



Office of the Commissioner
Transportation Services Department

MEMORANDUM

To: Members of Committee of the Whole

From: Paul Jankowski
Commissioner of Transportation Services

Date: April 17, 2019

Re: York Region Transit 2018 Enforcement and Security Annual Report

This memorandum provides a summary of the York Region Transit (YRT) 2018 Transit Enforcement and Security Annual Report.

Special Constables activities are reported to the York Regional Police Services Board, as required under the Joint Services Agreement

Under obligatory requirements, pursuant to the Joint Services Agreement, a copy of the YRT Enforcement and Security Annual Report (Attachment 1) is to be provided to York Regional Police (YRP) Services Board each year

YRT Special Constables have Peace Officer powers, as set out in the Criminal Code of Canada. These include enforcement of offences related to Obstructing or Resisting a Peace Officer, Obstructing Justice, False Pretenses, Forgery, Uttering a Threat, Forged Document, Fraud Under \$5,000 and Fraud in relation to fares.

The 2018 Annual Report outlines enforcement and security staffing levels, affiliations and associations, job functions and reporting requirements, statistics related to complaints, occurrences and fines, professional development and training, major accomplishments and community outreach initiatives and achievements.

In addition to providing safety, security and revenue protection in 2018, staff engaged over 420,000 travellers through fare inspections, security and customer service

Staff responds to many different kinds of requests. In addition to fare inspections and security services, other services provided by YRT Enforcement and Security include:

- Traveller assistance - Helping travellers with transit information who are lost or appear to be in crisis or distress
- Closed Circuit Television (CCTV) services - Retrieving and reviewing on-bus CCTV footage to investigate on-bus incidents, accident investigations, fare disputes, legal claims, safety and security concerns and police requests
- Property-related services - Investigating damaged property from vandalism and lost property found on the system

In 2018, the top number of services rendered included traveller assistance, property and CCTV services. As well, enforcement staff was involved in over 215 incidents of assisting travellers with security and medical support. Video services continue to increase to support York Region Risk Management, York Regional Police and YRT Operations in securing footage captured on transit property.

In 2018, York Region Transit Enforcement and Security was committed to improving the traveller experience through expanding on front-line staff training and enhancing engagement with our most vulnerable travellers

Staff training and certification sessions surrounding mental health, first aid and communications were conducted to better prepare front-line staff. Staff also continued to develop partnerships and staff awareness sessions with York Regional Police, The Centre for Dreams, The Salvation Army, Sutton Youth Shelter, Belinda's Place and 360Kids. These partnerships have assisted in opening up communication and building trust with our most vulnerable travellers.

Partnerships with York Regional Police and community groups provide additional training and outreach opportunities for staff

Staff participated in numerous events throughout the year, strengthening partnerships with various organizations and building strong relationships with the community:

- Youth in Policing Program
- An education session for New Canadian Students at Middlefield Collegiate

- The annual YRP Polar Plunge and the Law Enforcement Torch Run in support of Special Olympics Ontario
- Conducted safety and security initiatives with York Regional Police focusing on community outreach and visibility on the YRT system
- Attended community events including YRP's " We Belong" Pride Breakfast and the International Day for the Elimination of Racial Discrimination

Additional events and programs include:

- Partnered with Metrolinx and the Toronto Transit Commission to deliver the first Transit Special Constable Women's Symposium
- Central Ontario Crime Presentation Association quarterly events
- Attended career fairs at Durham College, University of Guelph Humber and Humber College
- Participated in an LGBTQ2S training session with members of the Transit Enforcement staff at the Toronto Transit Commission
- Hosted a community learning event for the Center for Dreams day program members
- Attended the Canadian Police and Peace Officers Memorial service at Parliament Hill in Ottawa
- Sponsorship and support for a family through the Big Brothers and Big Sisters of York holiday family program
- Participated in the United Way Annual CN Tower climb

Conclusion

In 2018, YRT Transit Enforcement and Security helped provide travellers with a safe and comfortable experience on the YRT system. Evasion rates and general occurrences on the system remained low and travellers benefited from additional education and outreach provided by staff.

The Regional Clerk will provide York Regional Police Services Board with the 2018 Annual Enforcement and Security Report, as required under the Joint Services Agreement.

For more information, please contact Ann-Marie Carroll, General Manager, York Region Transit at 1-877-464-9675 ext. 75677.

Paul Jankowski
Commissioner of Transportation Services

Bruce Macgregor
Chief Administrative Officer

Attachments (1)
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