



## STAFF REPORT INFORMATION ONLY

### Report Title

Overview of the Transit Enforcement Unit

<b>Date:</b>	February 25, 2015
<b>To:</b>	TTC Board
<b>From:</b>	CEO

### Summary

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Presentation delivered to the Board at the January 21, 2015 meeting was deferred to the February 25, 2015 meeting for further discussion.

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### Attachment

- January 21, 2015 (attachment)

# TORONTO TRANSIT COMMISSION

## REPORT NO.

**MEETING DATE:** January 21, 2015

**SUBJECT:** Overview of The Transit Enforcement Unit

### INFORMATION ITEM

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### RECOMMENDATION

It is recommended that the Board receive an Overview of the Transit Enforcement Unit presentation, for information.

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# TRANSIT ENFORCEMENT UNIT

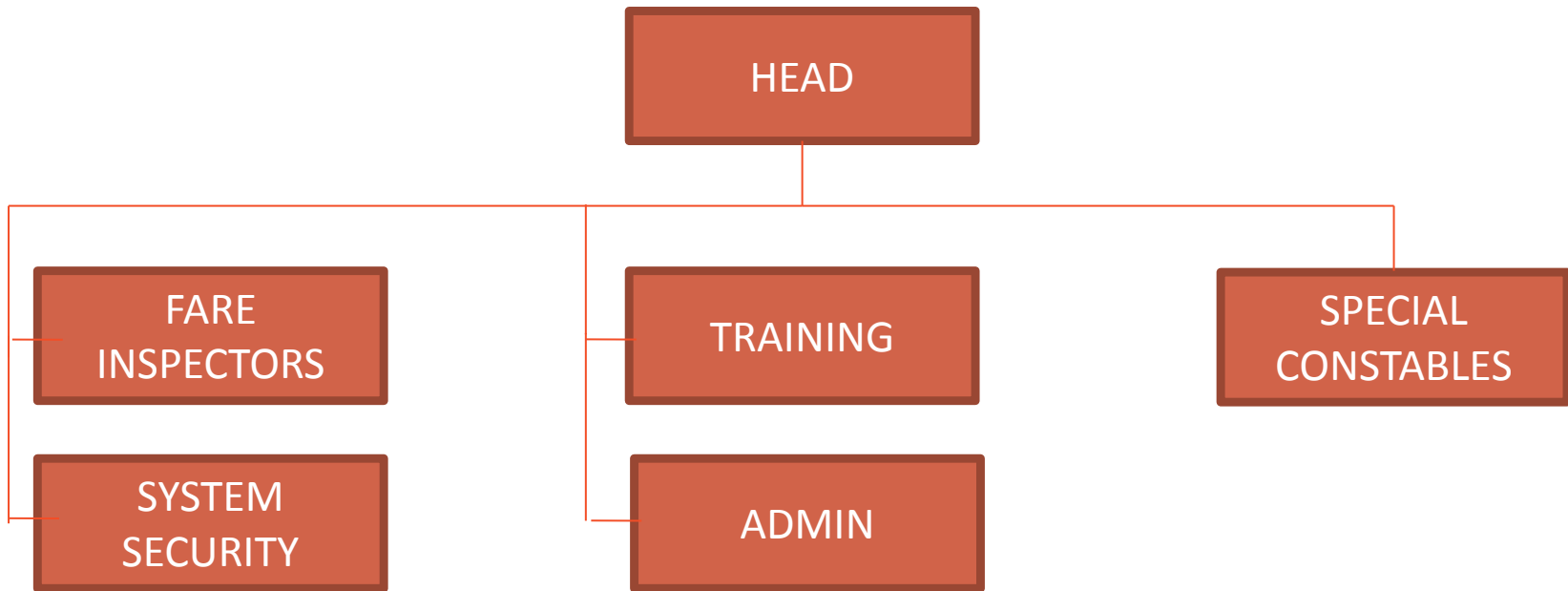
TTC Board January 2015



- **Who We Are**
- **Special Constables**
  - Authorities
  - Training
  - Oversight/Accountability
- **Fare Inspectors**
  - Authorities
  - Training
  - Oversight/Accountability
- **Conclusion**



# TRANSIT ENFORCEMENT UNIT





**40 Transit Enforcement Officers (Special Constables)**

**2 Staff Sergeants**

**4 Sergeants**

**Uniformed**





- **Responsible for:**
  - TTC By-Law #1 Enforcement
  - Emergency Response
  - Patrol
  - Crime Prevention
  - Fare Enforcement
  - Customer Service





**1 Staff Sergeant**

**2 Statistical Analysts**

**1 Administrative Assistant**

**1 Court Services Coordinator**

**Responsible for:**

- Training and Recruitment
- Court Services
- Crime Analysis and Statistics





# TRANSIT FARE INSPECTORS



**1 Manager**  
**2 Supervisors**  
**18 Fare Inspectors**  
**Uniformed**  
**Provincial Offences Officers**





- **Responsible for:**
  - Inspect Fares
  - Customer Service
  - Enhance Customer/Employee confidence in system
  - Deter fare evasion by presence/visibility
  - Enforcement





**2 Sergeants**

**13 Protective Services Guards**

**4 Security Attendants**

**Uniformed**

**Responsible for:**

- Building Access Control
- Revenue Collection Escort
- Parking Enforcement on TTC Property
- Manage External Security Contracts





- **Limited police authorities through an agreement with the Toronto Police Services Board**
- **Responsible for Enforcement, Inspection, Detection, and Customer Service duties in order to protect the Commission's interests.**
  - Customers
  - Employees
  - Facilities
  - Vehicles





- **New Recruits receive 424 hours of training**
  - Communication Skills Throughout
  - 64 hours of Defensive Tactics based on a De-Escalation and non-Physical Intervention Theory
  - 28 hours of Mental Health Awareness and dealing with Emotionally Disturbed Persons
  - The training culminates in a week of scenario based training
- **6 Months Field Training Program with Coach Officer**





- **Recertification Annually**
  - Pass/Fail
  - 24 hours
    - Legislative Updates
    - Defensive Tactics Theory
    - De-escalation and Tactical Communication Exercises
    - Practical Skills
    - Scenario Based Training in the Environment





- **Oversight, Risk Management and Accountability**
  - TPS Policies as they pertain to Special Constables
  - Police Services Act as it pertains to Special Constables (Section 53)
  - TTC Corporate Policy
  - Transit Enforcement Unit Policy and Code of Ethics
  - Annual report to the TPSB and the TTC Commission
  - City Ombudsman Appeal
- **Public Complaints are subject to investigation by the TPS Professional Standards Unit**
  - TTC Unit Complaints Coordinator
  - TPS Trained





## WE'RE PROUD OF WHAT WE DO.

The Transit Enforcement Unit is proud to keep you safe while you are on the TTC. So if we aren't living up to our commitment, we need to hear about it.

To make a complaint about  
Transit Enforcement, call 416-393-3111.





- **Provincial Offences Officers**
- **Responsible for conducting Proof of Payment fare inspections**





- **New Recruits receive 200 hours of training**
  - Communication Skills Throughout
  - 48 hours of Defensive Tactics based on a De-Escalation and non-Physical Intervention Theory
  - Focus on Observe and Report
- **Will be required to Annually Recertify**
  - Currently being developed
  - Will be similar to the Special Constable recertification



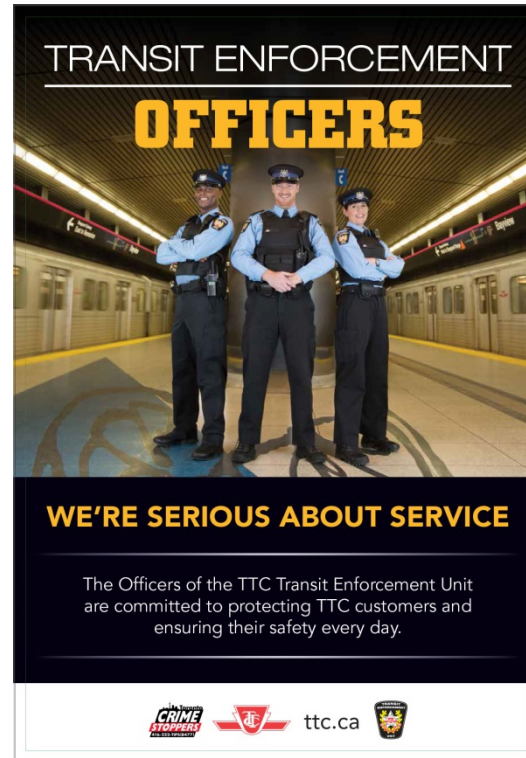


- **Oversight, Risk Management and Accountability**
  - TTC Corporate Policy
  - Transit Enforcement Unit Policy and Code of Ethics
  - City Ombudsman Appeal
- **Public Complaints are subject to investigation by the TTC Unit Complaints Coordinator**
- **Criminal Complaints are subject to investigation by the TPS**



# CORE OPERATING PRINCIPLES




- **Customer Service**
- **Visibility**
- **Accountability**
- **Training**

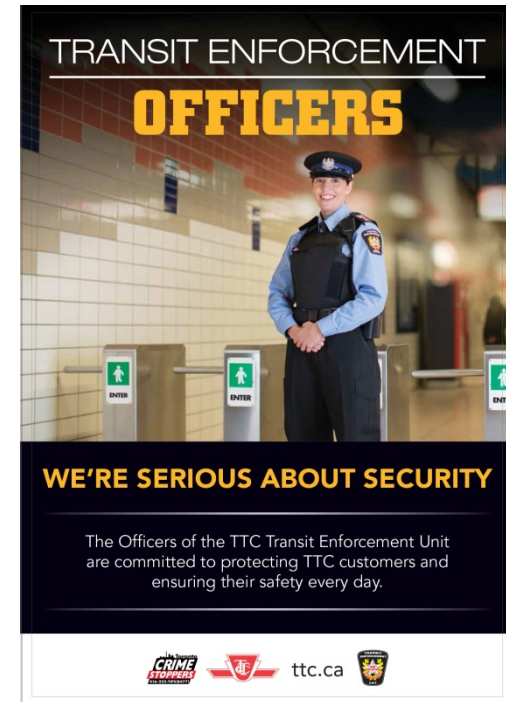


TRANSIT ENFORCEMENT  
**OFFICERS**

**WE'RE SERIOUS ABOUT SERVICE**

The Officers of the TTC Transit Enforcement Unit are committed to protecting TTC customers and ensuring their safety every day.




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TRANSIT ENFORCEMENT  
**OFFICERS**

**WE'RE SERIOUS ABOUT SECURITY**

The Officers of the TTC Transit Enforcement Unit are committed to protecting TTC customers and ensuring their safety every day.

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- **Original members of a National Transit Security Working Group**
- **Liaison with the RCMP, CSIS, TPS, Transport Canada to ensure up-to-date intelligence**
- **Partners in safety with TPS Divisions and the Transit Patrol Unit**



Transport  
Canada

Transports  
Canada





- **Special Constables and Fare Inspectors:**
  - are provided with a high level of training
  - are held to a high standard which is scrutinized with oversight and accountability by TPS and the City Ombudsman
  - will continue to exercise their respective powers and authorities in a responsible manner

