

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: March 24, 2010

SUBJECT: 2009 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 receive and 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 information including special constable 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 22, 2010 meeting agenda of the Toronto Police Services Board, subject to the Commission receiving this report at its meeting of March 24, 2010.

The report is responsive to the Toronto Police Services Board's requirements and also includes information related to Special Constable Services departmental activities, the status of special constable appointments, uniforms and equipment, etc.

It should be noted that this report differs from the Annual TTC Security Statistical Report which will be provided to the Commission in June. The TTC Security Statistical Report focuses on TTC criminal and security statistical information only and is unrelated to the current TTC special constable agreement with the Toronto Police Services Board.

March 15, 2010
28-5
Attachment



**TORONTO TRANSIT COMMISSION
SPECIAL CONSTABLE SERVICES**

"Your Community and Safety Partners"

2009 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
EXECUTIVE SUMMARY	6
WHO WE ARE	7
SECTION OVERVIEWS	9
SUPERVISION	11
APPOINTMENTS	12
TERMINATIONS/SUSPENSIONS/RESIGNATIONS/RETIREMENTS	12
TRAINING AND PROFESSIONAL DEVELOPMENT	13
MEMBERSHIPS	15
EQUIPMENT	16
UNIFORM DISTINCTION	17
REPORTING	19
PROPERTY	20
PUBLIC COMPLAINT REPORTING	21
USE OF FORCE REPORTING	22
INJURY REPORTING	22
GOVERNANCE	23
CANADIAN POLICE INFORMATION CENTRE (CPIC)	23
SYSTEM SECURITY AWARENESS AND CRIME PREVENTION	24
EMERGENCY PREPAREDNESS	25
PANDEMIC PREPAREDNESS	26
HIGHLIGHTS OF THE REPORTING YEAR	27
GIVING BACK TO THE COMMUNITY	32
LOOKING FORWARD: 2010 AND BEYOND	34

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MESSAGE FROM THE CHIEF GENERAL MANAGER

The Toronto Transit Commission set a ridership record of 471 million rides in 2009. Today, the TTC remains one of the most efficient, well-run and safest transit systems in the world. This is a testament to the women and men employed by the TTC, particularly those assigned to Special Constable Services.

The TTC's special constables, protective services staff and support personnel play an integral role in the safety and security of the TTC's customers, employees and assets. Each day, members of Special Constable Services work to ensure our customers and employees are safe and secure, responding to medical emergencies, service disruptions, calls for assistance and the enforcement of TTC bylaws, as well as other common laws, including the Criminal Code.

In 2009, the Toronto Police Service established the Transit Patrol Unit to further support the safety and security of our customers and employees. The TTC welcomes an increased police presence in Canada's largest transit system and looks forward to a continued and positive partnership in this regard.

I commend the women and men of the TTC's Special Constable Services for their outstanding work and commitment to the people of Toronto. The TTC is a proud institution, having provided transit services to this city for more than 90 years.

I am pleased to present to you the 2009 Special Constable Services Annual Report.

Gary Webster
Chief General Manager

MISSION STATEMENT

We are committed to working in partnership with TTC employees, the Toronto Police Service 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.



EXECUTIVE SUMMARY

Within the transit policing and security framework, the Toronto Transit Commission (TTC) is working closely with the Toronto Police Transit Patrol Unit (TPU) to build a meaningful and mutually beneficial relationship. Significant change occurred in May with the addition of 38 police officers dedicated to the TPU; patrolling the system to assist with traffic, safety and security.

Transit Special Constables focused much of their activities on the TTC's corporate interests and business needs including: fare enforcement, bylaw enforcement, asset protection and addressing customer and employee safety and security needs.

Fare evasion remains a significant concern to the TTC with the proliferation of forged and counterfeit fare media. In addition to new security measures incorporated into the design of fare media, Special Constable Services conducted vigilant fare enforcement throughout the year.

Transit Special Constables continue to exercise the powers and authorities granted by the Toronto Police Services Board (the Board) in a responsible, efficient manner to ensure they provide a duty of care and maintain community expectations of safety and security on the transit system. Transit Special Constables continue to provide a consistent standard of service accountable to both the Toronto Transit Commission and the Toronto Police Services Board.

The activities of Transit Special Constables remain consistent with the Ministry of Community Safety and Correctional Services guidelines and enable the TTC to more effectively serve the special interests of the organization, and also the public interest in preservation of order, protecting property, and providing limited law enforcement.

The 2009 TTC Special Constable Services' Annual Report provides the Board with information on the TTC's Special Constable Program and more specifically: the structure of the department, effective supervision, current staffing, ongoing training, uniform standards and distinction, the use of the authorities granted by the Board, governance, occurrence reporting as well as a summary of public complaints and concludes with some highlights of the reporting year.



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 2009, the Toronto Transit Commission carried 471 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 bylaw enforcement activities to both the subway and surface;
- Provision of investigative services in response to reported crimes and security incidents on the transit system;
- Provision of protective services;
- Ongoing development and implementation of the Security Program.

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. In 2009, Transit Special Constables responded to 13,754 calls for service.

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 limited 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 security patrols. More specifically, Transit Special Constables carry out the following activities:

- Incident/emergency response
- Order maintenance/Trespass To Property Act and TTC Bylaw enforcement
- Special attention details
- Fare media inspections/fare enforcement
- Proof of Payment (POP) inspections
- Illegal entry checks
- Subway station security inspections
- Special Constable training

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 investigations to establish criminality
- Graffiti surveillance details
- Commuter parking lot surveillance details in conjunction with Toronto Police
- Special projects with Toronto Police
- Workplace violence threat assessments
- Digital image retrieval (801 requests in 2009)
- 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

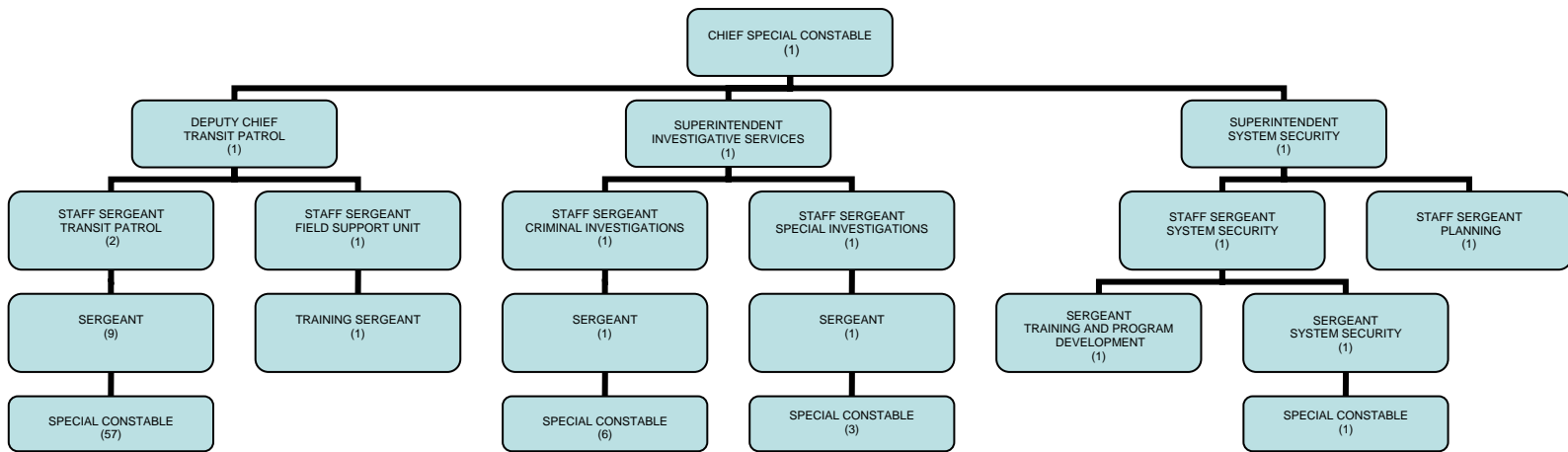
The Superintendent-System Security directs the activities of the section. Activities performed include:

- 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 and operations

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 which reflects the actual workforce strength as of December 31, 2009.



APPOINTMENTS

The following chart represents Special Constable appointments for the reporting year and reflects the actual strength at December 31, 2009.

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)
0	0	0	91*

**INCLUDES DEPUTY CHIEF-TRANSIT PATROL*

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, 2009.

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)
2	0	9*	0

**INCLUDES ONE POSITION TRANSFERRED TO ANOTHER DEPARTMENT WITHIN THE TTC NOT REQUIRING SPECIAL CONSTABLE AUTHORITY.*

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.

Diversity Training

In addition to the training items listed in the following table, 92 Transit Special Constables completed a 6 hour, online Diversity training course delivered by the Canadian Police Knowledge Network (CPKN) in Aboriginal and First Nations Awareness. Created by the instructional development team at the Ontario Police College, the course provides basic knowledge of the history and geography of Aboriginal peoples as the foundation to the contemporary issues pertaining to Aboriginal lands, cultures, and communities.

Below are tables outlining training Transit Special Constables received in 2009.

Mandatory Training

Course/Topic	Delivered By	Duration	Number of Members Trained
Annual Use of Force Requalification	Certified Professional Instructors	4 hours	96*
Standard First Aid & CPR Requalification	Red Cross	8 hours	16
Aboriginal and First Nations Awareness	Canadian Police Knowledge Network (CPKN)	6 hours	92
Police Ethics and Accountability	Canadian Police Knowledge Network (CPKN)	2 hours	92
Accessibility For Ontarians With Disabilities Act	TTC Field Support Unit	1 hour	95

** TWO (2) 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.*

Additional In Service Training

Course/Topic	Delivered By	Duration	Number of Members Trained
Use Of Force Reporting	TTC Field Support Unit	1 hour	58
Field Information Reporting	TTC Field Support Unit	1 hour	58
Garrett Metal Detection	TTC Field Support Unit	1 hour	58
Spontaneous Disorder (Crowd Management With Limited Resources)	Ontario Police Video Training Alliance (TTC Field Support Unit)	1 hour	59
2009 TTC Bylaw Overview	TTC Field Support Unit	1 hour	81
Excited Delirium Refresher	Ontario Police Video Training Alliance (TTC Field Support Unit)	1 hour	18
Sex Offenders	Ontario Police Video Training Alliance (TTC Field Support Unit)	1 hour	18
Case Law Updates	TTC Field Support Unit	1 hour	18
CPIC Query/Narrative	Canadian Police Knowledge Network (CPKN)	6 hours	3
Urban Gang Dynamics	Canadian Police Knowledge Network (CPKN)	2 hours	10
Ontario Gang Investigators Association Professional Development Conference	Ontario Gang Investigators Association	3 days	2
Digital Photography	Detective Sergeant Brian Ward (Retired, Toronto Police Service)	8 hours	10
Graffiti Investigation	Canadian Police Knowledge Network (CPKN)	2 hours	1
Reid Interviewing and Interrogation	John Reid and Associates	4 days	2
Investigative Interviewing	D/Sgt. Gordon MacKinnon (Retired) (Blueline Trade Show)	1 day	10
Annual Professional Standards Seminar	Toronto Police Service	3 days	3

Course/Topic	Delivered By	Duration	Number of Members Trained
Workplace Violence and Harassment	Lancaster House	1 day	2
ASIS Best Practices Seminar	American Society For Industrial Security	1 day	4
ASIS Certified Protection Professional Designation	American Society For Industrial Security	Ongoing	4
14 th Annual Anti-Counterfeiting Fraud Conference	Kestenberg, Siegal, Lipkus LLP	4 days	4

MEMBERSHIPS

- Ontario Association of Police Educators (OAPE)
- Ontario Police Video Training Alliance (OPVTA)
- Ontario Association of Chiefs of Police (OACP)
- Canadian Association of Chiefs of Police (CACP)
- International Association of Chiefs of Police (IACP)
- American Society for Industrial Security (ASIS)
- Canadian Urban Transit Association (CUTA)
- American Public Transit Association (APTA)
- Commercial Security Association (CSA)
- Toronto Association of Police and Private Security (TAPPS)
- Association of Certified Forensic Investigators of Canada
- American Society of Law Enforcement Trainers
- Central Ontario Crime Prevention Association
- CPTED Ontario (Crime Prevention Through Environmental Design)

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 the words “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	550	286	35	229
Controlled Drugs and Substance Act	20	7	5	8
Criminal Warrants	48	0	1	47
Trespass to Property Act	148	135	6	7
Liquor Licence Act	55	3	5	47***
Mental Health Act	47	0	0	0
Provincial Offences Act- Breach Of Probation	0	1	0	0
Total	868	432	52	338

*SOURCE: SPECIAL CONSTABLE SERVICES DEPARTMENTAL MONTHLY REPORT

**AS PROVIDED IN THE SPECIAL CONSTABLE AGREEMENT

*** INCLUDES TRANSPORTS TO DETOXIFICATION CENTRE

Occurrence Reporting*

Occurrence Type	Number of Reports
Total General Occurrences (TPS 200)	822
General Occurrence Supplementary (TPS 205)	1125
Theft Under \$5000	116
Assault (Including TTC Operator Assaults)	143
Fraud Under \$5000	113
Mischief Under \$5000	193
Threatening (TTC Operator)	61

Occurrence Type	Number of Reports
Sexual Offences (Indecent Exposure / Act))	19
Sexual Assault (Inappropriate Touching)	5
Potential Sex Offender	4
Misc. Occurrences (Suspicious Incidents, Info, Other)	168
Record of Arrest (TPS 100)	978
Record of Arrest Supplementary (TPS 101)	1204
Contact with Emotionally Disturbed Persons (TPS 710)	11
Field Information Report Card (TPS 208)	4781

**SOURCE: SPECIAL CONSTABLE SERVICES CASE REPORTING DATABASE*

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 2009, Special Constable Services processed 1,195 pieces of property into their property vault.

The following chart represents property reporting for 2009.

Property Occurrences General (TPS 400)	1422
Property Occurrences Liquor (TPS 401)	12

PUBLIC COMPLAINT REPORTING

Pursuant to an agreement between the Toronto Police Services Board (the Board) and the Toronto Transit Commission (the TTC,) the Special Constable Services Department maintains a comprehensive Public Complaints policy. Public complaints relating to the conduct of Transit Special Constables may be filed in the following manner: at a Toronto Police Service Division, to the TTC directly, in person at 1900 Yonge Street, Toronto, by telephone at 416-393-3111, by email or fax, by mail, by completing a general TTC complaint form, or on the TTC website at www.ttc.ca.

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	Pending
17	15	2	16	1

COMPLAINTS BY CATEGORY

Conduct Non Criminal	Criminal Allegation
15	2

Unsubstantiated	Substantiated	Informal Resolution	Pending	Withdrawn
8	1*	4	1	3

*MINOR POLICY BREACH RESOLVED THROUGH CORPORATE DISCIPLINE POLICY

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	3	3	0	0	0	3	0
OC Foam	6	6	0	1	0	4	1
Empty Hand Techniques	4	4	1	0	0	3	0

INJURY REPORTING

Suspects

- 2 suspects injured during open handed technique arrests involving minor abrasions-no medical treatment required.
- 2 suspects treated for minor exposure to OC Foam.

Special Constables

- 1 Special Constable injured using open handed techniques involving an anterior cruciate ligament (ACL) tear.

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.

CANADIAN POLICE INFORMATION CENTRE (CPIC)

Access to information contained within the Canadian Police Information Centre (CPIC) databases is strictly governed by Memorandum of Understanding (MOU) between the TTC and CPIC. This MOU stipulates the conditions under which authorized members may access information in support of a bona fide law enforcement investigation in accordance with CPIC policy and the department's legislated mandate.

Although subject to periodic audits as stipulated in the CPIC Reference Manual, Special Constable Services conducts quarterly CPIC audits as a measure of self governance to ensure compliance with both the MOU and terms as outlined in the CPIC Reference Manual.

Special Constable Services achieved 100 per cent compliance in 2009.

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 2009, Special Constable Services recognized 295 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.

In 2009, the project to equip all TTC surface vehicles with recording video surveillance cameras was completed.

In early 2009, the Toronto Police Service implemented automated downloading of recorded images from most TTC subway station cameras through a video link to its Video Services Unit. Prior to implementation, a Memorandum of Understanding was finalized and in order to guarantee compliance with the Office of the Privacy Commissioner images shall only be disclosed in accordance with the Freedom of Information and the Protection of Privacy Act. Special Constable Services processed 801 requests for digital image retrieval in 2009.

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 and training. In 2009, members participated in seven inter-agency and industry training sessions as follows:

Session	Hosting Agency
Emergency Operations Centre (EOC) Management	City of Toronto
Basic Emergency Management	City of Toronto
World Conference on Disaster Management	Canadian Centre For Emergency Preparedness
Emergency Management Symposium	Toronto Police Service
Rail and Urban Transit Security Standards Meeting	Transport Canada
Transport Canada International Security Conference	Transport Canada
2009 Ontario Public Service (OPS) Security Conference	The Security Services and Contingency Planning Branch, Ontario Ministry of Government Services

PANDEMIC PREPAREDNESS

In early 2009, the world was beginning to prepare for what health experts called an inevitable global pandemic of influenza, first commonly referred to as “swine flu.” When news broke of the first confirmed human cases in April, the TTC, and the Special Constable Services Department more specifically, were well positioned to deal with the potential outbreak with a Corporate Pandemic Plan and a departmental contingency plan already in place. The outbreak was particularly troubling to the world health community as this strain of virus had never circulated amongst the human population in history.

Members of the Special Constable Services Field Support Unit worked closely with Occupational Hygienists assigned to the TTC Safety Department to implement the plan in early May. Stage one of the plan was to fit each front line officer with an N95 respirator in the event that the City of Toronto Medical Officer of Health issued a notification of a Pandemic Emergency. Members of the Field Support Unit were trained in respirator fit testing, each front line officer underwent respirator screening by the TTC Occupational Health Unit and each front line member who wished to participate in this voluntary program was fitted for a respirator.

As a result of the diligent work by members and the high level of inter-departmental cooperation, Special Constable Services were well prepared for any challenge that presented itself in what became known as Pandemic H1N1 2009.

As the 2009 reporting year came to a close, the virus continued to spread world wide in waves, however was considered of “moderate severity” by the World Health Organization. To date, there has been no order issued to roll out the respirator distribution plan or other stages of the Corporate Pandemic Plan and departmental contingency plan amongst members.

Special Constable Services will remain vigilant into 2010, working closely with other TTC departments and City agencies to monitor the spread of the virus and to plan and implement the appropriate response.

HIGHLIGHTS OF THE REPORTING YEAR

With a renewed focus on maintaining public confidence in safety and security on the transit system, members conducted a total of 302 Special Attention details in 2009. These details were conducted in response to complaints/concerns from members of the public either reported directly to the TTC or through the offices of TTC Commissioners. This activity resulted in 838 subway and SRT station visits to address the concerns.

As well as posing a significant fire hazard, illegal smoking remains high on the list of complaints the TTC receives from the public each year. To this end, and in an attempt to optimize fire safety and public awareness to the problem, members conducted a total of 3,280 hours of patrol dedicated to illegal smoking enforcement. This activity resulted in 2,197 station visits, 11 Trespass to Property Act (TPA) arrests, 149 Provincial charges (TTC bylaw and TPA,) and 1,006 cautions.

Members conducted 828 subway station security inspections in 2009 to identify and report safety and security deficiencies. This activity ensured that corrections to the noted deficiencies in equipment, lighting, etc were expedited in a timely manner.

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.

To combat the issue of fare evasion and to raise public awareness, members conducted vigilant fare enforcement throughout the year in a number of areas.

Members conducted random fare inspection details at subway and SRT stations in 2009. This activity resulted in 233,470 pieces of fare media being inspected, 93 arrests (criminal and Provincial,) 382 charges (criminal and TTC Bylaw) and 524 cautions for fare violations and/or possession and use of forged and counterfeit fare media.

Members conducted random illegal entry details at transit properties across the system resulting in 49 arrests (criminal and Provincial,) 799 charges (primarily TTC Bylaw) and 1,164 cautions to persons attempting to evade paying a fare by means of entering stations through bus roadways and other unauthorized entrances. Not only does this activity cost the TTC in terms of lost revenue, but this dangerous practice also poses a significant safety threat to pedestrians, employees and passengers.

Historically, the Queen Street streetcar route operates on a Proof of Payment (POP) fare collection system. Routine POP enforcement resulted in 68,370 pieces of fare media inspected, 2 criminal arrests, 3 criminal charges, 211 TTC bylaw charges and 398 cautions for fare violations.

JANUARY

The TTC welcomed news that an additional 38 Toronto Police Service officers would be forthcoming to assist with traffic, and safety and security on the transit system. News that TTC Special Constables would be bolstered by the new policing resources was positive news for all TTC users said TTC Chief General Manager Gary Webster.

The Toronto Transit Commission has the authority to pass by-laws regulating the use of its transit system in accordance with section 143 and Part XV of the City of Toronto Act. On January 21st, Commissioners approved and passed revisions to Toronto Transit Commission By-Law #1. This marked the first time revisions had been made to the by-law since 1990. Transit Special Constables and Toronto Police Service officers began educating passengers on the revised by-law and associated penalties.

FEBRUARY

After two robberies of TTC station collectors on successive evenings, Special Constables and Toronto Police Service officers cooperatively began making regular and dedicated patrols across the entire subway and SRT system to raise public awareness to an increased security presence.

MARCH

In response to the increasingly regular occurrence of graffiti vandals damaging TTC trains in the Davisville Yard, members of the Criminal Investigations Unit initiated project "Eratication." This project was initiated as a direct result of intelligence received pertaining to graffiti "crews" active in Toronto and more specifically the Davisville area. Costs incurred as a result of graffiti to TTC assets are associated directly with the removal of the damage as well as the operational loss of vehicles associated with the removal. Compounding the acts of Mischief within the confines of a subway yard are the inherent risks posed to the perpetrators who gain unauthorized access to track level. There were no arrests made as a result of this initiative however no further damage occurred to TTC assets during the duration of the project. The project was deemed a success.

The Heart and Stroke Foundation of Ontario held a media conference and, together with Toronto Emergency Medical Services and the TTC, announced the installation of 30 Automated External Defibrillators (AEDs) in TTC subway stations to optimize response to medical emergencies involving cardiac arrest. In response to medical emergencies in the subway system, all Transit Special Constables are now trained on the use of AEDs.

MAY

In response to intelligence from TTC employees pertaining to the increased use of forged Metropasses in Scarborough, and more specifically, Toronto Police 43 Division, members of the TTC Special Investigations Unit joined forces with Toronto Police in project "Free Ride." 43 Division officers and TTC Special Constables launched an

intensive 4 day blitz within the divisional boundaries resulting in 30 arrests and 94 charges laid. Information received during the project, in part, led to the execution of two search warrants and two individuals were further charged with producing the forged passes.

JUNE

To combat the proliferation of forged Metropasses and other methods of fare evasion and misuse, the TTC announced that starting in July; new security features would be added to its Metropass, Weekly Pass, and GTA Weekly pass. One of the features announced was the addition of an activation sticker that must be removed prior to being tendered as a valid fare on the transit system. The sticker is designed so that it cannot be reapplied, indicating to the TTC that the pass has been used and therefore, cannot be returned to the TTC by authorized agents or employees fraudulently for refund.

Special Constable Services sponsored their second annual Dream Makers golf tournament in support of the 'Dreams Take Flight' children's charity. Eighty golfers enjoyed a day of fellowship and sunshine to raise \$3,500 for this wonderful cause.

JULY

Members of the Criminal Investigations Unit initiated project "Summer of Our Discontent" to combat a renewed increase in graffiti vandalism in the Davisville subway yard. This five week project resulted in the identification of 2 vandals and their associated graffiti. Members were advised by investigators from many Toronto Police Service divisions across the City that this identification, in part, led to several criminal charges being laid against the alleged perpetrators in relation to additional ongoing police inquiries.

Members of the Criminal Investigations Unit initiated project "Copper Nites" in response to thefts of copper wire from TTC properties. Copper wire is considered a valuable commodity amongst thieves for its high scrap resale value. No arrests were made during this initiative; however the TTC incurred no known losses to copper thefts during the project.

AUGUST

Toronto's annual Caribbean festival kicked off with a weekend of activities that again 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 eastern and western loops 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.

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

The Toronto Transit Commission's By-law No. 1 was amended and passed by the Commission earlier this year. Since that time, Transit Special Constables and Toronto Police had been educating passengers on the revised by-law and associated penalties. Transit Special Constables and Toronto Police began applying the increased set fines associated with the by-law on October 12th.

The City of Toronto celebrated the 4th annual Nuit Blanche to celebrate contemporary art. Transit Special Constables were posted at strategic locations throughout the subway system and bus network throughout the evening and overnight period to provide customer service, monitor passenger flow and maintain public order on the TTC. The event once again concluded successfully for the TTC.

NOVEMBER

Transit 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 43,980 passenger fares during 495 staff hours of inspection resulting in 6 criminal arrests, 61 TTC bylaw charges, and 249 cautions for fare violations.

The TTC welcomed the arrival of Santa Claus with the 105th Annual Santa Claus parade. Transit Special Constables were strategically deployed throughout the transit system and in stations along the parade route to provide customer service, crowd control and to monitor passenger flow. With the assistance of TTC Transportation personnel and Transit Control, several families separated in the crowds were successfully reunited and the event caused no serious operational issues for the department.

DECEMBER

Vancouver, British Columbia was chosen by the International Olympic Committee to host the 2010 Winter Olympics. Building excitement in anticipation of the games, 12,000 people from all walks of life were chosen to bear the Olympic torch on its journey across the country. On Friday, December the 18th, the Olympic Torch came to the City of Toronto. Special Constable Services' Staff Sergeant Fern Taillefer was one of the chosen few to bear the torch through the City. This was a rare, once in a lifetime honour for Staff Sergeant Taillefer and a proud moment indeed for all members of Special Constable Services.



GIVING BACK TO THE COMMUNITY

“Our employees and pensioners have once again demonstrated their commitment to those seeking a hand up in the community” said TTC Chief General Manager Gary Webster. “The dedication of our employees and pensioners in serving their community goes hand in hand to their dedication to move 1.5 million riders every day.”

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 2009, the Special Constable Services United Way campaign raised a total of \$10,727.72 towards the overall TTC achievement of \$1,364,652. While personal contributions accounted for the majority of the total, members also participated in local departmental and corporate events such as barbeques, raffles, and the CN Tower stair climb.



2009 TTC UNITED WAY FINALE

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 Dreams Take Flight team will have taken over 20,000 special children to the Magic Kingdom during the 20 year history of the organization.

In 2009, the Special Constable Services team (Dream Makers) raised in excess of \$3,500 for the Dreams Take Flight program and received an appreciation award for their support and contributions.



LOOKING FORWARD: 2010 AND BEYOND

With a projected ridership of 462 million in 2010, 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 a dedicated Toronto Police presence throughout the system, the installation of digital video recording devices 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.

Transit City, coupled with plans to introduce redesigned streetcars in downtown Toronto and the Toronto York Spadina Subway Extension will continue to change the face of public transit in the Toronto community.



ARTIST'S CONCEPTION

