

Item 17



Notice of Motion

Modernizing the TTC's Fare Evasion Strategy & Transit Fare Enforcement Oversight

Moved by: Commissioner Brad Bradford

Seconded by: Commissioner Shelley Carroll

Summary

The first priority of the TTC is the safety of its customers and staff. The actions needed to reduce fare evasion go hand in hand with the actions needed to improve service and safety for our customers. We need a coordinated approach to keeping the TTC safe while reducing fare evasion.

The TTC Board receives regular updates on important initiatives, including implementation of the Auditor General and the Ombudsman's recommendations related to fare evasion and fare enforcement oversight.

In recent days and weeks we have seen updated fare evasion estimates; fare enforcement funding proposed in Budget 2020; and an incident on the 501 streetcar route on February 7, 2020 highlighting the ongoing need to improve our approach to customer and staff safety on the TTC. It is prudent to ensure the updates on the *Auditor General's Report - Review of Toronto Transit Commission's Revenue Operations* and the *Ombudsman Toronto Enquiry Report Review of the TTC's Investigation of a February 18, 2018 Incident Involving Transit Fare Inspectors* are delivered jointly at future Board meetings.

Considering the connectedness between these two reports and recommendations, the TTC Board should review both sets of updates together, to ensure cohesion between fare enforcement and oversight of the Transit Fare Enforcement Unit. As the TTC looks to recover lost revenue, enforcement should be fairly and equitably applied to all customers, with consideration for a more progressive enforcement model.

Recommendation

1. Request that TTC staff combine future reporting on the *Auditor General's Report - Review of Toronto Transit Commission's Revenue Operations* and the *Ombudsman Toronto Enquiry Report Review of the TTC's Investigation of a February 18, 2018 Incident Involving Transit Fare Inspectors*, and that future updates include details such as:
 - a. Clarifying roles and responsibilities of the Unit Complaints Coordinator (UCC);

- b. TTC communications and customer complaint protocol for incidents involving the Transit Enforcement Unit;
 - c. TTC investigation protocols and the relationship between the UCC, the TTC and Toronto Police Services when an incident/investigation occurs; and,
 - d. The Transit Enforcement Unit's Training Policies and Program.
2. Request that the TTC Chief People Officer and Deputy Chief Executive Officer – Operations report back to the TTC Board through the TTC Fare Strategy in Q4 2020, on an approach to fare evasion that balances transit equity with approaches to addressing lost revenue, considering approaches such as:
- a. a warning-based system;
 - b. practices and policies allowing for greater discretion to address the diversity and inclusion implications of fare enforcement;
 - c. a sliding scale of fines with increasing penalties for offences over time;
 - d. a sliding scale of fines based on different types of offences such as elevated fines for customers in fraudulent use of Child Fare PRESTO passes; and,
 - e. increased enforcement visibility as a strategy to incentivize fare compliance.

Attachments

Attachment 1 – Letter from Commissioner Bradford

Date: February 13, 2020



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Toronto City Councillor
Beaches—East York | Ward 19

TORONTO CITY HALL
100 Queen St. West, 2nd Floor, B28
Toronto, Ontario M5H 2N2

February 13, 2020

Toronto Transit Commission Board
100 Queen St W,
Committee Room 2

RE: Modernizing the TTC's Fare Evasion Strategy & Transit Fare Enforcement Oversight

Dear TTC Chair, Board Members and staff,

The first priority of the TTC is the safety of its customers and staff. The actions needed to reduce fare evasion go hand in hand with the actions needed to improve safety and service standards for our customers. The recommendations I am submitting for the Board's consideration are meant to help us take a coordinated approach to reducing fare evasion and improving safety for TTC customers and staff.

In recent days and weeks we have seen updated fare evasion estimates; fare enforcement funding proposed in the 2020 budget; and an incident on the 501 streetcar route on February 7, 2020 highlighting the ongoing need to improve our approach to customer and staff safety. We cannot tackle these challenges in isolation.

We have started important work in response to the Auditor General's September 2019 report on TTC revenue operations, including hiring and training more fare enforcement staff, as well as creating an advertising campaign to highlight the issue of fare evasion. We are also making progress in responding to the Ombudsman's report on a 2018 incident involving Transit Fare Inspectors.

As we move forward with the recommendations, we need to ensure that the TTC remains an equitable and fair public transit system that achieves the maximum reasonable fare compliance while maintaining the safety and comfort of customers and staff alike.

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These recommendations are intended to achieve important clarity on the roles and responsibilities of different groups in reducing fare evasion. It is also critical that our Fare Strategy includes approaches that balance the need for compliance with the opportunity to further equip our staff with discretion in working in a complex environment. The objective of my recommendations is not to have additional reporting, but to take a coordinated approach across several initiatives, and maintain our focus on customer and staff safety as we attempt to achieve the critical goal of increased fare recovery.

Respectfully,



Brad Bradford

Toronto City Councillor

Beaches-East York | Ward 19

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