



TTC Special Constable Service 2022 Annual Report

Date: May 8, 2023

To: TTC Board

From: Chief Strategy and Customer Experience Officer (Acting)

Summary

This report provides an annual update on services provided by the Special Constable Service (SCS) Department. The Special Constable Service annual 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 2022 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 are no financial impacts arising from the adoption of the report's recommendation.

The 2023 Operating Budget, approved by the Board on January 9, 2023 and City Council on February 15, 2023 includes funding for the Special Constable Service Department to enable staff to deliver their services in compliance with the Special Constable Agreement between the Toronto Police Services Board and the TTC.

To support System Safety initiatives to be delivered by the Special Constable Service Department, the TTC Board and City Council approved \$3.5 million in new investments in the 2023 Operating Budget, with \$2.5 million allocated to fund an additional 25 TTC Special Constables to increase the department's complement and \$1.0 million to fund 10 additional Streets to Homes Outreach Workers, doubling the number of dedicated Outreach Workers in the TTC network in support of the TTC's established partnership with the City's Streets to Homes Program.

In addition, the TTC continues to make significant investments in the Special Constable Service and Revenues Protection (SCSRP) 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. Funding of \$1.3 million is provided in the 2023 Operating Budget to support the development of key Culture Change program deliverables such as new training courses for Mental Health, revised Equity, Diversity and Inclusion training program, and policy development.

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.

Public Complaints

In 2021, an Early Intervention System (EIS) was introduced in response to recommendations by Ombudsman Toronto. The EIS is a management tool that tracks and identifies employees with patterns of problematic performance among Fare Inspectors, Special Constables, and Protective Service Guards. The system uses performance indicators such as complaints, use of force reports, discipline records, and recognition records to identify problematic behaviour before disciplinary action is required. The goal is to provide intervention to employees in the form of evaluation, training, coaching and discipline, if necessary. The framework for complaints has been developed, while other performance indicators are still being developed in alignment with new internal policies.

For 2022, the TTC received a total of 21 public complaints involving Special Constables and 27 public complaints involving Fare Inspectors for a combined total of 48, which is an increase from 28 complaints received in 2021. However, it should be noted that the number of complaints in 2021 represent the last six months only as the Fare Inspectors and Special Constable Complaints Office (FISCC), opened on June 30, 2021 and tracking complaints commenced on this date.

Training

The Special Constable Service is committed to expanding training programs, particularly in areas such as Indigenous awareness, anti-racism, mental health awareness, and resiliency. The Cultural Awareness and Bias Reduction course explores issues and biases in Indigenous communities and aims to increase understanding of various ethnic backgrounds within the communities we serve. The

TTC is collaborating with the University of Alberta and the Centre for Addiction and Mental Health (CAMH) in the development of these courses.

A 90-minute online course on Suicide Prevention, sourced by the TTC's Safety and Environment staff, is now mandatory for all frontline staff. The course equips employees with the skills to identify individuals in crisis and provide them with the necessary help and support.

A 2SLGBTQ+ Awareness and Practices for Police, Law Enforcement and Criminal Justice Professionals course is being delivered by the not-for-profit organization, Serving with Pride. This course is designed to educate and provide comprehensive information specific to the care and response to 2SLGBTQ+ persons by police and law enforcement in public service.

The Enhanced Peer Support training program includes racism scenarios to prepare the team to provide emotional and psychological support to TTC employees, especially in incidents involving 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](#)

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 2022 Annual Report fulfills the requirements of the agreement and is consistent with the standardized format as directed by the TPS Board.

Comments

This report provides an overview of the Special Constable Service Department's 2022 activities in relation to 2021 activity levels. 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 2022 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

In 2022, the TTC's Special Constable Service received 27,603 calls for service, representing an 11% decrease from the previous year. The COVID-19 pandemic had a significant impact on the TTC, with a substantial decrease in regular paying ridership and an increase in complex individuals sheltering on the transit system. During the early stages of 2022, when COVID-19 restrictions were at their most stringent, there was a decline in the number of calls for service. This decrease was due to fewer individuals using the transit system because of business closures and stay-at-home orders.

Table 1: 2022 Calls for Service: Comparison to 2021

Mode	Calls Received in 2022	% of Total in 2022	Calls Received in 2021	% of Total 2021	% Difference (2021 to 2022)
Scarborough RT	193	0.7	210	0.7	-8.1
Subway	23,516	85.2	26,817	86.3	-12.3
Surface	3,894	14.1	4,031	13	-3.4
Total	27,603	100	31,058	100	-11.1

Arrest/Apprehension Totals

Overall, Special Constables addressed 534 Arrests and Apprehensions in 2022, representing a 101.5% increase over 2021 activity levels. In particular, Special Constables submitted 277 records of arrest for Criminal Code offences in 2022, compared to 123 in 2021, representing an increase of 125% under the criminal code. 221 apprehensions were made under the Mental Health Act, representing a 72% increase in 2022.

Table 2: 2021/2022 Arrest/Charge/Apprehension Activity Comparison

Authority	2022 Total Arrested, Charged and Apprehended	2021 Total Arrested, Charged and Apprehended	% Difference (2021-2022)
Criminal Code	277	123	125.2
Mental Health Act	221	128	72.7
Liquor License and Control Act	20	5	300
Trespass to Property Act	16	9	78
Controlled Drugs and Substance Act	0	0	0
Total	534	265	101.5

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 in 2022 and the category of offence in each type of force application:

As per Police Services Act:

Table 3: 2022 Use of Force Reporting as per Police Services Act 1

Highest Level of Force Used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLA, MHA,TPA)
OC Foam (a non-lethal aerosol foam made with the pepper derivative Oleoresin Capsicum)	2	4	2	0*
Injury refers to injuries that require medical attention (EMS and includes hospital care, if not admitted)	1	2	1	0
Total	3	6	3	0

* incidents relating to the Mental Health Act

There were 27 incidents in 2022 in which 49 Use of Force Reports were submitted per departmental policy. In five incidents, a baton (three) and OC foam (two) were presented, but not used. In two incidents, OC foam was used during interactions with assaultive subjects. Six Use of Force Reports were required to be submitted to Toronto Police.

As per Departmental Policy:

Table 4: 2022 Use of Force Reporting as per Departmental Policy.

Highest Level of Force used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLCA, MHA, TPA) or Other
Physical Control – Soft	27	43*	17	7
Physical Control – Hard	6	7	5	1
Impact Weapon Soft	1	1	0	1
Impact Weapon – Hard	1	1	1	0
Baton or OC Foam Presented – Not Used	6	12	4	1

*Multiple Use of Force Reports submitted, one per individual officer attending the same incident.

Appendix 1 provides additional details on Special Constable Service 2021-2022 trends.

Streets to Homes Outreach

The year 2022 has seen the ongoing COVID-19 pandemic continue to affect various aspects of life. The pandemic has had a significant impact on traditional sheltering spaces. In response, the Community Engagement team, which provides support and outreach to schools and community groups to educate customer about transit safety, was expanded to four members in the first quarter of 2022. Additionally, the TTC collaborated with the City of Toronto to extend the Streets to Homes program to 10 dedicated members. This expansion has enabled the TTC to increase service to 24

hours, five days a week (Monday through Friday), providing more support to those in need.

As a result of the TTC's collaboration with the City of Toronto to extend the Streets to Homes program, the transit agency has been able to provide more comprehensive support to those in need in the city. During patrols conducted by Special Constables and outreach workers, many individuals have been connected with the Streets to Homes team, which offers assistance in finding both temporary and permanent housing. The partnership also provides harm reduction supplies, food vouchers, and helps individuals access the appropriate support and shelter they require.

The Special Constable/Streets to Homes Outreach program saw 638 services offered to those in need, with 444 services being declined and 138 being accepted. Eighteen long-term housing solutions were completed as a result of this program, helping to provide stable and secure housing options for those in need. These figures demonstrate the effectiveness of the TTC's partnership with the City of Toronto and the Streets to Homes program in helping to address the complex issues facing the transit system.

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Attachments

Appendix 1 – Special Constable Service 2022 Annual Report



Special
Constable Service



Annual Report
2022



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Executive Summary

Since the start of the COVID-19 pandemic, the TTC has seen increases in offences against customers and employees while at the same time experiencing record low ridership. As the TTC's ridership recovers, other societal issues are appearing on the system, including the increase of the underhoused and complex individuals needing more mental health and addiction supports. To that end, the Special Constable Service Department has taken a proactive approach by increasing high-visibility foot patrols in the subway system and beginning new partnerships with organizations at the forefront of providing mental health and housing supports.

In addition to the measures taken to increase high-visibility patrols, the Special Constable Service Department has also announced its plan to recruit 40 Special Constables this year. This recruitment effort is aimed at further strengthening the department's presence in the transit system, and improving its ability to respond to security-related incidents. With this initiative, the TTC is further bolstering its commitment to providing a safe and secure environment for its passengers and employees, while also ensuring efficient and reliable transportation services.

The Special Constable Service remains steadfast in its duty to fostering a safe and inclusive environment for all its customers and employees. Recognizing the historical systemic barriers that marginalized communities have faced in accessing public transportation, the TTC has made promoting equity, diversity and inclusion a top priority across all aspects of its operations. The TTC holds all its employees to high standards, expecting them to carry out their duties in an equitable, inclusive, respectful and safe manner, while possessing the requisite skills to meet these expectations.

The Special Constable Service Department continues to undergo a transformative process aimed at enhancing accountability, transparency and public trust. The initiative is focused on addressing regulatory concerns, ensuring bias-free service delivery, and prioritizing transit safety, security and revenue protection, with the TTC's commitment to excellence at its core.

COVID-19 Response and Recovery

At the start of 2022, the TTC faced the ongoing pandemic with the emergence of the Omicron variant, which caused heightened concerns about virus transmission across the city. However, as the year progressed, the threat of COVID-19 gradually subsided, and the City of Toronto ended its COVID-19 emergency declaration in March.

Despite the diminishing impact of COVID-19, the Special Constable Service remained vigilant throughout the year to ensure the safety of riders and employees. The department used satellite offices at various locations throughout the city to ensure compliance with Toronto Public Health's physical distancing guidelines. Employees were also assigned permanent partners to reduce the risk of exposure to COVID-19.

The Special Constable Service took various steps to ensure the safety of riders and employees while travelling across the network during the pandemic. They visited bus stops near schools to educate students and their parents on the care measures to be taken while travelling on public transit. They also distributed masks and provided online education to students.

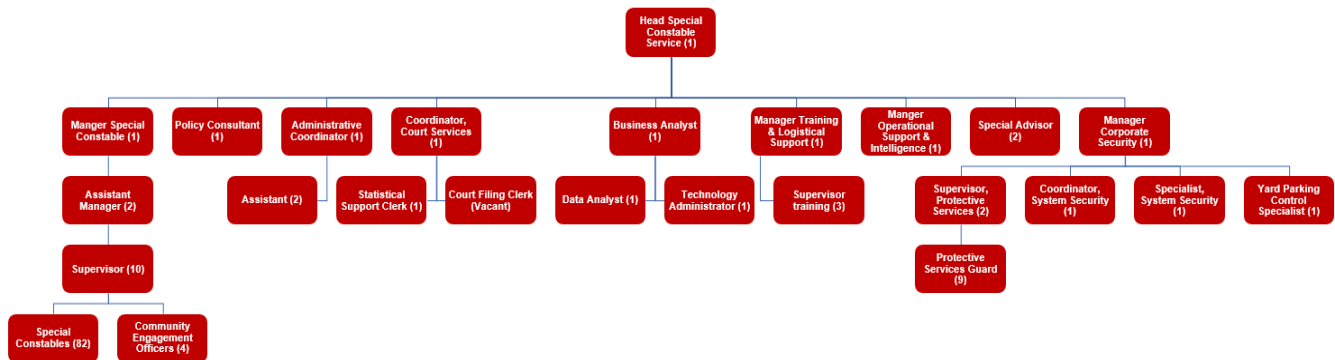
To promote customer safety and comfort while riding the TTC, Special Constables distributed complimentary masks, disinfectant wipes and bottles of hand sanitizer to TTC customers. They focused on busy stations, areas of low mask compliance and key surface route intersections. Within the TTC, COVID-19 screenings were conducted at all work locations by contracted security personnel to ensure the health and safety of all employees.

During peak service hours, Special Constables assisted with passenger flow and customer service at various stations. They helped to prevent overcrowding in stations and on all three transit modes (buses, streetcars and subways) to minimize public exposure to the virus.

Despite the challenges posed by the pandemic, Special Constables remained committed to their COVID-19 response efforts throughout the year, taking every precaution to ensure the safety and well-being riders and employees. As the pandemic subsided, the Special Constable Service ended some of the initiatives implemented during the peak of COVID-19 and returned to the main office for a more collaborative work environment.

Organizational Chart

Chart 1: Special Constable Service Organizational Chart



The tables below indicate 2022 changes to Special Constable Service departures and appointments.

Departures

Table 1: Special Constable Service Departures

Department	Terminations	Suspensions	Resignations	Retirements
Special Constables	0	0	15	0

Appointments

The following chart represents Special Constable appointments for the reporting year. The actual strength as of December 31, 2022 was 80 Special Constables.

Table 2: Special Constable Service Appointments

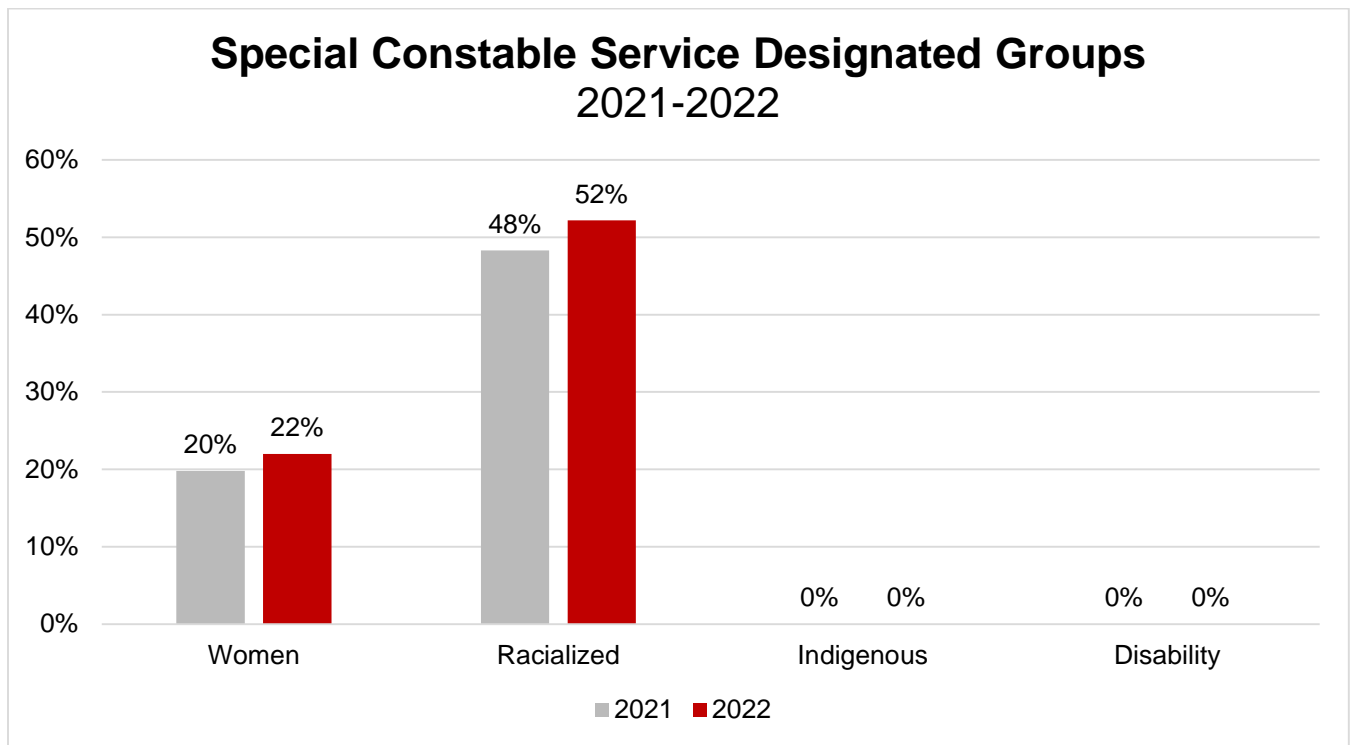
Existing	Re-Appointments	New Appointments
103	0	15

Diversity Breakdown

The Special Constable Service Department is committed to diversity, equity and inclusion. In 2022, the department worked alongside Talent Management and the Diversity and Culture Department’s Racial Equity Office staff 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 22% of the overall Service, while 52% are from a racialized group. 2022 saw a 2% increase in the number of women hired and a 4% increase in those from a racialized group. Currently, no team members identify as Indigenous or as a person with a disability.

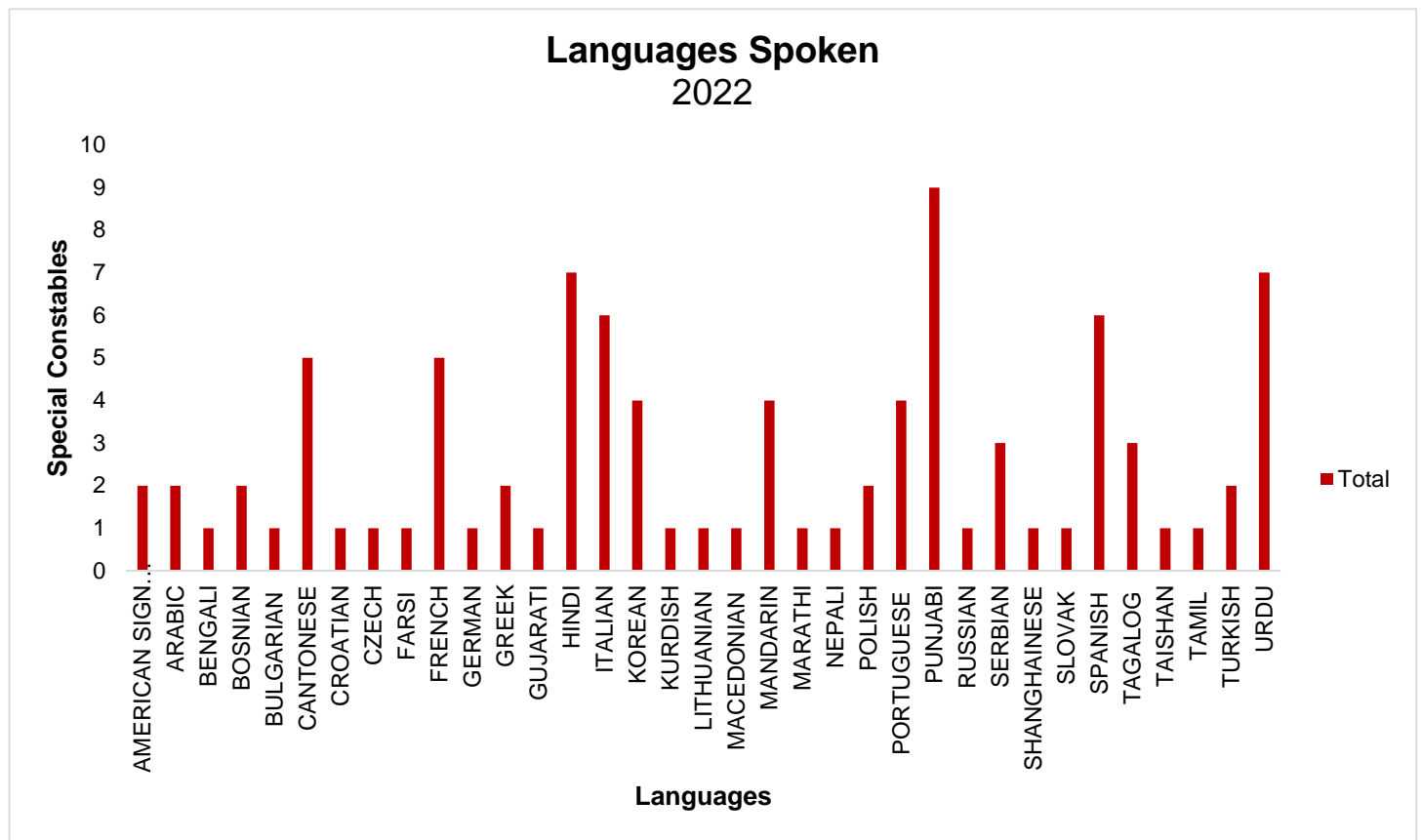
Chart 2: Special Constable Designated Groups



Languages Spoken

By promoting diversity and inclusivity in the workforce, the Special Constable Service has the ability to communicate in multiple languages to support underrepresented groups. Members of the Service speak a total of 35 languages as in 2021, with Punjabi, Urdu and Hindi being the most frequently spoken languages after English.

Chart 3: Languages Spoken by Special Constables



Community Engagement Team

The TTC’s Community Engagement Unit (CEU) comprises a team of four Special Constables who are specifically assigned to create and maintain partnerships with various city organizations. The primary focus of the CEU is to provide education on transit safety through information sessions and community events. Additionally, the CEU assists with co-ordinating resources for customers who may be in need of shelter, mental health services, employment services and more.

The CEU is responsible for engaging with the public and employees to achieve community-based objectives that promote a safe environment and encourage learning and engagement within the TTC community. The unit is actively involved in various initiatives, such as: Transit Safety and Etiquette Presentations in Schools, Focus Table, Streets to Homes, Business Improvement Area (BIA) Outreach, Toronto Community Housing Corporation partnership events, Toronto Police Service partnership events and its own workforce recruiting events. Due to their success in 2021, the CEU expanded its collaboration with Streets to Homes in 2022.

The TTC is committed to partnering with internal and external entities to promote community engagement and collaborative initiatives that enhance safety. During extreme weather situations, TTC staff assists vulnerable individuals in the city who may be at increased risk. As

part of their regular duties, Fare Inspectors and Special Constables offer information about drop-in resources in downtown Toronto to those who may be vulnerable or at risk.

Collaboration with Peers

- Transit Safety and Etiquette Presentations/Job Fairs
 - TTC bus/streetcar and subway safety talks
 - Youth Games event
 - Black History event at the **TAMOGO*** organization
- *TAMOGO foundation is an organization that assist refugees and asylum seekers with legal, employment, housing and mental health support.*

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
- TCHC partnership events

Community Engagement Unit Ongoing Initiative Statistical Report

The formalization of the Streets to Homes Outreach Program between the City and the TTC in October resulted in dedicated resources in the TTC network. As a result of this partnership, there was an increase in the services offered to the underhoused and complex individuals needing support.

Chart 4: 2022 Streets to Home Partnership

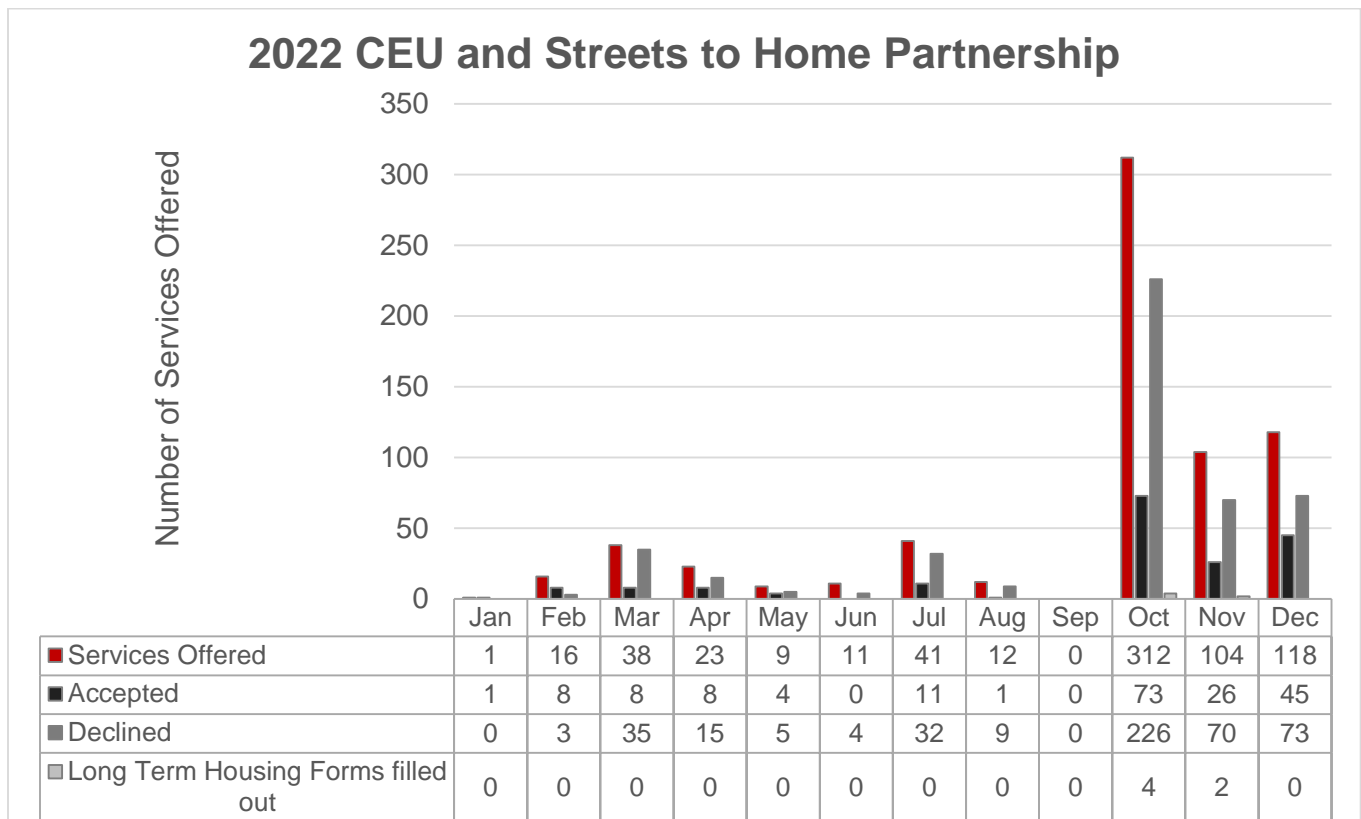


Chart 5: Services Offered to BIAs



Culture Change Program

In 2022, the Revenue Protection and Special Constable Service Culture Change program (CCP) has continued to serve as the cornerstone for all work carried out by staff from the two departments. The program's objective is to ensure that safety, security and revenue protection services are customer-focused and founded in equity, respect and dignity for both customers and employees. This includes communities that historically and presently face systemic barriers.

Both departments have undergone transformative internal and external change to demonstrate their commitment to accountability, transparency, building public trust, addressing regulatory concerns and ensuring bias-free service delivery. Each has taken into account critical recommendations from various third-party reports, expert stakeholders and industry benchmarking, while prioritizing the essential aspects of transit safety, security and revenue protection.

The success of the CCP has been evident in the departments' continued efforts to integrate the culture change pillars into all facets of their work, ensuring that safety, equity, respect and dignity remain the cornerstone of all programs and initiatives. Both departments have sought the consultation of expert stakeholders, community stakeholders and the general public on ongoing improvements, including new policies, technologies and other initiatives.

Moving forward, the Revenue Protection and Special Constable Service departments will continue to be guided by CCP principles, which foster a customer-focused, equitable and respectful environment that prioritizes safety and security while maximizing revenue protection. The departments' commitment to transformative change ensures each will continue to serve the community in the best possible way, with transparency and accountability at the forefront of their efforts.

Technology-Enabling Change

The Special Constable Service's Culture Change program has continued into 2023, and has been an effective initiative in promoting transparency and accountability within the department. The program has established a clear set of values and behaviours that promote ethical conduct and a culture of continuous improvement, ensuring that all employees understand their roles and responsibilities in upholding these values and promoting a culture of openness and collaboration.

To ensure the successful implementation of these initiatives, the Service has maintained its collaboration with the IT Services Department, which has been instrumental in seamlessly integrating innovative technologies and evaluating their effectiveness in achieving the CCP's objectives.

Over the past year, the department has initiated several projects, including the implementation of Body-Worn Cameras, In-Car Camera System, Mobile Ticketing and the Special Constable Service/Revenue Protection Record Management System.

In addition, the Special Constable Service has upgraded its Scene of Crime Officers' equipment from outdated Ricoh cameras to Nikon D7500 cameras. This change is expected to have a significant positive impact on our operations, as the new cameras offer numerous benefits over their predecessors. Specifically, the Nikon D7500 cameras enable faster and more accurate image capture, improved image quality and enhanced overall functionality. As a result, we anticipate a more streamlined and efficient process for capturing and documenting crime scenes.

These initiatives have further contributed to the TTC's commitment to enhancing transparency and accountability while promoting a culture of safety and integrity. The department's dedication to ethical conduct and safety in their daily work has played a significant role in advancing the TTC's commitment to promoting transit safety and ensuring that the TTC provides high-quality services to the public while maintaining the highest standards of safety and integrity.

Body-Worn Camera (BWC)

The implementation of body-worn cameras by the TTC is a testament to the organization's dedication to transparency, accountability and the enhancement of public trust. By using BWCs during the execution of enforcement, fare inspection and compliance tasks, the TTC aims to ensure the delivery of unbiased services. In addition to improving customer and employee safety, BWCs facilitate the establishment of employee accountability and enhance the collection of evidence. This initiative underscores the TTC's commitment to upholding the highest standards of professionalism and integrity in its operations while enhancing the quality of its services.

In-Car Camera System/Computer (ICCS)

The Service's patrol vehicles are equipped with an in-car camera system that provides the same benefits as body-worn cameras. This system includes an in-car computer, which allows Special Constables to complete reports and perform other essential tasks while on the road, thereby enhancing their productivity and efficiency.

Furthermore, this technology is constantly evolving, with ongoing updates and improvements to features and capabilities. As part of its future development, the system will be equipped with the ability to issue release documents, such as Forms 9 and 10, at the time of arrest, streamlining the process and saving valuable time for both the officers and the individuals being detained. The integration of this system into patrol vehicles represents a significant advancement in law enforcement technology, facilitating better communication, record-keeping and overall operational effectiveness.

Mobile By-Law Ticketing

The implementation of mobile by-law ticketing will equip Special Constables with a smartphone application and hand-held mobile printer for creating and printing Part I Provincial Offence Act Notices. This innovative approach not only saves time in the ticket-writing process, but also minimizes errors in ticketing. The cloud-based system facilitates seamless data transfer into the Special Constable Service/Revenue Protection (SCSRP) Record Management System.

SCSRP Record Management System

The SCSRP Record Management System has undergone progressive development since its initial implementation. Collaborating with the TTC's IT Services Department, the Service has expanded the system's data fields to capture accurate crime data, enabling more efficient resource deployment. Additionally, the records management system centralizes all incident records, facilitating easy accessibility from a single location.

Training for Success

Implement training founded in respect and dignity for customers and employees

The Special Constable Service is committed to continuous improvement and ensuring that culture change is being fully implemented. The desired outcomes of the training program include:

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

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, the 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
- 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 and Control 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
- Scenes of Crime Photography
- Use of Force and Defensive Tactics
- Radio Communication

In 2022, the Service continued its commitment in expanding training programs, particularly in areas, such as Indigenous awareness, anti-racism, mental health awareness and resiliency. The University of Alberta and the Centre for Addiction and Mental Health (CAMH) are collaborating with the Service in the development of these courses.

The TTC Safety and Environment Department sourced a 90-minute online course on Suicide Prevention, which is now mandatory for all frontline staff. The course equips employees with the skills to identify individuals in crisis and to provide them with the necessary help and support.

A 2SLGBTQ+ Awareness and Practices for Police, Law Enforcement and Criminal Justice Professionals course is being delivered by the not-for-profit organization, Serving with Pride. This course is designed to educate and provide comprehensive information specific to the care and response to 2SLGBTQ+ persons by police and law enforcement in public service.

The Cultural Awareness and Bias Reduction (CABR) course explores issues and biases in Indigenous communities and aims to increase understanding of various ethnic backgrounds within the communities we serve.

The Enhanced Peer Support training program includes racism scenarios to prepare the team to provide emotional and psychological support to TTC employees, especially in incidents involving racism.

The Training Section was embedded within the Operations 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.

Recruitment 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 reality-based simulations conducted with professional 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's Streets to Homes staff. In 2019, the TTC added Confronting Anti-Black Racism (CABR) training delivered by the City'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 four days in length (total 32 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.

Mandatory Training

Table 3: Mandatory Training

Course/Topic	Delivered By	Duration	Number trained
Special Constable Recruit Training	3rd Party Provider/Toronto Transit Commission	90 Days	25
Protective Services Guard Recruit Training	3rd Party Provider/Toronto Transit Commission	30 Days	15
Fare Inspectors Recruit Training	3rd Party Provider/Toronto Transit Commission	45 Days	30
Annual Use of Force and Legislative Update Block Training	3rd Party Provider/Toronto Transit Commission	4 Days	64

Course/Topic	Delivered By	Duration	Number trained
Annual Use of Force and Legislative Update (Supervisor)	3rd Party Provider/Toronto Transit Commission	5 Days	14
Indigenous Awareness	Canadian Police Knowledge Network	6 Hours	78
Standard First Aid	3rd Party Provider	2 Days	78
Confronting Anti-Black Racism	3rd Party Provider	1 Day	70

Additional In-Service Training

Table 4: Additional In-Service Training

Course/Topic	Delivered By	Duration	Number trained
Coach Officer Training	TTC Special Constable Service	3 Days	16
SOCO Photography	Toronto Police Service – FIS*	2 Days	35
2SLGBTQ – Serving with Pride	3rd Party Provider	3 Hours	25
Naloxone	3rd Party Provider	1 Hour	25

*Forensic and Identification Services

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

In 2022, the TTC's Special Constable Service received 27,603 calls for service, representing an 11% decrease from the previous year. The COVID-19 pandemic had a significant impact on the TTC, with a substantial decrease in regular paying ridership and an increase in complex individuals sheltering on the transit system. During the early stages of 2022, when COVID-19 restrictions were at their most stringent, there was a decline in the number of calls for service. This decrease was due to fewer individuals using the transit system because of business closures and stay-at-home orders.

Table 5: Calls for Service

Mode	Calls Received in 2022	% of Total in 2022	Calls Received in 2021	% of Total 2021	% Difference (2021 to 2022)
Scarborough RT	193	0.7	210	0.7	-8.1
Subway	23,516	85.2	26,817	86.3	-12.3
Surface	3,894	14.1	4,031	13	-3.4
Total	27,603	100	31,058	100	-11.1

Arrest/Apprehension Totals

TTC Special Constables submitted 277 records of arrest for Criminal Code offences, marking a staggering 125% increase from the previous year. The Constables' commitment to maintaining a safe and secure transit system was evident in their increased efforts to arrest individuals engaged in criminal activities. Additionally, in 2022, they made 221 apprehensions under the Mental Health Act, representing a 72% increase from the previous year.

Table 6: Offences

Authority	2022 Total Arrested, Charged and Apprehended	2021 Total Arrested, Charged and Apprehended	% Difference (2021-2022)
Criminal Code	277	123	125.2
Mental Health Act	221	128	72.7
Liquor License and Control Act	20	5	300
Trespass to Property Act	16	9	78
Controlled Drugs and Substance Act	0	0	0
Total	534	265	101.5

Although the number of calls for service decreased in 2022, the severity of the crimes committed on the transit system appeared to have escalated. As a result, Special Constables were more proactive in identifying and arresting individuals engaged in criminal activities.

During the same period, Special Constables observed a significant increase in apprehensions related to individuals in crisis. These apprehensions were made in response to calls received for persons who were in distress or who posed a threat to themselves or others. In these circumstances, the Constables exercised utmost sensitivity and professionalism to ensure that the individuals received the appropriate care and support they needed.

Table 7: General Occurrence Reports and Records of Arrest

General Occurrence Reports and Records of Arrest	No.
Accident	22
Aggravated Assault C.C. 268	7
Arson: Damage To Property C.C. 434	5
Assault C.C. 265	358
Assault Bodily Harm or With A Weapon C.C. 267	102
Assault Peace Officer C.C. 270(1)(A)	18
Attempt Suicide	5
Being Intoxicated In A Public Place	7
Bench Warrant C.C. 597 (2)	2
Bodily Harm: Administering Noxious Thing C.C. 245	3
Bodily Harm: Overcoming Resistance To Commission Of Offence C.C. 246	1
Break And Enter With Intent C.C. 348 (1)(A) Attempt	1
Breaking, Entering And Committing C.C. 348 (1)(B)	6
Carry Concealed Weapon C.C. 90 (1)	8
Causing Disturbance; Indecent Exhibition; Loitering C.C. 175 (1)	21
Criminal Harassment C.C. 264 (1), (2)	9
Fail To Appear 145(2)(B) Subsequent To Court	2
Fail to Comply Probation P.O.A. Sec. 75	1
Fail To Comply Probation C.C. 733.1	9
Fail To Comply Recog C.C. 145(3)	1
Failing To Comply With Condition Of Undertaking Or Recognizance C.C. 145 (3)	4
Failure To Stop At Scene Of Accident C.C. 252	1
Firearm Etc.: Possession At Unauthorized Place C.C. 93	1
Firearm Or Weapon: Possession Contrary To Prohibition Order C.C. 117.01 (1)	1
Fraud Transportation 393 (3)	1
Having Liquor In Open Container In Unauthorized Place	2
Indecent Acts C.C. 173 (1)	16
L.L.C.A. 41 (1) Having Liquor In Open Container	1
L.L.C.A. 31 (1)(4) Intoxicated in a Public Place	13
Mental Health Act Sec. 17	123
Mischief C.C. 430 (1)	78
Mischief C.C. 430 (1) (A) And (B)	42
Mischief C.C. 430 (1) (C) And (D)	51
Mischief Not Exceeding \$5,000 C.C. 430 (4)	257
Mischief To Testamentary Instrument Or Over \$5,000 C.C. 430 (3)	6
Obstruct Peace Officer C.C.129 (A)	1

Operation with Over 80 Mgs. Of Alcohol C.C. 253 (B)	1
Opioid Overdose	11
Possession Of Offensive Weapon Dangerous To The Public Peace C.C. 87	15
Possession Of Prohibited Weapon C.C. 91(2)	16
Possession Of Property Obtained By Crime C.C. 354 (1)	2
Possession Of Restricted Weapon C.C. 91(2)	2
Suicide	10
Public Mischief C.C. 140 (1)	1
Robbery C.C. 344 (B)	38
Robbery Using Firearm C.C. 344 (A)	1
Sexual Assault C.C.271	41
Suspicious Incident	76
T.P.A. Fail To Leave When Directed	9
T.P.A. Engage In Prohibited Activity On Premises	3
T.P.A. Enter Premises When Entry Prohibited	3
T.T.C. # 1-2.3 (B) Fail To Comply With Conditions Of Use Of Fare Media	1
T.T.C. # 1-3.13 (A) Fail To Comply With Posted Sign	1
T.T.C. # 1-3.25 (C) Behave In Indecent (Offensive) Manner On TTC Property	1
T.T.C. # 1-3.28 (A) Travel On Exterior Of Vehicle	1
T.T.C. # 1-3.29 Unauthorized Use Of Transit System Equipment	2
T.T.C. # 1-3.3 Enter Transit System Through Non-Designated Entrance Or Exit	1
T.T.C. # 1-3.4 Unauthorized Crossing Or Entering Upon Subway Tracks	6
Theft Over \$5000.00 C.C. 334 (A)	4
Theft Under \$5000.00 C.C. 334 (B)	110
Uttering Threats C.C. 264.1 (1)	278
Voyeurism C.C. 162 (1)(A)	1
Weapon Etc.: Possession For Dangerous Purpose C.C. 88	9
Weapon: Carrying Concealed Weapon C.C. 90	2
Total	1,832

Table 8: Other TTC Internal Incident Reports

Other TTC Internal Incident Reports (SCS and other TTC Divisional Supervisory Reports)	No.
Accident	25
Accidental Overdose	6
Aggravated Assault C.C. 268	4
Arson: Damage To Property C.C. 434	6
Assault C.C. 265	370
Assault Bodily Harm or With a Weapon C.C. 267	41
Assault Peace Officer C.C. 270 (1)(A)	2
Assault With Intent To Resist Arrest C.C. 270 (1)(B)	1
Attempt Suicide	6
Attempted Murder C.C. 239 (B)	4
Attempted Murder While Using A Firearm C.C. 236 (A)	1
Bench Warrant C.C. 597 (2)	2
Bodily Harm: Administering Noxious Thing C.C. 245	3
Breaking, Entering And Committing C.C. 348 (1)(B)	8
Carry Concealed Weapon C.C. 90(1)	6

Causing Disturbance; Indecent Exhibition; Loitering C.C. 175 (1)	26
Criminal Harassment C.C. 264 (1), (2)	1
Fail To Comply Probation C.C. 733.1	3
Failure To Stop At Scene Of Accident C.C. 252	1
Firearm Etc.: Possession At Unauthorized Place C.C. 93	1
Firearm Or Weapon: Possession Contrary To Prohibition Order C.C. 117.01 (1)	1
Harassing Telephone Call C.C. 372 (3)	1
Criminal Harassment C.C. 264 (1), (2)	4
Indecent Acts C.C. 173 (1)	10
L.L.C.A. 31(1)(4) Intoxicated In A Public Place	4
Mental Health Act Sec. 17	95
Mischief C.C. 430 (1) (A)(B)(C)(D)	217
Mischief C.C. 430 (1) (A) And (B)	19
Mischief C.C. 430 (1) (C) And (D)	57
Mischief Not Exceeding \$5,000 C.C. 430 (4)	76
Mischief To Testamentary Instrument Or Over \$5,000 C.C. 430 (3)	1
Murder C.C. 235 (1)	2
Operation with Over 80 Mgs. Of Alcohol C.C. 253 (B)	1
Opioid Overdose	7
Possession Of Offensive Weapon Dangerous To The Public Peace C.C. 88	25
Possession Of Prohibited Weapon C.C. 91 (2)	19
Possession Of Property Obtained By Crime C.C. 354 (1)	1
Public Mischief C.C. 140 (1)	9
Robbery C.C. 344 (B)	36
Robbery Using Firearm C.C. 344 (A)	1
Sexual Assault C.C.271	36
Suspicious Incident	75
T.T.C. # 1-3.25(C) Behave In Indecent (Offensive) Manner On TTC Property	1
T.T.C. # 1-3.25(F) Interfere with Ordinary Enjoyment of Transit System	1
T.T.C. # 1-3.28(A) Travel On Exterior Of Vehicle	1
T.T.C. # 1-3.4 Unauthorized Crossing Or Entering Upon Subway Tracks	2
T.T.C. # 1-3.29 Unauthorized Use Of Transit System Equipment	1
Theft Of Vehicle C.C. 333.1	1
Theft Under \$5,000 C.C. 334(B)	66
Uttering Threats C.C. 264.1 (1)	148
Weapon: Carrying Concealed Weapon C.C. 90	2
Total	1,436

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 2022, Special Constables seized and processed 37 pieces of property into their property vault.

Compliance Reporting

For 2022, the TTC received a total of 21 public complaints involving Special Constables and 27 public complaints involving Fare Inspectors for a combined total of 48, which is an increase from 28 complaints received in 2021. However, it should be noted that the number of complaints in 2021 represent the last six months only as the Fare Inspectors & Special Constable Complaints Office (FISCC), open June 30, 2021 and tracking complaints commenced on this date.

Group	2022	2021
Special Constables	21	11
Fare Inspectors	27	17
Total	48	28

Early Intervention

Based on the recommendations of the Ombudsman Toronto, an Early Intervention System was introduced in 2021, and a framework was launched in 2022, to monitor complaint trends and use of force incidents amongst Fare Inspectors, Special Constables and Protective Service Guards. The TTC's Early Intervention System (EIS) is a non-disciplinary management accountability tool designed to track and identify employees with identifiable patterns of problematic performance and, subject each employee, to an intervention designed to correct performance. The EIS will also recognize employees with positive exemplary performance.

To identify employees whose performance warrants review and intervention, performance indicators, such as complaints, use of force reports, cautions/charges/summons, discipline records, body-worn/in-car camera non-compliance and recognition records are used. By using a combination of multiple performance indicators, the EIS can provide a broader base of information for identifying patterns of problematic performance amongst employees. The goal of the EIS is to detect any trends of problematic behaviour before the need for discipline arises and provide intervention to employees in the form of evaluation, training/re-training, coaching, re-assignment of duties, and if need be, discipline.

The EIS framework for complaints has been developed while other performance indicators are still in the process of being developed in alignment with the new internal policies. The Special Constable Service and Revenue Protection departments are working with the FISCC Office to collate the outcome of each complaint investigation into the system. When the information is up to date, statistics that relate to the Early Intervention will be provided accordingly.

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 in each type of force application:

As per Police Services Act:

Table 9: 2022 Use of Force Reporting as per Police Services Act 1

Highest Level of Force Used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLA, MHA,TPA)
OC Foam (a non-lethal aerosol foam made with the pepper derivative Oleoresin Capsicum)	2	4	2	0*
Injury refers to injuries that require medical attention (EMS and includes hospital care, if not admitted)	1	2	1	0
Total	3	6	3	0

* incidents relating to the Mental Health Act

There were 27 incidents in 2022 in which 49 Use of Force Reports were submitted per departmental policy. In five incidents, a baton (three) and OC foam (two) were presented, but not used. In two incidents, OC foam was used during interactions with assaultive subjects. Six use of Force Reports were required to be submitted to Toronto Police.

As per Departmental Policy:

Table 10: 2022 Use of Force Reporting as per Departmental Policy.

Highest Level of Force used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLCA, MHA, TPA) or Other
Physical Control – Soft	27	43*	17	7
Physical Control – Hard	6	7	5	1
Impact Weapon Soft	1	1	0	1
Impact Weapon – Hard	1	1	1	0
Baton or OC Foam Presented – Not Used	5	12	4	1

*Multiple Use of Force Reports submitted, one per individual officer attending the same incident.

Injury Reporting

Defendants

A total of 11 Injury Reports were submitted by Special Constables on behalf of the accused in 2022, five more than the six submitted in 2021. Three of the 11 reports were a result of Special Constable action; either OC Foam and handcuff rub. Five of the 11 were documented suspect injuries in which the cause was unknown and occurred prior to the arrest.

Prior to Arrest

A total of nine Injury Reports were submitted relating to injuries presented by the accused prior to the arrest. These include pre-existing conditions, visible lacerations and abrasions, swelling and bruising. Two suspects reported injuries, broken wrists and ribs and although they were offered, both declined medical assistance. Two incidents of intoxication resulted in one suspect observed with swelling to the face and was taken to hospital while the other accused, due to an inebriated state, fell down the escalator, treated at scene, but was transported to the hospital for intoxication. One encounter resulted in the use of OC Foam prior to arrest of a suspect who charged at officers with a box cutter in hand and was treated at the scene by EMS. Two incidents of pre-existing injuries; one sustained during a physical altercation and the other from an injury sustained two weeks prior.

During Arrest

Two of these reports were submitted in relation to injuries sustained during the course of an arrest resulting from a handcuff rub and resulted in one accused being transported to the hospital for minor lacerations.

Special Constables

Special Constables reported the following types of occupational injury sustained while on duty:

- 94 incidents were reported by Special Constables – six Lost-Time and 88 No Lost-Time injuries.
- Arrest-Related – 39 incidents reported with five Special Constables sustaining five Lost-Time injuries,
- Accidental incidents – Eight No Lost-Time injuries
- Exposure – Seven incidents of No Lost-Time (three incidental contact during arrest of COVID- positive person and four incidents of exposure to bed bugs during an MHA Apprehension).
- Other – Emotional Trauma experienced by 40 Special Constables while attending a Priority 1 – One resulted in a Lost-Time injury.

Court Services

Provincial Offence Court

The Ontario Court of Justice remained committed to providing meaningful access to justice during the COVID-19 pandemic while keeping the health and safety of all court users a priority. As the Province reopened, court proceedings were also adjusted to align with public health guidance. In April 2022, there was an increase in access to in-person proceedings. The Courts continue to consult with its partners to establish the best way to implement its vision of using technology to better serve court users and improve access to justice, including the use of remote technology (video or telephone) in appropriate cases.

With the easing of COVID-19 public health measures, the restriction to capacity limits were also lifted in public spaces, including courthouses. This increased the Ontario Court of Justice's capacity to return to in-person proceedings. In 2022, trials addressing matters under the Provincial Offence Act, including the Trespass to Property and Liquor License Control Acts, had not resumed. However, criminal court proceedings commenced on April 2022. Participants were asked to confirm availability of technology to accommodate video appearance when scheduling their matter. The mode of appearance that applied to criminal proceedings were

subject to the direction of the presiding judicial officer. Courthouses continued to accommodate local in-person appearances by the accused persons who were unable to attend by video or audio.

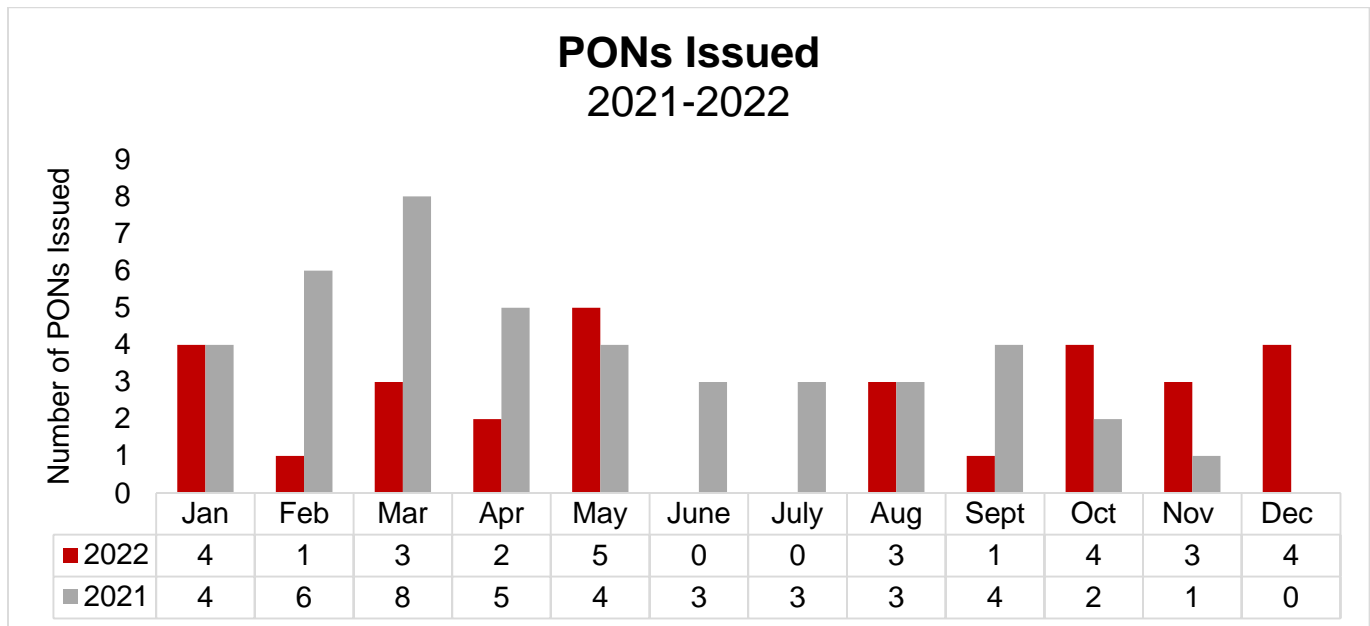
Provincial Offence Notices (PON) Issued

Due to the decrease in the number of Provincial Offence Notices issued by TTC Special Constables, the Toronto Courts implemented the following:

- Decrease the number of days that TTC matters are being heard;
- Decrease the number of tiers per day; and
- Decrease the number of matter per tier.

In 2022, the Special Constable Service issued 30 Provincial Offence Notices, 13 certificates fewer than those issued in 2021. A total of 12 notices issued to defendants were a result of an arrest related to criminal offences, Trespass to Property Act and the Liquor License Control Act.

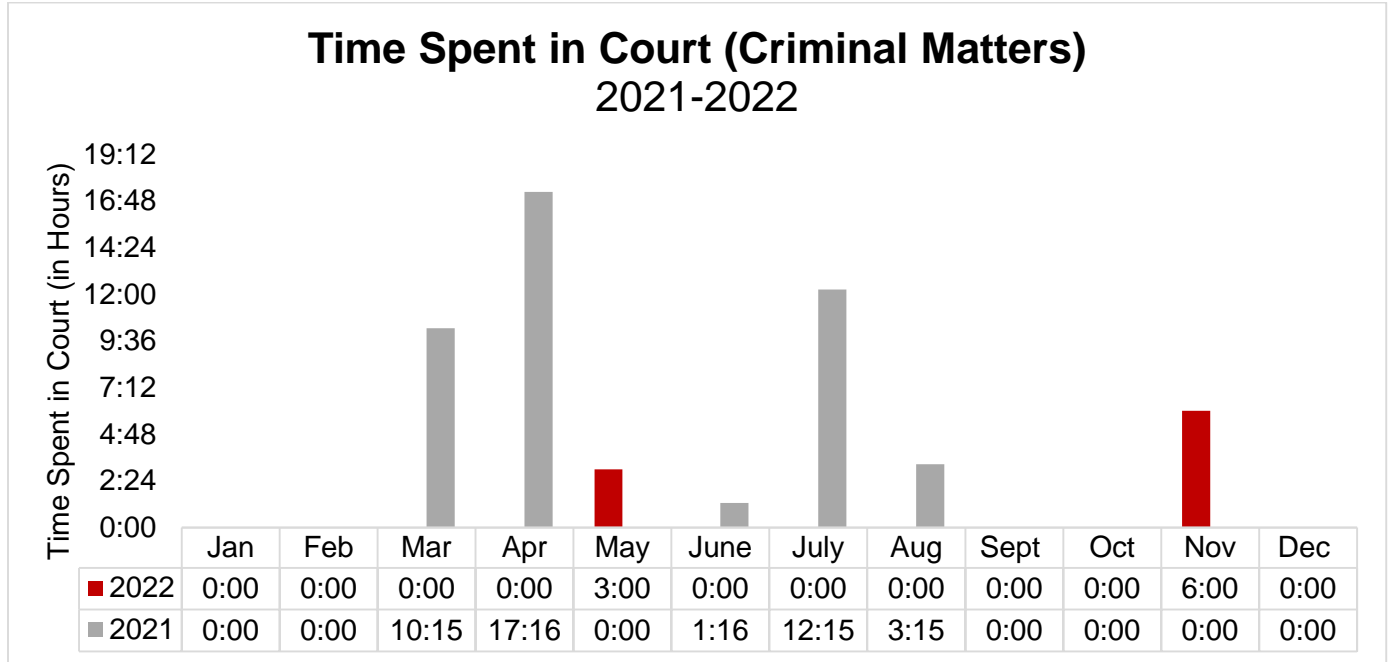
Chart 6: PONs Issued



Time Spent in Court

In-person proceedings increased in 2022 with the easing of the COVID-19 public health measures, including lifting capacity limits in public spaces, such as courthouses. Special Constables attended criminal court proceedings remotely and in 2022 spent a total of nine hours in court.

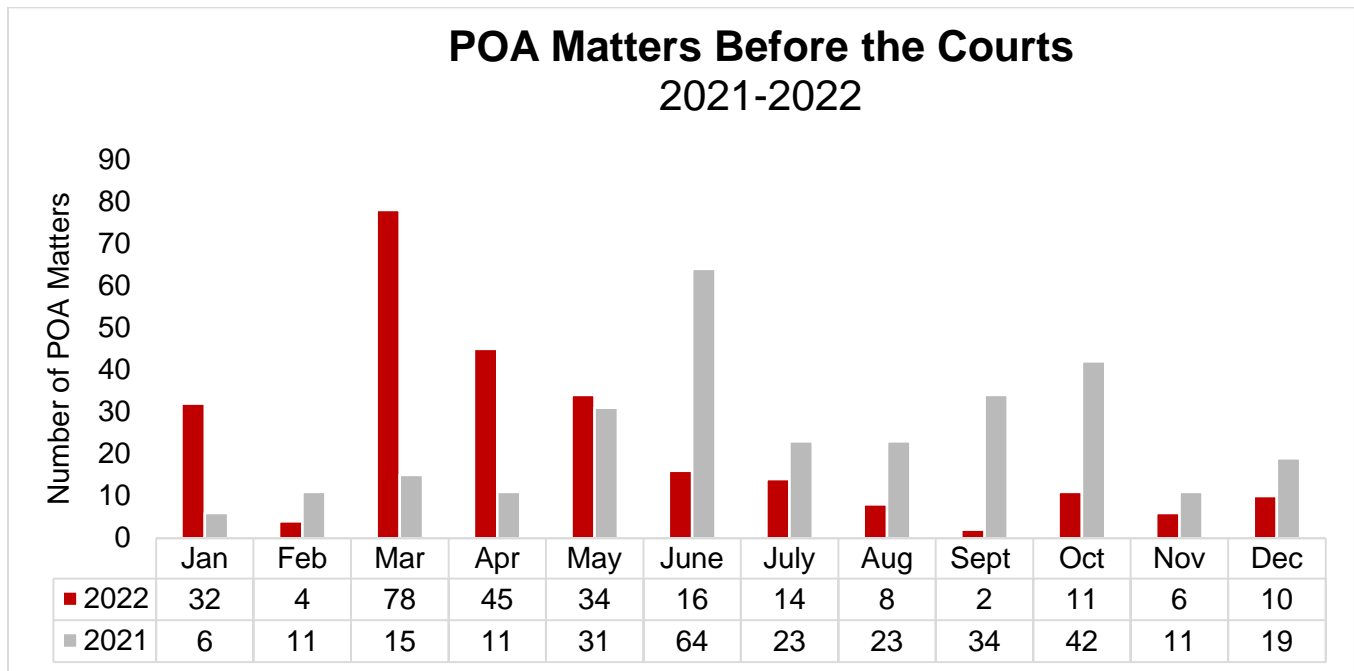
Chart 7: Time Spent in Court



Provincial Offence Act (POA) Matters Before the Courts

Provincial Offence in-person trial dates were not provided by the City of Toronto for 2022. However, POA hearings proceeded via video conferencing. 260 matters went before the courts, a decrease of 11% when compared to the 290 that were spoken to in 2021. 168 were dealt with through Early Resolution (a telephone meeting with the TTC Prosecutor where the accused enters a guilty plea for a reduced fine) while 92 were spoken to and resolved with a guilty plea.

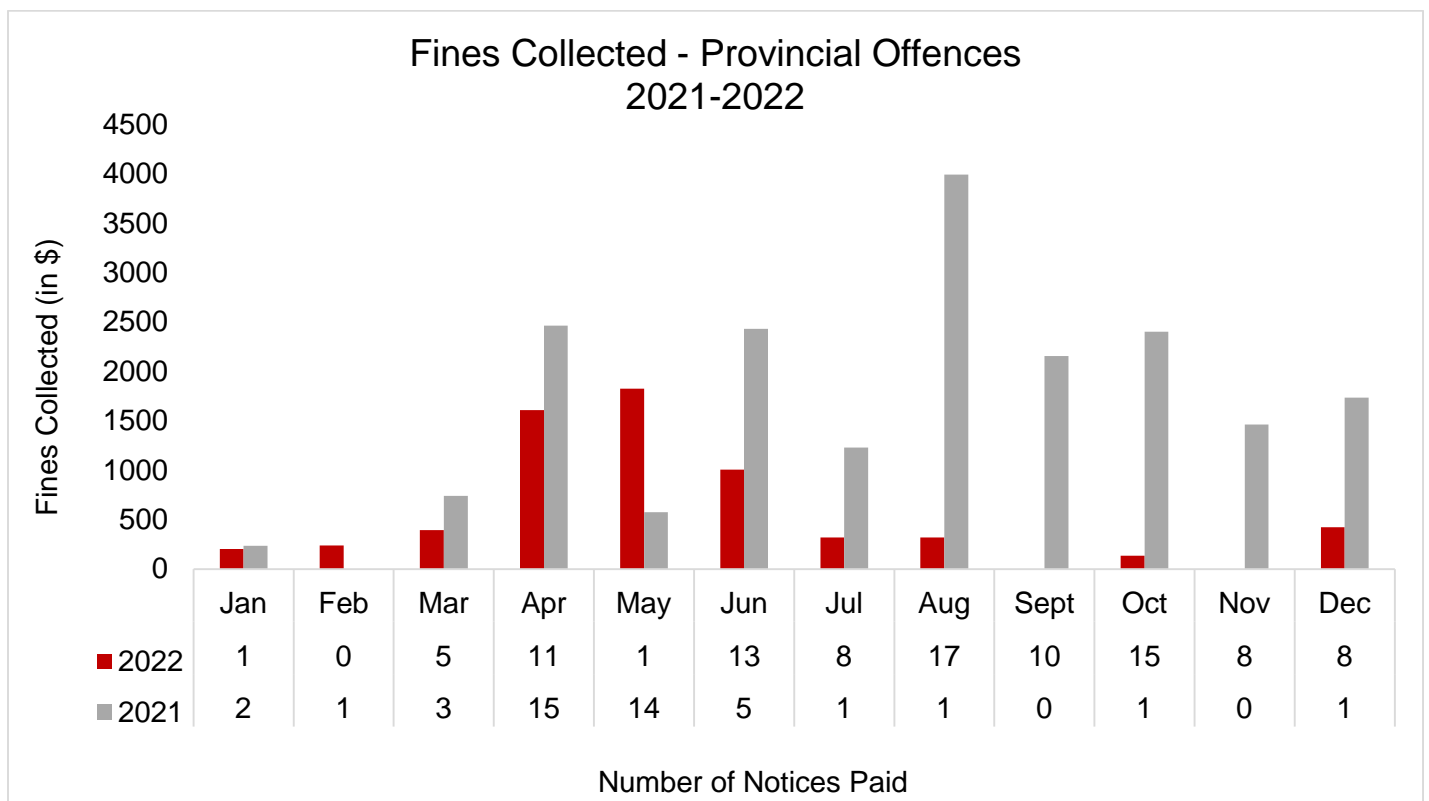
Chart 8: POA Matters Before the Courts



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 2022, 98 POA Part 1 and Part 3 court matters were sentenced with an imposed amount of \$16,355. With 44 of the matters paid, there were 54 unpaid cases resulting in \$9,868 in outstanding fines.

Chart 9: Fine Collected – Provincial Offences



Conclusion

In 2022, the TTC Special Constable Service continued to prioritize the safety and security of passengers and employees in response to the recovery in ridership following the loosening of COVID-19 restrictions. In addition, the department recognized the increase in the underhoused and those with addiction or experiencing mental health seeking shelter within the transit system. As a result, the department deployed additional Community Engagement Units (CEUs) to offer assistance to those in need. The CEUs increased the number of officers from one constable to four constables and a sergeant.

The department also continued its efforts to enhance its presence in the transit system by announcing plans to recruit new Special Constables in 2022. This recruitment effort exemplifies the TTC's commitment to providing a safe and secure environment for all its stakeholders, while also ensuring efficient and reliable transportation services.

The Special Constable Service is committed to advancing equity, diversity and inclusion in every facet of its operations. The department acknowledges the persistent systemic barriers that historically disadvantaged communities have faced in accessing public transportation and endeavours to create a secure and welcoming environment for all employees and customers.

To that end, the Special Constable Service has implemented policies and initiatives aimed at promoting diversity and inclusivity within its ranks. For example, the department provides comprehensive training programs to its officers to equip them with the knowledge and skills necessary to serve a diverse community with sensitivity and respect.

Moreover, the Service recognizes the importance of representation and has taken proactive steps to ensure that its workforce reflects the diversity of the communities it serves. The department actively recruits individuals from underrepresented groups and provides equal opportunities for all candidates, regardless of their race, gender, religion, sexual orientation or other personal characteristics.

The Special Constable Service played a critical role in ensuring the safety and security of customers and employees in 2022. The department's efforts to increase foot patrols, along with the deployment of additional CEUs, have helped address challenges within the transit system.

Moving forward, the TTC will continue to prioritize safety, security and inclusivity in all its operations. The department remains committed to enhancing its presence in the transit system; promoting equity, diversity and inclusion; and fostering a safe and inclusive environment for all stakeholders. The TTC's transformation process is aimed at enhancing accountability, transparency and public trust, underscoring the TTC's commitment to excellence in providing safe, efficient, accessible and reliable transportation services for all.

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