



CEO's Report

Toronto Transit Commission
March 2026

The CEO's Report offers a rotating review of service delivery performance across the TTC's transit modes. The current edition highlights Streetcar service, featuring key performance indicators (KPIs) through the end of January 2026.



CEO's commentary

As we move through the first quarter of 2026, this report provides a clear-eyed look at streetcar performance and the broader system conditions shaping the customer experience. Our responsibility is not only to highlight progress, but to be transparent about where service is falling short and what we are doing to address it.

In January, streetcar service levels showed modest improvement. Crowding remains low across the network, reflecting continued efforts to add six-minute service on key routes.

Accessibility progress continues to be a priority. More than 93% of streetcar stops are now accessible, and design work for the remaining curb cut upgrades is nearing completion, with construction targeted for 2027. While a small number of locations remain constrained by roadway conditions, we continue to work closely with the City of Toronto to address these barriers, wherever possible.

Travel speeds remain a challenge. Intersection delays, construction activity, and congestion continue to affect streetcar reliability and average speeds further compounded by snow accumulation this month. Addressing these constraints will require sustained partnership, particularly around construction co-ordination and stronger transit priority measures that support people first mobility.

Reliability remains our most pressing concern. January streetcar service was affected by exceptional winter conditions, including the 8th snowiest winter in 90 years. I want to recognize and thank TTC operators, maintenance teams, supervisors, control centre staff, and support employees for their unwavering commitment to keeping transit moving through the worst storm this city has seen in many years. Their professionalism in exceptionally difficult circumstances is a powerful reminder of how essential the TTC is to Toronto's daily life and economic vitality.

These conditions constrained on street operating space, increased incidents of autos stuck on tracks, and congestion caused by snow restricted curb lanes. Prolonged cold also affected some vehicle systems which are being addressed through fleet-wide inspections and enhanced maintenance.

Close coordination with the City helped mitigate impacts, including a shared focus on reducing parking in snow lanes, and the TTC continues active engagement with the City on the development of the Major Snow Event Response Plan, expanding the approach from snowfall to accumulation strategies, including improved snow removal at transit stops.

From an asset perspective, service availability met target, but reliability was affected by cold-related equipment issues, most notably failures in windshield wiper systems. We have completed a root cause analysis and are undertaking a fleet-wide inspection and replacement program to address these issues, supported by enhanced preventative maintenance cycles and weekly reliability reviews.

We are also working with partners to reduce avoidable delays on the streetcar network. Expanded transit signal priority and targeted traffic agent deployment, including along the 510 Spadina corridor, are practical, near-term actions that can improve streetcar movement and reduce service interruptions.

Customer satisfaction with streetcar service remains below target, but shows gradual improvement in key areas, including cleanliness, real-time information, and perceived safety. Streetcar ridership increased modestly year over year, even as overall system ridership remained below target due to severe weather and broader economic conditions.



CEO's commentary

LRT Operations

The first phase of operations on **Line 5 Eglinton** marks an important step forward for Toronto's transit network and for how customers move across the city. Early feedback reflects both the promise of this new line and the work required to fully realize its potential as it transitions into regular operations.

Customers have responded positively to the modern environment, sense of safety, and overall quality of the infrastructure, particularly in underground sections. These fundamentals help establish confidence in the system and reinforce the value of sustained investment in rapid transit.

At the same time, customers are clearly identifying where the experience needs to improve. Riders expect predictable service, clear announcements, intuitive wayfinding, and seamless transfers.

It is important to be clear about how Line 5 is operated and where accountability sits. The TTC is responsible for operating the line and for delivering the customer experience, including service planning, schedules, headways, operator deployment, customer communications, and integration with the broader TTC network.

These are areas within our control, and we will continue to make adjustments to improve service delivery and better co-ordinate connecting routes.

Line 5 is delivered through a partnership operating model. Metrolinx owns the infrastructure, including stations, track, power systems, and signals, while Crosslinx Transit Solutions Maintenance is responsible for maintaining the system and vehicles under contract. Effective service delivery depends on close co-ordination across all partners, particularly where infrastructure availability and maintenance directly affect TTC operations.

We are also hearing important feedback about the surface portions of Line 5. Travel times, intersection delays, and transit priority shape the end-to-end experience in ways that mirror challenges on the TTC surface network. These observations reinforce a broader lesson across the TTC: reliable transit depends not only on vehicles and schedules, but on a broader operating environment that supports and enables consistent service.

Since it began operations on December 7th, service on **Line 6 Finch** has continued to improve thanks to a combination of increased operator familiarity with the line, reduced minimum dwell times at stops, and enhanced transit signal priority, including lagging left turns. Average round-trip travel times have reduced by about 20 minutes since opening day, and further improvements are expected as enhanced transit signal priority in the form of phase rotation is implemented at intersections over the coming months. Further, beginning on March 15th, Line 6 extended operating hours to 2:00am nightly.

As I have said before, opening a new transit line is not the end of the journey – it is the beginning of a new operational chapter. Our focus now is on listening carefully, acting where we have control, and working closely with our partners to continue improving the customer experience.



Mandeep S. Lali

Chief Executive Officer
Toronto Transit Commission



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Legend

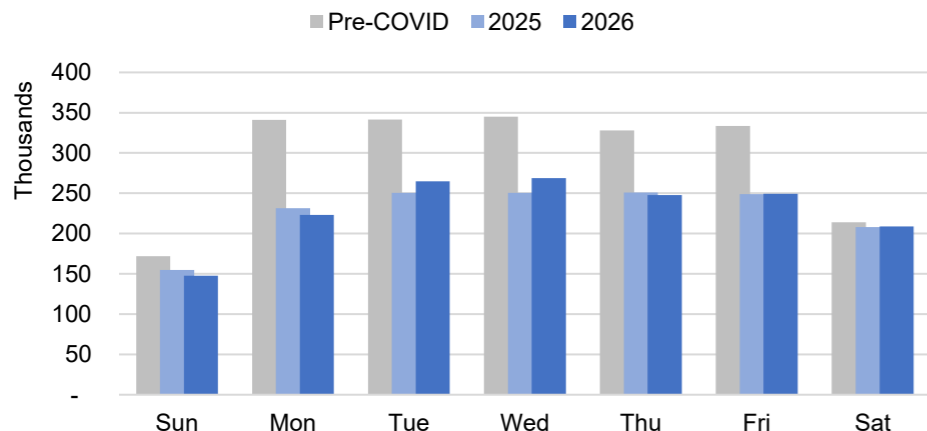
- Green – On or above target, or has improved 5% y/y
- Amber – increased y/y less than 4 pts, within 1 pt, temporary deviation, or making notable improvements
- Red – Off target





Streetcar Performance Metrics: Customer Experience – January 2026

Streetcar Weekly Customer Boardings



1.6 million Customer boardings per week

Sep 2025 1.5 million, +100K

**Streetcar boardings increased by 1% from last year (2025)

*Morning and afternoon peak periods 52% of weekday streetcar boardings

Weekday

251K daily boardings
+2% y/y, -26% pre-COVID

Saturday

209K daily boardings
No change y/y, -2% pre-COVID

Sunday

148K daily boardings
-5% y/y, -14% pre-COVID

Streetcar Customer Satisfaction

67%, Sep 69%, -2%pts

17 pts below target of 84%

2 pts increase m/m

5 pts decrease same month y/y

6 pts lower from pre-COVID (Q1 2019)

4 pts lower compared to overall

Streetcar Net Promoter Score

Net % customers who promote the TTC

-10 pt, Sep -9 pt, -1pt

2 pts decrease m/m

16 pts decrease same month y/y

24 pts decrease from pre-COVID (2019)

9 pts lower compared to whole network

IN FOCUS Streetcar Service Demand

Executive Summary

- Streetcar boardings increased 1% y/y, but overall boardings remained below target for the month.

Issues

- Streetcar demand increased 1% y/y, while bus and subway demand declined 13% and 4%, respectively.
- Overall boardings remained below target due to series of inclement weather, particularly affecting bus and subway operations and hence demand.
- Weather poses less disruptions on streetcar operations, but some services were affected due to vehicles blocked by improper on-street parking beside snow banks.
- Streetcar is at 78% of pre-COVID demand versus overall network at 79%.

TTC Actions and Timing

- February reports indicate streetcar boardings since increased 8% m/m and 12% y/y.
- Plan for increased resiliency of transit service in inclement weather.
- Continue to monitor system-wide customer demand and return-to-office patterns.





Streetcar Performance Metrics: Service Levels and Accessibility – January 2026

IN FOCUS Service Levels

Service Level Scheduled Hours – Weekly

	Streetcar	Bus	Construct	Total*
Jan-26	21,184	1,928	463	23,575
Sep-25	21,168	1,948	418	23,534
Jan-25	21,207	-	1,070	22,277
Jan-20	18,885	4,188	514	23,587

*Buses on Streetcar routes.

Average Speed

● **All Network +2.99% y/y, -6.44% pre-COVID**
Streetcars 11.72km/h, -1.15% y/y, -5.62% pre-COVID,
Sep 11.4km/h, +3%,
 Buses (on Streetcar routes) 12.26km/h, **Sep**
12.0km/h, +2%

10-minute Network: 3.16% y/y, -6.65% pre-COVID
 Non-10-minute Network: 2.74% y/y, -4.23% pre-COVID
 Blue Night: 0.92% y/y

*Normalized to Flexity equivalent September Schedule Hours: 20,003 +3%/y/y and +5% pre-COVID.

Crowding

Across all schedule Streetcar trips (4,016 scheduled trips/weekday)

- **0.9% - Full 100% vehicle capacity, -1% y/y**
Sep crowding at full 100% capacity: 0.8%, +0.1%pts
0.3% - Crowded 120% vehicle capacity, -0.1% y/y
Sep crowding at 120% capacity: 0.2%, +0.1%pts
 - 10-minute Network, 0.9% trips Full, 0.3% trips Crowded
 Full trips -1% y/y, crowded trips -1.2% y/y
 - Non-10-minute Network, 3.9% trips Full, 0.5% trips Crowded
 Full trips -4.3% y/y, crowded trips +0.5% y/y
 - Blue Night Network 0% trips Full, 0% trips Crowded
 Full trips no change y/y, crowded trips no change y/y

Streetcar Cleanliness Score

● **94.3% overall, Sep 95.3, -1.05%**
 Cleanliness Score in Q4 2025
4.3 pts above target of 90%
1 pt decrease from Q3
2.6 pts decrease compared Q4 2024
15.9 pts increase from pre-COVID (2019)

Streetcar Stops

● **640 active stops, no change from Sep 2025**
93.13% Accessible (596 stops)
Target 96.87% by 2027 (620/640 total)
***3.13% out of scope due to roadway/infrastructure**

Executive Summary

Streetcar service levels in January 2026 showed incremental increase over September 2025. Cleanliness remains above target and design work for remaining stop accessibility including curb cuts is progressing, with construction targeted for 2027.

TTC Actions and Timing

- Dedicated Streetcar lane monitoring on Bathurst to support speed and reliability improvement (RapidTO).
- Streetcar routes incorporated in Bunching & Gapping pilot to test multifaceted approaches to improving service regularity and speed.
- Winter service performance will be evaluated net of major storm events to improve consistency in year-over-year reporting and performance monitoring.

Partner Support Needed

- Continued congestion management including Transit priority measures to improve streetcar movement.
- Coordination with City of Toronto to minimize diversions and resulting replacement service.





Streetcar Performance Metrics: Service Reliability – January 2026

IN FOCUS Streetcar Service Reliability

On time Performance

Adherence to Schedule at Route End Terminals

	On Time >90%	On the Cusp 80-90%	Not on Time <80%
# Streetcar Routes	0	0	11
% Ridership	0%	0%	100%

54% overall Streetcar, Sep 61%, -11%pts
 Target of 90% not met
 9 pts decrease from last board period
 17 pts decrease from same board period last year
 No change from same board period pre-COVID (2019)

Service Availability

Streetcar Vehicles Service versus Schedule

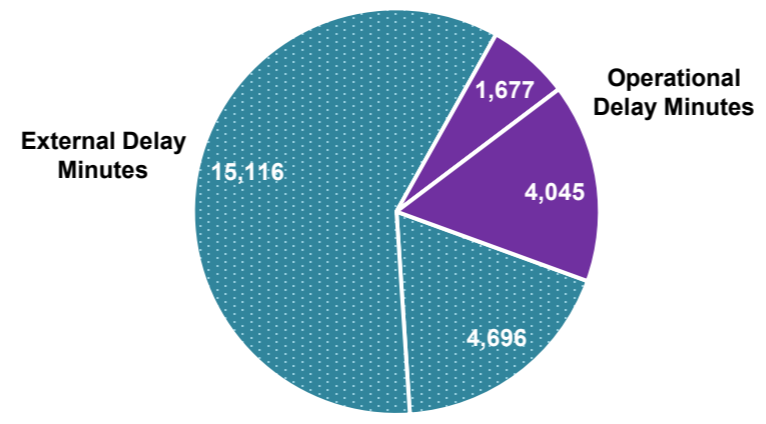
100%, Sep 101%, -1%
 Target of 100% met
 No change from last month
 No change from same board period last year
 No change from pre-COVID (2019)

Mean Distance Between Failures (MDBF)

Distance Operated Before Failure

33,706 km, Sep 36,291km, -7%
 Target of 37,000 km not met
 3% decrease from last month
 8% decrease from same board period last year
 pre-COVID (2019) not available

Unplanned Delay Minutes



25.5K Unplanned Delay Minutes

52% increase from last month; 63% increase y/y

	Jan' 26	Sep' 25	Operational	Jan' 26	Sep' 25
External	78%	70%	Staff-related	22%	30%
Passenger-related	18%	27%	Equipment	16%	22%
Diversions	29%	21%		7%	8%
Misc. Auto Foul	20%	4%			
Other	10%	18%			

Streetcar Short Turns

Vehicle removed from service before route completion/100 departures

0.18%, Sep 0.50%, -64%
 Target of below 1% met
 0.01 pt increase from last month
 0.11 pt decrease from same month y/y
 0.12 pt increase from pre-COVID (2019)

Executive Summary

Extreme winter weather; drove a year-over year decline in streetcar reliability in January, with on-time performance down 17% and MDBF down 8%. Impacts were concentrated during heavy snow volumes and extreme cold events.

Issues

- Heavy snowfall cut roadway capacity and blocked streetcar tracks (>5,000 delay minutes), hitting non-ROW routes hardest (from 57% to 35% OTP). Autos blocking tracks contributed 20% of delays, passenger related delays increased 16.7% y/y; weather +3,450% y/y (284 mins) due to weather conditions.
- The MDBF shortfall was mainly due to extreme cold, led by windshield-wiper system failures.

TTC Actions and Timing

- Winter preparations improved bus mobility and storm-day response, aided by coordination with the City on snow removal and parking, with 4,000 snow-lane parking signs installed.
- TTC employees cleared snow at about 50 stops along the 506 College route during the storm to improve customer access.
- MDBF analysis found some vehicles have defective wiper fluid pump inoperable in extreme cold. Fleet-wide inspection and replacement of the faulty pump is recommended.

Partner Support Needed

- Coordination for snow clearance at Streetcar stops. Continued partnership on Major Storm Event Response Plan addressing snow accumulation strategies.
- New TSP phase rotations at two intersections at 510 Spadina corridor (February 2026). Traffic agents at key intersections to prevent streetcar blocking.





Streetcar Performance Metrics: Safety and Security – January 2026

IN FOCUS Safety and Security

Customer Injury Incident Rate (CIIR)

● **0.91**, Sep 1.51, -40%

Injury incidents per one million vehicle boardings

5 (actual)

7% decrease from last month

1.28 – 12-month rolling average (Jan 2026)

22% increase y/y 12-month rolling average

Lost-Time Injury Rate (LTIR)

● **10.08**, Sep 4.59, +120%

Injuries per 100 employees annualized

12 (actual)

292% increase from last month

5.18 – 12-month rolling average (Jan 2026)

3% decrease y/y 12-month rolling average

Offences Against Customers (OAC)

● **1.00**, Sep 1.05, -5%

Offences against customers per one million boardings

7 (actual)

48.47% decrease m/m

1.32 – 12-month rolling average (Jan 2026)

53.53% increase y/y 12-month rolling average

Offences Against Employees (OAE)

● **2.20**, Sep 2.89, -24%

Offences per 100 employees on annualized basis

4 (actual)

20.34% decrease m/m

2.71 – 12-month rolling average (Jan 2026)

28.89% decrease y/y 12-month rolling average

Executive Summary

The TTC continues to prioritize safety and security through targeted measures that reduce offences, injuries and improve safety perceptions for customers and employees.

Customer and Employee Safety and Security

- 7% m/m decline in CIIR due to decrease in customer falls.
- 292% m/m increase in LTIR driven by increases in acute emotional events, assault, slip/trip, and ergonomic injuries.
- Decrease in OAC and OAE m/m.
- Perceived Safety 61% with 2% decline y/y.

TTC Actions and Timing

- Multidisciplinary Community Safety approach includes: high-visibility staff presence, de-escalation training for frontline workers, risk assessments (OAC and OAE).
- Additional strategies are underway to improve customer communications to influence customer behaviour in higher risk customer groups under the TTC Customer Injury Reduction Plan (CIIR).
- The TTC will be releasing a campaign targeting fall prevention on vehicles in Q2 2026 (CIIR).
- Planning targeted enhancements to overnight streetcar safety on the Spadina route, addressing individuals sheltering on vehicles and associated safety incidents.

Partner Support Needed

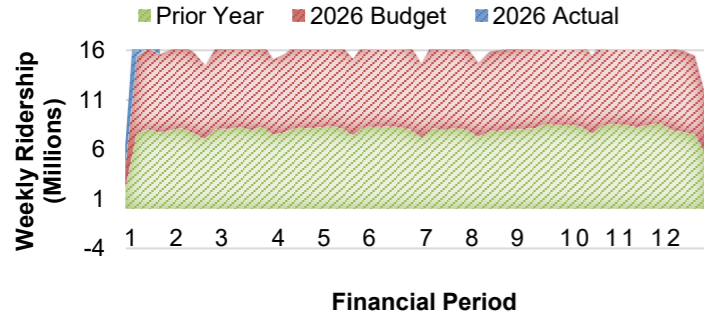
- Multidisciplinary approach with City of Toronto, Toronto Police Service and Toronto Public Health to improve and strengthen community safety, security and well-being on the transit network.



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

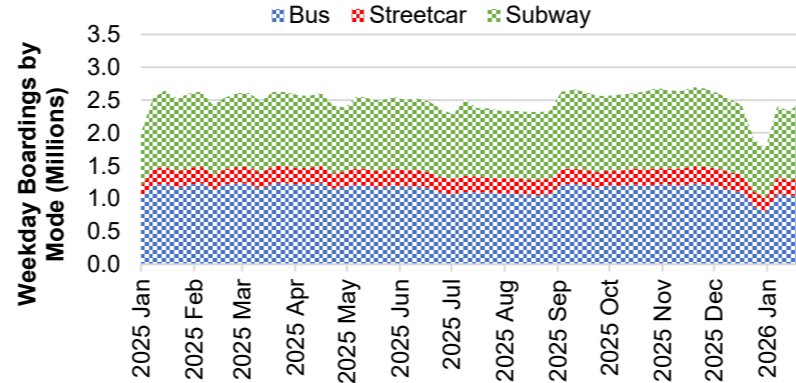
Overall TTC Performance Metrics – January 2026

Overall Revenue Rides Conventional



24.15 million*, Sep 41 million, -41%
 Current -7.2% to budget, -5.4% to prior year
 YTD -7.2% to budget, -5.4% y/y

Overall Daily Customer Boardings



2.4 million/day, Sep 2.6 million, -200k
 -2% m/m, -7% y/y

Customer Satisfaction Target 84%

- 71% overall, Sep 68%, +3%pts**
- 71% Subway, +5 pts m/m, -1 pt y/y, **Sep 67%**, +4%pts
- 71% Bus, +12 pts m/m, -2 pts y/y, **Sep 69%**, +2%pts
- 67% Streetcar, +2 pts m/m, -5 pts y/y, **Sep 69%**, -2%pts

Safety and Security

- 2.16 Offences against customers**, Target 1.0, +5.48% m/m, +16.16% y/y 12-month rolling average, **Sep 1.94**, +11%
- 5.57 Offences against employees**, -15.27% m/m, -2.95% y/y 12-month rolling average, **Sep 5.35**, +4%

IN FOCUS Revenue Ridership

Executive Summary

Revenue Ridership is 7.2% below budget and year-to-date Fare revenue is 5.8% below budget, resulting in a \$3.7M year-to-date budget shortfall.

Issues

- TTC Conventional ridership and passenger revenue has trended below both budget and prior-year levels, likely driven by extreme weather events experienced in January 2026, an economic slowdown, and a decline in immigration and international students.
- As of Period 1, 2026, the year-to-date TTC Conventional ridership and passenger revenue are 7.2% and 5.8% below budget, respectively, resulting in a \$3.7M year-to-date budget shortfall, and 5.4% and 3.4% below the comparable period in prior year, respectively.

Actions and Forecast

- Monitoring customer boardings; an increase was observed since February.
- Ridership Growth Strategy outlining priorities to support ridership and passenger revenue growth.
- Monitoring OTP – despite heavy snowfall, Bus and Subway OTP remained stable.
- Fare compliance strategies.

*Financial Period 1: January 1 – 31, 2026



