



Chief Executive Officer

About the TTC

The Toronto Transit Commission (TTC), North America's third largest transit system and one of its most dynamic, is widely recognized as one of the top places to work in the Greater Toronto Area (GTA). Founded in 1921, the TTC serves over 2.5 million trips per weekday and is the backbone of mobility in one of the fastest-growing and most diverse urban centres in the world. Guided by a forward-thinking strategic plan, and with over a billion (CAD) in annual revenue, the TTC's vision is to move Toronto towards a more equitable, sustainable, and prosperous future by delivering innovative and customer-focused transit solutions. With a legacy rooted in safety, service, and courtesy, the TTC provides reliable, efficient, and integrated bus, streetcar, and subway service that enhances the quality of life for millions of riders annually.

About the Role

The TTC is embarking on a bold transformation guided by its new Corporate Plan, striving to meet the evolving needs of Toronto's growing population while championing sustainability and embracing cutting-edge advancements. As Chief Executive Officer (CEO), you will lead this transformative journey, positioning the TTC as a globally recognized leader in urban transit innovation and operational excellence.

As a visible leader and strategic architect for the TTC, the CEO will drive business modernization and culture change, champion equity and accessibility, and deliver on key performance indicators affecting service to millions of riders daily. Reporting to the Board of Directors, the CEO will lead a public transit agency of over 17,000 employees and oversee an extensive, multi-modal transit network, ensuring its reliability, sustainability, and integration with the GTA's transit ecosystem.

Executive Profile

We are seeking a visionary, results-oriented leader with a commitment to transformational change, leading with integrity and public service. The ideal candidate has proven expertise in leading or modernizing large transit systems, preferably with international experience, and a strong understanding of multi-modal networks, sustainability, and customer-focused innovation.

The CEO will bring a track record of driving transformative change through cutting-edge technologies and forward-thinking strategies while excelling at collaboration with diverse stakeholders to build trust and consensus.

Calm under pressure, you can lead decisively during crises and ensure transparency, clear communications and accountability. A champion of equity, diversity, reconciliation, and inclusion, the CEO will align transit services with community values, in addition to advancing sustainability goals through innovative solutions and strategic planning, positioning the TTC as a leader in low-carbon urban mobility and maintaining its position as a top employer in the GTA.

Key Responsibilities

- **Strategic Leadership:** Drive the implementation of the TTC's strategic vision, aligning transit services with the needs of Toronto's diverse population and supporting the city's economic growth and climate goals.
- **Operational Excellence:** Ensure the safety, reliability, and efficiency of the TTC's operations, addressing the challenges of aging infrastructure, service optimization, improving workplace culture and workforce modernization.
- **Financial Stewardship:** Oversee a multi-billion-dollar capital and operating budget, securing sustainable funding through government partnerships, public advocacy, and innovative revenue strategies.
- **Rider Experience and Growth:** Approach TTC operations through a rider experience lens and drive significant ridership growth through improved reliability, service, safety, and communication.
- **Innovative Modernization:** Lead transformative initiatives in digital technology, infrastructure renewal, and fleet electrification to position the TTC as a global leader in transit innovation.
- **Stakeholder Engagement:** Build trust and collaboration with diverse stakeholders, including government and elected officials, employees, unions, community leaders, media, and riders, while acting as a persuasive advocate for public transit funding and policy.
- **Crisis Management:** Maintain calm and decisive leadership during emergencies, system disruptions, or public scrutiny, ensuring timely and transparent communication.

- **Equity, Diversity, Reconciliation and Inclusion:** Champion initiatives that prioritize equity, accessibility, and workforce diversity, creating an inclusive culture that reflects Toronto’s values and demographics.
- **Sustainability Advocacy:** Advance environmental initiatives, such as transitioning to a low-carbon fleet and promoting sustainable urban mobility.

Qualifications

- A graduate degree in Business Administration, Public Administration, or a related discipline is highly desirable.
- Significant executive experience in leading and transforming large, complex organizations with a focus on public transit, infrastructure, or urban mobility.
- Advanced financial and operational acumen to manage significant budgets and drive innovation in capital and operational planning and implement organizational visions.
- Experience in developing and implementing forward-thinking strategies that address the evolving challenges of urban transit systems.
- Experience in building, maintaining and leveraging relationships with a diverse array of stakeholders.

Why Join the TTC?

This is more than a job—it’s an opportunity to lead a transformative era for public transit, leaving a legacy in one of the world’s most dynamic and diverse cities. As CEO of the TTC, you will influence the daily lives of millions, driving forward a bold vision for the future of urban transit. With unparalleled challenges and opportunities, you will lead an organization that values **excellence, equity, and sustainability**, making Toronto a global model for innovative and inclusive transit systems.

To be considered for this career defining role, please submit your application to Phelps by clicking: <https://bit.ly/3B9FGYD>

Application deadline: Wednesday January 22nd, 2025



The TTC is committed to upholding the values of equity, diversity, anti-racism and inclusion in the delivery of its services and in its workplaces. The TTC is committed to fostering a positive workplace culture with a

workforce that is representative of the communities it serves. Committed to the principles of diversity and inclusion, the TTC encourages applications from all qualified applicants. Accommodation is available for applicants, including those with disabilities, throughout the recruitment process.