



2025 Annual Report

York Region Transit Enforcement and Security





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Background

In September 2005, York Region Transit (YRT) launched its Viva rapid transit service, which 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. Through this partnership, the YRT Enforcement and Security section provides transit revenue protection and security services in collaboration with York Regional Police.

The Transit Special Constable program began as an 18-month pilot project with the launch of Viva. In June 2007, the Ministry of Community Safety and Correctional Services granted the program permanent approval.

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, Transit Enforcement and Security must provide an annual report to the Toronto and York Regional Police Services Boards. This report outlines all Special Constable activities, including recruitment, training, complaints and statistical data. It also summarizes all YRT Enforcement and Security activities for both classes of positions: Special Constables and Fare Media Inspectors.

In 2025, YRT had an approved workforce of 23 Special Constables and seven Fare Media Inspectors.



Year in Review

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Effective April 1, 2024, the *Police Service Act* was repealed and replaced with the *Community Safety and Policing Act, 2019* (CSPA), to modernize policing and enhance community safety.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

Table 1: Safety and Security Incidents

Incident Type	2024	2025	% Decrease
Disorderly conduct*	1,173	1,137	3%
Crimes against property**	295	228	22.7%
Trespassing	437	347	20.5%

* Including crime categories provincial offences and security-related occurrences

** Including mischief and fraud in relation to fares

Community Partnerships and Community Engagement supporting transit riders

YRT Enforcement significantly expanded community partner engagement initiatives in 2025, including 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.

Fare Revenue Protection and Customer Experience

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 Table 8, illustrating a continued reduction in evasion rates following post-pandemic increases.

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.

Closed-Circuit Footage

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.



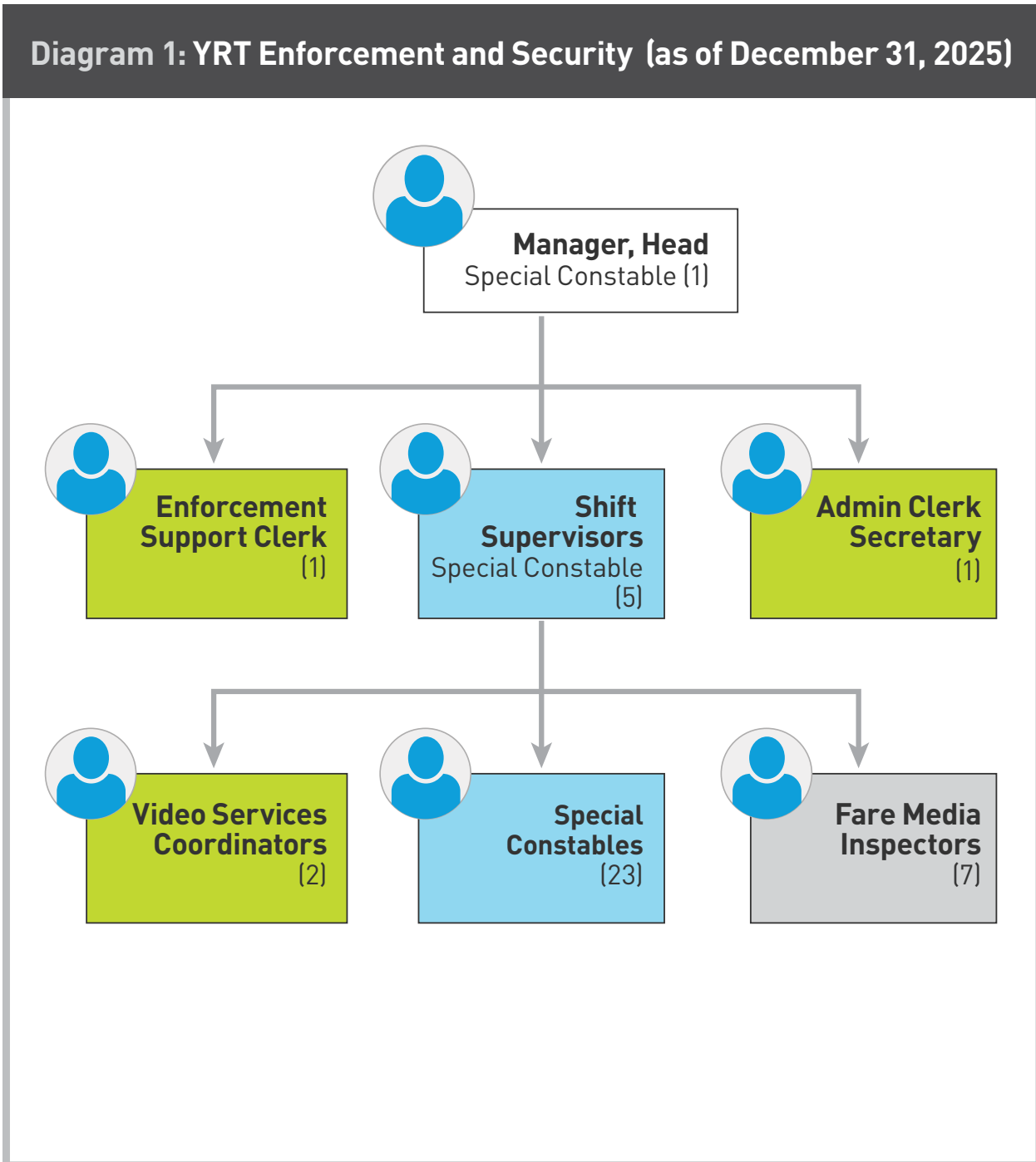
Supervision

YRT Enforcement and Security consists of 40 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 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.

Diagram 1: YRT Enforcement and Security (as of December 31, 2025)



Appointments

In 2025, YRT did not have any new appointments.

Table 2: 2025 Special Constable Appointments (January 1 to December 31)

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

Table 3: Attrition (January 1 to December 31)

Terminations	Suspensions	Resignations	Retirements
0	0	3	0



Training and Professional Development

In 2025, in addition to annual recertification training, YRT Enforcement and Security participated in several training sessions with a focus on completing the Thematic Training mandated by the *Community Safety and Policing Act, 2019*.

Table 4: 2025 Operational Training

Course/Topic	Delivered by	Duration	Number of Staff Trained
AODA: Accessible Customer Service	York Region	20 mins	4
AODA: Creating Access	York Region	45 mins	4
Basic Special Constable Training	Control Institute	31 days	2
Basic Fare Media Inspector Training	Control Institute	9 days	4
Before Operational Stress	Wayfound Mental Health Group	8 hrs	13
Coaching for High Performance and Development	York Region	1 hr	3
Coaching Through Character	York Region	2 hr	2
Code of Conduct	York Region	30 mins	22
Corporate Purchasing	York Region		4
Corporate Privacy Policy	York Region	30 mins	28
CX - Communicating with Confidence	York Region	3 hrs	16
Crisis Intervention	Canadian Training Institute	7 hrs	4
Culture through design	York Region	1 hrs	2
CX 101 Leadership Training	York Region	1.5hrs	1
Defensive Driving	York Region	7 hrs	11
Defensive Driving Essentials	York Region	1.5 hrs	19
Difficult Conversations	York Region	20 mins	1
Emergency Management and Business Continuity Essentials	York Region	30 mins	4
eProcure	York Region	5 hrs	1
Fire Safety Training	York Region	20 mins	29
Foundations of DEI	York Region	1.5 hrs	1
Health and Safety for Mngt.	York Region	7 hrs	1
Indigenous Engagement and Awareness Training	York Region/YRP	1 day	1
Introduction to eDOCs	York Region	45 mins	1

Table 4: 2025 Operational Training

Course/Topic	Delivered by	Duration	Number of Staff Trained
Leadership and Use of Force Recertification	Control Institute	1 day	6
Lead through Change	York Region	30 mins	3
Let's talk about Racism	York Region	1 hr	1
Liquid Fuels Handling Safety	York Region	30 mins	14
Managing in a Unionized Environment	York Region	2 hrs	1
Master the 3 I's of Engagement	York Region	1 hr	2
Mental Fitness	York Region	1 hr	14
New Employee Workshop	York Region	2 hrs	4
OHS Act Overview	York Region	30 mins	4
Power of Active Listening	York Region	3 hrs	3
Power of the Coach Approach	York Region	3 hrs	1
Procurement Bylaw Basics 101	York Region	3 hrs	1
Progressive Discipline	York Region	3 hrs	1
Queen's Mental Health Certificate	Queen's University	7 hrs	2
Respect in the workplace	York Region	1hr	7
Supervisor H&S 5 Steps	York Region	1 hr	1
Standard First Aid CPR/AED	Heaven Can Wait	1 day	17
Use of Force Recertification	Control Institute	3 day	13
Use of Force Requalification (Special Constables) Certified Trainer	Ontario Police College	14 days	1
WHMIS – Full Course	York Region	1.5 hrs	4
WHMIS - Refresher	York Region	30 mins	23
Workplace Inspection Training	York Region	45 mins	1
360 Kids – Youth engagement and services	360 Kids	1.5hr	18
4 Seasons of Reconciliation	York Region	3 hrs	2



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

Course/topic	Staff trained
2SLGBTQ+	3
Basic Online Investigations	1
Observational Awareness	1

Table 6: Ontario Police Video Training Alliance (OPTVA)

Course/topic	Staff trained
Module 1: Human Rights	20
Module 2: Systemic Racism	18
Module 3: Ontario's Diverse, Multiracial & Multicultural Society	19
Module 4: The Rights and Cultures of First Nations, Inuit and Metis Peoples	18
Security from Trespass and Protecting Food Safety Act	2
Incident Command 100	3
IMS 100	3
Collection of Identifying Information in Certain Circumstances	2

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 (COCPA)
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
- Mobile data terminal – digital notebook
- Flashlight with a carrier
- Forge cap/baseball cap
- Reflective safety vest
- Naloxone



Reporting

In 2025, Enforcement and Security investigated 13,921 occurrences and incidents. In 2022, Enforcement reporting was updated to better align with York Regional Police reporting formats and to improve data categories.



Table 7: 2025 Reporting Statistics

Incident type/category	Subcategory	2024	2025	
Crime categories**	Crimes against persons	156	171	
	Crimes against property	295	228	
	Drug violations (CDSA)	19	37	
	Other criminal code	93	94	
	Traffic violations	3	4	
	Weapons violations	6	11	
	Total	572	545	
Incident type/category	Subcategory	2024	2025	
General occurrences	Alarm	58	84	
	Assistance	912	1,067	
	Community partner engagement	23	61	
	Fare evasion	137	75	
	Lost and found	224	196	
	Missing persons assistance	9	21	
	Motor vehicle collisions (MVC)	30	18	
	Property damage**	119	131	
	Safety and security concern**	45	45	
	Administrative occurrences	1	0	
		Total	1,558	1,701
	Incident type/category	Subcategory	2024	2025
Provincial offences**	Highway Traffic Act	0	0	
	Liquor License Act	33	20	
	Mental Health Act	16	9	
	Safe Streets Act	8	6	
	Trespass to Property Act	437	347	
	Total	494	416	
Incident type/category	Subcategory	2024	2025	
Other	CCTV video services	3,023	3,193	
	Transit bylaw offences	9,209	8,064	
	Total	12,232	11,256	
Total Overall Occurrences		15,238	13,921	

* Includes Transit By-law Enforcement Actions (NOTE: FOI Requests not included)

** Included in Disorderly Conduct

The top three incident occurrence types investigated by Enforcement and Security in 2025 were disorderly conduct, crimes against property and trespassing. This trend aligns with the increase in ridership and is consistent with patterns reported in 2024. Although CCTV securement\downloads represented the largest number of recorded occurrences, they are considered administrative in nature and are therefore not included among the top incident types.

Property

In 2025, Enforcement and Security processed 1651 pieces of property into evidence lock-up. The increase in lost and found property was directly related to higher ridership levels as service continued to return to pre-pandemic volumes. Property that was secured as lost and found, or no longer required for court or investigative purposes, was either returned to the lawful owner or disposed of in accordance with Enforcement and Security's property disposal policy.

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

Complaints

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

Serious complaints involving Special Constables are reviewed by the Manager. If the allegations meet 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, 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; or
- Evidence exists but, even if believed, would not constitute misconduct; or
- The identification of the Special Constable or Fare Media Inspector involved cannot be established

Substantiated

- The complaint is supported by statements and/or evidence

Informal resolution

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

Investigation of Complaints

Complaints	Investigated by YRT	Investigated by YRP	Resolved	Outstanding
35	35	0	35	0

Complaints by Position

Complaint type	Received	Unsubstantiated	Substantiated	Informal resolution
Special Constable	28	26	2	2
Fare Media Inspector	7	7	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

Table 8: Criminal Code of Canada occurrences

Section number/occurrence type	2021	2022	2023	2024	2025
Sec. 129 Obstruct Peace Officer	2	4	0	4	18
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	0	0	0	0	0
Sec. 368 Uttering forged document	0	0	0	1	0
Sec. 380 Fraud under \$5,000	0	0	0	0	0
Sec. 393 Fraud in relation to fares	81	84	162	145	90
Total	83	88	162	146	108

Provincial offences

Occurrence type	2021	2022	2023	2024	2025
Liquor Licence Act	44	72	27	33	20
Trespass to Property Act	210	256	442	437	347
Mental Health Act (Incidents)	21	25	17	16	9
Safe Streets Act (Incidents)	9	6	8	8	6
Total	284	359	494	494	382

Revenue protection statistics

Year	Provincial Offence Tickets Filed	Fine Revenue Recovery Amount
*2021	2,276	\$113,912
*2022	4,269	\$251,659
2023	6,765	\$440,928
2024	5,421	\$381,737
2025	3,977	\$264,600

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

Annual system inspections and evasions

Year	Fares inspected	Evasions	Evasion rate (%)
*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
2025	185,052	6,609	3.57

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



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