



TTC x FIFA World Cup 2026™

TTC Board Update

June 3, 2026



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.





**TTC is ready to
welcome the world**

Ready for kick-off

Operational readiness

Infrastructure

Readiness

**Simple, clear and
supported fan journeys**

Safety resources

Communications

Wayfinding improvements

**Reliable, resilient and
responsive service**

Transit priority measures

Incident response plan



Ready for kick-off:

Testing, adjusting and readiness

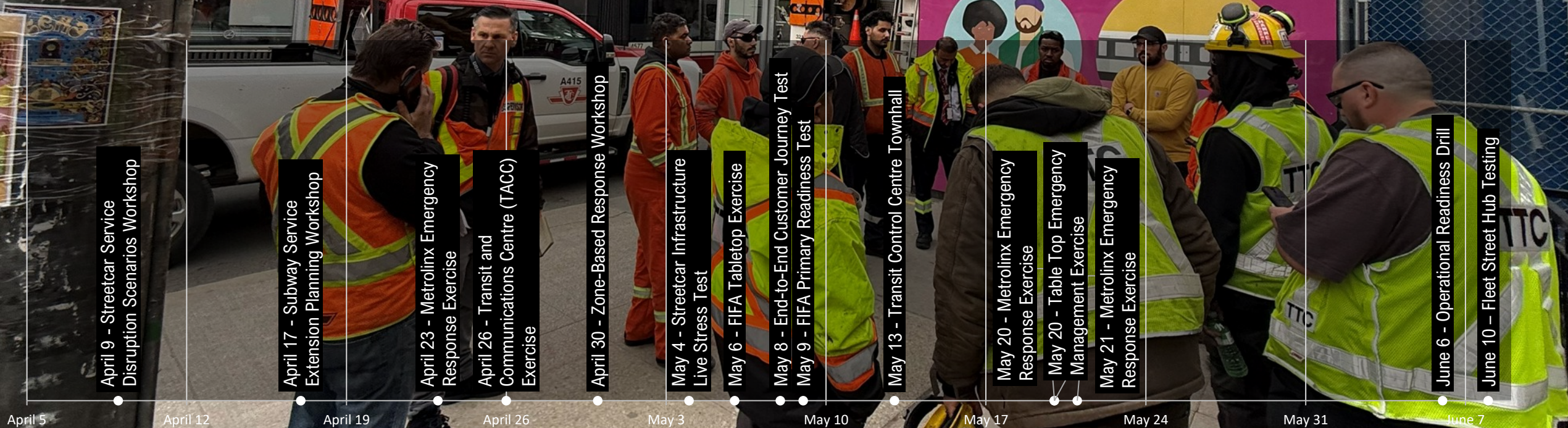
Operational Readiness

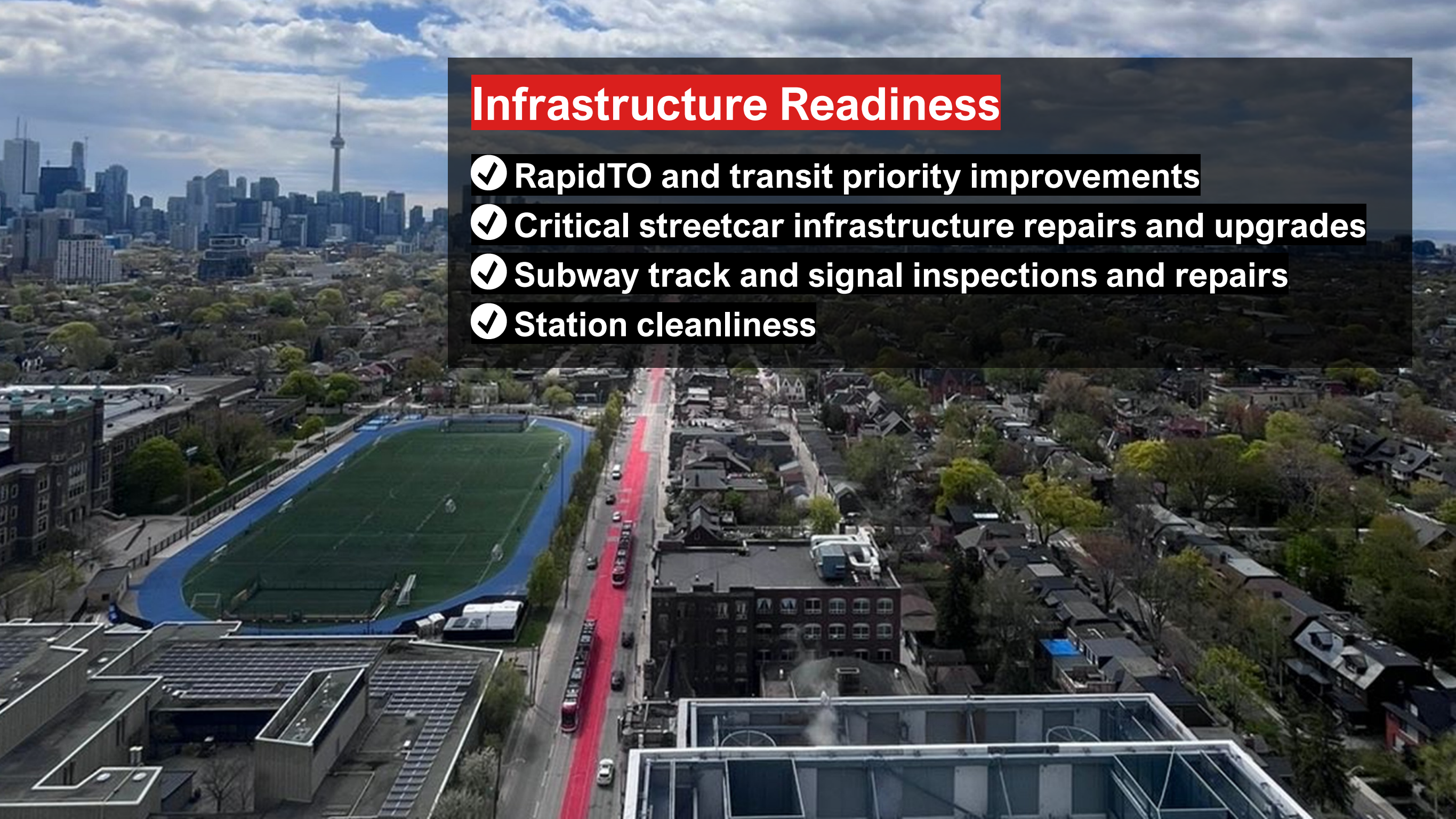
Testing and readiness exercises completed throughout April and May

- ✓ May 4 Streetcar infrastructure stress testing event
- ✓ May 8 Customer journey audit and ambassador familiarization exercise
- ✓ May 9 Full dress rehearsal – Toronto FC vs Inter Miami
- ✓ May 20 Incident response and coordination exercise

Lessons Learned and Outcomes

- Validation of service plans and identifying critical points for monitoring on Match Days
- Adjustments made to incident response resources based on testing scenarios
- Additional areas for staffing and ambassadors identified



An aerial photograph of Toronto, Ontario, Canada. In the background, the city skyline is visible, including the CN Tower. In the foreground, there is a large green sports field with a blue running track. A red line, representing a transit route, runs vertically through the center of the image, passing through a residential area with many houses and trees. A red bus is visible on this line. The sky is blue with some white clouds.

Infrastructure Readiness

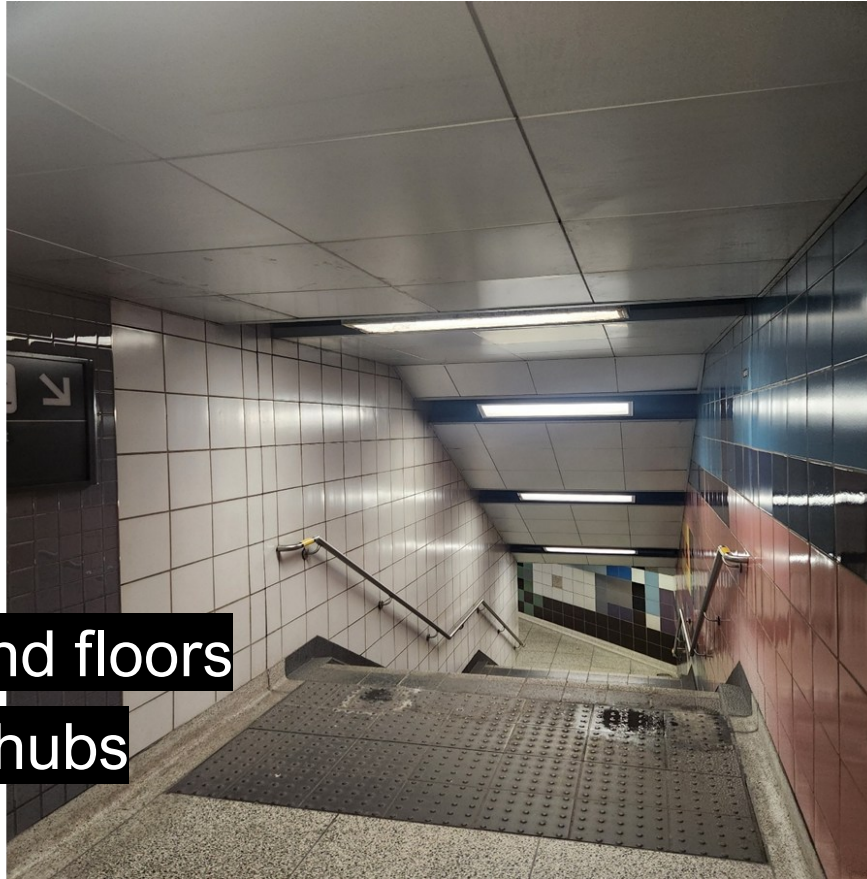
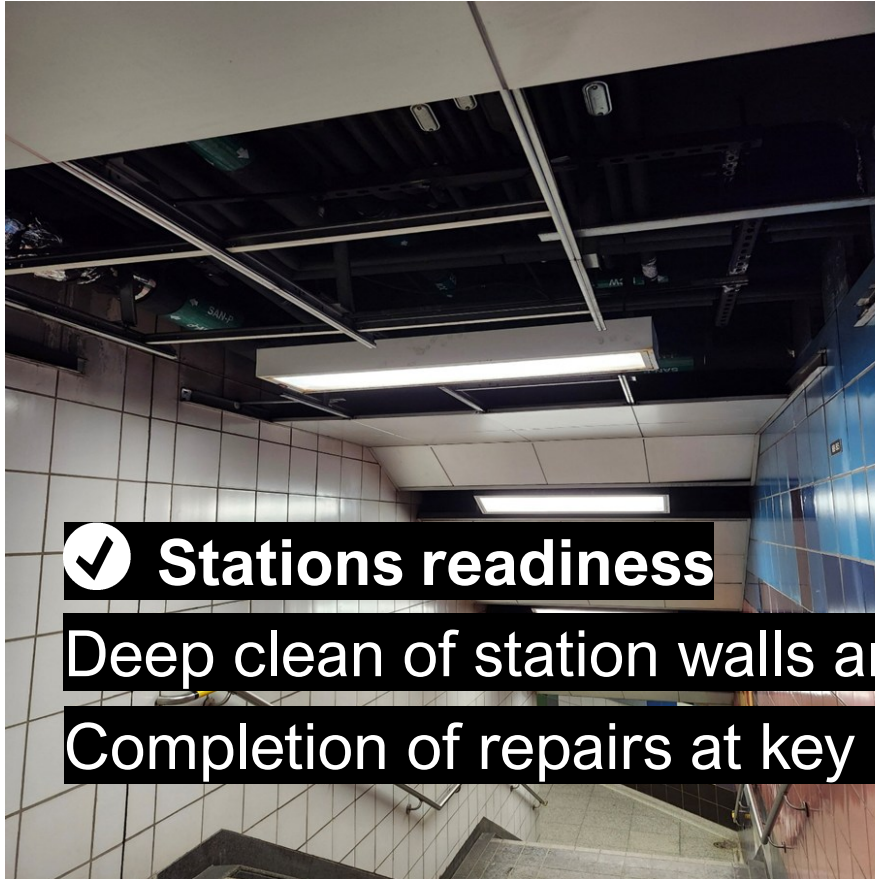
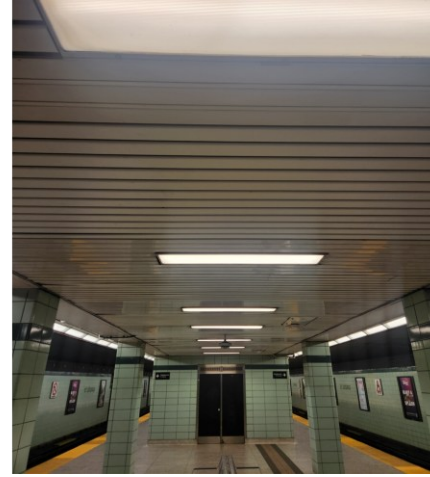
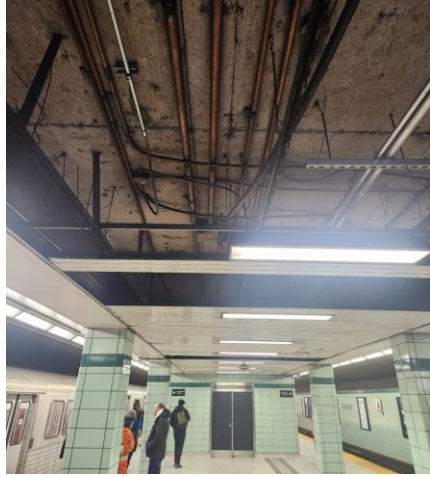
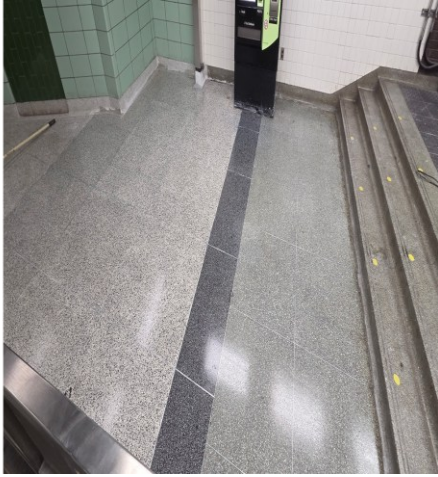
- ✓ RapidTO and transit priority improvements
- ✓ Critical streetcar infrastructure repairs and upgrades
- ✓ Subway track and signal inspections and repairs
- ✓ Station cleanliness



✓ **Fleet Street Transit Hub**
Construction completed May 31
Testing event planned on June 10

✔ **Streetcar overhead and power upgrades**
Capacity increased on key corridors to support additional service during tournament and beyond





✓ Stations readiness

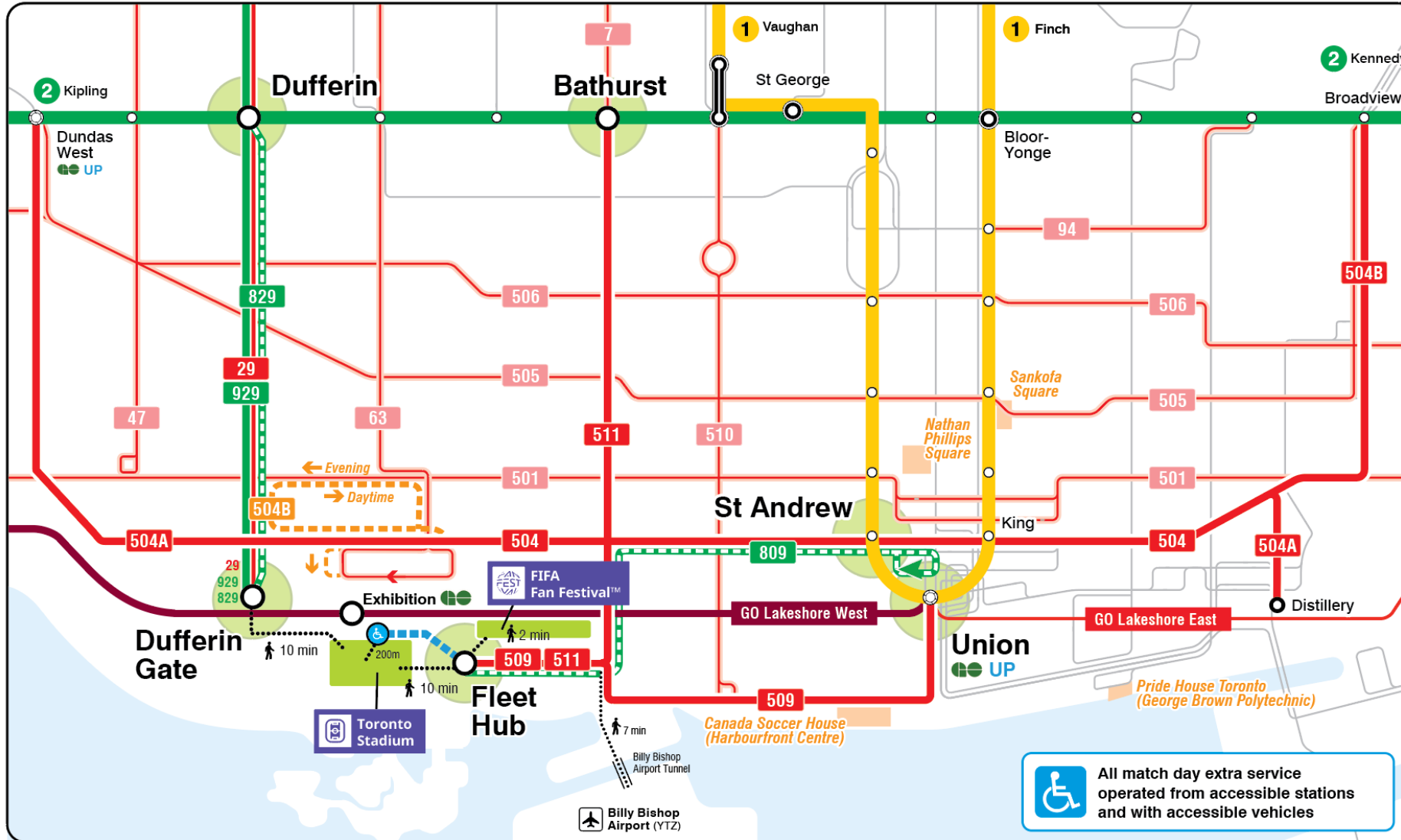
Deep clean of station walls and floors

Completion of repairs at key hubs



The Match Day Experience:
Simple, clear and supported fan journeys

Match day services



Legend

- FIFA World Cup 2026™ venues
- Celebration Sites

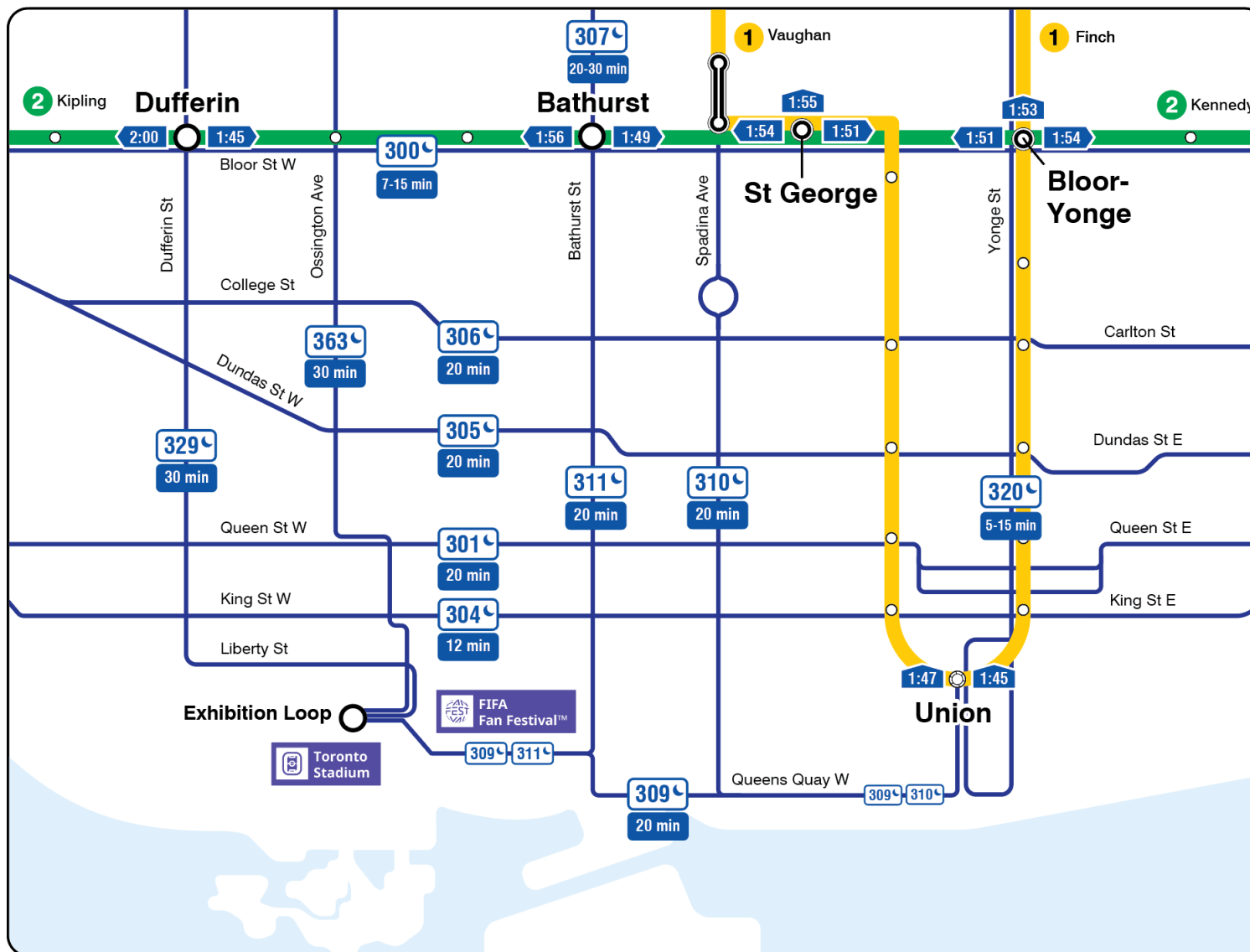
TTC service

- Transit Hubs**
Enhanced customer experience
Additional staffing
- Subway service**
Increased service all day
Extra service on match days
Late night service extension on six days
- Designated Match Day routes**
5-minute or better service
- Extra Match Day service**
 - 809 Fleet Hub Express**
Contingency service only
 - 829 Dufferin Gate Express**
Match day express shuttles from Dufferin Station
- Frequent service corridors**
10-minute or better service

v2026-05-05



Getting fans home late at night



TTC late evening service

- 1 2** Last trains leave downtown stations at approximately 1:45 a.m. daily

1:53 Last train times at key stations



Late evening bus and streetcar service operates on most routes until approximately 2:00 a.m.

TTC overnight service Blue Night Network



Overnight service provides coverage across city every 30 minutes or better



Overnight streetcar routes every 20 minutes or better

FIFA World Cup 2026™ Service Enhancements

- 1 2** **Late night subway service extension**
Trains extended by 1 hour on June 12, June 17, June 23, July 2, July 3, July 11



Temporary overnight streetcar service
309 Harbourfront
311 Bathurst

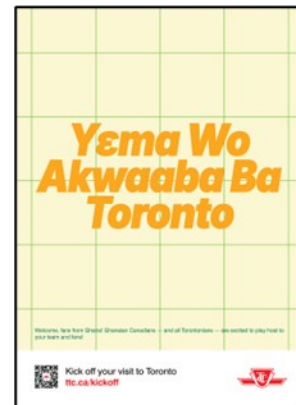
Building awareness and excitement



Welcome to Toronto

English is one of Canada's official languages and the mother tongue of about half of Toronto residents.

Kick off your visit to Toronto
ttc.ca/kickoff



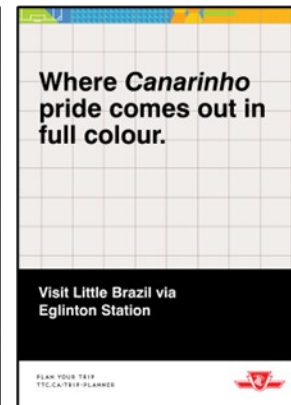
Yema Wo Akwaaba Ba Toronto

Kick off your visit to Toronto
ttc.ca/kickoff



Willkommen in Toronto

Kick off your visit to Toronto
ttc.ca/kickoff



Where *Canarinho* pride comes out in full colour.

Visit Little Brazil via Eglinton Station

PLAN YOUR TRIP
TTC.CA/TRIP-PLANNER



Where 7 is so much more than a lucky number.

Visit Little Portugal via the 505 Dundas streetcar

PLAN YOUR TRIP
TTC.CA/TRIP-PLANNER



Where every match feels like a home game.

If you have a ticket to a match, get to Toronto Stadium from Dufferin Station via the 29 Dufferin, 929 Dufferin Express, and 829 Dufferin Gate Express

FIND MORE ROUTE OPTIONS AT
TTC.CA/KICKOFF



Dal Leen ak Jamm ci Toronto

Kick off your visit to Toronto
ttc.ca/kickoff



Pihtikwè Tkaronto

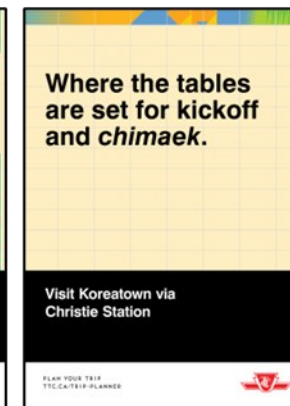
Kick off your visit to Toronto
ttc.ca/kickoff



Where every corner comes to play.

Visit St. Clair Avenue West via the 512 St Clair streetcar

PLAN YOUR TRIP
TTC.CA/TRIP-PLANNER



Where the tables are set for kickoff and *chimaek*.

Visit Koreatown via Christie Station

PLAN YOUR TRIP
TTC.CA/TRIP-PLANNER



Bienvenidos a Toronto

Kick off your visit to Toronto
ttc.ca/kickoff



Dobrodošli u Toronto

Kick off your visit to Toronto
ttc.ca/kickoff



wakatshanu:ní tsì sakúk Tkaronto

Kick off your visit to Toronto
ttc.ca/kickoff



Bienvenue à Toronto

Kick off your visit to Toronto
ttc.ca/kickoff



Biindigen Tkaronto

Kick off your visit to Toronto
ttc.ca/kickoff



به خير بينو بو تورنتو

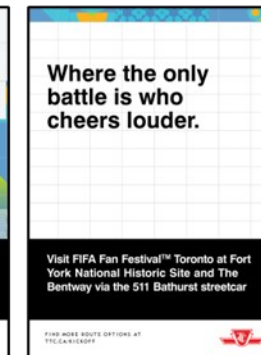
Kick off your visit to Toronto
ttc.ca/kickoff



Where the matches are served curbside.

Visit the cafes in Little Italy via the 506 Carlton streetcar

PLAN YOUR TRIP
TTC.CA/TRIP-PLANNER



Where the only battle is who cheers louder.

Visit FIFA Fan Festival™ Toronto at Fort York National Historic Site and The Bentway via the 511 Bathurst streetcar

FIND MORE ROUTE OPTIONS AT
TTC.CA/KICKOFF



Where all sides meet on the north side.

Catch the soccer spirit on Wilson Avenue via the 96 Wilson or 996 Wilson Express bus

PLAN YOUR TRIP
TTC.CA/TRIP-PLANNER

Pre-tournament communications

Take the TTC to FIFA World Cup 2026™

Learn more

TTC.ca Improvements
Dedicated World Cup information and various enhancements

YOUR TTC MATCH DAY CHECKLIST

Save this before heading to the game

1. Payment

Choose Your Payment Method

PRESTO Card
Digital or physical card
Purchased online or at Fare Vending Machines

Credit/Interac®
Debit card
Physical or mobile wallet
Tap to pay directly on fare gates & onboard vehicles

PRESTO ticket
Purchased at Fare Vending Machines

Cash
Exact fare only
\$2.25 Cash or \$3.25 PRESTO & debit/credit

Proof of payment is required at all times.

2. Wayfinding

Know What Signs to Follow

Look for our new TTC match inspired signage featuring the blue and green design shown here throughout stations, bus stops and platforms.

Speak to a Customer Service Representative (CSR)

TTC Ambassadors

Follow directional signs to receive and board connections

3. Safety & SafeTTC

Know How to Get Help

Speak with a TTC employee onsite for assistance

Use the Passenger Assistance Intercoms near fare gates and Designated Waiting Areas

On TTC vehicles, press the yellow emergency strip (in emergencies only)

Download the SafeTTC app to report concerns directly to Transit Control

Remember: Stand behind the yellow line and watch the gap when boarding

For any other emergencies, call 911

4. Accessibility

Accessibility Features Across the TTC

Key TTC hubs are fully accessible for customers using mobility devices

TTC staff and ambassadors on-site to help

Book Wheel-Trans trips up to 7 days in advance, with dedicated drop-off and pick-up near the stadium

Additional accessibility support available at Fleet Hub and Exhibition Loop

5. Helpful Tips

Staying Up-to-Date

Follow @TTCNotices on X for real-time updates

Sign up for e-Alerts

Download Transit app

Call our Customer Service team (416-393-3030) 7-days a week (7am-10pm)

Special Event

504B King

Route change due to FIFA World Cup 2026™

June and July 2026

June/July 2026

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

Daytime
June 12, 9 a.m. to 4 p.m.
June 17, 2 p.m. to 8 p.m.
June 20, 10 a.m. to 8 p.m.
June 23, 2 p.m. to 8 p.m.
June 26, 9 a.m. to 4 p.m.
July 2, 2 p.m. to 8 p.m.

Evening
June 12, 4 p.m. to 8 p.m.
June 17, 8 p.m. to 11 p.m.
June 20, 8 p.m. to 9 p.m.
June 23, 8 p.m. to 12 a.m.
June 26, 4 p.m. to 8 p.m.
July 2, 8 p.m. to 11 p.m.

504B King streetcars will turn back east from Dufferin Street, as follows:

Daytime turn back: north on Dufferin Street, east on Queen Street West, south on Shaw Street and east on King Street West, to regular route.
Evening turn back: north on Shaw Street, west on Queen Street West, south on Dufferin Street and east on King Street West, to regular route.

Stops not served: Dufferin Street between King Street West and Dufferin Gate Loop.

Road to FIFA World Cup 2026™

Getting ready to move the world in...

17 days

Employee communications
Weekly updates and dedicated internal hub

Social media
Important information and behind-the-scenes looks

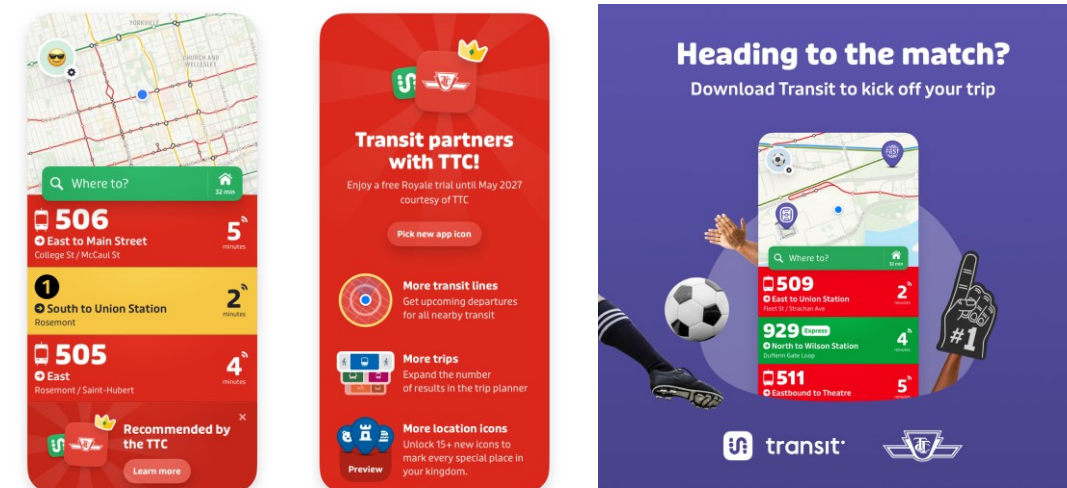
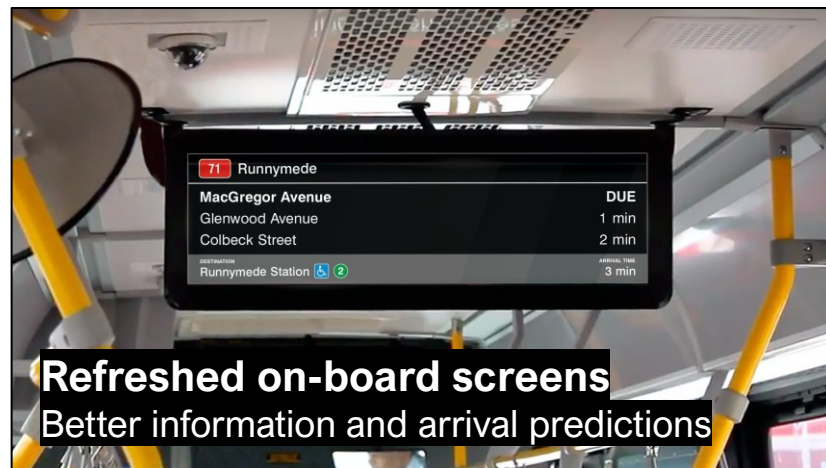
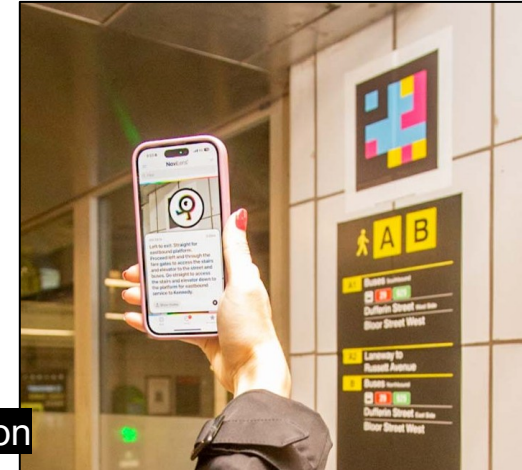
Meet Awaiz
Special Events Coordinator

Meet Amrita
Prepress Bindery Operator

Match Day Moves
With Design & Wayfinding

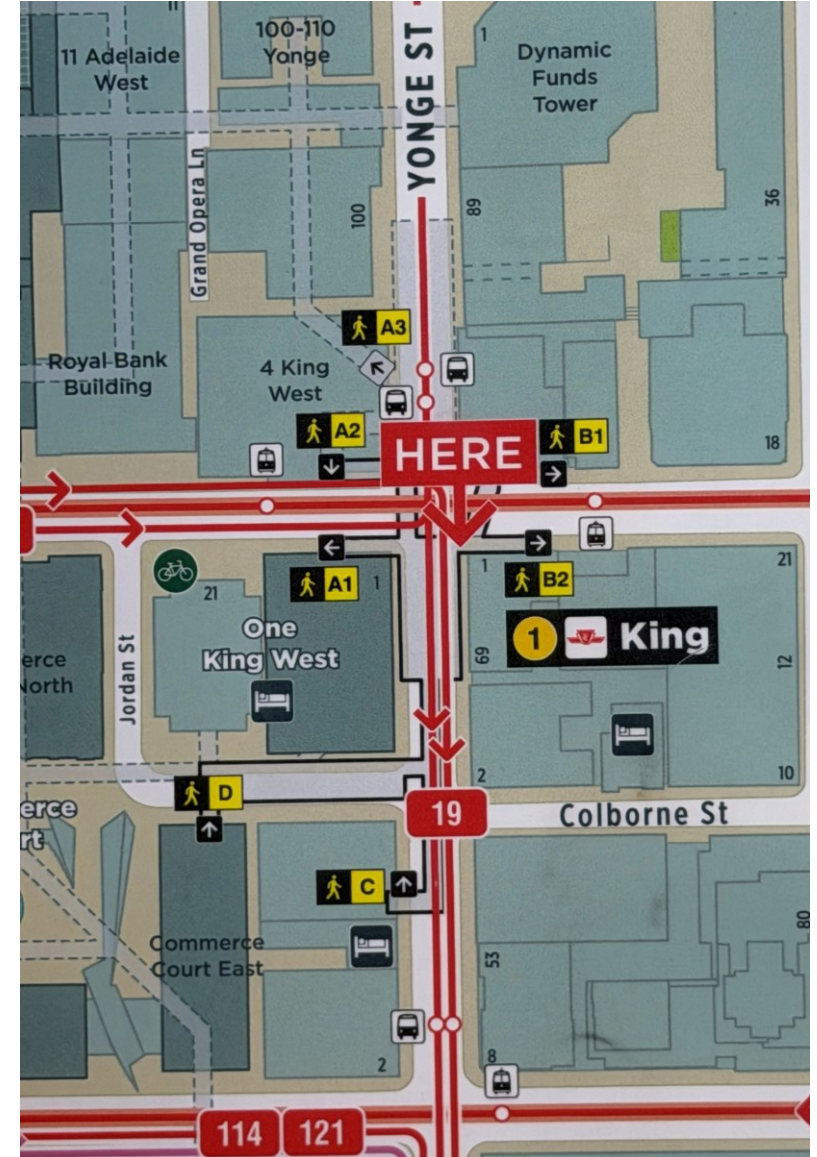
Match Day Moves
With Transit Control

Enhanced digital customer experience



TTC x Transit app partnership
Diversification and improved digital trip planning and real-time information

Enhanced station wayfinding pilot



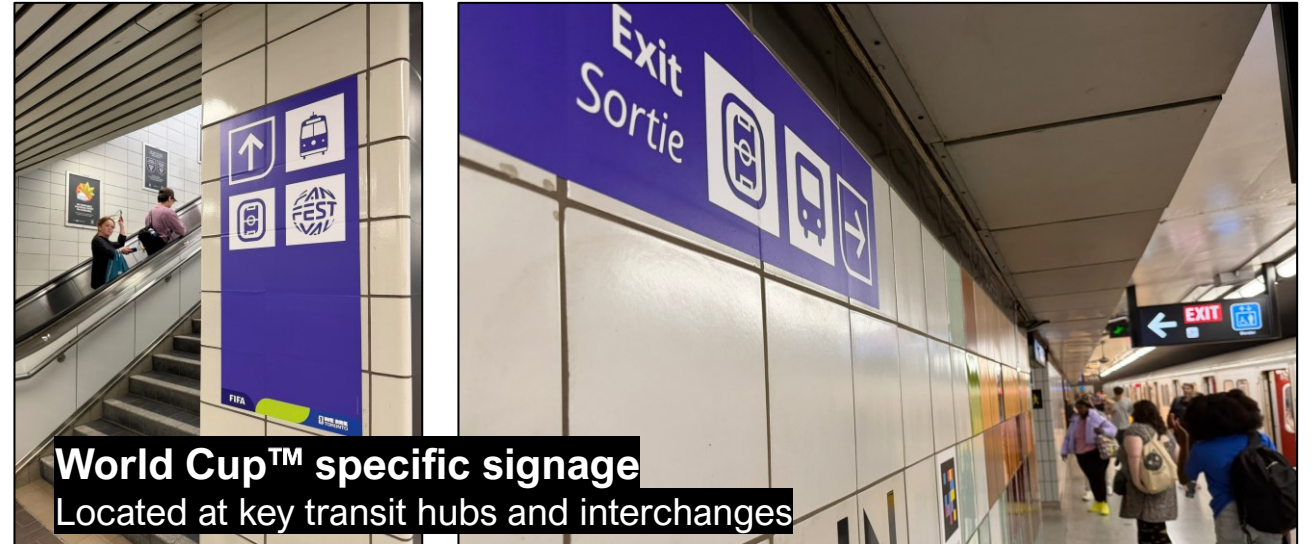
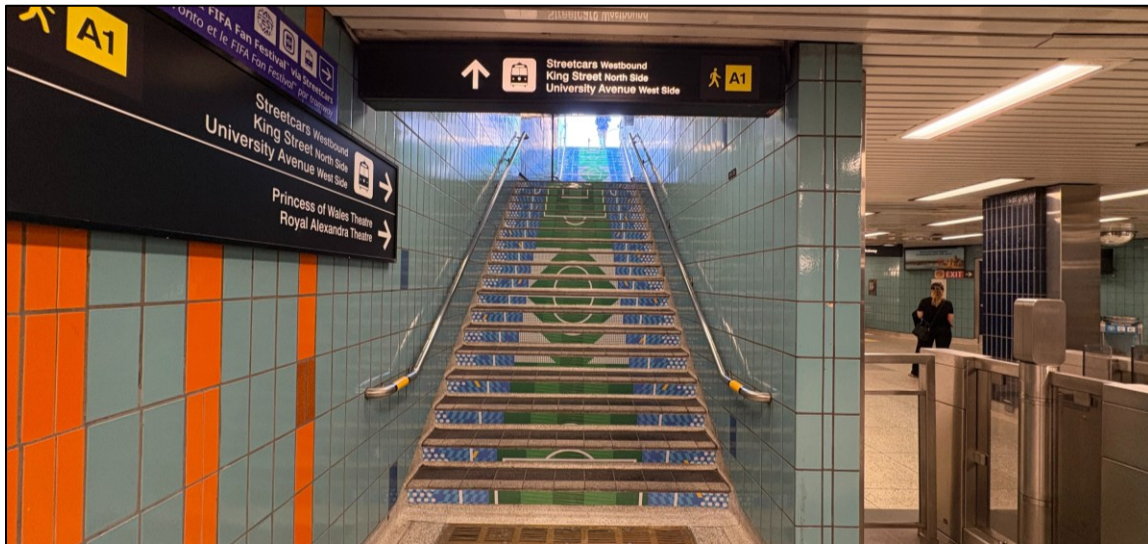
Dressing for the big match



External transit hub identification
FIFA World Cup 2026™ dressing on station exteriors

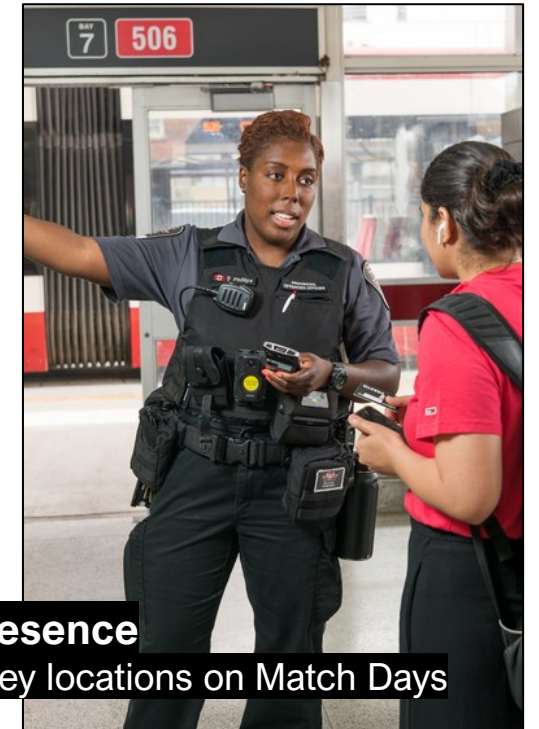
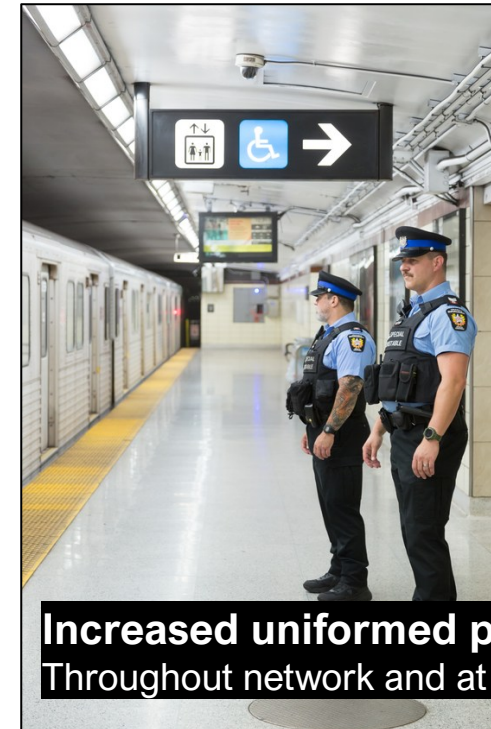


TTC Pop-up Shop at Bathurst Station
Opens on June 10 each Thursday to Sunday, and on match days



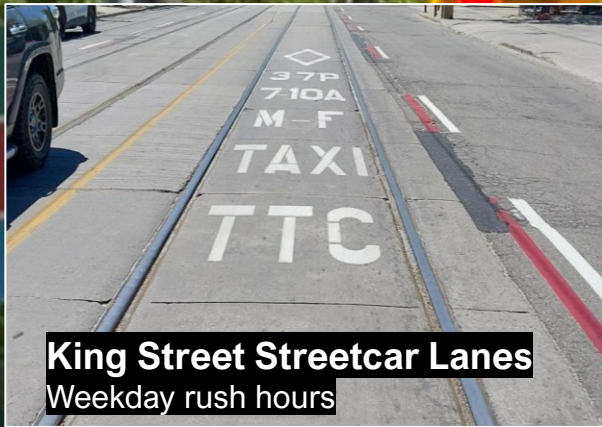
World Cup™ specific signage
Located at key transit hubs and interchanges

Safety and security initiatives



A blurred photograph of a city street during the day. In the foreground, a white car is partially visible on the right. Further back, a blue sedan and a dark pickup truck are driving towards the camera. On the left side of the road, a blue and white bus is visible. The background shows city buildings and traffic lights. Overlaid on the bottom left of the image is a text box with two lines of white text on colored backgrounds.

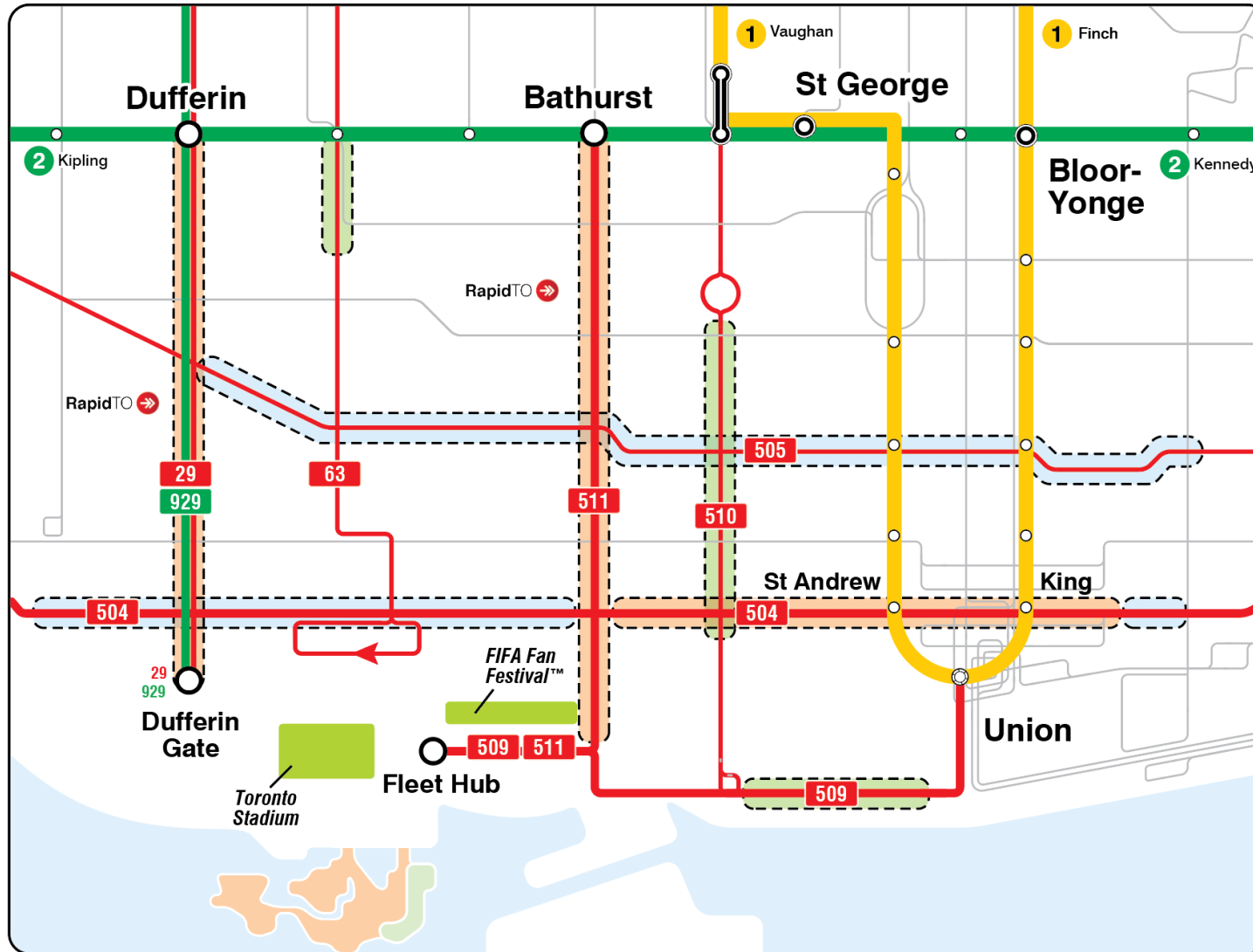
Service reliability and resiliency:
Transit priority and incident response



Moving TTC with priority

- ✓ **RapidTO on Bathurst Street**
- ✓ **RapidTO on Dufferin Street**
- ✓ **Pilot treatment of existing King Street Time-of-Day Streetcar Lanes**
- ✓ **Transit signal priority enhancements**
- ✓ **Expanded curbside use and turn restrictions on King Street and Dundas Street**

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

v2026-04-14



Match Day incident response

BEFORE EVENT



Review and update response plans and playbooks



Conduct pre-event inspections and checks



Develop and deploy staffing at critical response locations

DURING EVENT



Monitor conditions and adjust resources as warranted



Regular situational awareness reporting and calls



Stage service and staffing for event egress

INCIDENT RESPONSE



Deploy response personnel quickly to incidents



Coordinate internally and externally



Communicate impacts to customers

RECOVERY / POST EVENT



Restore and adjust service to regular operations

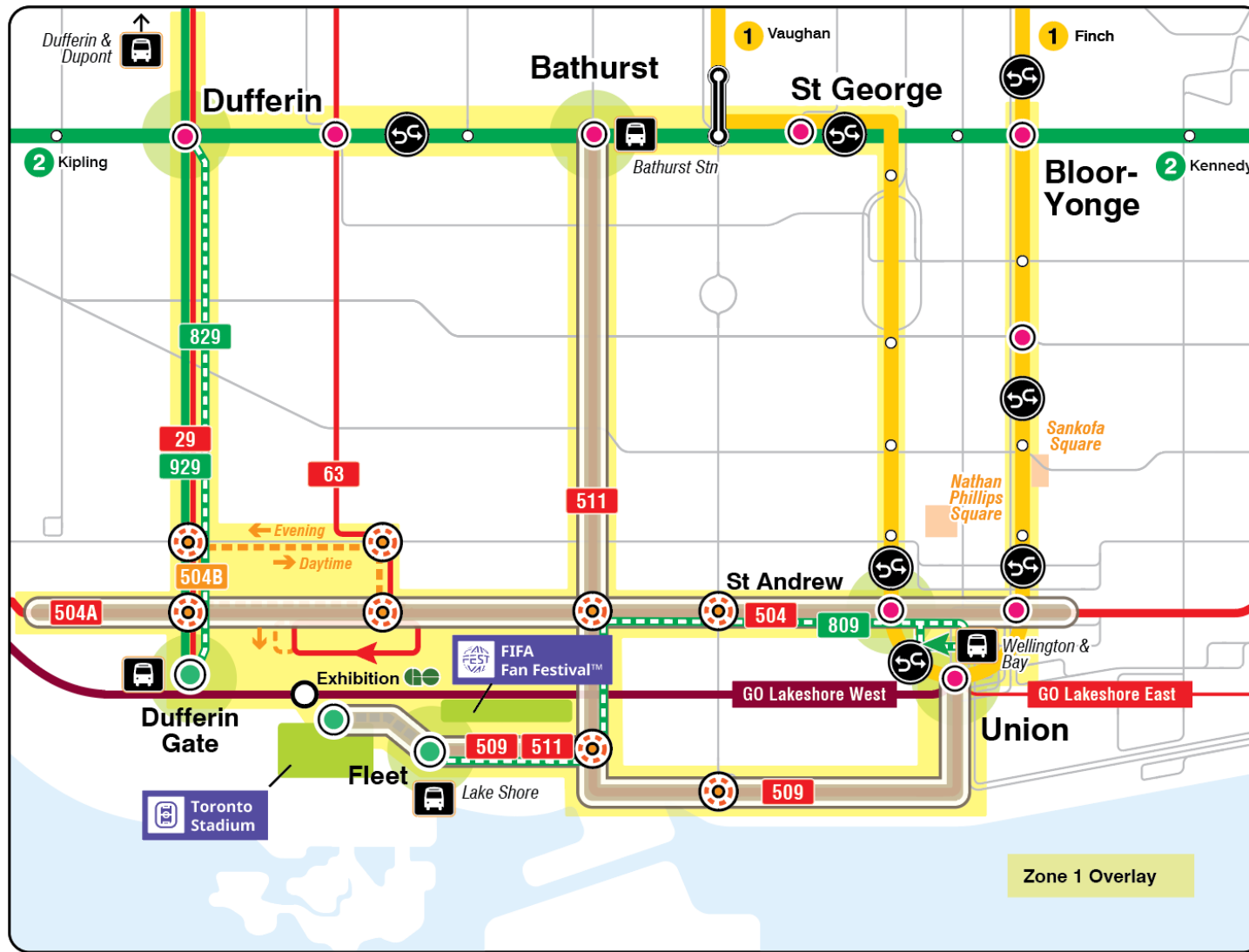


Review response performance and root causes

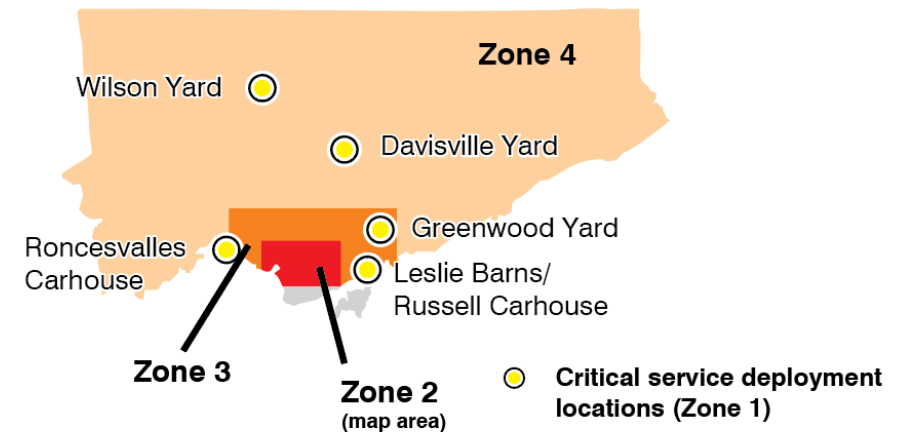


Apply lessons learned and/or mitigation actions

Areas of incident response



City-wide response zones



Priority locations and resources for rapid response

- Streetcar switch**
Response to switch incidents and manual switch operational support
- Subway turnback**
Monitoring of switch availability and staffing at turnback locations
- Bus staging locations**
Bus maintenance change-offs for vehicle failures and for contingency bus services
- Streetcar power monitoring**
Monitoring power system loads and response to failures
- Priority subway station**
High volume locations or transfer locations for match day services
- Surface Hubs**
Primary location for customer access to/from venues and critical service control locations

Targeted Response Times

Zone 1	5 min	Zone 2	10 min	Zone 3	20 min	Zone 4	BAU
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One TTC is ready
to welcome the world



