

June 15, 2020

Dear TTC Chair Jaye Robinson and Commissioners,

**We wholly support the approval of the following recommendation in agenda item #4, [“Covid-19 – Transitioning from Response to Restart and Recovery”](#) at the upcoming TTC Board Meeting (No. 2044) on Wednesday, June 17, 2020:**

*“3. Approve an exception to the TTC’s Monthly Pass no refund policy and authorize the following:*

*a. a pro-rated credit to March and April pass holders based on their daily usage between March 18-31, 2020 and April 1-30, 2020 at a cost \$12.8 million; and*

*b. the implementation costs of up to \$100,000 to provisionally cover the costs of utilizing a customer credit solution to be developed by PRESTO.”*

TTC’s loyal metropass customers lost about half the month of travel on their March metropass. This means they lost at minimum half the price of their respective metropass:

- Senior/Student/Post Secondary Student = **\$64 loss** (\$128.15 regular price)
- Adult = **\$78 loss** (\$156 regular price)
- Adult Downtown Express Monthly Pass = **\$100.95 loss** (\$201.90 regular price)
- Senior/Student Downtown Express Monthly Pass = **\$87 loss** (\$174.05 regular price)

**A March metropass credit is a crucial incentive to get loyal riders back on TTC during and after this pandemic. Getting customers back on transit is vital to an economic recovery of the city.** This is also a goodwill gesture to the many loyal customers who have bought the metropass for years, despite almost annual fare increases. Many transit users rely on TTC and are lower-income and cannot afford a car. Many transit users have also lost their jobs due to the pandemic.

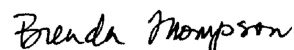
TTC raised prices on adult, senior/student and post-secondary Metropasses on March 1, 2020. If TTC has funds for a costly anti-fare evasion campaign and to hire more fare inspectors, then there is money to compensate riders for lost travel time on the TTC.

Please see this petition by Scarborough Transit Action, to see over 1500 signatories and the many reasons why people support this TTC staff recommendation for a March metropass credit:

<https://www.change.org/p/mayor-john-tory-and-council-refund-march-metropass-holders-due-to-covid-19-refund-ttc-metropass-holders>

We welcome this credit to loyal metropass holders and we hope the TTC Board members will approve this recommendation for the March/April pass holder prorated credit.

Sincerely,



Brenda Thompson  
Chairperson, Scarborough Transit Action

Shelagh Pizey-Allen  
Executive Director  
TTCriders