

**Report to
Rapport au:**

**Transit Commission
Commission du transport en commun
21 February 2018 / 21 février 2018**

**and Council
et au Conseil
28 February 2018 / 28 février 2018**

**Submitted on February 8, 2018
Soumis le 8 février 2018**

**Submitted by
Soumis par:
John Manconi, General Manager / Directeur général, Transportation Services /
Services des transports**

**Contact Person
Personne ressource:
Pat Scrimgeour, Director / Directeur, Transit Customer Systems and Planning /
Systèmes-clients et Planification du transport en commun
613-580-2424 ext./poste 52205, Pat.Scrimgeour@ottawa.ca**

Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2018-TSD-TS-0001

SUBJECT: Amendments to the Transit By-law For Multimodal Operations

OBJET: Modifications au *Règlement sur le transport en commun* pour les opérations multimodales

REPORT RECOMMENDATIONS

That the Transit Commission:

- 1. Recommend that Council direct staff to develop an amending by-law for enactment, as described in this report, that includes the following:**
 - a. Giving authority to the General Manager to permit and regulate the carriage of bicycles onboard transit vehicles and in stations;**
 - b. Giving authority to the General Manager to permit small pets onboard transit vehicles and in stations, with the requirement that the pet be transported in an animal carrier or crate that can rest on a customer's lap;**
 - c. Additional minor changes as required, to remove outdated information and add new information, and;**
- 2. Direct staff to develop and implement a busking program for transit stations, which includes selection, registration, approval and scheduling processes, and safety considerations.**

RECOMMANDATIONS DU RAPPORT

Que la Commission du transport en commun :

- 1. recommande au Conseil de demander au personnel de rédiger un règlement municipal modificatif à adopter, conformément aux précisions du présent rapport, et d'y inclure les éléments suivants :**
 - a. une disposition autorisant le directeur général à permettre et à réglementer le transport de bicyclettes dans les véhicules et les stations de transport en commun;**
 - b. une disposition autorisant le directeur général à permettre la présence de petits animaux de compagnie dans les véhicules et les stations de transport en commun, pourvu que ces animaux soient dans une cage ou un sac de transport pouvant tenir sur les genoux de l'utilisateur;**
 - c. d'autres changements mineurs nécessaires pour supprimer des informations désuètes et ajouter de nouvelles informations, et;**
- 2. demande au personnel d'élaborer et de mettre en œuvre un programme d'artistes ambulants pour les stations de transport en commun, lequel**

comprendrait des processus de sélection, d'inscription, d'approbation et d'établissement des horaires, ainsi que des mesures de sécurité.

EXECUTIVE SUMMARY

Assumption and Analysis

This report recommends policy changes and amendments to the Transit By-law to align with upcoming changes to the way transit will operate in the city with the introduction of the O-Train Confederation Line. These recommendations also incorporate policy changes that have been requested by residents and transit customers over the years, and align with our review of industry best practices. The current by-law was enacted in 2007, and was amended in 2012 and 2014. Annual amendments have been made to the bylaw over the past eleven years to incorporate adjustments made to customer fares and to incorporate new park and ride lots that have been added to the transit system.

The recommended policy changes would permit customers to bring bicycles onboard trains, and bring small pets onboard all transit vehicles. These changes would encourage the use of transit, in different ways. The update of the by-law would also incorporate up-to-date terminology related to rail operation, fares, accessibility, and service animals. A final recommendation is to use the authority given in the current by-law to allow for busking at transit stations.

Financial Implications

Costs associated with the recommendations in this report will be funded from within the existing operating budget.

Public Consultation/Input

The recommendations in this report have been developed based on comments that have been received from customers in recent years through OC Transpo's customer relations channels, including Twitter and Facebook, as well as through correspondence received from customers through the Transit Commission.

BACKGROUND

The current Transit By-law (2007-268) was enacted by Council on June 13, 2007. Annual amendments have been made to the by-law over the past ten years to repeal and substitute Schedule B (Park and Ride Lots and Associated Fees) and Schedule C

(Fares for Transit Services) with annual values approved by Council through each budget.

Two other substantial amendments have been made to the by-law since its initial enactment:

- By-law 2012-195, respecting public transit. This amending by-law was enacted to include language relating to smartcards and U-Passes; and,
- By-law 2014-152, respecting the operation of vehicles at railway crossings on the Transitway. This amendment was to allow tickets to be issued at the railway crossing of the Transitway as they are at crossings of public highways.

DISCUSSION

In preparation for the opening of the O-Train Confederation Line, staff have reviewed the current Transit By-law and have identified changes that should be made to support the multimodal experience for customers with the Confederation Line in place. Requests by residents and transit customers in recent years have been considered by staff as part of a review of the current by-law. Recommended changes to the existing by-law also include those related to technological and operational changes that have been implemented since the by-law was last updated in 2007.

Recommended changes and additions to the Transit By-law include the provision for the General Manager to allow bicycles to be brought onboard trains and inside O-Train stations, and the provision for small pets to be brought onto the transit system.

These recommendations are being made to balance the needs of all transit customers and to ensure that travelling on transit is a safe, comfortable, and enjoyable experience. Staff have reviewed potential impacts to operations and customers, and have reviewed the experiences and policies of other transit agencies.

Specific changes to the by-law are referenced in Document 1 of this report.

Staff also recommend that a busking program be developed, as permitted by the General Manager in the current Transit By-law.

Provision to allow bicycles onboard trains

Background

The O-Train Confederation Line, as an integral part of the OC Transpo system, is designed and is being built to provide a number of ways for people to use both bicycles and transit as part of their trips. Bicycle parking facilities are a key feature at every station on the line. In addition, each Confederation Line station has been designed to accommodate bicycles through wide fare gates, larger elevators, and bicycle wheel troughs (runnels) for customers to guide their bicycle up and down staircases.

Bicycle parking facilities, combined with good cycling connections, offer a simple solution for many cyclists to lock up their bicycles before using bus or O-Train services. Bicycle parking facilities are also located at many Transitway stations, stations on the O-Train Trillium Line, and other major bus stops across the City. The City is currently building additional bicycle parking shelters and enclosures at transit stations across the City, and additional bicycle racks at many bus stops. Facilities are monitored on a regular basis to determine levels of usage, and to help inform future decisions for new locations or to expand their capacity.

While many customers will prefer to secure their bicycle at a transit station, some customers require a bicycle at both ends of their transit trip. This need is currently accommodated on buses by using bicycle racks mounted on the front of many buses during the summer months, and on trains on the O-Train Trillium Line by allowing bicycles to be brought onboard.

Recommendation

Staff recommend that customers be allowed to bring bicycles onboard trains at all off-peak times, using designated doors and designated positions inside the train, in order to avoid conflicts with other customers. This recommendation encourages sustainable multimodal connections, supports Council's policies that promote cycling, and is consistent with the design elements of stations.

The recommended by-law amendment would delegate authority to the General Manager, Transportation Services, to manage the carriage of bicycles on trains. This includes designating times when bicycles are permitted, and the doors and positions inside the train where bicycles are permitted. The amendment would also delegate authority to the General Manager to manage the carriage of bicycles at locations and

times when ridership is extremely high, such as at the downtown stations on Canada Day.

Based on experience during all seasons of the first year of operations on the O-Train Confederation Line, staff will review whether any of the arrangements should be adjusted, and would either make minor changes under delegated authority or would bring recommended major changes to the Transit Commission for consideration.

Information for customers

Information about the integration of cycling facilities with transit service will be provided to transit customers through all normal information channels. The primary message will be for customers to take advantage of the bicycle parking facilities that are available at every station on the O-Train Confederation Line and at many other OC Transpo stations. The secondary message will be about how customers who need to complete their trip by bicycle are able to carry their bicycles onboard trains or use bike racks on buses.

As customers enter stations, signs will direct them to walk their bicycles to the elevators, via the wheel troughs on stairways, and through the wide fare gates. On the platform, signs will direct customers to walk their bicycles to the location where the first door of the first car of the train will stop.

As customers board trains, signs on the platform will direct them to walk their bicycles through the first door of the first car of the train, and then to sit or stand with their bicycle in the marked multi-purpose area adjacent to the first door. The signs will indicate that if the multi-purpose area is already fully in use, customers should wait for the next train.

Customers on the O-Train Trillium Line will be advised that bicycles will now be permitted onboard only at off-peak times.

Managing interaction with other customers

By requiring that bicycles be walked through the station and along platforms, safety for other customers in the station will be maintained. By requiring that bicycles be walked onto trains through the first door of the first car and then held in the adjacent multi-purpose area, encounters with customers using mobility aids will be minimised.

Each two-car train on the O-Train Confederation Line will have 14 doors and eight multi-purpose areas. With bicycles being walked on and off trains only at the first door of the first car, the other 13 doors will be available for all customers and the other seven multi-

purpose areas will be available for customers using mobility aids or travelling with strollers, luggage, or large parcels.

At busy times, locations, and during special events with heavy loads, such as at the downtown stations on Canada Day, customers with bicycles may be asked by OC Transpo supervisory or customer service staff to wait until the heaviest customer volumes have ended, in order to allow room for more customers to be carried onboard the trains.

Comparison with other vehicle types

On the O-Train Trillium Line, a location within each car is designated for customers to stand or sit with their bicycles, and one door is designated for customers to enter or leave the train with their bicycles. Because of the nature of the Trillium Line operation, the door for bicycles is sometimes the first door and sometimes the second door, and for this reason, the instruction signs are mounted on the train.

Approximately two-thirds of OC Transpo buses are equipped with front bike racks that can carry up to two bicycles at a time during the summer months. The Rack and Roll program has been in effect since 1999, with racks installed on buses from approximately April through October of each year. This program would continue with no change.

Comparison with other transit systems

Staff researched bicycle policies at 17 North American transit agencies, including five in Canada. All of these agencies allow bicycles onboard rail vehicles, and all agencies have some method for restricting bicycles under certain conditions. Almost all agencies include provision for staff to restrict bicycles as required, including during major events or other situations where overcrowding may occur. Eight agencies include restrictions during morning and afternoon peak periods.

Table 1: Bicycle policies at other North American transit agencies

Agency	Bikes on Trains	Time of Day	Limit Quantity	Designate Door
BART (San Francisco)	Yes	All	No	No
Calgary Transit	Yes	Off-peak	Yes	Yes
DART (Dallas)	Yes	All	No	No
CTA (Chicago)	Yes	Off-peak	Yes	No
ETS (Edmonton)	Yes	Off-peak	No	Yes
MARTA (Atlanta)	Yes	All	No	No

MBTA (Boston)	Yes	Off-peak	Yes	No
Metro (Los Angeles)	Yes	All	No	Yes
MetroTransit (Minneapolis)	Yes	All	Yes	No
MTA (New York)	Yes	All	No	No
San Diego Trolley	Yes	All	Yes	Yes
Sound Transit (Seattle)	Yes	All	Yes	Yes
STM (Montreal)	Yes	Off-peak	Yes	Yes
TransLink (Vancouver)	Yes	Off-peak	Yes	No
TriMet (Portland)	Yes	All	Yes	Yes
TTC (Toronto)	Yes	Off-peak	No	No
WMATA (Washington)	Yes	Off-peak	Yes	Yes
<i>OC Transpo (Recommended)</i>	Yes	<i>Off-peak</i>	Yes	Yes

The recommended policy of allowing bicycles onboard the O-Train Confederation Line is consistent with other large transit agencies in North America. It also supports and encourages multimodal travel and increases the reach of sustainable transportation.

As part of the Ready for Rail communications program for the opening of the O-Train Confederation Line, staff will build a communications strategy that will promote the bicycle parking facilities located throughout the OC Transpo system and will also ensure that customers know how to safely bring their bicycles into and out of stations, how and where to board trains, and where they should stand or sit with their bicycle while onboard a train.

Provision to allow small pets on board buses and trains and in stations

Background

Over the past several years, the City has been approached multiple times to allow customers to bring pets onboard buses. Petitions have been brought forward by public groups, most recently to the Transit Commission in 2014. A report was brought to the former Transit Committee in 2008 from the former Pedestrian and Transit Advisory Committee to consider a pilot program for pets on buses.

Staff researched policies regarding pets at 18 other North American transit agencies, including six Canadian agencies. **All 18** agencies allow pets onboard transit vehicles. The majority of those who allow pets onboard require customers to have the pet in a carrier at all times, with the remainder allowing the pet to be either leashed or brought onboard in a carrier. Most agencies do not set additional restrictions, such as the type or size of pet, or the time of day at which a pet can be brought onboard.

Table 2: Policies on pets at other North American Transit Agencies

Agency	Pets allowed	Carrier/leash	Pet size	Time of day restrictions
BART (San Francisco)	Yes	Carrier	No	No
Calgary Transit	Yes	Leash or carrier	No	No
CTA (Chicago)	Yes	Carrier	Small pets only	No
DART (Dallas)	Yes	Carrier	No	No
ETS (Edmonton)	Yes	Carrier	No	No
MARTA (Atlanta)	Yes	Carrier	No	No
MBTA (Boston)	Yes	Leash or carrier	Small pets in containers during peaks, non-service dogs on leashes allowed during off-peak	
Metro (Los Angeles)	Yes	Carrier	No	No
MetroTransit (Minneapolis)	Yes	Carrier	No	No
MTA (New York)	Yes	Carrier	No	No
San Diego Trolley	Yes	Carrier	No	No
Sound Transit (Seattle)	Yes	Carrier	No	No
STM (Montréal)	Yes	Carrier	No	No
STO (Gatineau)	Yes	Carrier	Small pets only	No
TransLink (Vancouver)	Yes	Carrier	No	No
TriMet (Portland)	Yes	Carrier	No	No
TTC (Toronto)	Yes	Leash or carrier	No	Yes
WMATA (Washington)	Yes	Carrier	No	No
<i>OC Transpo (Recommended)</i>	Yes	<i>Carrier</i>	Yes	<i>No</i>

Recommendation

Staff are recommending that, as on most transit agencies in North America, small pets be allowed onboard all transit vehicles and in stations at all times, with a condition that they be carried in an animal carrier or crate, and that the carrier or crate can rest on the customer's lap. This recommendation is consistent with most other major public transit agencies in North America and is supported by Ottawa Public Health staff.

This recommendation will remove an existing barrier to transit travel for some customers. People who travel with their pets are currently not permitted to do so on the transit system; they must travel by other modes. As an example, people who are taking

their pets to the veterinarian and who do not have a car may not have an economical way of making the trip.

Service animals will continue to be allowed onboard transit vehicles at all times, following the current procedures.

Following the enactment of the recommended change to the by-law, staff will build a communications strategy to explain procedures for bringing pets onboard and to ensure that staff and customers are familiar with the provision. Any potential conflicts between staff and customers, and customers traveling with a pet, will be addressed in this strategy.

Other minor changes

Minor areas for change include edits to terminology within the by-law, such as removing reference to fare products and processes that are no longer in existence, and adding references to those that are now in practice. Changes that will be included as amendments to the by-law will include:

- **Fare products** – Council approves fare products and pricing through the annual budget process. Several fare products that were in place when the current transit by-law was enacted in 2007 no longer exist, and some current fare products are not referenced in the current by-law. The amendment will include revised definitions where it is necessary to define them in the main body of the by-law. Schedules with reference to specific fare products and pricing will continue to be updated as often as they change, in the annual budget cycle or by other Council direction;
- **Accessibility terminology** – Some definitions related to accessibility, in particular for mobility aids and service animals, have become outdated or obsolete. Revised definitions will be provided in the amendment;
- **Rail terminology** – New definitions related to rail transit operation need to be added to the by-law, such as fare gates and ticket machines; and,
- **Department name** – The amendment will bring the by-law up to date with the current name of the Transportation Services Department.

Program for buskers and street performers in transit stations

Background

Staff researched the common elements of busking programs in 12 other major cities, most of which have specific policies for the transit agency that serves them. As well, the City of Ottawa's Sparks Street and ByWard Market programs were reviewed. Almost all programs in other cities require a licence or process, with most requesting a permit fee.

Other common elements of programs in other cities include the need to apply for busking, set aside designated space, limit performance periods and allow amplifiers.

Allowing busking at designated spaces on transit property can improve customer experience, increase community involvement and increase the perception of public safety and security at stations.

Recommendation

Staff recommend that a program be developed to allow people to perform busking activities or street performances on transit property, provided they follow set procedures for registering, approving, and scheduling busking activities in designated locations. The existing by-law allows this type of activity on transit property with the General Manager's permission.

Staff will work to establish a busking program, including selection, registration, approval and scheduling processes, and safety considerations. Staff are not proposing to establish a fee for buskers or street performers. Prior to implementation, staff will advise Council of the main program elements such as implementation timelines, hours of operation, etc.

Table 3: Busking programs at other North American transit agencies

Agency / City	License/ Permit	Tiered System	Fee	Application	Audition	Designated Space
Calgary Transit	Yes	No	Yes	Yes	Yes	Yes
City of Calgary Busk Stop ID	Yes	Yes	Yes	Yes	No	Yes
City of Calgary Standard Busker ID	Yes	Yes	No	Yes	No	Yes
City of Ottawa ByWard Market	Yes	No	Yes	Yes	No	Yes
City of Ottawa Sparks Street	Yes	No	Yes	Yes	Yes	Yes
City of Toronto	Yes	No	Yes	Yes	No	Yes
City of Vancouver	Yes	No	Yes	Yes	No	No
CTA (Chicago)	Yes	No	Yes	Yes	No	Yes
ETS (Edmonton)	No	No	No	No	No	No
London, UK	Yes	No	No	Yes	Yes	Yes
MBTA (Boston)	Yes	No	Yes	Yes	No	Yes
MTA (New York)	Yes	No	No	Yes	Yes	Yes

STM (Montréal) Les Étoiles du métro	Yes	Yes	No	Yes	Yes	Yes
STM (Montreal) Regular Locations	No	Yes	No	No	No	Yes
Translink (Vancouver)	Yes	No	Yes	Yes	Yes	Yes
TTC (Toronto)	Yes	No	Yes	Yes	Yes	Yes
<i>OC Transpo (Recommended)</i>	Yes	No	No	Yes	Yes	Yes

RURAL IMPLICATIONS

There are no recommendations in this report that specifically affect rural areas.

CONSULTATION

The recommendations in this report have been developed based on comments that have been received from customers in recent years through OC Transpo's customer relations channels, including Twitter and Facebook, as well as through correspondence received from customers through the Transit Commission.

The Medical Officer of Health advises as follows:

Ottawa Public Health (OPH) does not have any objections to the proposed amendments to the Transit By-law For Multimodal Operations. OPH supports pets on public transit provided they are transported in a carrier that will minimize human/pet interactions with strangers, and may help to reduce the dispersal of allergens. Although with the use of a suitable carrier bites and scratches should not be a concern, OPH requests that a procedure be set up to ensure all bite/scratching incidents that could potentially occur on the transit system be reported to the City. OPH is mandated to follow up on all animal-biting incidents to prevent cases of human rabies as per Ontario Regulation 557: Communicable Diseases, under the Health Protection and Promotion Act, R.S.O. 1990, Ontario Public Health Standards (2008), and the Rabies Prevention and Control Protocol (2013). OPH would be happy to review or contribute to the communications strategy that will be developed for this program.

ADVISORY COMMITTEE(S) COMMENTS

This report makes reference to a 2008 report to Transit Committee, submitted by the Pedestrian and Transit Advisory Committee (PTAC). At that time, PTAC had supported

a need for pets onboard transit vehicles, and recommended a pilot program be put in place to allow this.

LEGAL IMPLICATIONS

There are limited legal implications associated with this report. With respect to bicycles being permitted on trains, it is noted that stations, platforms, and trains are required to be designed to accommodate this use. With respect to pets being permitted on transit, it is noted that service animals are already permitted on transit. With respect to pets, the limitation of permitting only small pets and that they be transported in secure carriers/cages reduces any potential interaction as between pets and customers.

RISK MANAGEMENT IMPLICATIONS

Risks have been identified and explained in the report and are being managed by the appropriate staff.

ASSET MANAGEMENT IMPLICATIONS

There are no asset management implications associated with the recommendations of this report.

FINANCIAL IMPLICATIONS

There are no financial implications with the recommendations outlined in this report. Any associated costs will be funded within the existing operating budget.

ACCESSIBILITY IMPACTS

A recommendation of this report ensures that current accessible languages and practices are included in an updated by-law.

TERM OF COUNCIL PRIORITIES

This report supports the following 2015-2018 Term of Council priorities:

Transportation and Mobility – Meet the current and future transportation needs of residents and visitors through Phase 1 and Phase 2 of the Transportation Master Plan, including ensuring the City's transit services are reliable and financially sustainable. Continued focus on improving mobility during the LRT implementation, and support for alternative transportation methods including cycling and walking, as well as transit.

Service Excellence – Improve client satisfaction with the delivery of municipal services by measurably strengthening the culture of service excellence at the City, by improving the efficiency of City operations, and by creating positive client experiences.

Financial Sustainability – Practice prudent fiscal management of existing resources, and make sound long-term choices that allow City programs and services to be sustainable.

Governance, Planning and Decision Making – Achieve measureable improvement in residents' level of trust in how the City is governed and managed, apply a sustainability lens to decision-making, and create a governance model that compares well to best-in-class cities around the world.

SUPPORTING DOCUMENTATION

Document 1 to this report provides the drafting instructions to staff to prepare the amending by-law for enactment at a future meeting of Council, based on the recommendations of this report.

DISPOSITION

Following the consideration of this report by the Transit Commission and Council, staff will draft an amending by-law for enactment at a future meeting of Council.

Document 1

DRAFTING INSTRUCTIONS – AMENDMENTS TO TRANSIT BY-LAW (2007-268, as amended)

A. Definitions

1. Repeal and replace the following definitions in section 1:

- a. Repeal: “authorized vendor” means a person who has entered into an agreement with the City of Ottawa to sell tickets, transit passes or any other fare medium on behalf of the City;

Replace with: “authorized vendor” means a person who has entered into an agreement with the City of Ottawa to sell tickets, vouchers, transit passes or any other fare medium on behalf of the City;

- b. Repeal: “Smartcard” means the Presto Smartcard fare instrument approved by City Council in the form of a card onto which funds or period passes of varying classes can be loaded electronically and used to pay the fare for a trip on a transit vehicle by means of tapping the card on an electronic reader provided for the purpose on the transit vehicle or on the light rail station platform area;

Replace with: “Smartcard” means the Presto card or other fare instrument in the form of a card onto which funds or period passes of varying classes can be loaded electronically and used to pay the fare for a trip on a transit vehicle by means of tapping the card on an electronic reader provided for the purpose on the transit vehicle, on fare gates, or at other designated locations;

- c. Repeal: “transit property” means all property owned, leased, or used by the City for the purposes of providing a passenger transportation system and includes the transitway, the transit station platform areas, the platforms, the transit stations, the transit vehicles, the transit shelters, the bus stops, the light rail facility, the Park and Ride Lots, and the properties and buildings located at 1500 St. Laurent Boulevard including the North and South garages, 899, 875 and 805 Belfast Road, 2550 Queensview Drive, 164 Colonnade Road, 3101 Albion Road, and 745 and 755 Industrial Road;

Replace with: “transit property” means all property owned, leased, or used by the City for the purposes of providing a passenger transportation system and includes the Transitway, the O-Train lines, the O-Train rights

of way, the transit station platform areas, the platforms, the transit stations, the transit vehicles, the transit shelters, the bus stops, the park and ride lots, and the properties and buildings located at 1500 St-Laurent Boulevard including the North and South garages, 645, 681, 707, 731, 747, 767, 799, 805, 875, 899 and 925 Belfast Road, 2550 Queensview Drive, 164 Colonnade Road, 3101 Albion Road, and 745 and 755 Industrial Road;

- d. Repeal: “Director” means the General Manager of the Transit Services Department, in the City Operations Portfolio of the City of Ottawa, or authorized representative;

Replace with: “Director” means the General Manager of the Transportation Services Department of the City of Ottawa, or authorized representative;

- e. Repeal: “service animal” means an animal trained by a recognized school for service as a guide dog for the blind or visually impaired, a guide dog for the deaf or hearing impaired, or a special skills dog for other persons with disabilities and includes an animal used in therapy and trained by and registered with a recognized organization for that purpose;

Replace with: “service animal” means:

- (a) an animal that can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) an animal for which the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - ii. A member of the College of Chiropractors of Ontario.
 - iii. A member of the College of Nurses of Ontario.
 - iv. A member of the College of Occupational Therapists of Ontario.
 - v. A member of the College of Optometrists of Ontario.
 - vi. A member of the College of Physicians and Surgeons of Ontario.
 - vii. A member of the College of Physiotherapists of Ontario.

- viii. A member of the College of Psychologists of Ontario.
- ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

- f. Repeal: “U-Pass” means the fare instrument in the form of a card approved by the Director and issued to eligible students of applicable post-secondary educational institutions to be used from September 1st of one year to April 30th of the following year as part of the Council-approved Universal Transit Pass program.

Replace with: “U-Pass” means the fare instrument used in the form of a card approved by the Director and issued to eligible students of applicable post-secondary educational institutions as part of the Council-approved Universal Transit Pass program.

- g. Repeal: “proof of payment” or “POP” means a valid transit pass, valid transfer slip or other authorized receipt, a valid transit employee identification card, a valid U-Pass during the period between September 1st of one year and April 30th of the following year, a Smartcard with a valid period pass or a record of a valid e-purse deduction for the trip, an Attendant Card, or other card, receipt for fare payment, or fare instrument acceptable to the Director.

Replace with: “proof of payment” or “POP” means a valid transit pass, valid transfer slip or other authorized receipt, a valid transit employee identification card, a valid U-Pass, a Smartcard with a valid period pass or a record of a valid e-purse deduction for the trip, an Attendant Card, or other card, receipt for fare payment, or fare instrument acceptable to the Director, and does not include a photograph, scan or other reproduction, whether hard copy or digital, of any of the aforementioned.

- h. Repeal: “light rail facility” means that portion of the passenger transportation system that includes,
 - (a) light rail tracks,
 - (b) light rail rights-of-way, including tunnels and bridges, and
 - (c) areas reserved exclusively for City transit personnel;

Replace with: “O-Train facility” means that portion of the passenger transportation system that includes,

- (a) light rail tracks,
- (b) light rail rights-of-way, including tunnels and bridges, and
- (c) areas reserved exclusively for City transit personnel;

 and includes the O-Train lines and rights of way.

2. Repeal the following definitions:

- a. "Assistant Card" means,
 - (a) a serially numbered card, issued by the Director to a person with a disability who requires the assistance of a service animal, which card contains a photograph of the person with a disability and a photograph of the service animal,
 - (b) an identification card issued pursuant to section 2 of the Blind Persons' Rights Act, R.S.O. 1990, C. B.7, as amended, or
 - (c) such other form of identification as authorized by the Director;
- b. "wheelchair" means a chair mounted on wheels driven by muscular or any other kind of power and used for the carriage of a person who has a physical disability.

3. Add the following definitions:

- a. "fare gate" – a device that opens to allow a customer to enter a fare-paid area after a smartcard or other permitted fare payment device has been tapped or scanned onto it.
 - b. "Service Animal Card" means,
 - (a) a serially numbered card, issued by the Director to a person with a disability who requires the assistance of a service animal, which card contains a photograph of the person with a disability and a photograph of the service animal,
 - (b) an identification card issued pursuant to section 2 of the Blind Persons' Rights Act, R.S.O. 1990, C. B.7, as amended, or
 - (c) such other form of identification as authorized by the Director;
 - c. "mobility aid" means a device used to facilitate the transport, in a seated posture, of a person with a disability;
4. Repeal the words "ticket" or "tickets" where they appear throughout the by-law and replace them with the words "ticket or voucher" or "tickets or vouchers".
5. Repeal the word "wheelchair" where it appears throughout the by-law and replace it with the words "mobility aid". Repeal references to "in a wheelchair" or "in wheelchair" to "with a mobility aid" or "with mobility aid".

B. Animals

1. Repeal section 19(2)(u), below:

bring any animal unless the person has an Assistant Card for that animal;

and replace it with:

bring any animal, unless:

- (i) the animal is a service animal; or
- (ii) the animal is transported in an enclosed handheld container, such as an animal carrier or crate, that is secured at all times, such that the animal does not inconvenience or jeopardize the safety of other persons or transit property, and subject to any other conditions as may be imposed by the Director;

C. Bicycles

1. Amend section 19 to add the following as a new subsection 19(2.1):

No person shall bring a bicycle on board a transit vehicle, except as permitted by the Director.

D. Youth Fares

1. Repeal section 14 and its heading, below:

STUDENT AND SENIOR TRANSIT PASS AND SMARTCARD

14. (1) No person, other than a student as provided for in subsection (2), shall use a transit pass or Smartcard of a fare category for students.

(2) No person shall apply for or obtain a transit pass or a Smartcard of a fare category for students unless the person

- (a) is a full-time student at a recognized educational institution in Ontario and is at least thirteen (13) years of age but is not older than nineteen (19) years of age; and

(b) presents a valid student identification card issued by such educational institution.

(3) Despite paragraph (a) of subsection (2), where a person is resident in Ontario and attends a recognized educational institution in Quebec, the person may present a valid student identification card from the Quebec educational institution when applying for a transit pass or Smartcard of a fare category for students.

(4) No person shall apply for, obtain, or use a transit pass or Smartcard of a fare category for seniors unless the person is at least sixty-five (65) years of age.

and replace it with:

YOUTH AND SENIOR TRANSIT FARES

14. (1) No person shall apply for, obtain or use a transit pass, Smartcard or other fare product of a fare category for youth unless the person is not older than nineteen (19) years of age.

(2) No person shall apply for, obtain, or use a transit pass, Smartcard or other fare product of a fare category for seniors unless the person is at least sixty-five (65) years of age.

E. Service Animals

1. Repeal section 17 and its heading, below:

ASSISTANT CARD

17. (1) Any person with a disability who wishes to travel on a transit vehicle or enter a transit property and who requires the assistance of a service animal, shall obtain an Assistant Card.

(2) No person shall be accompanied on a transit vehicle or on transit property by a service animal unless the person has an Assistant Card and the person maintains full control of the service animal.

and replace it with:

SERVICE ANIMALS

17. (1) Any person with a disability who wishes to travel on a transit vehicle or enter a transit property and who requires the assistance of a service animal, may obtain a Service Animal Card.

2. Repeal subsection 18(1) below:

A person with a disability, an expectant mother, a person with a visible need for priority seating, a person with a child in a carriage or stroller, a person with a Priority Seating Card or a person with an Assistant Card is entitled to priority seating on a front bench seat but is not guaranteed a seat.

and replace it with:

A person with a disability, an expectant mother, a person with a visible need for priority seating, a person with a child in a carriage or stroller, a person with a Priority Seating Card or a person with a Service Animal Card is entitled to priority seating on a front bench seat but is not guaranteed a seat.

- F. The amendments shall take effect on April 2, 2018.
- G. Staff is authorized to make the required administrative changes to the contents of the by-law to correctly incorporate the amendments noted above, including but not limited to making numbering changes, section reference changes, minor drafting changes, and re-ordering the provisions of the by-law, as required for clarity and functionality.