

**TORONTO TRANSIT COMMISSION  
REPORT NO.**

**MEETING DATE:** September 20, 2006

**SUBJECT:** Annual Special Constable Services Year End 2005 Statistical Report

## **RECOMMENDATION**

It is recommended that the Commission receive the attached report for information.

## **BACKGROUND**

This report includes 2005 year end statistics for the following categories:

1. Criminal Code Occurrences (Chart 1)
2. Crimes Against Customers (Chart 2)
3. TTC Annual Crime Against Customers Rate (Chart 3)

This report also includes the following reports relative to TTC Special Constables:

1. Emergency Response Calls Attended (Chart 4)
2. Total Arrests (Chart 5)
3. Provincial Statutes & TTC By-Law No. 1 Charges (Chart 6)
4. Investigation of Complaints Summary
5. Special Constable Training Summary

The only significant variance is Chart 6 – Provincial Statutes & TTC By-Law No. 1 Charges. The 2005 increase is primarily due to an increase in productivity of transit patrol activity. The Deputy Chief Special Constable's position was filled in the fall of 2004, and that position oversees and directs the patrol function. Also, a minimum staffing level was established in 2005 to ensure that appropriate deployment strength was consistent.

The number of charges increased as a function of more constables on patrol.

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September 20, 2006  
28-15

## **INVESTIGATION OF COMPLAINTS SUMMARY**

### **JANUARY 1 – DECEMBER 31, 2005**

#### **COMPLAINT INVESTIGATION PROCESS**

All public complaints relating to conduct of Transit Special Constables are forwarded to the Toronto Police Service's Professional Standards Administration Unit for assessment. The Toronto Police Service classifies each complaint as either serious (e.g. criminal allegation) or less serious (e.g. minor breach of discipline).

Serious public complaints are investigated by the Toronto Police Service's Professional Standards Criminal and Conduct Investigations Unit. Less serious public complaints are investigated by

TTC Special Constable Services' Unit Complaints Co-ordinator.

Adjudication and appropriate penalties are the responsibility of the Chief Special Constable. Complainants are advised of the findings of all investigations and are advised of the right to request a review of the adjudication by the TTC Chief General Manager. All investigations are conducted in accordance with TTC Special Constable Services' policy and procedures.

The investigation findings categories are:

Unsubstantiated: - No evidence exists to support the allegation  
- Evidence exists, and if believed would not constitute misconduct  
- The identification of the officer involved cannot be established

Substantiated: - Complaint found to be supported by statements or evidence

Informal Resolution: - Mediation and successful conclusion of a less serious complaint

Pending: - Investigation not yet completed

There were sixteen complaints made against Transit Special Constables during the year 2005. The Special Constable Services' Unit Complaints Co-ordinator investigated all sixteen complaints.

<b>Year</b>	<b>Total</b>	<b>Investigated by TPS</b>	<b>Unsubstantiated</b>	<b>Substantiated</b>	<b>Informal Resolution</b>	<b>Not Investigated</b>	<b>Withdrawn</b>
<b>1997*</b>	6	1	6	0	0	0	0
<b>1998</b>	3	0	2	0	1	0	0
<b>1999</b>	6	1	6	0	0	0	0
<b>2000</b>	7	2	3	0	4	0	0
<b>2001</b>	8	2	4	0	4	0	0
<b>2002</b>	8	1	2	0	6	0	0
<b>2003</b>	11	1	6	2	2	1	0
<b>2004</b>	8	2	5	0	3	0	0
<b>2005</b>	16	0	7	1	6	0	2
<b>Total</b>	73	10	41	3	26	1	2

\*Current procedure with Toronto Police Service commenced October 1, 1997

**FILE #PC 01/01/05**  
**October 2, 2004**

Complainant alleges she was illegally arrested and excessive force was used.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Unsubstantiated**

**FILE #PC 02/01/05**  
**December 19, 2004**

Complainant alleges he was illegally arrested and charged.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Substantiated**

**FILE #PC 03/02/05**  
**February 10, 2005**

Complainant alleges he was illegally detained and harassed.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Withdrawn**

**FILE #PC 04/03/05**  
**February 22, 2005**

Complainant alleges she was illegally arrested and detained.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Unsubstantiated**

**FILE #PC 05/05/05**  
**May 05, 2005**

Complainant alleges he was illegally arrested and the victim of profiling.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Unsubstantiated**

**FILE # PC 06/05/05**  
**May 13, 2005**

Complainant alleges the Officer used foul language and tried to intimidate him.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Informal Resolution**

**FILE # PC 07/05/05**  
**April 12, 2005**

Complainant alleged that she felt threatened by the Officers while being investigated.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Informal Resolution**

**FILE # PC 08/07/05**  
**January 21, 2005**

Complainant alleged Officers unfairly targeted him, illegally searched him and treated him poorly.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Unsubstantiated**

**FILE # PC 09/07/05**  
**July 20, 2005**

Complainant alleged Officers intimidated and abused him.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Withdrawn**

**FILE # PC 10/07/05**  
**June 15, 2005**

Complainant alleged Officers assaulted him and threatened him with arrest.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Unsubstantiated**

**FILE # PC 11/08/05**  
**August 4, 2005**

Complainant alleged Officers were unprofessional and intimidating.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Informal Resolution**

**FILE # PC 12/09/05**  
**August 30, 2005**

Complainant alleged Officers used more force than necessary while arresting a male.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Informal Resolution**

**FILE # PC 13/10/05**  
**October 13, 2005**

Complainant alleged the Officers erred in judgment when he was charged for a by-law offence.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Informal Resolution**

**FILE # PC 14/11/05**

**November 7, 2005**

Complainant alleged Officers were verbally abusive to him.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Unsubstantiated**

**FILE # PC 15/11/05**

**November 12, 2005**

Complainant alleged Officers were unprofessional.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Informal Resolution**

**FILE # PC 16/12/05**

**November 14, 2005**

Complainant alleged Officers used excessive force while effecting an arrest.

TTC Special Constable Services, Unit Complaint Coordinator investigated.

**Findings: Unsubstantiated**

## **TTC SPECIAL CONSTABLE SERVICES TRAINING**

### **Training**

The tables below outline training Transit Special Constables received in 2005.

### **Mandatory Training**

The C.O. Bick College was unable to accommodate Transit Special Constables for Diversity training in 2005 due to exigencies at the college. Discussions are taking place with TPS for training in 2006.

<b>Course/Topic</b>	<b>Delivered By</b>	<b>Duration</b>	<b>Number Who Received Training</b>
Annual Use of Force	C.O. Bick College	1 day	72
First Aid/Cardio Pulmonary Resuscitation (CPR)	St. John Ambulance	1 day	31
Diversity	C.O. Bick College	3 days	1

*Additional Training*

<b>Course/Topic</b>	<b>Delivered By</b>	<b>Duration</b>	<b>Number Who Received Training</b>
Introduction to Emergency Management	Office of Emergency Management - City of Toronto	1 day	5
Incident Management System	Office of Emergency Management - City of Toronto	1 day	7
Subway Rule Book	Toronto Transit Commission	1 day	74
Driver Training Defensive Driving	Toronto Transit Commission	1 day	2
Supervising for Public Trust	Toronto Police Service	3 hours	15
Ethical Decision Making	Toronto Police Service	3 hours	15
System Security Awareness Training	Toronto Transit Commission	2 hours	50
Ontario Association Police Educators (OAPE) Workshop	Ontario Police College	1 week	1
Applied Suicide Intervention	Toronto Transit Commission	1 day	33
Sex Offender Registry	TPS – Sex Crimes Unit	2 hours	45
Joint Health & Safety Committee – Basic Certification	Toronto Transit Commission	5 days	2
TTC Security Escalation Plan Briefing	Toronto Transit Commission	2 hours	50
Suicide Bomber Awareness	Toronto Transit Commission	2 hours	64
Annual Professional Standards Seminar	Toronto Police Service	3 days	4