



Office of the Commissioner  
Transportation Services Department

## MEMORANDUM

To: Members of Committee of the Whole

From: Paul Jankowski  
Commissioner of Transportation Services

Date: April 24, 2020

Re: **York Region Transit 2019 Enforcement and Security Annual Report**

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This memorandum provides a summary of the York Region Transit (YRT) 2019 Enforcement and Security Annual Report.

### **Staff reports Special Constable activities to York Regional Police Services Board, as required under the Joint Services Agreement**

Through obligatory requirements under the Joint Services Agreement, a copy of the Enforcement and Security Annual Report (Attachment 1) will be provided to York Regional Police Services Board.

YRT Special Constables have Peace Officer powers, as set out in the Criminal Code of Canada. These include enforcement of offences related to Obstructing or Resisting a Peace Officer, Obstructing Justice, False Pretences, Forgery, Uttering a Threat, Forged Document, Fraud Under \$5,000 and Fraud concerning fares.

The 2019 Annual Report outlines Enforcement and Security staffing levels, affiliations and associations, job functions and reporting requirements, statistics related to complaints, occurrences and fines, professional development and training and significant accomplishments.

### **YRT Enforcement and Security plays an essential role in protecting Transit's fare revenue and maintaining a safe and enjoyable environment for Regional travellers**

In 2019, revenue protection inspection targets were met with over 460,000 fares inspected, representing 4.9% of Viva's total boardings.

With only a slight increase in the evasion rate of inspections from 2018, YRT continues to have a low evasion rate of inspections at roughly 2%. Evasion is controlled by officer presence, random inspection, education, and enforcement.

In 2019, incidents reported on the YRT system were similar to 2018, showing only a slight increase in minor offences like transit fraud, mischief and security services.

With YRT's continued security services through officer presence, patrol and response, YRT remains to be a safe and comfortable environment for travellers use and comfort of YRT's service.

### **In 2019, YRT Enforcement staff increased efforts to improve customer experience and engagement with daily travellers**

In 2019, staff began monitoring the types of interactions they had with travellers on a daily basis other than through proof of payment activities. Staff identified that most travellers view Special Constables and Fare Media Inspectors positively and support their presence and services; however, some see them only as enforcement personal. Staff wanted to change public opinion and have more engagement opportunities to provide more non-punitive and educational interactions.

One example of this is, YRT Enforcement hosted a traveller engagement event at Richmond Hill Terminal; it was both a meet and greet and an opportunity for general discussion surrounding YRT Enforcement and Security services.

Staff will continue to focus efforts on adding more value to the customer experience and developing metrics on customer interaction and feedback.

### **YRT Enforcement and Security provide additional security features including CCTV services, traveller assistance, and lost property services**

In addition to fare inspections and security services, other services provided by YRT Enforcement and Security include:

- Traveller Assistance - helping travellers who are lost or appear to be in crisis or distress
- Closed Circuit Television services - retrieving and reviewing on-bus Closed Circuit Television (CCTV) coverage to investigate on-bus occurrences, accident investigations, fare disputes, legal claims, safety and security concerns, and police requests
- Property-related services - investigating property damage due to vandalism and lost articles found on the system.

In 2019, enforcement staff was involved in over 217 incidents of assisting our travellers with security and medical support. Video services continue to increase in support of York Region

Risk Management, York Regional Police and YRT Operations in securing footage captured on transit property. Staff completed 3629 video requests, an increase of over 20 percent from 2018.

### **In 2019, Enforcement and Security was committed to improving the level of service provided to travellers, including those most vulnerable**

Training and certification sessions surrounding mental health, emergency preparedness, radicalization and terrorism training, and diversity were conducted to better prepare front-line staff. Staff also continued to develop community partnerships and staff awareness sessions with York Regional Police, The Centre of Dreams, Big Brothers Big Sisters of York, Salvation Army and 360Kids. Training and community awareness has a positive impact on the services our front line officers provide to our travellers.

### **Partnerships with York Regional Police and community groups provide additional training opportunities and community presence**

Throughout 2019, staff participated in several events and programs with our community partners at York Regional Police. In efforts to continue community engagement and security presence, YRT joined alongside various members of York Regional Police at various community events, education programs, and joint initiatives surrounding system security.

### **In continued efforts surrounding recruitment, York Region Transit co-hosted the 2nd Annual Women's Symposium with the Toronto Transit Commission, GO Transit and Ottawa Transit**

Working with post-secondary institutions, Enforcement staff has been educating women who are interested in having a career in transit enforcement and security. Since the first symposium in 2018, there has been a 300% increase in qualified female applicants submitting their applications for the role of Transit Special Constable. In 2019, YRT hired two symposium participants in the role of Fare Media Inspector.

Further, YRT Enforcement and Security attended various post-secondary career events seeking engagement with students on the multiple opportunities within Enforcement and Security, Transit and York Region.

### **Conclusion**

In 2019, Enforcement and Security continued to provide travellers with a safe and comfortable experience on the YRT system. Evasion rates and general occurrences on the system have remained low. Staff has placed an emphasis on customer service. Travellers have benefitted from the additional education and outreach provided.

The Regional Clerk will provide York Regional Police Services Board with the 2019 Annual Report, as required under the Joint Services Agreement.

For more information, please contact Ann-Marie Carroll, General Manager, York Region Transit at 1-877-464-9675 ext. 75677.

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Paul Jankowski  
Commissioner of Transportation Services

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Bruce Macgregor  
Chief Administrative Officer

Attachment (1)  
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