



Office of the Commissioner
Public Works Department

MEMORANDUM

To: Members of Committee of the Whole

From: Erin Mahoney, M. Eng.
Commissioner of Public Works

Date: April 14, 2022

Re: York Region Transit 2021 Enforcement and Security Annual Report

This memorandum provides a summary of the York Region Transit (YRT) 2021 Enforcement and Security Annual Report (Annual Report), included as Attachment 1.

In 2021, staff continued to support public safety in numerous ways across the York Region Transit system

During 2021, staff maintained a safe, secure environment for travellers and continued to provide transit revenue protection through the ongoing and unique circumstances of the COVID-19 pandemic.

Compliance and enforcement related to face coverings and other public health measures continued and travellers were supported with assistance and education at key terminals across the system. Over 11,200 non-enforcement interactions with travellers occurred, including over 400 incidents when staff assisted people experiencing homelessness and vulnerable persons.

York Region Transit Enforcement and Security continued to address challenges related to the COVID-19 pandemic

Many YRT system incidents reported at transit facilities and on buses in 2021 continued to be directly related to the impacts of the COVID-19 pandemic, including an increase in property and security-related occurrences. This is anticipated to continue in 2022. Standard revenue protection inspection targets were not achievable due to reduced ridership and public health restrictions like social distancing. As ridership returns to pre-pandemic levels, increased inspection rates will assist in lowering evasion rates. Staff continued to emphasize education, traveller assistance, and safety and security.

An increase in people experiencing homelessness at YRT terminals and across the system was also noted last year. Staff supported these people directly, and in some cases, connected them to existing Regional programs.

Through continued Enforcement and Security Special Constable and Fare Inspector presence and response, YRT remained a safe and comfortable environment for travellers.

York Region Transit Enforcement and Security responded to numerous incidents and provided other supporting services

YRT Enforcement and Security provides several services, including traveller assistance, fare inspections, closed-circuit television video requests and those relating to property. In 2021, the top three types of incidents staff responded to on the YRT system included:

- Trespassing
- Crimes against property, including mischief and cases of transit fraud relating to fares
- Disorderly conduct, including causing a disturbance on transit property

YRT Enforcement and Security staff were also present in managing the increase in individuals at terminals not using transit services. Staff reported a rise in cases of trespassing and property damages across the system, with the most significant number of trespassing incidents at terminals and properties to date.

YRT Enforcement and Security is also responsible for retrieving and reviewing closed-circuit television footage throughout the YRT system. These may include addressing requests for video footage relating to motor vehicle accidents, legal claims, safety and security concerns, and police purposes. In 2021, staff provided the Region's Risk Management unit and York Regional Police with over 1,500 video requests.

Special Constable activities are reported to York Regional Police Services Board, as required under the Joint Services Agreement

Each year a copy of the YRT Enforcement and Security Annual Report is provided to the York Regional Police Services Board (Attachment 1), as required under the Joint Services Agreement.

YRT Special Constables have Peace Officer authority, 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 relating to fares.

The 2021 Annual Report has adopted a new format to better align with policing partner reporting. The report outlines staffing levels, affiliations and associations, job functions and reporting requirements, statistics related to complaints, occurrences and fines, professional development and training, and significant accomplishments.

Conclusion

In 2021, YRT Enforcement and Security continued to provide services to travellers in support of a safe and comfortable experience on the YRT system and to protect Regional assets.

As required under the Joint Services Agreement, a copy of the 2021 York Region Transit Enforcement and Security Annual Report will be forwarded to the York Regional Police Services Board.



Ann-Marie Carroll
General Manager, Interim Transition - Transportation



Erin Mahoney, M. Eng.
Commissioner of Public Works



Bruce Macgregor
Chief Administrative Officer

Attachment (1)
13635636