



# TRANSIT POLICE

## FARE ENFORCEMENT and TICKET PROCESSING

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Office of Primary Responsibility: Inspector Operations

## POLICY

### Summary

Transit Police provides fare enforcement for the transit system in accordance with the *South Coast British Columbia Transportation Authority Act*, *Greater Vancouver Transit Conduct and Safety Regulation*, *SCBCTA Fare Collection Bylaw* and *TransLink Transit Tariff*. Members will follow the procedures within this policy to ensure effective and appropriate enforcement, and safety for transit riders.

### Definitions

Chief Officer – The Transit Police Chief Officer or delegate.

Fare Infraction Notice (“FIN”) – Part 12 of the *South Coast British Columbia Transportation Authority Act* (“*SCBCTA Act*”) establishes requirements for payment and proof of fare and enforcing of the *SCBCTA - Fare Collection Bylaw*. Sworn members of Transit Police are authorized under the *SCBCTA Act* as a ‘fare officer’ to enforce the *Fare Collection Bylaw* and to issue a FIN (ticket) to a person who has not satisfied the payment and proof of fare requirements of the *Transit Tariff*. (*Note: For transit fare infractions, there is no authority for the Member to issue a warning FIN in hard copy, check identity on PRIME, or make a PRIME record.*)

Hand Held Unit (“HHU”) – An approved device or application for reading Compass cards and cash fare tickets to provide information needed to issue Fare Infraction Notices and Violation Ticket under the *SCBCTA Act*.

Member – Designated Constable (all ranks), the Chief Officer or a Deputy Chief Officer of the Transit Police.

Metro Vancouver Transit Police (“Transit Police”) – The operating name of the South Coast British Columbia Transportation Authority Police Service.

Transit Police Personnel (“Personnel”) – Sworn police officers (and other sworn peace officers) and civilians who work for the Transit Police.

Violation Ticket (“VT”) – Under the provincial *Offence Act*, a person who contravenes an enactment by doing an act that it forbids, or omitting to do an act that it requires to be done, commits an offence against the enactment. As a police officer in British Columbia, pursuant to the *Offence Act* and *Violation and Ticket Regulation*, Members may issue a

VT for contravention of an enactment referred to in the regulations (including the *Greater Vancouver Transit Conduct and Safety Regulation*). A police officer's authority also includes verifying the identity of the offender in order to issue the VT and, if necessary, arresting of the offence found committing, pursuant to the provisions of s. 133 of the *Offence Act*.

### General

1. Transit Police will assist with South Coast British Columbia Transportation Authority ("TransLink") fare enforcement initiatives subject to availability of Members.

## PROCEDURES

### Fare Enforcement

2. Members will conduct routine fare enforcement within their regular patrol duties, at their discretion.
3. Member involvement with directed fare enforcement initiatives will be at the discretion and direction of the Patrol Supervisor. Transit Police may also deploy targeted enforcement teams, as so determined by the Deputy Chief Officer Operations.
4. Members are provided with HHUs to read Compass cards and cash fare tickets during fare enforcement activities. (HHUs provide information to help determine fare validity and history of Compass cards, and record seizure of fare media).

### Location of Checks

5. Members may only check fares inside the Fare Paid Zone at SkyTrain, SeaBus, West Coast Express stations and buses.

### Investigation and Enforcement

6. Conducting of fare checks and investigations by Members are to take into account the safety of Members and the public.
  - (1) Members will usually conduct fare payment investigations at a station; however, an investigation may commence onboard a transit vehicle and then transfer to a station or outside of a bus for completion of the investigation. For the West Coast Express, fare investigations may be completed on the train.
7. A FIN may be issued by a Member when a fare violation has been confirmed.
8. A Member may also choose to proceed with a VT, as appropriate to the circumstances. Members will follow Transit Police policy [OJ090 – Violation Tickets if issuing a VT](#).
9. If the Member exercises discretion and proceed with a warning, a verbal warning will be used in relation to a FIN. In relation to a VT, the Member may issue a warning, following the procedures set out in Transit Police policy OJ090 – Violation Tickets.

10. Persons found in violation of the appropriate fare will be dealt with in the following manner, regardless of whether a VT, FIN or warning VT is issued, or any other alternative method of dealing with the violator is considered. The Member will:

- (1) Ask the violator if funds are available to purchase a valid fare; if so, direct the violator to do so;
- (2) If the violator does not have the funds to purchase a valid fare, consider issuing a Service Recovery Ticket (available for Members to carry via the Watch Commander) or request that a Station Attendant issue a Service Recovery Ticket; and
- (3) If necessary, refuse access.

**NOTE:** *The practice of issuing a VT/FIN and then sending the violator on their way without a fare is not acceptable, since this allows a continuation of the offence/infraction. A violator does not possess a valid fare as defined in the Transit Tariff by possessing only the VT/FIN they have been issued.*

### **Concession FareCard Monthly Pass and Concession Fare Ticket – Compass Card**

11. As required by the Transit Tariff, a person using a Compass Concession fare must be:

- Child (5 to 13 years);
- Youth (14-18 years) possessing valid secondary school ID or government photo ID;
- Senior 65 and over, with proof of age; or
- HandyCard holder.

12. If a person in possession of a Concession Compass Card does not have identification to validate the use of this fare, the Member will use police discretion in the manner the person is dealt with. Members will also consider the following provisions:

- (1) Once satisfied that the person is entitled to a Compass Concession, the Member will advise the violator that if another Member checks them and they do not have their Compass Concession with them, they may then be issued a VT and the Compass Concession FareCard or Concession Fare Ticket may be confiscated; emphasize to the violator that they are required to present proof of eligibility or entitlement to use such a fare/pass.
- (2) The Member will determine if the person has the funds to purchase a full adult fare to continue their journey and, if not, consider issuing a Service Recovery Ticket.

### **Additional Considerations for Interactions with a Child/Youth**

13. When dealing with a child/youth without identification, the Member will take additional steps, as is appropriate to the circumstances, to help determine whether the person is a child/youth (e.g., by interviewing or contacting parents, school, or other source to confirm).

14. Safety of the child/youth is paramount and Members will use their discretion to help ensure safe transport of the child/youth (this may include, for example, transport by the Member to the child/youth's residence or contacting the parent/guardian to arrange transport).
  - (1) Members are to also consider provisions of the *Child, Family and Community Service Act* and whether action is needed to protect a child. (Refer to Transit Police policy [OD180 – Young Persons](#).)

### HandyPasses

15. The above enforcement procedures can also be used for a person found in violation of using a Concession fare without their HandyPass. A person with a valid HandyPass is allowed to have an attendant accompany them without the attendant purchasing a fare. Discretion in dealing with all enforcement is left with the Member encountering the infraction.

### **Confiscated Compass Concession Fare Media**

16. When a Member confiscates fare media arising from issuing a VT or FIN for improper use of fare media contrary to the terms and condition of use, the Member will make a note on the VT/FIN note page that the physical fare media was confiscated and also add the Compass Card number. If the Member is using a HHU, then the Compass Card will be electronically confiscated via the HHU, in addition to the physical confiscation.
  - (1) The Member will also inform the person that they will have to get a new fare product, and if required, recommend how they can do so.
17. Once the fare media is confiscated, the Member will then:
  - (1) If confiscated via the HHU, place the fare media in the designated box (secure) on the Patrol Sergeant's desk at HQ or Bridgeport (for subsequent delivery to the Compass office); or
  - (2) If only physically confiscated (not entered via HHU), scan both sides of the fare media and email the images, along with a short explanation regarding the circumstances of the confiscation, to [confiscated@translink.ca](mailto:confiscated@translink.ca); and place the confiscated fare media in the designated box (secure) on the Patrol Sergeant's desk at HQ or Bridgeport (for subsequent delivery to the Compass office).

### **Program Passes**

18. Where a Member is not satisfied as to the validity of the identity of the holder of a Program Pass (i.e., U-Pass, BC Bus Pass, CNIB Pass) as being the person indicated thereon, the Member will:
  - (1) Request supplementary identification from the person, in a form acceptable to the Member, for confirmation;

- (2) If the Member feels that such pass is being used fraudulently or improperly, or the person refuses to produce supplementary identification, confiscate the pass and conduct an investigation;
- (3) If warranted, issue a VT or FIN;
- (4) Require the person to pay the adult fare before continuing their journey or consider providing a Service Recovery Ticket to the person.

## Reporting

19. Members will complete a General Occurrence Report (“GO”) report on PRIME for all arrests arising from fare enforcement or fraudulent fare media incidents.
20. Members are advised to create a GO report on PRIME where difficulties arise with passengers or others out of normal course of business in issuing VTs/FINs.

**[Refer also to Transit Police policies: [OJ090 - Violation Tickets](#) and [OF020 – Exhibits/Property Control](#)]**

## Ticket Processing (Hard copies)

21. Members will, by the end of each shift:
  - (1) Remove each completed FIN and staple all copies together; and
  - (2) Place the FINs in the reviewed VT/FIN basket within the IMS (at Bridgeport reporting office – place in the VT/FIN basket for transport to Headquarters).
22. IMS data entry personnel will:
  - (1) Review the FINs;
  - (2) Reject and return incomplete or illegible FINs to the Supervisor;
  - (3) Enter FINs in the TransLink system - TEMPEST; and
  - (4) Place Member’s yellow copies of FINs and notes in the designated monthly FIN folder, following which the FINs will be secured by IMS.
23. IMS will forward the white copy of the FINs to TransLink daily or as requested by TransLink.

## Ticket Storage, Retention and Access

24. FINs will be retained by IMS for 13 months, in the event of potential disputes (i.e., impersonations).
25. After the retention period has lapsed, IMS will be responsible for secure disposal of the FINs.

## **Disputes**

26. In the event of a FIN dispute being lodged, TransLink will send a request for the Officer Statement notes, to the FIN email mailbox managed by IMS.
27. IMS will retrieve the ticket and notes, and will email a copy to the Member.
28. The Member will then review the ticket and notes, and email them to TransLink for dispute management.

## **References:**

*Greater Vancouver Transit Conduct and Safety Regulation*  
*SCBCTA Fare Collection Bylaw*  
*South Coast British Columbia Transportation Authority Act*  
TransLink Transit Tariff