



2023 Annual Report

York Region Transit Enforcement and Security





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Background

In September 2005, York Region Transit (YRT) began operating Viva rapid transit service. This service uses an off-board fare collection system known as proof of payment.

A Joint Services Agreement was established between The Regional Municipality of York and the York Regional 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 Toronto and York Regional Police services boards.



As part of the Joint Services Agreement, 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 2023, YRT had an approved workforce of 28 Special Constables and three Fare Media Inspectors.



Year in Review

Special Constable activities are reported to the 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 with respect to the enforcement of offences related to obstructing or resisting a peace officer, obstructing justice, false pretense, forgery, uttering a forged document, fraud under \$5000 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 with the resources and support they need through ongoing community partnerships. This represents an increase of 34% in assistance when 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. Disorderly conduct increased by 25%, crimes against property by 56% and trespassing by 72% compared to 2022. Table 1 summarizes the increase in each category in 2023 over 2022.

Table 1: Safety and Security Incidents

Incident Type	2022	2023	% Increase
Disorderly conduct*	1,098	1,374	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 this issue 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 choose not to access support.

Throughout 2023, YRT Enforcement and Security actively promoted and utilized 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.

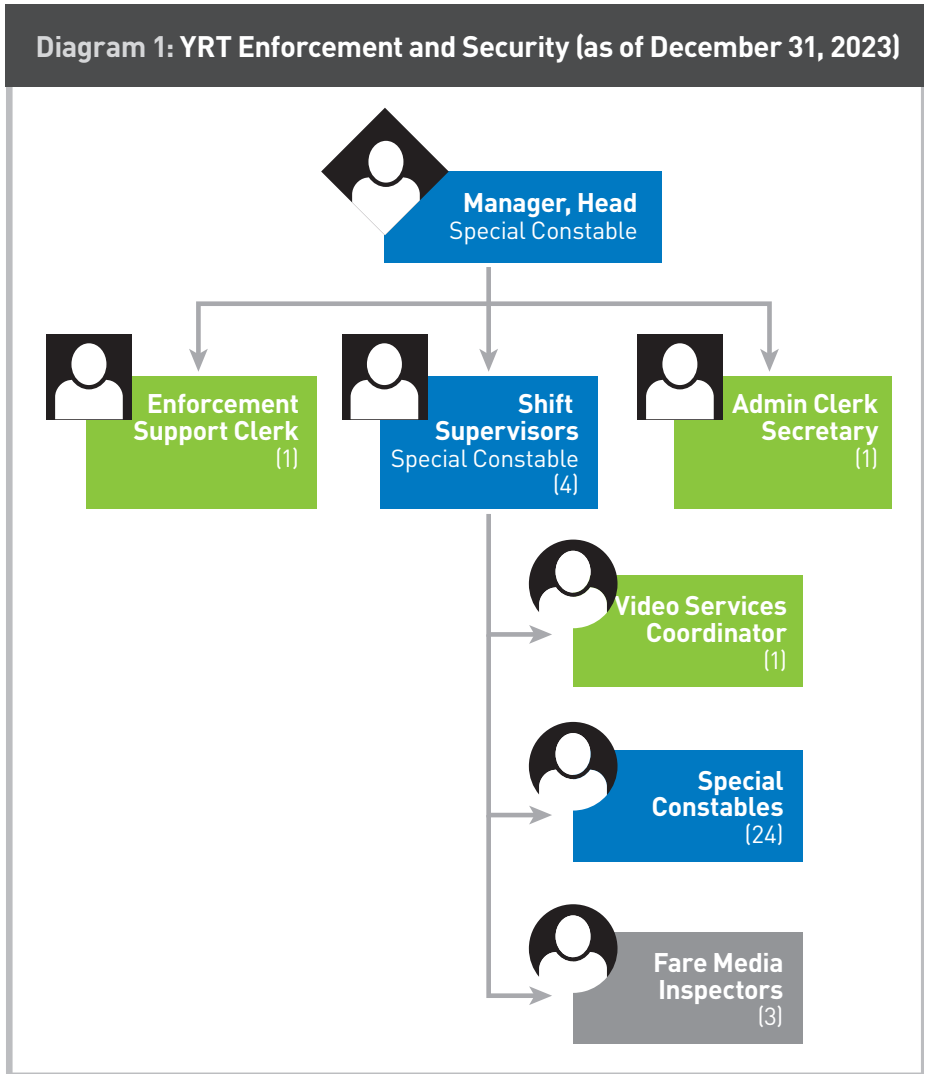
Staffing

Supervision

The YRT Enforcement and Security unit consists of 35 positions as outlined in Diagram 1.

Shift Supervisors who report to the Manager provide the unit's general supervision.

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 2023, there were six new appointments to YRT Enforcement and Security.

Table 2: 2023 Special Constable Appointments (January 1 to December 31)

Total applications	New appointments	Re-appointments	Total number of special constables
6	6	0	6

Attrition (January 1 to December 31)

Terminations	Suspensions	Resignations	Retirements
0	0	2	0

Training and Professional Development

In 2023, outside of annual recertification training, YRT Enforcement and Security participated in several training sessions focusing on diversity topics and mental health as summarized in Table 3.

Table 3: 2023 Operational Training

Course/topic	Delivered by	Duration	Staff trained
AODA: Accessible Customer Service	York Region	20 mins	7
AODA: Creating Access	York Region	45 mins	7
Basic Special Constable Training	Control Institute	24 days	6
Before Operational Stress	Wayfound	8 hrs	21
Code of Conduct	York Region	30 mins	35
Corporate Privacy Policy	York Region	30 mins	8
Crisis Intervention		7 hrs	5
CX 101 Leadership Training	York Region	1.5 hrs	2
CX 101 for Public Works Staff	York Region	1.5 hrs	20
Defensive Driving	York Region	6.5 hrs	9
Defensive Driving Essentials	York Region	1.5 hrs	29
First Aid for Opioid Poisoning Emergencies	Canadian Red Cross	1 hr	25
Leadership and Use of Force Recertification	Control Institute	7 hrs	4
Let's talk about Racism	York Region	1.5 hrs	33
Liquid Fuels Handling Safety	York Region	30 mins	12
Mindful at Work for Leaders	York Region	6 hrs	1
Anti-Black Racism	York Region	1.5 hrs	10
New Employee Workshop	York Region	2 hrs	7
OHS Act Overview	York Region	30 mins	7
Process Improvement Intro	York Region	2 hrs	3
Process Improvement Application	York Region	6hrs	1
Respect in the workplace	York Region	0	7
Standard First Aid CPR/AED	Heaven Can Wait	9.5 hrs	7
Use of Force Recertification	Control Institute	3 days	16
WHIMIS – Full Course	York Region	1.5 hrs	9
WHIMIS – Refresher	York Region		25

Table 3: Canadian Police Knowledge Network (CPKN) virtual training

Course/topic	Staff	Course/topic	Staff	Course/topic	Staff
2SLGBTQ+	5	Drug Stigma Awareness for Law Enforcement	1	Naloxone Nasal Spray Administration	1
Active Shooter / Armed Intruder Awareness	1	Fentanyl Awareness & NARCAN Administration	2	Observational Awareness	1
Adult Pre-charge Diversion	1	Fire Awareness for Police Officers	1	Police Ethics and Accountability	13
Anti-Racism for Workplaces	1	Immediate Rapid Deployment (IRD) – YRP- Specific	1	Recognition of Emotionally Disturbed Individuals	5
Authority to Search	2	Indigenous Awareness	14	Reflection of Truth and Reconciliation	9
Autism Spectrum Disorder	10	Indigenous Education Series: Part 1	1	Scenario Based Mental Health and De-escalation Training	9
Canadian Charter of Rights and Freedoms: Section 10(B)	1	Items of Religious Significance: Hindu Religion	10	Seized Firearms Safety	1
Continuum of Police Interaction	2	Items of Religious Significance: Religion of Islam	11	Stop Phishing in 5 Minutes or Less	1
Counterfeit Currency Analysis	1	Items of Religious Significance: Sikh Religion	11	Tourniquet Training – Stop the Bleed	2
Courtroom Testimony Skills	1	Managing Unconscious Bias	14	Vol. 187 – Taser (YRP Specific)	1
Crisis Intervention and De-escalation	12	Mental Health Self-Awareness for First Responders	12	York Regional Police – District Tour	1
Customer Service in the Police Environment	9				



Affiliations and associations

Enforcement and Security maintain membership with the following organizations:

1. Ontario Association of Chiefs of Police
2. Association of Black Law Enforcers
3. Municipal Law Enforcement Officers' Association of Ontario
4. Central Ontario Crime Prevention Association
5. Ontario Police Video Training Alliance
6. Canadian Police Knowledge Network
7. ASIS International
8. Regulatory Compliance and Education Council

Equipment

The following equipment is issued to all Special Constables:

- Wallet badge with wallet and agency identification card
- Soft body armor with external carriers
- Two sets of standard handcuffs with cases
- Expandable baton with carrier
- A container of Oleoresin Capsicum (OC) foam with a carrier
- Serialized memo book with a carrier
- Flashlight with a carrier
- Forge cap/baseball cap
- Reflective safety vest

Reporting

In 2023, Enforcement and Security investigated 15,005 occurrences and incidents. In 2022, enforcement reporting was reformatted to align with York Regional Police reporting formats and improve data categories as shown in Table 4.



Table 4: 2023 Reporting Statistics

Incident type/category	Subcategory	2022	2023
Crime categories**	Crimes against persons	115	160
	Crimes against property	223	348
	Drug violations (CDSA)	45	33
	Other criminal code	132	120
	Traffic violations	5	5
	Weapons violations	21	22
	Total	541	688

Incident type/category	Subcategory	2022	2023	
General occurrences	Alarm	51	44	
	Assistance	575	771	
	Community partner engagement	12	25	
	Fare evasion	159	170	
	Lost and found	169	215	
	Missing persons assistance	12	7	
	Motor vehicle collisions (MVC)	18	27	
	Property damage**	161	134	
	Safety and security concern**	37	57	
	Administrative occurrences	5	2	
		Total	1,199	1,452

Incident type/category	Subcategory	2021	2022
Provincial offences**	Highway Traffic Act	0	1
	Liquor License Act	72	27
	Mental Health Act	25	17
	Safe Streets Act	6	8
	Trespass to Property Act	256	442
		Total	359

Incident type/category	Subcategory	2022	2023
Other	CCTV video services	1,849	2,667
	Transit bylaw offences	6,070	9,703
	Total	7,919	12,370

Total Overall Occurrences	10,018	15,005
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* Includes Transit bylaw enforcement actions

** Included as disorderly conduct

The top three incident occurrence types investigated by Enforcement and Security in 2023 were disorderly conduct, crimes against property and trespassing. This can be attributed to increased ridership and is consistent with trends reported in 2022. Although CCTV securement/downloads were the largest number, it is considered an administrative occurrence and not included as a top incident type.

Property

In 2023, Enforcement and Security processed 215 pieces of property into evidence lock-up. The increase in property lost/found was directly related to the impacts of increased ridership as we resume pre-pandemic ridership levels. Property secured as lost and found or no longer required for court or investigative purposes was either returned to the lawful owner or disposed of following the Enforcement and Security policy for property disposal.

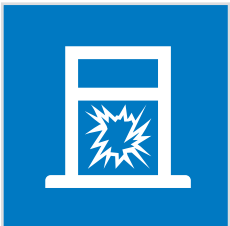
All sums of money are turned over to the YRT Finance section, while all items of value are donated to local charities. Eyeglasses, cell phones and batteries are recycled. All other items are destroyed. Every object is itemized and a disposition record is maintained for audit purposes.

Complaints

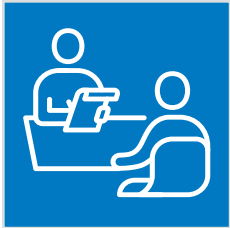
All public complaints relating to staff conduct, safety/security, fare evasion and warning/fine disputes are forwarded to the shift supervisors for review, assessment and investigation.

Serious complaints relating to Special Constables 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 of 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 incident occurrence types investigated by Enforcement and Security in 2023 were crimes against property, trespassing and disorderly conduct.



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

- It may include an apology, an explanation by a management member or a referral to education, training or various forms of mediation

The findings are summarized in Table 5 below:

Table 5: Complaint Investigations				
Complaints	by YRT	by YRP	Resolved	Outstanding
25	25	0	25	0

Complaints by Position				
Complaint type	Received	Unsubstantiated	Substantiated	Informal resolution
Special Constable	21	18	3	3
Fare Media Inspector	4	3	1	1

Use of Force Reporting		
Type of force used	Number of incidents*	Use of force report submitted
Expandable baton	0	0
OC foam	7	7

* Includes discharged or pointed equipment

Enforcement Statistics

The statistics for 2023 are summarized in Table 6 below:

Table 6: Criminal Code of Canada occurrences

Section number/occurrence type	2019	2020	2021	2022	2023
Sec. 129 Obstruct Peace Officer	39	6	2	4	0
Sec. 139 (2) Obstruct justice	0	0	0	0	0
Sec. 362 (2)(b) False pretense under \$5,000	1	0	0	0	0
Sec. 366 Forgery	0	1	0	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	183	80	81	80	162
Total	223	87	83	84	162

Provincial offences

Occurrence type	2019	2020	2021	2022	2023
Liquor Licence Act	73	69	44	72	27
Trespass to Property Act	30	82	210	256	442
Mental Health Act (Incidents)	11	9	21	25	17
Safe Streets Act (Incidents)	-	-	9	6	8
Total	114	160	284	359	494

Revenue protection statistics

Provincial offences		Fine revenue recovery	
Year	# of tickets filed	Year	Amount (\$)
2019	6,384	2019	401,136
2020*	1,842	2020*	132,172
2021*	2,276	2021*	113,912
2022*	4,269	2022*	251,659
2023*	6,765	2023*	440,928

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

Annual system inspections and evasions

Year	Fares inspected	Evasions	Evasion rate (%)
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
2023*	158,446	7,993	5.04

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



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