



## **Fare Compliance Action Plan - Update**

**Date:** June 9, 2025  
**To:** Audit & Risk Management Committee  
**From:** Chief Strategy and Customer Experience Officer

### **Reason for Confidential Information**

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This report contains information related to the security of the property of the municipality or local board.

### **Summary**

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The Audit & Risk Management Committee will receive an in-camera presentation, providing an update on the Fare Compliance Action Plan.

### **Recommendations**

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It is recommended that the Audit & Risk Management Committee:

1. Receive the Confidential Attachment and authorize that the information contained in the Confidential Attachment remain confidential as it relates to the security of the property of the municipality or local board.

### **Financial Summary**

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There are no immediate financial impacts.

The Executive Director – Finance, has reviewed this report and agrees with the financial summary information.

### **Equity/Accessibility Matters**

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The TTC is committed to promoting and supporting diversity and inclusion in all corporate policies, procedures, processes, programs and services in order to reflect and respond to the needs of its employees, contractors and customers.

The Fare Compliance Actions Plan provides the TTC with an opportunity to advance the guiding principles of the fare inspection and collection program. Those principles are to reduce fare evasion across all modes, and to establish annual levels using a progressive model (from warnings to tickets), while continuing to ensure a fair and

equitable program that considers the needs of all diverse users, including those who are unable to pay.

The TTC partners with the City of Toronto to provide accessible and affordable transit by supporting low-income Torontonians who need help paying transit fares through the Fair Pass Program.

The TTC also embeds equity principles in Fare Enforcement principles as noted below.

The Fare Compliance Action Plan considers the Culture Change Program within Fare Inspection and Special Constable functions including the separation of responsibilities and the important work of new policies including Use of Discretion.

The Revenue Protection Department, responsible for managing the fare inspection program, has taken a holistic approach by examining and addressing people, processes, training and technology. [The Revenue Protection Culture Change Program](#) (RPCCP) pillars provide a framework to guide all work within the department.

The RPCCP has been the foundation for all work carried out by fare enforcement staff, with the objective of ensuring that the TTC delivers safety, security and revenue protection services that are customer-focused and founded in respect and dignity for customers and employees.

## **Comments**

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At a Special meeting in July 2024, the Audit & Risk Management Committee (ARMC) endorsed the Fare Compliance Action Plan. This is the second plan update to the ARMC since endorsement.

## **Contact**

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Angela Gibson, Executive Director – Transit Enforcement and Fare Collection  
angela.gibson@ttc.ca

## **Signature**

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Josh Colle  
Chief Strategy and Customer Experience Officer

## **Attachments**

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Confidential Attachment 1 – Presentation: Fare Compliance Action Plan - Update