



# 2020 Annual Report

YORK REGION TRANSIT ENFORCEMENT AND SECURITY

12837971



*York Region*



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## Background

In September 2005, York Region Transit (YRT) began operating Viva bus rapid transit service. This service uses a proof of payment fare collection system.

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 provides revenue protection and security services in partnership with York Regional Police.

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 YRT Enforcement and Security activities for both classes of positions: Special Constables and Fare Media Inspectors.

In 2020, YRT had an approved workforce of 20 Special Constables and seven Fare Media Inspectors.



# Year in Review

In 2020, staff continued to play a key role in supporting public safety by ensuring the proper wearing of face coverings and providing COVID-19 pandemic-related education in accordance with Public Health

During 2020, staff continued to provide front-line services, maintaining a safe, secure environment for travellers while continuing to protect transit revenue during the unique circumstances of the COVID-19 pandemic.

With a hybrid approach, staff provided compliance and enforcement involving face coverings (and various COVID-19 pandemic prevention support). In 2020, over 147,000 fares were inspected, representing 1.6% of Viva total boarding.

Challenges arising from the affects of the pandemic persisted throughout 2020 and are expected to continue through 2021. Standard revenue protection inspection targets were not achievable due to reduced ridership and public health restrictions like social distancing. With an overall reduction in ridership and impacts related to passenger limits and front door-only boarding, fewer fare inspections could be conducted, resulting in lower inspection and higher evasion rates. More emphasis was placed on education, safety and security of YRT travellers.

Following the second quarter of 2020, more frequent fare inspections were possible due to implementation of COVID-19 pandemic prevention controls. The 2020 overall evasion rate rose to 3.06%, up 1% from 2019. It is anticipated this rate will return to 2019 levels once ridership and operations return to normal. In addition to fare inspection, staff continued supporting travellers with over 10,000 on-street interactions not related to enforcement activities.

In 2020, many incidents reported on the YRT system at transit facilities and on buses, were unique and directly related to the impacts of the COVID-19 pandemic. Staff reported an increase in incidents of homelessness, property damage and property-related security. With the provision of continued security services through officer presence, patrol and response, YRT remains a safe and comfortable environment for travellers.

## **In 2020, staff supported the implementation of COVID-19 pandemic public health measures on public transit through education and enforcement**

On June 25, 2020, Council endorsed changes to the Transit Bylaw to better support the requirement for mandatory masks on YRT services, and this went into effect on July 2, 2020. YRT Enforcement and Security staff were present at terminals and other higher boarding locations to educate and support travellers. Between July and December 2020, staff conducted over 1,600 interactions with travellers not meeting the face-covering requirement, promoting COVID-19 pandemic prevention and educating on face-covering requirements. Staff also provided masks to travellers without one. By December 31, 2020, approximately 20,000 masks had been issued.

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

Each year, a copy of the YRT Enforcement and Security Annual Report is provided to the York Regional Police Services Board (Attachment 1), as per the obligatory requirements under the Joint Services Agreement.



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 concerning fares.

The 2020 Annual Report outlines staffing levels, affiliations and associations, job functions and reporting requirements, statistics related to complaints, occurrences and fines, professional development and training, and significant accomplishments.

In addition to fare inspections and security, other services provided by YRT Enforcement and Security include:

- **Traveller and Operator Assistance** – Helping travellers who are lost or appear to be in crisis or distress, and bus operators who require security assistance.
- **Closed Circuit Television (CCTV)** – Retrieving and reviewing on-bus CCTV coverage to investigate on-bus occurrences, accident investigations, fare disputes, legal claims, safety and security concerns, and police requests.
- **Property-related** – Investigating property damage due to vandalism and lost articles found on the system.

Despite reduced ridership due to the impacts of the COVID-19 pandemic, YRT Enforcement and Security staff engaged in over 449 separate incidents where travellers, operators and staff required security and/or medical assistance. This exceeds double the number of incidents in 2019.

With staff deployment at terminals and bus stops, staff concentrated their efforts on increased assistance where demand was most significant (including security, medical, and general assistance support).

Over 2,100 video requests were processed in 2020; the majority for Risk Management and York Regional Police. Footage captured on transit vehicles and property are provided by Video Services.

### Conclusion

In 2020, YRT Enforcement and Security continued to provide services to travellers to support a safe and comfortable experience on the YRT system and protect Regional assets.

As required under the Joint Services Agreement, staff will forward a copy of the 2020 York Region Transit Enforcement and Security Annual Report to the York Regional Police Services Board.

# Staffing

## Supervision

The YRT Enforcement and Security unit consists of 35 positions as outlined in the diagram below.

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 perform fare inspection and customer service functions.



## Appointments

In 2020, there were no new appointments to Enforcement and Security, and two Special Constables resigned, taking positions in various police and other law enforcement agencies.

2020 Special Constable Appointments ( January 1 to December 31 )			
Total applications	New	Re-appointments	# of Special Constables
0	0	0	0

Attrition ( January 1 to December 31 )			
Terminations	Suspensions	Resignations	Retirements
0	0	2	0



# Training and Professional Development

Due to COVID-19 pandemic restrictions and emergency orders, in-class training was suspended. Recertification training was moved to 2021 when a safer environment and established protocols would be in place. Additional training was provided to staff to support the needs of managing the COVID-19 pandemic.

## 2020 Operational Training

Course / topic	Delivered by	Duration	# of Staff
Liquid Fuels Handling Safety	York Region - Virtual	1hr	16
Workplace Health & Safety during COVID	York Region - Virtual	1hr	27
Code of Conduct	York Region - Virtual	1hr	27
Personal Protective Equipment	YRT Safety & Training	1hr	27
Personal Protective Equipment	OPP – Video	5min	27

## Canadian Police Knowledge Network (CPKN) Training

Course / topic	# of Staff	Course / topic	# of Staff
Customer Service in the Police Environment	1	Officer Drinking and Driving	1
Fatigue Management	1	Youth at Risk	1
Hate Crimes Awareness	1	Vol. 152 - Fentanyl: Killing More Than Pain	1
Healthy Eating	1	Interviewing Suspects	1
Homelessness Awareness	1	Interviewing Victims and Witnesses - Part I	1

## Affiliations and Associations

Enforcement and Security maintain membership with the following organizations:

1. Ontario Association of Chiefs of Police
2. Association of Black Law Enforcers
3. Municipal Law Enforcement Officers' Association of Ontario
4. Central Ontario Crime Prevention Association
5. Ontario Police Video Training Alliance
6. Canadian Police Knowledge Network
7. ASIS International
8. Regulatory Compliance and Education Council
9. Central Ontario Crime Prevention Association
10. District Community Liason Committee (YRP 2 District)

## Constable 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 a carrier
- A container of Oleoresin Capsicum foam with a carrier
- Serialized memo book with a carrier
- Flashlight with carrier
- Forge cap/hard hat
- Reflective safety vest
- Personal protective equipment





## Reporting

In 2020, Enforcement and Security investigated 4,219 occurrences.

### Reporting Trends ( 2017– 2020 )

Occurrence Type	2017	2018	2019	2020
Assault	37	70	82	65
Assistance	237	227	222	449
Bomb Threat	0	0	0	0
Breach of Probation	0	0	5	1
Breach of Peace	—	4	3	0
Breach of Recognizance	—	8	13	1
Collections – Fare Revenue	—	164	173	182
Court Services	—	15	23	3
Damage to Property	85	98	120	99
Digital Audio Request	1	3	5	3
Disturbance	88	174	170	244
Drugs / Drug Paraphernalia	5	15	11	15
Fare Dispute / Fare Concern	49	54	71	40
Fire	0	1	3	1
Fraud	96	124	183	183
Hate Crime – Public Incitement of Hatred	—	12	13	13
Indecent Act	2	5	10	10
Information	47	3	1	1
Mischief	9	29	66	66
Missing Person*	7	10	10	10
Motor Vehicle Collision	21	33	18	18
Obstruct Peace Officer	8	8	39	39
Other	0	0	0	0
Policy Violation	1	1	0	0

\* Received Information of missing persons

\*\* Lost and found property processed by 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

Reporting continued...

Reporting Trends ( 2017– 2020 )				
Occurrence Type	2017	2018	2019	2020
Property **	861	1,024	1,132	663
Robbery	1	4	0	4
Safety/Security Concern	113	51	60	87
Safety/Security Hazard	9	7	9	10
Seized Video	2,926	2,999	3,629	2,130
Special Detail/Request to Investigate ***	93	72	38	10
Suspicious Incident	9	14	16	15
Theft	3	11	18	6
Uttering Threats	9	18	29	20
Vehicle Concerns	12	2	5	1
Warrants Related	1	8	16	9
Weapons	3	9	10	5
Total	4,733	5,277	6,203	4,219

\* Received Information of missing persons  
\*\* Lost and found property processed by 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

The top three occurrence types investigated by Enforcement and Security in 2020 were seized video, property (lost and found) and assistance (assist passenger /medical).





### **Evidence and Lost/Found**

In 2020, Enforcement and Security processed 663 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 Enforcement and Security policy for disposal of property.

All unclaimed sums of money are turned over to the YRT Finance section, while all other items of value are donated to a local charity. Eyeglasses, cell phones and batteries are recycled. All other items are destroyed. Every object 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 the Shift Supervisors for review, assessment and investigation.

Serious complaints relating to Special Constable conduct are reviewed by the Manager. 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. Complainants are advised of the findings of all investigations. All complaints are investigated in accordance with Enforcement and Security procedures, which are 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 and if believed, would not constitute misconduct; or
- The identification of the Special Constable or Fare Media Inspector involved cannot be established

**Substantiated**

- The complaint was found to be supported by statements and/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
24	24	0	24	0

  

Complaints by Position				
Complaint Type	Received	Unsubstantiated	Substantiated	Informal Resolution
Special Constable	11	11	0	0
Fare Media Inspector	13	11	0	0

**Use of Force**

Use of Force Reporting		
Type of Force Used	Number of Incidents *	Use of Force Report Submitted
Expandable baton	2	2
Oleoresin Capsicum foam	5	5

\* Includes discharged or pointed equipment



# Statistics

## Criminal Code of Canada

Section Number / Occurrence Type	2017	2018	2019	2020
Sec. 129 Obstruct Peace Officer	8	9	39	6
Sec. 139 (2) Obstruct justice	0	0	0	0
Sec. 362 (2)(b) False pretense under \$5,000	0	0	1	0
Sec. 366 Forgery	0	0	0	1
Sec. 368 Uttering forged document	1	0	0	0
Sec. 380 Fraud under \$5,000	0	0	0	0
Sec. 393 Fraud in relation to fares	96	120	183	80
<b>Total</b>	<b>104</b>	<b>129</b>	<b>223</b>	<b>87</b>

## Provincial Offences

Occurrence Type	2017	2018	2019	2020
Liquor Licence Act	20	75	73	69
Trespass to Property Act	27	33	30	82
Mental Health Act ( Incidents )	2	27	11	9
<b>Total</b>	<b>49</b>	<b>135</b>	<b>114</b>	<b>160</b>

## Revenue Protection Statistics

Provincial Offences		Fine Revenue Recovery	
Year	# of tickets filed	Year	Amount ( \$ )
2017	6,431	2017	353,955
2018	5,900	2018	374,924
2019	6,384	2019	401,136
2020	1,842*	2019	132,172

## Annual System Inspections and Evasions

Year	Fares Inspected	Evasions	Evasion Rate ( % )
2017	489,954	8,187	1.67
2018	421,489	7,628	1.81
2019	455,637	9,167	2.06
2020*	144,821	4,185	3.05

\* Impacts of COVID-19 pandemic resulted in a reduction

# 2020 Accomplishments



01



02

## Q1 January to March

- Inspected 73,306 fares
- Maintained a 3.95% inspection rate and a 2.16% evasion rate
- Administered 1,587 evasions
- Collected \$78,915 of fine revenue
- Completed 1,241 occurrence reports
- Fulfilled 671 CCTV service requests
- Provided staff support for Rogers Hometown Hockey
- Participated in the York Region black history month celebration
- Engaged in Bell Let's Talk Day
- Attended virtual career fairs with Mohawk and Seneca college
- Participated in the Polar Plunge
- Provided staffing support for Yonge/Davis rapidway launch
- Joined up with partners at 360 kids for youth homelessness initiatives
- Collaborated with Salvation Army for homelessness initiatives
- Supported the 360 kids experience
- Completed a Safety and Security Joint initiative with Metrolinx
- Participated in YRP's diversity worship tour
- Participated in the 2020 intersection safety campaign
- Filed tickets for red light camera infractions
- Created and distributed COVID-19 pandemic PPE kits
- Partnered with YRP on a joint initiative at Vaughan Metropolitan Bus Terminal

NOTE: All group photos were taken prior to the COVID-19 pandemic

01 Black history month celebration

02 YRP's diversity worship tour



## Q2 April to June \*

- Collected \$5,640 of fine revenue
- Completed 1,061 occurrence reports
- Fulfilled 550 CCTV service requests
- Participated in a homelessness outreach initiative with York Region outreach workers
- Supported YRT's electric bus launch

\* **Note:** Fare Revenue Protection Inspections were not completed due to COVID-19 pandemic restrictions

## Q3 July to September

- Inspected 34,689 fares
- Maintained a 1.36% inspection rate and a 4.16% evasion rate of inspections
- Administered 1,444 evasions
- Collected \$17,160 of fine revenue
- Completed 889 occurrence reports
- Fulfilled 414 CCTV service requests
- Conducted 1,435 face covering compliance interactions
- Participated in the York Region anti-black racism working group
- Rebranded the successful YRT enforcement junior officer sticker youth program
- Participated in the pilot for the new Inspection Presto device
- Filed tickets for Red Light Camera infractions
- Partnered with YRP's Digital Evidence Management System, assisting in the delivery of video services

NOTE: All group photos were taken prior to the COVID-19 pandemic

**01** Mohawk College Career Fair

**02** Intersection Safety event



#### Q4 October to December

- Inspected 28,894 fares
- Maintained a 2.14% inspection rate and a 3.99% inspection evasion rate
- Administered 1,154 evasions
- Collected \$25,495 of fine revenue
- Completed 1,006 occurrence reports
- Completed 496 CCTV video service requests
- Completed 245 face covering compliance interactions
- Provided staffing support to the Yonge Street Rapidway launch in Richmond Hill
- Supported a family for the Big Brother Big Sisters of York holiday program
- Joined up with partners at 360 kids for youth homelessness initiatives
- Filed tickets for Red Light Camera infractions and newly issued automated speed enforcement infractions
- Continued to attend and support partners at Central Ontario Crime Prevention Association with committee representation and attendance

NOTE: All group photos were taken prior to the COVID-19 pandemic

01 VMC SmartCentres, Vaughan







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