



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

## TTC Board Decision

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The TTC Board on April 11, 2024, adopted the following:

It is recommended that the TTC Board:

1. Receive the December 7, 2023 report entitled “Policies to Support the Revenue Protection and Special Constable Culture Change Program”.
2. Approve the Body-worn Camera and Special Constable In-Car Camera System policy, attached as Appendix 8.
3. Endorse a nine-month Body-worn Camera and Special Constable In-Car Camera System pilot beginning in Q2 2024.
4. Approve the amended Use of Force policy, attached as Appendix 9.
5. Approve the amended Use of Discretion policy, attached as Appendix 10 and request that staff report back to the TTC Board by the end of Q4 on whether the scope of the policy should be expanded to all personnel in customer-facing operations.
6. That the Use of Discretion Policy be amended as follows:
  - 1.0 INTRODUCTION AND POLICY STATEMENT
    - 1.2 Any Special Constable, Fare Inspector, Protective Services Guard, or Supervisor must apply training, which includes ~~including~~ a Racial and Social Equity Approach, when using Discretion towards the delivery of their duties.
  - 7.0 APPLICATION
    - 7.2 The following examples include, but are not limited to, factors that Special Constables, Fare Inspectors, Protective Service Guards and Supervisors shall be trained to consider when using Discretion:

7. The TTC Board requests the TTC CEO to:
  - a. Ensure there is publicly advertised community consultation on the implementation of the Use of Force Policy, including opportunities for racialized and underhoused Torontonians, and other riders from communities that have been disproportionately impacted by societal enforcement activities, to obtain personal accounts.
  - b. Incorporate identity-based data collection on Use of Force encounters as part of the TTC's Anti-Racism framework.
  - c. Provide annual reports to the TTC Board based on information collected in recommendations a. and b.
8. The TTC Board requests that a Joint Working Group composed of an equal number of members from CUPE 5089 and the TTC's People Group be established; and
9. That the Joint Working Group report quarterly to the Human Resources Committee on the implementation of and any issues emerging from the implementation of the Use of Force and the Use of Discretion policies.