



2022 Annual Report

York Region Transit Enforcement and Security





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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 unit 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 2022, YRT had an approved workforce of 20 Special Constables and seven Fare Media Inspectors.



Year in Review

In 2022, York Region Transit continued to support public safety across the York Region Transit system through a uniformed security presence and passenger assistance

During 2022, staff worked diligently to ensure a safe and secure environment for travellers, while protecting transit fare revenue despite the unique and unprecedented challenges posed by the COVID-19 pandemic. Staff worked closely with York Regional Police in joint projects that promoted officer presence and education in schools and onboard services.

Compliance and enforcement of face coverings and other public health measures were prioritized in the first quarter of 2022 to promote a safe environment on transit buses.

Over 13,000 non-enforcement interactions with travellers were documented, including more than 430 incidents in which staff provided aid to passengers, including displaced and vulnerable persons; this represents an increase of 15% in interactions and a 7% increase in assistance when compared to 2021.



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

In 2022, the pandemic continued to present challenges within the YRT system, including increased property and security-related incidents of disorderly conduct throughout the system at transit facilities and on buses (1,098 in 2022, 824 in 2021). Despite public health restrictions and increased overall occurrences, staff successfully continued fare revenue protection through inspection while providing traveller assistance, safety and security.

Staff continued to actively respond to displaced individuals at YRT terminals and across the system, offering direct support and connecting individuals to Regional programs. Continued enforcement and security through Special Constable and Fare Inspector presence and response support a safe and comfortable environment for travellers.

York Region Transit Enforcement and Security responded to incidents supporting safety and security throughout the system

Transit Enforcement and Security provide a range of services, including traveller assistance, fare inspections, closed-circuit television video requests and requests relating to property. In 2022, staff responded to numerous incidents on the YRT system, supporting the safety of the public and transit staff as identified on page 8. The top three types of incidents staff responded to on the YRT system included:

- Trespassing
- Crimes against property (including mischief and fare fraud)
- Disorderly conduct (includes crime categories, provincial offences and security-related occurrences)

YRT Enforcement and Security staff managed an increase in transient and displaced individuals who are not travellers at terminals. YRT Enforcement and Security retrieved and reviewed closed-circuit television footage throughout the transit system in response to requests regarding motor vehicle accidents, legal claims, safety and security concerns, and police purposes. In 2022, staff provided the Region's Risk Management unit and York Regional Police with over 1,800 video responses.



Conclusion

In 2022, 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 2022 York Region Transit Enforcement and Security Annual Report will be forwarded to the York Regional Police Services Board.

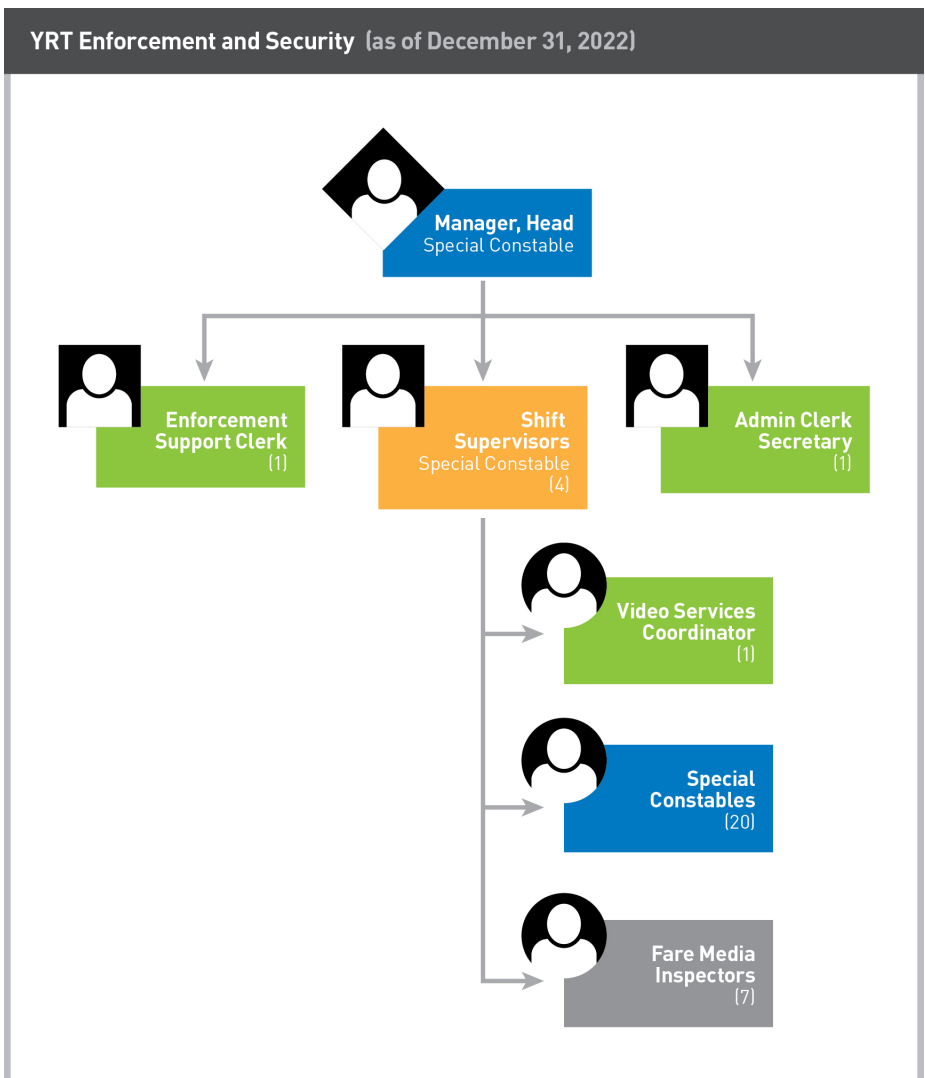
Staffing

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 2022, there were five new appointments to Enforcement and Security.

2022 Special Constable Appointments (January 1 to December 31)

Total applications	New	Reappointments	# of Special Constables
5	5	0	5

Attrition (January 1 to December 31)

Terminations	Suspensions	Resignations	Retirements
0	0	0	0

Training and Professional Development

In 2022, in-class training continued under new COVID-19 requirements ensuring a safer environment and established protocols for training.

2022 Operational Training			
Course/topic	Delivered by	Duration	Staff
ASIST Training	Living Works	2 days	12
Basic Special Constable Training	Control Institute	5 weeks	6
Hate Crime Awareness Training	YRP	1 hour	20
Homelessness Awareness Workshop	360Kids	3 hours	8
Homelessness Training	York Region	2 hours	1
Leadership and Use of Force Recertification	Control Institute	1 day	5
Naloxone and Opioid Awareness Training	York Region	1.5 hours	23
Standard First Aid & CPR	Heaven Can Wait	1 day	16
Use of Force Recertification and Legislative Update	Control Institute	3 days	19

Canadian Police Knowledge Network (CPKN) Training					
Course/topic	Staff	Course/topic	Staff	Course/topic	Staff
2SLGBTQ+	16	Deception Detection for the Frontline Officer	3	Language Matters	2
Assessing and Interpreting Dog Behaviours	1	Ethical Decision Making	1	Managing Unconscious Bias	10
Authority to Search	1	Excited Delirium Syndrome (ExDS)	1	Mental Health Self-Awareness for First Responders	12
Autism Spectrum Disorder	11	Fentanyl Awareness & NARCAN™ Administration	2	Police Ethics and Accountability	12
Bear Management: Proper Response Procedures	2	Foundations of Applicant Interviewing Part 1	1	Recognition of Emotionally Disturbed Persons	10
Cannabis Legislation: York Regional Police	1	Hate and Bias Crime Investigation	1	Reflection on Truth and Reconciliation	15
Children Involved in Sex Trade	3	In-Car Camera System	2	Scenario Based Mental Health and De-escalation Training	6
Coach Officer Training	1	Indigenous Awareness	10	Terrorism Event Pre-Incident Indicators	5
Criminology	1	Items of Religious Significance: Hindu Religion	10	The Illicit Trade of Counterfeit and Pirated Goods	1
Crisis Intervention and De-escalation	10	Items of Religious Significance: Religion of Islam	9	York Regional Police – District Tour	1
Customer Service in the Police Environment	8	Items of Religious Significance: Sikh Religion	9		



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. Ontario Police Video Training Alliance (OPVTA)
5. Canadian Police Knowledge Network (CPKN)
6. ASIS International (ASIS)
7. RCEC, Regulatory Compliance and Education Council, formerly IEDC
8. Central Ontario Crime Prevention Association (COCPA)
9. District Community Liaison Committee (YRP 2 District)

Constable 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 2022, Enforcement and Security investigated 10,377 incident occurrences. Enforcement reporting was changed in 2021 to better align with York Regional Police reporting formats and improve data categories. The 2021 Annual Report can be located [here](#) for reference of past occurrence totals.

2022 Reporting Statistics			
Incident Type/Category	Subcategory	2021	2022
Crime Categories**			
	Crimes Against Persons	76	115
	Crimes Against Property	168	223
	Drug Violations (CDSA)	20	45
	Other Criminal Code	166	132
	Traffic Violations	4	5
	Weapons Violation	19	21
	Total	453	541
Incident Type/Category	Subcategory	2021	2022
General Occurrences			
	Alarm	40	51
	Assistance	433	575
	Community Partner Engagement	5	12
	Fare Evasion	51	159
	Lost & Found	129	169
	Missing Persons Assistance	11	12
	Motor Vehicle Collisions (MVC)	16	18
	Property Damage**	71	161
	Safety & Security Concern**	16	37
	Administrative Occurrences	5	5
	Total	777	1,199
Incident Type/Category	Subcategory	2021	2022
Provincial Offences**			
	Liquor License Act	44	72
	Mental Health Act	21	25
	Safe Streets Act	9	6
	Trespass to Property Act	210	256
	Total	284	359
Incident Type/Category	Subcategory	2021	2022
Other			
	CCTV Video Services	1,546	1,849
	Transit By-Law Offences	3,651	6,070
	Total	5,197	7,919
Total Overall Occurrences		6,995	10,018

*Includes Transit By-law Enforcement Actions and mask compliance

** Included as Disorderly Conduct

Property

In 2022, Enforcement and Security processed 169 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 and 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.



The top three types of incident occurrences investigated by Enforcement and Security in 2022 were: incidents of trespass, crimes against property and disorderly conduct (includes crime categories, provincial offences and security-related occurrences). Although CCTV securement/downloads had the highest total, it was considered an administrative occurrence and not included as a top incident type.



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	24	0	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	1	1
OC foam	7	7

* Includes discharged or pointed equipment

Statistics

Criminal Code of Canada Occurrences

Section Number / Occurrence Type	2018	2019	2020	2021	2022
Sec. 129 Obstruct Peace Officer	9	39	6	2	4
Sec. 139 (2) Obstruct justice	0	0	0	0	0
Sec. 362 (2)(b) False pretense under \$5,000	0	1	0	0	0
Sec. 366 Forgery	0	0	1	0	0
Sec. 368 Uttering forged document	0	0	0	0	0
Sec. 380 Fraud under \$5,000	0	0	0	0	0
Sec. 393 Fraud in relation to fares	120	183	80	81	80
Total	129	223	87	83	84

Provincial Offences

Occurrence Type	2018	2019	2020	2021	2022
Liquor Licence Act	75	73	69	44	72
Trespass to Property Act	33	30	82	210	256
Mental Health Act (Incidents)	27	11	9	21	25
Safe Streets Act (Incidents)				9	6
Total	135	114	160	284	359

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
2022*	4,269	2022*	251,659

*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
2022*	107,637	5,848	5.43

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



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