



2024 Annual Report

York Region Transit Enforcement and Security





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Background

In September 2005, York Region Transit (YRT) began operating its Viva rapid transit service, which uses a proof of payment system.

A Joint Services Agreement was made between The Regional Municipality of York and the York Regional Police Service Board to provide a Special Constable program for this service. YRT Enforcement and Security would provide transit revenue protection and security services in partnership with York Regional Police (YRP).

The Transit Special Constable program began as an 18-month pilot project with the launch of Viva. It was approved by the Ministry of Community Safety and Correctional Services and became a permanent program in June 2007.

In 2010, the program's jurisdiction expanded into the City of Toronto through an agreement with the Toronto Police Service Board and York Regional Police Service Board.

As part of the Joint Services Agreement, Transit Enforcement and Security must report annually to the Toronto and York Regional Police Service Boards. This report includes all activities of Special Constables, including recruitment, training, complaints and statistics.

In 2024, YRT had an approved workforce of 32 Special Constables and two Fare Media Inspectors.



Update on Policing and Community Safety

Effective April 1, 2024, the *Police Services Act* was repealed and replaced with the *Community Safety and Policing Act, 2019 (CSPA)* to modernize policing and enhance community safety.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 legislation now requires York Region to obtain a Special Constable Employer authorization from the Ministry of the Solicitor General. Once obtained, the York Regional Police Service Board may appoint the Region's Special Constables, subject to any terms or conditions of the authorization.

Special Constable appointments made before April 1, 2024, will continue under the CSPA until April 1, 2027. 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.

The CSPA introduces a standardized approach to training, a code of conduct, a complaints process, and introduces uniform requirements and vehicle labeling through its regulations.

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

Year in Review

The York Region Transit Enforcement and Security Annual Report is submitted annually to the York Regional Police Service Board, as per the Joint Services Agreement.

YRT Special Constables are granted Peace Officer authorities under the Criminal Code of Canada. This includes the enforcement of offences related to obstructing or resisting a peace officer, obstructing justice, false pretenses, forgery, uttering a forged document, fraud under \$5,000 and fare-related fraud.

The 2024 report following the format adopted in 2021, aligns with YRP 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.

In 2024, YRT Enforcement and Security, in partnership with YRP 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.

Safety and Security Incidents

Table 1: Safety and Security Incidents			
Incident Type	2023	2024	% Decrease
Disorderly conduct*	1,374	1,173	15%
Crimes against property**	348	295	15%
Trespassing	442	437	1%
* Including crime categories provincial offences and security-related occurrences			
** Including mischief and fraud in relation to fares			

YRT Enforcement and Security reported over 15,200 safety and security events, detailed in Table 6. The top three safety and security incidents continue to be disorderly conduct, crimes against property and trespassing. The number of incidents in 2024 decreased when compared to 2023 (Table 1). Initiatives like the digital reporting portal, which encourages system-wide feedback as well as collaboration between YRT and contracted staff, has enhanced the ability to address and mitigate safety and security concerns with existing resources.

YRT ridership grew by 11.9% in 2024. Beyond safety and security incidents, there was an 18% increase in providing assistance or aid to the public on or in relation to YRT property and services. Aid and assistance includes officers supporting vulnerable members of the public, including those at risk or experiencing homelessness. YRT Enforcement and Security 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 and Security 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.

Fare Revenue Protection

YRT Enforcement and Security balanced the safety and security needs of the YRT system with fare revenue protection. Uniformed officers conducted over 140,000 fare inspections and reported over 7,200 evasions. The 2024 fare evasion rate of 5.03% is specific to Viva services, which use offboard fare collection methods. While travelling on the YRT system, officers also reported an additional 19,000 customer service interactions, primarily answering questions related to YRT services. A 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.

Closed-Circuit Footage

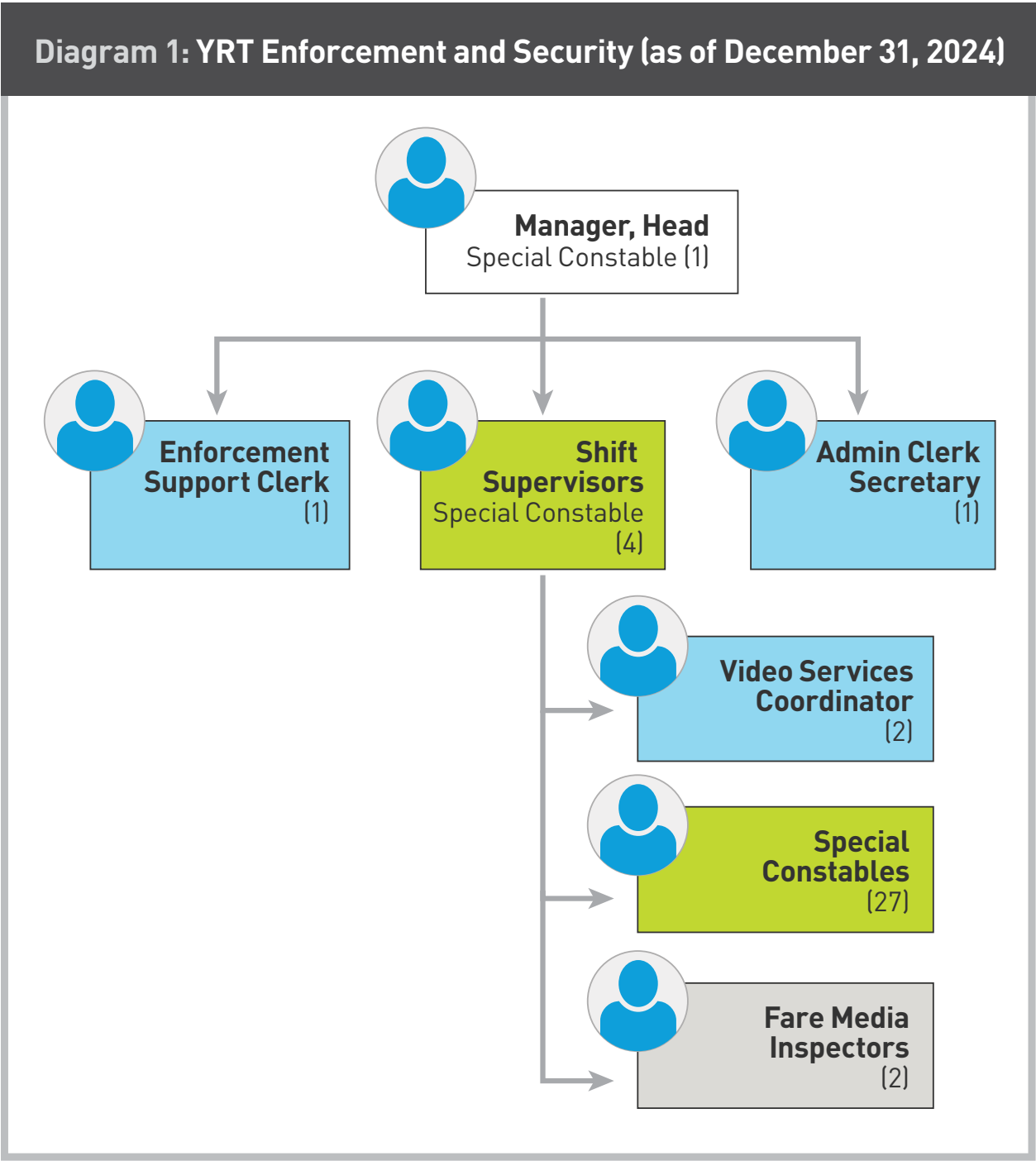
YRT Enforcement and Security is responsible for the collection of closed-circuit television footage from all YRT facilities and vehicles. Requests include motor vehicle collisions, legal claims, safety and security and police purposes. In 2024, staff provided the Region's Risk Management team and YRP with more than 3,000 video responses, a 13% increase over 2023.

In 2024, YRT Enforcement and Security continued to support a safe and comfortable experience for travellers and protect Regional assets. As required under the Joint Services Agreement, a copy of the 2024 York Region Transit Enforcement and Security Annual Report will be forwarded to the York Regional Police Service Board.



Supervision

YRT Enforcement and Security consists of 38 positions, as outlined in the following diagram:



General supervision of the unit is provided by Shift Supervisors, who report to the Manager.

Uniformed Special Constables perform dedicated security and law enforcement duties, maintaining revenue protection through fare inspection. Additionally, Fare Media Inspectors perform fare inspection and customer service functions.

Appointments

In 2024, YRT did not have any new appointments.

Table 2:			
Total Applications	New Appointments	Re-appointments	Total Number of Special Constables
0	0	0	0

Table 3			
Terminations	Suspensions	Resignations	Retirements
0	0	5	0

Training and Professional Development

In 2024, in addition to annual recertification training, YRT Enforcement and Security participated in the following training:

Table 4: 2024 Operational Training			
Course/Topic	Delivered by	Duration	Number of Staff Trained
AODA: Accessible Customer Service	York Region	20 mins	1
AODA: Creating Access	York Region	45 mins	1
Attendance Awareness at YR	York Region	3 hrs	4
Basic Fare Inspector Training	Control Institute	9 days	1
Coaching for High Performance & Development	York Region	1 hr	1
Code of Conduct	York Region	30 min	33
Corporate Privacy Policy	York Region	30 mins	2
Crisis Intervention	Canadian Training Institute	7 hrs	3
CX 101 Leadership Training	York Region	1.5 hrs	1
CX 101 for Public Works Staff	York Region	1.5 hrs	2
Cyber: Spot the Phishing Clues	York Region	1 hrs	1
Defensive Driving	York Region	7 hrs	14
Defensive Driving Essentials	York Region	1.5 hrs	17
Discover Generative AI	York Region	2 hrs	1
Dive Deeper with Generative AI	York Region	2 hrs	1
Emergency Management and Business Continuity	York Region	30 min	3
eProcure	York Region	5 hrs	1

Table 4: 2024 Operational Training

Course/Topic	Delivered by	Duration	Number of Staff Trained
Fire Safety Training	York Region	20 min	31
Foundations of DEI	York Region	1.5 hrs	23
Health & Safety for Mngt.	York Region	7 hrs	1
Identify Manager/Employee burnout	York Region	30 mins	1
Incident Reporting for Supervisors	York Region	30 min	4
Intro. to Project Management	Excellence Canada	3 hrs	1
Leadership and Use of Force Recertification	Control Institute	1 day	5
Liquid Fuels Handling Safety	York Region	30 mins	6
New Employee Workshop	York Region	2 hrs	3
OHS Act Overview	York Region	30 mins	1
Preparing for your Interview	York Region	3 hrs	1
Process Improvement Intro	York Region	1.5 hrs	1
Procurement Bylaw Basics 101	York Region	3 hrs	1
Progressive Discipline	York Region	3 hrs	1
Respectful Workplace Management	York Region	1 hr	2
Respectful Workplace Staff	York Region	1 hr	1
Standard First Aid CPR/AED	Heaven can wait	1 day	5
Supervisor H&S 5 Steps	York Region	1 hr	1
Training on Human Trafficking for Law Enforcement	MCIS Language Solutions	3 hrs	24
Transit Bus System Safety	TSI	5 days	2
Use of Force Recertification	Control Institute	3 days	19
WHIMIS – Full Course	York Region	1.5 hrs	2
WHIMIS - Refresher	York Region	30 mins	31



Table 5: Canadian Police Knowledge Network (CPKN) Virtual Training

Course/topic	Staff trained
Life in the Fast Lane	1
Bear Management: Proper Response Procedures	1
Unfounded Sexual Offences	1
Call It Out: Racism, Racial Discrimination and Human Rights	1
Continuum of Police Interaction	1
Introduction to Criminal Intelligence Analysis	1
Tourniquet Training – Stop the Bleed	1
Authority to Search	1
Counterfeit Payment Card Analysis	1
Introduction to Criminal Intelligence	1
Note-taking	1
Introduction to Human Trafficking	1
Coach Officer Training	1
Anti-Racism & Unconscious Bias for Workplaces	1
Sleep and Shiftwork	1
Finding Your Way Dementia Response Training	1
Items of Religious Significance: Sikh Religion	1
Managing Unconscious Bias	2
Mental Health Self-Awareness for First Responders	1
Naloxone Nasal Spray Administration	1

Affiliations and associations

Enforcement and Security maintain memberships 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 (OPTVA)
6. Canadian Police Knowledge Network (CPKN)

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 2024, Enforcement and Security investigated 15,238 occurrences and incidents. In 2022, enforcement reporting was changed to better align with YRP reporting formats and improve data categories.



Table 6: 2024 Reporting Statistics

Incident type/category	Subcategory	2023	2024
Crime categories**	Crimes against persons	160	156
	Crimes against property	348	295
	Drug violations (CDSA)	33	19
	Other criminal code	120	93
	Traffic violations	5	3
	Weapons violations	22	6
	Total	688	572

Incident type/category	Subcategory	2023	2024
General occurrences	Alarm	44	58
	Assistance	771	912
	Community partner engagement	25	23
	Fare evasion	170	137
	Lost and found	215	224
	Missing persons assistance	7	9
	Motor vehicle collisions (MVC)	27	30
	Property damage**	134	119
	Safety and security concern**	57	45
	Administrative occurrences	2	1
	Total	1,452	1,558

Incident type/category	Subcategory	2023	2024
Provincial offences**	Highway Traffic Act	1	0
	Liquor License Act	27	33
	Mental Health Act	17	16
	Safe Streets Act	8	8
	Trespass to Property Act	442	437
	Total	495	494

Incident type/category	Subcategory	2022	2023
Other	CCTV video services	2,667	3,023
	Transit bylaw offences*	9,703	9,209
	Total	12,370	12,232
Total Overall Occurrences		15,005	15,238

* Includes Transit bylaw enforcement actions

** Included as disorderly conduct

The top three incident occurrence types investigated by Enforcement and Security in 2024 were disorderly conduct, crimes against property and trespassing. These trends have remained consistent with previous years. Although CCTV securement/downloads continue to be significant, they are considered an administrative occurrence and are 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 Shift Supervisors for review, assessment and investigation.

Serious complaints relating to Special Constables are reviewed by the Manager. If the allegations meet the 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 informed of the findings of all investigations. All complaints are investigated in accordance with Enforcement and Security procedures, 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
- Evidence exists and if believed, would not constitute misconduct
- 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

Investigation of Complaints

Complaints	Investigated by YRT	Investigated by YRP	Resolved	Outstanding
46	46	0	46	0

Complaints by Position

Complaint type	Received	Unsubstantiated	Substantiated	Informal resolution
Special Constable	43	42	1	1
Fare Media Inspector	3	0	0	0

Use of Force Reporting

Type of force used	Number of incidents*	Use of force report submitted
Expandable baton	1	1
OC foam	12	12

* Includes discharged or pointed equipment

Enforcement Statistics

The statistics for 2024 are summarized in Table 6 below:

Table 6: Criminal Code of Canada occurrences

Section number/occurrence type	2020	2021	2022	2023	2024
Sec. 129 Obstruct Peace Officer	6	2	4	0	4
Sec. 139 (2) Obstruct justice	0	0	0	0	0
Sec. 362 (2)(b) False pretense under \$5,000	0	0	0	0	0
Sec. 366 Forgery	1	0	0	0	0
Sec. 368 Uttering forged document	0	0	0	0	1
Sec. 380 Fraud under \$5,000	0	0	0	0	0
Sec. 393 Fraud in relation to fares	80	81	84	162	145
Total	87	83	88	162	150

Provincial offences

Occurrence type	2020	2021	2022	2023	2024
Liquor Licence Act	69	44	72	27	33
Trespass to Property Act	82	210	256	442	437
Mental Health Act (Incidents)	9	21	25	17	16
Safe Streets Act (Incidents)	-	9	6	8	8
Total	160	284	359	494	494

Revenue protection statistics

Year	Provincial Offence Tickets Filed	Fine Revenue Recovery Amount
*2020	1,842	\$132,172
*2021	2,276	\$113,912
*2022	4,269	\$251,659
2023	6,765	\$440,928
2024	5,421	\$381,737

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

Annual system inspections and evasions

Year	Fares inspected	Evasions	Evasion rate (%)
*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
2024	144,791	7,282	5.03

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



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