

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: April 3, 2009

SUBJECT: 2008 TTC SPECIAL CONSTABLE ANNUAL REPORT TO
THE TORONTO TRANSIT COMMISSION AND THE
TORONTO POLICE SERVICES BOARD

ACTION ITEM

RECOMMENDATION

It is recommended that the Commission:

1. Receive the attached report for information noting that this Toronto Police Service mandated report is not a replacement, but an addition to the annual TTC Security Statistical Report; and
2. Forward the attached report to the Toronto Police Services Board in accordance with Section 54 of the Special Constable Agreement between the Toronto Police Services Board and the Toronto Transit Commission.

BACKGROUND

Section 54 of the Special Constable Agreement between the Toronto Police Services Board and the Toronto Transit Commission requires the Commission to provide to the Toronto Police Services Board an annual report with statistical information including enforcement activities, training, supervision, complaints, and other information as may be requested by the Toronto Police Services Board.

The attached report was prepared in accordance with detailed instructions provided by the Toronto Police Service and will be on the April 16, 2009 meeting agenda of the Toronto Police Services Board, subject to the Commission receiving this report at its meeting of April 3, 2009.

The annual TTC Security Statistical Report includes criminal statistics with five-year history and will be provided to the Commission in July.

March 10, 2009
28-3
Attachment



**TORONTO TRANSIT COMMISSION
SPECIAL CONSTABLE SERVICES**

"Your Community and Safety Partners"

2008 ANNUAL REPORT

To

THE TORONTO TRANSIT COMMISSION

And

THE TORONTO POLICE SERVICES BOARD

TABLE OF CONTENTS

	<u>Page</u>
CORPORATE ADDRESS AND CONTACT INFORMATION	3
MESSAGE FROM THE CHIEF GENERAL MANAGER	4
MISSION STATEMENT AND CORE VALUES	5
WHO WE ARE	6
SECTION OVERVIEWS	8
SUPERVISION	10
RECRUITING AND SELECTION CRITERIA	11
RECRUIT TRAINING SYNOPSIS	12
APPOINTMENTS	14
TERMINATIONS/SUSPENSIONS/RESIGNATIONS/RETIREMENTS	14
TRAINING AND PROFESSIONAL DEVELOPMENT	15
EQUIPMENT	16
UNIFORM DISTINCTION	17
REPORTING	19
PROPERTY	20
PUBLIC COMPLAINT REPORTING	21
USE OF FORCE REPORTING	22
INJURY REPORTING	22
GOVERNANCE	23
SYSTEM SECURITY AWARENESS AND CRIME PREVENTION	24
EMERGENCY PREPAREDNESS	25
HIGHLIGHTS OF THE REPORTING YEAR	26
GIVING BACK TO THE COMMUNITY	30
LOOKING FORWARD: 2009 AND BEYOND	32

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MESSAGE FROM THE CHIEF GENERAL MANAGER

It is with great pleasure that I present the 2008 TTC Special Constable Services Annual Report to the Toronto Transit Commission and the Toronto Police Services Board.

In 2008, the Toronto Transit Commission (TTC) hit an all-time high ridership of 466 million rides. In 2009, we anticipate that number to be even greater.

Carrying that many people, while maintaining an excellent safety record, speaks to the serious commitment of both TTC employees and its partners in safety.

The TTC's excellent partnership with the Toronto Police Service and continuing relationship with the Toronto Police Services Board has never been more important as more and more people use public transit. Both the TTC and Toronto Police Service are committed to public safety. That is one reason the TTC remains one of the safest transit systems in the world.

Last year, the TTC launched a program called Work Safe-Home Safe. It is transforming the safety culture within the TTC. Our employees are our greatest asset. Our goal is to reduce workplace accidents, ensuring our workers return home safely at the end of every workday.

Our approach to public safety is no different. Our customers rely on the TTC to get them to where they need to go safely. The partnerships forged between Special Constable Services and the Toronto Police Service is one the public and our workers believe in, and one to which the TTC is fully committed.

I look forward to working closely with the Toronto Police Service and the Toronto Police Services Board in 2009.

Gary Webster
Chief General Manager

MISSION STATEMENT

We are committed to working in partnership with TTC employees and the community to deliver effective law enforcement and security services to protect our employees, customers, facilities and vehicles.

CORE VALUES

Leadership

We lead through a positive attitude to motivate, inspire and influence others toward our common goal.

Professionalism

We are professional by demonstrating fairness and respect toward all members of our community.

Integrity

We are honourable, trustworthy and strive to do what is right.

Teamwork

We work together within our department, the TTC and with the members of our communities to achieve our goals.

Accountability

We accept responsibility for our actions and we are accountable for those actions with the TTC and the communities we serve.

Reliability

We are conscientious, responsible and dependable in our dealings with each other and our communities.



COMMUNITY AND SAFETY PARTNERS

WHO WE ARE

At the request of the Toronto Transit Commission (TTC) and with the approval of the Minister of Community Safety and Correctional Services, the Toronto Police Services Board (the Board) designated employees of the TTC responsible for law enforcement and security as Special Constables in June of 1997.

The TTC is responsible for the consolidation, co-ordination and planning of all forms of local passenger transportation within the urban area of Toronto, except for railways incorporated under federal and provincial statutes, and taxis. In 2008, the Toronto Transit Commission carried 466 million passengers.

The TTC Special Constable Services department is part of the Operations Branch and reports to the General Manager of Operations. The department is managed by the Chief Special Constable and is comprised of three sections: Transit Patrol, Investigative Services, and System Security. Major functions include:

- Proactive and reactive order maintenance and law enforcement activities to both the subway and surface;
- Provision of investigative services in response to reported crimes and security incidents on the transit system;
- Ongoing development and implementation of the System Security Program.

Of the department's 2008 budgeted total workforce strength of 147 employees, 117 are special constable positions. As of December 31, 2008, the actual number of special constables was 102.

Transit Special Constables provide effective law enforcement and security services consistent with the business needs of the Toronto Transit Commission in partnership with the Toronto Police Service and the Toronto Police Services Board.



*TRANSIT SPECIAL CONSTABLES LIAISING
WITH TTC SUBWAY EMPLOYEE*

In general, Special Constable designation gives Transit Special Constables peace officer powers for the purpose of enforcing the Criminal Code of Canada and the Controlled Drugs and Substances Act, and police officer powers for the purpose of enforcing the Liquor License Act, the Trespass to Property Act and section 17 of the Mental Health Act for incidents that occur on or in relation to TTC property and vehicles.

Transit Special Constables have also been designated by the Ministry of Community Safety and Correctional Services as Provincial Offences Officers for the purposes of enforcement of the Liquor License Act, Trespass to Property Act and TTC Bylaw No. 1.

SECTION OVERVIEWS

TTC Special Constables carry out a variety of activities to enhance public and TTC employee safety and asset protection.

Transit Patrol

The Deputy Chief-Transit Patrol directs the activities of the section. As part of TTC's strategy to reduce incidents of crime, disorder and victimization, Transit Special Constables conduct walking and mobile patrols. More specifically, Transit Special Constables carry out the following activities:

- Incident/emergency response
- Order maintenance/crime law enforcement patrols
- High visibility patrols
- Special attention details
- Fare media inspections/enforcement
- Proof of Payment (POP) inspections/enforcement
- Illegal entry checks/enforcement
- Subway station security inspections
- Special Constable training
- Special Constable program administration



TRANSIT SPECIAL CONSTABLES PATROLLING SUBWAY CAR

Investigative Services

The Superintendent-Investigative Services directs the activities of the section. Activities performed include:

- Minor criminal investigations delegated by Toronto Police
- Counterfeit fare media investigations
- Internal criminal investigations
- Close contact surveillance details
- Graffiti surveillance details
- Commuter parking lot surveillance details
- Special projects with Toronto Police
- Workplace violence threat assessments
- Video surveillance retrieval
- Suspicious incident reporting and tracking
- Victim/witness follow-ups
- Operator assault court disposition reporting and tracking
- Fare media and revenue equipment design
- Public complaint investigations as delegated by Toronto Police

System Security

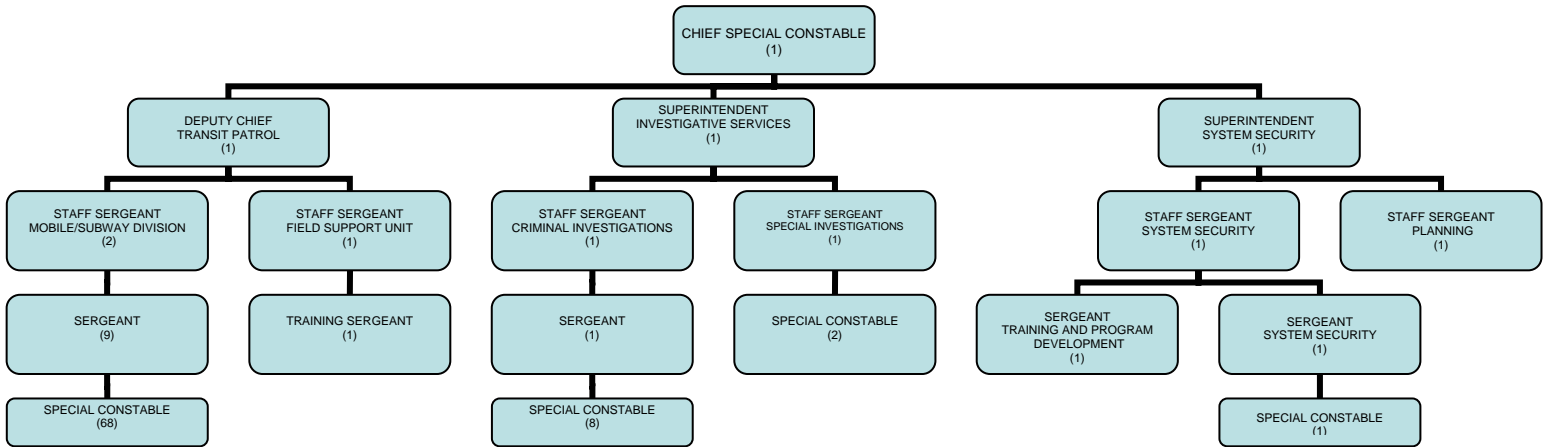
The Superintendent-System Security directs the activities of the section. Activities performed include:

- Security/police data input and statistical analysis
- Design reviews
- Industrial security
- Facility security inspections
- Security risk assessments
- Security/emergency planning and exercises
- Security program development and administration
- Frontline employee security awareness training
- Workplace violence protection plans
- Protective services management

As reflected above, the System Security Section develops programs to improve public safety such as Transit Community Watch, Request Stop Program and video surveillance initiatives.

SUPERVISION

General supervision of TTC Special Constables is under the authority of the Chief Special Constable who has delegated this authority through the organizational chart below as of December 31, 2008.





2008 RECRUIT GRADUATION

RECRUITMENT AND SELECTION CRITERIA

To be considered for a career as a Transit Special Constable, applicants must meet the following minimum requirements:

- Must be a Canadian Citizen or a permanent resident of Canada
- Must be at least 18 years of age
- Must be physically and mentally able to perform the duties of the position having regard to his or her own safety and the safety of the members of the public
- Must be of good moral character and habits
- Must have completed four years of secondary school education or equivalent
- Require a good knowledge of security or law enforcement operations and principles. This would normally be obtained through previous work experience as a Law Enforcement Officer or professional security work or via a Community College diploma in the field of Law Enforcement combined with job related experience
- Must be a fully licensed driver and meet the requirements of the Graduated Licensing System in the Province of Ontario having accumulated no more than six demerit points
- Must meet colour vision and visual field requirements, have uncorrected vision of 20/40 and correctable to 20/30 in each eye

- Must not have been convicted of a criminal offence for which a pardon has not been granted. Candidates who have been convicted criminally under a federal statute (other than the Young Offender's Act/Youth Criminal Justice Act) must obtain a pardon prior to submitting an application.

To be eligible for a position as a Transit Special Constable, candidates must first meet the minimum requirements as outlined above. Candidates may then advance through the Transit Special Constable selection process, which consists of a series of stages. Each stage is competitive as candidates compete not only against the minimum standards established for each phase of the process, but also against other applicants. The following outlines the various phases of the selection process:

- Pre-Interview Assessment and Testing
- Vision Testing
- Pre-Interview Testing (Written Communication and Law Enforcement Knowledge Examination)
- Panel Interview
- Physical Fitness Evaluation
- Personal History and Background Investigation (conducted jointly with the Toronto Police Employment Unit)
- Offer of Employment
- Medical Examination

RECRUIT TRAINING SYNOPSIS

Training for Transit Special Constables is administered in accordance with approved course training standards jointly developed by the TTC and the teaching staff at C.O. Bick College under the general direction of the Unit Commander-Training and Education Unit. This training is facilitated by the TTC and consists of thirteen (13) weeks of classroom study and no less than four (4) months and up to six (6) months of field training with a certified coach officer. During the coaching program, recruits are partnered with a certified coach Transit Special Constable who has been selected and trained to provide a role in the continuing learning process. Recruits are required to perform a variety of tasks to the satisfaction of their coaching officer, their Sergeant and the Training Sergeant. Recruits are provided with monthly written evaluations and ongoing performance feedback.

Recruits participate in the extensive training program that consists of both academic and physical aspects. The overall training program is designed to provide recruits with an understanding of their role in the community and a sound knowledge of federal, provincial, and municipal laws and procedures. Some of the other subjects and activities covered in the training program include sixty-four (64) hours of use of force training in compliance with Ontario Police Services Act Regulation 926, cross cultural training, diversity, racial profiling awareness, procedures, tactical communications, community

based policing, ethical deliberations and crisis intervention. The training is also aimed at developing skills required to deal with various community related issues such as emotionally disturbed persons and victims of crime.

Throughout this training, tests and examinations are applied to a high passing standard.

Failure to meet the minimum requirements of the prescribed recruit training will result in the termination of employment.



2008 GRADUATING CLASS

APPOINTMENTS

The following chart represents Special Constable appointments for the reporting year and reflects the actual strength at December 31, 2008.

Number of Total Applications (January 1 st -December 31 st)	Number of New Appointments (January 1 st -December 31 st)	Number of Re-Appointments (January 1 st -December 31 st)	Total Number of Special Constables (As of December 31 st)
16	15*	6	102

*APPLICANT WITHDREW DURING RECRUIT TRAINING

TERMINATIONS/SUSPENSIONS/RESIGNATIONS AND RETIREMENTS

The following chart represents Special Constable terminations, suspensions, resignations and retirements for the reporting year and is reflective of actual attrition at December 31, 2008.

Number of Terminations (January 1 st -December 31 st)	Number of Suspensions (January 1 st -December 31 st)	Number of Resignations (January 1 st -December 31 st)	Number of Retirements (January 1 st -December 31 st)
Nil	Nil	4	0

TRAINING AND PROFESSIONAL DEVELOPMENT

Pursuant to Ministry of Community Safety and Correctional Services guidelines, all Special Constables in the Province of Ontario must be trained, and remained trained for the duties they are expected to perform. To this end, the Field Support Unit coordinates all mandatory and in service training to ensure TTC Special Constables meet this standard and any standards approved by the Board or directed by the Toronto Police Service.

Mandatory Training

Course/Topic	Delivered By	Duration	Number of TSCs Trained
Initial Use of Force	Certified Professional Instructor	64 hours	15
Annual Use of Force	Toronto Police Service	4 hours	84*
Standard First Aid & CPR	St. John's Ambulance	16 hours	29**
Ethics and Diversity	York Regional Police	8 hours	15
Diversity Issues	TTC Field Support Unit	4 hours	15

* *FOUR (4) TRANSIT SPECIAL CONSTABLES DID NOT REQUALIFY DUE TO OCCUPATIONAL INJURY; CURRENTLY ASSIGNED TO NON-FRONT LINE DUTIES AND EACH TSC WILL BE REQUIRED TO REQUALIFY ONCE MEDICALLY CLEARED FOR FULL DUTY. ALL USE OF FORCE EQUIPMENT SURRENDERED.*

***INCLUDES RECRUIT TRAINING AND REQUALIFICATIONS*

Additional In Service Training

Course/Topic	Delivered By	Duration	Number of TSCs Trained
Court Testimony/Articulation	OPVTA*	2 hours	50
Crack Cocaine Awareness	Frontline Training Network	2 hours	50
Terrorism Awareness	CISO**	2 hours	68
Alzheimer's Awareness	Toronto Alzheimer's Society	2 hours	57
Guns and Gangs	Toronto Police Service	2 hours	66
Sources and Confidential Informants	Toronto Police Service	2 hours	19
Memo Book Refresher	TTC Field Support Unit	2 hours	76
Recruit Training	TTC Field Support Unit	13 weeks	15

Course/Topic	Delivered By	Duration	Number of TSCs Trained
General Investigator's Course	Toronto Police Service	2 weeks	5
Interviewing Techniques	Toronto Police Service	1 week	1
CPIC Query/Narrative	CPKN***	6 hours	22

* ONTARIO POLICE VIDEO TRAINING ALLIANCE

** CRIMINAL INTELLIGENCE SERVICE OF ONTARIO

*** CANADIAN POLICE KNOWLEDGE NETWORK

EQUIPMENT

Pursuant to the Agreement with the Board, Transit Special Constables are issued with the following equipment:

- Uniform
- One wallet badge, appropriate wallet and agency identification card
- Soft body armour with appropriate carriers
- One set of standard handcuffs with appropriate carrying case
- One container of oleoresin capsicum foam with appropriate carrying case
- One expandable baton with appropriate carrying case
- One approved memo book
- One flashlight with appropriate carrying case
- One TTC Special Constable Services Policy, Procedure and Rules Manual

UNIFORM DISTINCTION



SUMMER UNIFORM



Pursuant to Ministry of Community Safety and Correctional Services guidelines, all employers of Special Constables in the Province of Ontario must ensure that the uniform of the special constable is readily distinguishable from the uniform of police officers in that jurisdiction, and must display “special constable.”

The TTC Special Constable uniform is readily distinguishable from that of a Toronto Police officer in the following manner:

- The shoulder flash of a Transit Special Constable uniform is larger and of a different shape than that of the Toronto Police Service. The TTC shoulder flash clearly displays the words “Special Constable”
- The uniform shirt of frontline Transit Special Constables and supervisory personnel is of a light blue colour consistent with other special constable agencies in the Province and is readily distinguishable from the dark blue shirt worn by Toronto Police Officers

- TTC uniform trousers are plain black in colour and are readily distinguishable from the dark blue trousers with red striping worn by Toronto Police Officers
- External Kevlar vest carriers worn by TTC Special Constables are black in colour and are readily distinguishable from the dark blue carriers worn by Toronto Police Officers
- TTC forage caps are adorned with a royal blue band as opposed to the red band of a Toronto Police Officer



FALL/WINTER UNIFORM

REPORTING

Crime and Order Management Arrests/Apprehensions

Authority *	Arrested/ Apprehended (MHA)	Charged (Form 9, P.O.T)	Unconditional Release No Charges	Turned Over to Toronto Police Service
Criminal Code	578	275	69	234
Controlled Drugs and Substance Act	40	9	9	22
Criminal Warrants	85	N/A	1	84
Trespass to Property Act	169	132	31	6
Liquor Licence Act	70	7	4	59**
Mental Health Act	55	N/A	N/A	55

*AS PROVIDED IN THE SPECIAL CONSTABLE AGREEMENT

** INCLUDES TRANSPORTS TO DETOXIFICATION CENTRE

Occurrence Reporting

Occurrence Type	Number of Reports
Total General Occurrences (TPS 200)	722
General Occurrence Supplementary (TPS 205)	1026
Theft Under \$5000	108
Assault (Including TTC Operator Assaults)	156
Fraud Under \$5000	207
Mischief Under \$5000	174
Threatening (TTC Operator)	36
Sexual Offences (Indecent Exposure / Act))	11
Sexual Assault (Inappropriate Touching)	4
Potential Sex Offender	6
Misc. Occurrences (Suspicious Incidents, Info, etc.)	20

Occurrence Type	Number of Reports
Record of Arrest (TPS 100)	1215
Record of Arrest Supplementary (TPS 101)	1378
Contact with Emotionally Disturbed Persons (TPS 710)	55
Field Information Report Card (TPS 208)	6109

PROPERTY

Special Constable Services is responsible for keeping all evidence and property seized in connection with their duties except in the following circumstances:

- Where Toronto Police request the evidence be turned over to them
- Where an accused is held in Toronto Police custody
- All drugs seized/found
- All firearms seized/found

All property and evidence seized from persons that is not turned over to the Toronto Police Service is stored, preserved and disposed of in a manner consistent with Toronto Police Service standards and procedures for the storage and disposition of property.

In 2008, Special Constable Services processed 1,170 pieces of property into their property vault.

The following chart represents property reporting for 2008.

Property Occurrences General (TPS 400)	1333
Property Occurrences Liquor (TPS 401)	12
Stolen Bicycle	33

PUBLIC COMPLAINT REPORTING

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.

Total Number of Complaints	Investigated by TTC	Investigated by Toronto Police Service	Number Resolved
18	18	0	18

COMPLAINTS BY CATEGORY

Conduct Non Criminal	Criminal Allegation
18	0

Unsubstantiated	Substantiated	Informal Resolution	Pending
11	0	7	0

USE OF FORCE REPORTING

Type of Force Utilized	Number of Incidents	Use of Force Reports Submitted	CATEGORY OF OFFENCE				
			Trespass to Property Act	Cause Disturbance	Drugs	Assault	Obstruct Peace Officer
Expandable Baton	0	0	N/A	N/A	N/A	N/A	N/A
OC Foam	10	10	4	3	1	1	1
Empty Hand Techniques	2	2	0	1	1	0	0

INJURY REPORTING

Suspects

- No suspects injured during open handed technique arrests
- 7 suspects treated for minor exposure to OC Foam
- 1 suspect treated and released for minor abrasions to the arm

Special Constables

- No Special Constables injured using open handed techniques
- 5 Special Constables suffered minor abrasions or muscle strains during arrests where OC foam was deployed
- 1 Special Constable suffered a tail bone injury effecting an arrest where OC foam was deployed

GOVERNANCE

The business of the Special Constable Services Department is governed by the TTC's agreement with the Board, in areas of appointment, identification, equipment, training, powers, and responsibilities. The TTC is accountable to the Board for all actions taken in relation to the exercise of the powers and authorities granted by the Agreement to Special Constables.

External

TTC Special Constables must comply with all Toronto Police Service policies and procedures applicable to the duties and responsibilities of Special Constables including any directives or policies of the Board.

In addition, pursuant to the agreement with the Board, the Special Constable Services Department has established a complaint investigation procedure for the intake and investigation of complaints concerning the conduct of Special Constables.

Internal

The Special Constable Services Department maintains written policies, procedures and rules with respect to the duties, authorities and responsibilities of Special Constables. TTC Special Constables are expected to comply with the departmental Code of Ethics and Core Values. A TTC Corporate Discipline Policy is in place to manage the conduct of all Special Constables.

SYSTEM SECURITY AWARENESS AND CRIME PREVENTION

As Community Safety Partners, the Special Constable Services Department develops, coordinates and administers several security programs to maintain and enhance public safety, employee safety and crime prevention on the TTC. The TTC website (www.ttc.ca) includes safety and security information to enhance public awareness of transit related crime prevention strategies, TTC emergency procedures, Crime Stoppers, TTC Special Constables, security features such as passenger assistance alarms, public telephones, intercoms, etc. and TTC Bylaw No. 1.

Transit Community Watch

All TTC employees are Transit Community Watchers. They contribute to safety and security on the transit system and in the community by reporting incidents affecting personal safety such as accidents, fires, or criminal activity.

The program recognizes the efforts and actions of TTC employees on a monthly basis and once per year a "Transit Community Watcher of the Year" is selected and recognized.

In 2008, Special Constable Services recognized 330 employees as Transit Community Watchers.

Video Surveillance

The TTC recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of TTC employees, customers and property. While video recording cameras are installed for safety and security reasons, the TTC's video recording systems are also designed to minimize privacy intrusion. Video images are used for criminal, safety or security investigation or for evidentiary purposes.

Recording video surveillance cameras have been installed in all 69 subway stations at choke points (major subway station access points). Between 2009 and 2011, additional cameras will be installed on all subway station platforms.

All TTC surface vehicles will be equipped with recording video surveillance cameras by the end of the first quarter in 2009.

In early 2009, the Toronto Police Service will have the capability to download recorded images from TTC subway station cameras through a video link to its Video Services Unit. Prior to implementation, a Memorandum of Understanding will be finalized.

EMERGENCY PREPAREDNESS

Large scale municipal and corporate emergencies require extraordinary arrangements and measures to be taken. The TTC Corporate Emergency Plan has been designed to inform all departments at the TTC of their respective roles and responsibilities in an emergency. To this end, members of the Special Constable Services participate in internal as well as joint Emergency Services preparedness exercises. In 2008 members participated in three large scale exercises as follows:

Exercise	Hosting Agency	Format	Duration
Urban Transit Intelligence/Law Enforcement Orientation	Public Safety Canada	Workshop/Tabletop Exercise	1 day
Exercise Check Up	TTC Fire Safety and Emergency Planning	Tabletop Exercise	3 phases over 2 weeks
Exercise Health Guard	TTC Fire Safety and Emergency Planning	Tabletop Exercise	3 phases over 5 weeks

HIGHLIGHTS OF THE REPORTING YEAR

The proliferation of forged and counterfeit TTC fare media (tickets, tokens and Metropasses) continued to challenge members of the Special Constable Services Department and Toronto Police throughout the year. The loss to the TTC in revenue was measured in millions of dollars.

With the assistance of the Toronto Police Service, the TTC Special Investigations Unit laid approximately 200 fraud related charges and executed 10 search warrants at various businesses throughout the city. Approximately 20,000 forged tickets were taken off the streets. One suspect was arrested as he was in the process of delivering 9,000 fraudulent tickets to a variety store.

In partnership with members of the Toronto Police Service at 12 Division and Intelligence Services, TTC Special Constables participated in "Project Rider." This project related to the manufacture and distribution of forged TTC tickets. This investigation culminated in the arrest of two suspects and the execution of search warrants at their respective residences, yielding a large quantity of fraudulent tickets and computer equipment used in the aid of their manufacture. In September, the 'adult' ticket was eliminated at an estimated savings of approximately 3 million dollars annually.

JANUARY

Canada Border Services intercepted several large shipments of forged tickets imported from China and destined for locations in Toronto. Members of the Toronto Police Service at 51 Division assisted with the controlled delivery of one of the large shipments to a residential address. A search warrant was subsequently executed by Toronto Police at the residence and a substantial quantity of fraudulent tickets, beyond what was delivered, were seized.

FEBRUARY

The TTC Fire Safety and Emergency Planning Section conducted a table-top exercise on Thursday, February 28, 2008 at George Brown College in conjunction with Special Constable Services. The exercise was designed to evaluate the Corporate Security Escalation Plan (CSEP) as well as Departmental Security Escalation Plans (DSEP.) The exercise focus was a terrorist attack on the TTC. The exercise was conducted in three phases over a period of two weeks.

Part I was dedicated to setting the stage for the exercise and self-examination of compliance of individual Departmental Security Escalation Plan with the Corporate Security Escalation Plan. TTC Department Heads were provided with background information on the terrorist threat. Part II was the exercise itself which examined, through a series of intelligence inputs, the functionality of the CSEP and the DSEPs. Part III was dedicated to post exercise review and the After Action Report.

MARCH

A tabletop exercise with Public Safety Canada was held on March 19, 2008. The aim of the workshop was to provide a forum for policy makers and planners of security and/or emergency plans to share information, discuss gaps and issues and subsequently update or modify response plans. The purpose of the tabletop exercise was to focus on the exchange and flow of information/intelligence within the urban transit environment prior to a national security event.

APRIL

Local 113 of the Amalgamated Transit Union staged a legal strike on April 25, 2008. With little more than 90 minutes notice to the TTC, Operators began returning buses, streetcars and subway trains to the storage facilities and the City was left with no public transit. Special Constable Services immediately invoked their security strike plan and began patrolling and protecting all TTC assets, vehicles and properties. In conjunction with the Toronto Police Service's Industrial Relations Unit, Special Constable Services management began co-ordinating security services with the local Police Divisions to monitor potential picket lines and identify vulnerable properties. The strike lasted just over 36 hours when on the afternoon of April 27th, the Province passed back to work legislation. A few subway stations suffered exterior damage, mainly broken doors and glass.

MAY

The TTC hired fifteen new employees to begin their thirteen week training program in the hopes of becoming new Special Constables.

JUNE

Special Constable Services sponsored their first annual Dream Makers golf tournament in support of the 'Dreams Take Flight' children's charity. Forty eight golfers enjoyed a day of fellowship and endured a little rain to raise \$3,200 for this wonderful cause.



AUGUST

Toronto's annual Caribbean festival kicked off with a weekend of activities that saw a significant increase in weekend ridership for the TTC. Transit Special Constables were posted at strategic points; Bathurst, Union and Yonge/Bloor stations as well as the east loop of the CNE grounds to assist with crowd control and streetcar loading. Special Constables partnered with Toronto Police Officers to monitor the large crowds as they moved about the transit system and the weekend concluded successfully for the TTC without incident.

SEPTEMBER

Labour Day weekend brought the end of the summer holidays for students and once again Transit Special Constables partnered with officers from 11, 22, 41 & 42 Divisions to monitor the volume of students during the peak after school period during the TTC's annual 'Back to School' order maintenance campaign at selected stations. The campaign is designed to ensure the safety and security of all transit riders using subway and SRT stations within the four Toronto Police Divisions. Additionally, all Transit Special Constables were directed to pay special attention to the remaining subway stations and high volume surface service stops to ensure the safety of Operators and other passengers using the system.

OCTOBER

At the October Police Services Board meeting, Chair Dr. Alok Mukherjee announced that the Board was pleased to announce the TTC had met the Boards pre-conditions and he confirmed the appointments for the 15 new Transit Special Constables effective August 2008.

NOVEMBER

His Honour Judge Hugh Locke (Ret.) and member of the Toronto Police Services Board, administered the Oath of Office to the 15 newly appointed Transit Special Constables at a ceremony hosted by Chief Special Constable Terry Andrews. In addition to family and friends, invited guests included Staff Superintendent Peter Sloly (representing Chief William Blair) and Mr. Carroll Robinson from the Ministry of Community Safety and Correctional Services who joined TTC Chief General Manager, Mr. Gary Webster and TTC General Manager of Operations, Mr. Rick Cornacchia to present the graduating recruits with their diplomas and to welcome them to the TTC family.

NOVEMBER (CONTINUED)

Special Constables completed the final segment of a series of four, week long Proof of Payment Blitzes on the Queen Streetcar line. With all four blitzes completed, Transit Special Constables checked a total of 50,480 passenger fares during 486 staff hours of inspection and charged or cautioned 610 passengers for fare evasion offences.

DECEMBER

The TTC Fire Safety and Emergency Planning Section conducted a table-top exercise on December 3, 2008 parallel to the City of Toronto's Exercise Health Guard 2008. This exercise took place at the Central Technical School located at 725 Bathurst Street. While supporting the City's exercise, the TTC's focus was on evaluating the Corporate Pandemic Plan and Departmental Compliance. The exercise also laid the foundation for the development of a new corporate plan. The exercise was conducted in 3 parts over a period of five weeks. Part I was dedicated to setting the stage for the Exercise and self-examination of compliance of individual Departmental Pandemic Plans. Part II was the Exercise itself, which examined the functionality of the Corporate Pandemic Plan and Departmental Plans through a series of scenario based injects. Part III was dedicated to post Exercise review, the After Action Report and the re-write of the Corporate and Department Plans.

GIVING BACK TO THE COMMUNITY

“In these difficult economic times, it is wonderful to see our employees and pensioners stepping up to help those less fortunate than themselves,” said TTC Chief General Manager Gary Webster. “The generosity and community spirit of the TTC family is heartening.”

Heeding these words, in addition to being Community Safety Partners, TTC Special Constables are partners in community service and giving.

United Way

Benefiting the United Way of Greater Toronto, in 2008, the Special Constable Services United Way campaign raised a total of \$13,979 towards the overall TTC achievement of \$1,260,000. While personal contributions accounted for the majority of the total, members also participated in local departmental and corporate events such as barbecues, raffles, and the CN Tower stair climb.



2008 TTC UNITED WAY FINALE

Law Enforcement Torch Run

Several members of Special Constable Services participated in the 2008 Law Enforcement Torch Run to benefit Special Olympics Ontario. All donations and pledges benefit Special Olympic athletes in the Province.

Cops for Cancer

Cops for Cancer started in 1994 in Alberta when Edmonton Police Sergeant Gary Goulet befriended a young boy suffering from cancer. As a result of chemotherapy, the young boy lost his hair and suffered teasing from his schoolmates. Since Sergeant Goulet had already shaved his head, he asked a group of his fellow Edmonton officers to shave their

heads and attend the young boy's school to offer him moral support during his illness, striving to make him feel that he could persevere and beat this disease. Sergeant Goulet contacted the Canadian Cancer Society and the head shaving event caught on. Since that time, thousands of police and law enforcement officers have shaved their heads and raised millions of dollars in support of cancer research.

TTC Special Constables participated in the 2008 "Head Shave" in support of the Canadian Cancer Society.

Dream Makers

Dreams Take Flight is a national, 100% volunteer, non profit organization made up of volunteers from the Air Canada family in Canada and the United States. Dedicated teams in several cities organize the trip of a lifetime for physically, mentally or socially challenged children. The children are selected from various hospitals and social agencies across the country. The destination - Walt Disney World Resort in Florida or Disneyland in California for a day. To date, the Toronto Dreams Take Flight team will have taken over 4,600 special children to the Magic Kingdom during the 19 year history of the organization.

In 2008, the Special Constable Services team (Dream Makers) raised in excess of \$4,600 for the Dreams Take Flight program and received an appreciation award for their support and contributions.



READY FOR TAKE OFF 2008

LOOKING FORWARD: 2009 AND BEYOND

With a projected ridership of 473 million in 2009, safety and security remain a top priority at the TTC. A number of safety and security initiatives have contributed to the TTC being regarded as one of the safest transit systems in the world. These include the presence of Transit Special Constables and Toronto Police throughout the system, the installation of video surveillance cameras in the subway system and on surface vehicles, and a number of other security measures including Transit Community Watch, Designated Waiting Areas, Passenger Assistance Alarms, Request Stop Program and security awareness training for frontline employees.

With anticipated increases in future ridership, the business needs of the TTC will continue to grow in the areas of customer and employee safety, and asset protection.

Toronto's Transit City Plan is an exciting initiative that will revolutionize transit across Toronto. Seven new Light Rail Transit (LRT) lines will bring reliable, fast, quiet and comfortable transit service to many Toronto neighbourhoods. Transit City has been strongly endorsed by the Federal and Provincial Governments, the TTC, the City of Toronto, and Metrolinx, the regional transportation agency. This coupled with plans to introduce redesigned streetcars in downtown Toronto and the Toronto York Spadina Subway Extension will change the face of public transit in the Toronto community.



2007 RECRUIT GRADUATION

