



TTC Special Constable Service 2021 Annual Report

Date: April 14, 2022

To: TTC Board

From: Chief Strategy and Customer Officer (Acting)

Summary

This report provides an annual update on services provided by the Special Constable Service (SCS) Departments. The Special Constable Services report is prepared to comply with the Special Constable Agreement between the Toronto Police Services (TPS) Board and the Toronto Transit Commission, which requires the TTC to provide an annual report to the TPS Board; attached with this report as Appendix 1.

Recommendations

It is recommended that the TTC Board:

1. Approve the transmittal of the attached Appendix 1 – Special Constable Service 2021 Annual Report to the Toronto Police Services Board as per Section 8.9 of the Special Constable Agreement between the Toronto Police Services Board and the TTC.

Financial Summary

There is no financial impact arising from the adoption of this report's recommendations.

Funding included in the TTC's 2022 Operating Budget for the Special Constable Service department enables staff to deliver their services in compliance with the Special Constable Agreement between the Toronto Police Services Board and the TTC.

The TTC continues to make significant investments in the Revenue Protection and Special Constable Service (RP SCS) Culture Change Program to ensure safety, security and revenue protection services are customer-focused and founded in equity, respect and dignity for customers and employees. Specifically related to these culture change initiatives, \$0.6 million in funding was added in 2021 with a further \$0.3 million added in 2022. This combined \$0.9 million in operating funding, supports the development of key Culture Change Program deliverables such as new training courses, revised training program, new customer-facing policies, a 360-degree survey and a uniform re-brand.

The investments made in the Culture Change Program reinforce Revenue Protection and Special Constable Service departments commitment to promoting and supporting diversity and inclusion to reflect and respond to the needs of employees and customers.

The Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Equity/Accessibility Matters

The TTC is committed to supporting and promoting equity, diversity and inclusion in all policies, procedures, processes, programs and services to reflect as well as respond to the needs of customers and employees. Special Constables and Fare Inspectors have significant public contact and perform customer service, safety and security roles. The TTC expects that all its employees perform their duties in an equitable, inclusive, respectful and safe manner. Employees must have the necessary skills to meet these expectations.

Culture Change Program

The Revenue Protection and Special Constable Service Culture Change Program (CCP) has been the foundation for all work carried out in 2021 by staff from the two departments. The objective of the CCP is to have safety, security and revenue protection services that are customer-focused and founded in equity, respect and dignity for customers and employees. This includes communities that historically and currently experience systemic barriers, including Black and Indigenous peoples who were statistically overrepresented in TTC enforcement incidents and TTC charges and cautions.

Both departments are undergoing transformative internal and external change to demonstrate a commitment to accountability, transparency, building public trust, addressing regulatory concerns and ensuring bias-free service delivery. The departments have considered critical recommendations from various third-party reports, expert stakeholders, and industry benchmarking while focusing on the essential priorities of transit safety, security and at the same time maximizing revenue protection.

Revenue Protection and Special Constable Service will continue to integrate the CCP pillars into all facets of their work to ensure safety, equity, respect and dignity are the cornerstone of all programs and initiatives. The departments will consult with expert stakeholders, community stakeholders and the general public on various ongoing improvements (i.e. new policies, new technologies, etc.). All changes will use the culture change pillars as a foundational framework.

Public Complaints

Previous Ombudsman Toronto recommendations have included the need for independence regarding investigations involving our Fare Inspectors and Special Constables, as well as related policies and services. The TTC launched the Fare Inspector and Special Constable Complaints (FISCC) Office on June 30, 2021 in order to create a more inclusive transit system. The goal of the FISCC Office is to investigate

and resolve all complaints involving members of the Revenue Protection and Special Constable Service departments including TTC Fare Inspectors and Special Constables, as well as related policies and services. The TTC's former Unit Complaints Coordinator function was decommissioned and the FISCC Office was launched to provide a more accessible and fair investigation process for customers and employees.

Training

The Revenue Protection and Special Constable Service departments continue to explore new training courses in areas such as Indigenous awareness, anti-racism, mental health awareness and resiliency in collaboration with the University of Alberta and the Centre for Addiction and Mental Health (CAMH).

Suicide Prevention is a 90-minute online course sourced by the TTC Safety and Environment Department. The course teaches trainees to recognize when someone is in crisis and connects them to help and support. This course was implemented for all frontline staff to better support people in crisis.

2SLGBTQ+ Awareness and Practices for Police, Law Enforcement and Criminal Justice Professionals is a course delivered by the Serving with Pride organization. The course educates frontline and administrative professionals by providing in-depth information specific to care and response of 2SLGBTQ+ persons by police and law enforcement in public service.

Enhanced Peer Support training also includes racism scenarios to better equip the team when providing emotional and psychological support to TTC employees, including scenarios involving incidents of racism.

Decision History

On May 15, 2014, a new Special Constable Agreement was reached with the Toronto Police Services Board to designate the 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.

[2014 TTC Transit Enforcement Annual Report to the Toronto Transit Commission and the Toronto Police Services Board](#)

On May 12, 2021, the TTC Board adopted the recommendation to approve the transmittal of the 2020 TTC Special Constable Service Annual Report to the TTC Board and Toronto Police Services Board.

[TTC Special Constable Service and Revenue Protection 2020 Annual Reports](#)

Issue Background

Section 8.9 of the Special Constable Agreement between the TPS Board and the TTC requires the TTC to provide to the TPS Board an annual report. This report contains statistical data, 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 TPS Board or the Chief of Police, from time to time. Similar agreements and reporting requirements are in place between the TPS Board and other Toronto municipal special constable groups, such as the Community Safety Unit of the Toronto Community Housing Corporation (TCHC).

Appendix 1 – Special Constable Service 2021 Annual Report fulfills the agreements requirements and is consistent with the standardized format as directed by the TPS Board.

Comments

This report provides an overview of the 2021 activities for the Special Constable Service Department. The annual report has been revised to demonstrate the alignment with the ongoing Revenue Protection and Special Constable Service Culture Change Program.

Appendix 1 – Special Constable Service 2021 Annual Report has been prepared in compliance with the Special Constable Agreement between Toronto Police Services (TPS) Board and the Toronto Transit Commission (TTC).

Activity Highlights

The following tables highlight Special Constable Service calls for service, arrests/apprehensions and use of force.

Calls for Service

Special Constables received 31,058 calls for service in 2021, a 16% increase over 2020. Throughout the pandemic, TTC saw a decline in regular paying ridership and an increase in people experiencing homelessness seeking shelter on the TTC, which promoted calls for Special Constables and Fare Inspectors. There was an increase to calls for service in all categories, with the most significant increases relating to calls for suspicious incidents, trespassing and calls for medical assistance.

Mode	Calls Received	% of Total
Scarborough RT	210	0.68
Subway	26,817	86.34
Surface	4,031	12.98
Total	31,058	100

Table 2: Calls for Service

Arrest/Apprehension Totals

Special Constables submitted 123 records of arrest for Criminal Code offences in 2021, a 64% decrease over 2020. They also made 128 apprehensions under the Mental Health Act, representing a 33% increase over 2020.

Authority	Total Arrested/ Charged/ Apprehended
Criminal Code	123
Mental Health Act	128
Liquor License Act	5
Trespass To Property Act	9
Controlled Drugs and Substances Act	0
Total	265

Table 3: Arrest/Apprehension Totals

Use of Force Reporting

Special Constables are bound by Ontario Regulation 926/90, which compels Police Officers to submit a Use of Force Report (UFR Form 1) to the Chief of Police when a Police Officer who, when in the performance of their duties, uses force on another person that results in an injury requiring medical attention or uses a weapon on another person.

The TTCs internal policy on reporting use of force by Special Constables uses a lower threshold. Each incident where an application of force is used that is beyond compliant handcuffing is required to be reported to the Toronto Police Service.

The following chart further summarizes the number of incidents and the category of offence involved in each type of force application:

As per the Police Services Act:

Highest Level of Force Used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLA, MHA,TPA)
OC Foam	1	1	0	1*
Injury	0	0	0	0
Total	1	1	0	1

Table 4: Use of Force as per Police Services Act

*1 incident relating to the Mental Health Act

There were 37 incidents in 2021 in which 79 internal Use of Force reports were submitted as per departmental policy. Multiple Use of Force reports are submitted, one per individual officer attending the same incident. In one of these incidents, a baton was presented, and in another incident, OC Foam was used during an interaction with an

assaultive subject. Five Use of Force reports were required to be submitted to Toronto Police.

Appendix 1 provides additional details on Special Constable Service 2020-2021 trends.

Streets to Homes Outreach

With traditional sheltering spaces closed or operating with reduced hours due to the pandemic, the TTC has observed an increase in people experiencing homelessness setting up shelter on vehicles. To provide a coordinated and compassionate response, the TTC has been working closely with the City of Toronto to help find safe and appropriate shelter for those experiencing homelessness.

In April 2021, two teams of Special Constables began patrolling the TTC system with outreach workers from the City's Streets to Homes program. Special Constables partner with Streets to Homes teams every Tuesday and Thursday from 0900hrs-1430hrs to offer services to people experiencing homelessness. Many people are connected with outreach workers from Streets to Homes who assist individuals with temporary and permanent housing. The partnership offers harm reduction supplies, food vouchers, and helps the individuals find the proper support and shelter they need.

In Q1 2022, the Community Engagement will expand to four members. The TTC will work with the City of Toronto to extend the Streets to Homes to ten (10) dedicated members to support the TTC seven days a week, increasing service hours.

Next Steps

A report on the Culture Change Program has been included as an appendix to the Diversity and Culture 2021 Annual Report. This report will provide details on the progress that has been made to date, what we are currently doing and next steps.

Contact

Andrew Dixon, Head – Special Constable Service
416-709-2633
andrew.dixon@ttc.ca

Signature



Scott Haskill
Chief Strategy and Customer Officer (Acting)

Attachments

Appendix 1 – Special Constable Service 2021 Annual Report

Toronto Transit Commission **Special Constable Service**



2021 Annual Report



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Executive Summary

The TTC is committed to supporting and promoting equity, diversity and inclusion in all policies, procedures, processes, programs and services to reflect and respond to the needs of customers and employees. This includes communities that historically and currently experience systemic barriers, including Black and Indigenous peoples who were statistically overrepresented in TTC enforcement incidents and TTC charges and cautions. Special Constables and Fare Inspectors have significant public contact and perform customer service, safety as well as security roles. The TTC expects that all its employees perform their duties in an equitable, inclusive, respectful, and safe manner. Employees must have the necessary skills to meet these expectations.

The Revenue Protection and Special Constable Service departments are undergoing transformative internal and external change to demonstrate a commitment to accountability, transparency, building public trust, addressing regulatory concerns, and ensuring bias-free service delivery. The departments have considered critical recommendations from various third-party reports, expert stakeholders, and industry benchmarking while focusing on the essential priorities of transit safety, security, at the same time maximizing revenue protection.

To instill an effective cultural change, the Revenue Protection and Special Constable Service departments have taken a holistic approach by examining and addressing people, processes, training and technology. The Revenue Protection and Special Constable Service Culture Change Program pillars provide a framework to guide all work within the departments.

Table 1 provides a high-level overview of the four program pillars, the respective desired outcomes and 2021 accomplishments.

Culture Change Pillars	 Structure for Success Create and support a diverse and inclusive workforce	 Modernize Policies Alignment with third-party report recommendations	 Update Technologies Implement new technologies to support third-party report recommendations	 Overhaul Training and Monitoring Systems Implement training founded in equity, respect and dignity for customers and employees
Outcomes	Fair, merit-based recruitment, hiring and promotions Workforce reflect the diversity of the community we serve Community and peer partnerships	New and updated policies and procedures that aim to ensure the fair and equitable treatment of customers and align with community expectations	Equip the TTC with tools to provide public transparency and demonstrate accountability	Team members receive consistent training Staff address customers and employees with respect, sensitivity and without bias

	 Structure for Success	 Modernize Policies	 Update Technologies	 Overhaul Training and Monitoring Systems
2021 Accomplishments	<ol style="list-style-type: none"> 1. Re-organized and built new capacity <ol style="list-style-type: none"> a. Revised job descriptions with support of Talent Management and Culture Group 2. Collaborated & supported peers 3. Conducted Community Engagement Events 	<ol style="list-style-type: none"> 1. Drafted new interim policies in alignment with Stakeholders and regulatory bodies expectations <ol style="list-style-type: none"> a. Use of discretion (x2) b. Use of force (x2) 	<ol style="list-style-type: none"> 1. Planned pilots and developed new systems <ol style="list-style-type: none"> a. Body-worn camera b. Mobile by-law ticketing c. In-car camera d. RP/SCS system 	<ol style="list-style-type: none"> 1. Reset expectations and initiated new training courses <ol style="list-style-type: none"> a. Use of force and effecting arrests b. 2SLGB TQ+ Awareness c. Suicide prevention d. Enhanced Peer Support 2. Initiated 360 review 3. Training Program Assessment

Table 1: Revenue Protection and Special Constable Service 2021 Accomplishments

A comprehensive report on the Culture Change Program will be presented at the April 2022 TTC Board meeting. This report will provide details on what has been accomplished, what is currently in progress and next steps.

COVID-19 Response

The onset of the COVID-19 pandemic created unique challenges to our transportation system. The Special Constable Service Continuity of Operations Plan brought changes to reporting and deployment strategies to ensure that the critical functions and services that the Special Constable Service provides to the TTC and its customers were sustained.

As part of the ongoing COVID-19 recovery plan, the Special Constable Service team performed a variety of customer service functions, such as:

- **Customer Service and Education:** To aid in the adherence to public health physical distancing guidelines, new satellite offices were created at various locations throughout the city. Employees were assigned permanent partners to reduce the risk of exposure to COVID-19 throughout the entire team.

To ensure employee and customer safety while travelling on the TTC during the pandemic:

- Special Constables visited school bus stops to educate school-aged children and their parents on the care measures to be taken while travelling on public transit.
 - Online Education was provided.
 - Distributed masks to students.
- **Complimentary Personal Protective Equipment distribution:** To promote customer safety and comfort while riding the TTC, Special Constables and Fare Inspectors distributed complimentary masks, disinfectant wipes, and bottles of hand sanitizer to TTC passengers. Busy stations, areas of low mask compliance and key surface route intersections were the primary focal points of the distribution.
 - **COVID-19 screening:** COVID-19 screening was conducted at all TTC work locations by contracted employees to ensure the health and safety of all workers. The Special Constable Service and Revenue Protection departments ensured that contracted security staff asked appropriate screening questions to employees, contractors and visitors.
 - **Yards and Facilities monitoring:** To ensure contractor and visitor safety more frequent location audits were conducted by Protective Service Guards at all TTC yards and facilities. Managed contracted security staff for increased access control.
 - **Third-party entrance and station monitoring:** During peak service hours, Special Constables assisted with passenger flow and customer service at various stations. Special Constables assisted to prevent station overcrowding to minimize public exposure to the virus.
 - **Enhanced employee safety:** Upgraded PPE for frontline employees, such as masks (Level 1 to Level 2 medical-grade masks) and safety goggles with anti-fog lenses. This allowed for the continuation of frontline employee operations. To minimize exposure, the department added new reporting locations, implemented staggered start times and assigned Special Constables permanent work partners at respective work locations.

Support Staff

Support functions such as Administrative Support, Business Intelligence, Compliance Reporting, and Court Services pivoted how they operated to work almost entirely virtually.



Structure for Success

Create and support a diverse and inclusive workforce

This pillar focuses on creating and supporting a diverse and inclusive workforce. The desired outcomes include:

- Fair, equitable, merit-based recruitment, hiring and promotions;
- Workforce that reflects the diversity of the community we serve; and
- Community and peer partnerships.

In 2021, the significant accomplishments for this pillar centred around activities for re-organizing the department, establishing new functions and building new capacity.

Organizational Chart

Andrew Dixon is the Head of the TTC's Special Constable Service and has led the department through a culture change towards a customer-focused service founded in respect and dignity for customers and employees. The Special Constable Service Head has delegated this authority through the organizational chart below. This organizational chart reflects the actual workforce appointed as of December 31, 2021.

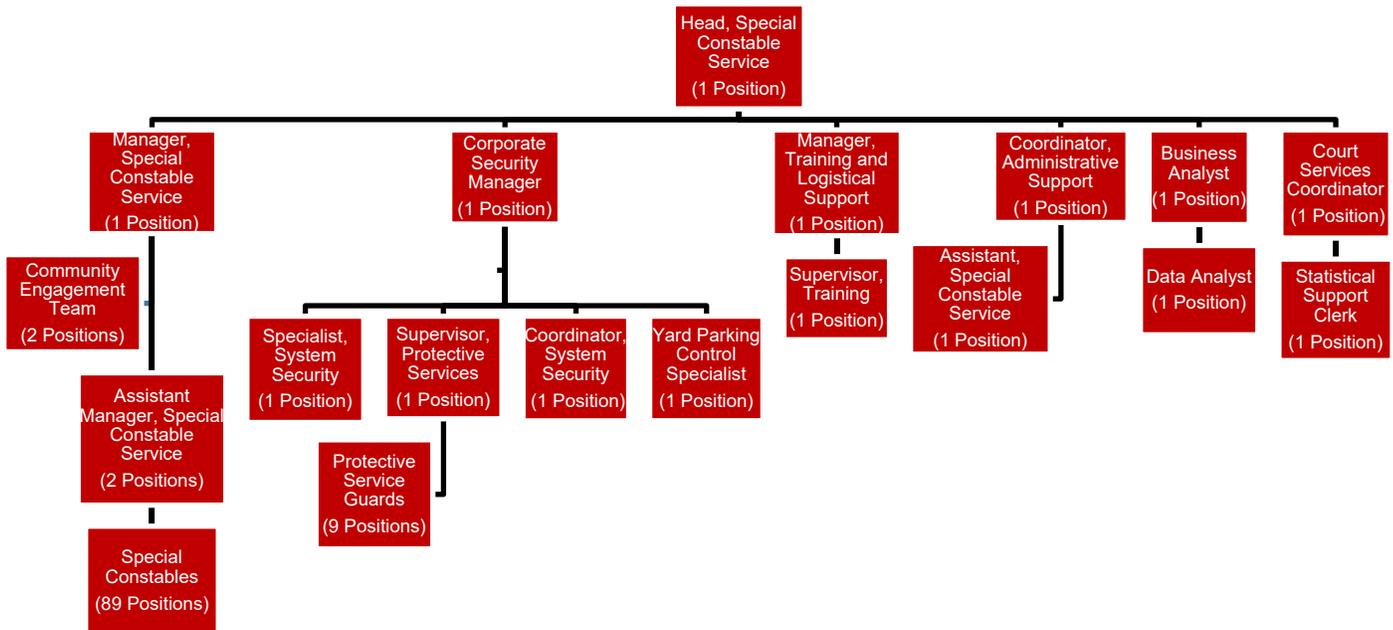


Chart 1: Special Constable Service Organizational Chart

The tables below indicate the 2021 changes to the Special Constable appointments.

Departures

Department	Terminations	Suspensions	Resignations	Retirements
Special Constables	3	3	15	1

Table 2: Special Constable Departures

Appointments

The following chart represents Special Constable appointments for the reporting year. The actual strength as of December 31, 2021 was 92 Special Constables.

Existing	Re-Appointments	New Appointments
92	0	8

Table 3: Special Constable Service Appointments

Diversity Breakdown

The Special Constable Service (SCS) and Revenue Protection departments are committed to diversity, equity, and inclusion. In 2021, the department worked alongside the Talent Management department and the Diversity department's Racial Equity Office to develop and review job descriptions, job postings and interview questions in order to remove barriers and to build a strong foundation for building greater diversity at the TTC.

Those who identify as women make up 16% of the overall SCS team, while 62% are from a racialized group. 2021 saw a 1% increase in the number of women hired and a 17% increase in those from a racialized group. No team members identify as Indigenous or as a person with a disability.

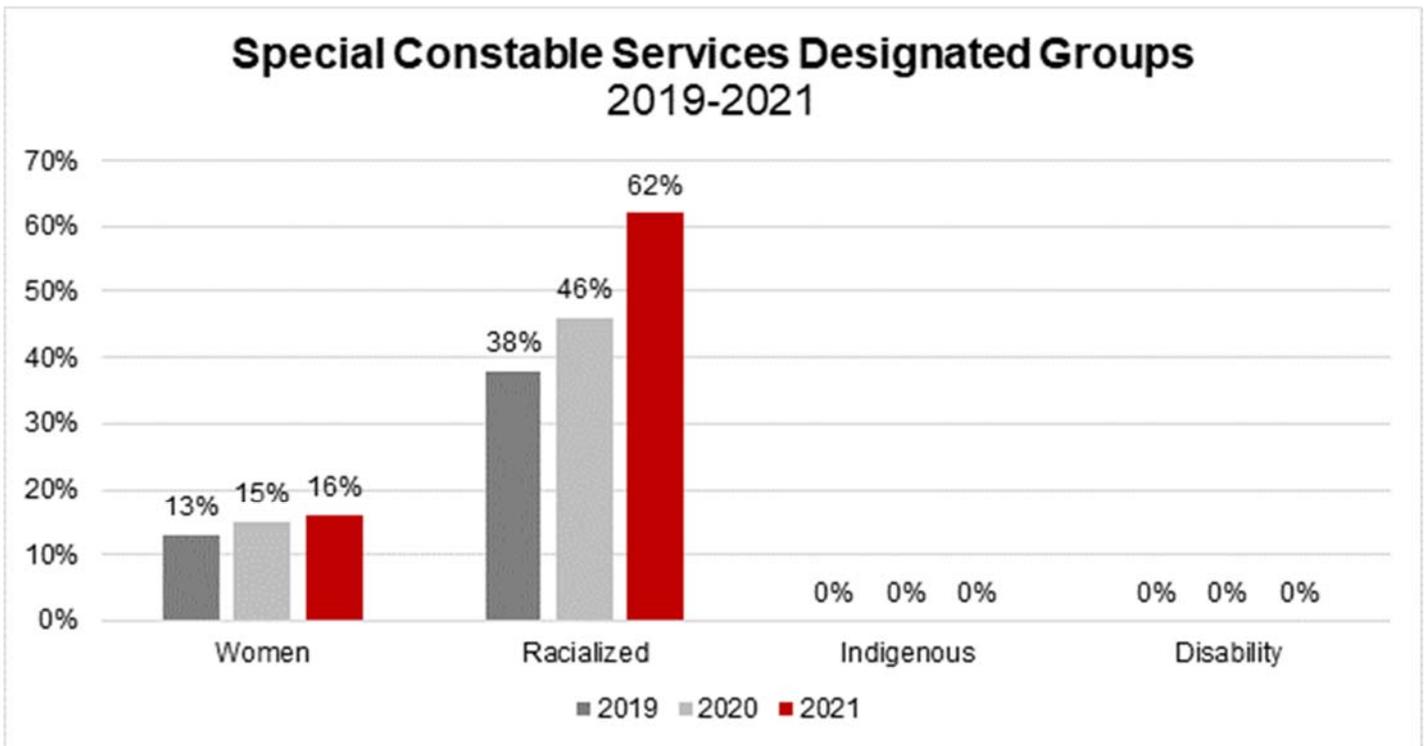


Chart 3: Special Constable and Fare Inspector Designated Groups

Languages Spoken

By fostering a diverse and inclusive workforce, team members been able to more effectively communicate and serve underrepresented groups. There are currently 35 languages spoken by Special Constable Service members. The most common languages after English are Punjabi, Urdu and Hindi.

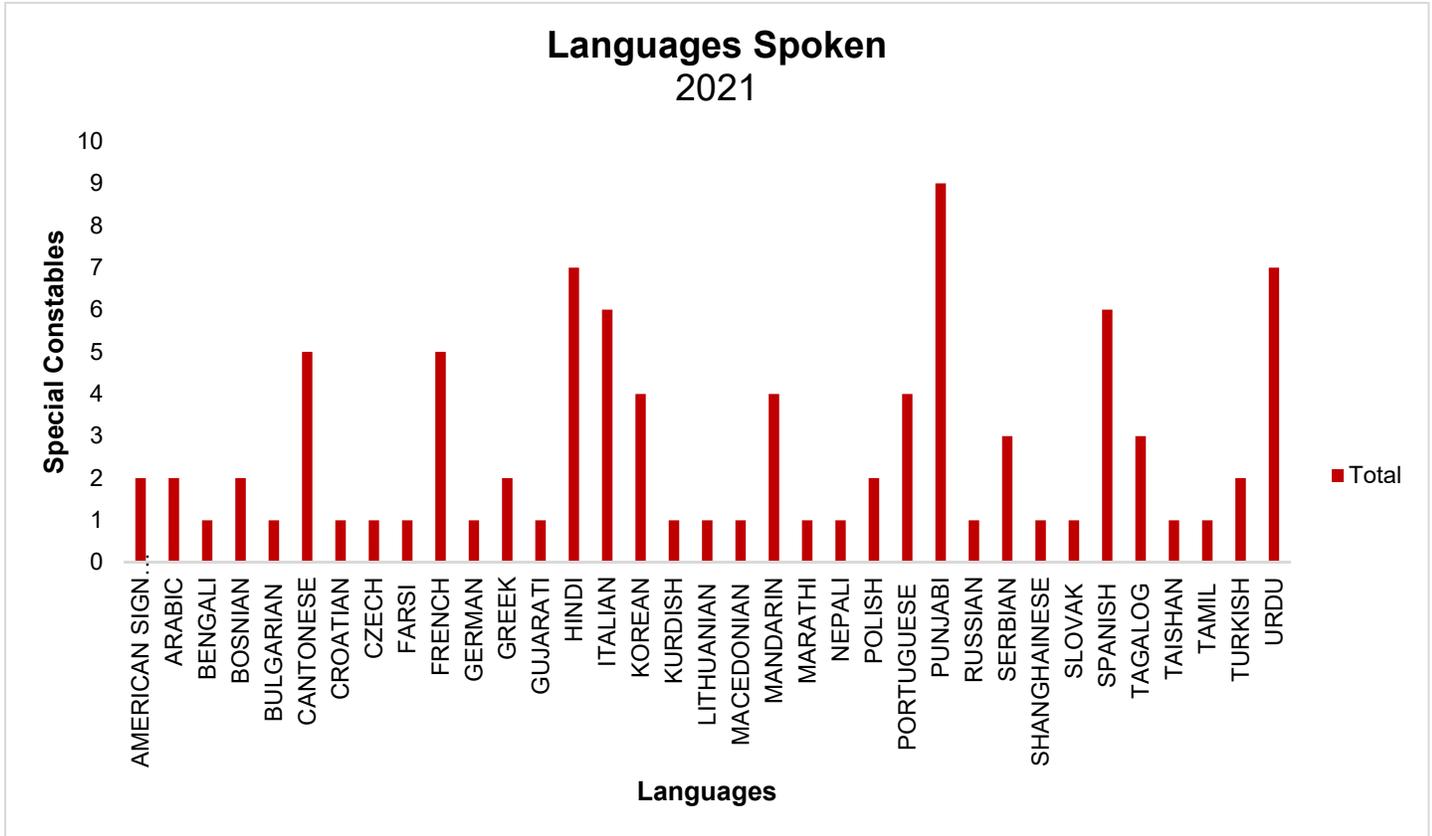


Chart 4: Revenue Protection and Special Constable Services Languages Spoken

Community Engagement Team

In 2021, the inaugural Revenue Protection Community Engagement Team (CET) was established. This team was hard at work connecting with customers, the community and supporting TTC employees and partners (i.e. COMTO Toronto & Region, Revenue Protection, Toronto Police Service, etc.) to address gaps in engaging with underserved communities including Black and racialized youth, various Indigenous communities, under housed populations and others. The Revenue Protection CET works collaboratively with the Special Constables Community Engagement Team.

The TTC is committed to working with internal and external partners to promote community engagement and foster collaborative initiatives to promote safety. In extreme weather situations, TTC staff are extra vigilant to help those people in our City who may be at increased risk in extreme conditions. As part of their regular duties, Fare Inspectors and Special Constables provide people who are vulnerable or at risk with information about downtown Toronto drop-in resources.

Below is a list of organizations the CET collaborated on in 2021:

Collaboration with Peers

- Conference of Minority Transportation Officials (Toronto and Region) Back to school backpack drive and;
- Toronto Police Service – Project Breezy (bike donation drive); and
- Donations.

Community Partnerships

- Toronto Community Housing
- Streets to Homes
- Focus Table Toronto
- York Region, Toronto and TTC Support Table
- Toronto District School Board
- Holiday Helpers Charity
- Scott Mission Socks and Boots Donation Drive

For a more comprehensive update refer to the 2021 Revenue Protection and Special Constable Culture Change Report.



Modernize Policies, Procedures, Standards and Programs

Alignment with third-party report recommendations

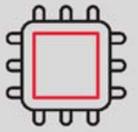
This pillar focuses on the alignment with third-party report recommendations. The desired outcomes include:

New and updated policies and procedures that aim to ensure the fair and equitable treatment of customers and that align with community expectations

In 2021, the significant accomplishments for this pillar included drafting four new interim policies in preparation for 2022 consultations with expert stakeholders, community stakeholders and the public. Two policies were created for each, one for each area (Revenue Protection and Special Constable Service):

- Use of Discretion; and
- Use of Force.

For a more comprehensive update refer to the 2021 Revenue Protection and Special Constable Service Culture Change Report appendix of the Diversity and Culture Change 2021 Annual Report.



Update Technologies

Implement new technologies to support third-party report recommendations

This pillar focuses on implementing new technologies to support third-party report recommendations. The desired outcomes include: equipping the TTC with tools to demonstrate accountability and public transparency.

In 2021, the significant accomplishments for this pillar centred around pilot planning for customer-facing systems and the development of a new internal system:

- Body-worn cameras;
- Mobile by-law ticketing;
- In-car camera system; and
- Special Constable Service-Revenue Protection (SCSRP) system.

The Culture Change Program aims to provide public transparency and demonstrate accountability aligned with corporate and departmental objectives. In response to third-party recommendations, a number of initiatives and projects are in progress. These projects included collaborating with the IT Services Department to procure and plan 2022 pilots for body-worn cameras, mobile by-law ticketing and Special Constable in-car cameras.

Body-Worn Camera

This project demonstrates the TTC's commitment to transparency, accountability, building public trust and ensuring bias-free service delivery through the use of body-worn cameras (BWCs) while performing enforcement, fare inspection and compliance duties. BWCs enable customer and employee safety and ensure employee accountability while enhancing evidence collection.

Hand-held point of sale (HHPOS) Device Refresh

In collaboration with the Fare Card Team and Strategy and Foresight, team members are working with Metrolinx to find a modernized solution to replace the existing hand-held point of sale (HHPOS) (inspection) device. Replacing this device will address a 2019 Auditor General Revenue Operations audit recommendation.

Mobile By-Law Ticketing

Mobile by-law ticketing will allow Fare Inspectors and Special Constables to use a smartphone mobile application and a hand-held mobile printer to create and print Part I Provincial Offence Act Notices and Criminal Code offences. Creating efficiencies with the inspection process will address a 2019 Auditor General recommendation.

SCSRP Application

The Special Constable Service Revenue Protection (SCSRP) system has been developed to replace the 20-year-old legacy application. It will allow for future technological updates and improvements and ensure compliance with third-party recommendations.

For a more comprehensive update refer to the 2021 Revenue Protection and Special Constable Service Culture Change Report appendix of the Diversity and Culture Change 2021 Annual Report



Overhaul Training and Monitoring Systems

Implement training founded in respect and dignity for customers and employees

This pillar focuses on implementing training founded on respect and dignity for customers and employees. The desired outcomes include:

- Team members receiving consistent training; and
- Staff addressing customers and employees with respect, sensitivity and without bias.

In 2021, the significant accomplishments for this pillar are centred around resetting expectations on use of force, effecting arrests and providing an overview of the Culture Change Program. A 360 review and industry benchmarking regarding all aspects of training was also initiated.

Training

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, Special Constable Service has an obligation to train Special Constables in the following areas:

- 2SLGBTQ+
- Arrest Authorities
- Arrest/Search Incident to Arrest
- Canadian Police Information Centre (CPIC)
- Case Preparation Provincial Offences
- Community Mobilization/Community Policing
- Confronting Anti-Black Racism training
- Controlled Drugs and Substances Act (CDSA)
- Crime Scene Management
- Criminal Offences
- Diversity Awareness and Human Rights Issues
- Ethics and Professionalism in Policing
- First Aid/CPR
- Interim Communicable Diseases
- Introduction to Law
- Liquor License Act
- Mental Health Act (MHA)
- Occurrence/Report Writing/Field Information Report
- Person in Crisis
- PRESTO
- Provincial Offences Act
- Roles Field Interviewing/Taking Statements
- Rules Memorandum Books/Note-Taking
- Search and Seizure Authorities
- Sex Offences
- Suicide Awareness
- Testimony/Criminal/Provincial Justice System/Rules of Evidence
- Train Use of Force Legislation and Reporting
- Trespass to Property Act
- TTC Fares
- TTC Special Constable Status – Roles and Responsibilities
- Vehicle Familiarization – Streetcar/Bus/Subway
- Vehicle Operations
- Young Persons and the Law

In 2021, Revenue Protection and Special Constable Service added training on Suicide Prevention and 2SLGBTQ+ Awareness and Practices for Police, Law Enforcement and Criminal Justice Professionals and enhanced Peer Support training to their curriculums.

Suicide Prevention is a 90-minute online course sourced by the TTC Safety and Environment department. The course teaches trainees to recognize when someone is in crisis and connects them to help and support. This course was implemented for all front-line staff to better support people in crisis.

2SLGBTQ+ Awareness and Practices for Police, Law Enforcement and Criminal Justice Professionals is course delivered by the Serving with Pride organization. The course educates frontline and administrative professionals by providing in-depth information specific to care and response of 2SLGBTQ+ persons by police and law enforcement.

Enhanced Peer Support training was also delivered with refreshed content in order to provide emotional and psychological support to TTC employees who may encounter traumatic incidents in their work or personal lives as well as those who are victims of racism.

The Training Section was embedded with the Operational Training Centre (OTC) to align new training programs and revisions with OTC standards. Training programs were developed and implemented to support newly created roles – Supervisor, Acting Supervisor and Coach Officer. The Coach Officer training is taught to all members with the desire to coach new hires.

The Revenue Protection and Special Constable Service departments continue to explore new training courses in areas, such as Indigenous awareness, mental health awareness and resiliency with the University of Alberta and the Centre for Addiction and Mental Health (CAMH).

Recruit Program

Special Constables currently receive 90 days of initial training. As part of that training, Special Constables receive 13 days of training on crisis communications, de-escalation, mental health awareness and the Mental Health Act.

The Special Constable training program includes simulations conducted with actors in a transit environment, in order to evaluate the knowledge and skills that each employee receives and to observe their decision-making abilities in a real-time environment.

As part of the initial training, staff also participate in instructor-led training delivered by the Alzheimer's Society of Toronto and the City of Toronto Streets to Homes program. In 2019, the TTC added Confronting Anti-Black Racism (CABR) training delivered by the City of Toronto's CABR Unit. Special Constables and Fare Inspectors participate in holistic, simulation-based training as part of the curriculum. In January 2020, new modules on Mental Health Interventions and Mental Health Act Section 17 Apprehensions were launched. Discussions are underway with experts in the field of mental health to extend the concepts and deliver additional modules.

Annual Recertification

The Special Constable Annual Recertification Training Program is three days for a total of 24 hours. This includes mandatory defensive tactics and use of force training. In 2021, additional training on mental health awareness, and a review of the Mental Health Act was conducted to enhance the skills officers use when called to incidents that may involve mental health. Holistic, simulation-based training continues through the annual recertification as a successful tool to reinforce training and expectations.

Culture Change Program

Throughout Q1 and Q2 2021, the entire Special Constable Service department received training on the Culture Change Program. Staff were issued interim expectations on independent note-taking, use of force, and secondary duties for Fare Inspectors and Special Constables.

Mandatory Training

Course / Topic	Delivered By	Duration	Number trained
Special Constable Recruit Training	3rd Party Provider/Toronto Transit Commission	60 days	39
Annual Use of Force and Legislative Update Block Training	3rd Party Provider	3 days	63
Standard First Aid	3rd Party Provider	2 days	49
Confronting Anti-Black Racism	3rd Party Provider	1	231

Table 4: Mandatory Training

Additional In-Service Training

Course / Topic	Delivered By	Duration	Number trained
Incident Management System 200	TTC Special Constable Service	2 days	39
Mental Health Awareness	City of Toronto	6 hours	60
2SLGBTQ – Serving with Pride	3rdParty Provider	3 hours	39
Naloxone	3rdParty Provider	1 hour	39

Table 5: Additional In-Service Training

Equipment

Pursuant to the Agreement with the Board, 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 (OC) 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 Special Constable Service Policies, Procedures and Rules Manual.
- Naloxone with carrying case

Performance Management and Accountability

Calls for Service

Special Constables received 31,058 calls for service in 2021, a 16% increase over 2020. Throughout the pandemic, TTC saw a significant decline in regular paying ridership and an increase in underhoused people seeking shelter on the TTC, which promoted calls for Special Constables and Fare Inspectors. There was an increase to calls for service in all categories, with the most increases relating to calls for suspicious incidents, trespassing and calls for medical assistance.

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Authority	Total Arrested/ Charged/ Apprehended
Criminal Code	123
Mental Health Act	128
Liquor License Act	5
Trespass To Property Act	9
Controlled Drugs and Substances Act	0

Table 7: Arrest/Apprehension Totals

Reporting

General Occurrence Reports and Records of Arrest	No.
Abandoning Child C.C. 218	1
Accidental Death	2
Arson: Damage To Property C.C. 434	3
Assault C.C. 266	560
Assault - Aggravated C.C. 268	1
Assault Bodily Harm C.C. 267(1)(b)	7
Assault Peace Officer C.C. 270(1)(a)	10
Assault With A Weapon C.C. 267(1)(a)	33
Break And Enter With Intent C.C. 348(1)(a) Attempt	5
Break, Enter And Theft	1
Breaking, Entering and Committing C.C. 348 (1)(b)	2
Carry Concealed Weapon C.C. 90(1)	1

General Occurrence Reports and Records of Arrest	No.
Cause A Disturbance 175(1)	2
Criminal Harassment C.C. 264 (1) (2)	8
Domestic Dispute	1
Drug Overdose	7
Fail To Comply Probation C.C. 733.1	7
Failing To Comply With Condition Of Undertaking or Recognizance C.C. 145 (3)	1
Fraud C.C. 380(1)	1
Indecent Acts C.C. 173(1)	28
L.L.A. 31 (4) Intoxicated In Common Area	1
L.L.A. 31(4) Intoxicated In A Public Place	19
Mental Health Act SEC. 17	128
Mischief C.C. 430 (1)	233
Mischief Endangering Life C.C. 430 (2)	1
Mischief interfere 430 (1) (c)	2
Mischief Not Exceeding \$5,000 C.C. 430 (4)	657
Mischief Over \$5,000: C.C. 430 (3)	16
Possession Of Offensive Weapon Dangerous To The Public Peace C.C. 87	3
Public Incitement of Hatred C.C 319 (1)	7
Public Mischief C.C. 140 (1)	5
Robbery C.C. 344 (b)	9
Sexual Assault C.C.271	9
Suspicious Activity	1
Suspicious Event	1
Suspicious Incident	24
Suspicious Person	1
T.P.A. Fail To Leave When Directed	2
T.P.A. Engage In Prohibited Activity on Premises	1
T.P.A. Enter Premises When Entry Prohibited	2
T.T.C. # 1-3.4 Unauthorized Crossing or Entering Upon Subway Tracks	1
Theft C.C. 322 (1)	1
Theft Over \$5,000.00 C.C. 334(a)	5
Theft Under \$5,000.00 C.C. 334(b)	150
Uttering Threats C.C. 264.1 (1)	320
Uttering Threats To Cause Death Or Bodily Harm C.C. 264.1 (1)(a)	137
Voluntary Apprehension	1
Weapon etc.: Possession For Dangerous Purpose C.C. 88	16
Total	2,434

Other TTC Internal Incident Reports (SCS and otherTTC Divisional Supervisory Reports)	No.
Administer Noxious Substance	3
Aggravated Assault - Patron	4
Arson	1
Assault Bodily Harm Or W/ Wpn- Patron	45
Assault Police Officer	2
Assault To Resist Arrest	1
Attempt Murder	1
Attempt Robbery Patron	6
Bomb Threat No Bomb Found	5
Breach Of Probation	2
Breach Of Recognizance	2
Break And Enter Gateway Newsstand	5
Break And Enter Misc.	7
Carry Concealed Weapon	3
Cause Disturbance	18
Common Assault - Collector	2
Common Assault - Misc. Employee	2
Common Assault - Operator	5
Common Assault - Patron	157
Common Nuisance	1
Dangerous Operation Of Motor Vehicle	1
Fail To Comply	8
Harassment (Criminal)	3
Indecent Exposure	13
Intimidation By Threats Etc.	1
Mental Health Act (Person in Crisis)	78
Mischief	185
Obscene Matter	1
Other Weapon Offences	27
Possession Controlled Drugs	1
Possession Of Narcotic	1
Possession Offensive Weapon	15
Public Incitement Of Hatred	8
Public Mischief	4
Restricted Weapon	4
Robbery Patron	14
Robbery Patron - Mugging	5
Robbery Patron - Swarming	11
Sexual Assault	42
Suspicious Death	1
Suspicious Incident	39
Theft Bicycle Under \$5000	1
Theft From Emp Under \$5000	4
Theft From Tenant Und \$5000	7

Other TTC Internal Incident Reports (SCS and otherTTC Divisional Supervisory Reports)	No.
Theft From TTC Under \$5000	6
Theft From Patron Over \$5000	2
Theft From Patron Under \$5000	8
Theft From Purse Under \$5000	2
Theft From TTC Over \$5000	4
Theft Under \$5000	1
Threatening	34
Voyeurism	2
Total	751

Table 8: General Occurrence Reports and Records of Arrest

Property

Special Constable Service 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 2021, Special Constables seized and processed 75 pieces of property into their property vault.

Compliance Reporting

Public Complaints

Previous Ombudsman Toronto recommendations have included the need for independence regarding investigations involving our Fare Inspectors and Special Constables, as well as related policies and services. The TTC launched the Fare Inspector and Special Constable Complaints (FISCC) Office on June 30, 2021 in order to create a more inclusive transit system. The goal of the FISCC Office is to investigate all complaints involving members of the Revenue Protection and Special Constable Services departments, including TTC Fare Inspectors and Special Constables, as well as related policies and services. The TTC's former Unit Complaints Coordinator function was decommissioned, and the FISCC Office was launched to provide a more accessible and fair investigation process for customers and employees.

In summary, for 2021, the TTC received a total of 11 public complaints involving Special Constables, and 17 public complaints involving Fare Inspectors for a combined total of 28, which is a decrease from 62 complaints received in 2020.

An update on public complaints received by the FISCC Office in 2021 will be provided in the April 2022 Diversity and Culture Group Annual Report.

Use of Force Reporting

Special Constables are bound by Ontario Regulation 926/90, which compels Police Officers to submit a Use of Force Report (UFR Form 1) to the Chief of Police when a Police Officer who, when in the performance of their duties, uses force on another person that results in an injury requiring medical attention or uses a weapon on another person.

The TTC's internal policy on reporting use of force by Special Constables uses a lower threshold. Each incident where an application of force is used that is beyond compliant handcuffing is required to be reported.

The following chart further summarizes the number of incidents and the category of offence involved in each type of force application:

As per Police Services Act:

Highest Level of Force Used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLA, MHA, TPA)
OC Foam	1	1	0	1*
Injury	0	0	0	0
Total	1	1	0	1

Table 9: Use of Force Reporting as per Police Services Act *1 incident relating to the Mental Health Act

There were 37 incidents in 2021 in which 79 internal Use of Force reports were submitted as per departmental policy. In one of these incidents, a baton was presented, and in another incident OC Foam was used during an interaction with an assaultive subject. Five Use of Force reports were required to be submitted to Toronto Police.

As per Departmental Policy:

Highest Level of Force Used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLA, MHA, TPA) or Other
Physical Control- Soft	37	79*	25	12
Physical Control- Hard	5	7*	4	1
Impact Weapon Soft	0	0	0	0
Baton or OC Foam Presented- Not Used	1	1	1	0
Total	43	87	30	13

Table 10: Use of Force Reporting as per Departmental Policy * Multiple Use of Force reports submitted, one per individual officer attending the same incident

Injury Reporting

Defendants

A total of six Injury Reports were submitted by Special Constables on behalf of the accused in 2021, 20 less than the 26 submitted in 2020. Three of the six reports were as a result of Special Constable action; either OC foam, use of physical force, or handcuff rub. Three of the six were documented suspect injuries in which the cause was unknown and occurred prior to the arrest.

Prior to Arrest:

A total of three injury reports were submitted in relation to pre-existing conditions or injuries presented by the accused prior to the arrest, such as visible lacerations and abrasions, soreness, and intoxication. One incident resulted in the accused being transported to the hospital for treatment of minor cuts and abrasions, one was treated on scene by EMS and one refused medical assistance.

During Arrest:

Three of these reports were submitted in relation to injuries sustained during the course of an arrest and resulted in the accused being transported to the hospital for treatment of cuts, scrapes and bumps.

After Arrest:

No report was submitted in relation to hostile suspect behaviour following an arrest (i.e. banging head in patrol car).

Special Constables

The following types of occupational injury were reported while on duty by Special Constables:

- 43 incidents reported by Special Constables (additional three by SCS Administrative Staff)
- Minor Injuries – 29
- COVID-19 exposure – 2
- Lost Time injuries – 14
- Arrest related injuries resulting in Lost Time – 5
- Accidental incidents – 7

Court Services

Court operations were curtailed significantly in response to physical distance and other public safety requirements due to the COVID-19 pandemic. Holding criminal jury trials is one of the challenges facing the criminal courts due to the impact of the pandemic. The Ontario Court of Justice (OCH) has issued a number of notices in response to the pandemic. This information is in response to ensuring the safety and well-being of the public at large while continuing to provide access to justice.

The City of Toronto has resumed with Provincial Offences Act (POA) matters. However, due to the high volume of backlog caused by the closure of Toronto courthouses during COVID-19, the courts began to schedule matters to go before the courts in December 2020. The health and safety of all participants remains a top priority and the courts implemented the following safety measures at the resumption of POA courts during the pandemic.

- Decreased the number of days in a week that TTC matters are being heard;
- Decreased the number of cases per tier;
- Increased the number of tiers per day;
- Increased the number of rooms that TTC matters can be heard;
- Filing POA Summons electronically; and
- Testimony was done through video conferencing.

Provincial Offence Notices (PON) Issued

Early in the pandemic, the TTC had suspended fare related non-compliance infractions. However, Special Constable Service continued to issue Provincial Offence Notices during COVID-19 to protect customers, employees, and the integrity of the transit system. In 2021, 43 Provincial Offence Notices (PON) were issued to defendants, a 90% decrease when compared to the 453 PON's issued in 2020.

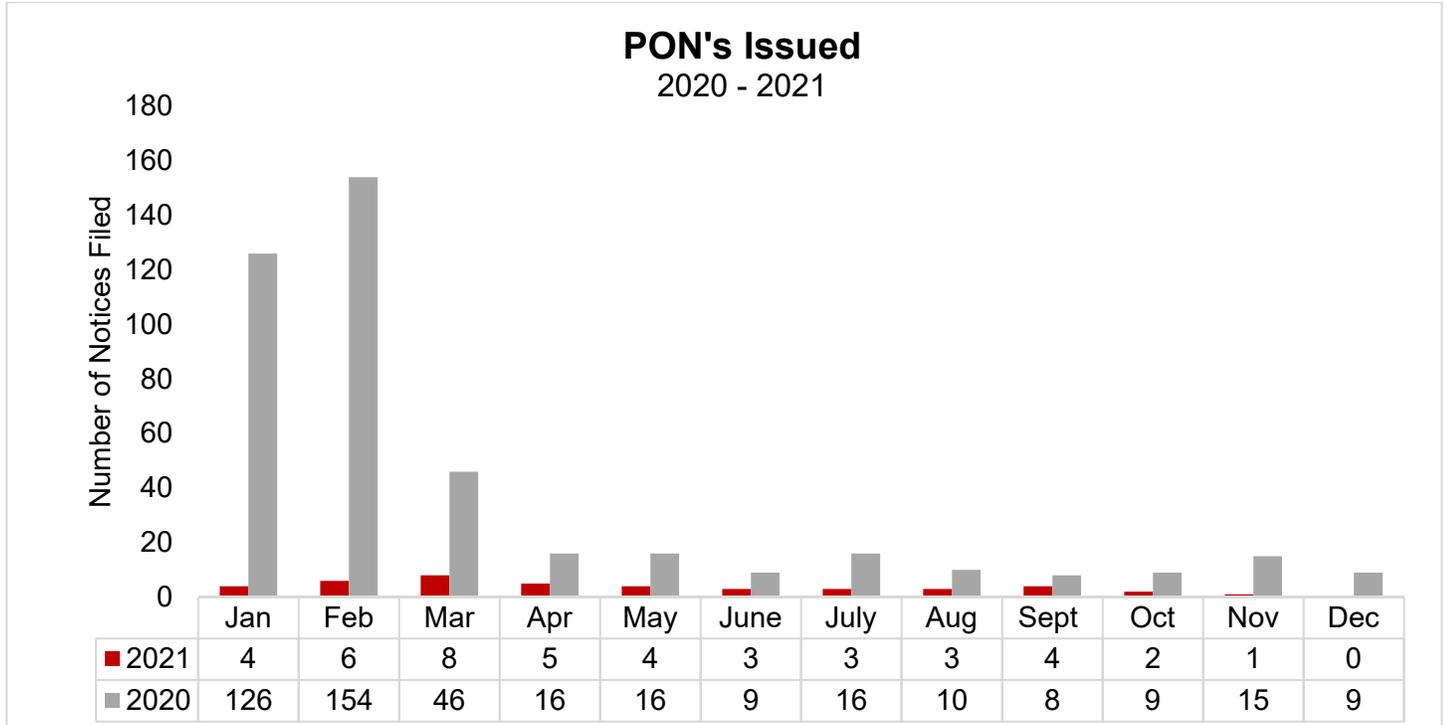


Chart 5: PON's Issued

Time Spent in Court

In 2021, trials addressing matters under the Provincial Offence Act had not resumed. However, criminal court proceeded in 2021 where participation in court proceedings were done remotely via video. TTC Court Services received 24 subpoenas regarding appearances for criminal matters. Participation in court proceedings were done remotely via video. Special Constables spent 51 hours in court-related activities, a decrease of 35% compared to the 78 hours spent in court in 2020.

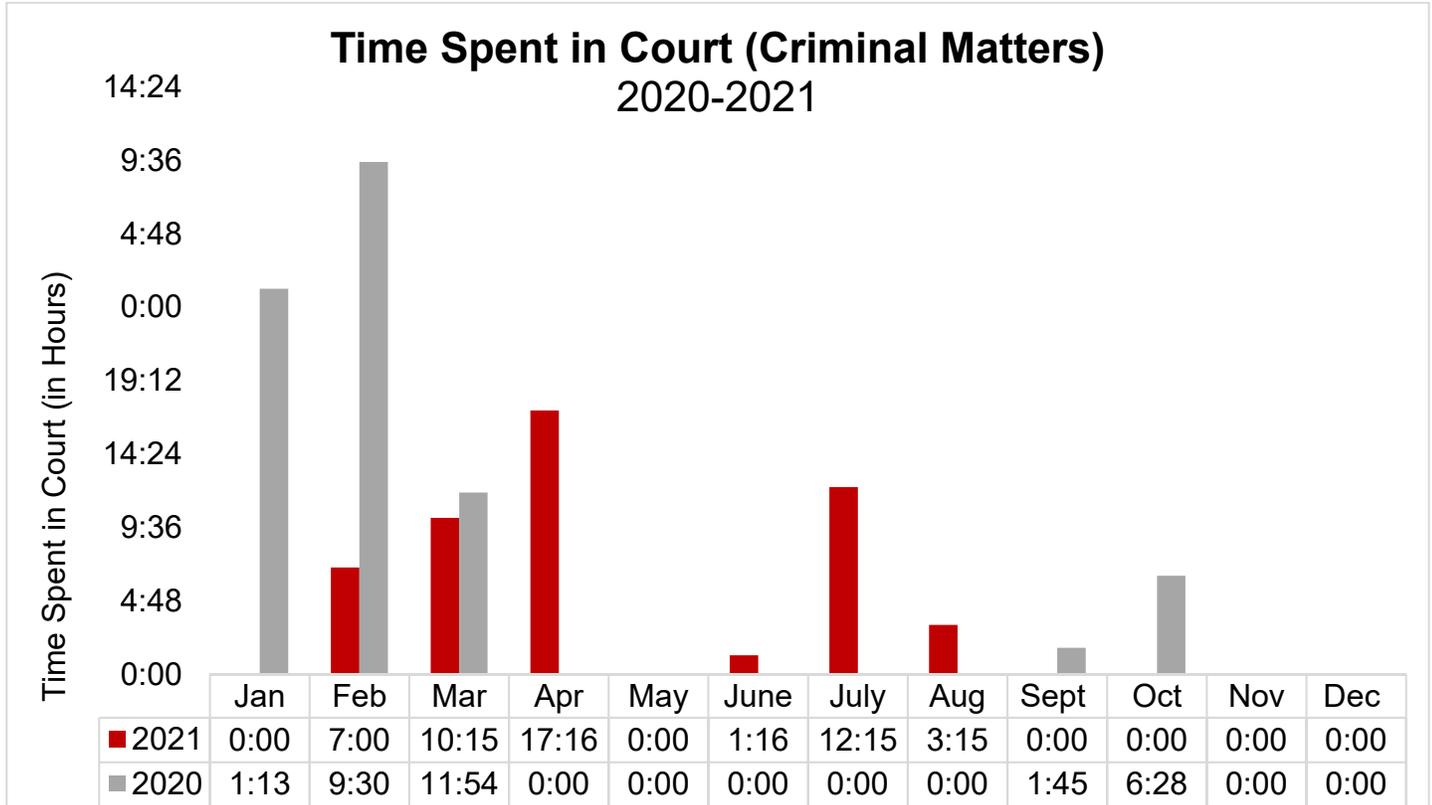


Chart 6: Time Spent in Court

Although videoconferencing should be used for all trial matters (for Part Is and Part IIIs), a judicial officer may specify which type of electronic method may or must be used, and may order an in-person appearance. 290 POA matters went before the courts in 2021, an increase of 45% compared to the 158 matters in 2020. 175 notices were dealt with through Early Resolution (a telephone meeting with the prosecutor where the defendant enters a guilty plea for a reduced fine), while 115 were spoken to and were resolved by a plea.

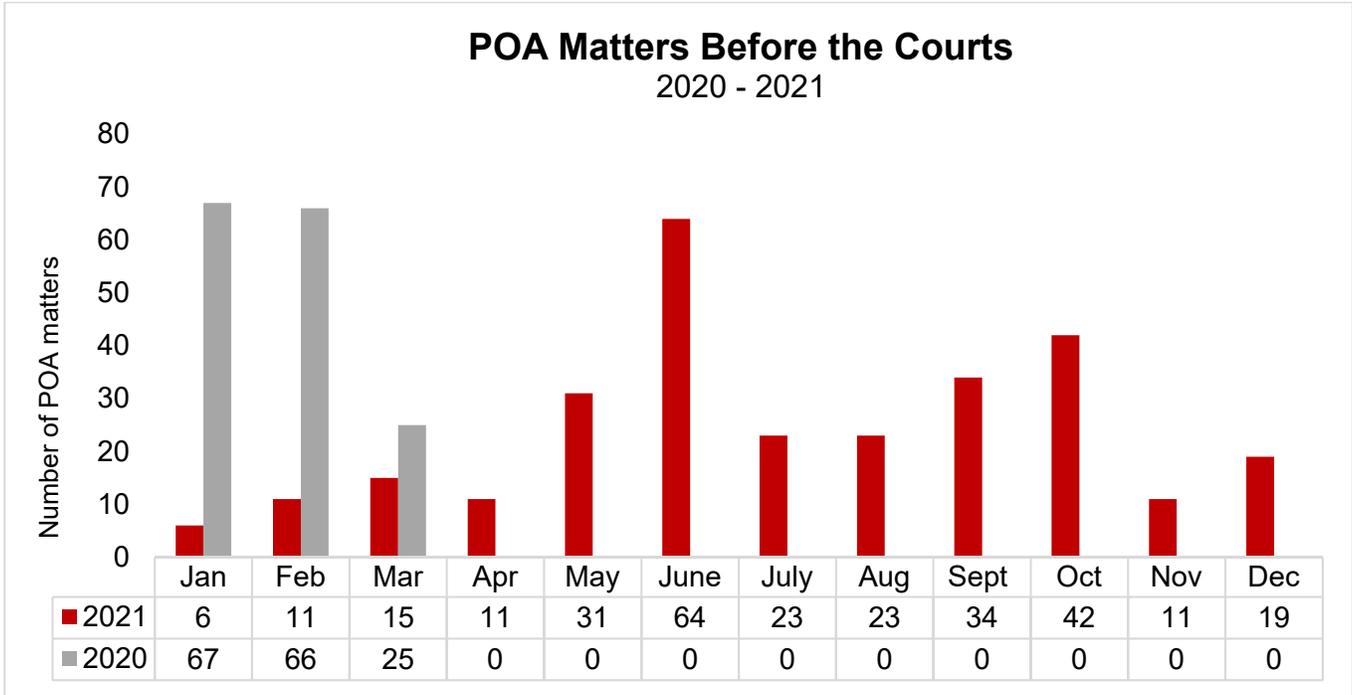


Chart 7: POA Matters Before the Courts

Fines Imposed and Fines Collected

In an Ontario court, fines for Provincial Offences Act are specified by the Chief Justice of the Ontario Court of Justice for the purpose of proceedings under Part 1 or Part 2. In 2021, 302 POA Part 1 and Part 3 court matters were sentenced with an imposed amount of \$19,433. With 97 of the matters paid, there were 205 unpaid cases resulting in \$47,747 in outstanding fines.

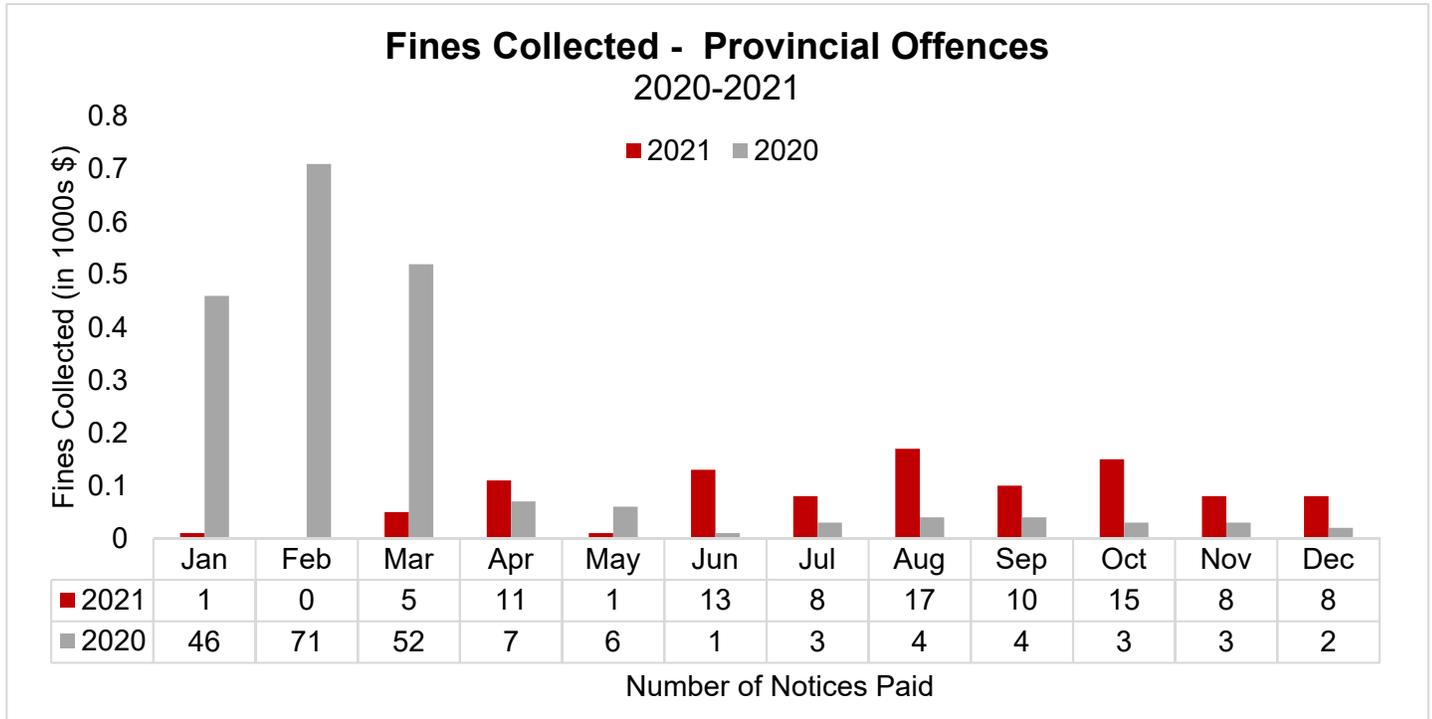


Chart 8: Fine Collected – Provincial Offences

Conclusion

The Revenue Protection and Special Constable Service departments have developed a culture change framework to provide a revenue protection and safety and security service that is customer-focused and founded in respect and dignity for customers and employees.

The team has worked diligently to make advancements on each program pillar and their respective desired outcomes.

A comprehensive report on the Culture Change Program has been included as an appendix to the Diversity and Culture 2021 Annual Report. This report will provide details on the progress that has been made to date, what we are currently doing and next steps.

Contact information

Andrew Dixon
Head – Special Constable Service
Special Constable Service
Toronto Transit Commission
Phone: 416-709-2633
E-mail: andrew.dixon@ttc.ca