



Fare Compliance Action Plan

TTC Audit & Risk Management Committee Decision

The Audit & Risk Management Committee on July 15, 2024, adopted the following:

That the TTC Audit and Risk Management Committee:

1. Endorse the Fare Compliance Action Plan as outlined in this report, comprising of the following areas of focus: Education, Environment. Enforcement and Equity.
2. Direct TTC staff report back to the Audit & Risk Management Committee with a status update on the Fare Compliance Strategy and key directions by Q1 2025, and the broader Fare Compliance Strategy and key directions by Q4 2025.
3. Receive for information, the TTC staff report on the status of the recommendations from the 2019 Auditor General's Phase One Fare Evasion Report, as outlined in Attachment 2, with the expectation of receiving further progress semi-annually.
4. Forward this report to the TTC Board for information.
5. TTC staff report back to the September TTC Board meeting with an action plan to, by the end of 2024:
 - a. keep crash gates closed, except when they are opened by a Collector for a patron who has paid their fare, which will save \$14.2 million/year and requires those who want to pay a reduced/concession fare to get a PRESTO card, which can be done online, and will allow them the two hour transfers;
 - b. phase out cash fares at stations and legacy fare media on all modes;
 - c. strategies to count cash fares on buses; and
 - d. phase out acceptance of undated child cards, which the audit showed are almost always used fraudulently.