



2018 Annual Report

YORK REGION TRANSIT ENFORCEMENT AND SECURITY



York Region



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Background

In September 2005, York Region Transit 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 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, the jurisdiction for Transit Enforcement and Security 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 York Region Transit Enforcement and Security activities for both classes of positions — Special Constables and Fare Media Inspectors.

In 2018, York Region Transit had an approved workforce of 20 Special Constables and seven Fare Media Inspectors.

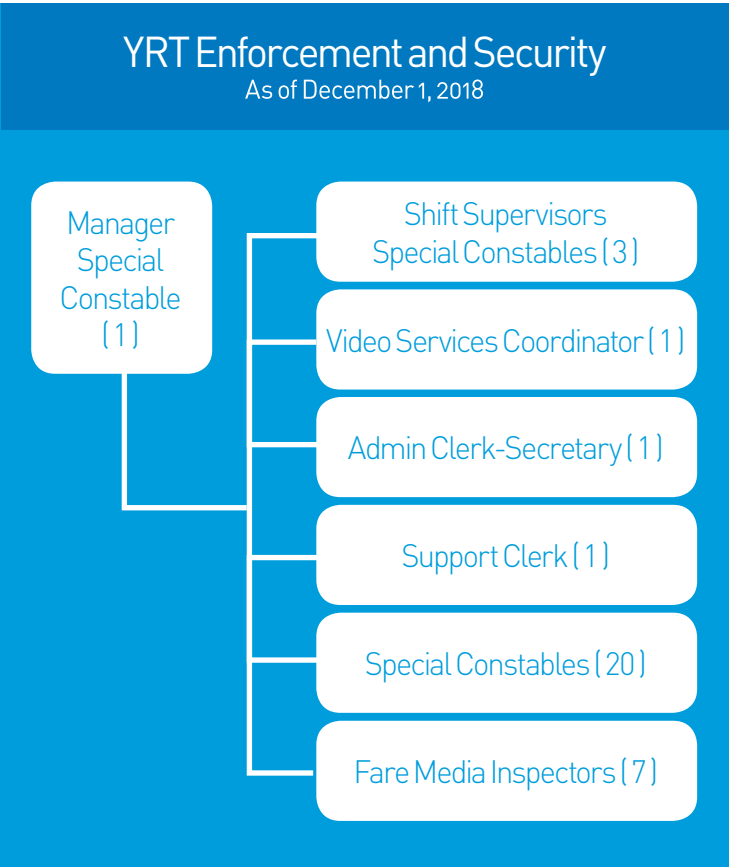
Staffing

Supervision

The York Region Transit Enforcement and Security unit consists of 34 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. Fare Media Inspectors also provide additional fare inspection and customer service functions.



Staffing Changes

In 2018, there were six appointments to York Region Transit Enforcement and Security and six Special Constables resigned, taking positions in various police and other law enforcement agencies.



Appointments (January 1 to December 31)			
Total applications	New	Resumed	# of Special Constables
6	6	0	6

Attrition (January 1 to December 31)			
Terminations	Suspensions	Resignations	Retirements
0	0	6	0

Training and Professional Development

In 2018, outside annual recertification training, York Region Transit Enforcement participated in a number of additional training sessions focused on improving service to our diverse traveller base, emergency management and serving our most vulnerable travellers.



Mandatory			
Course / topic	Delivered by	Duration	# of Staff
Annual Use of Force Recertification	The Control Institute Certified Professional Vendor	24 hours	17
Basic Special Constable Training	The Control Institute Certified Professional Vendor	4 weeks	6
Basic Fare Inspector Refresh	The Control Institute Certified Professional Vendor	24 hours	6
Standard First Aid & CPR Recertification	FAST (First Aid Safety Training) c/o York Region Transit instructor	2 days	6
Emergency First Aid & CPR C	FAST (First Aid Safety Training) c/o York Region Transit instructor	1 day	6

Outreach and Awareness			
Course / topic	Delivered by	Duration	# of Staff
Crisis Intervention with the Hostile/Aggressive Individual	Canadian Training Institute	2 days	5
Conducted Energy Weapon (CEW) Awareness training	York Regional Police	4 hours	6
360 Kids – About Us	360 Kids	4 hours	6
Mental Health First Aid	MHFA Canada	2 days	25
Disability Training – A Journey Beyond the Label	The Centre for Dreams	4 hours	5
Toronto Police Social Media Awareness	Toronto Police Service	4 hours	6
Stop the Bleed	Sunnybrook Health Sciences Centre	4 hours	13
Social Media in Communications	Toronto Police Service	3 days	2
Social Media the Internet and Law Enforcement (SMILE) Conference	Miami Police	3 days	1
LGBTQ2S Awareness and Education presentation	Toronto Police Service	4 hours	3
The Anti-Graffiti Symposium (TAGS) Annual Conference	Downtown Moncton Centre Inc.	2 days	1
Rapidway Construction Info Session	VivaNext	1 hour	10
Incident Management Systems (IMS200)	GO Transit/Metrolinx	2 days	2
Certificate, Process Improvement	Excellence Canada	6 days	1
Police Fitness Personnel Ontario Appraiser Certification	Police Fitness Personnel Ontario	4 days	2

Outreach and Awareness

Course / topic	Delivered by	Duration	# of Staff
Police Fitness Personnel Ontario Appraiser Re-Certification	Police Fitness Personnel Ontario	1 day	1
Law Enforcement Health and Wellness	York Regional Police	4 hours	6
Presto Device Training	Metrolinx	1 day	5
Blue Line Expo	Blue Line Magazine	1 day	4
RCEC Annual Training Forum and Conference	Regulatory Compliance Enforcement Education Council	3 days	2
Transit Revenue Management Summit	American Public Transportation Association (APTA)	4 days	1
Transit Annual Conference	Canadian Urban Transportation Association (CUTA)	4 days	1

External and Canadian Police Knowledge Network (CPKN)

Course / topic	# of Staff
Courtroom Testimony Skills	1
Children Involved in Sex Trade	1
Autism Spectrum Disorder	1
Customer Service in the Police Environment	4
Hate Crimes Awareness	2
Homelessness Awareness	4
Interviewing	1
Recognition of Emotionally Disturbed Persons	4
Terrorism Event Pre-Incident Indicators	4
Youth at Risk	4
Drug Identification	1





Affiliations and Associations

York Region Transit Enforcement and Security maintains 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. Prosecutors' Association of Ontario
6. Ontario Police Video Training Alliance
7. Canadian Police Knowledge Network
8. ASIS International
9. Regulatory Compliance and Education Council, formerly IEDC

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 carrier
- Container of Oleoresin Capsicum foam with carrier
- Serialized memo book with carrier
- Flashlight with carrier
- Forge cap/hard hat/toque
- Reflective safety vest

Reporting

In 2018, York Region Transit Enforcement and Security investigated 5,377 occurrences.



Reporting Trends (2014– 2018)

Occurrence Type	2014	2015	2016	2017	2018
Assault	19	21	30	37	70
Assistance	145	154	125	237	227
Bomb Threat	1	1	0	0	0
Breach of Probation	0	0	0	0	0
Breach of Peace [†]	—	—	—	—	4
Breach of Recognizance [†]	—	—	—	—	8
Collections – Fare Revenue [†]	—	—	—	—	164
Court Services [†]	—	—	—	—	15
Damage to Property	116	120	98	85	98
Digital Audio Request	2	5	2	1	3
Disturbance	46	51	41	88	174
Drugs/Drug Paraphernalia	15	7	5	5	15
Fare Dispute/Fare Concern	18	21	32	49	54
Fire	4	4	4	0	1
Fraud	29	60	106	96	124
Hate Crime – Public Incitement of Hatred [†]	—	—	—	—	12
Indecent Act	0	2	5	2	5
Information	15	6	30	47	3
Mischief	2	3	8	9	29
Missing Person	2	5	***121	7	10
Motor Vehicle Collision	17	11	11	21	33
No Category	0	0	3	0	0
Obstruct Peace Officer	0	0	1	8	8
Other	10	9	12	0	0
Policy Violation	2	1	2	1	1

* Lost and found property processed by York Region Transit Enforcement and Security received from the contractors.

** Special detail includes follow up investigations to concerns reported by customers and staff. Increase due to enhanced reporting.

*** Received Information of Missing Persons

[†] Newly reported in 2018

Reporting continued...

Reporting Trends (2014– 2018)					
Occurrence Type	2014	2015	2016	2017	2018
Property	*478	*593	992	861	1,024
Robbery	1	0	1	1	4
Safety/Security Concern	62	49	46	113	51
Safety/Security Hazard	8	5	15	9	7
Seized Video	2,395	1,955	2,304	2,926	2,999
Special Detail/ Request to Investigate	**164	**58	65	93	72
Suspicious Incident	9	15	23	9	14
Terrorist Incident	0	0	0	0	0
Theft	4	5	3	3	11
Uttering Threats	2	4	7	9	18
Vehicle Concerns	0	2	0	12	2
Warrants – Arrest	1	0	3	1	8
Weapons	4	2	0	3	9
Total	3,571	3,169	4,095	4,733	5,377

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** Special detail includes follow up investigations to concerns reported by customers and staff. Increase due to enhanced reporting.

*** Received Information of Missing Persons

† Newly reported in 2018



The top three occurrence types investigated by York Region Transit Enforcement and Security in 2018 were seized video, property (lost and found) and assistance (assist passenger/medical).

Property

In 2018, York Region Transit Enforcement and Security processed 1,024 pieces of property into evidence lockup. 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 York Region Transit Enforcement and Security policy for disposal of property.

All moneys are turned over to York Region Transit Finance while all items of value are donated to a local charity. Eyeglasses, cell phones and batteries are recycled. All other items are destroyed. Every item is itemized and a disposition record is maintained for audit purposes.

Complaints

All public complaints relating to staff conduct, security/safety, fare evasion and warning/fine disputes are forwarded to York Region Transit Enforcement and Security Shift Supervisors for review, assessment and investigation.

Serious complaints relating to Special Constable conduct are reviewed by the Manager of Enforcement and Security. If 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 of Enforcement and Security. Complainants are advised of the findings of all investigations. All complaints are investigated in accordance with York Region Transit Enforcement and Security procedures and are within the parameters of the Joint Services Agreement and all Regional policies and procedures.

Investigation findings pertaining to Special Constable and Fare 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 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 a management member and referral to education, training or various forms of mediation.

Complaint Investigations				
Complaints	by YRT	by YRP	Resolved	Outstanding
56	56	0	56	0

Complaints by Position				
Position	Received	Unsubstantiated	Substantiated	Informal Resolution
Special Constable	16	16	0	0
Fare Media Inspector	40	40	0	0

Use of Force

Use of Force Reporting		
Type of Force Used	Number of Incidents	Use of Force Report Submitted
Expandable baton	0	0
Oleoresin Capsicum foam	0	0

Criminal Code of Canada

Section Number and Charge	2015	2016	2017	2018
Sec. 129 Obstruct Peace Officer	0	1	8	9
Sec. 139 (2) Obstruct justice	0	0	0	0
Sec. 362 (2)(b) False pretense under \$5,000	0	0	0	0
Sec. 366 Forgery	0	0	0	0
Sec. 368 Uttering forged document	0	0	1	0
Sec. 380 Fraud under \$5,000	0	0	0	0
Sec. 393 Fraud in relation to fares	60	106	96	120
Total	60	107	104	129

Provincial Offences

Occurrence Type	2015	2016	2017	2018
Liquor Licence Act	9	4	20	75
Trespass to Property Act	3	2	27	33
Mental Health Act (Incidents)	2	0	2	27
Total	14	6	49	135

2018 Revenue Protection Statistics

Provincial Offences		Fine Revenue Recovery *	
Year	# of tickets filed	Year	Amount
2015	5,907	2015	321,880
2016	5,947	2016	351,554
2017	6,431	2017	353,955
2018	5,900	2018	374,924

Annual System Inspections and Evasions

Year	Fares Inspected	Evasions	Evasion Rate (%)
2015	498,203	7,338	1.47
2016	475,360	8,537	1.80
2017	489,954	8,187	1.67
2018	421,489	7,628	1.81

Fare Box Unclassified Revenue by Contractor

Contractor	Revenue (\$)	Unclassified Revenue (\$)	Unclassified Revenue (%)
Transdev	4,964,455.15	144,228.92	2.91
Miller Transit	1,810,373.29	43,115.14	2.38
TOK Transit	1,155,037.10	30,163.50	2.61

* Revenue resulting from fines issued are collected by the Region's Court Services.

2018 Accomplishments by Quarter



Q1 January to March

- Inspected 106,874 fares
- Maintained a 4.67 per cent inspection rate and a 1.86 per cent evasion rate of inspections
- Administered 1,990 evasions
- Completed 1,035 general occurrence reports
- Added the new Video Services Coordinator position to the Enforcement and Security team
- Partnered with York Regional Police in the Newcomer to Canada Day at Middlefield Collegiate Institute and delivered a presentation to new Canadian students on transit use and safety
- York Region Transit Special Constables partnered with York Regional Police Officers and spent an evening on transit with three participants in the Youth in Policing Initiative program
- Participated in the York Regional Police Polar Plunge in support of the Ontario Special Olympics
- Conducted safety initiatives with York Regional Police that focused on community outreach and visibility on transit services
- Coordinated the Bell Let's Talk event at York Region Transit's 55 Orlando Avenue bus maintenance facility
- Participated in career fairs at Durham College, University of Guelph-Humber and Humber College Lakeshore
- Developed and implemented an electronic scheduling program with York Region Transit's Systems Management group through an internal reporting program
- Incorporated a Field Sergeant position as a pilot project to provide further supervision and support to on-street staff



01 York Region Police Polar Plunge

02 Big Brothers Big Sisters of York Holiday Family Program

03 2018 Peace Officers' Memorial



01 Recruitment Outreach – ABLE Job Fair

Q2 April to June

- Inspected 115,023 fares
- Maintained a 4.75 per cent inspection rate and a 1.50 per cent evasion rate of inspections
- Administered 1725 evasions
- Completed 1,278 general occurrence reports
- Participated in the International Day for the Elimination of Racial Discrimination hosted by York Regional Police
- Participated in the Annual Law Enforcement Torch Run, Race for Plunkett
- Attended the 'We Belong' Pride Breakfast, hosted by York Regional Police
- All Special Constables, Fare Media Inspectors and management completed Mental Health First Aid training
- Participated in a Toronto Police LGBTQ2S awareness presentation with Toronto Transit Commission's Enforcement team
- Two staff attended a Social Media in Communications course at the Toronto Police College
- Hosted representative from Sunnybrook Health Services Centre to provide 'Stop the Bleed' training to staff
- An Enforcement Special Constable received the Lifetime Law Enforcement Achievement Award presented by Blue Line

Q3 July to September

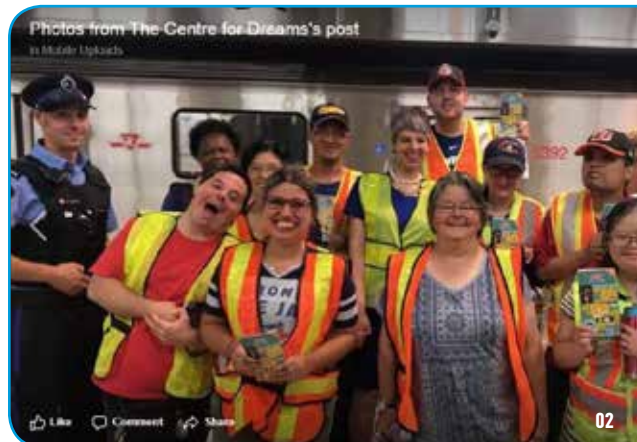
- Inspected 112,025 fares
- Maintained a 4.96 per cent inspection rate and a 1.78 per cent evasion rate of inspections
- Administered 2,411 evasions
- Completed 1,011 general occurrence reports
- Partnered with Toronto Transit Commission and Metrolinx to host the first Annual Transit Special Constable Women's Symposium
- Hosted a community learning event for The Centre for Dreams day program members
- York Region Transit Special Constables partnered with York Regional Police Officers and spent a day with students participating in the Youth in Policing Initiative program
- Special Constables marched in the Canadian Police and Peace Officers Memorial Service at Parliament Hill in Ottawa
- On-boarded six new Special Constables

Q4 October to December

- Inspected 87,567 fares
- Maintained a 3.85 per cent inspection rate and a 2.19 per cent evasion rate of inspections
- Administered 1,918 evasions
- Completed 1,155 general occurrence reports
- Sponsored and supported a family through the Big Brothers and Big Sisters of York holiday family program
- Conducted safety initiatives with York Regional Police that focused on community outreach and visibility on transit services in Newmarket
- Conducted field testing of a new PRESTO hand-held card reader device
- Staff participated in the CN Tower Stair annual climb in support of United Way
- Participated in career fairs at Centennial College and University of Guelph-Humber, and attended the Public Safety and Protection Forces Career Fair Expo as part of ongoing recruitment outreach initiatives



01 Transit Special Constables Women's Symposium



02 Centre for Dreams Tour



01 Career Fair at Centennial College

02 Protection Forces and Public Safety Expo Career Fair

03 United Way CN Tower Climb



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