

## Ombudsman Toronto Report

**Date:** June 17, 2026  
**To:** City Council  
**From:** Kwame Addo, Ombudsman

### SUMMARY

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On August 6, 2025, I notified the Toronto Transit Commission (TTC) of my intention to investigate the process leading up to the TTC's decision not to provide refunds or credits for discontinued legacy fares.

I have concluded my investigation and am submitting my report, dated June 17, 2026, to City Council for consideration at its June 24-26, 2026, meeting.

TTC leadership and the TTC Board have had an opportunity to review this report.

This report makes eight recommendations which TTC leadership and the Board have agreed to implement.

### RECOMMENDATIONS

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The Ombudsman recommends that:

1. City Council receive the report, "No refunds for discontinued TTC tickets and tokens: An investigation behind how the decision was made" (June 17, 2026) for information.

### FINANCIAL IMPACT

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This report has no financial impact.

### DECISION HISTORY

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This report has not been previously considered by City Council.

## COMMENTS

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This investigation was conducted under section 171(1) of COTA, which empowers the Ombudsman to independently and impartially investigate any decision, recommendation, act or omission in the course of the administration of the City or many of its agencies, corporations or adjudicative bodies. This function is conferred and exercised independently of Toronto City Council and of the City administration.

## CONTACT

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## SIGNATURE

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Kwame Addo  
Ombudsman

## ATTACHMENTS

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Ombudsman Toronto Report: No refunds for discontinued TTC tickets and tokens: An investigation behind how the decision was made (June 17, 2026)