



## REPORT FOR ACTION

# Ombudsman Toronto Enquiry Report: Review of the TTC's Investigation of a February 18, 2018 Incident Involving Transit Fare Inspectors

**Date:** July 9, 2019

**To:** City Council

**From:** Susan E. Opler, Ombudsman

## SUMMARY

---

Pursuant to section 170(2) of the *City of Toronto Act, 2006* (COTA), Ombudsman Toronto has concluded an Enquiry. The Enquiry consisted of a review of the Toronto Transit Commission (TTC) Investigation of a February 18, 2018 incident involving Transit Fare Inspectors.

We hereby table with City Council for its July 2019 session the Enquiry Report, dated July 9, 2019.

## RECOMMENDATIONS

---

The Ombudsman recommends that City Council adopt the report and in so doing, request that the Toronto Transit Commission implement all of the recommendations.

## FINANCIAL IMPACT

---

This report has no financial impact.

## DECISION HISTORY

---

Ombudsman Toronto conducted this Enquiry pursuant to section 171(1) of COTA, which empowers the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City and most of its agencies (including the TTC) and local boards. This function is conferred and exercised independently of Toronto City Council and of the City administration.

## **COMMENTS**

---

In response to calls from the public, the media, public officials and the Ombudsman, the TTC investigated allegations of misconduct and racial discrimination by Transit Fare Inspectors in an interaction with a young Black male TTC rider on February 18, 2018.

The TTC released its Investigation Report in July, 2018. With one small exception, it cleared the fare inspectors of any misconduct.

Ombudsman Toronto conducted an extensive review of the TTC investigation to determine whether it was appropriately thorough, fair and transparent and whether its conclusions were reasonable based on the evidence. The Ombudsman did not investigate the incident itself, which is the subject of a court action.

The Ombudsman found that while the TTC investigation had many positive features, it fell short in several areas. She made six recommendations to improve future investigations. TTC management has accepted all the recommendations and has committed to implementing them by December 31, 2019.

The report also reflects that following broader discussions with the Ombudsman, the TTC has committed to implementing a system-wide anti-racism strategy and to pursuing a structure and culture shift in its Transit Enforcement Unit, away from an emphasis on enforcement and compliance to one of service, security, respect and dignity.

## **CONTACT**

---

Susan E. Opler  
Ombudsman  
Tel: 416-392-7061  
Email: [susan.opler@toronto.ca](mailto:susan.opler@toronto.ca)

## **SIGNATURE**

---

(Original Signed)

Susan E. Opler  
Ombudsman

## **ATTACHMENTS**

---

Ombudsman Toronto Enquiry Report: Review of the TTC's Investigation of a February 18, 2018 Incident Involving Transit Fare Inspectors