



To: Committee of the Whole
Meeting Date: May 7, 2026
From: Laura McDowell
Commissioner of Public Works
Re: **2025 Annual York Region Transit Enforcement and Security Report**

This memorandum summarizes the *2025 York Region Transit Enforcement and Security Report*, included as Attachment 1.

York Region Transit Special Constable activities are reported to the York Regional Police Service Board

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

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 Documents, Fraud Under \$5,000 and Fraud relating to fares.

The 2025 Annual Report follows the format adopted in 2021 and aligns with York Regional Police (YRP) reporting practices. It outlines staffing levels, affiliations and associations, job functions and reporting requirements, statistics on complaints, occurrences, and fines, as well as professional development, training, and significant accomplishments.

The *Community Safety and Policing Act, 2019* requires changes to the Joint Services Agreement

Effective April 1, 2024, the *Police Service Act* was repealed and replaced with the *Community Safety and Policing Act, 2019* (CSPA), to modernize policing and enhance community safety.

York Region is actively working through the updates required to the existing Joint Services Agreement, along with all ancillary agreements necessary to obtain a Special Constable Employer Authorization from the Ontario government. Once this authorization is granted, the Police Services

Board may appoint the Region's Special Constables, subject to any terms and conditions outlined in the authorization.

Special Constable appointments made prior to April 1, 2024 will continue under the CSPA until April 1, 2027, at which point the officers will be eligible for reappointment.

Throughout 2025, an updated Joint Services Agreement was drafted by Legal Services and provided to the York Region Police Service Board and YRT staff for review and completion in 2026.

Transit Enforcement and Security continue to develop collaborative partnerships with York Regional Police and Community & Health Services

YRT Enforcement continued to expand and strengthen collaborative partnerships with York Regional Police, Community and Health Services, and community-based agencies. Throughout the year, YRT Enforcement and Security staff maintained a strong focus on proactive engagement, prevention and compassionate service delivery through a coordinated approach to safety, security and community well-being across the transit system. Through joint operations, frontline outreach and expanded partner involvement, staff supported a safe, welcoming and inclusive transit environment while safeguarding York Region's assets.

Highlights included the following:

- **Joint safety, security and visibility initiatives** were conducted in partnership with York Regional Police, including 2 District Community Oriented Response, enhancing coordinated enforcement presence.
- **Expanded frontline outreach in partnership with 360°kids**, enabling outreach workers to accompany YRT Enforcement officers to provide education and awareness of youth-focused supports. This initiative strengthened direct engagement with travellers within the 360°kids service demographic and improved referral pathways to community resources. 360°kids also provided YRT Enforcement officers with training on available supports to better equip officers assisting vulnerable youth at-risk or experiencing homelessness.
- **Ongoing collaboration with Community and Health Services** supported anti-human trafficking awareness and prevention efforts, including participation in multi-agency events.
- **Support for vulnerable populations** continued through active participation in the York Region Cold Weather Response plan and Heat Relief Strategy. Officers facilitated referrals through the Homelessness Community Programs central intake line, provided transportation on YRT services to access emergency housing and community supports, and distributed heat and cold relief kits to individuals experiencing or at risk of homelessness.
- **Active participation in community events and initiatives**, including YRP's Polar Plunge and Torch Run in support of Special Olympics Ontario, YRP's International Day for the Elimination of Racial Discrimination, 360°kids Experience and numerous other community events.

Through these efforts, YRT Enforcement and Security demonstrated leadership in collaborative enforcement, community safety and partnership-driven solutions, reinforcing transit as a safe, supportive and inclusive space for all users.

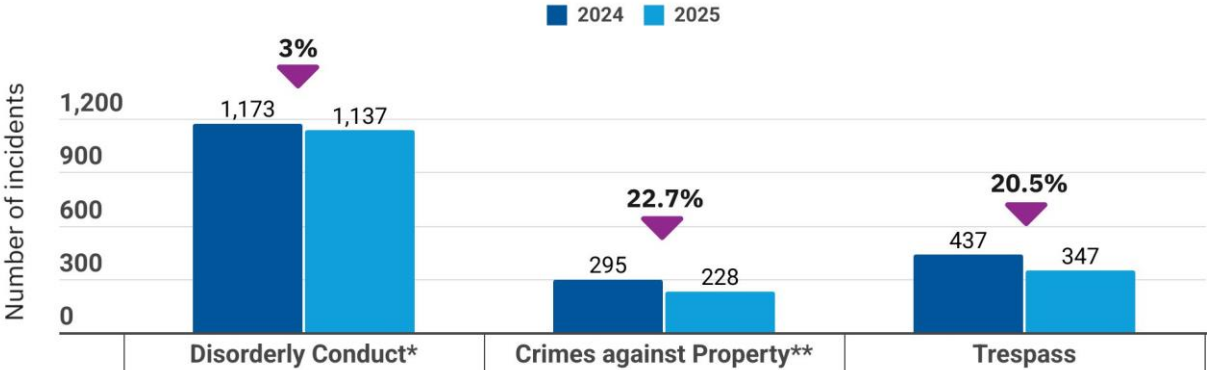
Enforcement officers help maintain a safe and secure transit environment

Enforcement officers provided a consistent, uniform presence across the transit system, supporting a safe, secure and accessible environment for customers and staff. In 2025, YRT Enforcement reported over 13,900 safety and security-related occurrences, with detailed statistics outlined in Attachment 1.

Overall occurrences decreased by 8.6% compared to 2024, largely attributed to a decline in Transit Bylaw occurrences such as fare evasion and non-criminal offences. However, General Occurrences increased in 2025, which included occurrences requiring time-sensitive response and support, such as assistance calls, alarms and missing-person assistance.

A year-over-year comparison of top three safety and security occurrence categories shows reductions in Disorderly Conduct, Crimes Against Property and Trespassing, as illustrated in Figure 1. Despite this overall downward trend, a detailed review of the data indicates increases in Crimes Against Persons, Drug Violations and Weapons-related occurrences. In response to province-wide trends related to drug use in public spaces, the Province of Ontario is currently consulting on a proposal to designate Special Constables as “officers” under the *Restricting Consumption of Illegal Substances Act, 2025*. If approved, this designation would enable YRT Special Constables to take enforcement action under the Provincial Offences Act, including directing individuals to cease consuming illegal substances on or in relation to YRT properties and services where compliance is not achieved. York Region has provided input during the consultation phase and advised that there are no concerns, as a coordinated response framework with York Regional Police is already in place to address these matters.

**Figure 1
York Region Transit Safety and Security Incidents Decreasing**



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

Transit Enforcement significantly expanded community partner engagement initiatives in 2025

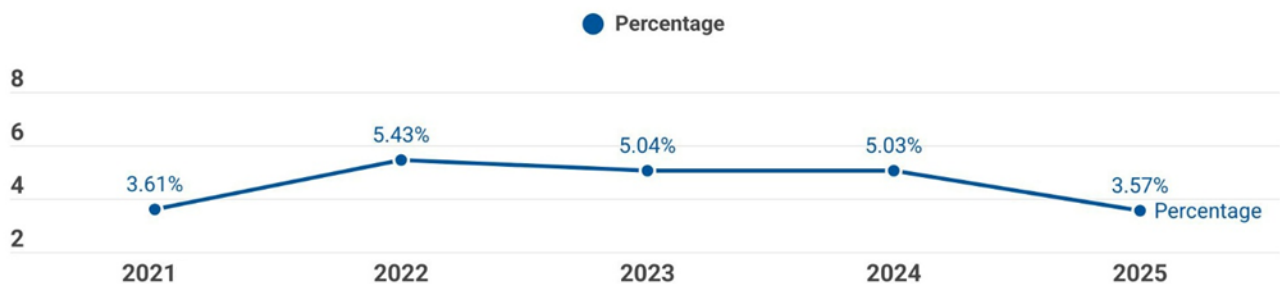
In 2025, YRT Enforcement strengthened collaboration with community partners through initiatives such as joint operations with YRP and 360°kids outreach workers. These initiatives emphasized engagement, education and enforcement across YRT properties and services within Aurora, Newmarket (1 District), Richmond Hill, Vaughan and Markham (2 District) areas. As a result, community partner engagement occurrences increased by 165% compared to 2024.

YRT Enforcement continued to strengthen partnerships with local community support agencies, ensuring officers are well-equipped to support individuals who are vulnerable, at-risk or experiencing homelessness. Participation in the York Region Cold Weather Response Plan and Heat Relief Strategy further enables officers to connect individuals with critical resources during extreme weather conditions. Officers are encouraged to facilitate referrals and are authorized to provide transportation to individuals seeking access to community support, shelters and emergency housing.

YRT ridership reached a record high of 23.7 million in 2025, representing a 0.3% increase compared to 2024. During this period, YRT reported a 16.9% increase in assistance-related occurrences and a 44.8% increase in alarms on or in relation to YRT property and services. In response to this increased demand, YRT Enforcement officers were trained and equipped with Naloxone, enhancing their capability to provide immediate aid to individuals experiencing opioid-related medical emergencies.

YRT Enforcement is responsible for fare revenue protection across all YRT services. In 2025, the fare evasion rate for Viva services, operating under an off-board fare collection model, was 3.57%, resulting in an estimated \$1.1 million in revenue loss. Throughout 2025, YRT frontline staff took a balanced approach to fare inspection, increasing the number of inspections conducted while travelling throughout the system. This balanced approach increases enforcement visibility and encourages higher fare compliance. Throughout the year, uniformed officers conducted approximately 185,000 fare inspections and identified more than 6,600 evasions. A five-year comparison of YRT's annual fare evasion rate is provided in Figure 2, illustrating a continued reduction in evasion rates following post-pandemic increases.

Figure 2
York Region Transit Annual Evasion Rates



Transit customer experience is enhanced by the presence of Enforcement officers

YRT Enforcement remained committed to supporting a positive and respectful customer experience while carrying out enforcement activities. In 2025, officers reported over 16,000 customer service interactions, primarily related to YRT services, fares and travel assistance. A key initiative included enhanced customer experience training provided to YRT Enforcement to promote a better understanding of the customer journey and strengthen officers' ability to communicate confidently and professionally during enforcement interactions.

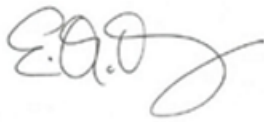
YRT Enforcement is also responsible for the collection and management of closed-circuit television (CCTV) footage from all YRT facilities and vehicles. CCTV requests support a range of operational and investigative needs, including motor vehicle collisions, legal claims, safety and security occurrences and police investigations. In 2025, staff responded to over 3,100 CCTV requests, representing a 5.6% increase over 2024.

Through these activities, YRT Enforcement continued to support a safe, secure and comfortable transit environment for customers while protecting Regional assets. In accordance with the Joint Services Agreement, a copy of the 2025 York Region Transit Enforcement and Security Annual Report will be forwarded to York Regional Police Service Board.

For more information on this memo, please contact Richard Montoya, Director – Transit, Operations and Services 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 21, 2026
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Attachments (1)

Attachment 1 – 2025 Annual Report -YRT Enforcement and Security (17155953)