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.

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SIGNATURE

(Original Signed)

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ATTACHMENTS

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