



To: Committee of the Whole
Meeting Date: May 9, 2024
From: Laura McDowell
Commissioner of Public Works
Re: **2023 York Region Transit Enforcement and Security Annual Report**

This memorandum summarizes the York Region Transit 2023 Enforcement and Security Annual Report, included as Attachment 1.

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

In accordance with the Joint Services Agreement, the York Region Transit Enforcement and Security Annual Report is submitted annually to the York Regional Police Services Board (Attachment 1).

The authority to appoint YRT Special Constables is granted under the former Police Services Act and effective April 01, 2024, under the *Community Safety and Policing Act*. YRT Special Constables, for their appointment, have Peace Officer authorities, as set out in the Criminal Code of Canada. This includes enforcement of offences related to obstructing or resisting a peace officer, obstructing justice, false pretense, forgery, uttering a forged document, fraud under \$5,000 and fraud in relation to fares.

The 2023 York Region Transit Enforcement and Security Annual Report follows the format adopted in 2021, aligning with York Regional Police reporting. It 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.

Throughout 2023, enforcement officers continued to provide a uniformed presence and worked diligently to ensure a safe and secure environment for travellers throughout the transit system. Safety and security, fare revenue protection and customer service continued to be priorities. Staff continued working closely with York Regional Police on promoting officer presence and educational engagement throughout the transit system.

Enforcement officers continue to provide a uniformed presence and support to travellers throughout the transit system

Post COVID restrictions, enforcement officers were encouraged to prioritize customer service while conducting fare revenue protection, leading to over 20,000 non-enforcement related interactions. The focus on customer service, coupled with efforts to increase ridership to pre-pandemic levels, resulted in a 56% increase in non-enforcement related interactions compared to 2022. These interactions focused on answering questions about YRT services and demonstrated officer commitment to enhancing the customer experience.

YRT ridership increased 36% in 2023, further driving the need for enhanced services. Enforcement officers reported over 770 incidents where staff provided aid to the public, primarily welfare checks for individuals at risk of experiencing homelessness. As part of a people-first approach, enforcement officers connect vulnerable individuals to resources and support the need through ongoing community partnerships. This is an increase of 34% in assistance compared to 2022.

Enforcement officers responded to incidents supporting safety and security throughout the transit system

Enforcement officers responded to incidents supporting safety and security throughout the transit system, including traveller assistance, fare revenue protection through inspections, closed-circuit television video requests, and property-security related requests. Attachment 1 provides a detailed breakdown of staff responses to more than 15,000 safety and security events throughout the transit system. The top three incidents in 2023 were consistent with the trends noted in 2022; and have increased significantly: disorderly conduct, crimes against property and trespassing. Table 1 summarizes the increase in each category in 2023 over 2022.

**Table 1
Safety and Security Incidents – Percentage Increase**

Incident Type	2022	2023	Percentage Increase
Disorderly conduct*	1098	1374	25%
Crimes against property**	223	348	56%
Trespassing	256	442	72%

*Including crime categories, provincial offences and security-related occurrences
 **including mischief and fraud in relation to fares

Enforcement officers are actively addressing the growing presence of individuals at risk of experiencing homelessness, particularly those who are not travellers at transit facilities. Despite efforts to mitigate these issues using resources and community supports, there is a continued need for heightened safety and security measures to ensure a safe and secure environment for all passengers and staff.

Partnerships and collaboration continue to be integral in addressing the increased demand for safety and security measures. Staff actively support and participate in York Region's 2023-2024 Cold Weather Response Plan for People Experiencing Homelessness, which outlines available supports. This initiative enables enforcement officers to facilitate access to YRT services for individuals seeking community support and to provide resources to those who chose not to access support.

Throughout 2023, YRT Enforcement and Security actively promoted and used a digital reporting portal to collaborate with YRT and contracted staff to submit system-wide feedback and concerns. This information is consolidated and reviewed to strategically dispatch enforcement staff for investigation and resolution. These initiatives have proven effective in addressing the heightened need for safety and security measures.

YRT Enforcement and Security retrieved and reviewed closed-circuit television footage throughout the system in response to requests regarding motor vehicle collisions, legal claims, safety and security concerns, and police purposes. In 2023, staff provided the Region's Risk Management unit and York Regional Police with more than 2,600 video responses, a 36% increase over 2022.

In 2023, YRT Enforcement and Security continued to provide services to travellers to support a safe and comfortable experience on the YRT system and protect Regional assets.

As required under the Joint Services Agreement, a copy of the 2023 York Region Transit Enforcement and Security Annual Report will be forwarded to the York Regional Police Services Board.

For more information on this memo, please contact Richard Montoya Director (A), Operations, Transit at 1-877-464-9675 ext. 75928. Accessible formats or communication supports are available upon request.



Laura McDowell, P.Eng
Commissioner of Public Works



Erin Mahoney
Chief Administrative Officer

April 22, 2024

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Attachment –2023 Annual Report - York Region Transit Enforcement and Security