



Fare Compliance Action Plan

TTC Board Decision

The TTC Board, on July 17, 2024, adopted the following:

It is recommended that the TTC Board:

1. Endorse the Fare Compliance Action Plan as outlined in this report, comprising of the following areas of focus: Education, Environment. Enforcement and Equity.
2. Direct TTC staff report back to the Audit & Risk Management Committee with a status update on the Fare Compliance Strategy and key directions by Q1 2025, and the broader Fare Compliance Strategy and key directions by Q4 2025.
3. Receive for information, the TTC staff report on the status of the recommendations from the 2019 Auditor General's Phase One Fare Evasion Report, as outlined in Attachment 2, with the expectation of receiving further progress semi-annually.
4. That TTC staff report back to the September TTC Board meeting with an action plan to, by the end of 2024:
 - a. keep crash gates closed, except when they are opened by a Collector for a patron who has paid their fare, which will save \$14.2 million/year and requires those who want to pay a reduced/concession fare to get a PRESTO card, which can be done online, and will allow them the two hour transfers;
 - b. phase out cash fares at stations and legacy fare media on all modes;
 - c. strategies to count cash fares on buses; and
 - d. phase out acceptance of undated child cards, which the audit showed are almost always used fraudulently.
5. Direct TTC staff to:
 - a. Report back to the TTC Board in Q1 2025 on the development of a system that includes first-pay and the issuance of cautions, a progressive fine schedule, and, in consultation with CUPE Local 5089 and ATU Local 113, a strategy to respond to customers who are non-compliant.

- b. Develop and implement education and advertisement campaigns by the end of Q3 2024 on:
- the benefits of the PRESTO mobile application, such as the ability to load funds in the application; and
 - “Tap to Transfer”.