



# Notice of Motion – Modernizing the TTC’s Fare Evasion Strategy & Transit Fare Enforcement Oversight

## TTC Board Decision

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The TTC Board, at its meeting on February 25, 2020, adopted the following:

1. Request that TTC staff combine future reporting on the *Auditor General's Report - Review of Toronto Transit Commission's Revenue Operations* and the *Ombudsman Toronto Enquiry Report Review of the TTC's Investigation of a February 18, 2018 Incident Involving Transit Fare Inspectors*, and that future updates include details such as:
  - a. Clarifying roles and responsibilities of the Unit Complaints Coordinator (UCC);
  - b. TTC communications and customer complaint protocol for incidents involving the Transit Enforcement Unit;
  - c. TTC investigation protocols and the relationship between the UCC, the TTC and Toronto Police Services when an incident/investigation occurs; and,
  - d. The Transit Enforcement Unit’s Training Policies and Program.
2. Request that TTC staff report back in Q4 2020, through the Ombudsman Toronto Enquiry Report Review update reports, on an approach to fare evasion that balances transit equity with approaches to addressing lost revenue, considering approaches such as:
  - a. a warning-based system;
  - b. practices and policies allowing for greater discretion to address the diversity and inclusion implications of fare enforcement;
  - c. a sliding scale of fines with increasing penalties for offences over time;
  - d. a sliding scale of fines based on different types of offences such as elevated fines for customers in fraudulent use of Child Fare PRESTO passes; and
  - e. increased enforcement visibility as a strategy to incentivize fare compliance.