

Policies to Support the Revenue Protection and Special Constable Service Culture Change Program

TTC Board Meeting December 7, 2023



Overview

- The Ombudsman Toronto provided 26 recommendations to improve oversight, training and public reporting for Special Constables and Fare Inspectors in the following areas:
 - 1. Use Of Force

2. Use of Discretion

- 3. Video Surveillance
- Use of Force, Use of Discretion, and Use of Body-Worn Cameras and Special Constable In-Car Camera System policies have been developed to address these recommendations.
- These policies support the framework for the Culture Change Program, which aims to ensure that Special Constable and Revenue Protection Services are founded in equity, respect and dignity for customers and employees.
- The TTC has implemented 15 recommendations to date. The proposed policies will satisfy an additional nine of the recommendations made in the Ombudsman's report.



Progress to Date Culture Change All policies Program launch identified in this Use of Body-Worn Body-Worn board report Camera and Cameras and Re-structured Toronto reviewed by Toronto Special Constable Special departments and External Ombudsman Use of Force and Ombudsman In-Car Camera Constable Inupdates to hiring Consultants findings and Use of Discretion findings and System Policy Car Camera practices recommendations policies development recommendations development System Pilot on 2015 incident on 2017 incident Commences External consultants Update **Public** hired (Arleen Huggins, provided in Consultation Dr. Scot Wortley, Diversity and Survey Dr. Owusu-Bempah) Culture Annual Report 2021 2024 2019 2020 2022 2023 2017 Hired TTC Board Fare Inspector Update independent legal approves proof of Implemented and Special provided in consultant to concept for Bodyupdated Diversity and Constable review Worn Camera training Culture Annual Complaints Office organizational and In-Car Report + established TTC accepts all 26 structure and Camera System On-going recommendations ** training consultations on training Status update on Racial Equity **Policies** with staff Racial Equity TTC's 10-Point Ombudsman Impact presented to Action Plan on **Impact** recommendations Assessment Assessment **TTC Board** Diversity and to TTC Board Phase 2 Phase 1 Inclusion **Findings Board Report**



Culture Change Program

The Use of Force, Use of Discretion and Body-Worn Camera and Special Constable In-Car Camera System policies support the overarching goals of the Culture Change Program.



Department Reorganization

Hiring Practices that Promote Diversity, Equity and Inclusion



Modernize policy, procedures, standards and programs

Body-Worn Camera and In-Car Camera System

Use of Discretion Policy

Use of Force Policy



Body-Worn Camera and In-Car Camera System

Mobile By-Law Ticketing

Hand-Held Point of Sale Device Refresh



Overhaul training and monitoring systems

Body-Worn Camera and In-Car Camera System

Use of Discretion Policy

Use of Force Policy

- Anti-Racism Training
- Mental Health Training
- Confronting Anti-Black Racism Training





Importance of the Policies



Customer Protection



Staff Accountability



Transparency and Trust



Legal Compliance



Staff Training and Development



Use of Force Policy

Special Constables are authorized to use force only as a last resort and in response to an event or incident to preserve the peace, prevent crimes, maintain order, and detain and arrest suspects.

Fare Inspectors and Protective Services Guards only have the right to use force for the purpose of self-defense and as outlined in Section 25 of the Criminal Code, to support Peace Officers.

Addresses Ombudsman Recommendations 2, 4, and 6-9:

Focus on updating the Use of Force policy and training to include:

- The importance of de-escalation as an alternative to the use of physical force;
- Information and examples of de-escalation tactics;
- Emphasis on mental health and on responding to persons impacted by mental health issues; and
- Only using force as a last resort.



Use of Discretion Policy

The Use of Discretion policy allows Officers to make informed decisions that are proportionate to individual circumstances to ensure a more tailored approach in the execution of their duties. Key principles of the Use of Discretion policy were incorporated in training in 2022.

Addresses Ombudsman Recommendations 24 and 25 focus on the development of a Use of Discretion policy which outlines the following guiding principles when using discretion:

- Seriousness and nature of the offence;
- Context in which the offence takes place;
- Likelihood of a written warning deterring the person from committing future violations;
- Behaviour that may be the result of a disability or another grounds protected by the Ontario Human Rights Code; and
- Role and impact of both conscious and unconscious bias on decision-making; and other factors that are appropriate to consider.



Body Worn-Camera and Special Constable In-Car Camera System Policy

This policy supports the TTC's partnership approach to community safety, security and well-being on public transit. It includes the endorsement of the Special Constable In-Car Camera System and Body-worn Cameras to increase transparency and accountability.

Addresses Ombudsman Recommendation 22:

This policy is intended to:

- Capture incidents and public interactions to ensure transparency in the execution of Special Constable and Fare Inspector duties; and
- Provide an unbiased and independent account of Officer/customer interactions and provide supplementary evidence for investigations.



Body-Worn Camera and Special Constable In-Car Camera System Pilot

Both cameras will begin as a nine-month pilot in Q1 2024 and will be evaluated for full roll-out. The pilot will include:



Training, commencing February 2024



Six pilot cycles for body-worn cameras with 20 Fare Inspectors and 20 Special Constables each cycle.



Bi-weekly surveys



All patrol vehicles will be equipped with in-car camera systems

The TTC will report back to the Board at the completion of the pilot.



Next Steps

	Action Items
December 8 – December 17, 2023	Policy and Pilot communication to Special Constables and Fare Inspectors:
December 18, 2023 & January 2024	Body-Worn Camera training to learn best practices
February 2024 - Ongoing	Ongoing Consultation with Unionized Executives and Frontline employees on:
	 Re-certification training Body-worn Camera and In-Car Camera training Review of Guidelines on the policies
March 2024 - Ongoing	Launch monthly Body-worn Camera and In-Car Camera Pilot Working Group comprised of Unionized Executive, Front-line Employees, Staff and Management

