



NOTICE OF MOTION

Showing Respect for Transit Customers: Implementing a TTC Money-Back Guarantee

Moved by: Councillor Brad Bradford

Seconded by: Councillor Vincent Crisanti

SUMMARY

In Toronto, transit users are accustomed to delays and unreliable service extending the length of their trip. Many customers budget an extra 20 or 30 minutes on their trip to allow for these regular disruptions. This kind of service performance is unacceptable.

Riders are willing to pay for good service, but they should not be expected to bear the costs of arriving late to work, appointments and important events. Implementing a refund system would demonstrate that both the Toronto Transit Commission and City Council respect customers' time and money.

This accountability is critically needed now, as evidenced by the delays and slow service on the new Line 6 Finch West LRT. To encourage transit use, the system must be fast, convenient, and reliable, not slower than the alternatives.

By adopting a money-back refund model that is successfully used in London, Singapore, Washington D.C., and here in Ontario by GO Transit, the City can win back riders by demonstrating that it values their time and money. This approach would incentivize the TTC to improve performance standards and ensure transit becomes a fast, reliable alternative that is the preferred option for more Torontonians.

RECOMMENDATIONS

1. City Council direct the Chief Executive Officer, Toronto Transit Commission to implement a money-back guarantee to issue refunds for any customer who experiences a delay on their trip of fifteen (15) minutes or more from expected on-time performance.

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