

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: July 9, 2009

SUBJECT: ANNUAL SPECIAL CONSTABLE SERVICES YEAR END
2008 STATISTICAL REPORT

INFORMATION ITEM

RECOMMENDATION

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

DISCUSSION

This report includes statistics for the following categories:

1. Criminal Code Offences (Chart 1)
2. TTC Annual Crime Rate (Chart 2)
3. Crimes Against Customers (Chart 3)
4. TTC Annual Crimes Against Customers Rate (Chart 4)
5. Emergency/Security Calls Attended by TTC Special Constables (Chart 5)
6. Arrests by TTC Special Constables (Chart 6)
7. Criminal Charges and Cautions (Chart 7)
8. Provincial Statutes & TTC By-Law No. 1 Charges by TTC Special Constables (Chart 8)

Reports of TTC crime, received from members of the public and employees, are submitted by Toronto Police Officers and TTC Special Constables on Toronto Police Service (TPS) report forms and processed by the Toronto Police Service. Once processed, the information is forwarded to TTC Special Constable Services, System Security Section, for further processing and analysis. Statistical information is managed by the TTC in accordance with a Memorandum of Understanding between the TTC and TPS.

The criminal statistics in Charts 1, 2, 3, 4 and 7 count all TTC criminal offences reported to and processed by the Toronto Police Service. It is important to note that a single criminal incident occurring on the TTC may generate more than one criminal offence due to the nature of the incident and/or apprehension of suspects.

The total number of TTC criminal incidents increased .4% in 2008 with ridership increasing by 1.5%.

In 2008, the number of reported criminal offences increased 11% as compared to 2007 (Chart 1). Again, it's important to note that one incident can have several offences associated with it. The TTC crime rate per 100,000 riders increased 0.85 in 2007 to 0.92 in 2008 (Chart 2).

Close examination of the statistical information is required to understand the trends. Continued rollout of subway station CCTV cameras in combination with the deployment of additional TTC Special Constables has resulted in increased enforcement and investigative capabilities, resulting in more arrests and criminal charges. This has resulted in the identification of more suspects resulting in a 21% increase in criminal charges and cautions as compared to 2007 (Chart 7), and has contributed to the increase in reported criminal offences (Chart 1).

As part of, the TTC's Security Plan, subway station camera installation is ongoing. There are approximately 1,281 subway station cameras in place with a total of 1,953 cameras planned by June 2012. Also, all 1,985 surface vehicles have been equipped with on-board cameras.

In February 2008, 150,000 copies of the "Transit Security Tips" pamphlet were distributed to TTC customers via hanger hooks on all TTC vehicles. The TTC website was also updated to include this information. In September and October, 90,000 Metropass Discount Plan mailout inserts highlighting crime prevention information were disseminated.

An Operator Assault Prevention campaign was launched in February 2009. Posters were installed throughout the transit system and featured on the TTC website and in the Metro newspaper. Decals of the poster are also being permanently installed on surface vehicles.

Operator protective barriers have been installed on 492 surface vehicles as of June 11, 2009 with the remainder to be installed by the end of 2010.

In addition, a crime prevention awareness program was launched in February 2009. Three posters highlighting crime prevention tips related to theft of vehicles, personal listening/electronic devices and pickpocketing were displayed in stations and on surface vehicles. This information was also highlighted on platform video screens, the TTC website and the Metro newspaper.

At the Commission meeting on February 18, 2009, the "Commuter Parking Lots – Security Plan" was approved. This plan includes a number of initiatives to increase security at TTC Commuter parking lots and reduce criminal offences.

These security initiatives supplement the following security measures already in place:

- Security Information on TTC Website – includes content of pamphlets titled "Safety and Security on the TTC – A Rider's Guide", "Transit Security Tips" and "TTC Special Constable Services – Your Community and Safety Partners"
- Designated Waiting Areas – located on all train platforms and are equipped with prominent lights, intercom to Station Collector, CCTV camera and public telephone
- Passenger Assistance Alarms – an audible alarm located on all trains used by customers to alert the train crew of safety and security incidents
- Request Stop Program – allows women travelling alone on buses between 9:00 p.m. and 5:00 a.m. to alight their bus at a location closest to their destination

- Transit Community Watch Program – a program that encourages and recognizes safety and security incident reporting by employees
- Security Awareness Training for Frontline Employees – delivered to all frontline employees to enhance awareness of their role and responsibilities relative to security matters
- Security Mirrors – strategically placed throughout the subway system to extend sightlines
- Station Intercoms – located at Designated Waiting Areas, unstaffed station entrances, elevator cabs and landings, to permit customer communication with the Station Collector
- Ongoing Partnership with the Toronto Police Service.

June 9, 2009
28-6
Attachments
