For Action
with Confidential Attachment

Fare Collection Update

Date: February 3, 2026
To: TTC Board
From: Chief Strategy and Customer Experience Officer

Reason for Confidential Information

This report contains information about a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the City or local board.

Recommendations

It is recommended that the TTC Board:

1. Adopt the recommendations in Confidential Attachment 1; and

2. Authorize the information in Confidential Attachment 1 to remain confidential until such time as the final negotiations have been completed and all necessary agreements have been executed.

Summary

The purpose of this report is to provide the TTC Board with a status update on the TTC-Metrolinx Master E-Fare Collection Outsourcing Agreement.

The 2012 TTC-Metrolinx Master E-Fare Collection Outsourcing Agreement (the “Agreement”) has an initial term of 15 years which expires on November 28, 2027, subject to various terms and conditions relating to renewal options as set out in the Agreement.

Diversity, Equity, and Inclusion Matters

As a proud leader in providing accessible public transit in Toronto, the TTC is committed to ensuring reliable, safe, and inclusive transit services for all our customers. This is supported through leveraging PRESTO technology. The TTC will continue to ensure Equity, Diversity, Inclusion, and Accessibility are key principles and remain central to the TTC’s fare modernization strategy.

Innovation and Sustainability Considerations

The fare modernization strategy will continue to be developed in consideration with TTC’s Innovation and Sustainability Strategy given emerging technologies related to automated fare collection systems.

Corporate Plan Alignment
Action 2.2.6: *Provide Customers with a World-Class Fare Collection System* by continuing to modernize the TTC's automated fare collection systems in alignment with the TTC's Fare Policy.

Additionally, fare modernization broadly supports Strategic Direction 5: *Address the Structural Fiscal Imbalance* by providing the technology to efficiently and effectively collect fares that the TTC relies on to provide service, and the ability to advance fare policy innovations.

Financial Impact

Any applicable financial implications will be discussed in-camera.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Contact

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Attachments

Attachment 1 – Decision History
Confidential Attachment 1

Attachment 1 – Decision History

July 17, 2024, the TTC Board received the report, Fare Modernization Annual Update. Previous decision history is available in this report.

January 27, 2025, the TTC Board received the report, Fare Collection Update. The TTC Board adopted the recommendations contained in Confidential Attachment 1.

October 6, 2025, the TTC Board received the report, Fare Collection Update. The TTC Board adopted the recommendations contained in Confidential Attachment 1.