

Affordable 

2026

2027

2028

Ensure transit remains affordable	• Fare freeze for the 3rd year in a row		
	• Introduction of fare capping	• Review customer trends and explore opportunities to further enhance fare capping	
	• Continue to work on fare modernization		
	• TTC and the City of Toronto continue Fair Pass Program partnership		

Fast 

Address changing demand and travel patterns	• Increase and adapt service to address demand		
	• Complete construction of Line 3 busway		
Restore and enhance service	• Reinvest LRT network efficiencies in service improvements • Complete a comprehensive review of TTC Service Standards	• Restore service up to standard: 10 Minute Network, crowding, Express Bus • Implement outstanding 2024 and 2025 ANP initiatives	• Explore opportunities to enhance service frequency, travel times and network coverage: Express Bus, frequent network, early morning Sunday service, Blue Night Network, 6-minute streetcar service
Improve service reliability	<ul style="list-style-type: none"> • Continuously review and improve transit schedules • Continued rollout and refinement of automated monitoring, and operator training and counselling to improve on-time departures <ul style="list-style-type: none"> • Rollout of new metrics to better measure service reliability from a rider’s perspective • Review infrastructure needs at the end-of-line points to ensure they meet operational needs <ul style="list-style-type: none"> • Implement annual service changes for area-specific construction • Continuously review, document and improve the process and responsibilities for service disruptions 		
Implement transit priority measures	• Complete feasibility studies and public consultations, and seek approvals for the installation of RapidTO Finch Avenue East, Lawrence Avenue East, and Dufferin Street (Phase 2)		
	• Red paint applied at strategic locations		
	• Implement regulatory transit priority measures at up to 15 locations per year		
	<ul style="list-style-type: none"> • Install or update Transit Signal Priority at 50 locations per year • Implementation of Advanced Transit Signal Priority 		
	• Construct four Queue Jump Lanes	• Complete design and construct Queue Jump Lanes at up to seven locations	
• Additional Queue Jump Lanes delivered as part of RapidTO and other City projects			
Enhance service planning equity lens	<ul style="list-style-type: none"> • Continue enhanced consultation process • Refine, adopt, and implement transportation equity measures 		

Safe 

Prioritize safety and security	• Implement the actions in the TTC Community Safety, Security and Well-being Plan		
	• Pilot new and emerging technologies to enhance safety and reliability, such as: LIDAR for track intrusion detection, AI for suicide prevention, bus collision avoidance technology	• Continue exploring new and emerging technologies to enhance safety, such as predictive safety and threat detection, vehicle collision avoidance systems, and platform edge LED lighting	
	• Pilot the installation of CCTV cameras in bus and streetcar bays at five stations	• If the pilot proves successful, expand CCTV coverage to all bus and streetcar bays, contingent on available funding, staffing capacity, and project prioritization	
	• Begin the automated streetcar camera enforcement pilot	• Expand implementation of automated streetcar enforcement pilot (subject to Board approval and funding)	

Support an integrated travel experience	<ul style="list-style-type: none"> Continue to monitor and review cross-boundary travel pattern changes from One Fare Consult with customers and implement potential route changes through the ANP process 		
		<ul style="list-style-type: none"> Implement a service integration pilot with MiWay 	<ul style="list-style-type: none"> Post-implementation review of pilot with MiWay Implement a service integration pilot with YRT
	<ul style="list-style-type: none"> Monitor existing investment in cycling infrastructure to understand utilization Continue to support Bike Share Toronto and continue to work with the City on their cycling and micromobility projects Increase education and awareness regarding transit-cycling integration 		
	<ul style="list-style-type: none"> Work with the City to implement potential pedestrian improvements as part of their Missing Sidewalk Program to enhance pedestrian access to the TTC 		
	<ul style="list-style-type: none"> Implement microtransit shuttle parking improvements at Don Mills Station and explore other locations 		
Simplify navigation and information	<ul style="list-style-type: none"> Implement the TTC Wayfinding Strategy: St George wayfinding pilot design; station exit numbering (six stations); platform boarding mats: five stations 	<ul style="list-style-type: none"> Continue implementing the TTC Wayfinding Strategy 	
	<ul style="list-style-type: none"> Improve Real-Time Information: digital stop signage pilot installed at 72 stops on the surface network; GTFS.RT: consolidation of all service alerts and service advisories into one feed; Google Pathways 		
	<ul style="list-style-type: none"> Implement 5G wireless service across the subway network to improve access to real-time TTC information and alerts 		
	<ul style="list-style-type: none"> Improve the TTC.ca experience 		
	<ul style="list-style-type: none"> Roll out of CSA tablets across additional stations pending a successful evaluation of the pilot 		
	<ul style="list-style-type: none"> Pilot Real-Time ASL/LSQ Video Assistance 	<ul style="list-style-type: none"> Explore additional pilots that improve the journey for customers with disabilities, such as audio broadcasting for riders with hearing loss 	
	<ul style="list-style-type: none"> Increase opportunities for customers to engage with and learn about TTC public art 	<ul style="list-style-type: none"> Implement a suite of initiatives to improve the orientation experience for new TTC customers 	
	<ul style="list-style-type: none"> Continue evaluating 2026 FIFA World Cup and major-event partnership and influencer opportunities, while evolving our social media strategy to strengthen trust and meaningful engagement 	<ul style="list-style-type: none"> Expand our social presence with clear, human-centred communication that reinforces the TTC as affordable, reliable, and safe, including building a TikTok presence and enhancing community management to support riders and build trust 	<ul style="list-style-type: none"> Continue evolving our social media strategy by further integrating social media with broader TTC marketing initiatives across all platforms, enhancing content capabilities, and strengthening community management
Make payment easier	<ul style="list-style-type: none"> Introduce E-Tickets (Convention Passes) 	<ul style="list-style-type: none"> Explore opportunities to expand E-Ticket use cases 	
	<ul style="list-style-type: none"> Launch Machine Readable Transfers on streetcars (Phase 1) 		
		<ul style="list-style-type: none"> Harmonize cash fares to a single price 	
			<ul style="list-style-type: none"> Digitize Post-Secondary and Support Person IDs and application processes
Use customer insight to improve comfort, convenience, and ease of travel	<ul style="list-style-type: none"> Make accessibility and safety improvements at 20 complex stops and 150 stops in total 	<ul style="list-style-type: none"> Make 150 stops accessible per year 	
	<ul style="list-style-type: none"> Explore opportunities to reimagine the street furniture requirements for bus and streetcar stops with City staff 		
	<ul style="list-style-type: none"> Identify and onboard new retail partners, including 20 new retail locations on Line 5 Eglinton 		
	<ul style="list-style-type: none"> Release a public-facing customer experience dashboard 	<ul style="list-style-type: none"> Explore implementation of a Mystery Rider Program and new tools for use in public engagement and market research 	
	<ul style="list-style-type: none"> Community engagement and outreach initiatives: deliver tours of TTC facilities and projects, community-partner newsletters, participation in external events, and beautification of construction hoarding through temporary art murals, while also meeting customers where they are through in-station and on-vehicle construction pop-ups and operating a dedicated public project office for the Bloor-Yonge Capacity Improvement Project 		