



NEW BUSINESS ITEM

Subject: Fare Evasion

Submitted by: Commissioner Joe Mihevc

SUMMARY:

In my own experience of riding the streetcar almost every day, I have yet to see a fare inspector. I do wonder how many folks entering the rear doors have a Metropass.

While still early, my fear is that we are losing a lot of revenue. We need to get a handle on what we are losing and how we can recover these needed dollars.

Below is a list of some examples to investigate:

- Youth riding stating they are twelve.
- Late night shift: when back doors are not opened, passengers are observed attempting to enter via the back and then pay cash/ticket/token upon using the front doors.
- Transfer use practices and policy knowledge.
- Growing confidence by patrons to enter without paying, lack of respect for driver authority, and driver willingness to verify receipt of full payment.
- Presto fraud: potential for smartphones to record the sound of a Presto tap to be used upon entering vehicles.
- Provide an approximate value of loss to fare evaders.

RECOMMENDATIONS:

Request TTC staff to report to the next meeting of the TTC on the operations of the POP system on streetcars and the possible corrective actions required to reduce and stop fare evasion.