



# 2021 Annual Report

York Region Transit Enforcement and Security

13820894







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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, Transit Enforcement and Security's jurisdiction 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 2021, YRT had an approved workforce of 20 Special Constables and seven Fare Media Inspectors.



## Year in Review

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 displaced 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 displaced individuals at YRT terminals and across the system was also noted last year. Staff supported these individuals 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.

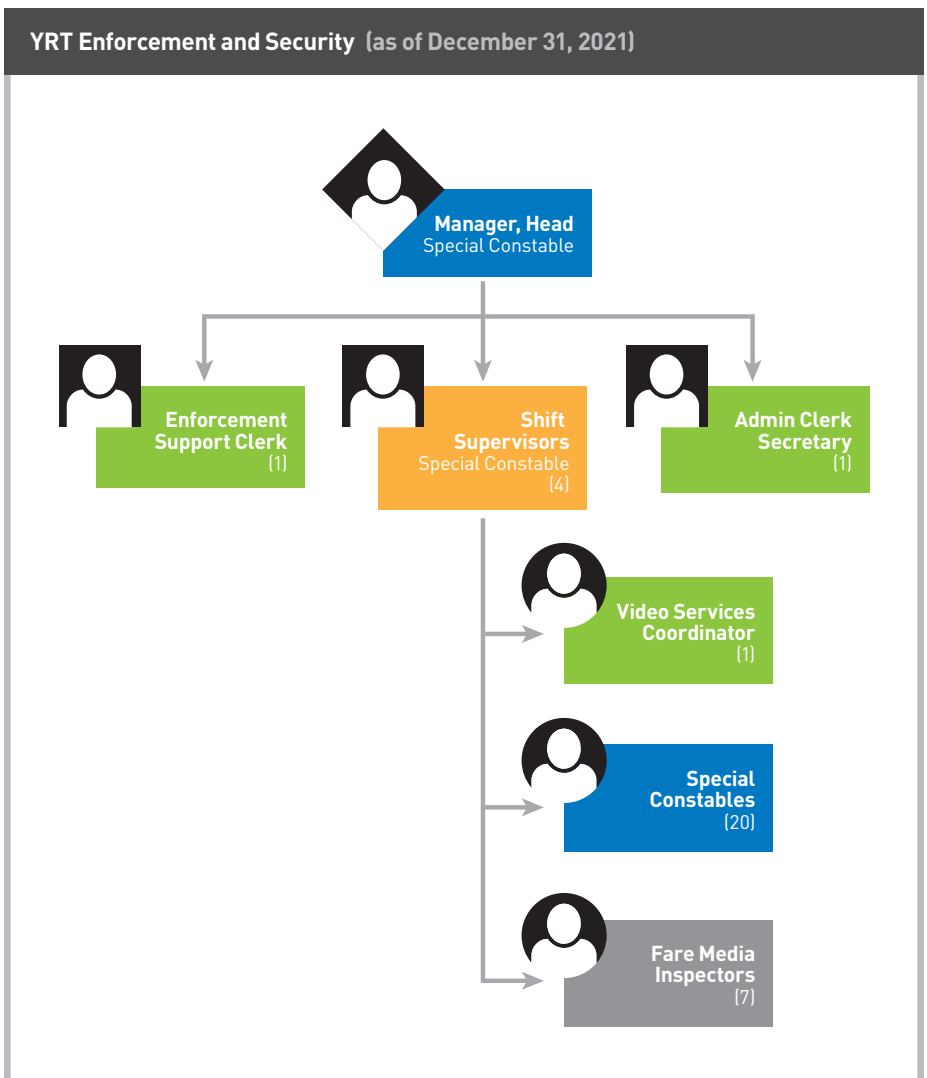
# Staffing

## Supervision

The YRT Enforcement and Security unit consists of 35 positions as outlined in the 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 2021, there were two new appointments to Enforcement and Security, and two Special Constables resigned.

### 2021 Special Constable Appointments ( January 1 to December 31 )

Total applications	New	Reappointments	# of Special Constables
2	2	0	2

### Attrition ( January 1 to December 31 )

Terminations	Suspensions	Resignations	Retirements
0	0	2	0

# Training and Professional Development

In 2021, in-class training continued under new COVID-19 requirements ensuring a safer environment and established protocols for training.

2021 Operational Training			
Course/topic	Delivered by	Duration	# of Staff
Personal Protective Equipment	OPP – Video	5 min	0
Liquid Fuels Handling Safety	York Region - Virtual	1 hr	5
Workplace Health & Safety during COVID	York Region - Virtual	1 hr	4
Code of Conduct	York Region - Virtual	1 hr	23
Personal Protective Equipment	YRT Safety & Training	1 hr	0
S/CST UOF Recertification	Control Institute	3 days	12
Sexual Assault Investigation Awareness	York Regional Police	1 hr	14
Standard 1st Aid & CPR	York Region	2 days	6
Defensive Driving	York Region	1 day	17
WHMIS Refresher	York Region	1 hr	21
WHMIS – Full Course	York Region	1.5 hrs	3

Canadian Police Knowledge Network (CPKN) Training			
Course/topic	# of Staff	Course/topic	# of Staff
Child Involved in Sex Trade	1	Basic Investigation Skills	2
Fentanyl Awareness & NARCAN™ Administration	1	Homemade Explosives and Improvised Explosive Devices – Indicators, Availability, Effects	1
Integrated Domestic Violence Unit: Intimate Partner Violence Investigations	1	Introduction to Trauma and Sexual Assault Investigations	1
Terrorism Event Pre-Incident Indicators	1	Crisis Intervention and De-escalation	1
Epilepsy and Seizure Response Training for Police Officers	2	Introduction to Human Trafficking	1
Active Shooter / Armed Intruder Awareness	3	Critical Incident Stress Management	1
Autism Spectrum Disorder	2	Cultural Awareness and Humility	1
Customer Service in the Police Environment	3	Counterfeit Currency Analysis	1
2SLGBTQ+	3	Report Writing	1
Note Taking	1	Victim Rights in Canada	1
Cannabis Legislation: YRP	1		



### Affiliations and Associations

Enforcement and Security maintain membership with the following organizations:

1. Ontario Association of Chiefs of Police (OACP)
2. Association of Black Law Enforcers (ABLE)
3. Municipal Law Enforcement Officers' Association of Ontario (MLEAO)
4. Central Ontario Crime Prevention Association
5. Ontario Police Video Training Alliance (OPVTA)
6. Canadian Police Knowledge Network (CPKN)
7. ASIS International (ASIS)
8. RCEC, Regulatory Compliance and Education Council, formally (IEDC)
9. Central Ontario Crime Prevention Association (COCPA)
10. District Community Liaison Committee (YRP 2 District)

### Constable Equipment

The following equipment is issued to all Special Constables:

- Wallet with badge and agency identification card
- Soft body armour with internal and external carriers
- Two sets of standard handcuffs with cases
- Expandable baton with carrier
- Container of Oleoresin Capsicum (OC) foam with carrier
- Serialized memo book with carrier
- Flashlight with carrier
- Forge cap and hard hat
- Reflective safety vest



# Reporting

In 2021, Enforcement and Security investigated 4,576 incident occurrences. Enforcement reporting was changed in 2021 to better align with York Regional Police reporting formats and improve data categories. For reference to past occurrence totals the 2020 Annual Report can be located [here](#).



## 2021 Reporting Statistics

Incident Type/Category	Subcategory	
Crimes Against Persons	Assault Violations	57
	Robbery & Other Violent Violations	14
	Sexual Violations	5
	<b>Crimes Against Persons Total:</b>	<b>76</b>
Crimes Against Property	Arson	5
	Fraud	81
	Have Stolen Goods	1
	Mischief	73
	Theft Under \$5000	8
	<b>Crimes Against Property Total:</b>	<b>168</b>
Drug Violations (CDSA)	Other Drug Violations	3
	Possession	17
	<b>Drug Violations (CDSA) Total:</b>	<b>20</b>
Other Criminal Code	Bail Violations	1
	Breach of Probation	2
	Cause Disturbance	155
	Indecent Act	6
	Obstructing or Resisting a Peace Officer	2
	<b>Other Criminal Code Total:</b>	<b>166</b>
Traffic Violations	Fail to Stop or Remain	1
	Impaired Operation/Related Violations	3
	<b>Traffic Violations Total:</b>	<b>4</b>
Weapons Violations	Involved	1
	Possession	17
	Use	1
	<b>Weapons Violations Total:</b>	<b>19</b>

Reporting continued...

2021 Reporting Statistics		
Alarm		40
Assistance		433
Community Partnership Engagement		5
Court Service		1
Digital Audio Recording Request		1
Fare Evasion		51
Lost & Found		129
Missing Persons		11
Motor Vehicle Collisions (MVC)		16
Portable Radio Activation		3
Property Damage		71
Safety & Security Concern		16
CCTV Securement/Download		1,546
	<b>General Occurrences</b>	<b>777</b>
Liquor License Act		44
Mental Health Act (Incidents)		21
Safe Street Act (Incidents)		9
Trespass To Property Act		210
	<b>Provincial Offences</b>	<b>284</b>
	<b>Total</b>	<b>4,576</b>



The top three types of incident occurrences investigated by Enforcement and Security in 2021 were: Assistance (assist passenger/medical), Incidents of trespass, and Crimes Against Property. Although CCTV Securement/Downloads had the highest total, it was considered an administrative occurrence and not included as a top incident type.



## Property

In 2021, Enforcement and Security processed 129 pieces of property into evidence lockup. A reduction in property lost and found was directly related to the impacts of COVID-19 and lower ridership. 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 were turned over to the YRT Finance section, while all items of value were donated to a local charity. Eyeglasses, cell phones and batteries were recycled. All other items were destroyed. Every object was itemized, and a disposition record was maintained for audit purposes.

## Complaints

All public complaints relating to staff conduct, security and safety, fare evasion and warning or 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 for 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 Media 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 Media 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 management and referral to education, training, or various forms of mediation

Complaint Investigations				
Complaints	by YRT	by YRP	Resolved	Outstanding
24	23	1	24	0

Complaints by Position				
Complaint type	Received	Unsubstantiated	Substantiated	Informal Resolution
Special Constable	8	8	0	0
Fare Media Inspector	16	16	0	0

Use of Force Reporting		
Type of Force Used	Number of Incidents *	Use of Force Report Submitted
Expandable baton	5	5
Oleoresin Capsicum foam	5	5

\* Includes discharged or pointed equipment

# Statistics

## Criminal Code of Canada Occurrences

Section Number/Occurrence Type	2018	2019	2020	2021
Sec. 129 Obstruct Peace Officer	9	39	6	2
Sec. 139 (2) Obstruct justice	0	0	0	0
Sec. 362 (2)(b) False pretense under \$5,000	0	1	0	0
Sec. 366 Forgery	0	0	1	0
Sec. 368 Uttering forged document	0	0	0	0
Sec. 380 Fraud under \$5,000	0	0	0	0
Sec. 393 Fraud in relation to fares	120	183	80	81
<b>Total</b>	<b>129</b>	<b>223</b>	<b>87</b>	<b>83</b>

## Provincial Offences

Occurrence Type	2017	2018	2019	2020
Liquor Licence Act	75	73	69	44
Trespass to Property Act	33	30	82	210
Mental Health Act (Incidents)	27	11	9	21
Safe Streets Act (Incidents)	—	—	—	9
<b>Total</b>	<b>135</b>	<b>114</b>	<b>160</b>	<b>284</b>

## Revenue Protection Statistics

Provincial Offences		Fine Revenue Recovery	
Year	# of tickets filed	Year	Amount (\$)
2018	5,900	2018	374,924
2019	6,384	2019	401,136
2020*	1,842	2020*	132,172
2021*	2,276	2021*	113,912

\*Impacts of COVID-19 pandemic resulted in a reduction of fare inspection activities

## Annual System Inspections and Evasions

Year	Fares Inspected	Evasions	Evasion Rate (%)
2018	421,489	7,628	1.81
2019	445,637	9,167	2.06
2020*	144,821	4,185	3.05
2021*	107,522	3,883	3.61

\*Impacts of COVID-19 pandemic resulted in a reduction of fare inspection activities



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