

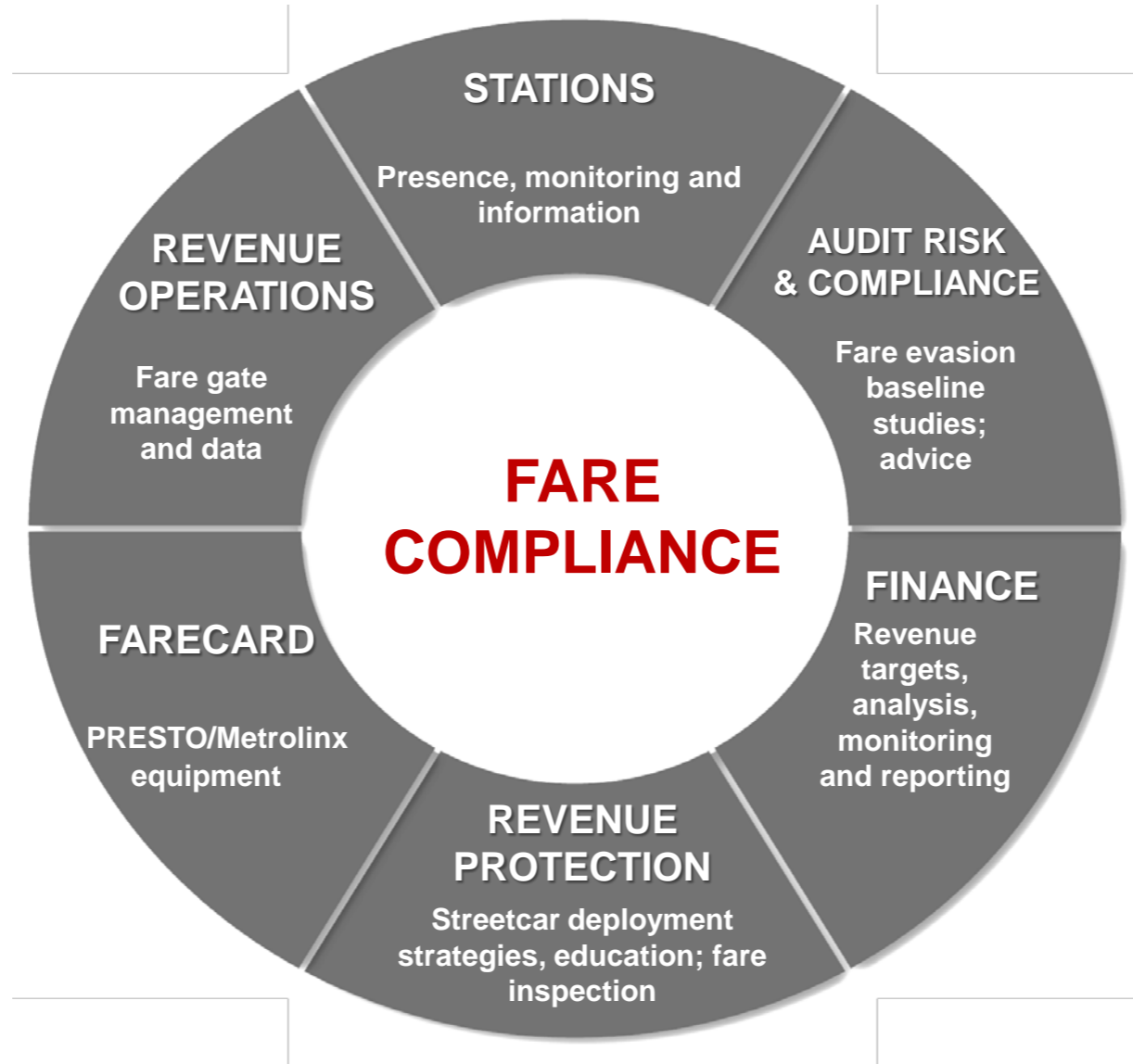


TTC's Fare Compliance Strategy

Audit Risk Management Committee
March 19, 2024



Fare Compliance Roles within the TTC



Key Factors Shaping TTC Fare Compliance



Vehicle Modernization



Fare Collection Modernization



Station Transformation



Operator Safety



COVID Protocols

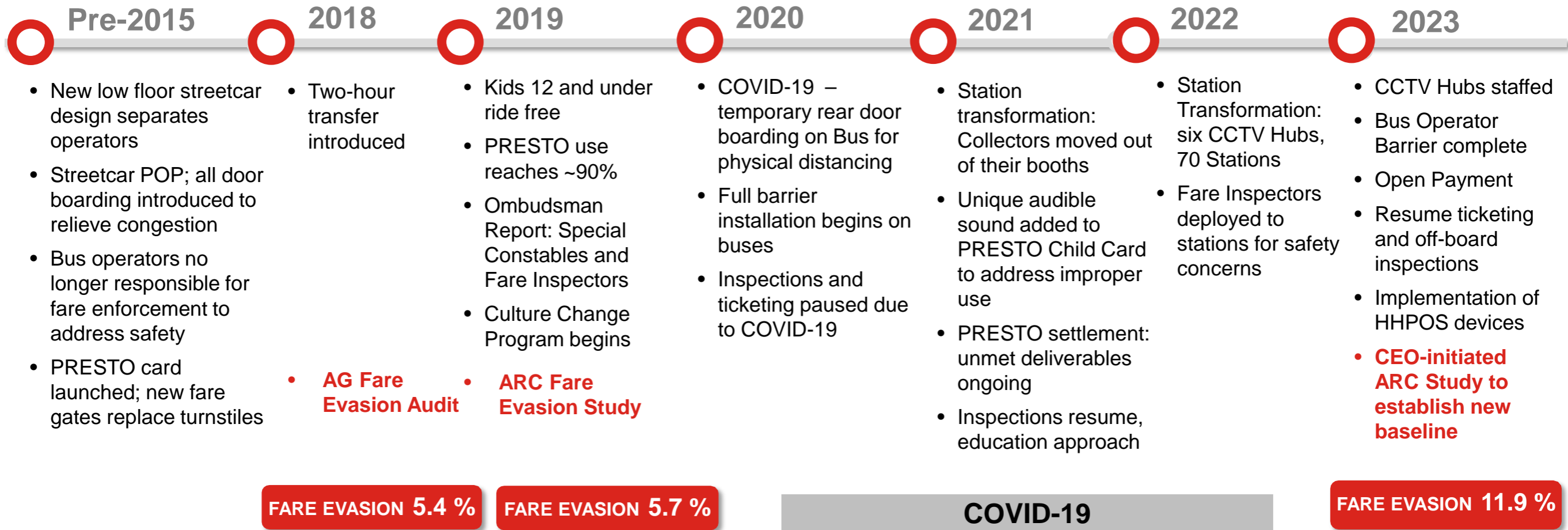


Community Safety, Security and Well-Being



Culture Change Program

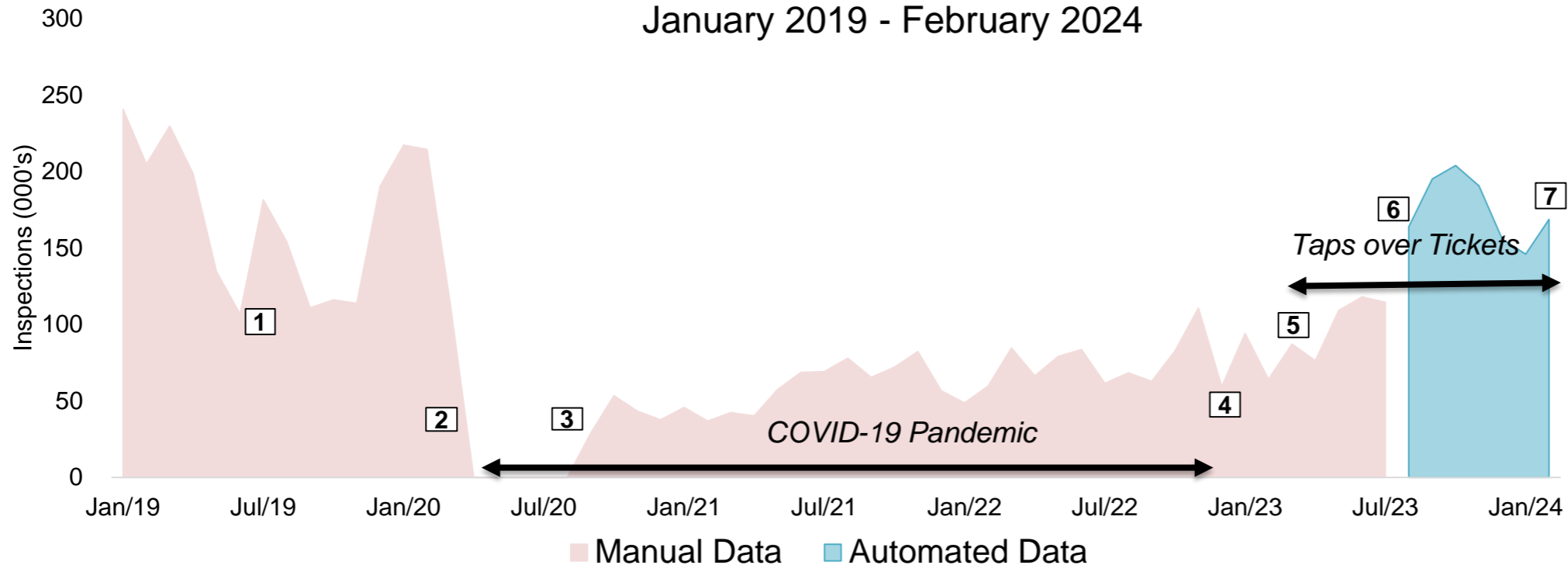
Key Factors Shaping TTC Fare Compliance Timeline



Evolution of Fare Inspection

1. Culture Change Program – 2019
2. Fare Inspection team grows from 40 to 90, Fare Inspection Operations Paused (Covid-19) - Mar 2020
3. Fare Inspections Resumed + Educative Approach Begins - Sept 2020
4. 50% of Fare Inspectors Deployed to Stations - Dec 2022
5. Ticketing Resumed + Taps over Tickets - Mar 2023
6. New Handheld Point of Sale Devices Introduced + Data Reorganization - Jul 2023





Streetcar Fare Inspection Timeline
January 2019 - February 2024



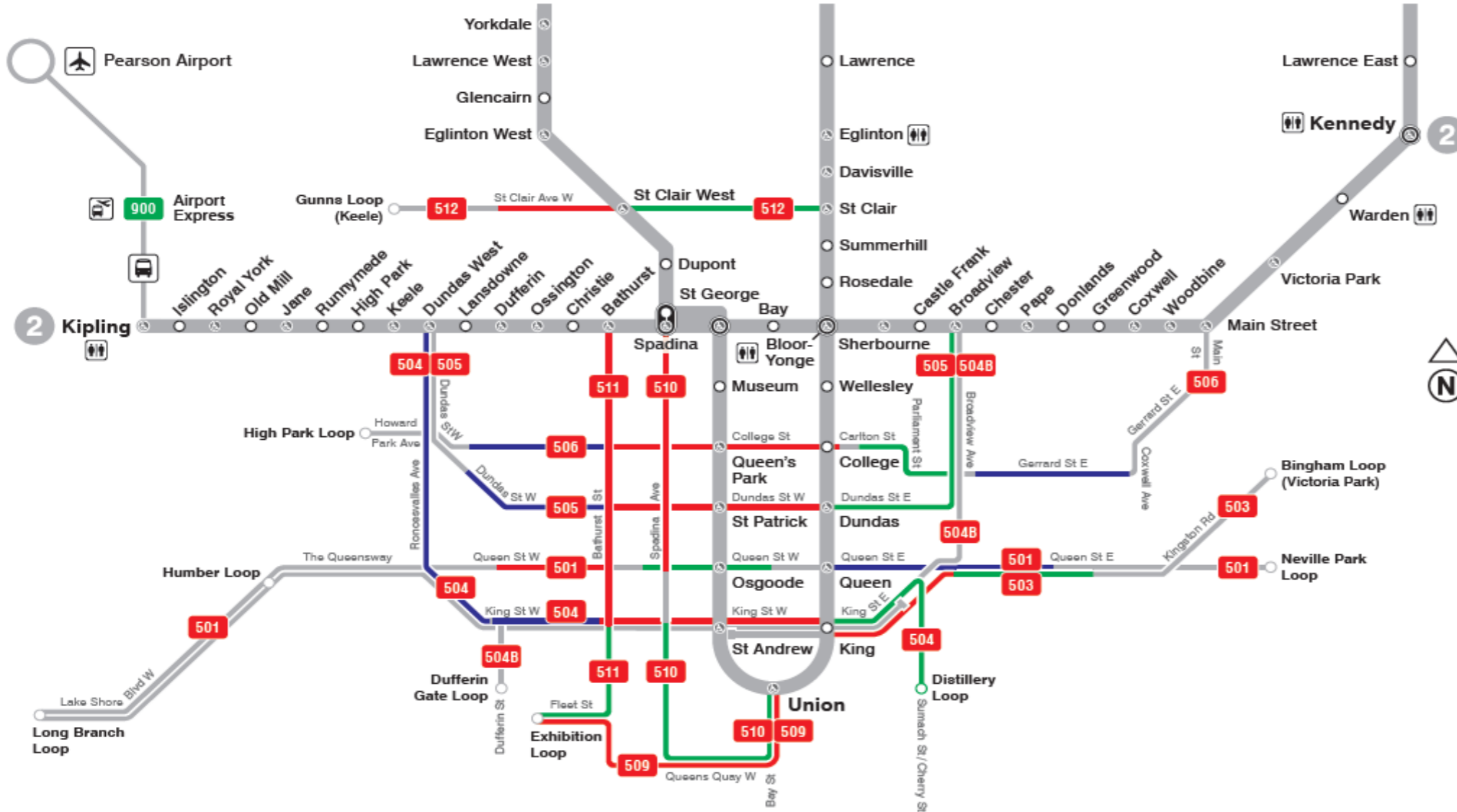
Fare Compliance Strategy



Fare Inspection Strategy

 Staff & Training	 Technology	 Data Improvement	 Future Planning
<ul style="list-style-type: none"> • Conclude Taps over Tickets – Q1 2024 • Town Halls – Q1 2024 • Coaching Junior Staff – Ongoing • Increased Supervision In The Field – Ongoing 	<ul style="list-style-type: none"> • Handheld Point of Sale Devices – Q3 2023 • Mobile Ticketing Devices Pilot – Q1 2024 • Body-worn Camera Pilot – Q2 2024 • Accepting Payments at Large Events – Q3 2024 • Mobile Ticketing with Caution – Pilot Q4 2024 	<ul style="list-style-type: none"> • Automated Fare Inspection Data – Q3 2023 • Deployment Based On Ridership Data – Ongoing • Creation Of Ticketing And Caution History Of Customers – Ongoing • Expand Data Inputs With PRESTO – Q2 2024 	<ul style="list-style-type: none"> • Incorporate Off-boards and Fare Gates – Q2 2024 • Explore Integrated Teams with Other Departments – Q3 2024 • Line 5 And 6 Strategies – Q4 2024 • Pilot Off-boards on Bus – Q4 2024

Streetcar Deployment



Legend

RP-A Primary

- 501 Dufferin St to Bathurst St
- 503 Yonge St to Carroll St
- 504 Niagara St to Yonge St
- 505 Yonge St to Bathurst St
- 506 Church St to Borden St
- 509 Union Station to Exhibition Loop
- 510 Spadina Station to Queen St
- 511 Bathurst Station to King St
- 512 St Clair West Station to Dufferin St

RP-B Secondary

- 501 Augusta Ave to Bay St
- 503 Broadview Ave to Alton Ave
- 504 Church St to Distillery Loop
- 505 Church St to Broadview Ave
- 506 Jarvis St to Broadview Ave
- 510 King St West to Union Station
- 511 King St to Exhibition Loop
- 512 St Clair Station to St Clair West Station

RP-C Secondary

- 501 Yonge St to Sumach St
- 504 Strachan Ave to Dowling Ave
- 504 Wilson Park Rd to Dundas West Station
- 505 Manning Ave to Lansdowne Ave
- 506 Degrassi St to Coxwell Ave
- 506 Lansdowne Ave to Bathurst St

RP-D Occasional

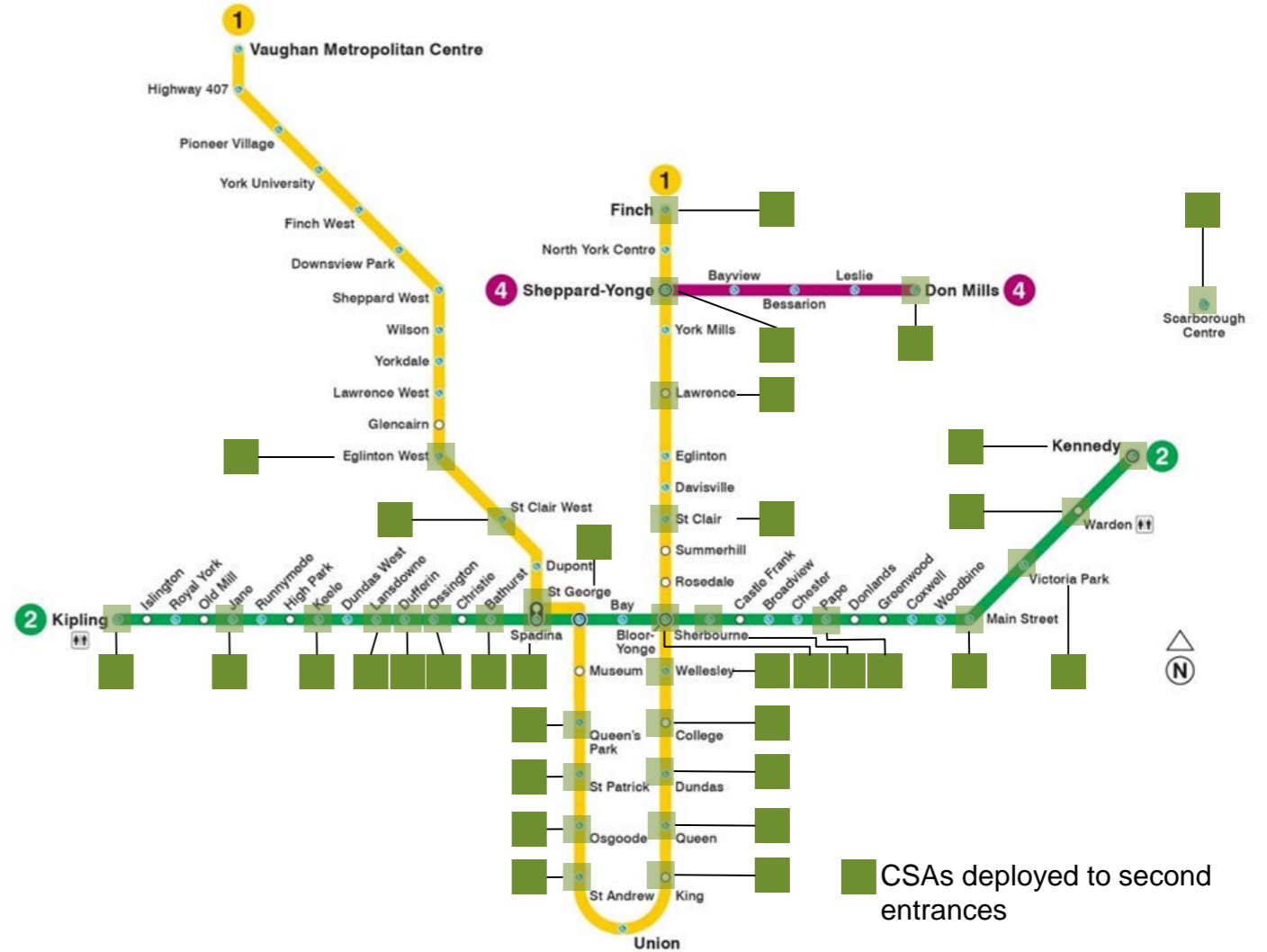
Strategic Deployment of Customer Service Agents In Stations

Increased number of Customer Service Agents in stations to improve our customers' sense of **Safety, Security and Wellbeing**.

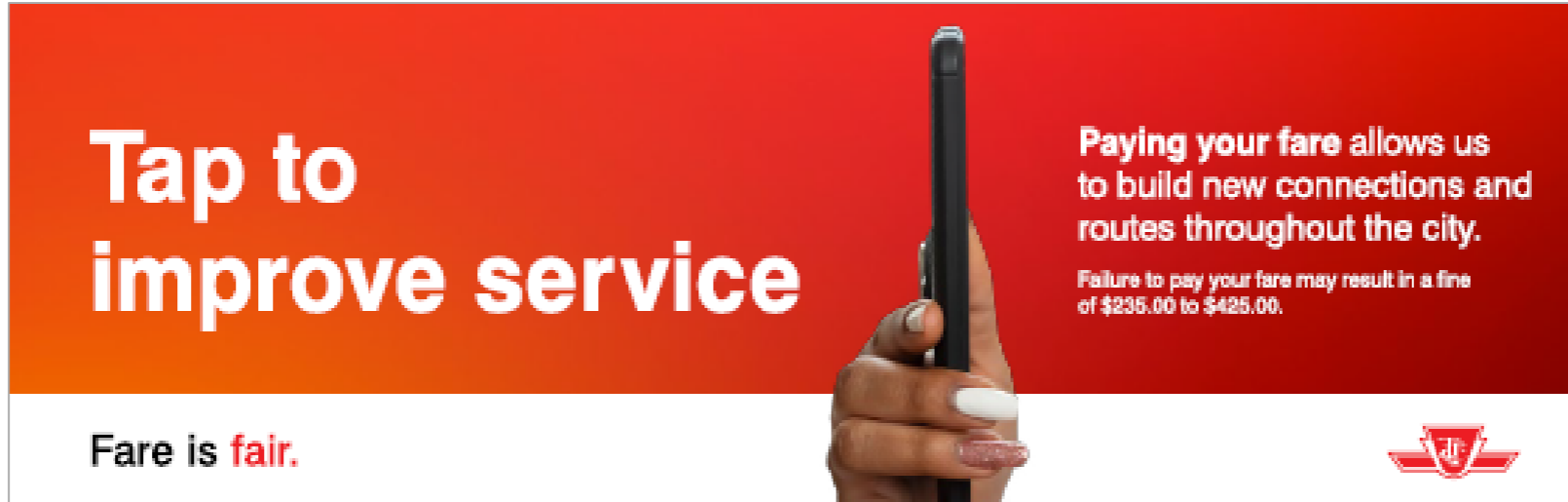
The additional CSAs promote **enhanced customer service** and **their presence assists in deterring fare evasion**.

New CSAs strategically deployed to **37 secondary entrances across 33 stations** along the subway network.

CSAs Deployment Map During Operation Hours



Customer Fare Compliance Campaign




Tap to improve service

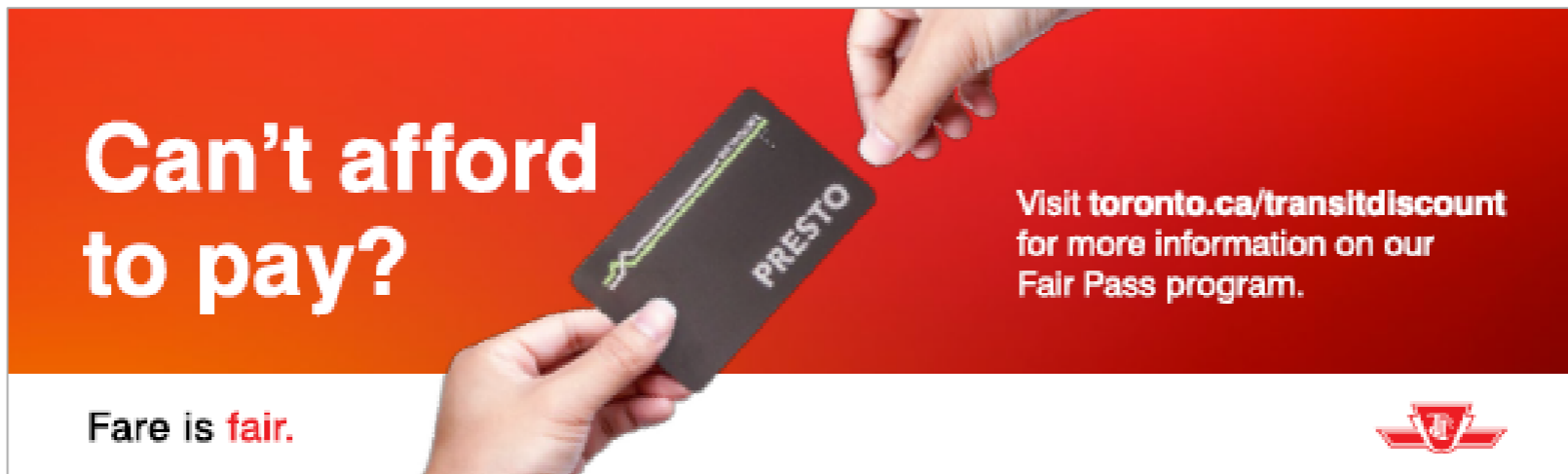
Paying your fare allows us to build new connections and routes throughout the city.

Failure to pay your fare may result in a fine of \$235.00 to \$425.00.

Fare is **fair**.




A hand holding a smartphone against a red background.



Can't afford to pay?

Visit toronto.ca/transitdiscount for more information on our Fair Pass program.

Fare is **fair**.



Hands holding a Presto card against a red background.

Priority Actions

Current: Q4 2023/Q1 2024

- ✓ Resumed ticketing
- ✓ Mobile ticketing pilot
- ✓ Fare Evasion workshops
- ✓ Fare Inspectors Team expanded and trained
- ✓ Stations staff 130 CSAs recruited and trained
- ✓ Data driven deployments
 - ✓ Fare Inspectors
 - ✓ CSAs & Station Managers
 - ✓ Special Constables
- ✓ Open Payment promotion
- ✓ Initiate Fare Compliance Campaign
- ✓ Advanced deployment to support Fare Compliance

Immediate Next: Q2-Q3

- ❖ Evaluating opportunity for registered fare boxes & the phasing out of cash
- ❖ Review use of Child and Youth cards annual expiry
- ❖ Monitor improvements of fare compliance
- ❖ Engage Front Line Employees and Unions
- ❖ Evaluate all-door-boarding and impact on service – Bus, Streetcar*
- ❖ Student Education
- ❖ Body Worn Camera pilot
- Explore integrated team with Fare Inspectors; Special Constables; Supervisor
- Review closure of crash gates at integrated terminals (70%)
- Review use of Dispute Button on Buses integrated with Vision

- ✓ Complete
- ❖ In Progress

Upcoming: Q4/Q1 2025

- ❖ Phase out legacy fares (Line 5/6), closure of 70% of crash gates
- ❖ Expansion plan for PRESTO distribution locations
- ❖ Deliver machine readable transfers
 - close remaining crash gates
- Evaluate 'POP' for whole network
- Partner with City on Fair Pass Program Expansion
- Rationalize payment machines with PRESTO
- Review fine structure and administrative penalty system
- Evaluate "Tap off" at stations
- Review Loyalty Programs



