

City of Mississauga
Corporate Report



<p>Date: December 8, 2021</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works</p>	<p>Meeting date: January 12, 2022</p>

Subject

Amendments to Transit By-law 0425-2003

Recommendation

That a by-law be enacted to amend the Transit By-law 0425-2003, as amended, to include changes to requirements with respect to the cash fare refund policy, senior fare category, priority seating, PRESTO-related definitions and procedures, U-Pass definition and lost and found as outlined in the report titled 'Amendments to Transit By-law 0425-2003' from the Commissioner of Transportation and Works dated December 8, 2021.

Executive Summary

- The cash fare refund policy has been updated by the City.
- The senior pass ID card and Senior \$1 fare category has been updated to reflect changes in the Fees & Charges By-law.
- The priority seating section should be updated to align with Integrated Accessibility Standard and Regulations (IASR) to be inclusive of those passengers travelling with mobility issues or other disabilities, and the update also clarifies the expectations of fellow passengers.
- PRESTO-related definitions and procedures should be updated to reflect the current business practice resulting from the technology enhancement and to add more clarity on the current process.
- U-Pass definition should be updated to align with the Transit Pass Agreement with the University of Toronto Mississauga (UTM) and UTM Student Union.
- The Lost and Found item process should be updated to reflect the length of time items are held at our City Centre Transit Terminal Information Booth location.

Background

The City of Mississauga Transit By-law 0425-2003, as amended (the “Transit By-law”) was created in October 2003 to deal with rules and regulations regarding conduct on or about transit property as well as fares and payment on transit vehicles.

The Transit By-law has undergone several subsequent revisions to better address transit safety and provide guidelines to educate, inform, enforce transit safety, and to reflect PRESTO technology for MiWay customers and staff.

Comments

Cash Fare Refund Policy

The cash fare refund policy to be updated to remove the requirement for a Transit Operator to complete a cash fare overpayment report for a customer to submit for overpayment reimbursement (cash or special purpose ticket). With a high level of PRESTO adoption, cash fares continue to decline as the preferred method of payment.

The current Transit By-law requires an amendment to reflect that no cash fare overpayment refunds are provided by MiWay.

Senior Fare Category

The current Transit By-law requires an amendment to reflect the changes to the Transit Fees & Charges By-law, effective January 1st, 2021, which addresses the discontinuation of issuance and selling of the Senior Photo ID Card. Seniors, if requested to show ID, will only be required to show valid government issued identification.

Priority Seating

The use of priority seating definition has been updated to align with Integrated Accessibility Standard Regulations (IASR, 191-11) to ensure all persons with mobility or other disabilities including invisible or hidden disabilities have access to this area, and to clarify the expectations of fellow passengers.

The current Transit By-law requires an amendment to update the priority seating definition.

PRESTO-related Definitions and Procedures

PRESTO related definitions are updated to reflect the current business practice resulting from the technology enhancement and to add more clarity on the terms of the program. The proposed Transit By-law changes for PRESTO comprise the following:

- ‘Loyalty scheme’ program name to be revised to ‘PRESTO Loyalty Program’ and add a time limit for qualifying for the rewards;
- PRESTO two hour free transfers are valid only for participating municipalities, not any GTHA transit service provider;

- 'Transfer' definition to be revised to the subject to the terms of conditions set out on MiWay website as terms are no longer contained on the reverse side of our printed transfers;
- PRESTO period pass holders currently tap the card on the PRESTO device. They do not present or show the card upon boarding the bus.

U-Pass

U-Pass definition is updated to align with the Transit Pass Agreement with the University of Toronto Mississauga (UTM) and UTM Student Union to clarify the requirement of presenting a valid UTM Pass and a student identification card when boarding the MiWay bus.

Lost and Found

The current Transit By-law requires an amendment to clarify that all lost property shall be kept at our City Centre Transit Terminal Information Booth location

Strategic Plan

The changes to the Transit By-law contribute to the following strategic goal:

Move- Developing a transit-orientated city; Build a reliable and convenient transit system

Financial Impact

There is no financial impact as a result of the Transit By-law 0425-2003 update

Conclusion

The Transit By-law currently governs regulations with respect to the access and behaviour of passengers on MiWay vehicles, City property and regulations governing all fare related policy. Staff recommends that the current Transit By-law 0425-2003 be amended to reflect the cash fare refund policy, senior fare category, priority seating, PRESTO-related definitions and procedures, U-Pass definition and lost and found.

Attachments

Appendix: Draft By-Law to amend Transit By-law 425-2003



Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works

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