores, benchmarked against other TTC stations.

Findings show that the makeover stations delivered notable improvements in customer satisfaction, compared to baseline across most customer-facing features, including:

- Overall satisfaction (+13 pts)
- Signage (+13 pts)
- Lighting (+9 pts)
- Seating (+1 pt)
- Safety (driven by increase at Scarborough Centre Bus Terminal) (+20 pts)
- Cleanliness (+9 pts)

Stations with the highest lift in overall customer satisfaction were: Finch (+21 pts), Lansdowne (+26 pts), Kennedy (+15 pts), and TMU (+23 pts). Scarborough Centre Bus Terminal improved by 9 pts and Spadina by 2 pts.

The makeover stations also showed higher customer satisfaction compared to comparison stations on overall satisfaction, signage, lighting, seating, and cleanliness.

Project Completion

The Station Cleanliness and Restoration Project demonstrates that focused investment, enhanced accountability, and co-ordinated delivery can deliver rapid and sustained improvements to station conditions and customer experience. It was completed by Q1 2026.

The project was delivered through co-ordinated efforts across the TTC:

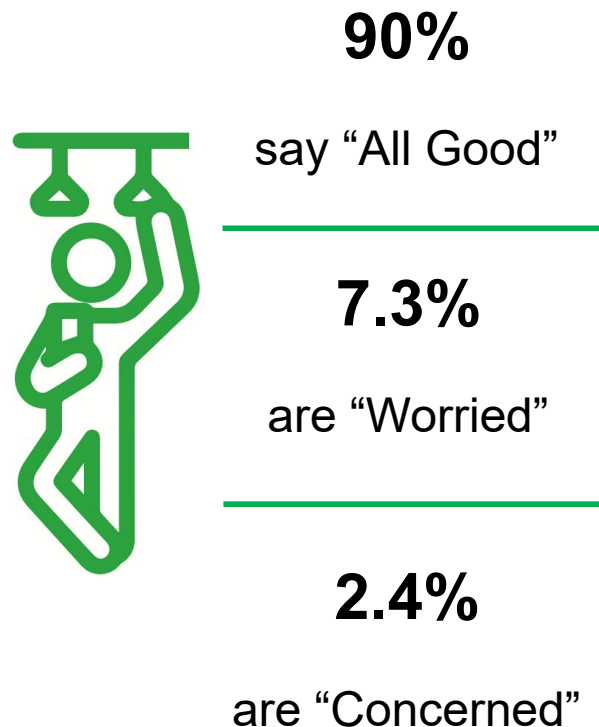
- Enhanced cleaning, defect identification, and daily oversight.
- Capital repairs, replacement of safety-critical and customer-facing assets.
- Lighting upgrades and PA system work.
- Track bed and wall cleaning.
- Public art installation at TMU Station.
- Track-level and Catwalk Cameras installed at TMU station.

Customer Safety Perceptions Update

Corporate Plan Alignment – Safety and Security

The key principle of Safety and Security drives the TTC to protect the well-being of employees, customers, and communities by providing a safe, secure, and trusted system for all.

On Board: 204K customers



*Note: results are across the TTC network from the past 12 months.
Data source: Transit App.*

Overview

The TTC continues to strengthen safety across the network through a broad set of co-ordinated measures, including increased frontline presence, enhanced monitoring, and closer collaboration with community partners. These efforts are designed to reinforce customer confidence and ensure riders feel supported throughout their journey. The insights below highlight key areas of customer concern and opportunities for further targeted action.

Customer Safety Perceptions (Systemwide)

Recent intercept survey results indicate that:

- **Subway:** 88.2% of customers report "all good", 11.8% report feeling worried or concerned.
- **Bus:** 91.4% of customers report "all good"; 8.6% feel worried or concerned.
- **Streetcar:** 88.5% report "all good"; 11.5% feel worried or concerned.
- **Stops:** 84% feel safe; 16% feel worried or concerned.

Drivers of Customer Concerns

Among those customers who reported feeling unsafe on board a vehicle, another person was the most frequently cited reason:

- **Subway:** 61.0%
- **Bus:** 76.6%
- **Streetcar:** 83.8%

At stops, customer concerns reflect a mix of environmental and situational factors:

- 41% unsafe conditions
- 28% another person
- 31% personal safety

Targeted Deployment and Monitoring

The TTC continuously reviews safety data across the entire network – subway, bus, streetcar, stations and stops – along with the time-of-day patterns. These insights inform targeted deployment of frontline staff, Special Constables, and community outreach teams to priority locations where enhanced presence, environmental upgrades, and community partnerships can most effectively improve customer safety.



