

MEMORANDUM

To: Members of Committee of the Whole

From: Ann-Marie Carroll
Acting Commissioner of Transportation Services

Date: April 22, 2021

Re: York Region Transit 2020 Enforcement and Security Annual Report

This memorandum provides a summary of the York Region Transit (YRT) 2020 Enforcement and Security Annual Report (Annual Report).

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-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 the 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 face coverings 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.

YRT Enforcement and Security also provides additional services, including traveller and operator assistance, closed circuit television video requests and issues related to property

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 video 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, with 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.



Ann-Marie Carroll
Acting Commissioner of Transportation Services



Bruce Macgregor
Chief Administrative Officer

Attachment (1)
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