



## **STAFF REPORT ACTION REQUIRED**

### **2014 TTC TRANSIT ENFORCEMENT ANNUAL REPORT TO THE TORONTO TRANSIT COMMISSION AND THE TORONTO POLICE SERVICES BOARD**

<b>Date:</b>	September 28, 2015
<b>To:</b>	TTC Board
<b>From:</b>	Chief Executive Officer

### **Summary**

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Section 8.9 of the Special Constable Agreement between the Toronto Police Services Board and the Toronto Transit Commission requires the TTC to provide to the Board an annual report with statistical information including information regarding enforcement activities, training, use of force activities, supervision, complaints, and other issues of concern to the parties and such further categories of information as may be requested by the Board or the Chief of Police, from time to time.

The attached report was prepared in accordance with instructions outlined in the agreement, and will be on the October 15, 2015 meeting agenda of the Toronto Police Services Board, subject to the TTC Board receiving this report at its meeting of September 28, 2015.

The report is responsive to the Toronto Police Services Board's requirements and also includes information related to Transit Enforcement Department activities outside the scope of the agreement such as transit fare inspection activities and highlights of the reporting year.

### **Recommendations**

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It is recommended that the TTC Board:

- 1) receive the attached report; and
- 2) forward the attached report to the Toronto Police Services Board in accordance with Section 8.9 of the Special Constable Agreement between the Toronto Police Services Board and the Toronto Transit Commission.

## Financial Impact

This report has no financial impact beyond what has been approved in the current year's budget.

## Background

The TTC is a local passenger transportation commission operating within the Greater Toronto Area. The TTC is a branch of the City of Toronto and operates a transit system pursuant to the provisions of the *City of Toronto Act, 2006* (COTA), S.O. 2006, c. 11, Schedule A, as amended.

The TTC has established a Transit Enforcement Department in order to protect the integrity of the transit system, perform security functions with respect to TTC properties and assets and to ensure that the transit system remains a safe and reliable form of transportation.

In July of 1987, at the request of the TTC and with the approval of the then Solicitor General, members responsible for safety and security on the transit system were appointed as Provincial Offences Officers for the purposes of enforcing provisions of TTC Bylaw #1 and the Trespass to Property Act. These officers provided a visible presence, responded to calls for service, and carried out activities to preserve the peace, protect the safety of TTC customers and employees and protect TTC assets.

The Toronto Police Services Board is responsible for the provision of adequate and effective police services in the City of Toronto pursuant to the provisions of Part III of the *Police Services Act*, R.S.O. 1990 Chap. P-15.

In June of 1997, at the request of the TTC and with the approval of the then Provincial Solicitor General, the Toronto Police Services Board designated certain employees of the TTC responsible for providing safety and security services to the transit system, as Special Constables. These Transit Special Constables were conferred with limited law enforcement powers and authorities in accordance with Section 53 of the *Police Services Act*. This designation was governed by a contractual agreement between the Toronto Police Services Board and the TTC. These enhanced authorities were designed to increase the level of effectiveness and efficiency in delivering security and limited law enforcement services in cases where it was neither possible nor practical for a police officer to respond in a timely manner.

Since that time, the TTC and the Toronto Police Service have partnered to deliver policing and security services to the TTC's employees and patrons.

In 2009, the Service created a Transit Patrol Unit to take a more proactive role in policing the subway system. The TPU became operational in May of that year. From the unit's inception, the TPU provided direction and assistance to the TTC Special Constables. Moving forward towards the new model of transit policing and security, the Special Constable Services Department (now known as the Transit Enforcement Department) began to formulate a strategy to refocus efforts and resources on the core responsibilities of the department, namely revenue protection, fare enforcement and the enforcement of TTC Bylaw #1.

In February 2011, the aforementioned agreement relating to Special Constables between the Board and the TTC was terminated.

Since February 2011, the TTC has undergone many changes with respect to its transit enforcement function in order to address previous concerns raised by the Board and Service. In September 2011, the TTC reorganized the Transit Enforcement Department (previously known as Transit Enforcement and Security Services) to streamline the reporting structure, better align business functions and ensure greater accountability. The changes were made, in part, to support the TTC in meeting all its new roles and responsibilities as part of the new model for transit policing and security.

On May 15, 2014, a new Special Constable Agreement was reached with the Toronto Police Services Board to designate the newly rebranded Transit Enforcement Officers as Special Constables with limited powers and authorities under selected federal and provincial statutes. These restored authorities were conferred to support the enforcement of TTC By-law No.1 and to increase the level of effectiveness and efficiency in delivering security and limited law enforcement services in cases where it was neither possible nor practical for a police officer to respond in a timely manner.

Transit Enforcement Officers carry out the duties of a sworn Special Constable/Peace Officer, agent/occupier of the TTC, in accordance with the Criminal Code of Canada, the TTC's Special Constable Agreement with the Toronto Police Services Board and the rules and regulations governing their special constable appointment, TTC and departmental policies and standards of the department's Code of Conduct.

Transit Enforcement Special Constables are also designated as Provincial Offences Officers for the purpose of enforcement of TTC Bylaw #1-a bylaw regulating the use of the Toronto Transit Commission, and specified provincial statutes including the Trespass to Property Act, and Liquor License Act. Transit Enforcement Special Constables have also been conferred with limited police officer designation for specified sections of the Trespass to Property Act, Liquor License Act and Mental Health Act.

Transit Fare Inspectors are designated as Provincial Offences Officers for the purpose of issuing provincial offences tickets and summons under TTC By-Law #1 and the Trespass to Property Act.

In all other matters, the primary role of a Transit Fare Inspector is to observe and report. A Transit Fare Inspector maintains citizen's power of arrest pursuant to the Criminal Code of Canada. By policy, Transit Fare Inspectors are only permitted to effect an arrest when no other options are feasible and there is an immediate threat to personal and/or public safety.

## Accessibility/Equity Matters

No accessibility or equity issues.

## Analysis

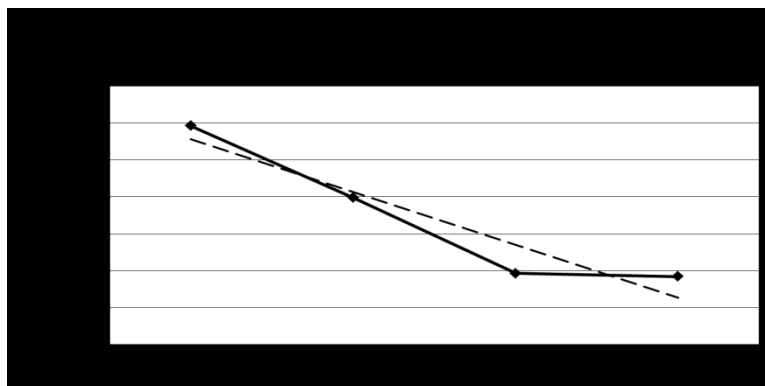
### TRANSIT ENFORCEMENT OFFICER BYLAW CHARGES AND CAUTIONS

Between February 1, 2011 and December 31, 2014, Transit Enforcement Officers were designated solely as Provincial Offences Officers with no Special Constable designation. In transitioning to the new model of Transit Policing and Security, the number of Transit Enforcement Officers was also reduced from an actual workforce of 91 on January 1, 2011, to an actual workforce of 50 on December 31, 2014 accounting, in part, for the downward 4 year trend.

4,919 bylaw charges were laid from January to December 2014 as compared to 5,059 during the same period in 2013, for a decrease of 2.9% (a decrease of 140 offences). The number of bylaw charges is 43.7% (3,825) less than the four-year average of 8,744 (2011-2014)

- 97.2% (4,779) of bylaws were laid in the subway
- 6.1% (433) of bylaws were laid on the surface

The January to December TTC bylaw rate per 100,000 riders is 0.92 in 2014, as compared to 0.96 in 2013, 1.98 in 2012, and 2.96 in 2011.



*\*No Special Constable Status from 02/2011 to 12/14*

## TRANSIT FARE INSPECTOR BYLAW CHARGES AND CAUTIONS

The Transit Fare Inspection Program began in August of 2014. Previous year comparisons are unavailable. 1,324 bylaw charges were laid from August to December 2014.

- 2.3% (31) of bylaws were laid in the subway (off board inspections)
- 97.7% (1,293) of bylaws were laid on the surface

The monthly TTC bylaw rate per 100,000 riders is 0.70 in December, 1.10 in November, 0.83 in October, 0.06 in September, and 0.17 in August.



*Public Education Phase on Spadina Line from 08/31 to 09/30*

## PROOF OF PAYMENT

Month	Oct	Nov	Dec
Fares Inspected	51,990	75,713	74,656
Fare Evasions - Cautions	1,761	1,617	1,582
Fare Evasions - POTs	234	318	185
Fare Evasions	1,995	1,935	1,767
Fare Evasion Rate	3.8%	2.6%	2.4%

*Public Education Phase on Spadina Line from 08/31 to 09/30  
POT denotes Provincial Offences Ticket*

## Comments

Transit Enforcement Special Constables are focusing on the following goals for the first 6 months of 2015:

- More visibility
  - New decal vehicles
  - More time spent directly on the system and out of their vehicles
  - More direct engagement with internal and external customers
- More accountability
  - Patrolling with a Purpose
  - Daily deployment plans
  - First line supervisors creating assignments and auditing compliance
  - Comp Stat reports to analyze performance
  - Hire contract administrative support
- More joint projects with internal and external stakeholders
  - Toronto Police Service Transit Patrol Unit
  - Fare Inspectors
  
- Increase training opportunities through both internal and external training resources
  - TTC Training Department
  - Toronto Police College
- Re-emphasize Customer Service
  - Report issues to Industrial Maintenance Control (IMC)
  - Station staffing model during peak hours
  - Unplanned/planned event staffing model

Transit Fare Inspectors are focusing on the following goals:

- More visibility
  - Reporting directly to field offices
- More accountability
  - Daily deployment plans
  - First line supervisors creating assignments and auditing compliance
  - Comp Stat reports to analyze performance
- More joint projects with internal and external stakeholders
  - Toronto Police Service Transit Patrol Unit
  - Transit Enforcement Officers
- Customer Service
  - Report issues to Industrial Maintenance Control (IMC)
- Hiring
  - Use a more diverse interview panel
  - Create a viable applicant pool prior to authorization to hire

Transit Enforcement Special Constables and Transit Fare Inspectors work in a close partnership with Toronto Police to provide a high level of visibility, enhanced safety and security for the TTC's employees and customers and, protection of TTC assets.

Transit Enforcement Special Constables and Transit Fare Inspectors are provided with a very high level of training and issued with the necessary options and protective equipment to perform their respective duties efficiently and safely with minimal disruption to transit operations.

Transit Enforcement Special Constables and Transit Fare Inspectors continue to exercise their respective powers and authorities in a responsible manner to ensure the safe, orderly and efficient movement of our customers across the transit system.

Six core values have been established as follows which form the basis of the TTC Enforcement Unit's Code of Conduct:

- A. **Leadership** – A Transit Enforcement Member shall lead through a positive attitude to motivate, inspire and influence others towards a common goal;
- B. **Professionalism** – A Transit Enforcement Member shall be professional by demonstrating fairness and respect toward all members of the community;
- C. **Integrity** – A Transit Enforcement Member shall at all times be honourable, trustworthy and strive to do what is right;
- D. **Teamwork** – A Transit Enforcement Member shall work together within his or her department, the TTC, TTC employees and with the members of various communities to achieve departmental goals;
- E. **Accountability** – A Transit Enforcement Member shall accept responsibility for his or her actions and be accountable for those actions within the TTC and the communities he or she serves; and
- F. **Reliability** – A Transit Enforcement Member shall be conscientious, responsible and dependable in his or her dealings with other TTC employee and the communities he or she serves.

The Transit Enforcement Department is committed to working in partnership with TTC employees and the community to support the TTC's vision of a transit system that makes Toronto proud. The Transit Enforcement Department is responsible for protecting the integrity of the transit system and performing law enforcement and security functions with respect to TTC properties and assets in order to ensure that they are protected and the transit system remains a safe and reliable form of transportation.

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**TORONTO TRANSIT COMMISSION  
TRANSIT ENFORCEMENT UNIT**

*“Your Community and Safety Partners”*

**2014 ANNUAL REPORT**

**To**

**THE TORONTO TRANSIT COMMISSION**

**And**

**THE TORONTO POLICE SERVICES BOARD**

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## **MESSAGE FROM THE CHIEF EXECUTIVE OFFICER**

With more than 1.8 million customer journeys on a typical weekday, the TTC has one of the highest per-capita ridership rates in North America, and is one of the most efficient and safest transit systems of its size in the world.

Keeping our customers and employees safe and secure is our highest priority. Among

With the execution of a new Special Constable Agreement between the TTC and the

Last year, the TTC also introduced its first group of Transit Fare Inspectors. Transit Fare

The TTC works in close partnership with the Toronto Police Service's Transit Patrol Unit. We will continue to build this mutually beneficial relationship on Canada's largest transit system.

I would like to thank the women and men of the TTC's Transit Enforcement Unit for their outstanding work and commitment to the residents of Toronto.

It is my privilege to submit to you the 2014 Transit Enforcement Unit Annual Report.

**Andy Byford**  
**Chief Executive Officer**



## **EXECUTIVE SUMMARY**

Within the transit policing and security framework, the Toronto Transit Commission (TTC) is working closely with the Toronto Police Service to maintain a meaningful and mutually beneficial relationship.

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

With the execution of a new Special Constable Agreement between the TTC and the Toronto Police Services Board (the Board) on May 15, 2014, Transit Enforcement Officers will exercise the powers and authorities granted by 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 Enforcement Officers will provide a consistent standard of service accountable to both the TTC and the Board.

The activities of Transit Enforcement Officers will 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 2014 TTC Transit Enforcement Unit Annual Report provides the Toronto Transit Commission and the Toronto Police Services Board with information on the TTC's Special Constable Program, Transit Fare Inspection 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 Toronto Police Services Board, governance, occurrence reporting as well as a summary of public complaints. The report concludes with some highlights of the reporting year.

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## **GOVERNANCE**

### **TRANSIT ENFORCEMENT OFFICERS (SPECIAL CONSTABLES)**

The business of Transit Enforcement Unit is governed by the TTC's agreement with the Toronto Police Services Board (the Board) in areas of appointment, identification, equipment, training, powers, and responsibilities.

Pursuant to Article 6 of the Agreement entitled, "Accountability and Risk Management", 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 Transit Enforcement Officers (TEOs) who have been appointed as Special Constables.

TEOs 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 Transit Enforcement Unit has established a complaint investigation procedure for the intake and investigation of complaints concerning the conduct of a TEO.

The TTC must ensure compliance by TEOs with the applicable sections of the Police Services Act (PSA) relating to the appointment of any TTC employee as a TEO, the applicable regulations thereunder, all internal policies and procedures of the TTC, and all Service policies, standards, and procedures applicable to the duties, powers, and responsibilities of TEOs as provided to the TTC in accordance with the Special Constable Agreement.

A TEO must comply with the applicable sections of the PSA relating to his or her appointment as a special constable, the applicable regulations thereunder, all internal policies and procedures of the TTC, and all Service policies, standards, and procedures applicable to the duties, powers, and responsibilities of TEOs as provided to the TTC in accordance with the Special Constable Agreement, including any directives or policies of the Board for any TEO appointed by the Board.

At all times during the Term, the TTC must maintain adequate and effective supervision of any employee who has been appointed as a Special Constable by the Board pursuant to the Agreement.

The TTC shall, at a minimum, establish and maintain:

- (a) written policies and procedures with respect to the duties, powers and responsibilities of TEOs;
- (b) a Code of Conduct for TEOs, as described in the Agreement;
- (c) a written procedure for supervising and evaluating TEOs' powers; and

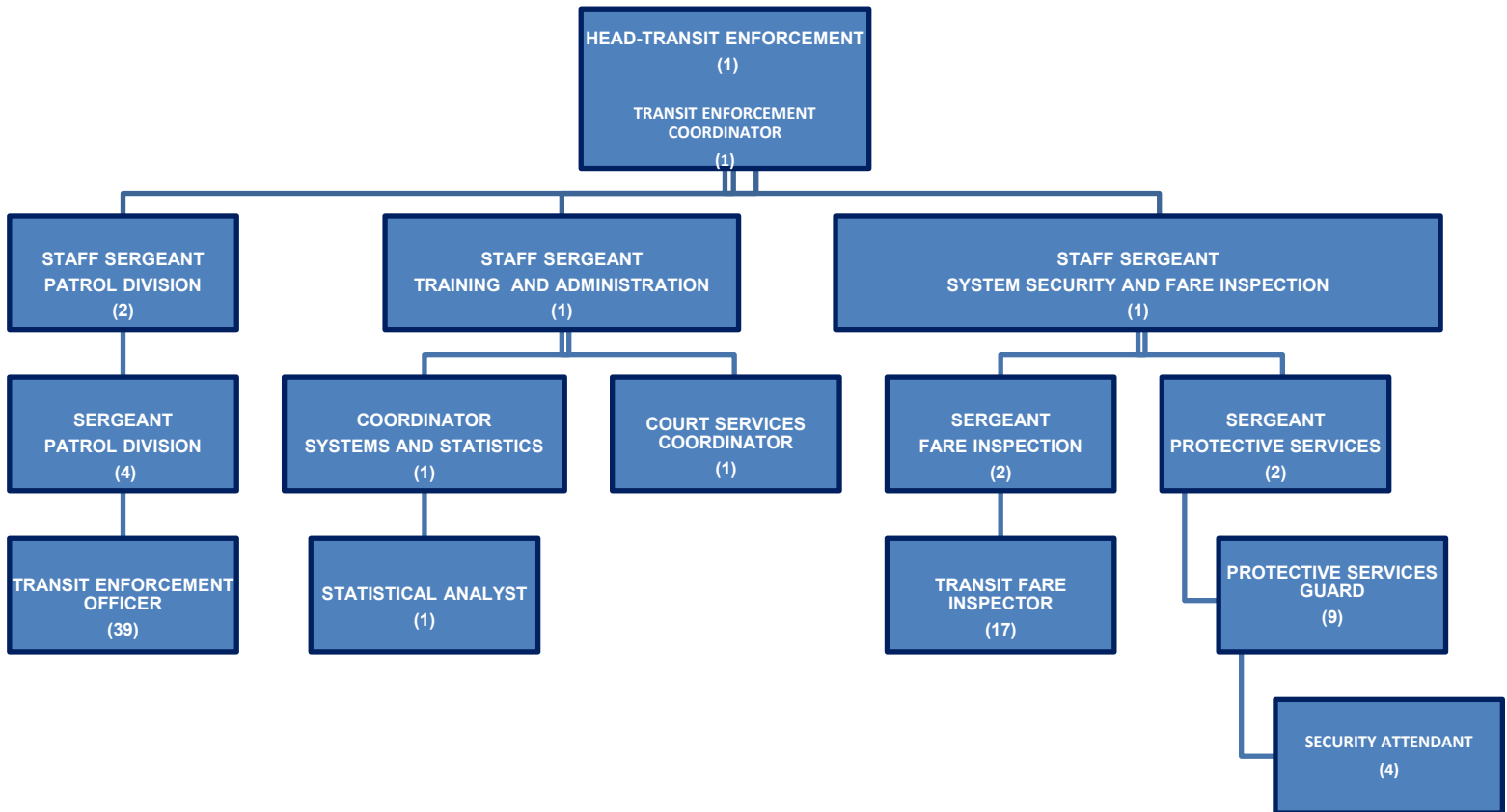
- (d) a written disciplinary process regarding all matters relating to any allegation of improper exercise of any power or duty of a TEO as granted pursuant to the Agreement.

The TTC and TEOs must cooperate with the Toronto Police Service in any matter where a TEO has been involved in an investigation.

The Transit Enforcement Unit maintains written policies, procedures and rules with respect to the duties, authorities and responsibilities of all members. TTC Enforcement Unit members are expected to comply with the departmental Code of Ethics and Core Values. In addition, a TTC Corporate Discipline Policy is in place to manage the conduct of all Enforcement Officers.

## SUPERVISION

General supervision of members of the Transit Enforcement Unit is under the authority of the Head-Transit Enforcement who has delegated this authority through the organizational chart below which reflects the actual workforce strength as of December 31, 2014.





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## **SECTION OVERVIEWS**

Members of the Transit Enforcement Unit carry out a variety of activities to provide a high level of customer service, enhance public and TTC employee safety, and asset protection.

### **PATROL DIVISION**

The Staff Sergeant-Patrol Division directs the activities of the section. As part of the TTC's strategy to reduce incidents of crime, disorder and victimization, Transit Enforcement Officers conduct walking and security patrols. More specifically, Transit Enforcement Officers carry out the following activities:

- Incident/emergency response
- Employee Support Initiatives
- Order maintenance/Trespass To Property Act and TTC Bylaw enforcement
- Special attention details in response to customer/employee concerns and complaints
- Fare media inspections/fare enforcement
- Illegal entry checks
- Special projects with Toronto Police

### **FARE INSPECTION**

The Staff Sergeant-System Security and Fare Inspection directs the activities of the section. Activities performed include:

- Providing exceptional customer service while focusing on education, fare policy compliance, and enforcement on Proof of Payment transit routes and interchange stations.

### **SYSTEM SECURITY**

The Staff Sergeant-System Security and Fare Inspection directs the activities of the section. Activities performed include:

- Industrial security
- Facility security inspections
- Security risk assessments
- Workplace violence protection plans
- Protective services management and operations
- Parking Control and Enforcement

## **TRAINING AND ADMINISTRATION**

The Staff Sergeant-Training and Administration directs the activities of the section.

Activities performed include:

- Recommending, planning, developing, updating, implementing and evaluating training standards for department staff, other TTC employee groups, the police, and Department of National Defence personnel;
- Managing the operational requirements of the Special Constable Agreement between the TTC and the Toronto Police Services Board
- Training liaison between the Department and the Toronto Police Service
- Managing the development and maintenance of critical and highly confidential Transit Enforcement Unit information and records management programs and activities
- Assessing, developing, coordinating, updating departmental standards including: policies, procedures, routine orders
- Managing the recruitment and selection process for the department
- Conducting public awareness campaigns regarding security/law enforcement measures in the transit system
- Court Services Administration and Property/Evidence Management
- Security/police data input and statistical analysis



**RECRUIT COMMUNICATIONS AND DE-ESCALATION SIMULATION TRAINING**



*TRANSIT ENFORCEMENT OFFICERS*

## **WHO WE ARE**

### **TRANSIT ENFORCEMENT OFFICERS (SPECIAL CONSTABLES)**

The TTC is a local passenger transportation commission operating within the Greater Toronto Area. The TTC is a branch of the City of Toronto and operates a transit system pursuant to the provisions of the City of Toronto Act, 2006, S.O. 2006, c. 11, Schedule A, as amended (the "COTA").

The TTC has authority to enact bylaws regulating the use of its transit system and has enacted Bylaw No. 1 – a bylaw regulating the use of the Toronto Transit Commission local passenger transportation system.

The TTC has established a Transit Enforcement Unit (the TEU) in order to protect the integrity of the transit system, perform security functions with respect to TTC properties and assets and to ensure that the transit system remains a safe and reliable form of transportation.

In 2014 there were over 540 million rides provided by the TTC throughout the City of Toronto.

In July of 1987, at the request of the TTC and with the approval of the then Solicitor General, members responsible for safety and security on the transit system were appointed as Provincial Offences Officers for the purposes of enforcing provisions of TTC Bylaw #1 and the Trespass to Property Act. These officers provided a visible presence, response to calls for service, and carried out activities to preserve the peace, protect the safety of TTC customers and employees and protect TTC assets.

The Toronto Police Services Board (the Board) is responsible for the provision of adequate and effective police services in the City of Toronto pursuant to the provisions of Part III of the Police Services Act, R.S.O. 1990 Chap. P-15, (the "PSA").

In June of 1997, at the request of the TTC and with the approval of the then Provincial Solicitor General, the Board designated certain employees of the TTC responsible for providing safety and security services to the transit system, as Special Constables. These Transit Special Constables were conferred with limited law enforcement powers and authorities in accordance with Section 53 of the Police Services Act. This designation was governed by a contractual agreement between the Board and the TTC. These enhanced authorities were designed to increase the level of effectiveness and efficiency in delivering security and limited law enforcement services in cases where it was neither possible nor practical for a police officer to respond in a timely manner.

Since that time the TTC and the Toronto Police Service (the Service) relied on a partnership to deliver policing and security services to the TTC's employees and patrons.

In 2009, the Service created a Transit Patrol Unit (TPU) to take a more proactive role in policing the subway system. The TPU became operational in May of that year. From the unit's inception, the TPU provided direction and assistance to the TTC Special Constables. Moving forward towards the new model of transit policing and security, the Special Constable Services Department (now known as the Transit Enforcement Unit) began to formulate a strategy to refocus efforts and resources on the core responsibilities of the department, namely revenue protection, fare enforcement and the enforcement of TTC Bylaw #1. The then General Manager-Operations directed a comprehensive Revenue Protection and Order Maintenance Strategy be developed by Special Constable Services to combat the negative financial impact the current level of fare evasion was having on TTC revenue. After several years of relatively stable rates of fare evasion, the estimated annual loss due to fare evasion for 2010 nearly doubled to \$22,067,707 from the 2009 figure of \$11,151,873. The result was a report entitled, "FARE IS FARE, A COMPREHENSIVE REVENUE PROTECTION AND ORDER MAINTENANCE STRATEGY FOR 2011 AND BEYOND".

The report recognized that proactive fare and bylaw enforcement are generally not matters of public safety; rather they are matters of a corporate and public interest, both of which would normally be addressed by the transit authority. It is in the best interests of the TTC, the City, and the public to address these issues as efficiently and effectively as possible. Senior TTC management received the report and the department began implementing the recommended strategies.

In February 2011, the aforementioned agreement relating to Special Constables between the Board and the TTC was terminated.



Since February 2011, the TTC has undergone many changes with respect to its transit enforcement function in order to address previous concerns raised by the Board and Service. In September 2011, the TTC reorganized the TEU (previously known as Transit Enforcement and Security Services) to streamline the reporting structure, better align business functions and ensure greater accountability. The changes were made, in part, to support the TTC in meeting all its new roles and responsibilities as part of the new model for transit policing and security.

On May 15, 2014, a new Special Constable Agreement was executed with the Board to designate the newly rebranded Transit Enforcement Officers (TEOs) as Special Constables with limited powers and authorities under selected federal and provincial statutes. These restored authorities were conferred to support the enforcement of TTC By-law No.1 and to increase the level of effectiveness and efficiency in delivering security and limited law enforcement services in cases where it was neither possible nor practical for a police officer to respond in a timely manner.

### **RECRUITMENT AND SELECTION CRITERIA**

To be considered for a career as a Transit Enforcement Officer (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 Enforcement Officer (Special Constable), candidates must first meet the minimum requirements as outlined above. Candidates may then advance through the Transit Enforcement Officer 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, Cognitive Testing, Vision and Hearing Testing and Physical Fitness Evaluation (Applicant Testing Services)
- Panel Interview
- Written Psychological Evaluation and Interview
- TTC Preliminary History and Background Investigation
- Offer of Employment
- Medical Examination
- Comprehensive Personal History and Background Investigation (conducted jointly with the Toronto Police Employment Unit for the purposes of a Special Constable Appointment)

### **TRANSIT FARE INSPECTORS**

The TTC relies on a significant percentage of fare revenue for its operations. Fare revenue protection is critical. The TTC loses a considerable amount of revenue each year through the use of fraudulent fare media and other types of fare evasion. It is therefore in the best interests of the TTC, the City and the public to ensure fares are being paid and properly collected. An integral component to combat fare evasion is to ensure an efficient and effective fare inspection and enforcement process is in place as a general and specific deterrent.

For several years, the TTC has been moving towards the PRESTO Fare Card fare collection system. This is an honour based, Proof of Payment (POP) system whereby random inspections are conducted by a team of Transit Fare Inspectors to ensure compliance. The TTC considered several models currently used in other jurisdictions with an honour based fare system. Based on a number of factors including system design, vehicle design, operations, customer perception, efficiency, and establishing general and specific deterrents to fare evasion, the TTC decided on a model whereby highly visible, uniformed employees designated as Provincial Offences Officers would conduct inspection activities with a view to balancing customer education with enforcement. Currently, the TTC has a team of 18 Transit Fare Inspectors (TFIs) supervised by 2, Transit Enforcement Sergeants. These TFIs are designated as Provincial Offences Officers pursuant to the Provincial Offences Act R.S.O 1990, Chapter P.33

Transit Fare Inspectors are trained and expected to perform their duties to a high standard of customer service excellence, public education, and non-physical intervention. TEOs and Toronto Police provide a supporting role to Transit Fare Inspectors

The vast majority of TTC customers are honest, law abiding citizens who pay a proper fare. However, by design, the TTC system is as barrier free as possible. It is in the public interest and in the interest of the TTC to have a balanced, fair, yet robust system of inspection and enforcement. A porous system whereby customers can board and leave any mode of transit without appropriate checks and balances is neither in the public interest nor in the interest of the TTC.

On August 31, 2014, the TTC began operating the first new Low Floor Light Rail Vehicle (LFLRV) on the Spadina 510 Route. The new LFLRVs have no farebox. All new LFLRVs are equipped with PRESTO LRV Fare Transaction Processors (LFTPs) where customers using a PRESTO fare card tap and board. Transit Fare Inspectors check PRESTO cards for correct fare payment using PRESTO hand-held devices. Legacy fare collection is achieved by a system of vending devices (Single Ride Vending Machines, SRVMs) whereby a customer can utilize a TTC token or cash to obtain a POP transfer (ticket) or a ticket validation device (TTC Ticket Validator, TTCTV) whereby customers utilizing TTC tickets validate or effectively “cancel” their ticket by inserting it into the on-board device. At that time, the TTC had only been operating one additional POP route, namely the Queen 501 Streetcar route. On January 1, 2015, the King 504 streetcar route became a POP route.

TTC and PRESTO Ambassadors will be assisting customers for the next several months as the new fare collection system and POP is expanded to additional routes and subway stations.

### **PROTECTIVE SERVICES GUARDS**

The Transit Enforcement Unit employs a number of Protective Services Guards who provide operational support to Transit Enforcement Officers and Transit Fare Inspectors in the field. Protective Services Guards also provide an access control function at key TTC properties throughout the city. All Protective Services Guards are licensed pursuant to the Private Security and Investigative Services Act, 2005. All new Protective Services Guards hired by the Transit Enforcement Unit must hold a valid Security Guard license issued by the Ministry of Community Safety and Correctional Services and have been trained to the standard prescribed by the Ministry as a condition of their employment.



**TRANSIT ENFORCEMENT OFFICER PERFORMING A METROPASS INSPECTION IN SUPPORT OF STATION OPERATIONS**

**STATUTE AUTHORITIES**

**CRIMINAL CODE AUTHORITIES**

Transit Enforcement Officer	Transit Fare Inspector
<p>Carries out the duties of a Sworn Special Constable/Peace Officer, agent/occupier of the TTC, in accordance with the Criminal Code of Canada, the TTC's Special Constable contract with the Toronto Police Services Board and the rules and regulations governing their Special Constable appointment, TTC and Departmental policies and standards of the Department's Code of Conduct.</p>	<p>Primary role is to observe and report. Maintains citizen's power of arrest pursuant to the Criminal Code of Canada.</p> <p>By policy, Transit Fare Inspectors are only permitted to effect an arrest when no other options are feasible and there is an immediate threat to personal and/or public safety.</p>



**PROVINCIAL OFFENCES AUTHORITIES**

Transit Enforcement Officer	Transit Fare Inspector
<p>Provincial Offences Officer for the purpose of enforcement of TTC Bylaw #1 and specified Provincial statutes including the Trespass to Property Act, Liquor License Act. Limited police officer designation for specified sections of the Trespass to Property Act, Liquor License Act and Mental Health Act.</p>	<p>Provincial Offences Officer for the purpose of issuing Provincial Offence Tickets and summons under TTC By-Law #1 and the Trespass to Property Act.</p>

**KEY ACCOUNTABILITIES**

**TRANSIT ENFORCEMENT OFFICER (Special Constable)  
vs.  
TRANSIT FARE INSPECTOR**

Transit Enforcement Officer	Transit Fare Inspector
<p>Responsible for carrying out law enforcement, emergency/incident response, investigation, patrol, crime prevention, enforcement, inspection, detection, deterrent and customer service duties in order to protect the Commission's interests. This encompasses passengers, employees, facilities, vehicles, the Commission's assets and the general public.</p>	<p>Responsible for conducting Proof of Payment (POP) fare inspections and compliance checks on designated streetcar lines and interchange stations.</p>
<p>Responds to all calls for service in the subway system, stations, surface routes / vehicles, and all other TTC properties and facilities.</p>	<p>No primary call response. May be called upon to assist with emergency or exigent situations.</p>
<p>Investigate offences and submit Toronto Police Occurrence reports in relation to Criminal Offences on TTC property/vehicles.</p>	<p>Observe and report.</p>
<p>Arrest, release, or transport persons found committing a Criminal Offence on the TTC property/vehicles and submit TPS reports.</p>	<p>Arrest as a last resort. Cannot release or transport persons in custody.</p>

Act on “Reasonable Grounds” to arrest persons for committing a Criminal Offence or where authority exists under specified Provincial Acts.	Citizen’s powers of arrest pursuant to the Criminal Code of Canada. By policy, Transit Fare Inspectors are only permitted to effect an arrest when no other options are feasible and there is an immediate threat to personal and/or public safety.
Apprehend persons under the Mental Health Act who are an imminent danger to themselves or others.	Observe and report.
Conduct targeted patrols to conduct fare enforcement, illegal entries, smoking, etc.	Conduct fare inspections and compliance checks on designated streetcar lines.
Address Customer Service Complaints of misconduct and order maintenance throughout the system.	Observe and report.



THE TTC'S NEW ARTICULATED "BENDY" BUS

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## **TRAINING AND DEVELOPMENT**

### **TRANSIT ENFORCEMENT OFFICERS (SPECIAL CONSTABLES)**

All TTC Special Constable training is reviewed and approved by the Toronto Police Service on an annual basis.

Pursuant to the Special Constable Agreement between the TTC and the Toronto Police Services Board, the Transit Enforcement Unit has an obligation to train Special Constables in the following areas:

- Arrest Authorities
- Arrest/Search Incident to Arrest
- Canadian Police Information Centre (CPIC) Use
- Case Preparation Provincial Offences
- Communicable Diseases
- Community Mobilization/Community Policing
- Controlled Drugs and Substances Act
- Crime Scene Management
- Criminal Offences
- Diversity Awareness and Human Rights Issues
- Emotionally Disturbed Persons/Mental Health Act
- Ethics and Professionalism in Policing
- Field Interviewing/Taking Statements
- First Aid/CPR
- Introduction to Law
- Liquor Licence Act
- Memorandum Books/Note-Taking
- Occurrence/Report Writing/Field Information Report
- Provincial Offences Act

- Search and Seizure Authorities
- Sex Offences
- TTC Transit Enforcement Officer Status – Roles & Responsibilities
- Testimony/Criminal/Provincial Justice System/Rules of Evidence
- Trespass to Property Act
- Use of Force Legislation and Reporting
- Vehicle Operations
- Young Persons and the Law

This training is delivered to Ontario Police Standards primarily in an Instructor led, lecture format complimented by Practical Skills training and Dynamic Simulations in the actual work environment in areas pertaining to Use of Force, Booking, Courtroom Procedures and Evidence Handling.

The Special Constable Recruit training program is 53 training days for a total of 424 hours and includes mandatory TTC training outside the requirements of the Special Constable Agreement such as Standard First Aid, Subway Rulebook Training, Defensive Driving and Suicide Intervention Awareness.

The Special Constable Annual Recertification Training program is 3 days for a total of 24 hours and includes mandatory Defensive Tactics and Use of Force training. The training is developed and delivered with a view to de-escalation and includes a legislative update and holistic, reality based simulations in the actual transit environment.

Transit Enforcement Officers are trained to a level to take an investigation to its completion. This could include arrest, apprehension (in the case of the Mental Health Act) release, transport to a police division, or unconditional release within the parameters of the Special Constable Agreement.

## **TRANSIT FARE INSPECTORS**

The new Transit Fare Inspector training program is 25 training days for a total of 200 hours and includes topics specific to their core duties and responsibilities, namely Fare Inspections, customer service, de-escalation, tactical communications and related enforcement. This includes mandatory TTC training as prescribed by the Training Department such as Standard First Aid, Subway Rulebook, Defensive Driving and Suicide Intervention Awareness. Transit Fare Inspectors are trained with a view to non-physical intervention, however are provided with the practical skills training and Use Of Force theory should the need arise in an exigent circumstance such as assaultive behaviour from a customer. Transit Fare Inspectors are trained in areas of statute law and related procedures to take an investigation (if necessary) to a point that a TTC Special Constable or Police Officer can take over the investigation to its completion.

Citizen's arrests shall only be made as a last resort and shall be governed by forthcoming policy amendments.

The following chart summarizes the differences between training delivered to the two groups:

Transit Enforcement Officer		Transit Fare Inspector	
Statute Law (Criminal/Provincial)	56 hours	Statute Law (Criminal/Provincial)	20 hours
Use of Force (Practical Skills, Theory, and Simulations)	64 hours	Use of Force (Practical Skills and Theory)	48 hours (same baton and handcuff training as TEOs)
Mental Health and Dealing With Emotionally Disturbed Persons	28 hours	Mental Health and Dealing With Emotionally Disturbed Persons	0 hours (Observe and Report)
Courtroom Familiarization	8 hours	Courtroom Familiarization	8 hours
Other Practical Simulations (Booking, Mock Court, etc.)	48 hours	Other Practical Simulations (Booking, Mock Court, etc.)	0 hours
Mandatory TTC Training (incl. AODA, Ethics, Diversity)	56 hours	Mandatory TTC Training (incl. AODA, Ethics, Diversity)	56 hours
Customer Service Specific Training	12 hours	Customer Service Specific Training	12 hours
TTC Bylaw #1, Fares and Fare Evasion Related	16 hours	TTC Bylaw #1, Fares and Fare Evasion Related	16 hours
Practicals (POT/Evidence/Case Preparation)	52 hours	Practicals (POT/Evidence/Case Preparation)	28 hours
Procedures and Miscellaneous (Code of Conduct, SPC Roles and Authorities, CPIC, Computer Access, etc.)	84 hours	Procedures and Miscellaneous (Code of Conduct, Computer Access, etc.)	12 hours
<b>Total</b>	<b>424 hours</b>	<b>Total</b>	<b>200 hours</b>



## **RATIONALE**

### **TRANSIT ENFORCEMENT OFFICERS (SPECIAL CONSTABLES)**

The role of a TEO, with limited Special Constable powers and authorities is in many cases, the appropriate 'mode of response' to deal with issues that result out of their core function which is fare and by-law enforcement.

The Special Constable powers and authorities are designed to protect the health and safety of the TEO when otherwise benign situations unexpectedly escalate, as well as to deal with situations that are of an immediate public safety nature or in the public's interest when it is neither reasonable nor practical to await the arrival of the police.

The TTC has an obligation to show due diligence in providing their employees with the appropriate personal protective equipment to adequately and safely perform the duties expected of the position. With the approval of the Ministry of Community Safety and Correctional Services, and trained to the standards prescribed by the Board, TEOs are authorized to carry handcuffs, OC Foam, and Expandable Batons.



**TRANSIT ENFORCEMENT OFFICER CONDUCTING A FARE INSPECTION**

## **TRANSIT FARE INSPECTOR (PROVINCIAL OFFENCES OFFICER)**

The role of a TFI, with Provincial Offences Officer powers and authorities is in many cases, the appropriate 'mode of response' to deal with issues that result out of their core function, which is fare inspection and enforcement.

TFI Provincial Offences Officer powers and authorities are designed to protect the health and safety of the TFI when otherwise benign situations unexpectedly escalate, as well as to deal with situations that are of an immediate public safety nature or in the public's interest when it is neither reasonable nor practical to await the arrival of the police or a TEO.

Pursuant to provisions of the Provincial Offences Act R.S.O. 1990, Chapter P. 33, TFIs are deemed to be Provincial Offences Officers while executing their duties for the TTC. As such, TFIs are authorized to initiate processes under Part 1 and Part 3 of the Provincial Offences Act (serve tickets and summonses) for contraventions of TTC Bylaw#1 and the Trespass to Property Act. The TTC has an obligation to show due diligence in providing their employees with the appropriate personal protective equipment to adequately and safely perform the duties expected of the position. Accordingly, the current model where TFIs are trained and authorized by the TTC to carry an expandable baton and handcuff restraints is appropriate.



*TRANSIT FARE INSPECTORS*

## **EQUIPMENT**

### **TRANSIT ENFORCEMENT OFFICERS (SPECIAL CONSTABLES)**

Pursuant to the Agreement with the Board, Transit Enforcement Officers 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 Provincial Offences Notice book and appropriate hard cover
- One TTC Transit Enforcement Unit Policies, Procedures and Rules Manual

### **TRANSIT FARE INSPECTORS (PROVINCIAL OFFENCES OFFICERS)**

Transit Fare Inspectors 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 expandable baton with appropriate carrying case
- One approved memo book
- One flashlight with appropriate carrying case
- One Provincial Offences Notice book and appropriate hard cover
- One TTC Transit Enforcement Unit Policy, Procedure and Rules Manual



## SPECIAL CONSTABLE 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 Enforcement Officer 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 Enforcement Officers 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 Enforcement Officers 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 AND STATISTICS

### SPECIAL CONSTABLE APPOINTMENTS

A new Special Constable Agreement was executed between the TTC and the Toronto Police Services Board on May 15, 2014. This initiated the process for Transit Enforcement Officers to transition back to a Special Constable appointment. In close partnership with the Toronto Police Service Special Constable Liaison office and Employment Unit, the required, in-depth officer background investigations commenced. This, in part, reflects the reason why there were no Special Constable appointments as of the end of the reporting year.

<b>Number of Total Applications</b> (January 1 <sup>st</sup> -December 31 <sup>st</sup> )	<b>Number of New Appointments</b> (January 1 <sup>st</sup> -December 31 <sup>st</sup> )	<b>Number of Re-Appointments</b> (January 1 <sup>st</sup> -December 31 <sup>st</sup> )	<b>Total Number of Special Constables</b> (As of December 31 <sup>st</sup> )
51	0	0	0

*NO SPECIAL CONSTABLE APPOINTMENTS AS OF THE END OF THE REPORTING YEAR*

### 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, 2014.

<b>Number of Terminations</b> (January 1 <sup>st</sup> -December 31 <sup>st</sup> )	<b>Number of Suspensions</b> (January 1 <sup>st</sup> -December 31 <sup>st</sup> )	<b>Number of Resignations</b> (January 1 <sup>st</sup> -December 31 <sup>st</sup> )	<b>Number of Retirements</b> (January 1 <sup>st</sup> -December 31 <sup>st</sup> )
0	0	0	0

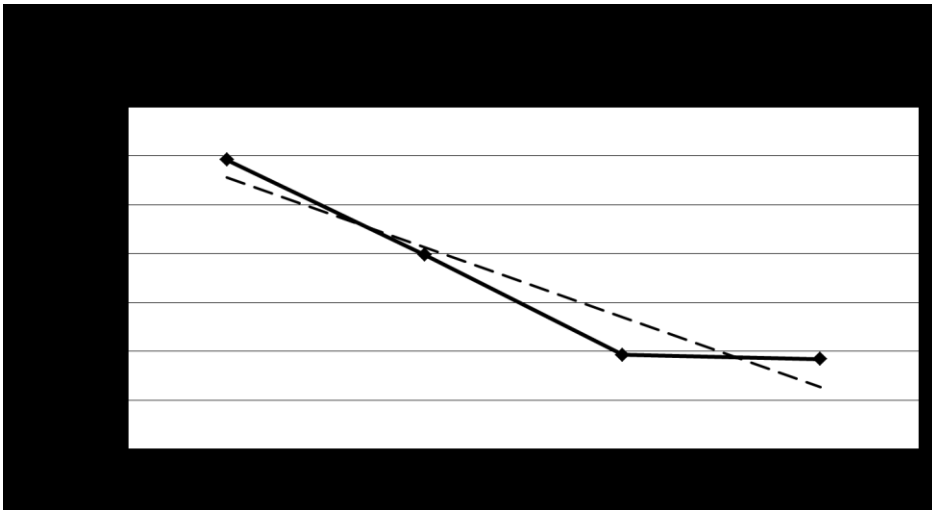
*NO SPECIAL CONSTABLE APPOINTMENTS AS OF THE END OF THE REPORTING YEAR*

## TRANSIT ENFORCEMENT OFFICER BYLAW CHARGES AND CAUTIONS

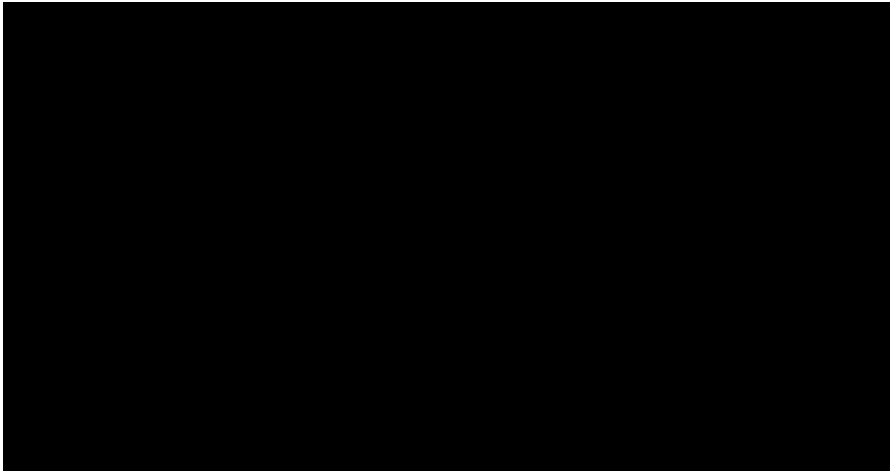
4,919 bylaw charges were laid from January to December 2014 as compared to 5,059 during the same period in 2013, for a decrease of 2.9% (a decrease of 140 offences). The number of bylaw charges is 43.7% (3,825) less than the four-year average of 8,744 (2011-2014)

- 97.2% (4,779) of bylaws were laid in the subway
- 6.1% (433) of bylaws were laid on the surface

The January to December TTC bylaw rate per 100,000 riders is 0.92 in 2014, as compared to 0.96 in 2013, 1.98 in 2012, and 2.96 in 2011.



The January to December TTC bylaw rate per TEO is 8.54 in 2014, as compared to 8.78 in 2013, 17.71 in 2012, and 17.87 in 2011.



## FARE EVASION AND PROVINCIAL OFFENCES CATEGORIES

### YEAR OVER YEAR COMPARISON 2011 TO 2014

OFFENCE TYPE	2011	2012	2013	2014
ALTER FARE MEDIA	34	9	3	0
ALTER IDENTIFICATION CARD	1	0	0	0
ENTER TRAN. SYSTEM THROUGH NON-DESIGNTD ENTR.	704	448	444	688
FAIL TO COMPLY W/CONDITIONS OF USE OF PASS/PERMIT	2	0	0	0
FAIL TO COMPLY W/CONDITIONS OF USE OF FARE MEDIA	859	348	381	397
FAIL TO COMPLY W/CONDITIONS OF USE OF I.D. CARD	19	8	7	11
FAIL TO COMPLY WITH POSTED REGULATIONS	818	1,199	317	1,694
FAIL TO PRESENT REDUCED FARE I.D. CARD	2	0	0	0
FAIL TO SURRENDER FARE MEDIA OR I.D. CARD	199	37	35	124
FAIL TO SURRENDER PASS/PERMIT INSPECTION	1	0	0	0
FAIL TO TENDER APPROPRIATE FARE	11	0	0	0
IMPROPER USE OF TRANSFER	42	23	7	23
INVALID FARE MEDIA	100	20	30	74
INVALID IDENTIFICATION CARD	8	13	14	20
REFUSE TO PAY FARE	2,045	456	275	244
SELL (GIVE AWAY, EXCHANGE) TRANSFER	6	2	0	1
TRAVEL WITH ALTERED FARE MEDIA	63	91	153	15
TRAVEL WITH ALTERED IDENTIFICATION	5	5	2	1
<b>Total</b>	<b>4,919</b>	<b>2,659</b>	<b>1,668</b>	<b>3,292</b>

Offence Tickets Issued	2011	2012	2013	2014
Breach of Probation - P.O.A.	0	8	34	66
Liquor Licence Act	329	205	49	0
Trespass to Property Act	4,027	2,739	1,721	872
TTC Bylaw	8,266	6,767	2,245	3,400
<b>Total</b>	<b>12,622</b>	<b>9,719</b>	<b>4,049</b>	<b>4,338</b>

*NO LIQUOR LICENCE ACT AUTHORITY IN 2014*

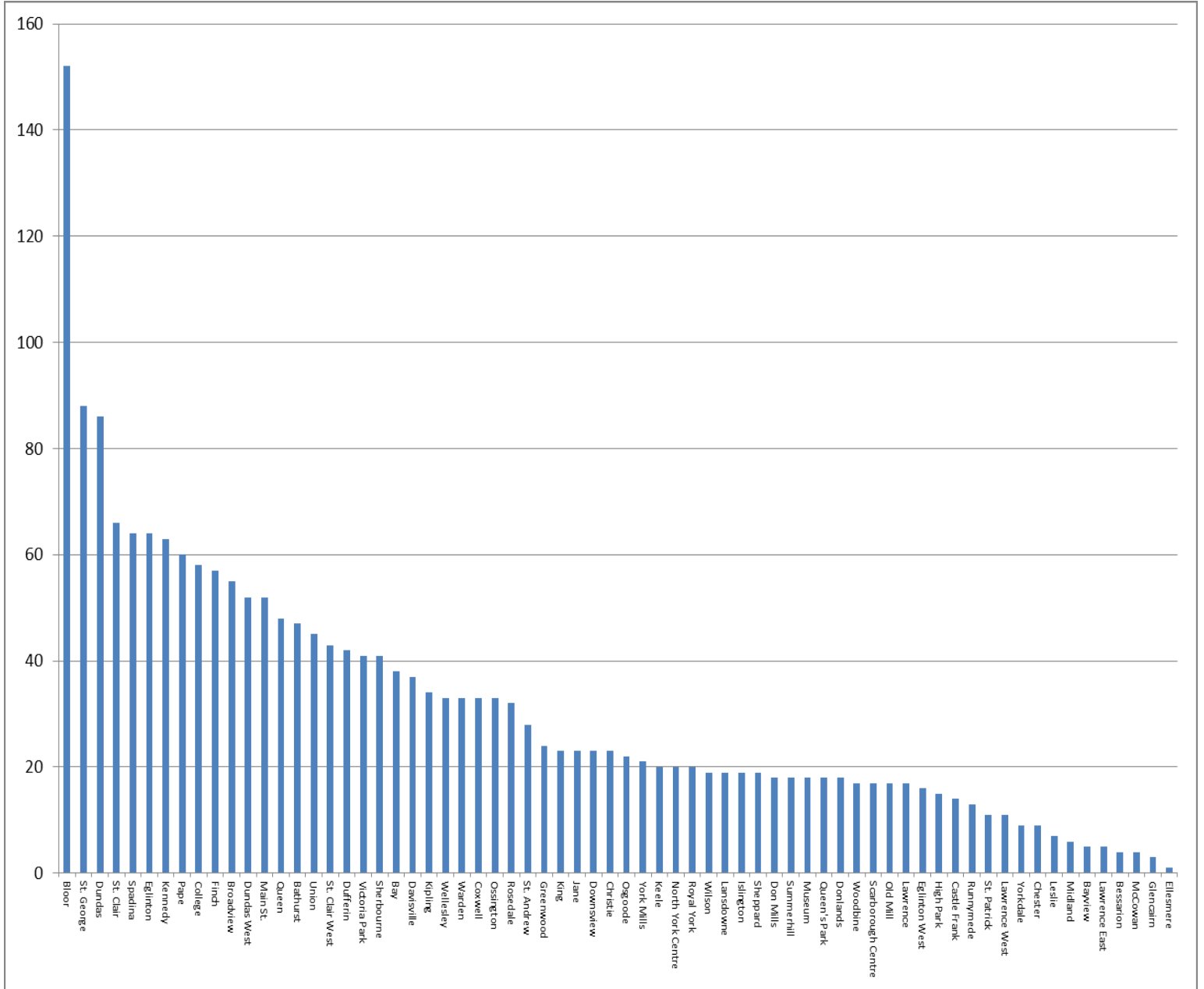
Offence Cautions	2011	2012	2013	2014
Breach of Probation - P.O.A.	0	0	1	0
<b>Liquor Licence Act</b>	<b>52</b>	<b>24</b>	<b>48</b>	<b>84</b>
Mental Health Act	0	1	3	2
<b>Trespass to Property Act</b>	<b>277</b>	<b>70</b>	<b>167</b>	<b>157</b>
<b>Total</b>	<b>329</b>	<b>95</b>	<b>219</b>	<b>243</b>

*MENTAL HEALTH ACT DENOTES CONTACT WITH EMOTIONALLY DISTURBED PERSONS TURNED OVER TO TPS. NO MENTAL HEALTH ACT AUTHORITY FROM 02/11 UNTIL 2015*

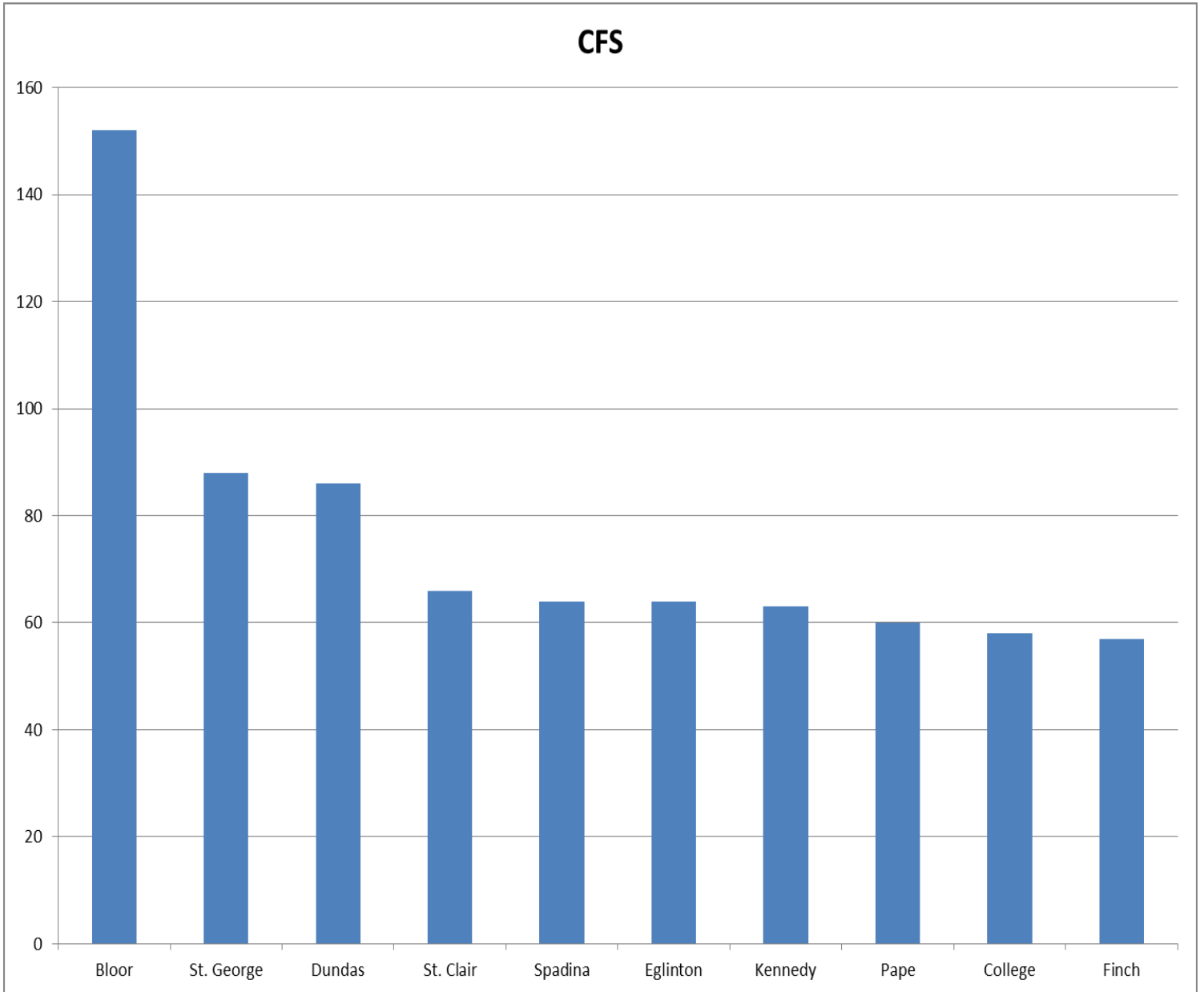
Offence Charges	2011	2012	2013	2014
Breach of Probation - P.O.A.	0	8	34	66
<b>Liquor Licence Act</b>	<b>329</b>	<b>205</b>	<b>49</b>	<b>0</b>
Mental Health Act	1	0	0	0
<b>Trespass to Property Act</b>	<b>4,027</b>	<b>2,739</b>	<b>1,721</b>	<b>872</b>
<b>Total</b>	<b>4,357</b>	<b>2,952</b>	<b>1,804</b>	<b>938</b>

*NO MENTAL HEALTH ACT AUTHORITY FROM 02/11 TO 2015*

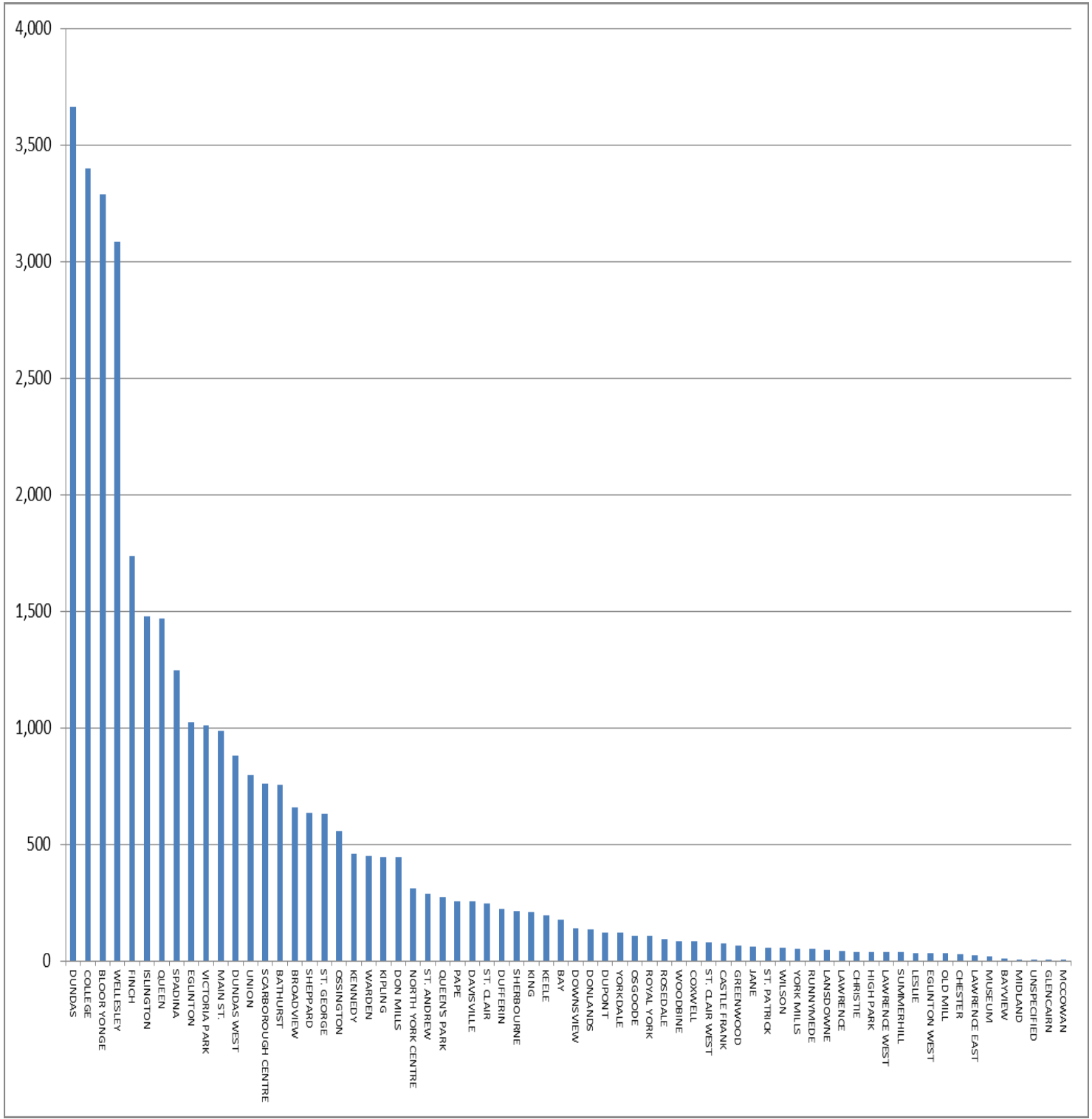
## CALLS FOR SERVICE BY STATION SYSTEM WIDE



**CALLS FOR SERVICE BY STATION-TOP TEN**

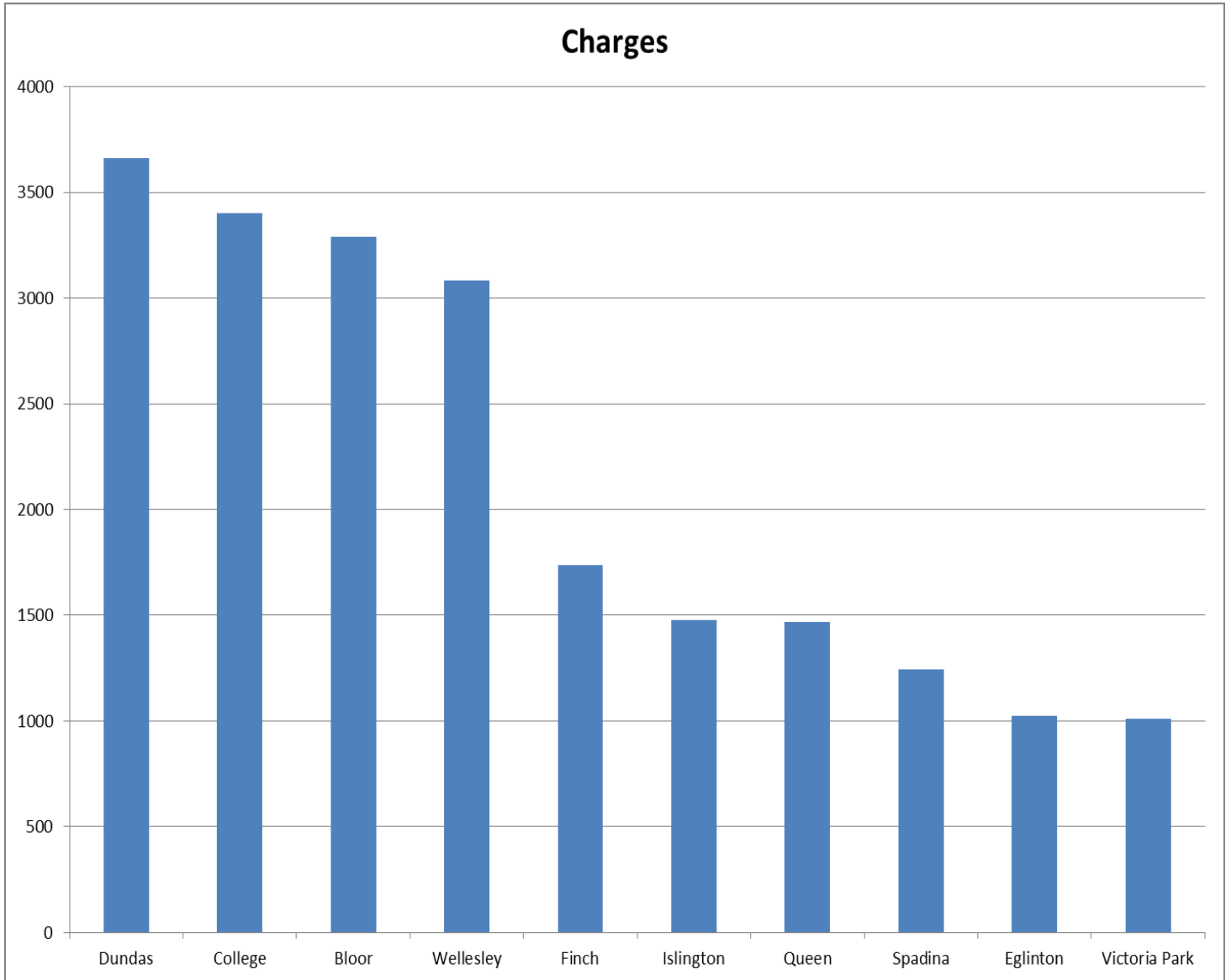


## TRESPASS TO PROPERTY ACT/ TTC BYLAW CHARGES BY STATION SYSTEM WIDE

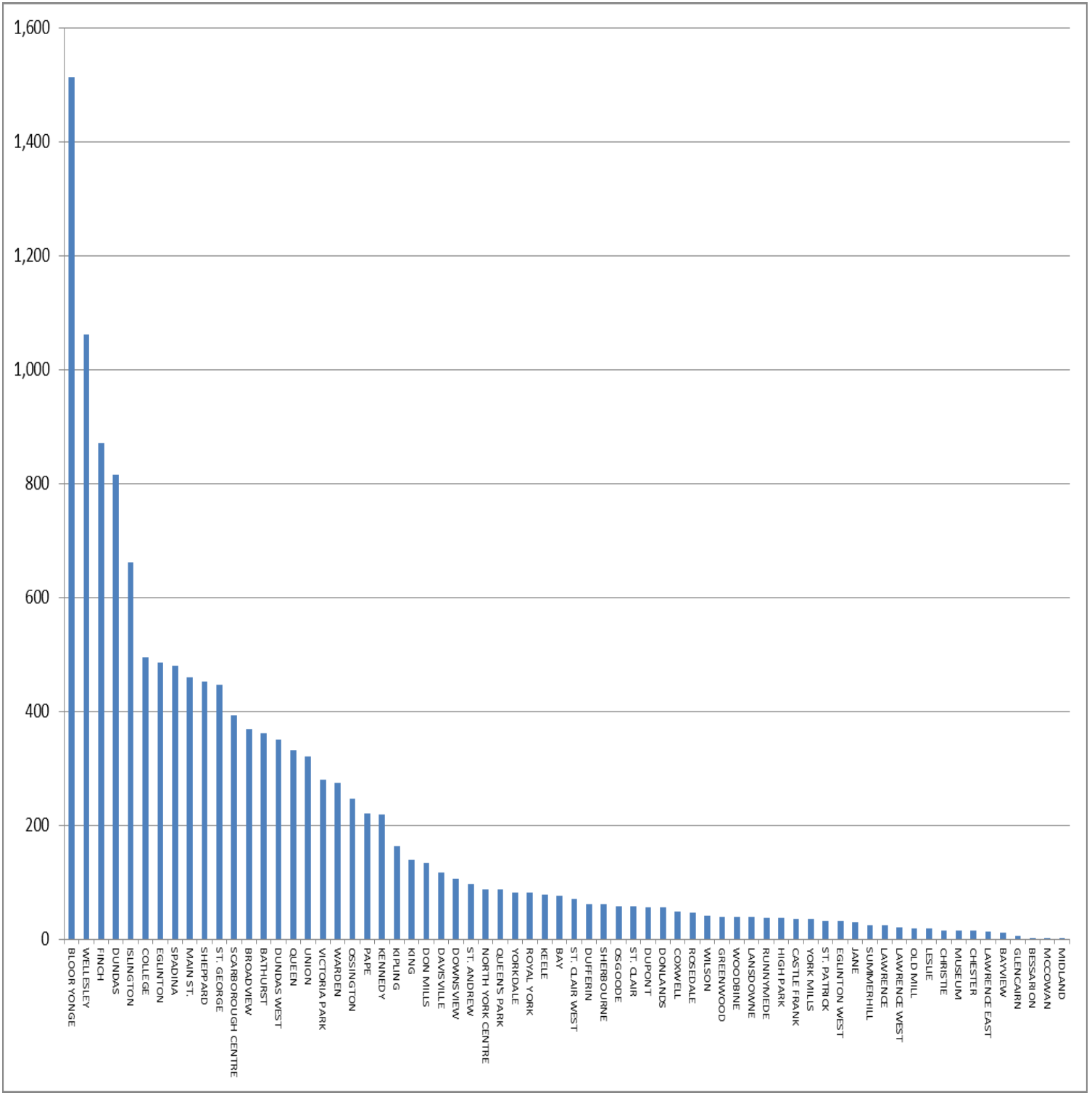




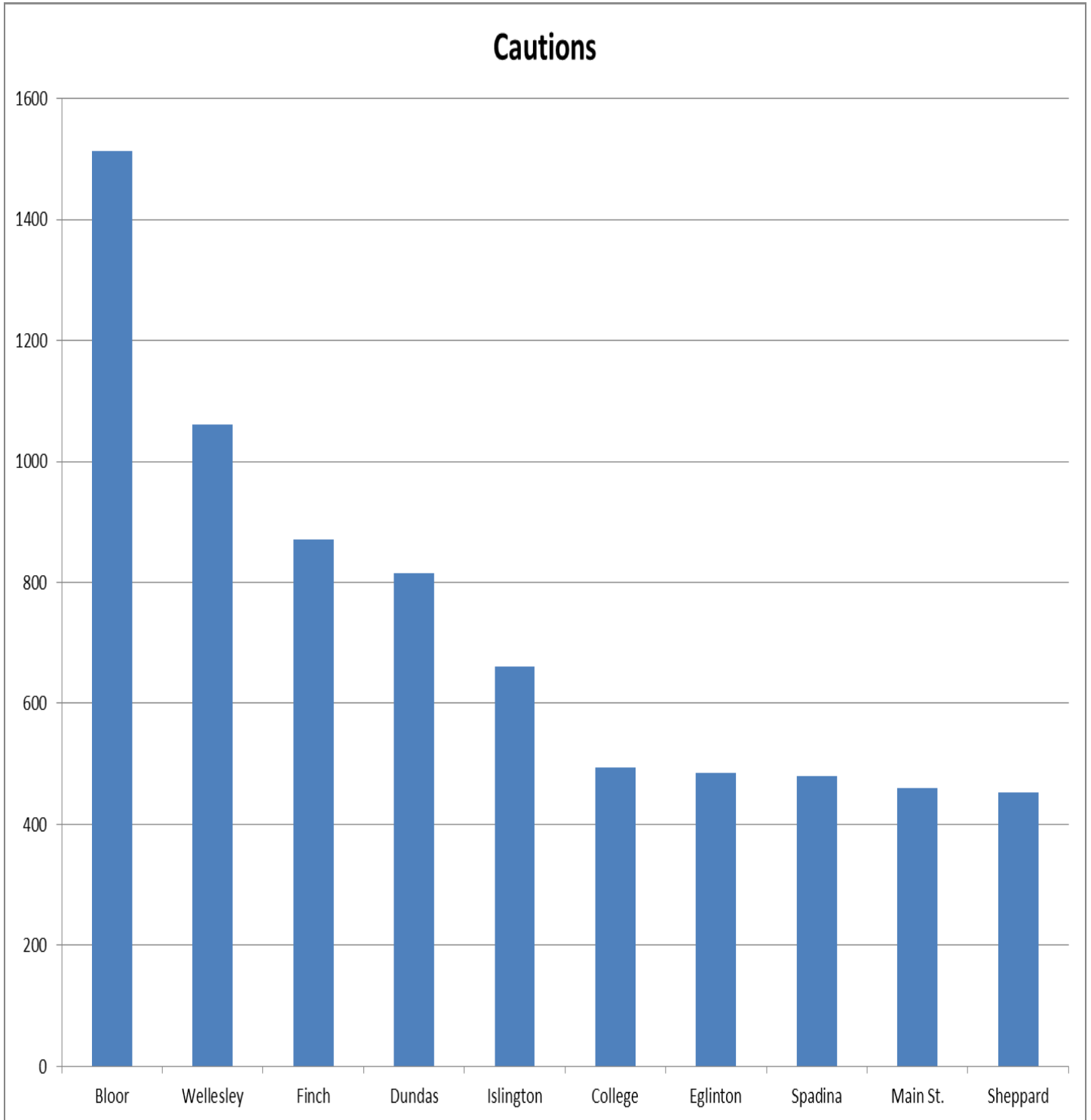
**TRESPASS TO PROPERTY ACT/TTC BYLAW CHARGES BY STATION  
TOP TEN**



## TRESPASS TO PROPERTY ACT/TTC BYLAW CAUTIONS BY STATION SYSTEM WIDE



**TRESPASS TO PROPERTY ACT/TTC BYLAW CAUTIONS BY STATION  
TOP TEN**



**CRIME AND ORDER MANAGEMENT ARRESTS/APPREHENSIONS\***

<b>Authority **</b>	<b>Arrested/ Apprehended (MHA)</b>	<b>Charged (Form 9, P.O.T)</b>	<b>Unconditional Release No Charges</b>	<b>Turned Over to Toronto Police Service</b>
Criminal Code	121**	0	36**	121**
Trespass to Property Act	175	872	0	175
Provincial Offences Act- Breach Of Probation	0	66	0	0
<b>Total</b>	<b>296</b>	<b>938</b>	<b>36</b>	<b>296</b>

*\*NO SWORN SPECIAL CONSTABLES DURING THE REPORTING YEAR. \*\*ALL ARRESTS TURNED OVER TO TPS*

**OCCURRENCE REPORTING**

<b>Occurrence Type</b>	<b>Number of Reports</b>
Total General Occurrences (TPS 200)	378
General Occurrence Supplementary (TPS 205)	402
Record of Arrest (TPS 100)(Includes Statistics Provided by TPS)	452
Record of Arrest Supplementary (TPS 101)(Includes Statistics Provided by TPS)	460

*\*SOURCE: TRANSIT ENFORCEMENT UNIT CASE REPORTING DATABASE AND TTC CS CRIMES*

## TRANSIT FARE INSPECTOR BYLAW CHARGES AND CAUTIONS

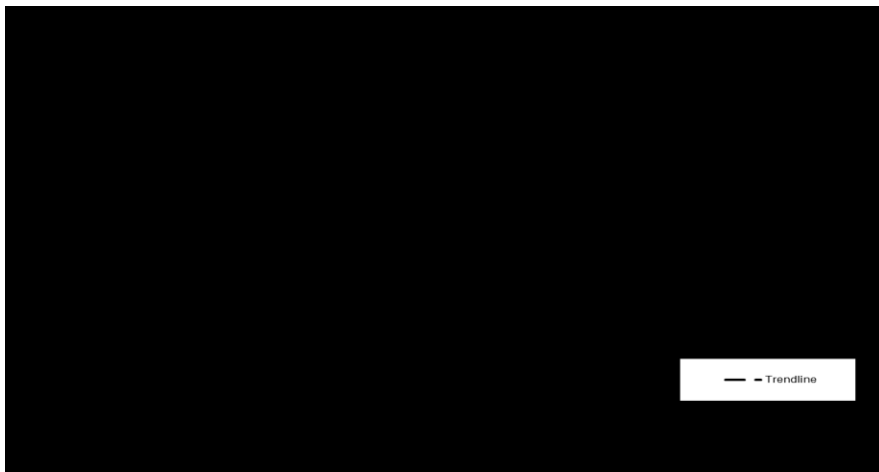
The Transit Fare Inspection Program began in August of 2014. Previous year comparisons are unavailable. 1,324 bylaw charges were laid from August to December 2014.

- 2.3% (31) of bylaws were laid in the subway
- 97.7% (1,293) of bylaws were laid on the surface

The monthly TTC bylaw rate per 100,000 riders is 0.70 in December, 1.10 in November, 0.83 in October, 0.06 in September, and 0.17 in August.



The monthly TTC bylaw rate per TFI is 17.59 in December, 30.59 in November, 23.88 in October, 1.65 in September, and 4.18 in August.

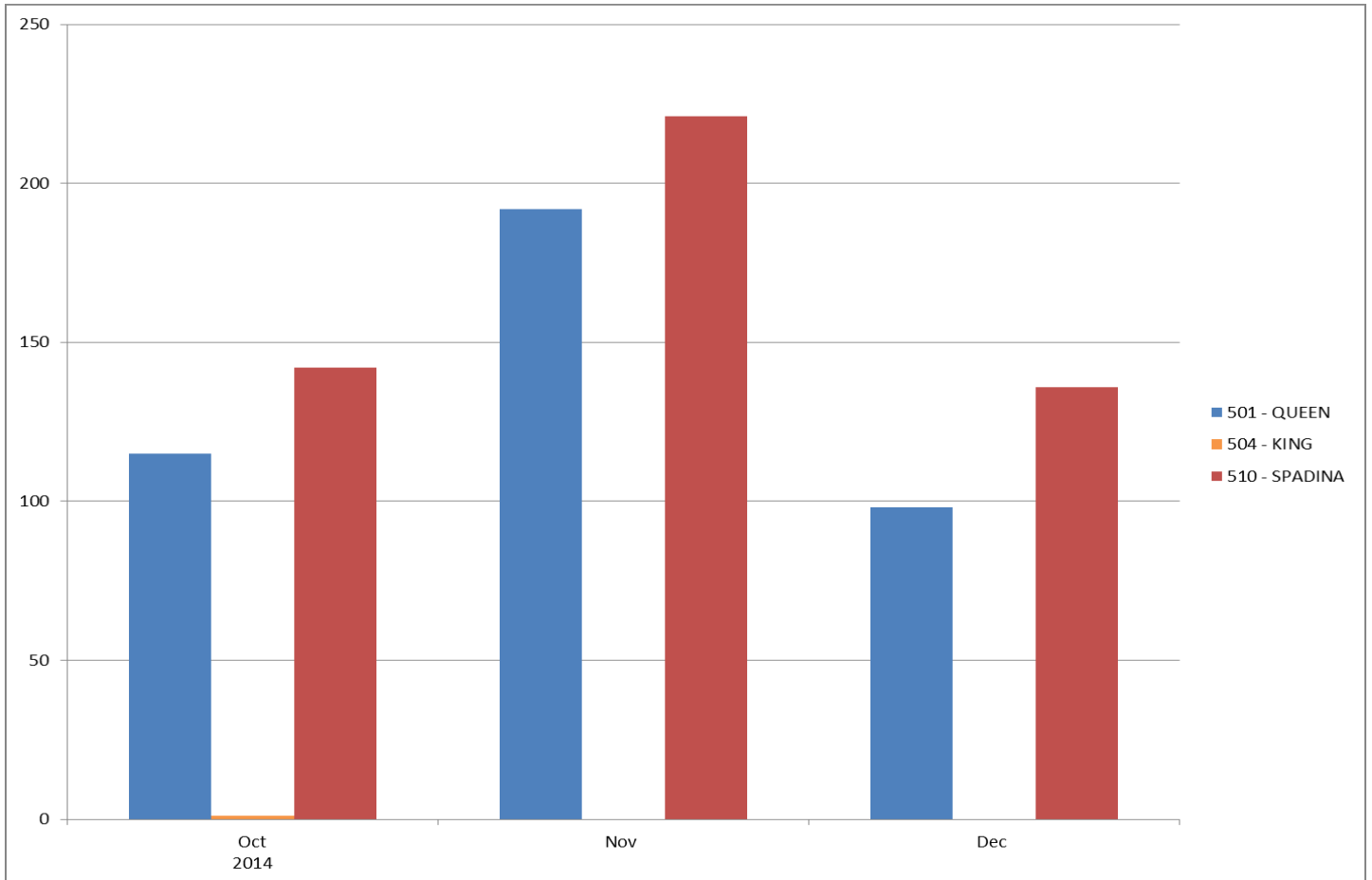


**PROOF OF PAYMENT**

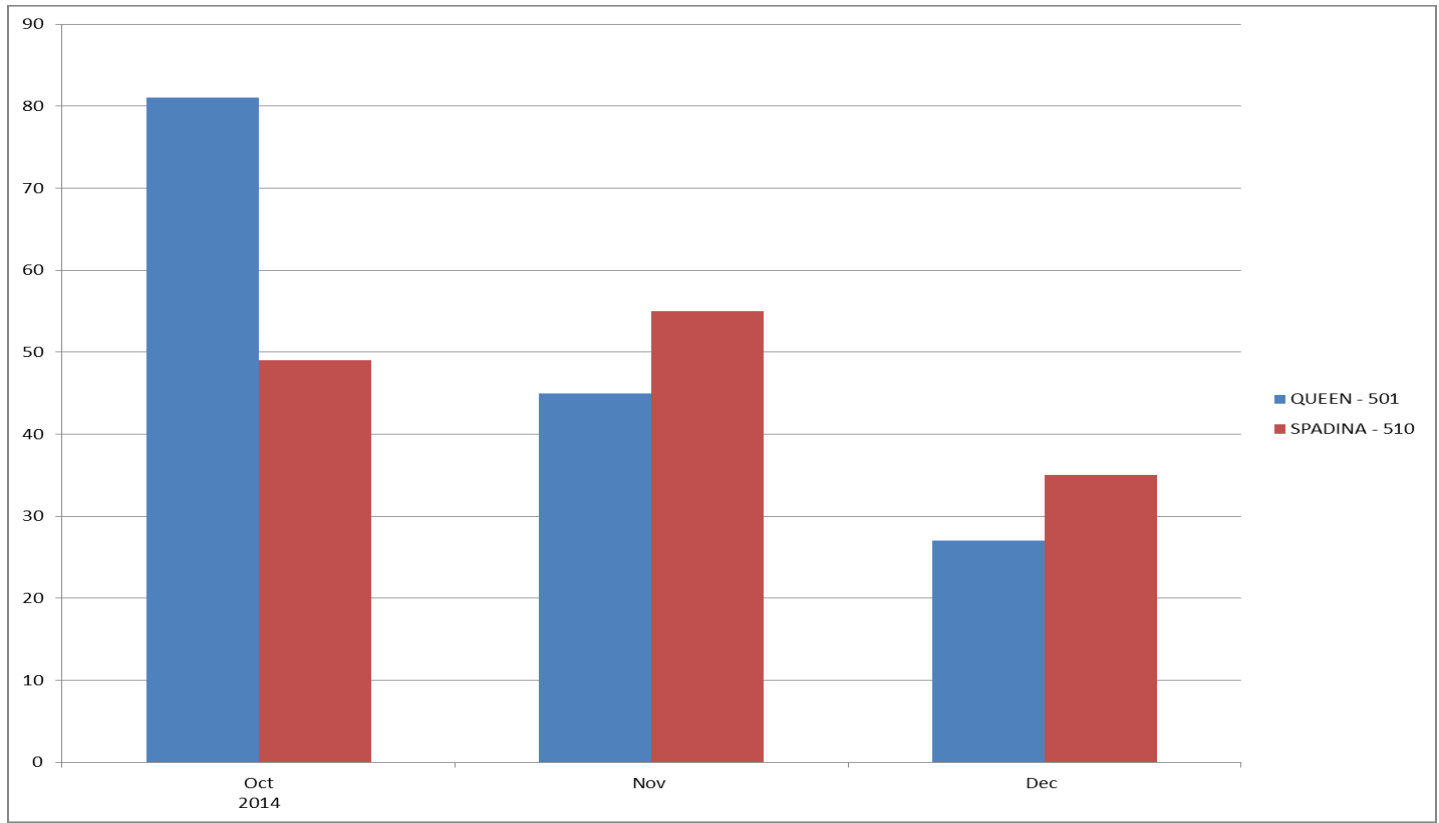
<b>Month</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Fares Inspected	51,990	75,713	74,656
Fare Evasions - Cautions	1,761	1,617	1,582
Fare Evasions - POTs	234	318	185
Fare Evasions	1,995	1,935	1,767
Fare Evasion Rate	3.8%	2.6%	2.4%

*PUBLIC EDUCATION PHASE FROM 08/31 TO 09/30*

## CHARGES BY ROUTE



## CAUTIONS BY ROUTE



## TRANSIT FARE INSPECTOR OCCURRENCE REPORTING

Occurrence Type	Number of Reports
Record of Arrest (TPS 100)	3
Record of Arrest Supplementary (TPS 101)	3

### NOTE

*By policy, Transit Fare Inspectors are only permitted to effect an arrest when no other options are feasible and there is an immediate threat to personal and/or public safety. The noted arrests represent one Trespass to Property Act arrest involving a customer refusing the leave a TTC property with a vicious dog causing alarm to customers. Transit Fare Inspectors effected 2 arrests for Assault on occasions where they became victims of an unprovoked attack as a result of a request to produce Proof of Payment.*



## **PROPERTY**

The Transit Enforcement Unit 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 2014, Transit Enforcement Unit processed 408 pieces of property into their property vault.

## PUBLIC COMPLAINT REPORTING

### TRANSIT ENFORCEMENT OFFICERS (SPECIAL CONSTABLES)

Pursuant to the agreement between the Toronto Police Services Board (the Board) and the Toronto Transit Commission (the TTC,) the Transit Enforcement Unit maintains a comprehensive Public Complaints policy. Public complaints relating to the conduct of Transit Enforcement Officers 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](http://www.ttc.ca).

All public complaints relating to conduct of Transit Enforcement Officers are forwarded to the Toronto Police Service’s Professional Standards 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. Less serious public complaints are investigated by the TTC’s Unit Complaints Co-ordinator. Assigned to the TTC Human Resources Department, the TTC Unit Complaints Co-ordinator is trained by the Toronto Police Service.

Adjudication and appropriate penalties are the responsibility of the Head-Transit Enforcement. Complainants are advised of the findings of all investigations and are advised of the right to request a review of the adjudication by the City of Toronto Ombudsman’s office. All investigations are conducted in accordance with TTC Transit Enforcement Unit 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	Investigated	Investigated	Number	
2	2	0	2	0

## COMPLAINTS BY CATEGORY

2	0

2	0	0	0	0

## USE OF FORCE REPORTING

Type of Force Utilized	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence
Expandable Baton	3	3	3	0
OC Foam	0	0	0	0
Empty Hand Techniques	2	2	0	2

## INJURY REPORTING

### Suspects

- 3 suspects injured during open handed technique arrests involving minor abrasions-2 medical aid offered and declined. 1 transported by Toronto EMS to Toronto East General Hospital for treatment of minor abrasions and swollen left knee.

### Transit Enforcement Officers

- 1 lost time injury resulting from a fractured finger sustained during an arrest by 1 Transit Enforcement Officer.

## TRANSIT FARE INSPECTORS

The Transit Enforcement Unit maintains a comprehensive Public Complaints policy. Public complaints relating to the conduct of Transit Fare Inspectors may be filed in the following manner: 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](http://www.ttc.ca).

All public complaints relating to conduct of Transit Fare Inspectors involving a criminal allegation (e.g. Assault) are immediately referred to the Toronto Police Service for assessment. The Toronto Police Service has sole jurisdiction to investigate criminal allegations against a Transit Fare Inspector.

All other public complaints are investigated by the TTC's Unit Complaints Co-ordinator. Assigned to the TTC Human Resources Department, the TTC Unit Complaints Co-ordinator is trained by the Toronto Police Service.

Adjudication and appropriate penalties are the responsibility of the Head-Transit Enforcement. Complainants are advised of the findings of all investigations and are advised of the right to request a review of the adjudication by the City of Toronto Ombudsman's office. All investigations are conducted in accordance with TTC Transit Enforcement Unit policy and procedures.

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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	Investigated	Investigated	Number	
2	2	0	2	0

REPORTING PERIOD 08/31 TO 12/31

## COMPLAINTS BY CATEGORY

Conduct Non Criminal	Criminal Allegation
2	0

Unsubstantiated	Substantiated	Informal Resolution	Pending	Withdrawn
1	0	1	0	0

## USE OF FORCE REPORTING

Type of Force Utilized	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence
Expandable Baton	0	0	0	0
Empty Hand Techniques	0	0	0	0

REPORTING PERIOD: 08/31 TO 12/31

## INJURY REPORTING

### Suspects

- No suspect injuries during the reporting period.

### Transit Fare Inspectors

- No Transit Fare Inspectors injured during the reporting period.

## **2014 ACCOMPLISHMENTS**

With a renewed focus on maintaining public confidence in safety and security on the transit system, members conducted a total of 150 Special Attention details in 2014 totalling 171 hours. 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. These details resulted in 150 subway, SRT and surface vehicle visits to address the concerns, 62 cautions, 58 Provincial charges (TTC Bylaw and Trespass to Property Act) and 3 arrests.

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 636 hours of patrol dedicated to illegal smoking enforcement. This activity resulted in 886 station and vehicle visits, 4 Trespass to Property Act (TPA) arrests, 151 Provincial charges (TTC bylaw and TPA,) and 403 cautions.

The proliferation of forged and counterfeit TTC fare media (tickets, tokens and Metropasses) continued to challenge members of the Transit Enforcement Unit 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 2014 totalling 1,132 hours. This activity resulted in 179,663 pieces of fare media being inspected, 17 arrests (criminal and Provincial,) 574 charges (criminal and TTC Bylaw) and 1,442 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 totalling 2,563 hours. This activity resulted in 31 arrests (criminal and Provincial,) 1,077 charges (primarily TTC Bylaw) and 1,900 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. On August 31, the TTC introduced POP fare collection on the Spadina streetcar route to coincide with the introduction of the new Low Floor Light Rail Vehicles. Combined POP inspection/enforcement conducted by Transit Enforcement Officers and Transit Fare Inspectors resulted in 285,575 pieces of fare media inspected, 1 criminal arrest, 2 criminal charges, 1,040 TTC bylaw charges and 7,598 cautions for fare violations.

On May 15, a new Special Constable Agreement was executed. This accomplishment was reached after many months of collaborative effort between the TTC, Toronto Police and the Toronto Police Services Board. This milestone date initiated a series of events

all directed towards the re-implementation of Special Constable powers and authorities for Transit Enforcement Officers. In close collaboration with the Toronto Police Special Constable Liaison Office, background investigations were initiated for all currently employed Transit Enforcement Officers as a condition of their appointments as Special Constables. Due to the lengthy process involved, no Transit Enforcement Officers had been appointed as Special Constables by the end of the reporting year. It is anticipated that all members will have been appointed in time for the Pan Am and Parapan Am Games scheduled for July of 2015.

On June 2, the new Head of the Transit Enforcement Unit, Mark Cousins was welcomed to the TTC by outgoing Acting Head of Transit Enforcement Paul Manherz. Chief Special Constable Cousins brings almost 30 years of Law Enforcement experience, a Master's degree in Public Administration, is a graduate of the Federal Bureau of Investigation National Academy and the Northwestern University Center for Public Safety School of Police Staff and Command, and is a ASIS International Certified Protection Professional.

June 2 also marked the arrival of 12 new Transit Enforcement Officer recruits who began their journey to become the TTC's newest Special Constables.

### **PROJECT H.i.V.E. (HIGH VISIBILITY ENGAGEMENT)**

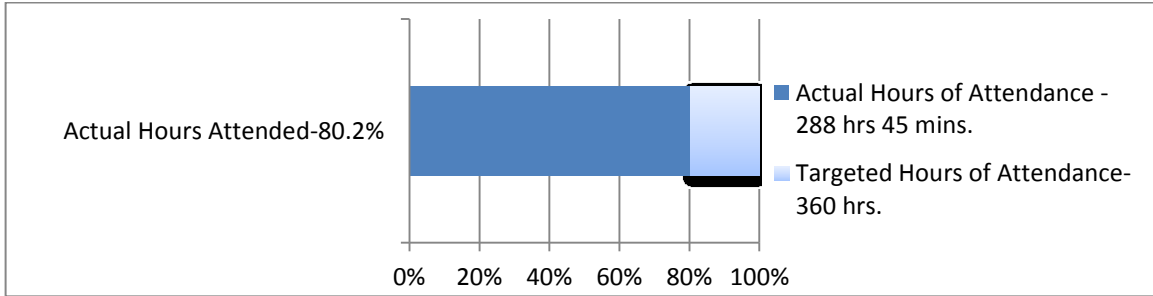
To raise employee and customer awareness of uniformed Transit Enforcement Officer (TEO) presence in the subway system and to liaise and support Station Supervisors and Collectors in the performance of their duties during peak hour periods in key subway stations, members began a project of high visibility engagement running from Monday, June 30 to Friday, July 25.

Dubbed "Project Hi.V.E.", members of the Transit Enforcement Unit followed a structured deployment strategy which targeted predetermined strategic subway stations during rush hour periods. Transit Officers attended to assist station staff in the effective execution of their duties. A daily schedule for the duration of the project was provided to Transit Sergeants that was implemented into the daily deployment. The times and locations of Officers was detailed on the daily deployment, and faxed to the Transit Control Centre as per normal practice.

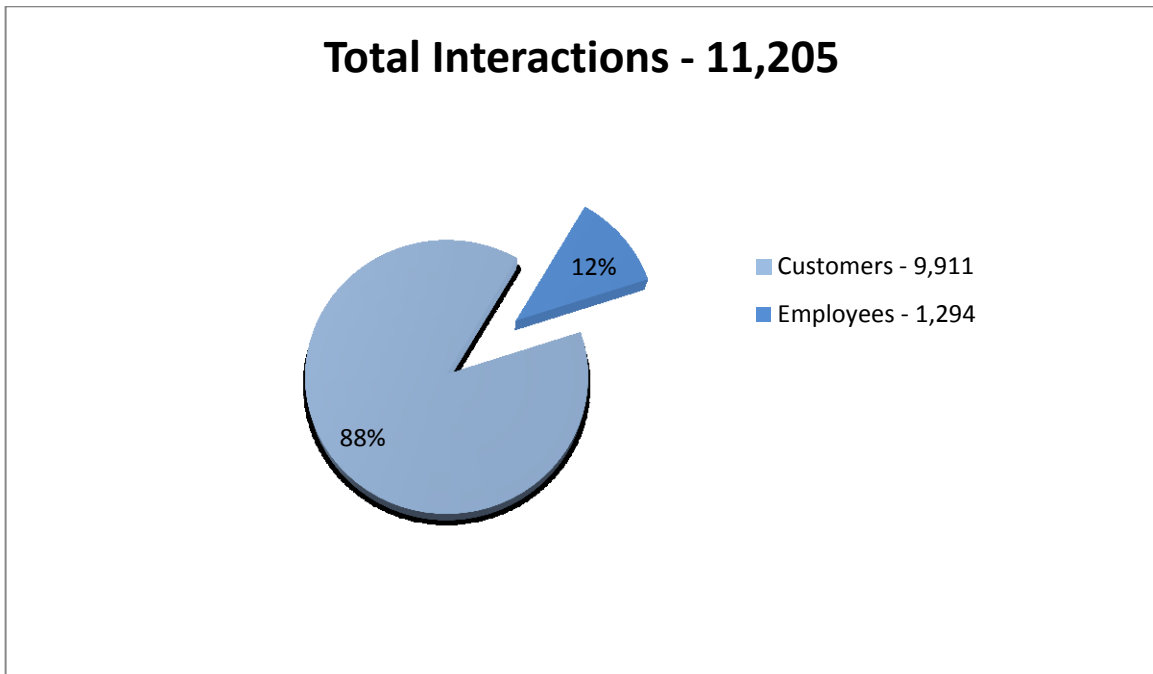
Transit Sergeants conducted regular field visits of TEO's at assigned locations, provided leadership, evaluated the performance of the TEO's, and effectiveness of the project on a daily basis. TEO's documented the hours in targeted stations, enforcement stats, contacts with TTC staff, and contacts with TTC patrons. Data was compiled daily and submitted to the Staff Sergeants.

Project HIVE scheduled 360 hours of service from TEO's during rush hour periods at predetermined, strategic subway stations.

As a result of the project, Officers attended the assigned stations for a combined total of 288 hours and 45 minutes, or 80.2% of the target hours dedicated.



This resulted in Transit Officers having interactions with 9,911 patrons, and 1,294 employees for a total of 11,205 combined interactions. Transit Officers also issued 199 cautions and 55 provincial offence tickets for various offences that occurred while conducting Project HiVE.



Officers engaged customers and employees on the transit system, assisted with customer service, provided insight to the transit system and the Transit Enforcement Unit, and acted as ambassadors of the TTC. Further, when delays or order maintenance issues occurred that affected service or the safety of the transit system and its community, TEO's were on scene to immediately intervene and restore peace. Through the positive interactions Officers had with the TTC's greater community, Project H.i.V.E. succeeded in promoting the Transit Enforcement Unit, its goal and objectives, and strengthened the positive working relationship the Transit Enforcement Unit already had with its co-workers in other departments.

Toronto's annual Caribbean Carnival kicked off the Simcoe Day holiday weekend with activities that again saw a significant increase in weekend ridership for the TTC. Transit Enforcement Officers 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. Transit Enforcement Officers 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.

## **TRANSIT FARE INSPECTORS**



*THE TTC'S NEW LOW FLOOR LRV*

On August 31, the TTC began operating the first new Low Floor Light Rail Vehicle (LFLRV) on the Spadina 510 Route. The new LFLRVs have no farebox. All new LFLRVs are equipped with PRESTO LRV Fare Transaction Processors (LFTPs) where customers using a PRESTO fare card tap and board. The TTC's new team of 18 Transit Fare Inspectors, also introduced on August 31<sup>st</sup>, check PRESTO cards for correct fare payment using PRESTO hand-held devices. Legacy fare collection is achieved by a system of vending devices (Single Ride Vending Machines, SRVMs) whereby a customer can utilize a TTC token or cash to obtain a POP transfer (ticket) or a ticket validation device (TTC Ticket Validator, TTCTV) whereby customers utilizing TTC tickets validate or effectively "cancel" their ticket by inserting it into the on-board device. At that time, the TTC had only been operating one additional POP route, namely the Queen 501 Streetcar route. On January 1, 2015, the King 504 streetcar route became a POP route.

## **PROJECT S.E.R.F. (STUDENT EDUCATION RIDERSHIP FOCUS)**

Labour Day weekend marked the end of the summer holidays for students and once again Transit Enforcement Officers partnered with officers from the Toronto Police Service 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 surface and subway locations.

Dubbed "Project S.E.R.F.", from Monday, September 8<sup>th</sup> to Friday, October 3, Transit Enforcement Unit members attended various service stops located in proximity to secondary schools identified as areas of concern by Surface Transportation Divisional

Staff. Officers attended these locations during the after school period varying from 2:15 p.m. – 4:15 p.m. daily.

Transit Enforcement Officers met with Vice Principals and other school officials during the course of the detail to discuss appropriate behaviour while onboard TTC vehicles. Officers also liaised with Toronto Police Divisional Community Response Unit teams. As a result, a large number of students were greeted by Officers and educated on the TTC Fare Media policy, fare collection processes, and Safety and Security features available while on transit.

Officers also engaged Operators and Route Supervisors during the course of the detail and were able to garner intelligence with respect to Fraudulent Metro passes and other fare related issues, and/or other problems they were experiencing on their route(s). Officers received very positive feedback from frontline operating personnel. In all the reported cases, Operators and Route Supervisors were pleased to see the presence of Officers and appreciated the highly visible support.

Additionally, all Transit Enforcement Officers 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.

## **PROJECT HIGHLIGHTS**

September 10– Officers met with the Vice Principal of Scarlett Heights Academy and TPS CRU Teams and provided details of the S.E.R.F project. Officers detailed to the 35 Jane Route and 96 Wilson route checked 27 buses with no incidents to report.

September 11– Officers met with the Vice Principal of Brebeuf College and were invited to attend the school on a future date to meet with students and educate them on TTC Safety and Incident Reporting.

September 19– Officers attended Scarborough Town Centre and issued one written and one verbal caution regarding inappropriate fares.

September 22– Officers in attendance at Brebeuf College observed a large crowd walking into the forest next to the Bayview bus loop at Bayview Avenue and Steeles Avenue to engage in a physical altercation. The victim did not wish to pursue charges or identify any attackers and the students left the area. No delay to service noted.

## **CANADIAN POLICE AND PEACE OFFICER MEMORIAL**

Sunday, September 28 marked the 2014 Canadian Police and Peace Officer Memorial Service which took place on Parliament Hill in Ottawa. A contingent of Transit Enforcement Officers joined other Transit Special Constable agencies from York Region, GO Transit, and OC Transpo in paying tribute to the fallen peace officers who have been killed in the performance of their duties.



*2014 CANADIAN POLICE AND PEACE OFFICER MEMORIAL*

## **PROJECT SURFSUPP (SURFACE SUPPORT)**

The Transit Enforcement Unit was engaged by senior members of Streetcar and Bus Operations to assist in a pilot project encompassing the Dufferin Route (Bus) and the St. Clair streetcar line. Dubbed “Project SurfSupp”, the purpose of the project was to demonstrate improved service on the respective routes by having all facets of the Service delivery Group work in a cohesive fashion with one goal in mind; enhanced customer service. The project ran from October 14 to November 21 inclusive.

The Transit Enforcement Unit allocated one team to each line/route per shift. The teams were dedicated to their assigned route for the duration of the detail.

The Transit Enforcement Unit team assigned to each route/line liaised with Route Supervisory Staff. Officers assisted with loading vehicles and the orderly movement of patrons at Dufferin Station as well as St. Clair and St. Clair West Stations. Officers responded to radio calls in relation to fare evasion/order maintenance and assisted the Route Supervisory contingent in examining issues/impediments along the routes affecting service.

Transit Enforcement Unit Officers assigned to the Dufferin Route responded to a total of 40 calls for service during the course of the detail. Twenty-eight calls pertained to incidents /individuals in the confines of Dufferin Subway station. Twelve calls pertained to the surface route.

Transit Enforcement Unit Officers assigned to the St. Clair Route responded to a total of 27 calls for service during the course of the detail. Seventeen calls pertained to incidents /individuals in the confines of St. Clair/ St. Clair West Stations. Ten calls pertained to the surface route.

**PROJECT TOTALS**

Provincial Charges: TTC Bylaw/Trespass To Property	Criminal Charges
16	3

Members of the Transit Enforcement Unit worked cohesively with their counterparts in the Service Delivery Group to positively influence service on the Dufferin and St. Clair routes. Transit Enforcement Unit Officers liaised with Operators, Supervisors and patrons demonstrating their role in ensuring a safe and time effective service.

Transit Enforcement Officers dealt proactively with matters within the confines of the stations and along the respective routes to prevent service disruptions.

The allocation of Transit Enforcement Unit personnel to the project provided for timely responses to order maintenance issues. Reduced response times and proactive enforcement permitted Route Supervisors to concentrate on route management and service delivery.



## REMEMBRANCE DAY



*TORONTO ZOO REMEMBRANCE DAY CEREMONY*

November 11 marked yet another day of solemn remembrance of our fallen soldiers. Remembrance Day ceremonies were held at numerous Cenotaphs and other locations throughout the City of Toronto. Transit Enforcement Officers represented the TTC at the site of the Toronto Zoo ceremony and the Cenotaph ceremony at Old City Hall.

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## **LOOKING FORWARD: 2015 AND BEYOND-OUR RENEWED FOCUS**

With a projected ridership of 545 million in 2015, 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 Enforcement Officers, Transit Fare Inspectors, a dedicated Toronto Police presence throughout the system, the continued installation of digital video recording devices in the subway system, on surface vehicles and new subway vehicles, and a number of other security measures including Designated Waiting Areas, Passenger Emergency Alarms, Request Stop Program and personal security awareness training for frontline employees.

Transit Enforcement Officers are focusing on the following goals:

- More visibility
  - New decaled vehicles
  - More time spent directly on the system and out of their vehicles
  - More direct engagement with internal and external customers
- More accountability
  - Patrolling with a purpose
  - Daily deployment plans
  - First line supervisors creating assignments and auditing compliance
  - Comp Stat reports to analyze performance
  - Hire contract administrative support
- More joint projects with internal and external stakeholders
  - Toronto Police Service Transit Patrol Unit
  - Fare Inspectors
- Increase training opportunities through both internal and external training resources
  - TTC Training Department
  - Toronto Police College
- Reemphasize Customer Service
  - Report issues to Industrial Maintenance Control (IMC)
  - Station staffing model during peak hours
  - Unplanned/planned event staffing model

Fare Inspectors are focusing on the following goals:

- More visibility
  - Reporting directly to field offices
- More accountability
  - Daily deployment plans
  - First line supervisors creating assignments and auditing compliance
  - Comp Stat reports to analyze performance
- More joint projects with internal and external stakeholders
  - Toronto Police Service Transit Patrol Unit
  - Transit Enforcement Officers
- Customer Service
  - Report issues to Industrial Maintenance Control (IMC)
- Hiring
  - Use a more diverse interview panel
  - Create a viable applicant pool prior to authorization to hire

The TTC will be on the world's stage once again in 2015. The Pan American/ParaPan American Games are the world's third largest international multi-sports Games. Toronto will be the proud Host City of the Pan Am and ParaPan Am Games. Preparations are well underway to provide safe, reliable, fast and efficient transit service for spectators and games ambassadors. Plans include dedicated "Rapid Response Teams" comprised of specially trained Transit Enforcement Officers and Toronto Police Transit Patrol Unit officers partnered to provide the quickest possible resolution to delays affecting the transit system. The Transit Enforcement Unit will also form part of a new, detailed plan to mitigate planned and unplanned emergencies in the subway system.

Transit Enforcement Officers and Transit Fare Inspectors work in a close partnership with Toronto Police to provide a high level of visibility, enhanced safety and security for the TTC's employees and customers, and protection of TTC assets.

Transit Enforcement Officers and Transit Fare Inspectors continue to exercise their respective powers and authorities in a responsible manner to ensure the safe, orderly and efficient movement of our customers across the transit system.

Transit Enforcement Officers and Transit Fare Inspectors are provided with a very high level of training and issued with the necessary options and protective equipment to perform their respective duties efficiently and safely with minimal disruption to transit operations. The current model best suits the needs and expectations of TTC customers while balancing the business needs of the TTC.

These are exciting times for the TTC. Several transit expansion projects are well underway. As the subway system expands from Downsview Station north to the

Vaughan Metropolitan Centre Station and from Finch Station north to Richmond Hill, the business needs of the TTC will continue to grow in the areas of customer and employee safety, and asset protection.



