



To: Committee of the Whole
Meeting Date: May 8, 2025
From: Laura McDowell
Commissioner of Public Works
Re: **2024 York Region Transit Enforcement and Security Report**

This memorandum provides a summary of the 2024 York Region Transit Enforcement and Security Report, included as Attachment 1.

Special Constable activities are reported to York Regional Police Service 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).

York Region Transit (YRT) Special Constables are granted Peace Officer authorities under 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 2024 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.

Update on Policing in Ontario – *Community Safety and Policing Act, 2019*

Effective April 1, 2024, the *Police Services Act* was repealed and replaced with the *Community Safety and Policing Act, 2019* (CSPA) to modernize policing and enhance community safety.

The CSPA expands upon the regulation of Special Constable appointment and training. The CSPA introduces a standardized approach to training, a code of conduct, complaints process and introduces uniform requirements and vehicle labeling through its regulations. The legislation now requires the Region to obtain a Special Constable Employer Authorization from the province. Once obtained, the Board may appoint the Region's Special Constables, subject to any terms and conditions of the authorization.

Special Constable appointments made before April 1, 2024, will continue under the CSPA until April 1, 2027, at which the officers will be eligible for reappointment. This allows the Region to comply with the training expectations for Special Constables before the reappointment process and while obtaining the required Special Constable Employer Authorization.

YRT is in the process of obtaining authorization as a Special Constable Employer and reviewing the current Joint Service Agreement to ensure it is CSPA compliant and aligns with the Special Constable Employer Authorization.

Enforcement continued collaborative efforts with York Regional Police and Community & Health Services to support Operations and Community Engagement Initiatives.

In 2024, YRT Enforcement and Security, in partnership with York Regional Police and Community and Health Services, maintained their commitment to ensuring a safe and comfortable experience for travelers. They safeguarded Regional assets through operational and community engagement opportunities.

Highlights include the following:

- Conducted joint safety and security initiatives in partnership with York Regional Police focused on community outreach and visibility across the York Region Transit system.
- Collaborated with Community and Health Services to participate in anti-human trafficking events hosted by Central York Fire Service, Ontario Provincial Police, and York Region at 17250 Yonge Street, Newmarket, and York Region's 2nd Anti-Human Trafficking Conference at Seneca College.
- YRT Enforcement actively participates in the annual York Region Cold Weather Response Plan and Heat Relief Strategy for People Experiencing Homelessness and supports referrals to the Homelessness Community Programs central intake line that connects people at risk of or experiencing homelessness with supports. Officers are authorized to provide transportation through YRT services, to support people at risk of or experiencing homelessness to access community supports and emergency housing. Officers are also equipped with heat/cold relief packages for distribution for people at risk of or experiencing homelessness
- YRT Enforcement and Security staff participated in various community events and programs, including the Ontario Special Olympics Polar Plunge, Torch Run and International Day for the Elimination of Racial Discrimination.

Enforcement officers provided a uniformed presence, ensuring a safe, secure and accessible transit environment

YRT Enforcement reported over 15,200 safety and security events outlined in additional detail in Attachment 1. The top three safety and security incidents reported for 2024 remained consistent with previous years and include disorderly conduct, crimes against property and trespassing. As identified

in Table 1, YRT Enforcement and Security experienced a 15% decrease in disorderly conduct and property crimes, while experiencing an 11.9% increase in ridership. Initiatives such as online digital reporting allow YRT and contracted staff to provide feedback directly to YRT enforcement through the use of a QR Code. The feedback is reviewed and analyzed, allowing YRT Enforcement to deploy officers in a timely, effective and strategic manner where officer presence provides a deterrent and/or mitigates the issues prior to escalation.

Table 1
York Region Transit Safety and Security Incident Comparison

Incident Type	2023	2024	Percentage Decrease
Disorderly conduct*	1,374	1,173	15%
Crimes against property**	348	295	15%
Trespassing	442	437	1%

*Includes crime categories, provincial offences and security-related offences

**includes mischief and fraud in relation to fares

In addition to the decrease in the top three safety and security incidents, YRT Enforcement reports an increase of 18% in providing assistance or aid to the public on or in relation to YRT property and services. Aid and assistance include officers supporting vulnerable members of the public, including those at risk or experiencing homelessness. YRT Enforcement partners with Community and Health Services and local community support agencies to equip officers to conduct welfare checks on people at-risk or experiencing homelessness. Through this collaborative and people-first approach, we are able to promote a safe and secure environment across YRT facilities and services.

YRT Enforcement is responsible for fare revenue protection across YRT Services. The evasion rate for 2024, specific to Viva Services, which uses off-board fare collection, was 5.03% which would amount to approximately \$1.6M in revenue loss. Throughout 2024, uniformed officers conducted over 140,000 fare inspections and reported over 7,200 evasions. Table 2 provides YRT Enforcement’s evasion rates for the last five years.

Table 2

York Region Transit Annual Evasion Rates

2020*	2021*	2022*	2023	2024
3.05*	3.61%	5.43%	5.04%	5.03%

*Covid-19 Impacts

In addition to fare revenue protection, uniformed officers are committed to ensuring a positive customer experience and reported engaging in over 19,000 customer service interactions, primarily answering questions related to YRT services. The highlight for 2024 was supporting YRT's launch of the One Fare program in partnership with the Province of Ontario, which received positive feedback from travellers.

YRT Enforcement and Security collects closed-circuit television footage from all YRT facilities and vehicles for motor vehicle collisions, legal claims, safety and security, and police purposes. In 2024, staff provided the Region's risk management team and YRP with more than 3,000 video responses, representing a 13% increase when compared to 2023.

Safe and effective public transit is a key component of a well-functioning, sustainable and equitable urban environment, which aligns with York Region's vision of strong, caring and safe communities.

As required under the Joint Service Agreement, a copy of the 2024 York Region Transit Enforcement and Security Annual Report will be forwarded to the York Regional Police Service Board.

For more information on this memo, please contact Richard Montoya Director, 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, 2025
#16724249
Attachments (1)

Attachment 1- 2024 York Region Transit Enforcement Annual Report