

Clause 4 in Report No. 8 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on May 25, 2017.

4

York Region Transit 2016 Enforcement and Security
Annual Report

Committee of the Whole recommends adoption of the following recommendation contained in the report dated April 25, 2017 from the Commissioner of Transportation Services:

1. The Regional Clerk forward a copy of the 2016 Enforcement and Security Annual Report to York Regional Police Services Board, as required under the Joint Services Agreement.

Report dated April 25, 2017 from the Commissioner of Transportation Services now follows:

1. Recommendation

It is recommended that:

1. The Regional Clerk forward a copy of the 2016 Enforcement and Security Annual Report to York Regional Police Services Board, as required under the Joint Services Agreement.

2. Purpose

This report provides a summary of the York Region Transit (YRT/Viva) 2016 Enforcement and Security Annual Report. As required under the Joint Services Agreement, every year YRT/Viva provides York Regional Police Services Board with a copy of the Enforcement and Security Annual Report (Attachment 1).

3. Background

York Region Transit (YRT/Viva) is committed to providing travellers with a safe and enjoyable experience. Every day the Transit Enforcement and Security team helps to make this happen.

Staff reports Special Constable activities to the York Regional Police Services Board as required under the Joint Services Agreement

YRT/Viva 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 2016 Annual Report outlines staffing levels, affiliations and associations, job functions and reporting requirements, statistics related to complaints, occurrences and fines, professional development and major accomplishments. This year's report also outlines community outreach initiatives and achievements.

The Transit Bylaw and Joint Services Agreement with York Regional Police and the Memorandum of Understanding with Toronto Police, provide guidelines to ensure a consistent traveller experience

The Region's Transit Bylaw includes provisions for the enforcement of proper fare payment, safe conduct on the system, and protection of all travellers on public transit vehicles and facilities within the YRT/Viva system.

In 2010, the Chiefs of Police for York Region and the City of Toronto entered into a Memorandum of Understanding governing the terms under which Transit Special Constables may carry out their duties, as they pertain to YRT/Viva within the City of Toronto.

The Memorandum of Understanding outlines that the York Regional Police Services Board must forward a copy of the Enforcement and Security Annual Report to the City of Toronto Police Services Board.

4. Analysis and Implications

Staff engaged with over 500,000 travellers in 2016, providing them with customer service, safety and security

Enforcement and Security staff rides the system daily ensuring residents and visitors using YRT/Viva are provided a consistent and quality experience.

Staff continuously offers information and assistance to travellers on the correct way to use the YRT/Viva system through open-dialogue, communication campaigns and community outreach and engagement activities.

Traveller education, outreach and inspection standards resulted in an evasion rate of only 1.8 per cent on Viva in 2016

By combining traveller education and outreach with revenue protection, staff has been very successful in keeping fare evasion rates low. Almost six per cent of all travellers are inspected annually, with a fare evasion rate of only 1.8 per cent. In 2014, staff carried out a best practice review of peer agencies' experience with evasion rates. Rates ranged from under one per cent to five per cent, based on the type of system provided. The targeted YRT/Viva evasion rate of inspections is under two per cent.

In addition to keeping the system safe and cost effective, evasion and inspections rates help measure success of traveller education.

Staff regularly participates in high school and post-secondary school outreach programs to teach young adults why it is important to follow the rules of the system. They also hand-out information while on-street, and participate in community events to educate residents about the system and answer any questions about their roles and responsibilities in the community.

In addition to providing safety, security and revenue protection, in 2016, staff investigated and processed over 4,100 general occurrences

Staff respond to many different kinds of requests. For instance, common general occurrences include:

- Closed Circuit Television services - pulling and reviewing on-bus Closed Circuit Television coverage to investigate on-bus occurrences, accident investigations, fare disputes, legal claims, overall operations, driver complaints and police requests
- Traveller Assistance - helping travellers who are lost, distressed, impaired, have a cognitive disability, such as Alzheimer's, mental health issues or who may be suicidal
- Property Related Services - investigating damaged property from vandalism and lost property found on the system

In 2016, notable trends included the expansion of Closed Circuit Television services. Staff assists York Region Risk Management, York Regional Police and YRT/Viva operations in securing the footage captured on YRT/Viva property.

There was also an increase in the number of lost items recovered on the system. Cell phones, eye glasses and wallets are the most common items recovered. All items are processed in accordance with lost and found procedures.

Staff participated in training sessions and hosted community groups to raise awareness and develop new skills to better understand all travellers

In 2016, Enforcement and Security was committed to improving the level of service it provides travellers, including those most vulnerable. Staff training and certification sessions surrounding mental health, suicide prevention, diversity and conflict resolution were conducted to better assist front-line staff.

Staff also continued to develop partnerships and staff awareness sessions with The Center of Dreams and 360Kids.

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

2016 partnerships with York Regional Police included:

- Multiple fare evasion outreach initiatives on the YRT/Viva system
- Upgrading the public radio system used by uniformed staff
- Youth in Policing Program

- Toronto Torch Ride for Special Olympics
- Energy Weapons awareness training
- On-bus advertising campaign on diversity and hate crime prevention

Additional 2016 events and programs Enforcement and Security staff participated in included:

- Diversity Training with the Control Institute
- Central Ontario Crime Presentation Association Fraud Prevention Month
- Mohawk College Career Fair
- Transportation Safety Institute Transit System Security Course facilitated by the United States Department of Transportation
- Association of Black Law Enforcers 24th Annual Scholarship Awards Ball
- Applied Suicide Intervention Skills Training
- Central Regional Cancer Program
- Big Brother Big Sister of York Adopt a Family Program

5. Financial Implications

In 2016, York Region collected over \$350,000 in fine recovery

The Enforcement and Security team actively ensures YRT/Viva fare revenue collection, and conducts proof of payment inspection daily. In 2016, over 5,500 bylaw charges were issued. Fine revenue totalled \$351,554 and was collected and retained by York Region Court Services, as outlined in Table 1.

Table 1
2016 Provincial Offences

Year	Offences Issued notices	Revenue Collected (\$)
2013	4,099	203,978
2014	5,288	268,739
2015	5,907	321,880
2016	5,947	351,554

6. Local Municipal Impact

The YRT/Viva Enforcement and Security team improves the traveller experience by providing customer service, education, safety and security.

Local municipalities, residents and businesses benefit from a transit service that continues to improve the traveller experience with quality, safe and comfortable services.

7. Conclusion

In 2016, Enforcement and Security provided travellers with a safe and comfortable experience on the YRT/Viva 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 2016 Annual Report, as required under the Joint Services Agreement.

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

The Senior Management Group has reviewed this report.

April 25, 2017

Attachment (1)

7589862

Accessible formats or communication supports are available upon request



2016 Annual Report

YORK REGION TRANSIT ENFORCEMENT AND SECURITY

be moved.

VIVAnext

V
9847

Highway 404
VIVA

5118

Highway 404

VIVAVIVA VIVA VIVAVIVA

BR-144

VIVA
LITERO



Contents

- Background..... 2
- Staffing
 - Supervision 3
 - Appointments..... 3
- Affiliations and Associations..... 4
 - Equipment 4
- Training and Personal Development 5-6
- Reporting
 - Property 8
 - Complaints..... 8
 - Use of force 9
- Statistics 10
 - Revenue Protection 11
- Community Partnerships and Outreach..... 12



Background

In September 2005, York Region Transit (YRT/Viva) 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 York Regional Police Services Board to provide a Special Constable program for the new service. The YRT/Viva 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.

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 of Enforcement and Security's activities including both classes of positions; Special Constables and Fare Media Inspectors.

In 2016, YRT/Viva had an approved workforce of 19 Special Constables and 10 Fare Media Inspectors.

Staffing

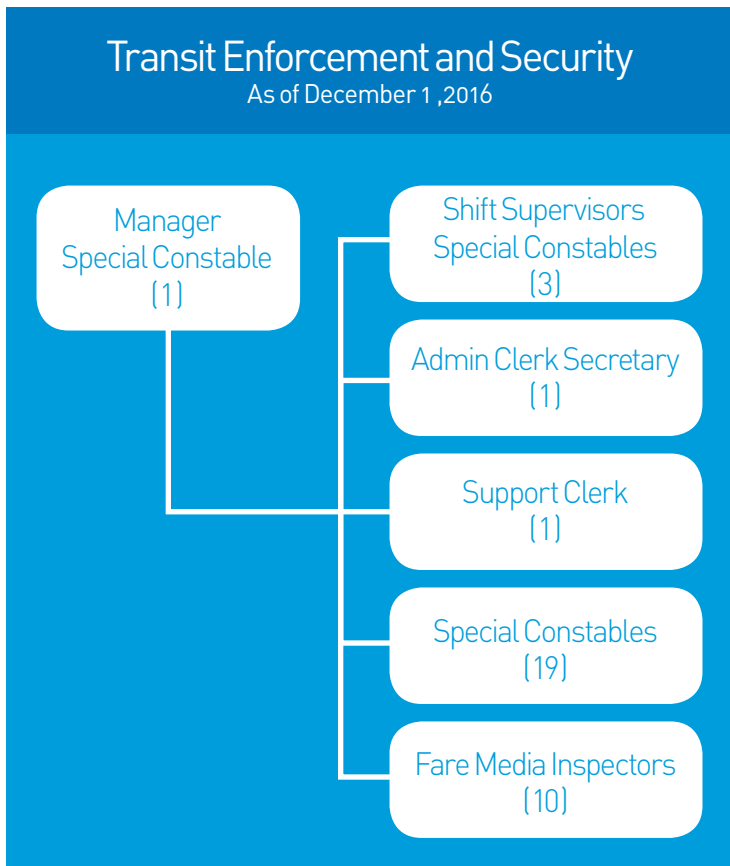
Supervision

The YRT/Viva Enforcement and Security unit consists of 35 positions.

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 provide additional fare inspection and customer service functions.



Staffing Changes

In 2016, there were five appointments to YRT/Viva Enforcement and Security and one Special Constable resignation.

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
5	5	0	5

Attrition (January 1 to December 31)

Terminations	Suspensions	Resignations	Retirements
0	0	1	0

Affiliations and Associations

YRT/Viva 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. Prosecutors' Association of Ontario (PAO)
5. Ontario Police Video Training Alliance (OPVTA)
6. Canadian Police Knowledge Network (CPKN)
7. ASIS International (ASIS)
8. Central Ontario Crime Prevention Association (COCPA)
9. Police Fitness Personal Ontario

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



Training and Professional Development

In 2016, outside of annual recertification training, Enforcement and Security staff participated in a number of additional training sessions on diversity and staff development.



Mandatory

Course / Topic	Delivered by	Duration	No. staff
Annual Use of Force Requalification	The Control Institute Professional Vendor	24 hours	16
Basic Special Constable Training	The Control Institute Professional Vendor	4 weeks	5
Basic Fare Inspector Training	The Control Institute Professional Vendor	2 weeks	3
Basic Fare Inspector Refresh	The Control Institute Professional Vendor	24 hours	5
Standard First Aid & CPR Requalification	FAST (First Aid Safety Training c/o YRT instructor)	8 hours	8

Outreach and Awareness

Course / Topic	Delivered by	Duration	No. staff
Diversity Competence as a Means for Success	Awakening Wave – Organizational Evolution	8 hours	31
Practical Strategies to Support Youth Living with FASD	Kennedy House Youth Services	8 hours	8
Applied Suicide Intervention Skills Training	LivingWorks	2 days	26
Conducted Energy Weapon Awareness Training	York Regional Police	3 hour	20
Sexual Violence Harassment Action Plan Community of Practice Conference	Hosted by Ontario Police College and Ministry of Community Safety and Correctional Services	3 days	1
Health & Wellness	York Regional Police – Jo-Ann Rutledge-Miles	1 hour	14
Call the Shots on Colon Cancer	Central Regional Cancer Program	1 hour	13
Terminal Refresh	York Region Transit – Safety & Training	4.5 hour	3
Disability Training – (A Journey Beyond the Label)	The Centre for Dreams	2 hours	18



Outreach and Awareness

Course / topic	Delivered by	Duration	No. staff
Crisis Intervention with the Hostile and Aggressive Individual	Canadian Training of Institute	2 days	9
YRT/Viva Enforcement: Prosecution Services Refresher	York Region Court Services: Prosecution	2 hrs	19
Blue Line Expo	Education Sessions	2 days	3
Lewis on Leadership	Lighthouse Leadership Services	8 hrs	3
Police Fitness Wellness Conference	PFPO	2 days	1

External and Canadian Police Knowledge Network (CPKN)

Course / topic	Delivered by	No. staff
Coach Officer Training	CPKN	4
Homelessness Awareness	CPKN	4
Customer Service in Police Environment	CPKN	4
Terrorism Event Pre-Incident indicators	CPKN	4
Recognition of Emotionally Disturbed Persons	CPKN	4
Youth at Risk	CPKN	4
Conducted Energy Weapons	CPKN	20
Crime Prevention Through Environmental Design (CPTED) Level 1	CPTED Professional Training Centre	1
Crime Prevention Through Environmental Design (CPTED) Level 2	CPTED Professional Training Centre	1
Transit Bus System Safety	Transit Safety Institute	5

Reporting

In 2016, Enforcement and Security investigated 4,095 occurrences, listed by category.



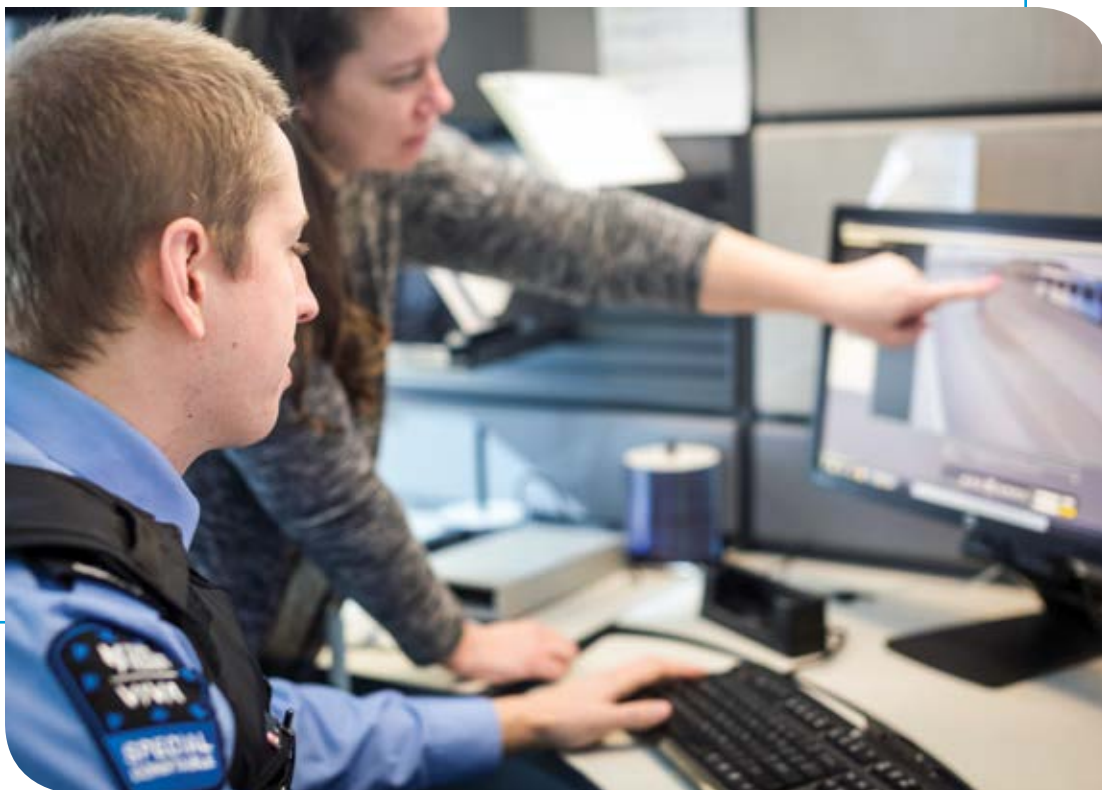
Reporting Trends (2013 – 2016)

Occurrence type	2013	2014	2015	2016
Assault	14	19	21	30
Assistance (assist passenger / medical)	133	145	154	125
Bomb threat	1	1	1	0
Damage to property	67	116	120	98
Digital audio request	0	2	5	2
Disturbance	84	46	51	41
Drugs / drug paraphernalia	7	15	7	5
Fare dispute	15	18	21	32
Fire	2	4	4	4
Fraud	43	29	60	106
Indecent act	2	0	2	5
Information	7	15	6	30
Mischief	1	2	3	8
Missing person ***	7	2	5	121
Motor vehicle collision	9	17	11	11
No category	4	0	0	3
Obstruct peace officer	0	0	0	1
Other	5	10	9	12
Policy violation	1	2	1	2
Property *	338	478	593	992
Robbery	0	1	0	1
Safety / security concern	42	62	49	46
Safety / security hazard	4	8	5	15
Seized video	1,660	2,395	1,955	2,304
Special detail / request to investigate **	30	164	58	65
Suspicious incident	3	9	15	23
Theft	3	4	5	3
Uttering threats	3	2	4	7
Vehicle concerns	1	0	2	0
Warrants – arrest	1	1	0	3
Weapons	5	4	2	0
Totals	2,492	3,571	3,169	4,095

* Lost and found property processed by YRT/Viva 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 2016, seized video, lost and found property and assistance (assist passenger/medical) were the top three types of occurrences investigated by Enforcement and Security staff.

Property

In 2016, staff processed 992 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 policy for disposal of property.

All monies are turned over to YRT/Viva Finance and all items of value are donated to local charities. 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 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 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 from management and referral to education, training or various forms of mediation

Complaint Investigations

Complaints	by YRT/Viva	by YRP	Resolved	Outstanding
53	53	0	53	0

Complaints by Position

Position	Received	Unsubstantiated	Substantiated	Informal Resolution
Special Constable	7	7	0	0
Fare Media Inspector	46	24	0	0

Use of Force (UOF) Reporting

Type of Force Used	Number of Incidents	UOF Report Submitted
Expandable baton	0	0
OC foam	1	1

Statistics

Criminal Code of Canada

Section number and charge	2013	2014	2015	2016
Sec. 129 Obstruct Peace Officer	0	0	0	1
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	1	0	0	0
Sec. 380 Fraud under \$5,000	1	0	0	0
Sec. 393 Fraud in relation to fares	38	29	60	106
Total	39	29	60	107

Provincial Offences

Occurrence type	2013	2014	2015	2016
Liquor License Act	21	26	27	17
Mental Health Act	21	30	31	16
Trespass to Property Act	42	56	58	33
Total	42	56	58	33



2016 Revenue Protection Statistics

Provincial offences		Fine revenue recovery	
Year	Number of tickets filed	Year	Amount
2013	4,099	2013	\$203,978
2014	5,288	2014	\$266,740
2015	5,907	2015	\$321,880
2016	5,947	2016	\$351,554

Annual System Inspections and Evasions

Year	Fares inspected	Evasions	Evasion rate (%)
2013	465,151	7,473	1.61
2014	664,840	6,655	1.00
2015	498,203	7,338	1.47
2016	475,360	8,537	1.80

Fare Box Unclassified Revenue by Contractor

Contractor	Revenue (\$)	Unclassified revenue (\$)	Unclassified revenue (%)
Transdev	4,214,014.20	98,856.80	2.35
Miller Transit	2,337,951.29	56,483.53	2.42
Tok Transit	1,202,293.99	32,054.37	2.67



Community Partnerships and Outreach



2016 York Regional Police Partnerships:

- Fare evasion outreach on the YRT/Viva system
- Upgraded the public radio system
- Youth in Policing Program
- Toronto Torch Ride for Special Olympics
- Energy Weapons awareness training
- On-bus advertising campaign on diversity and hate crime prevention

2016 Community Outreach:

- Provided Center for Dreams Day program members educational transit security session
- Continued to work in partnership with 360Kids on street with Youth awareness
- Organized and participated in Big Brothers Big Sisters York YRT/Viva adopt a family holiday program
- Diversity Training with the Control Institute
- Central Ontario Crime Presentation Association Fraud Prevention Month
- Mohawk College Career Fair
- Transportation Safety Institute Transit System Security Course facilitated by the United States Department of Transportation





1-866-MOVE-YRT (668-3978) | TTY. 1-866-276-7478
50 High Tech Road, 5th floor, Richmond Hill, ON L4B 4N7
transitinfo@york.ca | yrt.ca

