



# 2019 Annual Report

YORK REGION TRANSIT ENFORCEMENT AND SECURITY

10732831

  
**York Region**





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## Background

In September 2005, York Region Transit (YRT) began operating its Viva bus rapid transit service. This service uses an off-board fare collection system commonly known as proof of payment.

A Joint Services Agreement was established between York Region and The Regional Municipality of York Police Services Board to provide a Special Constable program for the new service. The YRT Enforcement and Security section would provide transit revenue protection and security services in partnership with York Regional Police.

The Transit Special Constable program was introduced as an 18-month pilot project with the launch of Viva. In June 2007, the program received permanent approval by the Ministry of Community Safety and Correctional Services.

In 2010, the jurisdiction for Transit Enforcement and Security expanded into the City of Toronto through a formalized agreement with the Toronto and York Regional Police Services Boards.

As part of the Joint Services Agreement, Transit Enforcement and Security must provide an annual report to the Toronto and York Regional Police Services Boards outlining all Special Constable activities, including recruitment, training, complaints and statistics. The annual report includes all YRT Enforcement and Security activities for both classes of positions: Special Constables and Fare Media Inspectors.

In 2019, YRT had an approved workforce of 20 Special Constables and seven Fare Media Inspectors.

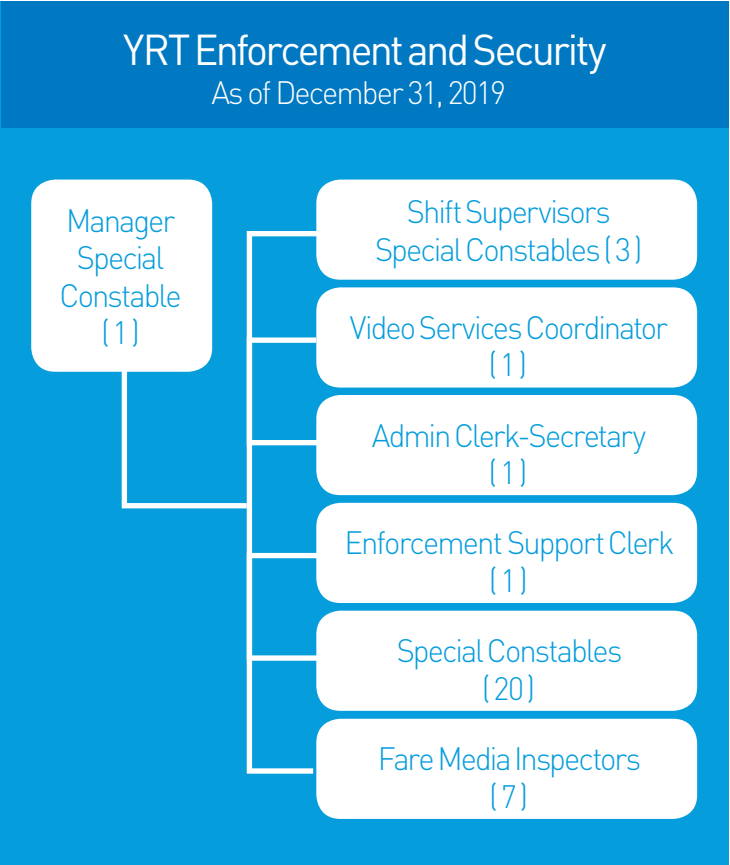
# Staffing

## Supervision

The YRT Enforcement and Security unit consists of 34 positions as outlined in the following diagram:

General supervision of the unit is provided by Shift Supervisors who report to the Manager.

Uniformed Special Constables provide dedicated security and law enforcement duties and maintain revenue protection through fare inspection. Additionally, Fare Media Inspectors perform fare inspection and customer service functions.



## Appointments

In 2019, there were three appointments to Enforcement and Security and three Special Constables resigned, taking positions in various police and other law enforcement agencies.



2019 Special Constable Appointments ( January 1 to December 31 )			
Total applications	New	Re-appointments	# of Special Constables
4	3	0	3

Attrition ( January 1 to December 31 )			
Terminations	Suspensions	Resignations	Retirements
1	0	4	0

# Training and Professional Development

In 2019, outside annual recertification training, Enforcement and Security participated in several additional training sessions focused on improving service to our diverse customer base, emergency management, and serving our most vulnerable travellers



Mandatory			
Course / topic	Delivered by	Duration	# of Staff
Annual Use of Force Recertification	The Control Institute Certified Professional Vendor	24 hours	21
Basic Special Constable Training	The Control Institute Certified Professional Vendor	4 weeks	4
Basic Fare Inspector Training	The Control Institute Certified Professional Vendor	2 weeks	3
Basic Fare Inspector Refresh	The Control Institute Certified Professional Vendor	24 hours	4
Standard First Aid and CPR Recertification	FAST (First Aid Safety Training) c/o YRT instructor	2 days	23

Outreach and Awareness			
Course / topic	Delivered by	Duration	# of Staff
Cannabis Presentation	York Regional Police	2 hours	1
Crisis Intervention with the Hostile/Aggressive Individual	Canadian Training Institute	2 days	6
Disability Training – A Journey Beyond the Label	The Centre for Dreams	4 hours	6
Stop the Bleed	Sunnybrook Health Sciences Centre	4 hours	6
Social Media in Communications	Toronto Police Service	3 days	1
Radicalization, Terrorism and Active Shooter Training	SOTERIA Security Consulting	1 day	27
Countering Violent Extremism Session	Peel Regional Police	1 day	2
Essential Competency Interview Training	Ontario Police College	3 days	2

## 2019 Operational Training

Course / topic	Delivered by	Duration	# of Staff
Track Level Awareness Training	TTC	1/2 day	5
Rapidway Awareness	YRT Safety and Training	1 day	6
Countering Violent Extremism Session	Peel Regional Police	1 day	2
Incident Management Systems (IMS100)	Emergency Management Ontario	4 hours	7
Incident Management Systems (IMS200)	GO Transit/Metrolinx	2 days	5

## Canadian Police Knowledge Network (CPKN) Training

Course / topic	# of Staff
Autism Spectrum Disorder	2
Customer Service in the Police Environment	1
Homelessness Awareness	1
Terrorism Event Pre-incident Indicators	1
Youth at Risk	1
Fatigue Management	1
APT – Investigative Detention	1
LGBT Issues	1
Note Taking	1
Fentanyl Awareness and NARCAN Administration	1
Warrantless Search and Seizure	1
Language Matters	1
Cannabis (Marijuana) Legislation: Impact on Workplace Safety	1







### Affiliations and Associations

Enforcement and Security maintains membership with the following organizations:

1. Ontario Association of Chiefs of Police
2. Association of Black Law Enforcers
3. Municipal Law Enforcement Officers' Association of Ontario
4. Central Ontario Crime Prevention Association
5. Prosecutors' Association of Ontario
6. Ontario Police Video Training Alliance
7. Canadian Police Knowledge Network
8. ASIS International
9. Regulatory Compliance and Education Council, formerly IEDC
10. Central Ontario Crime Prevention Association
11. District Community Liason Committee

### Equipment

The following equipment is issued to all Special Constables:

- Wallet badge with wallet and agency identification card
- Soft body armour with internal and external carriers
- Two sets of standard handcuffs with cases
- Expandable baton with a carrier
- A container of OC foam with a carrier
- Serialized memo book with a carrier
- Flashlight with carrier
- Forge cap/hard hat
- Reflective safety vest



# Reporting

In 2018, York Region Transit Enforcement and Security investigated 6,203 occurrences.



## Reporting Trends ( 2016 – 2019 )

Occurrence Type	2016	2017	2018	2019
Assault	30	37	70	82
Assistance	125	237	227	222
Bomb Threat	0	0	0	0
Breach of Probation	0	0	0	5
Breach of Peace	—	—	4	3
Breach of Recognizance	—	—	8	13
Collections – Fare Revenue	—	—	164	173
Court Services	—	—	15	23
Damage to Property	98	85	98	120
Digital Audio Request	2	1	3	5
Disturbance	41	88	174	170
Drugs/Drug Paraphernalia	5	5	15	11
Fare Dispute/Fare Concern	32	49	54	71
Fire	4	0	1	3
Fraud	106	96	124	183
Hate Crime – Public Incitement of Hatred	—	—	12	13
Indecent Act	5	2	5	10
Information	30	47	3	1
Mischief	8	9	29	66
Missing Person	***121	7	10	10
Motor Vehicle Collision	11	21	33	18
Obstruct Peace Officer	1	8	8	39
Other	12	0	0	0
Policy Violation	2	1	1	0

\* Lost and found property processed by YRT Enforcement and Security received from the contractors.

\*\* Special detail includes follow up investigations to concerns reported by customers and staff. Increase due to enhanced reporting.

\*\*\* Received Information of Missing Persons

Reporting continued...

Reporting Trends ( 2016– 2019 )				
Occurrence Type	2016	2017	2018	2019
Property	992	861	1,024	1,132
Robbery	1	1	4	0
Safety/Security Concern	46	113	51	60
Safety/Security Hazard	15	9	7	9
Seized Video	2,304	2,926	2,999	3,629
Special Detail/ Request to Investigate	65	93	72	38
Suspicious Incident	23	9	14	16
Theft	3	3	11	18
Uttering Threats	7	9	18	29
Vehicle Concerns	0	12	2	5
Warrants – Arrest	3	1	8	16
Weapons	0	3	9	10
<b>Total</b>	<b>4,092</b>	<b>4,733</b>	<b>5,277</b>	<b>6,203</b>

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\*\* Special detail includes follow up investigations to concerns reported by customers and staff. Increase due to enhanced reporting.

\*\*\* Received Information of Missing Persons



**The top three occurrence types investigated by Enforcement and Security in 2019 were seized video, property (lost and found) and assistance (assist passenger/medical).**

### **Property**

In 2019, Enforcement and Security processed 1,132 pieces of property into evidence lockup. Property that was secured as lost and found or was no longer required for court or investigative purposes was either returned to the lawful owner or disposed of in accordance with the Enforcement and Security policy for disposal of property.

All sums of money are turned over to the YRT Finance section while all items of value are donated to a local charity. Eyeglasses, cell phones and batteries are recycled. All other items are destroyed. Every object is itemized, and a disposition record is maintained for audit purposes.

### **Complaints**

All public complaints relating to staff conduct, security/safety, fare evasion and warning/fine disputes are forwarded to the Shift Supervisors for review, assessment and investigation.

Serious complaints relating to Special Constable conduct are reviewed by the Manager. If the allegations meet the requirements of the complaint criteria under 'Schedule E' of the Joint Services Agreement, they are forwarded to the York Regional Police Professional Standards Bureau for investigation.

Adjudication and penalties are the responsibility of the Manager. Complainants are advised of the findings of all investigations. All complaints are investigated in accordance with Enforcement and Security procedures, which are within the parameters of the Joint Services Agreement and all Regional policies and procedures.

**Investigation findings pertaining to Special Constable and Fare Inspector conduct complaints are defined and categorized as follows:**

**Unsubstantiated**

- No evidence exists to support the allegation; or
- Evidence exists and if believed, would not constitute misconduct; or
- The identification of the Special Constable or Fare Inspector involved cannot be established.

**Substantiated**

- The complaint was found to be supported by statements and/or evidence.

**Informal Resolution**

- May include an apology, an explanation by a management member and referral to education, training or various forms of mediation.

**Complaint Investigations**

Complaints	by YRT	by YRP	Resolved	Outstanding
60	60	0	60	0

**Complaints by Position**

Position	Received	Unsubstantiated	Substantiated	Informal Resolution
Special Constable	22	22	0	0
Fare Media Inspector	38	38	0	0

**Use of Force**

**Use of Force Reporting**

Type of Force Used	Number of Incidents *	Use of Force Report Submitted
Expandable baton	4	4
Oleoresin Capsicum foam	8	8

\* Includes discharged or pointed



## Criminal Code of Canada

Section Number / Occurrence Type	2016	2017	2018	2019
Sec. 129 Obstruct Peace Officer	1	8	9	39
Sec. 139 (2) Obstruct justice	0	0	0	0
Sec. 362 (2)(b) False pretense under \$5,000	0	0	0	1
Sec. 366 Forgery	0	0	0	0
Sec. 368 Uttering forged document	0	1	0	0
Sec. 380 Fraud under \$5,000	0	0	0	0
Sec. 393 Fraud in relation to fares	106	96	120	183
<b>Total</b>	<b>107</b>	<b>104</b>	<b>129</b>	<b>223</b>

## Provincial Offences

Occurrence Type	2016	2017	2018	2019
Liquor Licence Act	4	20	75	73
Trespass to Property Act	2	27	33	30
Mental Health Act (Incidents)	0	2	27	11
<b>Total</b>	<b>6</b>	<b>49</b>	<b>135</b>	<b>114</b>

## Revenue Protection Statistics

Provincial Offences		Fine Revenue Recovery *	
Year	# of tickets filed	Year	Amount
2016	5,947	2016	351,554
2017	6,431	2017	353,955
2018	5,900	2018	374,924
2019	6,384	2019	401,136

## Annual System Inspections and Evasions

Year	Fares Inspected	Evasions	Evasion Rate ( % )
2016	475,360	8,537	1.80
2017	489,954	8,187	1.67
2018	421,489	7,628	1.81
2019	455,637	9,167	2.06

\* Revenue resulting from fines issued are collected by the Region's Court Services.

# 2019 Accomplishments by Quarter



## Q1 January to March

- Inspected 114,017 fares
- Maintained a 5.31% inspection rate and a 2.06% evasion rate of inspections
- Administered 2,354 evasions
- Collected \$92,117 of fine revenue
- Completed 1,016 occurrence reports
- Completed 581 CCTV service requests
- Partnered with Access York to provide officers with resources when assisting customers who may benefit from community-based and social service programs
- Staff participated in various community events and programs including Ontario Special Olympics Polar Plunge, Bowl for Kids, 360 Kids experience, Salvation Army and New Canadians events
- Continued to expand recruitment outreach opportunities; attended career fairs at Mohawk College, University of Guelph Humber, Seneca College, Durham College and the LGBTQS Law and Security Job Fair




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**01** Public Outreach event – Community Safety Village

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**02** Ontario Special Olympics Polarbear Plunge

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**03** Public Outreach event – College career fairs



Public outreach event

## Q2 April to June

- Inspected 118,099 fares
- Maintained a 5.02% inspection rate and a 1.88% evasion rate of inspections
- Administered 2,221 evasions
- Collected \$103,928 of fine revenue
- Completed 1,280 occurrence reports
- Completed 910 CCTV service requests
- Participated in the 17<sup>th</sup> Annual International Day for the Elimination of Racial Discrimination hosted by YRP
- Participated and assisted the 12<sup>th</sup> Annual YRT Bus Rodeo
- Participated and assisted in the Public Works Week Family Fun Day at YRT's Operations Maintenance and Storage Facility
- Participated in the annual fundraising event, Be a Hero Head Shave, in support of the Paediatric Oncology Clinic at Southlake
- Staff attended the 2019 Association of Black Law Enforcers (ABLE) 27<sup>th</sup> Annual Scholarship Awards Ball

### Q3 July to September

- Inspected 102,742 fares
- Maintained a 4.55% inspection rate and a 2.16% evasion rate of inspections
- Administered 2,222 evasions
- Collected \$98,503 of fine revenue
- Completed 1,499 occurrence reports
- Completed 1,061 CCTV service requests
- Partnered with YRP to support the Youth in Policing Initiative (YIPI); a program offered in collaboration with the Ministry of Children and Youth Services. The program encourages youth to work together to support organizational and community initiatives, and develop skills through structured activities and mentorship
- In efforts to improve the customer experience, staff held a customer engagement event at Richmond Hill Centre Terminal
- Completed the recruitment, selection and training of three Special Constables and three Fare Media Inspectors

### Q4 October to December

- Inspected 110,779 fares
- Maintained a 4.33% inspection rate and a 2.14% evasion rate of inspections
- Administered 2,370 evasions
- Collected \$106,588 of fine revenue
- Completed 1,595 occurrence reports
- Completed 1,077 CCTV service requests
- Collaborated with TTC, Metrolinx and Ottawa Carlton Transportation to host the second annual Transit Special Constable Women's Symposium
- Participated for the 7<sup>th</sup> year in the Adopt a Family Program through Big Brothers Big Sisters of York that helps local families during the holidays
- Attended YRP's Halloween in the Village event at the Community Safety Village promoting our public works services and community safety



01 Public Outreach event – Richmond Hill Centre Terminal



02 Attendees at the Women's Special Constable Transit Symposium





01



02



03

**01** Public Outreach event – Public Works Week / Family Fun Day

**02** International Day of the Elimination of Racism

**03** Big Brothers Big Sisters of York Holiday Family Fundraiser







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