



For Action

Presentation: Revenue Protection Initiatives Update

Date: April 11, 2018
To: TTC Board
From: Chief Service Officer

Summary

At its meeting on April 11, 2018, the Board will receive a presentation which provides an update on the TTC's revenue protection initiatives.

Recommendations

It is recommended that the Board:

1. Receive the presentation for information.

Financial Summary

This report has no financial impact beyond what has been approved in the current year's budget.

The Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Contact

Michael Killingsworth, Head - Transit Enforcement
416-393-7836
michael.killingsworth@ttc.ca

Signature

Collie Greenwood
Chief Service Officer (Acting)



Revenue Protection Initiatives Update

April 11, 2018



| Agenda

- 1** Fare inspection program overview and statistical update;
- 2** Proof of Payment support;
- 3** PRESTO audit program;
- 4** Other revenue protection initiatives.

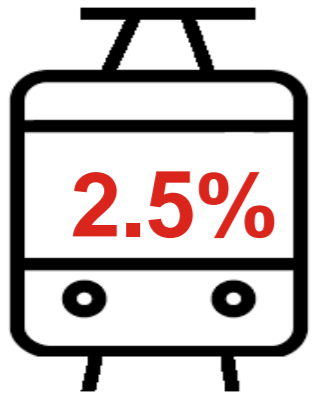
| Fare Inspection Program Overview

- 1** The Fare Inspection Program began formally in Q3 of 2014 and is currently staffed by 69 Transit Fare Inspectors, covering all streetcar lines, during all operational hours;
- 2** The fare evasion rate on the streetcar network has dropped from 4% at the program's inception, to 1.8% today;
- 3** Transit Fare Inspector deployment is reviewed weekly and adjusted based on fare evasion data generated by inspections;
- 4** In 2017, the rate of inspection reached the target goal of between 4 - 5% of streetcar ridership.



Fare Inspection Statistics

2015



Evasion Rate

1.7%

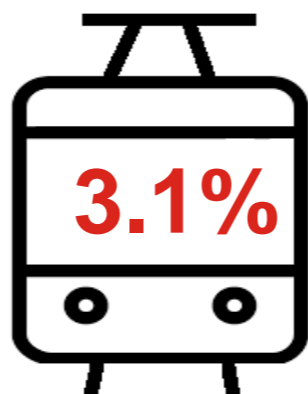
Inspection Rate

938K

Total Inspections



2016



Evasion Rate

2.5%

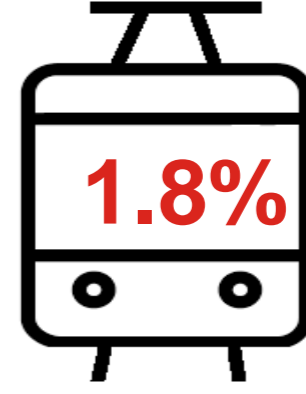
Inspection Rate

2.27M

Total Inspections



2017



Evasion Rate

4.3%

Inspection Rate

3.68M

Total Inspections



Fare Inspection Statistics

2015

18,161
Verbal Cautions

1,414
Written Cautions

2,249
Tickets Issued

2016

54,126
Verbal Cautions

4,289
Written Cautions

12,477
Tickets Issued

2017

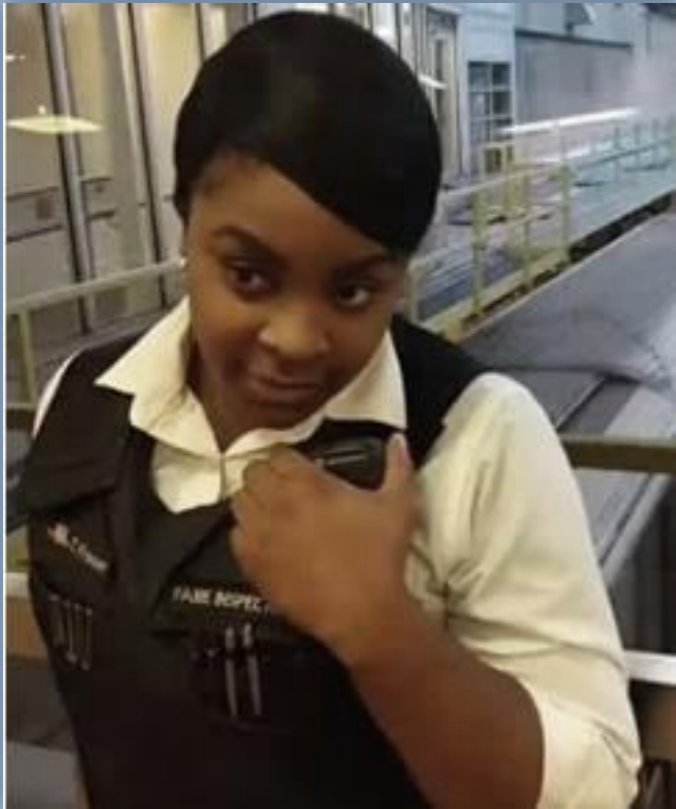
45,377
Verbal Cautions

6,855
Written Cautions

12,312
Tickets Issued



Proof of Payment Support for Transit Fare Inspectors



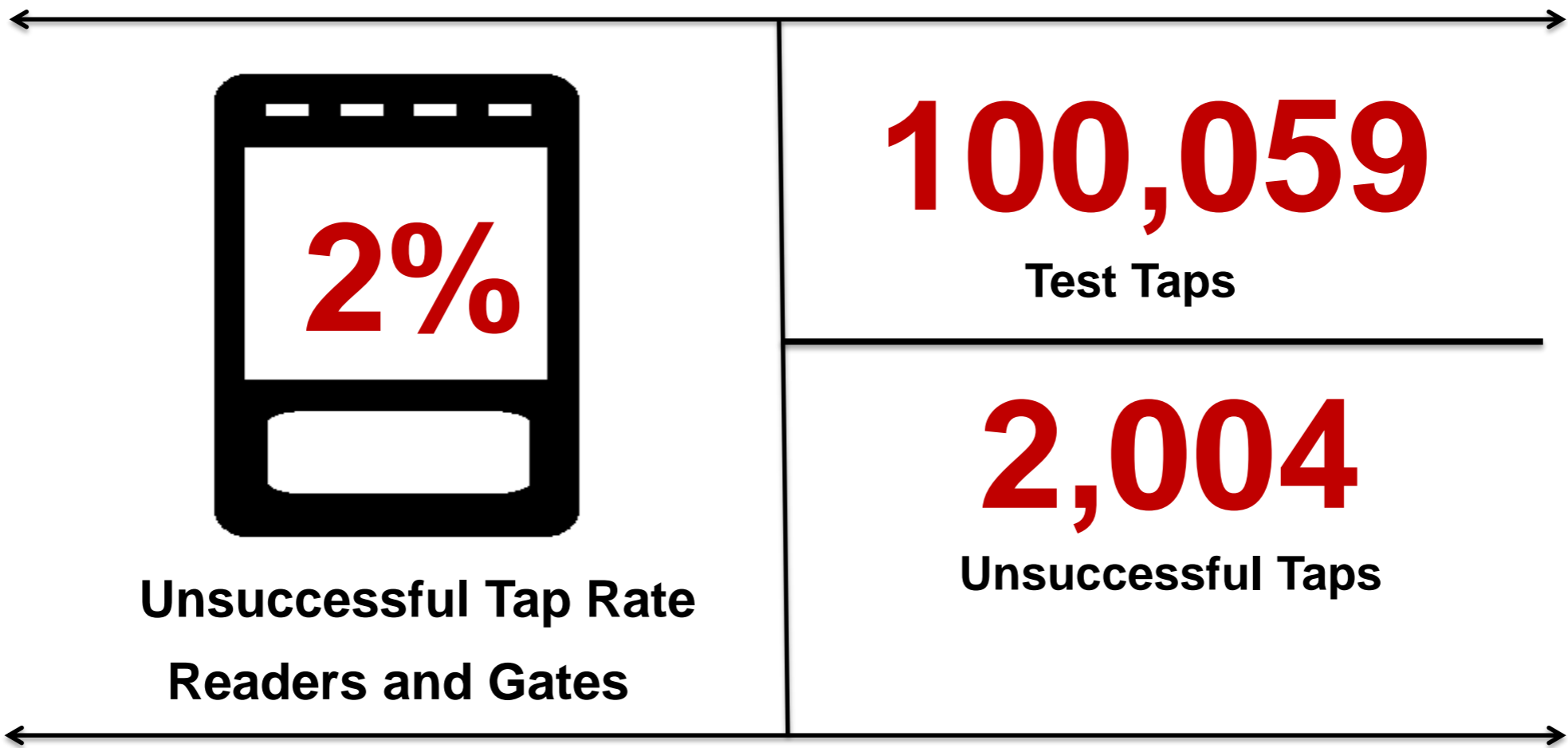
- 1** Beginning in 2017 and when resources permit, Transit Enforcement Officers (Special Constables) have been deployed in plain clothes, assigned to Transit Fare Inspection teams for the duration of their shift;
- 2** Transit Enforcement Officers are instructed to observe and report unless the Transit Fare Inspector's inspection resulted in an escalation requiring intervention.

PRESTO Audit Program

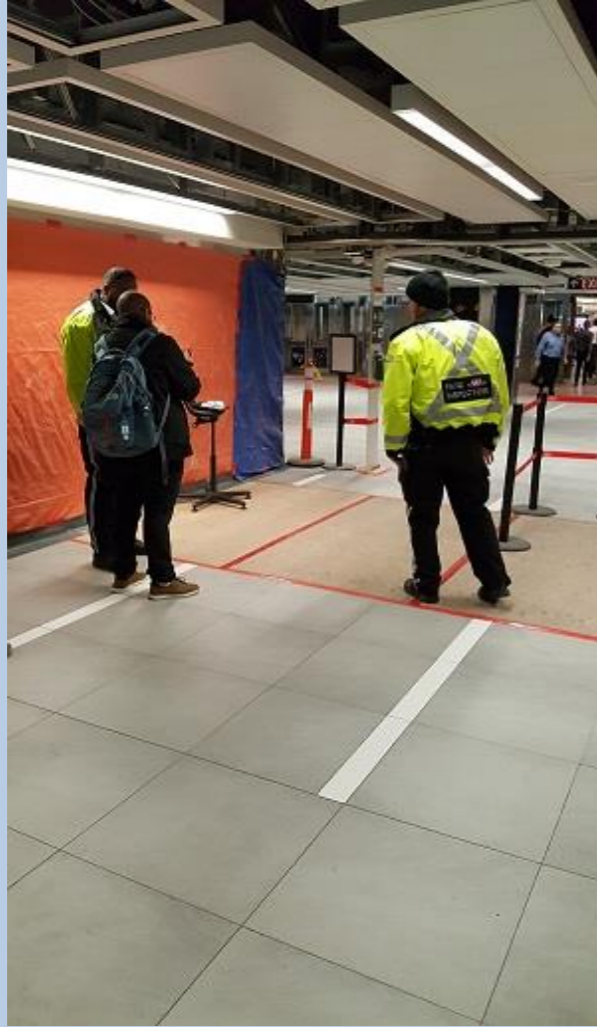


- 1** Beginning in March 2017, Transit Fare Inspectors have been assigned to test PRESTO device functionality during the course of their duties daily;
- 2** Perform test taps on PRESTO devices on buses, in stations and on both legacy and low-floor streetcars;
- 3** Results are distributed to TTC stakeholders daily.

Audit Results March to December 31, 2017



| Fare Line Support



1

Transit Fare Inspectors are deployed at fare lines under construction or where there is an opportunity for fare evasion to serve as a highly visible deterrent and to provide enforcement as required.

Transit Enforcement Officer Fare Details

On an ongoing basis, Transit Enforcement Officers are assigned to designated stations to support front line personnel and reduce fare evasion.



Examples include:

- Illegal entry checks through bus roadways;
- Multiple entry checks through fare gates and construction locations.

Project S.E.R.F. (Student Education Ridership Focus)



1

At the beginning of each school year, Transit Enforcement Officers engage with school leadership to discuss TTC expectations for student behaviour and to seek support for the delivery of the message to their student bodies;

2

Transit Enforcement Officers are detailed to stations and/or service stops to act as a deterrent to disorderly behaviour and fare evasion;

3

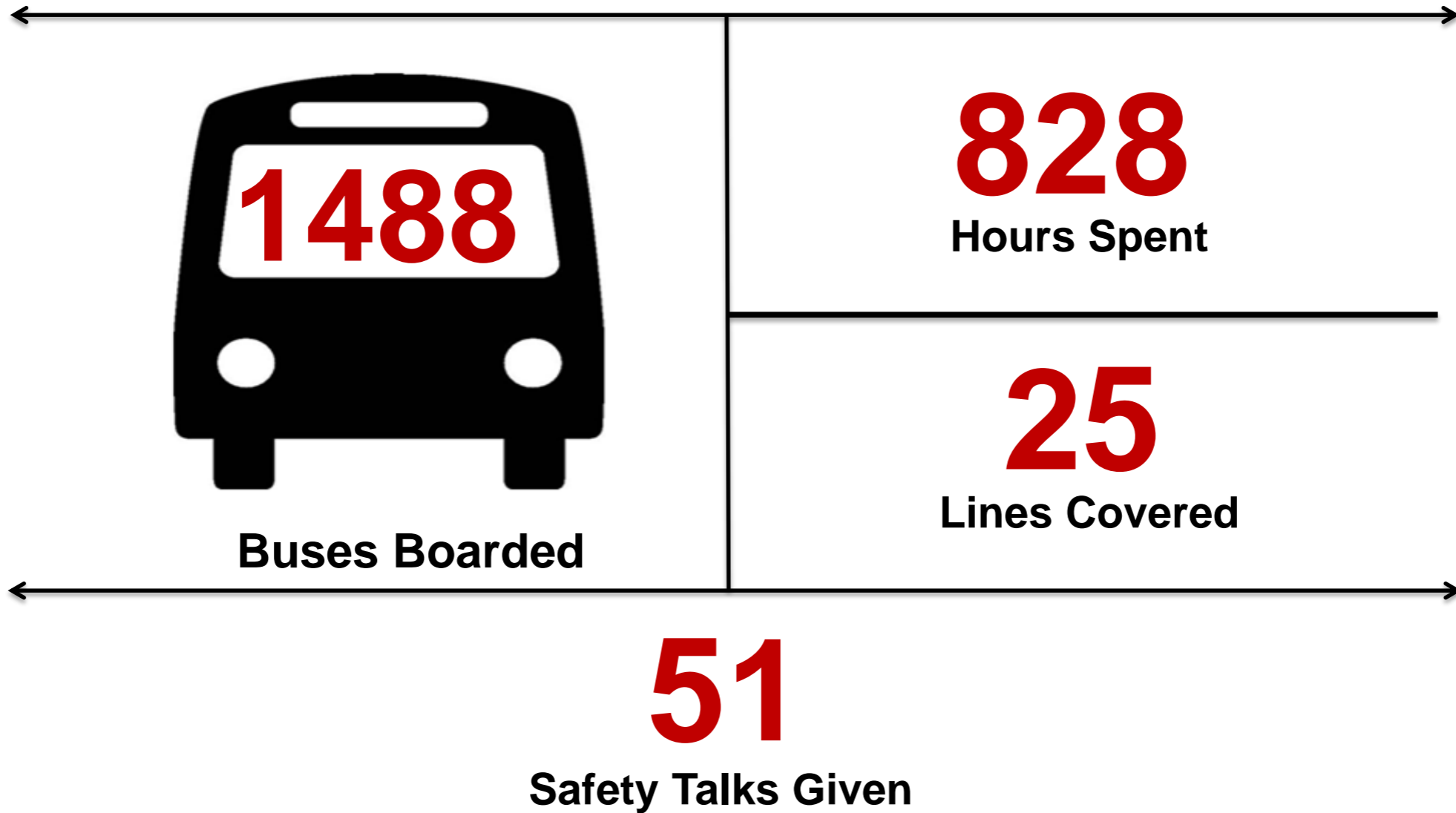
Education of the students is the focus with enforcement action taken if compliance is not achieved.

| B.U.S. S.T.O.P. Program

- 1** Transit Enforcement Officers are deployed on select routes at specific times of day, determined by crime and fare dispute data;
- 2** Conduct a series of patrols along the routes interacting with front line operating personnel;
- 3** Interact with customers providing education and direction as necessary;
- 4** Work to identify problem locations along the route and work with Operators to address emerging issues.

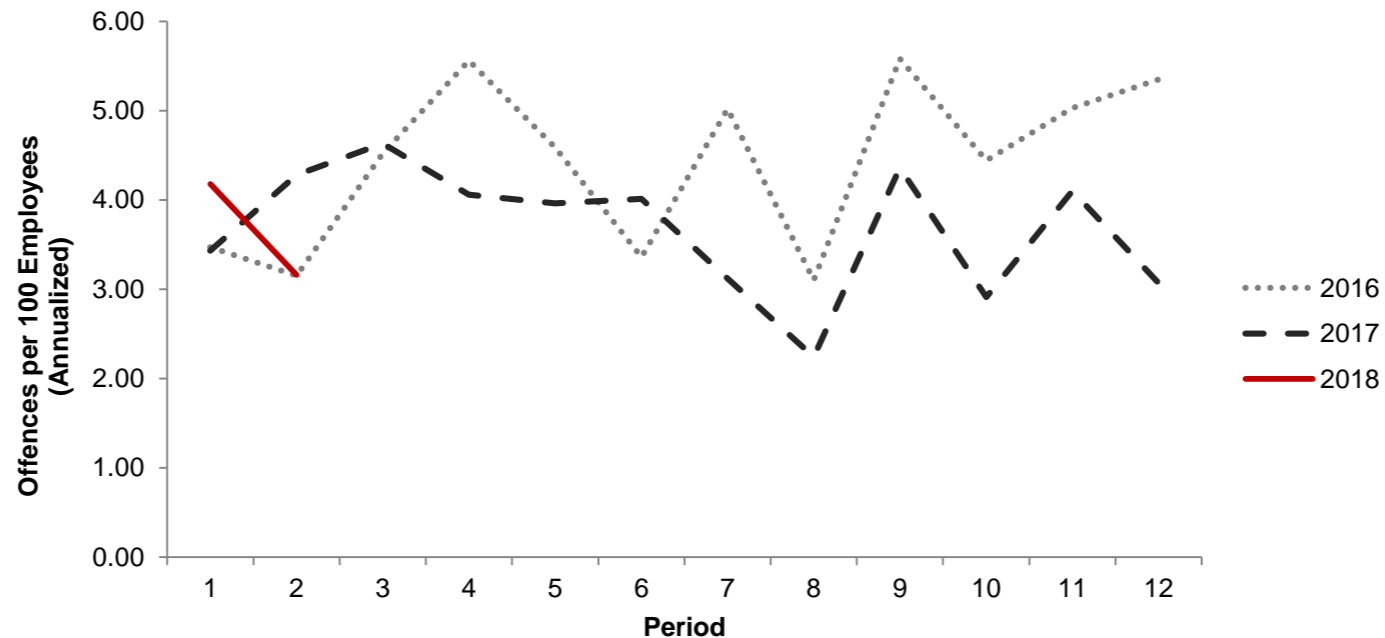


B.U.S. S.T.O.P. 2017 Results



| B.U.S. S.T.O.P. Results

Year over year decreases in crimes against employees were observed in the last 6 consecutive periods of 2017. The moving annual rate (per 100 employees) of offences against staff to February 2018 was 3.66, which was 17% lower than the corresponding moving annual rate of 4.52 to February 2017.



QUESTIONS?

