




Focused Fare Compliance Initiative

Transit Services Department

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Transit By-Law 2007-268

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Regulation of Fares and POP Transfers

8. (1) No person shall board, ride upon or otherwise use a transit vehicle of the City unless;

- (a) such person has tendered for payment of the fare the exact amount established by the City;
- (b) the ride is authorized by a valid POP transfer, transit pass, transit ticket or voucher or other fare medium from time to time approved by the City;
- (c) such person is a member of the Ottawa Police Services and is in uniform; or

Regular fare enforcement

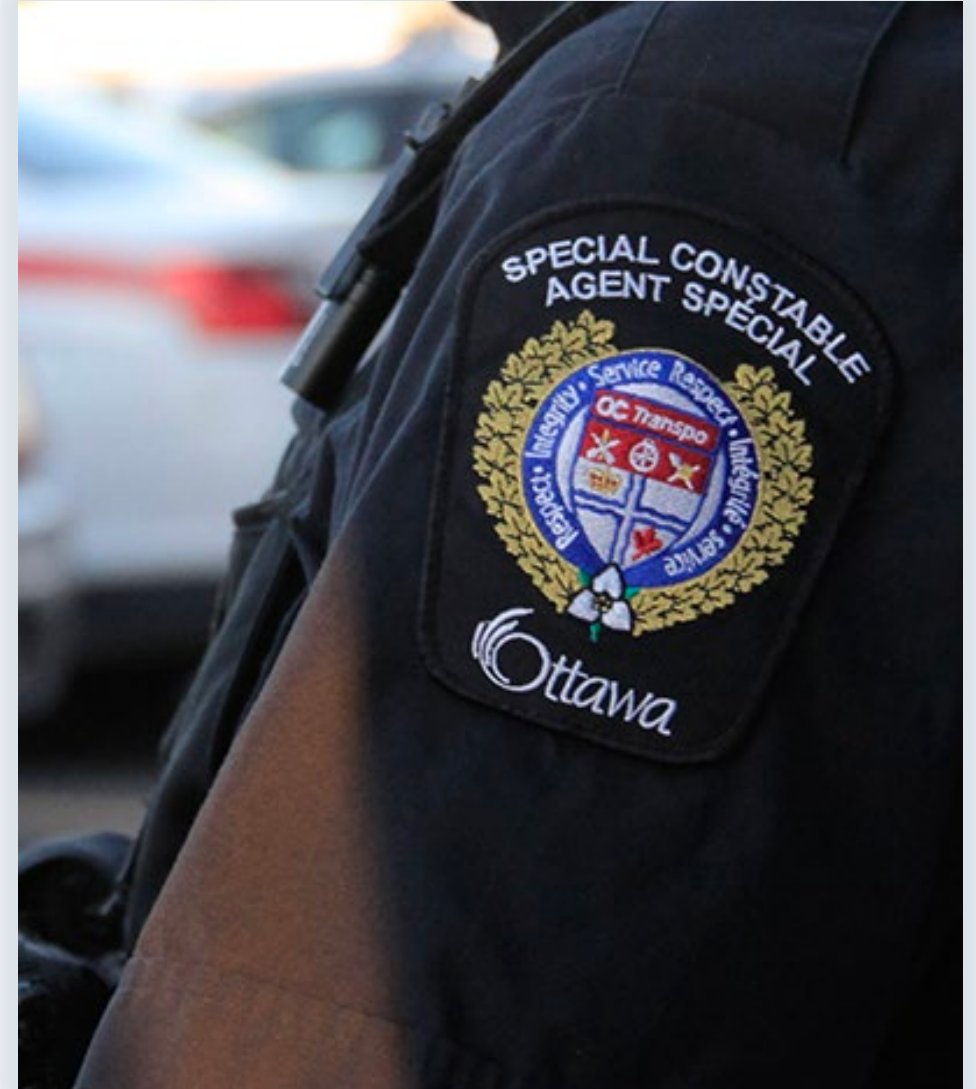
- Steps have been taken to enforce fares using 4 Transit Fare Enforcement Officers (TFEOs)
- Regular fare enforcement during 39 days in the fall produced these results:

Key metrics (11 Oct. – 12 Dec. 2023)

# of days of fare enforcement	39	
Average # of tickets per day	7	
Total # of tickets issued	287	75 bus; 212 rail

Failure to produce proof of payment of the fare results in a ticket under the By-law 2007-268 and a fine of:

\$205, plus surcharges of \$55: \$260 total



Details about fare enforcement

- The revenue generated from paid fines is collected in a non-departmental revenue account, a portion of which is allocated to the transit budget.
- Transit Fare Enforcement Officers (TFEOs) receive their training from OC Transpo Special Constables.
 - The training they receive includes a fair, unbiased, and respectful approach to enforcement.
 - Considered to be Municipal By-law Officers for the purpose of enforcing Transit By-laws and are intended to maintain the integrity of the fare payment system.



Going forward: a focused fare compliance initiative

Where resources permit, a weekly initiative is being conducted that:

- Focuses on transit hubs for bus and rail
- Includes varied geographic locations across the entire transit system
- Responds to other offences under Provincial & Federal Acts
- Consists of 2 TFEOs and 2 Special Constables (SCs):
 - TFEOs have a duty to inspect fares under ATU 279 scope
 - Special Constables can issue a ticket if a fraud is reported under CUPE 5500

What are we trying to accomplish with this initiative?

- Understand the impact of teaming TFEO and SCs resources
- Collect information on the location, type and frequency of offences
- Inform a baseline metric of fare enforcement activity and approach

Results to date: Compliance Initiative

As of January 26, 2024, the results outlined in the table were achieved with the use of TFEO and Special Constable teams.

* Only SCs can issue fines related to Provincial offences.

5 compliance days (Dec. 8 2023, Jan. 5, 11, 19, 24, 2024)	Total
Transit Fare Enforcement Officers	
Tickets By-law 2007-268 Section 4 Fares & Transfers	114
Special Constables	
Provincial & Federal Offences:	
Liquor Pour Outs by Officers	22
Trespass to Property Act (TPA)	16
Liquor Licence & Control Act (LLCA)	15
Transit by-Law 2007-268 (Conduct by-law)	6
Arrests	3
Warrants	2
Safe Streets Act (SSA)	0
Criminal Charges	0
Total	64

Why is fare enforcement good for transit?

Improve Operator Safety

- Many bus operator injuries and incidents are because of attempts to enforce fares
- Canadian Urban Transit Association (CUTA) has documented this - [issue_paper_45_e.pdf \(cutaactu.ca\)](http://cutaactu.ca/issue_paper_45_e.pdf)

Maintain System Integrity

- Public safety/security is improved through by-law enforcement activities focused on fare compliance
- OC Transpo is examining international best practices for the measurement of fare evasion in public transit systems
- Targeted fare enforcement campaigns at random locations build confidence in the system

Re-attract Customers

- Fare enforcement ensures that customers don't become frustrated by seeing others not paying their fare
- Improves prospects for increased revenues
- Alleviates schedule pressures due to fewer disruptions to service

Expected outcomes: Focused Fare Compliance Initiative



Improve public safety of riders and transit employees



Improve prospects for increased revenue



Reduce disruptions in the system



Improve OC Transpo's reliability and productivity



Minimize lost time due to injuries





Safer together.

All aboard for safety.

Learn what we're doing to keep you safe.



Emergency phone



Special Constables Unit
613-741-2478



Employee training



Transecure program



Designated crossing areas



Anonymous online reporting