

New Business: Chair Stintz

The TTC's transfer policy has remained unchanged for decades and although relatively simple in concept the details can sometimes confuse customers. Many cities around the world have a transfer policy that allows unlimited travel during a particular time period (90 or 120 minutes) which has benefits for customers.

As part of our customer centred focus and the introduction of the Presto fare card system at the TTC, we have the opportunity to review our transfer policy and the implementation of a time-based transfer system. Considering this, staff is requested to report back in January on the relative costs and benefits of moving to a time based transfer policy and the best way to make such a change should it be adopted.