

Subject: Focused Fare Compliance Initiative

File Number: ACS2024-TSD-SRTD-0001

Report to Transit Commission on 8 February 2024

Submitted on January 30, 2024 by Renée Amilcar, General Manager, Transit Services Department

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Ward: Citywide

Objet : Initiative axée sur la conformité aux tarifs

Numéro de dossier : ACS2024-TSD-SRTD-0001

Rapport présenté au Commission du transport en commun

Rapport soumis le 8 février 2024

Soumis le 2024-01-30 par Renée Amilcar, Directrice générale, Services de transport en commun

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Quartier : À l'échelle de la ville

REPORT RECOMMENDATION(S)

That Transit Commission receive this report for information.

RECOMMANDATION(S) DU RAPPORT

Que la Commission du transport en commun reçoive ce rapport pour information.

BACKGROUND

At the joint meeting of Transit Commission and Light Rail Sub-Committee on December 14, 2023, OC Transpo management committed to providing the details of a fare enforcement campaign that began in October 2023 and a new fare compliance initiative that was to begin in January 2024.

DISCUSSION

In September 2019, OC Transpo launched the O-Train Line 1 (Confederation Line), which introduced a multi-modal transit service that changed the way many customers entered the system. As preparation for the new system, a fare control strategy was established through the June 2016 report OC Transpo Fare System – Restructuring To Coordinate With The O-Train Confederation Line Multimodal Operations ([ACS2016-CMR-OCM-0017](#)). The new strategy outlined fare-paid zones at major transit stations, fare gates and fare vending machines at all O-Train stations (Stage 1 and 2), machine-readable transfers with barcodes and compatibility with future fare payment methods.

OC Transpo's fare revenue is a vital component of the City's Long-Term Affordability Plan and Transit Services' Long-Term Financial Plan. Customer fares are an important source of funding for OC Transpo, as the majority of costs of operating transit service in Ottawa are covered by fare revenue and municipal property taxes. [Section 4 – Fares and Transfers of the Transit By-Law \(2007-268\)](#) establishes the requirement for customers to pay the fare established by the City of Ottawa or have a valid Proof of Payment (POP) transfer, transit pass, transit ticket or voucher or other fare medium to use transit.

The Transit Fare Enforcement Officer (TFEO) is a Council appointed position. The scope of the TFEO is to enforce the Transit By-law. The Special Constable position is appointed by the Ottawa Police Services Board, with approval from the Solicitor General. The Special Constables have the authority to enforce provincial and federal legislation, as delegated through the Memorandum of Understanding between the Ottawa Police Services Board and the City of Ottawa Transit Services Department.

With ridership having stabilized at between 70 and 75 per cent of pre-pandemic levels, Transit Services is facing a permanent gap in anticipated annual revenue at the same time as operational costs are increasing. Minimizing revenue lost due to unpaid fares has been identified by OC Transpo management and staff, ATU 279 leaders, and members of Council as a priority. As a result, a Focused Fare Compliance Initiative was launched on 5 January 2024 to gather information and to confirm the right mix of

resources to conduct enforcement of fares and other offences on Ottawa's multi-modal transit network.

While fare enforcement is essential to ensuring stability of revenues, the integrity of our fare system and equity among riders, the benefits go far beyond the financial. Fare enforcement is expected to assist with mitigating violence against transit operators by having dedicated Transit Fare Enforcement Officers (TFEOs) address fare infractions, promote fare compliance, improve reliability and productivity by reducing disruptions to service and potentially re-attract customers by building confidence in the transit system.

Recent fare enforcement initiatives have involved the use of four Transit Fare Enforcement Officers (TFEOs). TFEOs receive training from OC Transpo Special Constables, which is fair, unbiased and includes a respectful approach to enforcement. TFEOs are considered Municipal By-Law Officers for the purpose of enforcing fares in the Transit By-law. TFEOs also serve a customer service role and provide information on transit matters to customers, when asked.

This report outlines the role of fare enforcement on the OC Transpo multi-modal transit system and summarizes a Focused Fare Compliance Initiative that is currently underway. In addition to this report, staff will provide a presentation at the February 8, 2024, Transit Commission meeting.

Regular fare enforcement – Q4 2023

Regular fare enforcement activities were conducted over the course of 39 days, during the period of October 11 to December 12, 2023. This resulted in 287 tickets issued (75 bus, 212 rail) at an average of seven tickets per day. The total fine payable for each offence of not providing proof of payment of the required fare is \$260.00, resulting in a total of \$74,620.00 in fines laid during this period.

The Province processes fines issued in relation to transit fare infractions and this revenue goes into the City's Non-Departmental Penalties and Interest Revenue account, along with revenue from other City-issued fines.

Focused Fare Compliance Initiative – January 2024 to present

A Focused Fare Compliance Initiative began on January 5, 2024, at various bus and rail transit hub locations across the entire transit network. This initiative will provide renewed baseline data on fare infractions in the multi-modal transit network following the COVID-19 pandemic.

The initiative consists of two Transit Fare Enforcement Officers (TFEOs) who inspect fares and issue tickets while being supported by the presence of two Special Constables. While the focus of the initiative is on fare enforcement, other offences under Provincial Acts are pursued, such as *Liquor License Control Act* and *Trespass to Property Act*. A small test pilot initiative was conducted on December 8, 2023, to assess the feasibility of implementation which resulted in 11 tickets related to fare infractions, 9 liquor related provincial offence notices (PON), 7 trespassing PONs, 2 conduct PONs and 2 arrests, one related to an outstanding warrant and one for being unlawfully at large.

The Focused Fare Compliance Initiative will continue until the end of April 2024, at which time the results of the initiative will be reviewed and decisions will be made on the effort and approach going forward to optimize the combination of fare enforcement and public safety/security assurance .

In addition, this initiative will provide a baseline metric for OC Transpo to determine appropriate measures/approaches to address issues related to fare compliance.

OC Transpo's regular fare enforcement and the new Compliance Initiative aligns with the Transit Safety Campaign goals, which include:

- Promoting OC Transpo's safety culture to foster public trust/security
- Educating customers on safe behaviour in a transit setting

FINANCIAL IMPLICATIONS

The merit in collecting fines from fare evasion comes from maintaining the integrity of our fare collection system and revenues generated from service. Incremental base budget revenues will be allocated to the Transit Services Budget.

LEGAL IMPLICATIONS

There are no legal impediments to receiving this report for information.

ACCESSIBILITY IMPACTS

Fare compliance or enforcement has no specific impacts on the accessibility of the OC Transpo system, including Para Transpo. Transit Fare Enforcement Officers are trained to provide customer service consistent with the AODA Integrated Accessibility Standards Regulation, including how to interact and communicate with persons with various types of disabilities, as well as emergency preparedness and response

procedures that provide for the safety and security of persons with disabilities.

RISK MANAGEMENT IMPLICATIONS

Risk management, related to OC Transpo fares, fare compliance and fare enforcement is part of the Focused Fare Compliance Initiative.

RURAL IMPLICATIONS

Rural implications have been taken into consideration in the development of fare compliance. The City's transportation network, including light rail transit, is designed to provide options for all residents.

TERM OF COUNCIL PRIORITIES

The 2023-2026 Term of Council Priorities include:

- A city that is more connected with reliable, safe, and accessible mobility options.
- A city that it is green and resilient.

DISPOSITION

The results of the Focused Fare Compliance Initiative will provide key performance indicators that will be reported to Transit Commission in Q2 2024.