



Office of the Commissioner  
Transportation Services

## Memorandum

To: Committee of the Whole  
From: Paul Jankowski, Commissioner of Transportation Services  
Date: May 3, 2018  
Re: **York Region Transit 2017 Enforcement and Security Annual Report**

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This memorandum provides a summary of the York Region Transit (YRT) 2017 Enforcement and Security Annual Report.

Staff reports Special Constable Activities to 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 Enforcement and Security Annual Report (Attachment 1) will be provided to York Regional Police Services Board.

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 Pretences, Forgery, Uttering a Threat, Forged Document, Fraud Under \$5,000 and Fraud in relation to fares.

The 2017 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 2017, staff engaged over 489,000 travellers through fare inspections, security and assistance

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:

May 3, 2018

## York Region Transit 2017 Enforcement and Security Annual Report

- Traveler Assistance - helping travelers who are lost or appear to be in crisis or distress.
- Closed Circuit Television services - retrieving and reviewing on-bus Closed Circuit Television (CCTV) coverage to investigate on-bus occurrences, 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 2017, the top number of occurrences included traveler assistance, property and CCTV services. In 2017, enforcement staff was involved in over 230 incidents of assisting our travelers with security and medical support. Video services continue to increase in support of York Region Risk Management, York Regional Police and YRT Operations in securing footage captured on transit property.

In 2017, Enforcement and Security was committed to improving the level of service provided to travellers, including those most vulnerable

Staff training and certification sessions surrounding mental health, emergency preparedness and diversity were conducted to better prepare front-line staff. Staff also continued to develop partnerships and staff awareness sessions with York Regional Police, Alzheimer's Society of York Region, The Centre of Dreams and 360Kids.

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

2017 partnerships with York Regional Police included:

- Fare evasion outreach initiatives on the YRT system
- Youth in Policing Program
- New to Canada event at Unionville High School
- Cops for Cancer York Region
- Polar Plunge in support of Ontario Special Olympics
- Welcome event for new Syrian refugees
- Mindfulness and resiliency presentation with York Regional Police

Additional events and programs included:

- Incident Management Systems training
- Workplace Wellness training provided by the Canadian Mental Health Association
- Central Ontario Crime Presentation Association quarterly events
- Centre of Dreams education and award recipient

May 3, 2018

York Region Transit 2017 Enforcement and Security Annual Report

- Alzheimer's Society of York Region Dementia and Alzheimer's awareness training
- Mohawk and Humber College Career Fair
- Association of Black Law Enforcers 25<sup>th</sup> Annual Scholarship Awards Ball
- Big Brothers Big Sisters of York Adopt a Family Program

Bill 175, the *Safer Ontario Act, 2018*, will bring new responsibilities as a Special Constable employer

Bill 175, the Safer Ontario Act, 2018 received Royal Assent on March 8, 2018. The Act includes changes to the Police Services Act with respect to oversight of special constables. These changes will directly impact the operations of YRT Enforcement and Security. Further details on these legislative changes will be provided in a Report of the Regional Solicitor at Committee of Whole on May 10, 2018

## Conclusion

In 2017, Enforcement and Security provided 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 the additional education and outreach that staff provided.

The Regional Clerk will provide York Regional Police Services Board with the 2017 Annual 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

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Paul Jankowski  
Commissioner of Transportation Services

AMC/rk

Attachment (1)

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# 2017 Annual Report

YORK REGION TRANSIT ENFORCEMENT AND SECURITY



# Contents

Background.....	2
Staffing.....	3
Supervision .....	3
Staffing changes .....	3
Training and Personal Development.....	4-5
Affiliations and Associations.....	6
Equipment .....	6
Reporting.....	7
Property.....	8
Complaints.....	8
Use of force .....	9
Statistics .....	10
2017 enforcement statistics .....	10
2017 revenue protection statistics.....	10
Community Partnerships and Outreach.....	12



## Background

In September 2005, York Region Transit (YRT) 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 (YRP).

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 Enforcement and Security expanded into the City of Toronto through a formalized agreement with the Toronto and York Regional Police Services Boards. The agreement permits staff to administer Transit's By-law and perform their duties consistently across the YRT system.

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 activity including recruitment, training, complaints and statistics. The annual report includes all YRT's Enforcement and Security's activities including both classes of positions: Special Constables and Fare Media Inspectors.

In 2017, YRT had an approved workforce of 20 Special Constables and 10 Fare Media Inspectors.

# Staffing

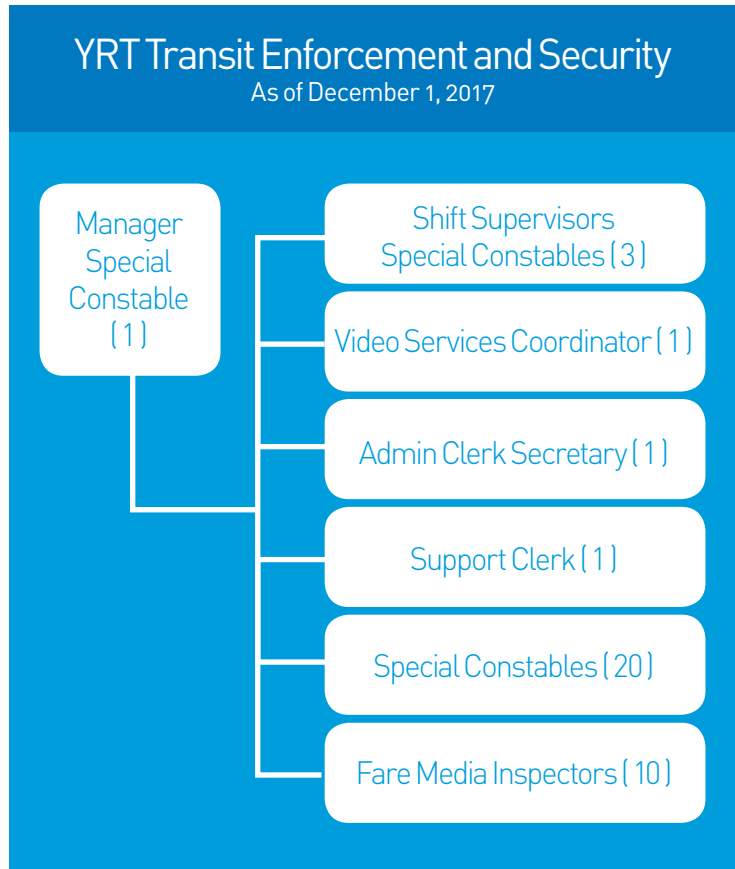
## Supervision

In 2017, the YRT Enforcement and Security unit consists of 37 positions.

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, and maintain revenue protection through fare inspection.

Fare media Inspectors perform additional fare inspection duties. Both positions perform customer service functions.



## Staffing Changes

In 2017, there were three appointments to YRT's Enforcement and Security unit and one Special Constable resigned. In addition, five Fare Media Inspectors were hired filling vacant Inspector positions due to retirement, promotion and temporary leaves.



### Appointments ( January 1 to December 31 )

Total applications	New	Resumed	# of Special Constables
3	2	1	3

### Attrition ( January 1 to December 31 )

Terminations	Suspensions	Resignations	Retirements
0	0	1	0



# Training and Professional Development

In 2017, outside annual recertification training, YRT Enforcement and Security participated in a number of training sessions surrounding improving service to a diverse customer base, emergency management and serving vulnerable travellers.



Mandatory			
Course / topic	Delivered by	Duration	# of staff
Annual Use of Force Recertification	The Control Institute Professional Vendor	24 hours	19
Basic Special Constable Training	The Control Institute Professional Vendor	4 weeks	3
Basic Fare Inspector Training	The Control Institute Professional Vendor	2 weeks	3
Basic Fare Inspector Refresh	The Control Institute Professional Vendor	24 hours	6
Standard First Aid & CPR Recertification ( * full course )	FAST ( First Aid Safety Training c / o YRT instructor )	8 hours	6 *

Outreach and Awareness			
Course / topic	Delivered by	Duration	# of staff
Annual Training Forum 2017	Regulatory Compliance and Enforcement Council	3 days	3
Basic Emergency Management	GO Transit / Metrolinx	2 days	4
Blue Line Expo 2017	Blue Line	1 day	3
Crime Prevention Through Environmental Design (C.P.T.E.D.) Level 1	C.P.T.E.D. Professional Training Centre	4 days	1
Crisis Intervention with the Hostile / Aggressive Individual	Canadian Training Institute	2 days	5
Dale Carnegie Leadership Training	Dale Carnegie Training	4 days	1
Dementia and Alzheimer Awareness	Alzheimer Society of York Region	2 hours	14
Disability Training – (A Journey beyond the Label)	The Centre for Dreams	4 hours	16
Drug & Narcotic Awareness	York Regional Police	4 hours	25
Incident Management Systems (IMS100)	Emergency Management Ontario ( Online )	4 hours	32
Incident Management Systems (IMS200)	GO Transit / Metrolinx - Emergency Management	2 days	2
Incident Management Systems (IMS200)	York Region	2 days	18
Introductory Tactical Use of the Internet Seminar 2017	Regulatory Compliance and Enforcement Council	1 day	3
Municipal Law Enforcement Officer's Association of Ontario Summit 2017	Municipal Law Enforcement Officer's Association of Ontario	5 days	1
Ontario Smoke Free Act 2017	York Regional Police	2 hours	1
Rail Safety Training	GO Transit / Metrolinx	1.5 Hours	19



### Outreach and Awareness

Course / topic	Delivered by	Duration	No. staff
Respect in the Workplace/ Code of Conduct	York Region – Human Resources	1.5 hours	29
Subway Familiarization Training	Toronto Transit Commission (TTC)	3 hours	23
The Mindful Cop	York Regional Police	1.5 hours	19
TYSSE Orientation Training	YRT Safety and Training	3 hours	34
Urban Public Transit – Policing and Security Conference	Canadian Urban Transit Association	3 day	2
Workplace Wellness	Canadian Mental Health Association	1 day	4
YorkLEADS 101	York Region	6 days	3
YRT services and the YYSSE	YRT Marketing and Communications	1 hour	8

### External and Canadian Police Knowledge Network (CPKN)

Course / topic	Delivered by	No. staff
Coach Officer Training	Canadian Police Knowledge Network (CPKN) training	2
Crisis Intervention and De-escalation	CPKN training	25
Homelessness Awareness	CPKN training	3
Recognition of Emotionally Disturbed Persons	CPKN training	3
Scenario Based Mental Health and De-escalation Training	CPKN training	27
Terrorism Event Pre-Incident Indicators	CPKN training	3
Youth at Risk	CPKN training	2



### **Affiliations and Associations**

YRT Enforcement and Security maintains membership 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. Prosecutors' Association of Ontario (PAO)
6. Ontario Police Video Training Alliance (OPVTA)
7. Canadian Police Knowledge Network (CPKN)
8. ASIS International
9. Regulatory Compliance and Enforcement Council (RCEC)
10. Canadian Urban Transit Association (CUTA)
11. Ontario Public Transit Association (OPTA)

### **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 OC foam with carrier
- Serialized memo book with carrier
- Flashlight with carrier
- Forge cap / hard hat
- Reflective safety vest

# Reporting

In 2017, YRT Enforcement and Security investigated 4,733 occurrences. They are listed here by category.



## Reporting Trends ( 2014– 2017 )

Occurrence type	2014	2015	2016	2017
Assault	19	21	30	37
Assistance ( assist passenger / medical )	145	154	125	237
Bomb threat	1	1	0	0
Breach of probation	0	0	0	0
Damage to property	116	120	98	85
Digital audio request	2	5	2	1
Disturbance	46	51	41	88
Drugs / drug paraphernalia	15	7	5	5
Fare dispute	18	21	32	49
Fire	4	4	4	0
Fraud	29	60	106	96
Indecent act	0	2	5	2
Information	15	6	30	47
Mischief	2	3	8	9
Missing person ***	2	5	121	7
Motor vehicle collision	17	11	11	21
Obstruct peace officer	0	0	1	8
Other	10	9	12	0
Policy violation	2	1	2	1
Property *	478	593	992	861
Robbery	1	0	1	1
Safety / security concern	62	49	46	113
Safety / security hazard	8	5	15	9
Seized video	2,395	1,955	2,304	2,926
Special detail / request to investigate **	164	58	65	93
Suspicious incident	9	15	23	9
Terrorist incident	0	0	0	0
Theft	4	5	3	3
Uttering threats	2	4	7	9
Vehicle concerns	0	2	0	12
Warrants – arrest	1	0	3	1
Weapons	4	2	0	3
<b>Totals</b>	<b>3,571</b>	<b>3,169</b>	<b>4,092</b>	<b>4,733</b>

\* Lost and found property processed by YRT 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.

\*\*\* Missing person reports are supplied by police. This was not formally captured before 2016.



**In 2017, seized video, lost and found property and assistance (assist passenger / medical) were the top three types of occurrences investigated by YRT Enforcement and Security.**

### **Property**

In 2017, YRT Enforcement and Security processed 861 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 YRT Enforcement and Security policy for disposal of property.

All money is turned over to the YRT Finance section 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 YRT 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 the 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 YRT 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**

- Complaint found to be supported by statements 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
55	55	0	55	0

**Complaints by Position**

Position	Received	Unsubstantiated	Substantiated	Informal Resolution
Special Constable	19	19	0	0
Fare Media Inspector	36	36	0	0

**Use of Force**

**Use of Force ( UOF ) Reporting**

Type of Force Used	Number of Incidents	UOF Report Submitted
Expandable baton	3*	3
OC foam	1 ( 1 * )	2

\* Equipment drawn but not deployed

# Statistics

<b>Criminal Code of Canada</b>				
<b>Section number and charge</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Sec. 129 Obstruct Peace Officer	0	0	1	8
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	0	1
Sec. 380 Fraud under \$5,000	0	0	0	0
Sec. 393 Fraud in relation to fares	29	60	106	96
<b>Total</b>	<b>29</b>	<b>60</b>	<b>107</b>	<b>104</b>

<b>Provincial Offences</b>				
<b>Occurrence type</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Liquor License Act	7	9	4	20
Mental Health Act	4	3	2	27
Trespass to Property Act	0	2	0	2
<b>Total</b>	<b>11</b>	<b>14</b>	<b>6</b>	<b>49</b>

<b>2017 Revenue Protection Statistics</b>			
<b>Provincial offences</b>		<b>Fine revenue recovery</b>	
<b>Year</b>	<b># of tickets filed</b>	<b>Year</b>	<b>Amount</b>
2014	5,288	2014	\$266,740
2015	5,907	2015	\$321,880
2016	5,947	2016	\$351,554
2017	6,431	2017	\$353,955

<b>Annual System Inspections and Evasions</b>			
<b>Year</b>	<b>Fares inspected</b>	<b>Evasions</b>	<b>Evasion rate (%)</b>
2014	664,840	6,655	1.00
2015	498,203	7,338	1.47
2016	475,360	8,537	1.80
2017	489,954	8,187	1.67

<b>Fare Box Unclassified Revenue by Contractor</b>			
<b>Contractor</b>	<b>Revenue (\$)</b>	<b>Unclassified revenue (\$)</b>	<b>Unclassified revenue (%)</b>
Transdev	4,340,388.17	109,565.94	2.52
Miller Transit	2,343,615.27	51,357.24	2.19
Tok Transit	1,163,627.82	30,906.07	2.66

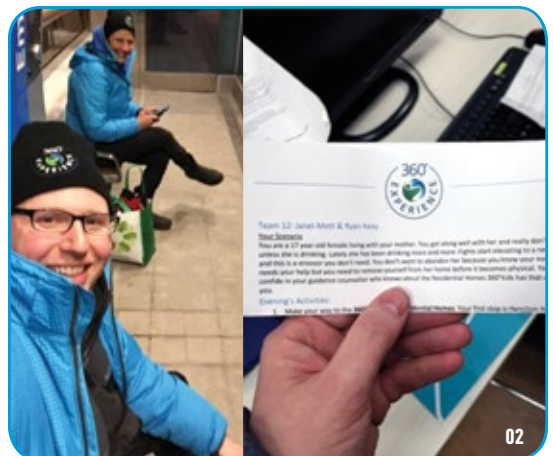




# Community Partnerships and Outreach

## 2017 York Regional Police Partnerships and Community Outreach:

- Participated in the 2017 York Regional Police (YRP) Polar Plunge in support of Ontario Special Olympics
- Participated and raised funds for Cops for Cancer where staff shaved their heads in support of the Canadian Cancer Society
- Participated in a Syrian refugee event, hosted by YRP, at the Community Safety Village in Whitchurch-Stouffville
- Conducted a joint initiative with YRP to address reported incidents of mischief across Davis Drive
- Enforcement and YRP Community Resource Officers hosted an information and outreach session for participants in their Youth in Policing Initiative (YIPI) program
- Partnered with YRP in attending Unionville High and delivering a presentation to new Canadian students by educating them on transit safety and proper use
- Hosted a community learning event for The Centre for Dreams day program members
- Participated in the 360Kids Experience in support of youth homelessness, raising over \$2,000
- Hosted a Centre for Dreams education and awareness event for Transit staff
- Sponsored and supported a family through the Big Brothers and Big Sisters of York holiday family program
- A staff member received the Centre for Dreams Good Spirit Award





# COPS FOR CANCER HEAD SHAVE

**SATURDAY, APRIL 29, 2017**  
11 a.m. to 1 p.m.  
Upper Canada Mall

Join members of YRP, along with our partners from Ontario Provincial Police, Fire and Paramedic Services, York Region Transit, GO Transit and the Ontario SPCA.

To register, visit [www.copsforcancer.ca](http://www.copsforcancer.ca).

If you don't want to shave your head, please come out and support our team!



#C4CYORK



UPPER CANADA MALL  
*Gorgeous*

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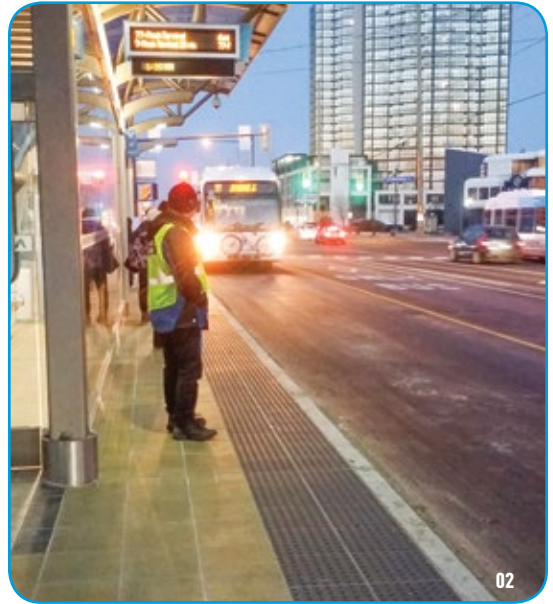
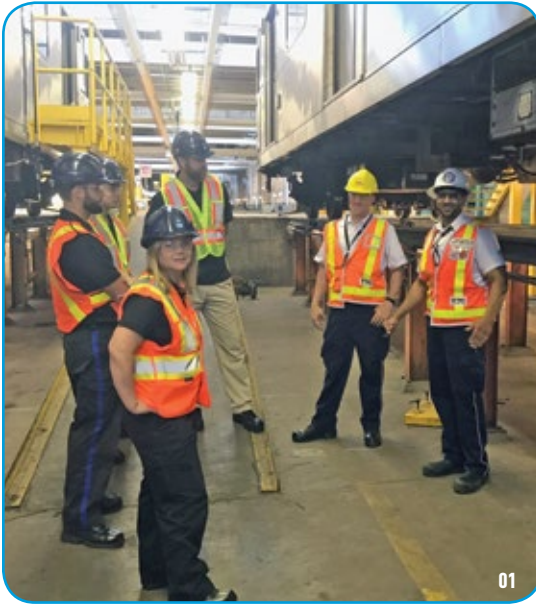


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- 01 Big Brothers and Big Sisters of York holiday family program
- 02 360 Kids Experience
- 03 Cops for Cancer fundraiser
- 04 Syrian refugee event at Community Safety Village
- 05 Unionville High education presentation for new Canadian students
- 06 Youth in Policing Initiative



**2017 Operations and Training Highlights:**

- Assisted in the launch of the Highway 7 West Rapidway
- Conducted a Transit Order Maintenance Sweep focusing on traveller safety and customer service
- Conducted a joint initiative with GO Transit Enforcement to address reported behaviors at Newmarket GO Bus Terminal
- Hosted a Transit staff education and training event with the Alzheimer Society of York Region
- Special Constables marched in the Canadian Police and Peace Officers 40<sup>th</sup> Memorial Service at Parliament Hill in Ottawa

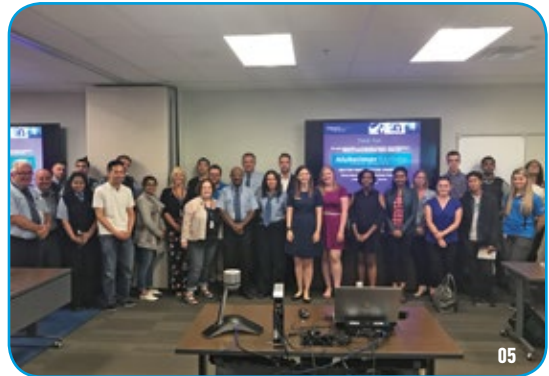
- Participated in incident management systems and track-level emergency awareness training for the TTC Line 1 Subway Extension launch
- Hosted the Canadian Mental Health Association (York Region Branch) full day Workplace Wellness workshop for managers and supervisors
- Participated in rail safety training with GO Transit and Metrolinx
- Facilitated two staff education sessions during Canada's Healthy Workplace month



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05



06

- 01 Rail Safety training session
- 02 Highway 7 West rapidway launch
- 03 Canadian Police and Peace Officer 40th Memorial service
- 04 Transit Order Maintenance Sweep (TOMS) initiative
- 05 Alzheimer Society staff Lunch 'n Learn
- 06 Centre for Dreams training session





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