



Fare Compliance Initiative Update

Safety, Regulatory, Training and Development – OC Transpo



Transit Services' Fare Requirements

- Fare revenue is a vital part of the funding model for transit, defined in the LRFP and the City's long term affordability plan.
- Requirement to pay fare and carry valid proof of payment is part of Section 4 of the Transit By-Law

Fare Compliance Overview

- Fare compliance is an integral part of Transit Services' operations
- Ensures the integrity of the fare system and equity among transit customers
- Increases sense of customer safety
- Focused Fare Compliance Initiative in 2024
- Fare compliance at other transit agencies



Transit Fare Enforcement Officers (TFEOs)

Transit Network Safety

- Improve safety and mitigate violence against operators and transit staff
- Assist with disruptions and emergency medical situations
- Deter undesirable behaviours and increase safety

Customer Service / Outreach

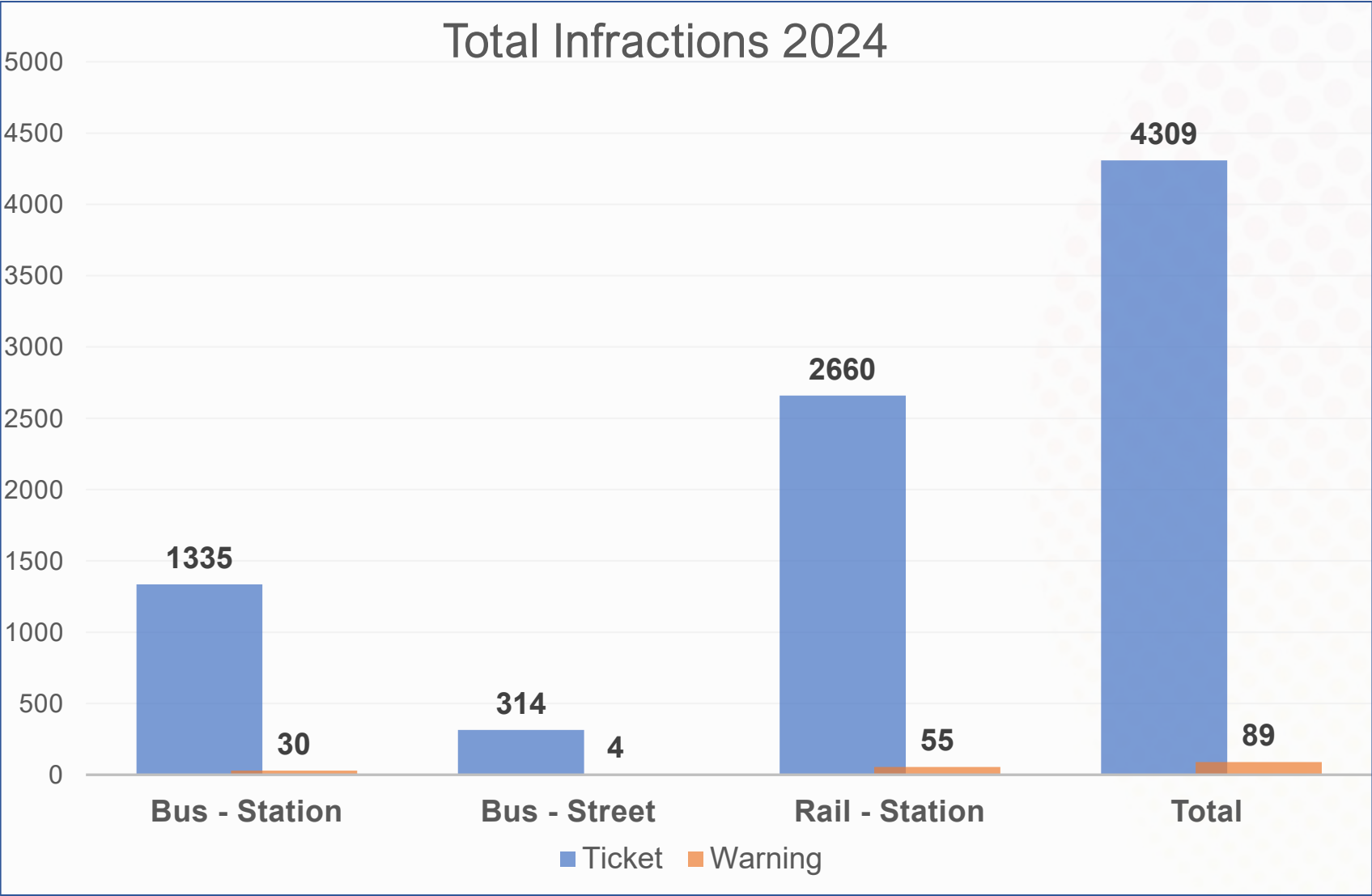
- Inform and educate customers
- Offer wayfinding and assist customers with disabilities
- Outreach with school resource officers

Fare Compliance

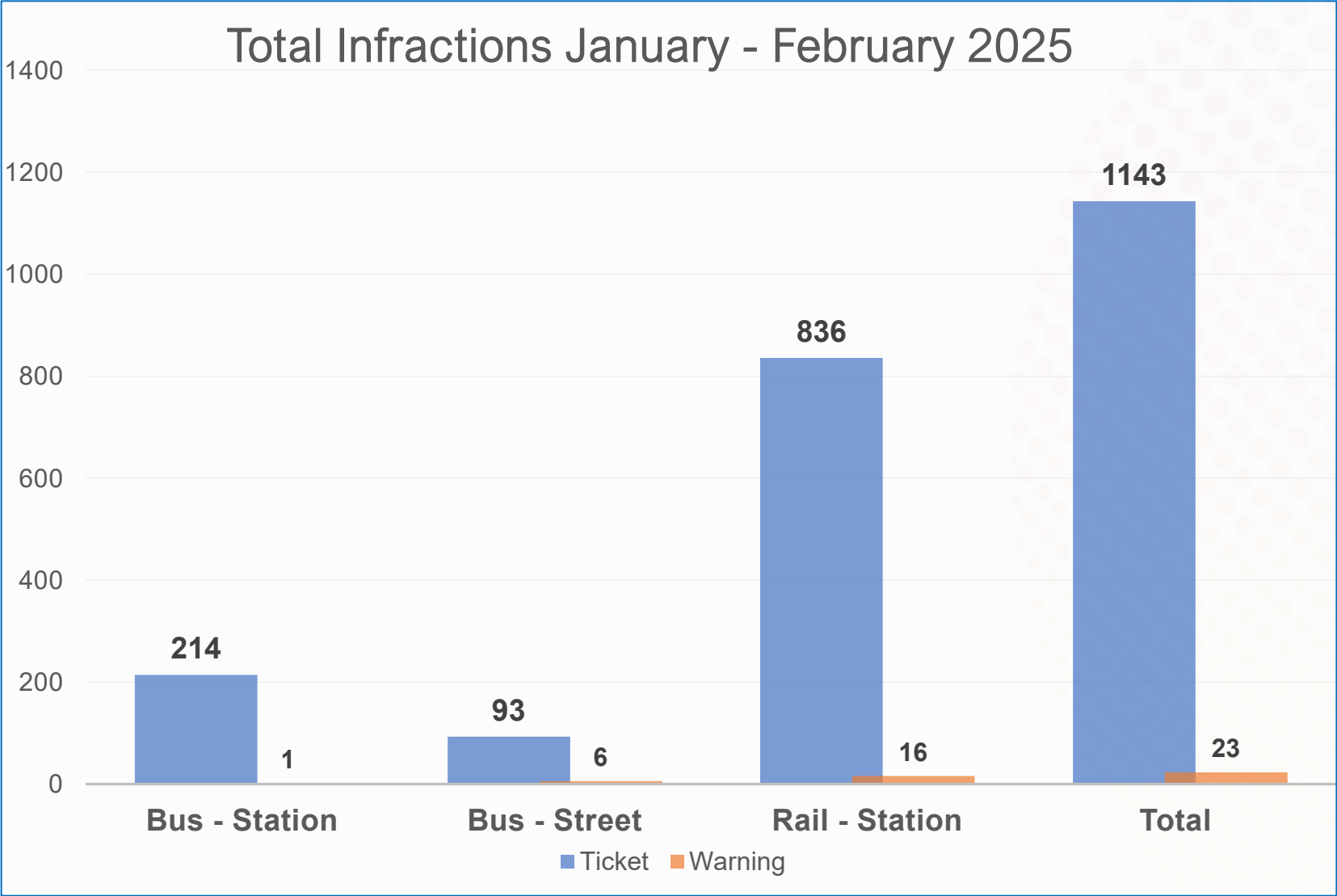
- Separate position from Special Constables - TFEOs enforce fare under Transit By-Law
- Training provided by SCU
- Fair, unbiased, respectful approach to enforcement



Fare compliance by the numbers



Fare compliance by the numbers



Future of fare compliance



Formalize the Fare Compliance Program



Fare Evasion Data Tracking



Fare Awareness



Questions?

