



TTC 2019 Annual Report – Public Complaints Involving Special Constables and Fare Inspectors

TTC Board Decision

The TTC Board, at its meeting on May 13, 2020, adopted the following:

It is recommended that the TTC Board:

1. Receive this report for information.

Advice and Other Information

The TTC Board also adopted the following Member motions:

1. That the TTC Board request the TTC Chief Executive Officer to report by the fourth quarter of 2020 with a status update on the proposed Investigation Unit to receive and investigate customer complaints, and applying both the Transit Enforcement Code of Conduct, and the applicable TTC corporate policies.
2. That the annual report must include a breakdown of numbers of items which were internally investigated and those that were externally investigated by complaint type.
3. That all matters that are flagged for external investigation become numbered cases, reported directly to the board upon being designated as such and that the resolution of each case be reported directly to the board.