



South Coast British Columbia Transportation Authority Police Service  
Designated Policing Unit  
**Policy Amendment**  
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To: South Coast British Columbia Transportation Authority Police Service Designated Policing Unit Board (Police Board)

From: Chief Officer Dave Jones  
South Coast British Columbia Transportation Authority Police Service Designated Policing Unit (Transit Police)

Date: May 29, 2023

**Subject: Amendment to Fare Enforcement and Ticket Processing Policy OD210 [Board Report No. 2023-30]**

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*Recommendation:*

- A. THAT the South Coast British Columbia Transportation Authority Police Board approves amendments to Transit Police policy OD210 – Fare Enforcement and Ticket Processing; and
  - B. THAT the South Coast British Columbia Transportation Authority Police Board requests the Transit Police to post the amended policy chapter to the Transit Police website, once the policy is vetted pursuant to the *Freedom of Information and Protection of Privacy Act*.
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**PURPOSE**

To amend Transit Police policy chapter OD210 in order to reflect recent changes in technology and best practices, as well as the deployment of Community Safety Officers (“CSOs”).

In accordance with the *South Coast British Columbia Transportation Authority (SCBCTA) Act*, Greater Vancouver Transit Conduct and Safety Regulation, SCBCTA Fare Collection Bylaw, TransLink Transit Tariff, and the *Offence Act*, Transit Police Officers and CSOs, as fare officers, have authority to enforce fare payment and verify proof of purchase for riders on the transit system. This includes the issuance of fare infraction notices (FINs) to persons who have failed to satisfy a fare officer that they possess a fare, as well as the issuance of violation tickets (VTs) to persons who have contravened a relevant enactment, such as those regarding safety, security, and order on the transit system.



## **BACKGROUND/DISCUSSION**

### **General**

Pursuant to s. 4.2(2)(c)(v) of the *Police Act*, the Police Board has a duty to make rules consistent with the *Police Act*, the regulations and the director's standards with respect to:

- The standards, guidelines and policies for the administration of the designated policing unit;
- The prevention of neglect and abuse by the designated constables; and
- The efficient discharge of duties and functions by the designated policing unit and the designated constables.

The Police Board requires the Chief Officer to submit any proposed policy and policy amendments to the Police Board, via the Governance Committee, for review and approval. Effective July 14, 2014, the Police Board adopted a new approval process, whereby only policy sections within a policy chapter are submitted for approval of the Police Board, unless identified on the High Risk Policy List. When on the High Risk Policy List, the policy is submitted in its entirety (including procedures). The Chief Officer has delegated authority to amend procedures within a chapter if not on the High Risk Policy list.

### **Public Access to Policies**

Where possible, Transit Police will submit new/amended policy submissions to the public agenda. However, in some cases, the Transit Police may submit a new/amended policy In Camera to the Police Board to allow for: fulsome review/discussion of all policy content, including provisions that may be considered confidential and withheld pursuant to the *Freedom of Information and Protection of Privacy Act (FOIPPA)*; and sharing of legal advice or other confidential labour relations/financial/law enforcement information related to the policy amendment. For In Camera submitted policies, once the new/amended policy is approved by the Police Board, it is then vetted and any necessary information redacted in accordance with *FOIPPA* provisions, following which it is posted (as soon as is practicable) to the Transit Police website for ongoing electronic access by the public. Further, the policy approval will be referenced in the next public agenda of the Police Board.

### **Background and Review**

Transit Police policy chapter OD210 - Fare Enforcement and Ticket Processing was put under review in March 2023, led by Policy and Planning Advisor - Emmett Choi. Since then, a number of Transit Police staff were involved in the development, review, and/or consultation on Policy OD210. The list of those involved is attached as "[Appendix A](#)".

Both policy sections and procedures were updated in the policy chapter. The key changes to the policy sections of policy chapter OM050 are summarized below, and the new policy is attached as "[Appendix B](#)".



- (1) A number of definitions were added or amended, as follows:
  - a. "Community Safety Officer"
  - b. "Hand-Held Unit" replaced by "Fare Inspection App", the cellphone-based app managed by TransLink and adopted by Transit Police for obtaining information necessary in order to issue a FIN or VT.
  - c. "IMS", Information Management Services of the Transit Police.
  - d. "Member", with current language to reflect the addition of the Community Safety Officers ("CSOs"); and
  - e. "Metro Vancouver Transit Police (Transit Police)", with current language to reflect the new Designated Policing Unit and Designated Law Enforcement Unit (re: CSOs).
- (2) Two sections were added to the "General" section, stating the authority of both police officers and CSOs to issue VTs, as well as the authority of police officers to verify an offender's identity and arrest them as necessary, in accordance with the *Offence Act*.

### **Policy Approval**

Policy OD210 is not on the High Risk Policy List and the Police Board's review and approval of the policy sections only is requested. The proposed edits were reviewed and endorsed by the Executive in May 2023. *Note: Under Chief's authority, the Acting Chief Officer has already approved the procedural sections within this policy chapter (text is grayed out).*

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Chief Officer Dave Jones

Author: Emmett Choi, Policy and Planning Advisor

Submitting Senior Management Team Member: Stephen Crosby, Senior Manager  
Strategic Services



## TRANSIT POLICE

### POLICY AND PROCEDURES MANUAL AMENDMENT – REVIEW SUMMARY

<b>POLICY CHAPTER: Fare Enforcement and Ticket Processing (OD210)</b>		<b>DATE: May 29, 2023</b>
Prior to submission of Policy Manual amendment to the Police Board, the following persons reviewed or were consulted on the new or amended Policy Chapter		
<b>Endorsed by:</b>		<b>Supported</b>
1.	Chief Officer	Yes
2.	Deputy Chief Officer Administrative Services	Yes
3.	Deputy Chief Officer Operations	Yes
<b>Others Consulted:</b> <i>(as applicable to the policy content/Executive direction)</i>		
<ul style="list-style-type: none"> <li>• Acting Inspector Patrol Section</li> <li>• Acting Inspector Operations Support Section</li> <li>• Inspector Administrative Support Section</li> <li>• Senior Legal Counsel</li> <li>• Senior Manager Risk and Analytics</li> <li>• Staff Sergeant Operations Administration Support (East)</li> <li>• Staff Sergeant Community Safety Officer Program</li> <li>• Sergeant Community Safety Officer Program</li> <li>• Sergeant Community Safety Officer Program</li> <li>• Sergeant Targeted Mobile Enforcement Team</li> <li>• Corporal Targeted Mobile Enforcement Team</li> <li>• Senior Policy and Planning Advisor</li> <li>• Policy and Planning Advisor (<i>Review Lead</i>)</li> </ul>		



# TRANSIT POLICE

## FARE ENFORCEMENT and TICKET PROCESSING

Effective Date: May 9, 2005

Revised Date: May 7, 2007, Dec. 4, 2020, Proposed to the Police Board - May 29, 2023

Reviewed Date:

Review Frequency: As required

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*, *TransLink Transit Tariff*, and the *Offence Act*. 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.

Community Safety Officer ("CSO") – Designated Law Enforcement Officer of the Transit Police.

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.)

Fare Inspection App ("FIA") – A TransLink managed, Android cellular telephone application for reading Compass cards and cash fare tickets to obtain information needed in order to issue Fare Infraction Notices and Violation Tickets under the SCBCTA Act.

IMS – Information Management Services of the Transit Police.

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

Metro Vancouver Transit Police ("Transit Police") – The operating name of the South Coast British Columbia Transportation Authority Police Service (Designated Policing Unit and Designated Law Enforcement Unit).

Transit Police Personnel ("Personnel") – Members and civilian professionals 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.

### General

1. As a police officer or CSO in British Columbia, pursuant to the *Offence Act* and *Violation Ticket Administration and Fines Regulation*, Members and CSOs may issue a VT for contravention of an enactment referred to in the regulations (including the *Greater Vancouver Transit Conduct and Safety Regulation*).
2. 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 offender found committing, pursuant to the provisions of s. 133 of the *Offence Act*.
3. Members will assist with South Coast British Columbia Transportation Authority ("TransLink") fare enforcement initiatives, subject to availability of Members.

## PROCEDURES

### Fare Enforcement

4. Members will conduct routine fare enforcement within their regular patrol duties, at their discretion or as directed by their supervisors.
5. 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.
6. Members are provided with a Fare Inspection App ("FIA") on their issued cell phones to read Compass cards and cash fare tickets during fare enforcement activities. (The FIA provides information to help determine fare validity and history of Compass cards, and records seizure of fare media).

### Location of Checks

7. Members may only commence fare checks inside a Fare Paid Zone, defined in the TransLink Transit Tariff as: all transit vehicles (including buses, HandyDART vehicles, SeaBuses, SkyTrain cars, and West Coast Express cars), all areas within Fare Gates, regardless of whether such Fare Gates are open or closed, and any other transit property designated as "fare paid zones" from time to time.

### Investigation and Enforcement

8. Conduct 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 upon arrival at a stationary location, however, situationally dependent, Members are permitted to conduct investigations on moving modes of transit, such as SkyTrain, buses, SeaBus, or the West Coast Express.
9. A FIN may be issued by a Member when a fare violation has been confirmed.
10. 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.
11. If the Member exercises discretion and proceeds with a warning, a general verbal warning will be used in relation to a FIN.
  - (1) In relation to a VT, the Member may issue a warning, following the procedures set out in Transit Police policy OJ090 – Violation Tickets.
12. 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, the Member may 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 FIN and then sending the violator on their way using the transit system 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 FIN they have been issued.

*If a violator is unable to purchase a fare, and a Service Recovery Ticket is unavailable, and the Member believes that requiring the person to leave the transit system at that location would be unsafe or otherwise inappropriate, the Member may escort the violator (e.g., a woman travelling alone at night) to a more suitable location for the violator to leave the transit system.*

### Children 12 and Under Ride Free

13. Children age 12 and under travel free on transit:
  - When accompanied by a paying parent or guardian possessing proof of payment.
  - On SkyTrain, SeaBus, and West Coast Express, a maximum of four children age 12 and under may travel free per paying passenger. (Fare-paying parent or guardian not required for bus travel.)

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

14. As required by the Transit Tariff, a person using a Compass Concession fare must be:
- Youth (13-18 years) possessing valid secondary school ID or government photo ID;
  - Senior 65 and over, with proof of age; or
  - HandyCard holder.
15. 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 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 Fare Card 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.
  - (3) The Member may escort the violator to the next station or to another safe location for them to exit the system.

Additional Considerations for Interactions with a Child/Youth

16. 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).
17. 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

18. 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

19. Once the fare media is confiscated, the Member will then:

- (1) If confiscated via the FIA, 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 FIA), scan both sides of the fare media and E-mail 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 designate box (secure) on the Patrol Sergeant's desk at HQ or Bridgeport (for subsequent delivery to the Compass office).

### Program Passes

20. 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 leave the transit system unless they purchase the required fare or have been provided a Service Recovery Ticket.

21. When a Member confiscates fare media arising from issuing a FIN for improper use of fare media contrary to the terms and condition of use, the Member will make a note on the FIN note page that the physical fare media was confiscated and also add the Compass Card number. If the Member is using the FIA, then the Compass Card will be electronically confiscated via the FIA, 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.

### Reporting

22. Members will make notes and complete a General Occurrence Report ("GO") report on PRIME for all arrests arising from fare enforcement or fraudulent fare media incidents.

23. Members may create a GO report on PRIME where difficulties arise with passengers or others out of normal course of business in issuing VTs/FINs.

**FIN Processing (Hard copies)**

24. Members will, by the end of each shift:

- (1) Remove each completed FIN and staple all copies together, including any photographs of violators that Members may have taken; 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).

25. 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.

26. IMS will forward the white copy of the FINs to TransLink daily or as requested by TransLink.

**Ticket Storage, Retention and Access**

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

**Disputes**

29. In the event of a FIN dispute being lodged, TransLink will send a request for the Officer Statement notes, to the FIN E-mail mailbox managed by IMS.
30. IMS will retrieve the ticket and notes, and will E-mail a copy to the Member.
31. The Member will then review the ticket and notes, and E-mail 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

Transit Police Policy [OJ090 - Violation Tickets](#)

Transit Police Policy [OF020 – Exhibits/Property Control](#)

Transit Police [SOP 62 – Victims and Witnesses without Legal Status and CBSA](#)

South Coast British Columbia Transportation Authority Police Service Policies and Procedures Manual

Transit Police [SOP 64 – Compass Card Seizures](#)  
*Offence Act*

Proposed to Police Board - May 29, 2023