



**For Action**

## **2017 TTC Transit Enforcement Annual Reports to the TTC and Toronto Police Services Board**

**Date:** July 10, 2018  
**To:** TTC Board  
**From:** Chief Executive Officer

### **Summary**

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The attached report to the TTC Board includes information related to Transit Enforcement Department activities outside the scope of the Special Constable agreement, such as transit fare inspection activities and highlights of the reporting year.

This report is responsive to the Ombudsman Toronto Recommendation that the Transit Enforcement Department should issue, on an annual basis, a public report documenting Transit Enforcement Officer (Special Constable) and Transit Fare Inspector use of force activities.

Section 8.9 of the Special Constable Agreement between the Toronto Police Services Board (TPS Board) and the TTC requires TTC to provide to the TPS Board an annual report with 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.

The attached report to the TPS Board was prepared in accordance with instructions outlined in the Special Constable agreement and is consistent with the standardized format as directed by the TPS Board.

It is anticipated this report will be on the July meeting agenda of the TPS Board, subject to the TTC Board receiving this report at its meeting of July 10, 2018.

This report is responsive to the TPS Board's requirements and also includes highlights of the reporting year

### **Recommendations**

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It is recommended that the TTC Board;

1. Receive the attached report for the TPS Board in accordance with Section 8.9 of the Special Constable Agreement between the TPS Board and TTC;

2. Forward the attached report to the TPS Board in accordance with Section 8.9 of the Special Constable Agreement between the TPS Board and TTC.

## **Financial Summary**

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This report has no financial impact beyond what has been approved in the current year's budget. The Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## **Equity/Accessibility Matters**

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As Transit Enforcement Officers and Transit Fare Inspectors have significant public contact and perform both enforcement and customer service functions, equity becomes an important factor in their role. Challenges serving customers in a diverse population and living with mental illness will arise. The importance of having the skills necessary to ensure all customers are treated equally and with dignity and respect, is crucial.

All new front line members of the Transit Enforcement Department participate in a mandatory five-day mental health awareness training program. This training program covers such topics as Understanding Mental Illness, Psychological First Aid, Crisis Intervention and De-Escalation, Self-Care: Maintaining Health and Well-Being and includes an interactive panel discussion with community members living with mental illness. Members also participate in Instructor led training delivered by the Alzheimer's Society of Toronto and the City of Toronto Streets to Homes program. Transit Enforcement Officers and Transit Fare Inspectors participate in holistic simulation based training as part of the curriculum.

All front line members of the Transit Enforcement Department also participate in mandatory e-learning diversity and inclusion training as facilitated by the Ontario Police Video Training Alliance and TTC's Instructor led or e-learning diversity and inclusion and human rights training. In addition to the aforementioned diversity and inclusion training, all new Transit Enforcement Officer Recruits also participate in an extra one-day, interactive, Instructor-led diversity course. In 2018 an additional half day of training is to be facilitated by members of the Toronto Police Service LGBTQ2S Liaison Office of the Divisional Policing Support Unit.

In late 2017, the Head-Transit Enforcement created the Community Engagement Program (CEP) as a pilot initiative. Project R.E.A.C.H. (Return Everyone's Attention to Community Help) focuses on assisting customers living with mental illness by engaging other community stakeholders to share resources and form sustainable solutions to issues of mutual concern such as panhandling and homelessness. To date, the CEP has created a partnership with the following city agencies: Streets to Homes, Gerstein Crisis Centre, Mental Health Commission of Canada, and the Toronto Police Mobile Crisis Intervention Team.

## **Decision History**

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

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

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

In May of 2014, a new Special Constable Agreement was executed between TTC and the TPS Board.

An overview of the Transit Enforcement Unit was provided to the Board in January of 2015 including an update on fare inspection activities.

### **November 2015:**

- Thirty-five Transit Fare Inspectors deployed in a customer friendly uniform with no batons or handcuffs conducting customer education.
- Fifteen Transit Fare Inspectors deployed to all streetcar lines conducting active fare inspections with batons and handcuffs in original grey uniform.

Progress made on the TTC fare inspection model since the Board's direction is the result of a collaborative effort on the part of various stakeholders. An implementation update for each aspect of the transition is listed below:

- Modified Uniform - approved and implemented – September 2015
- Mental Health Training - approved and implemented – September 2015
- Third Party Oversight – TTC Unit Complaints Coordinator and City Ombudsman
- TFI Pilot Project – approved and implemented – September 2015

## **January 2016:**

- 50 Fare Inspectors conducting proof of payment inspections on all lines;
- Statistical analysis based on Pilot Project recommendations with accurate accounts of statistics gathered based on Pilot Project group versus original deployment.

Transit Fare Inspectors have been gradually introduced to the system as recruitment efforts were progressively carried out as follows:

- 07 – Fare Inspectors July/ 2014
- 11 – Fare Inspectors Sept/ 2014
- 35 – Fare Inspectors May/ 2015
- 22 – Fare Inspectors Oct/ 2016
- 69 – Total Fare Inspectors as of December 31, 2017 (authorized strength)

## **Issue Background**

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

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

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

Transit Fare Inspectors are designated as Provincial Offences Officers for the purpose of enforcement of TTC Bylaw #1 and the Trespass to Property Act. Transit Fare Inspectors are accountable for providing exceptional customer service while focusing on education, fare policy compliance and enforcement on Proof of Payment streetcar routes and interchange stations.

Protective Services Guards are licensed by the Ministry of Community Safety and Correctional Services and provide access control and operational support to key TTC properties and stakeholders.

## Comments

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

Transit Enforcement Officers and Transit Fare Inspectors are provided with a very high level of training to perform their respective duties efficiently and safely with minimal disruption to transit operations.

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

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

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

The Transit Enforcement Department is committed to working in partnership with TTC employees and the community, to support the TTC's vision of a transit system that makes Toronto proud. The Transit Enforcement Department is responsible for protecting the integrity of the transit system and performing law enforcement and

security functions with respect to TTC properties and assets in order to ensure that they are protected and the transit system remains a safe and reliable form of transportation.

## **Contact**

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## **Signature**

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Richard J. Leary  
Chief Executive Officer (Acting)

## **Attachments**

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Transit Enforcement 2017 Annual Report to TTC  
TTC Transit Enforcement 2017 Annual Report to the Toronto Police Services Board



# TORONTO TRANSIT COMMISSION TRANSIT ENFORCEMENT DEPARTMENT



## 2017 ANNUAL REPORT

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# **EXECUTIVE SUMMARY**

## **2017 TRANSIT ENFORCEMENT DEPARTMENT ANNUAL REPORT Toronto Transit Commission**

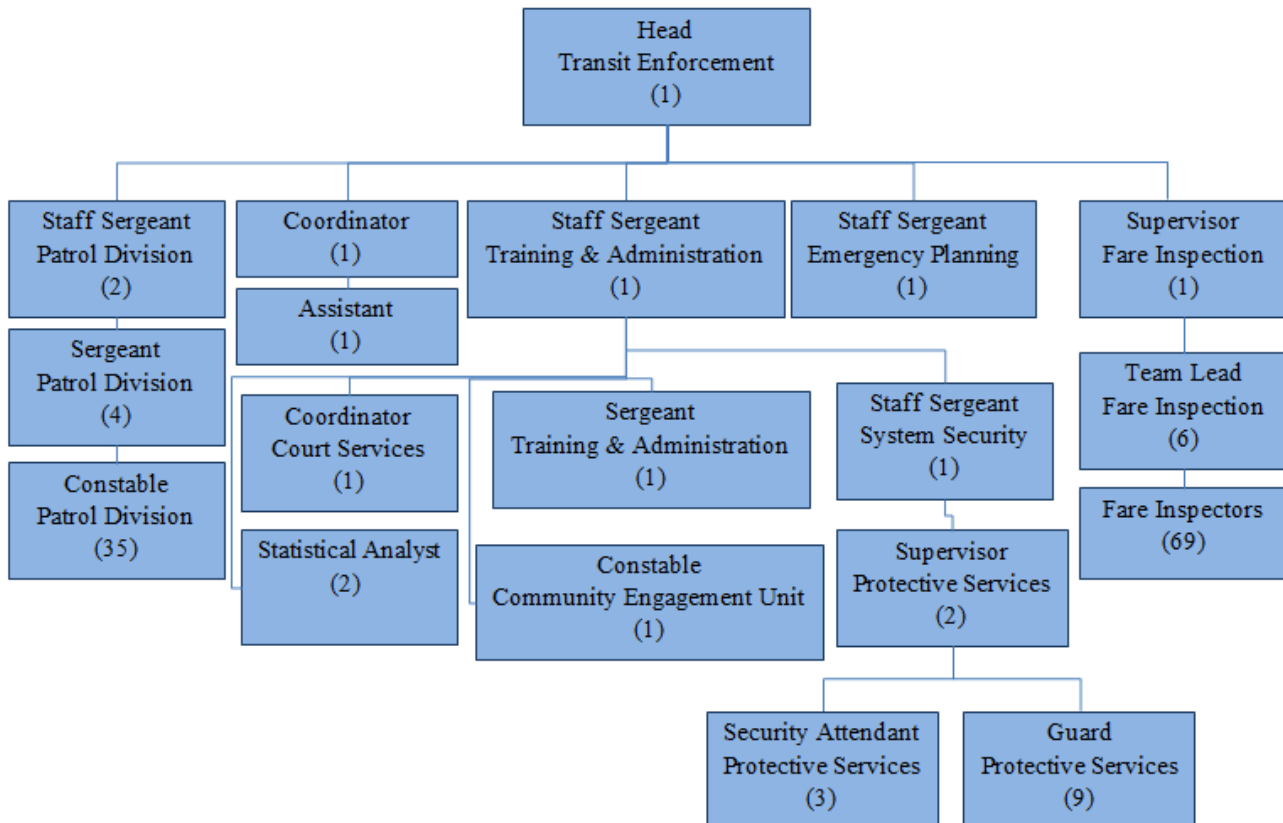
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The Transit Enforcement Department focuses their activities on the TTC's corporate interests and business needs including: customer service, fare enforcement, law enforcement, asset protection and addressing customer and employee safety and security needs.

The 2017 Transit Enforcement Department Annual Report provides the Toronto Transit Commission Board (TTC Board) with information on each of its component sections, which include: the Patrol Unit, the Fare Inspection Unit, System Security, Emergency Planning, and Training and Administration. The report concludes with some highlights of the reporting year.

## **ORGANIZATIONAL CHART**

General supervision of members of the Transit Enforcement Department is under the authority of the Head-Transit Enforcement. The Head has delegated this authority through the organizational chart below. This organizational chart reflects the actual workforce appointed as of December 31, 2017.



## **PATROL DIVISION**

Transit Enforcement Officers are appointed as Special Constables and exercise the powers and authorities granted by the Toronto Police Services Board (TPS Board) in a responsible, efficient manner to ensure they provide a duty of care and maintain community expectations of safety and security on the transit system. Transit Enforcement Officers provide a consistent standard of service accountable to both the TTC and the TPS Board.

The activities of Transit Enforcement Officers remain consistent with the Ministry of Community Safety and Correctional Services guidelines and enable the TTC to more effectively serve the interests of the organization, and also the public interest in preservation of order, protecting property, and providing limited law enforcement. The Staff Sergeants – Patrol Division direct the activities of the section.

### **CALLS FOR SERVICE**

Transit Enforcement Officers received 15,919 calls for service in 2017, a 17.7% increase over 2016. The 13 subway stations which comprise the downtown “U” accounted for 30% of all calls received, with the highest number originating from Bloor-Yonge Station.

<b>Mode</b>	<b>Calls Received</b>	<b>% of Total</b>
Scarborough R/T	204	1.28
Subway	13,420	84.3
Surface	2,295	14.42
<b>Total</b>	<b>15,919</b>	

### **RECORDS OF ARREST/ APPREHENSIONS**

Transit Enforcement Officers submitted 204 records of arrest for Criminal Code offences in 2017, a 15% increase over 2016. They also made 109 apprehensions under the Mental Health Act, representing a 73% increase over 2016.

<b>Authority</b>	<b>Total Arrested/ Charged/ Apprehended</b>	<b>Released on POT/ Form 9/ Summons</b>	<b>Unconditional Release</b>	<b>Transported to Mental Health Facility</b>	<b>Turned over to TPS Custody</b>
Criminal Code	204	47	21		136
Mental Health Act	109			106	3
Liquor License Act	52	8	7		37
Trespass To Property Act	28	23	1		4
Provincial Offences Act- Sec. 75	5				5
Controlled Drugs and Substances Act	3		1		2

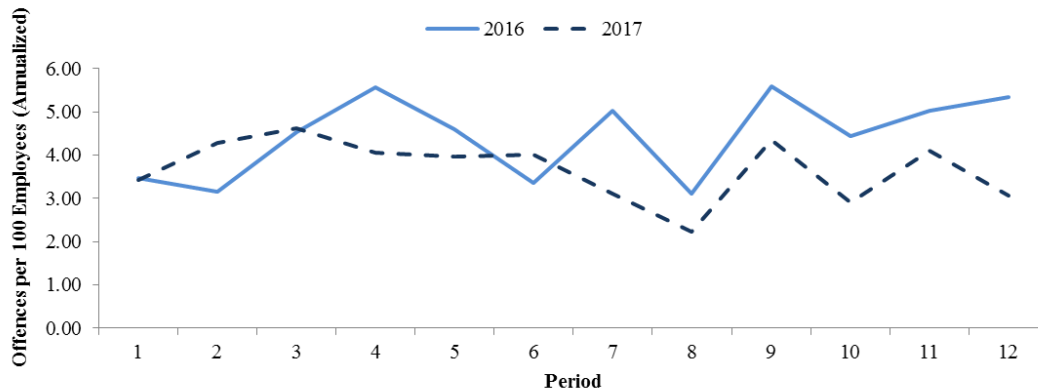
## CRIME STATISTICS

### Crimes against Staff

Year over year decreases in crimes against employees have been observed in the last 6 consecutive periods. The moving annual rate of offences against staff for 2017 was 3.68, which was 17% lower than the corresponding moving annual rate of 4.43 for 2016.

Transit Enforcement Officers have continued their data driven deployment model along surface routes to support operating personnel and have held multiple safety talks in all divisions as part of the B.U.S.S.T.O.P. initiative, detailed later in this report.

### Offences per 100 Employees (Annualized)



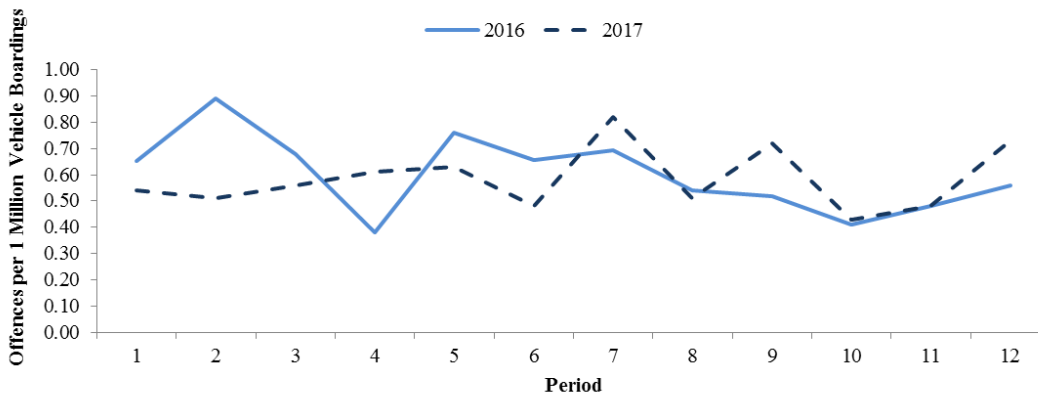
### Crimes against Customers

The moving annual rate of offences against customers for 2017 was 0.585 offences per 1 million vehicle boardings, which was 2.5% lower than the corresponding moving annual rate of 0.60 in 2016.

The SafeTTC app (detailed later in this report) was launched in September of 2017 with the goal of enabling customers to more easily report crimes and harassment on the system, and reports made via the app have led to multiple arrests.

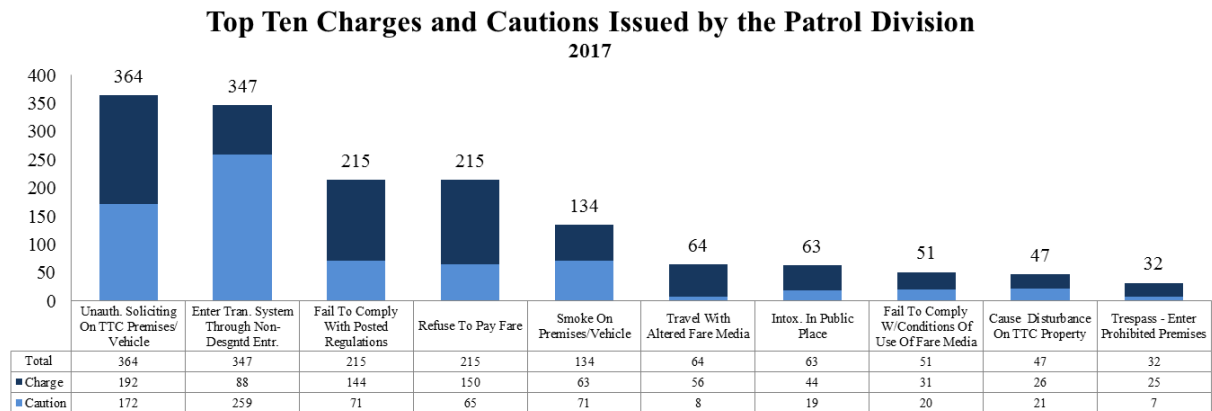
Transit Enforcement Officers have continued to provide a proactive presence in stations during peak ridership periods, and to address specific concerns.

### Offences per 1 Million Vehicle Boardings



## BYLAW STATISTICS

Transit Enforcement Officers assigned to the Patrol Unit wrote 1,017 Provincial Offences tickets and 811 cautions in 2017, an overall 51% increase from the previous year. The most frequently cited offences were ‘Entering the Transit System through Non-Designated Entrance’ (364) and ‘Unauthorized Soliciting on TTC Premises or Vehicle’ (347).



## PROJECTS AND INITIATIVES

### B.U.S. S.T.O.P (Bringing Uniform Support to Surface Operating Personnel)

Following a pilot project in December of 2016, Transit Enforcement Officers began the second phase of the B.U.S. S.T.O.P. Initiative in February 2017. Officers are assigned to provide support to operators and customers alike on assigned routes. Routes are updated every four weeks, based on current crime trends and reported fare evasion. This project ran through the remainder of the year and saw officers boarding 1,488 buses on routes across the city. Officers also held 51 Safety Talks for Operating personnel over the course of the year, to discuss safety concerns and de-escalation techniques.

### Proof Of Payment Support For Transit Fare Inspectors

Aimed at providing additional support to Fare Inspection teams, and reducing the overall Fare Evasion Rate, when resources permit, Transit Enforcement Officers are deployed in plain clothes, and assigned to Fare Inspection teams for the duration of their shift. Transit Enforcement Officers are instructed to observe and report unless the proof of payment inspection resulted in an escalation requiring intervention. In 2017, Transit Enforcement Officers boarded 816 streetcars with Fare Inspection teams and were involved in 110 incidents requiring their intervention or assistance.

## Back to School

At the beginning of each school year, Transit Enforcement Officers engage with school leadership to discuss TTC expectations for student behaviour and to seek support for the delivery of the message to their student bodies. Transit Enforcement Officers provided support to Bus Transportation and Stations staff at designated areas of concern from 3pm to 7pm, during the back to school period. Extra resources were dedicated to assist school-aged youths with proper procedures and educate them with regard to behavioural expectations while riding the TTC, as required.

## USE OF FORCE REPORTING

Transit Enforcement Officers 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.

However, in an effort to improve transparency in use of force reporting by all members of the Transit Enforcement Department, the Head-Transit Enforcement has ordered that a Use of Force Report must be submitted in all cases where a member uses force beyond compliant physical control and handcuffing.

In 2017 there were 9 incidents reported to the Chief of Police as per the Police Services Act. Six of these incidents resulted in empty hand techniques being utilized to arrest non-compliant suspects. One of these incidents resulted in a baton being drawn to deflect a possible blow from a subject carrying a metal pipe. No contact was made. There were two incidents where officers deployed OC foam. On both occasions, officers were attempting to arrest assaultive suspects.

The following chart further summarizes 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)
Impact Weapon Soft	1	2*	1	0
OC Foam	2	2	1	1
Empty Hand Techniques	6	9*	3	3
<b>Total</b>	<b>9</b>	<b>13</b>	<b>5</b>	<b>4</b>

\* Multiple Use of Force reports submitted, one per individual officer attending the same incident

There were 117 incidents in 2017 in which internal Use of Force reports were submitted as per departmental policy. In three of these incidents, batons or OC Foam were presented but not used during interactions with assaultive subjects.

**As per Transit Enforcement Department 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	93	180*	47	60
Physical Control-Hard	21	26*	13	9
Baton or OC Foam Presented- Not Used	3	5*	2	1
<b>Total</b>	<b>117</b>	<b>211</b>	<b>62</b>	<b>70</b>

\* Multiple Use of Force reports submitted, one per individual officer attending the same incident

**INJURY REPORTING**

**Suspects**

A total of 21 Injury Reports were submitted by Transit Enforcement Officers on behalf of the accused in 2017, ten fewer reports than the 31 submitted in 2016.

**Prior to Arrest:**

10 of these 21 injury reports were submitted in relation to pre-existing conditions or injuries presented by the accused prior to the arrest such as visible cuts and abrasions, soreness, intoxication and sprains. 3 of these 10 incidents resulted in the accused being transported to hospital for treatment of minor cuts and abrasions. 7 incidents required no medical aid, or medical aid was refused by the accused.

**During Arrest:**

8 of these reports were submitted in relation to minor injuries sustained during the course of an arrest. 1 of these 8 incidents resulted in the accused being treated at scene by Toronto EMS after OC spray was deployed during the course of the arrest. 1 of these 8 incidents resulted in the accused being transported to hospital for treatment of a minor facial cut. The remaining 6 incidents required no medical aid, or medical aid was refused by the accused.

**After Arrest:**

3 of these reports were submitted in relation to medical conditions which presented following an arrest. All incidents resulted in the accused being transported to hospital for treatment of the following: a seizure suffered by the accused during transport (1), withdrawal symptoms (1) and administration of insulin (1).

## **INJURY REPORTING (CONT.)**

### **Transit Enforcement Officers**

A total of 59 Occupational Injury Reports were submitted by Transit Enforcement Officers in 2017. 55 of these reports were precautionary and reflected minor cuts, scrapes, bumps and bruises sustained by officers during the course of their duties, most often during an arrest, or for possible exposure to bodily fluids or contaminants. One of these reports was also precautionary after a Transit Enforcement Officer experienced an acute emotional event after being threatened. Another of these reports was also precautionary after a Transit Enforcement Officer experienced symptoms from a pre-existing condition.

The remaining 4 injury reports resulted in lost time injuries. Two lost time injuries were sustained by officers outside of contact with another person or vehicle, during the course of their duties. One was an ankle injury, sustained while descending a station stairwell and the other was a pulled muscle, aggravated while assisting a customer who had fallen to track level. The third injury was broken skin and swelling, which occurred during the course of an arrest when the officer was bitten by the subject of arrest. The final injury was an acute emotional event, experienced when the officer had to seek refuge while responding to a call at track level.

## **FARE INSPECTION**

The Fare Inspection section was created in August 2014, with the goal of providing exceptional customer service while focusing on education, fare policy compliance, and enforcement on Proof of Payment transit routes and at interchange stations. The Supervisor- Fare Inspection directs the activities of the section.

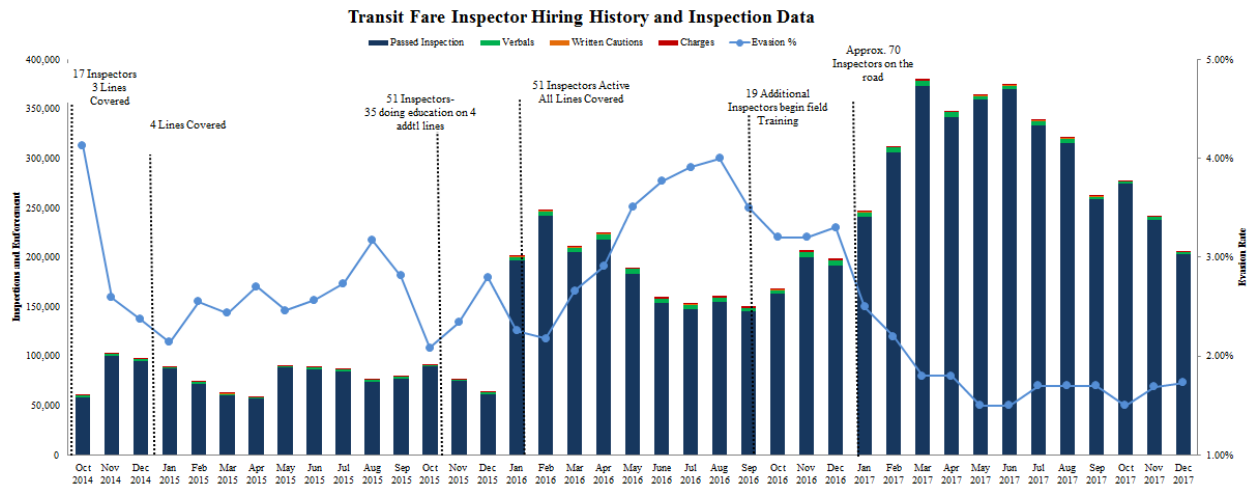
### **ROLES AND RESPONSIBILITIES**

**Team Leads** hold Special Constable Status and are responsible for day-to-day supervision and coordination of Fare Inspection activity, as well as a variety of other administrative and operational activities that pertain to the function and responsibility of the Fare Inspection section.

**Transit Fare Inspectors (TFIs)** hold the status of Provincial Offences Officers for the purpose of issuing Provincial Offence Tickets and summonses under TTC Bylaw #1 and the Trespass to Property Act. In the event of a Criminal Code violation, their primary duty is to observe and report. They maintain citizen's powers of arrest pursuant to the Criminal Code of Canada.

## INSPECTION AND BYLAW STATISTICS

When the section was first formed, it was staffed by 17 inspectors, covering three streetcar lines. As of December 31, 2017, the section has grown to 69 Inspectors, covering all streetcar lines across the city.



At the time of the program’s inception, TFIs measured an evasion rate of approximately 4%. As of 2017, that rate had dropped to 1.8%.

With increased staffing in the years since the program began, in 2017 the target rate of inspection (4-5% streetcar ridership) was achieved. TFIs performed 3.68 million inspections in 2017 alone. The number of inspections performed dipped slightly near the end of the year, due to a number of vacancies. A new recruit class began training in December and was deployed as of January 2018.

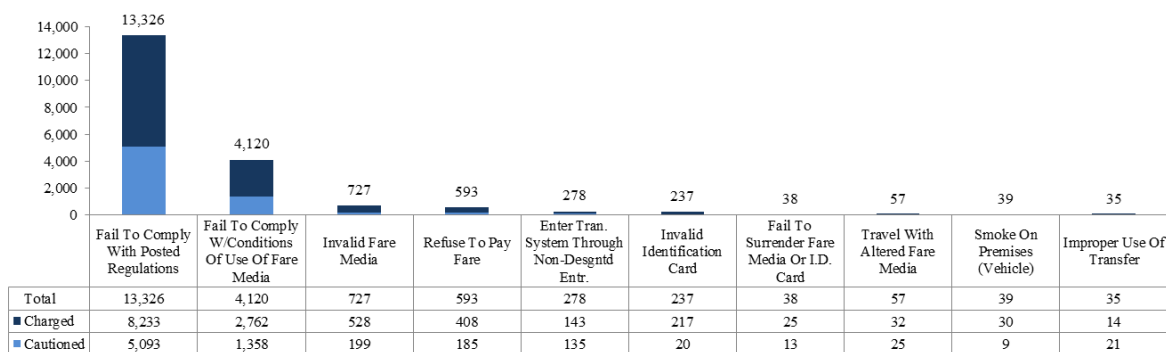
	Inspections	Evasion Rate	Est. Inspection Rate
2015	937,943	2.5%	1.7%
2016	2,272,037	3.1%	2.5%
2017	3,676,610	1.8%	4.3%



Fare Inspectors and Team Leads wrote over 19,000 Provincial Offences Tickets and Cautions in 2017. The most frequently cited offences were 'Failure to Comply with Posted Regulations' (13,326) and 'Failure to Comply with Conditions of Use of Fare Media (4,120). These offences most often pertain to not providing proof of payment when required to do so, and misuse of discounted passes or tickets, respectively.

### Top Ten Charges and Cautions Issued by Fare Inspectors and Team Leads

2017



### USE OF FORCE REPORTING

In an effort to improve transparency in use of force reporting by all members of the Transit Enforcement Department, the Head-Transit Enforcement has ordered that a Use of Force Report be submitted in all cases where a Fare Inspector uses force beyond compliant physical control.

Transit Fare Inspectors submitted 19 Use of Force reports in 2017, in relation to 13 incidents. In six instances, the Fare Inspector was assisting a Special Constable during the course of an arrest. In three instances, Fare Inspectors held an assaultive subject until the arrival of Transit Enforcement Officers or Toronto Police Officers. In two instances, the Fare Inspector employed physical control to establish a reactionary gap or prevent a possible assault. In one incident, a Fare Inspector intervened in an assault in progress, and in the final incident, a Loss Prevention Officer requested the assistance of a Fare Inspector in order to maintain control of a subject.

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	12	18*	10	2
Physical Control-Hard	1	1	1	0
<b>Total</b>	<b>13</b>	<b>19</b>	<b>11</b>	<b>2</b>

\* Multiple Use of Force reports submitted, one per individual officer attending the same incident

## **PROJECTS AND INITIATIVES**

### **Proof Of Payment Support For Transit Fare Inspectors**

As detailed earlier in this report, Proof Of Payment Support For Transit Fare Inspectors is aimed at reducing the overall Fare Evasion Rate and providing additional support for the Fare Inspection teams. When resources permit, Transit Enforcement Officers are partnered with Fare Inspection teams for the duration of their shifts. Transit Enforcement Officers are instructed to observe and report unless the proof of payment inspection resulted in an escalation requiring intervention. Fare Inspectors issued 320 Provincial Offences tickets and 79 written warnings in 2017 over the course of the project.

### **PRESTO Audit Initiative**

Beginning in March 2017, Fare Inspectors have been tasked with auditing PRESTO device functionality during the course of their regular duties. Fare Inspectors perform test taps on PRESTO devices on buses, in stations and on both legacy and low-floor streetcars. The results of these tests are distributed to TTC stakeholders on a daily basis. In 2017, Fare Inspectors made 100,059 taps, and identified 2,004 faulty devices, resulting in an “Unsuccessful Tap” rate of 2%.

### **Fare Line Support**

In the final quarter of 2017, Fare Inspectors began assisting the Stations Department by maintaining a visible presence at the entrances to the ‘Fare Paid’ areas of the station during the installation of PRESTO fare gates or where there is an opportunity for fare evasion. Fare Inspectors serve as a highly visible deterrent to fare evasion and are able to provide additional customer service and direction. Fare Inspectors have identified a number of fraudulent Metropasses during the course of these duties and taken the appropriate enforcement action.

## **FARE INSPECTION INJURY REPORTING**

A total of 22 Occupational Injury Reports were submitted by Transit Fare Inspectors in 2017 resulting in 1 lost time injury. 20 of these reports were precautionary and reflected minor cuts, scrapes, bumps and bruises sustained by inspectors during the course of their duties. One of these reports was also precautionary after a Fare Inspector experienced an acute emotional event after being threatened by an aggressive passenger.

The lost time injury was sustained when a Fare Inspector was attempting a citizen’s arrest of an assaultive subject. The Fare Inspector sustained lower body bruising and scrapes during the course of the arrest.

## **SYSTEM SECURITY**

System Security is responsible for advancing the TTC's security program, thereby ensuring security risks and losses are adequately controlled. The Staff Sergeant-System Security directs the activities of the section. Areas of responsibility include:

- Industrial security
- Facility security inspections
- Threat and Vulnerability Assessments
- Access Control/ Department Wide Key Program
- Protective services management and operations
- Contract Security management and operations
- Parking Control and Enforcement

## **ROLES AND RESPONSIBILITIES**

**Sergeants** are responsible for supervising and coordinating the work of the Protective Security Guards and Security Attendants. They are certified as Municipal Law Enforcement Officers and carry out a variety of administrative and operational duties that pertain to the function and responsibility of the Protective Services Team

**Protective Security Guards** are responsible for security protection and integrity of the Patten Building facility and its assets, as well as other TTC properties. A team of 9 Protective Security Guards (PSGs) work at Patten Building, which is staffed around the clock, seven days a week. They also maintain remote electronic surveillance and access control over four properties. They conduct mobile security patrol duties, ensuring adequate functioning of physical security protection of all TTC properties. Additionally, they perform cash/revenue collection escort services in conjunction with armored vehicle personnel

**Security Attendants** provide access control to vehicles and visitors entering the Hillcrest and Greenwood facilities. One Security Attendant acts as a 'Roamer', assisting with a variety of security initiatives across the commission.

**Knights on Guard** are the 3<sup>rd</sup> party security provider for the TTC. Guards provide security at multiple Commission properties, covering office locations and gatehouses, as well as conducting mobile patrols.

## **PROJECTS AND INITIATIVES**

### **Industrial Security Steering Committee**

The Industrial Security Steering Committee meets bi-monthly with key internal TTC stakeholders to discuss security specific projects, as well as offer support and guidance for those projects. Departments represented are: Transit Enforcement Department – System Security and Planning, Communications, Engineering, Video Services, Fire Safety, Engineering Construction & Expansion, Wayfinding and Materials & Procurement.

## **Medeco XT:**

System Security has been collaborating with the Stations Transformation Team and Revenue Security Equipment Maintenance to plan the roll out and execution of this new project. Medeco XT is a new electronic locking system that will replace the current Medeco Hard Key system. This project was spearheaded under the Station Transformation Initiative, when the need to provide better access controls was identified.

The transition to the Medeco XT system will provide the following:

### Accountability

- Audit information is recorded in both the keys and locks showing a date/time stamp of every authorized entry and failed attempt
- Audit keys can be used by Security to obtain information from a specific door lock when required for serious investigations
- Data can be used to confirm employee possession of keys , eliminating the need for an annual key audit

### Security

- Access to certain areas/specific doors can be changed to suit operational needs
- Keys can be programmed with an expiration point to completely disable the key if lost or stolen
- A hierarchy of groups can be created to control access

### Better Access Control

- Keys can be electronically programmed to open specific cylinders
- Programming can include a designated schedule, permitting access to certain locks by groups of employees only during specific time periods

### Efficiency

- Keys can electronically be re-assigned or issued to new employees, reducing turnaround time
- New door lock access can be added to groups of employees quickly, without the need to add new keys or change existing locks
- Less cylinder/lock changes and reduced administrative burden will reduce labour costs
- New doors can be added without the need for conduits and wiring

### Current Status/Next Steps:

- Pilot project is underway at College Station
- 8,000 keys have been ordered and 2,000 have been received to date

## **SYSTEM SECURITY INJURY REPORTING**

One Occupational Injury Report was submitted from a member of the System Security section in 2017, resulting in one lost time injury. A Protective Services Guard suffered strain to the lower back as a result of a low speed motor vehicle collision.

## **EMERGENCY PLANNING**

The Transit Enforcement Department's Emergency Planning and Intelligence Officer is responsible for the coordination and review of the Departmental Security Escalation Plan, and assisting other TTC departments in creating and reviewing their department's Escalation Plan for consistency. The Emergency Planning and Intelligence Officer liaises with the Fire Safety and Emergency Planning Department and internal and external safety partners to continually review and improve their safety and emergency plans, including the Corporate Security Escalation Plan.

Throughout the year, the Emergency Planning and Intelligence Officer participates in the planning and execution of operational plans as it relates to safety and security on the transit system through consultation with the City of Toronto, Toronto Emergency Services, and the Toronto Emergency Operations Centre. These events included:

- Invictus Games
- North American Indigenous Games
- Canada 150 Celebrations
- T.O. with Love
- Pride 2017
- Nuit Blanche
- Caribbean Festival
- Santa Claus Parade
- New Year's Eve

Recently, due to tragic events across the world, the City of Toronto has had to re-visit public safety in relation to vehicle ramming mitigation strategies. The Emergency Planning and Intelligence Officer worked closely with the Toronto Police Emergency Management Unit to assist with these strategies.

In 2017, the TTC held various emergency planning exercises, including discussion-based exercises, table-top exercises, and two of the largest full-scale exercises TTC has conducted to date. These events were held in advance of the opening of the Toronto York Subway Extension. The Emergency Planning and Intelligence Officer was a key stakeholder on the planning team and held several positions in the exercise including the Controller/Evaluator for Transit Enforcement Department policies and procedures, and as the Security Lead responsible for coordinating the security plan around the exercise to protect participants and critical infrastructure.

Throughout these various tasks and events, the Emergency Planning and Intelligence Officer continually monitored, analyzed and reported intelligence information to our Federal, Provincial and Municipal safety partners, while reviewing intelligence information received that was applicable to the events being held and the day-to-day operations of the TTC.

## **TRAINING AND ADMINISTRATION**

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

- Managing and coordinating the training needs of the Transit Enforcement Department and Police and Department of National Defense personnel
- Conducting classroom and practical instruction, as well as presentations to a multitude of groups, including: Transit Enforcement Officers, Transit Fare Inspectors, Protective Services Guards, Security Attendants, other TTC employees, and Police and Department of National Defense personnel
- Managing the development and maintenance of critical and highly confidential Transit Enforcement Department information and records management programs
- Assessing, developing, coordinating, updating departmental standards which include policies, procedures, and routine orders
- Managing the recruitment and selection process for the department
- Planning, coordinating, and conducting special projects and research on a variety of subjects on behalf of the Head - Transit Enforcement.
- Court Services Administration and Property/Evidence Management
- Bylaw and Criminal Offence data input and statistical analysis

### **TRAINING**

All TTC Special Constable training is reviewed and approved by the Toronto Police Service on an annual basis. This training is delivered to Ontario police standards, primarily in an instructor led lecture format complimented by practical skills training and dynamic simulations in the actual work environment in areas pertaining to use of force, prisoner booking, courtroom procedures and evidence handling.

The Special Constable Recruit training program is 45 training days for a total of 360 hours and includes mandatory TTC training outside the requirements of the Special Constable Agreement such as subway rulebook training, defensive driving and suicide intervention awareness. The academic and practical skills training program is followed by a comprehensive Field Training Program of up to six months.

The Special Constable annual recertification training program is 3 days for a total of 24 hours and includes mandatory defensive tactics and use of force training. The training is developed

and delivered with a view to de-escalation and includes a legislative update and holistic, reality based simulations in the actual transit environment.

The Transit Fare Inspector training program consists of 25 training days, for a total of 200 hours, and includes topics specific to their core duties and responsibilities, namely Fare Inspections, customer service, de-escalation, tactical communications and related enforcement. This includes mandatory TTC training as prescribed by the Training Department such as Standard First Aid, Subway Rulebook Training, Defensive Driving and Suicide Intervention Awareness. Transit Fare Inspectors are trained with a view to non-physical intervention; however are provided with practical skills training, focusing on escape, evasion and de-escalation techniques, as well as the skills needed to assist Transit Enforcement Officers during an arrest, if required. Transit Fare Inspectors are trained in areas of statute law and related procedures to take an investigation (if necessary) to a point that a TTC Special Constable or Police Officer can take over the investigation to its completion.

**Mandatory Training (Transit Enforcement Officers Only)**

Course / Topic	Delivered By	Duration	Number trained
Special Constable Recruit Training	TTC/The Control Institute	45 days	0
Annual Use of Force and Legislative Update Block Training	The Control Institute	3 days	51
Standard First Aid	Red Cross	2 days	6
HTA Traffic Direction Training	Control Institute	1 day	33

**Additional In-Service Training (Department Wide)**

*\* denotes Supervisory/Management level training only*

Course / Topic	Delivered By	Duration	Number trained
New Transit Fare Inspectors	Control Institute/TTC	25 days	14-TFI
Subway Rulebook Recertification	Toronto Transit Commission	1 day	41 – TEO 66 – TFI 11 - PSG
Subway Rulebook Initial	Toronto Transit Commission	2 days	11 – TFI 1 - PSG
*TTC Management Essentials	Toronto Transit Commission	11 days	3-TFI
*Leadership Fundamentals	Toronto Transit Commission	12 days	2-TEO 1-TFI

Emerging Leaders Part 1 of 3 HRDEL1	Toronto Transit Commission	1 day	1-TEO 2-TFI 2-PSG 1-Admin
Emerging Leaders Part 2 of 3 HRDEL2	Toronto Transit Commission	1 day	1-TEO 2-TFI 2-PSG 1-Admin
Emerging Leaders Part 3 of 3 HRDEL3	Toronto Transit Commission	1 day	1-TEO 1-TFI 1-PSG 1-Admin
* Fitness for Duty E-Learning	Toronto Transit Commission	1 hour	5 – TEO 3 – TFI 2 - PSG
Biohazard E-Learning	Toronto Transit Commission	1 hour	45 – TEO 71 – TEO 13 – PSG 4 - Admin
*Random Drug and Alcohol Testing E-Learning	Toronto Transit Commission	1 hour	12 – TEO 7 – TFI 4 – PSG 1 - Admin
WHMIS 2015 E-Learning	Toronto Transit Commission	1 hour	43 – TEO 68 – TFI 13 – PSG 6 – Admin
TPS Bylaw E-Learning	Toronto Transit Commission	1 hour	43 – TEO 59 – TFI 11 – PSG 6-Admin
Security Awareness E-Learning	Toronto Transit Commission	1 hour	33 – TEO 51 – TFI 7 – PSG 6 - Admin
*SH&E Incident Reporting E-Learning	Toronto Transit Commission	1 hour	5 – TEO 2- TFI 2- PSG
Presto - HPOS	Presto – Metrolinx	1 day	33 – TEO 3 - TFI
Peer Support	Toronto Transit Commission	2 days	8 – TEO 6 - TFI
Transit Fare Inspector – Bi Annual Refresher	Control Institute/ Toronto Transit Commission	2 days	29 - TFI
IMS 200	Toronto Police College	2 days	8 – TEO 5 – TFI 3 - PSG
IMS 300	Toronto Police College	4 days	2 – TEO 2 - TFI



MLEO	Toronto Parking Authority	1 day	19 – TEO 7 – TFI 3 – PSG
Explosive Familiarization Seminar	Toronto Police Service	2 days	2 - TEO
*Supervisor in Service Course	Toronto Police College	8 days	1 – TEO 1 - TFI
Exercise Program: An Introduction	Emergency Management Ontario	1 day	1 - TEO
EM200 – Basic Emergency Management	Toronto Police College	2 days	1 - TEO
LRA/DRA Training	OPP	3 hours	2-TEO 1-TFI

### Training Delivered to outside agencies and other TTC Departments

Course / Topic	Delivered To	Duration	Number trained
Police Response To A TTC Emergency	Toronto Police College – Provincial Stats Course	1hr/5 classes	50
Transit Safety - Security Awareness	TTC New Route Supervisors	1 day/3 classes	60
Departmental Update	TTC Route Supervisor PD Day	1hr/3 classes	150
Transit Safety - Security Awareness	New Customer Service Ambassadors	4hrs/7 classes	82
Transit Safety - Security Awareness	End Terminal Cleaners	4 classes	50
Transit Safety - Security Awareness	Streetcar Supervisors	1hr	25

### COMMUNITY ENGAGEMENT PROGRAM

In late 2017, the Head-Transit Enforcement dedicated one Transit Enforcement Officer to the Community Engagement Program (CEP) as a pilot initiative. The following is a list of projects currently assigned to the Community Outreach Officer:

#### Project R.E.A.C.H. (Return Everyone’s Attention to Community Help)

Project R.E.A.C.H. is a 3 phase project, designed to address the needs of the community, with a focus on patrons living with mental illness, by engaging other community stakeholders to share resources and form sustainable solutions to issues of mutual concern. To date, the CEP has created a partnership with the following agencies: Streets to homes, Gerstein Crisis Centre, Mental Health Commission of Canada, and Toronto Police MCIT.

## **Community College Career Growth Booth**

In a proactive effort to attract a diverse workforce, the Community Outreach Officer has attended several universities, colleges and community events to meet with students and interested members of the public to engage with them about careers with the Transit Enforcement Department and the Special Constable and Transit Fare Inspector recruitment processes.

## **Connecting with the Community**

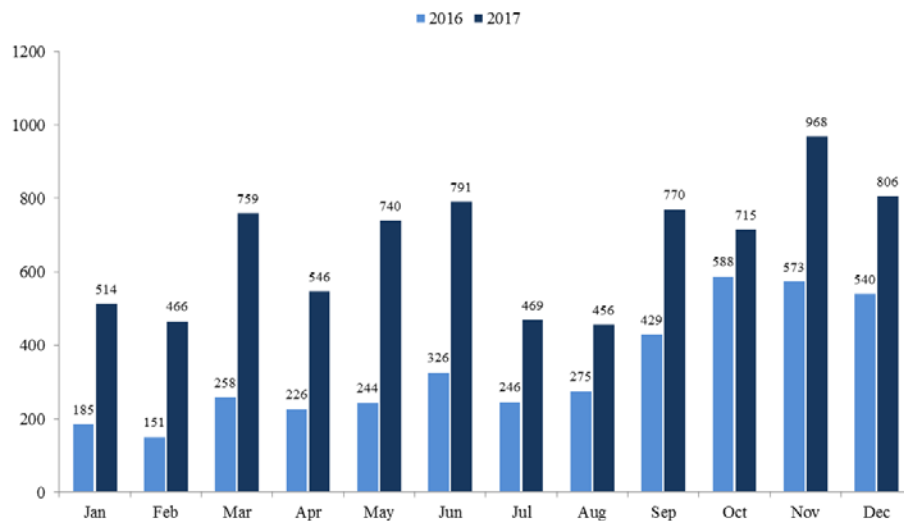
The Community Outreach Officer, in conjunction with the Patrol Unit, has addressed multiple customer concerns in relation to various subway stations and surface routes. The Community Outreach Officer has attended secondary schools, and worked in cooperation with Principals and Vice Principals to discuss problem persons and behavioural expectations for students riding the TTC. The Community Outreach Officer is also currently working with the Downtown Yonge Business Improvement Association and Councillor Kristin Wong-Tam to address safety concerns in the area around College and Dundas Stations including Joseph Sheard Park where the TTC has a substation property. The Community Outreach Officer will also be attending various Toronto Police and Community Police Liaison committees, to connect and share ideas with other communities that may be experiencing the same issues. The CEP will collaborate with City of Toronto Public Health and Children Services on a study regarding the Child Experience of Transit in Toronto. Additionally, in conjunction with York Region Transit, York Region Police, and the City of Vaughan, the CEP will create a networking plan to respond to ongoing or emerging concerns along the new Toronto-York Spadina Subway Extension.

## **COURT SERVICES**

Court Services oversees the property seized by Transit Enforcement Officers and Fare Inspectors during the course of their duties that may be required for court purposes. In 2017, the Transit Enforcement Department processed 3,148 pieces of property into their property vault, an increase of 13% as compared to 2016 (2,785), and 490% as compared to 2015 (533). 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.

Court Services also oversees the filing of Provincial Offence Notices with the courts. In 2017, over 13,000 Provincial Offence Notices were filed with the City of Toronto Courts. TTC Court Services received 8,580 Early Resolution and Court Notices, a 78% increase as compared to the number received in 2016. 249 Early Resolution tiers and 197 Trial tiers were scheduled to accommodate the 8,000 Provincial Offence Act matters that went before the courts in 2017. Consequently, Transit Enforcement Officers and Fare Inspectors spent a combined total of over 1,235 hours in court, attending both Provincial Offence Act and Criminal matters.

## Transit Enforcement Monthly Caseload



Court Services also performs a variety of audits for quality assurance and data reliability.

### STATISTICAL ANALYSIS

The Transit Enforcement Department's Statistical Analysts oversee the data entry process, ensuring that Criminal and Bylaw Offence data is inputted in a timely matter, and that it meets departmental standards for consistency and accuracy. The Statistical Analysts are also responsible for submitting various reports on a monthly, quarterly and yearly basis for both internal and external stakeholders, as well as responding to ad-hoc requests for departmental statistics, creating Officer Awareness bulletins, identifying and reporting on emerging crime trends, liaising with Toronto Police analysts and creating briefing packages for the purposes of directed patrols.

### RECORDS MANAGEMENT

Training and Administration has continued work towards the implementation of the department's new NICHE Records Management System. The NICHE Records management system is a modern law enforcement records database, used by many major policing agencies, including the Ontario Provincial Police. The TTC was notified late in November 2016 that their application into the cooperative was approved by the Ontario Police Technology Information Cooperative (OPTIC) Board. Transit Fare Inspectors and designated Administrative staff will be completing an Enhanced Reliability Security Clearance check in early 2018 in order to access the system. Transit Enforcement Officers are exempt from this process due to the extensive background checks undergone in the appointment process. Training for high level users is scheduled to begin in the first quarter of 2018.

## **TRAINING AND ADMINISTRATION INJURY REPORTING**

One Occupational Injury Reports was submitted from a member of the Training and Administration section in 2017. A member of staff aggravated a pre-existing condition during the course of their duties. No time was lost as a result of this injury.

## **HIGHLIGHTS OF THE REPORTING YEAR**

### **Highway Traffic Act**

Planned or unplanned subway service disruptions have the potential to create severe traffic and transit gridlock as the TTC has to resort to shuttle buses to replace the affected portion of the subway. Customers resort to driving their automobiles and other modes of transportation and often, overcrowding conditions create a serious public safety risk. It is in the best interests of the TTC and the City to respond to and mitigate transit disruptions as quickly and efficiently as possible. There has never been a greater need for safe and efficient transit service in the City of Toronto. In support of Mayor Tory's priority to relieve traffic and transit gridlock, our challenge is to keep Toronto moving as we transform public transit and modernize the TTC.

Toronto Police Service is in support of the development and implementation of an initiative, reviewable after one year, involving:

- Direction of traffic by a police officer, section 134. (1)
- Removal of vehicle, debris blocking traffic, section 134.1 (1)(2)(3)(4)
- Provincial Offences Officer under Part II of the Provincial Offences Act R.S.O.

As of December 31, 2017 Transit Enforcement Officers have received traffic direction training and work on the implementation of the proposed additional authorities is ongoing.

### **SafeTTC**

The SafeTTC app was launched on September 6<sup>th</sup>, 2017 with the goal of enabling customers to quickly and discreetly report harassment, safety concerns or suspicious activity. The home screen offers the user the choice of submitting a report directly to Transit Control or calling 9-1-1 if emergency assistance is required. A dedicated Special Constable is assigned to Transit Control for the duration of their shift and may respond to the user and/or direct resources, as appropriate. The ability of a Special Constable to communicate directly with a complainant or victim may mitigate some of the burden on Patrol Units, by potentially reducing the number of calls for service. Approximately 850 reports were filed from the time of launch to December 31<sup>st</sup>, 2017. In that same period, three arrests were made in conjunction with information received via the app.

## Toronto-York Spadina Subway Extension

On December 17th 2017, the TTC opened the Toronto-York Spadina Subway Extension to the public, extending its operations outside of the boundaries of the City of Toronto for the first time in its history. Transit Enforcement Officers were on hand for all opening events and provided special attention to the area throughout the month of December. Discussions have been ongoing to extend Special Constable Status to Transit Enforcement Officers operating in York Region. Officers retain their Provincial Offences Officer Status for the purpose of enforcing TTC Bylaw #1 and the Trespass to Property Act.

The following summarizes other noteworthy highlights of the reporting year by quarter:

### Quarter 1:

- In response to concerns raised by Stations staff, officers responded to multiple service requests to assist other TTC personnel with fare evasion, belligerent patrons, problem youths, speeding, panhandling, robberies, and illegal entry issues;
- Transit Enforcement Officers were on scene to assist with crowd management and customer service following a bomb threat on March 6<sup>th</sup> to a synagogue near Spadina station;
- Transit Enforcement Officers assisted with customer service and crowd control for the Winter Classic Hockey game on January 1st and attended TPS-MLSE planning meetings in anticipation of the spring playoff season;
- Special Constable Moskowitz delivered a recruitment information session to Police Foundations students at Durham College;



### Quarter 2:

- Transit Enforcement Officers were featured on the 8th episode of the CBC program “Keeping Canada Safe”, which aired on April 6th, 2017;
- Members of Transit Enforcement participated in a Theft from Auto media event on April 7th at Sherway Gardens, in partnership with TPS 22 Division. They also distributed vehicle signs at Kipling Station commuter lots for the “Lock it or Lose it” campaign;
- On April 30th, Special Constables Bingham and Chojecki received Community Member Awards from Toronto Police Services for their assistance in the apprehension of a male with a firearm at Wilson



Subway Station in January 2017;

- Staff Sergeants Lariviere and Farrell attended the St. John Ambulance Awards ceremony to acknowledge Life Saving Awards presented to Sergeant Hylton-Ehlers and Special Constable McFarlane;
- Transit Enforcement members were invited to participate in the 'Cops for Cancer' head shaving fundraiser on April 22nd at Yorkdale Mall and raised \$760,000 for the cause ;
- Fare Inspectors educated passengers on the St Clair line with regards to the end of the 2-hour transfer policy;
- Transit Enforcement Officers represented the department in the Service Relief Line announcement on June 2nd and the APTA Transit System of the Year announcement on June 26th;
- Fare Inspector Prentice was presented with an SDP/eDEV award;
- Members of Transit Enforcement attended the Birchmount Safety Day on June 28<sup>th</sup>;
- In response to recent terrorist actions abroad, security was heightened for many large-scale public events and Transit Enforcement Staff Sergeants attended a Provincial Anti-Terrorist Meeting along with other provincial law enforcement partners;



### Quarter 3:

- Transit Enforcement Officers assisted with customer service, and conducted high visibility patrols and safety details on or around major transit routes for multiple summer events, including: Canada Day, the 31 Billionth Rider event, Toronto Open Doors, the VELD music festival, the Caribbean Carnival, Taste of the Kingsway , the Ukraine Festival, the CNE , the Invictus Games, Nuit Blanche, and the Freedom Underground Train Ride & Emancipation Day Celebration;
- Fare Inspector Fraser was featured in the Employee Profile section of 24 Hours- Toronto on September 6<sup>th</sup>;





- Transit Enforcement Officers were proud to represent the department at the Peace Officer Memorial in Ottawa on September 24<sup>th</sup>;
- Transit Enforcement was in attendance at Centennial College for Community Day on September 26<sup>th</sup>. They spoke with students about various topics such as: transit safety, the SafeTTC app, counterfeit fare media, and Proof of Payment (POP), as well as Transit Enforcement's role in keeping the TTC safe. Numerous students inquired about the recruitment process to become a Transit Enforcement Officer or Fare Inspector. Many students also downloaded the SafeTTC app to their phones;
- Departmental members including Staff Sergeants, Sergeants, Officers and Civilian staff attended the graduation ceremonies for the two most recent classes of Transit Enforcement Officers on July 26<sup>th</sup> at the Toronto Police College;
- Other special details were conducted at Eglinton, Wellesley and College stations to address fare evasion and other order maintenance issues;



#### Quarter 4:

- On October 1<sup>st</sup>, members of Transit Enforcement participated in the 2017 CIBC Run for the Cure. The run was great success, with \$1,688 being raised in support of breast cancer research. Transit Enforcement Officers also participated in the annual Breast Cancer Awareness pink epaulette program;
- Department members helped kick off the Royal Canadian Legion's Annual Poppy Campaign on October 27<sup>th</sup> at North York Centre, alongside veterans and students from Davisville Public School. Funds raised from the campaign go to support veterans and their families across the country;
- Transit Enforcement Department members were on hand at Kipling Station on October 31<sup>st</sup>, for the announcement by the Minister of Transportation that the station will be re-developed into a transit hub connecting three regional transit services;



- The annual Halloween detail (Project Ghostbusters) added two teams for proactive patrols;
- Officers partnered with the Toronto Police Traffic Services Unit for a Pedestrian Safety Initiative at Union Station;



- Special Constable Minter proudly represented the TTC for Remembrance Day celebrations;



- Transit Enforcement Officers once again participated in the annual Movember campaign to raise awareness of men's health issues. This year, the Transit Enforcement team raised an amazing \$2,489 for the cause;

- Members from each platoon were selected for a new Peer Support program, wherein which like-minded individuals with similar experiences will encourage and support one other, in order to continue healing;

- Transit Enforcement Officers were detailed to two routes, in conjunction with Toronto Police, to address specific concerns. They also conducted special attention patrols to address safety and security concerns around Lansdowne Station, and issues affecting TTC workers near Islington Station. They also participated in a Speed Parking Blitz on November 14th and a high visibility auto detail on November 12th;



- Fare Inspectors participated in a 'Flash Mob' at Yonge-Dundas Square to show their support for Progress Place;

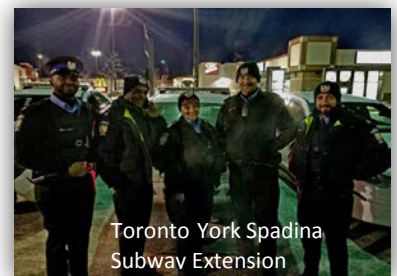
- In partnership with the Toronto Police Service, Transit Enforcement Officers provided high visibility crowd control support for many large scale events in the city including: the TFC Playoff game, the Santa Claus parade, the CFL Finals, and the Cavalcade of Lights;

- Fare Inspection Team Lead Giguere was amongst those Recognized by the CEO and his executive team for outstanding leadership and commitment;





- 11 new Fare Inspectors completed their in-class training and will be deployed in January 2018;
- Transit Enforcement Officers were assigned to monitor the trains proceeding north of Sheppard West prior to the opening of the Toronto-York Spadina Subway Extension. As part of TTC emergency preparedness, Department members also participated in two emergency exercises at the new stations;
- As part of the New Year's Eve Emergency Operations Plan, a senior member staffed the TTC desk at the Toronto Police Major Incident Command Centre (MICC). This member acted as the TTC liaison from Transit Enforcement to the MICC in order to have direct links to other policing agencies and first responders ensuring a coordinated response to order maintenance issues or emergencies affecting TTC service;



## **CONCLUSION**

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

## **CONTACT INFORMATION**

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Toronto Transit Commission

# TRANSIT ENFORCEMENT DEPARTMENT

2017 Annual Report to the Toronto Police Services Board



1900 YONGE ST, 6<sup>TH</sup> FLOOR  
TORONTO, ONTARIO  
M4S 1Z2

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# **EXECUTIVE SUMMARY**

## **2017 TRANSIT ENFORCEMENT SPECIAL CONSTABLE ANNUAL REPORT Toronto Transit Commission**

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The Toronto Transit Commission (TTC) is working closely with the Toronto Police Service to maintain a meaningful and mutually beneficial relationship.

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

Transit Enforcement Officers exercise the powers and authorities granted by the Toronto Police Services Board (TPS Board) in a responsible, efficient manner to ensure they provide a duty of care and maintain community expectations of safety and security on the transit system. Transit Enforcement Officers provide a consistent standard of service accountable to both the TTC and the TPS Board.

The activities of Transit Enforcement Officers remain consistent with the Ministry of Community Safety and Correctional Services guidelines and enable the TTC to more effectively serve the special interests of the organization, and also the public interest in preservation of order, protecting property, and providing limited law enforcement.

Transit Enforcement Officers responded to 15,919 calls for service in 2017. 84.3% (13,420) of these calls for service were subway related. 14.42% (2,295) of these calls for service were surface related (bus and streetcar). 1.28% (204) of these calls for service were Scarborough Rapid Transit system related.

The 2017 TTC Transit Enforcement Department Annual Report provides the Toronto Transit Commission Board (TTC Board) and the TPS Board with information on the TTC's Special Constable Program and more specifically: the structure of the department, effective supervision, current staffing, ongoing training, uniform standards and distinction, the use of the authorities granted by the TPS Board, governance, occurrence reporting as well as a summary of public complaints. The report concludes with some highlights of the reporting year.

## **BACKGROUND**

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

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

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

Final 2017 ridership numbers were not available at the time of this report; however, in 2016 the TTC set an all-time record of 538.1 million rides, surpassing its previous all-time total of 537.6 million set in 2015.

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

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

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

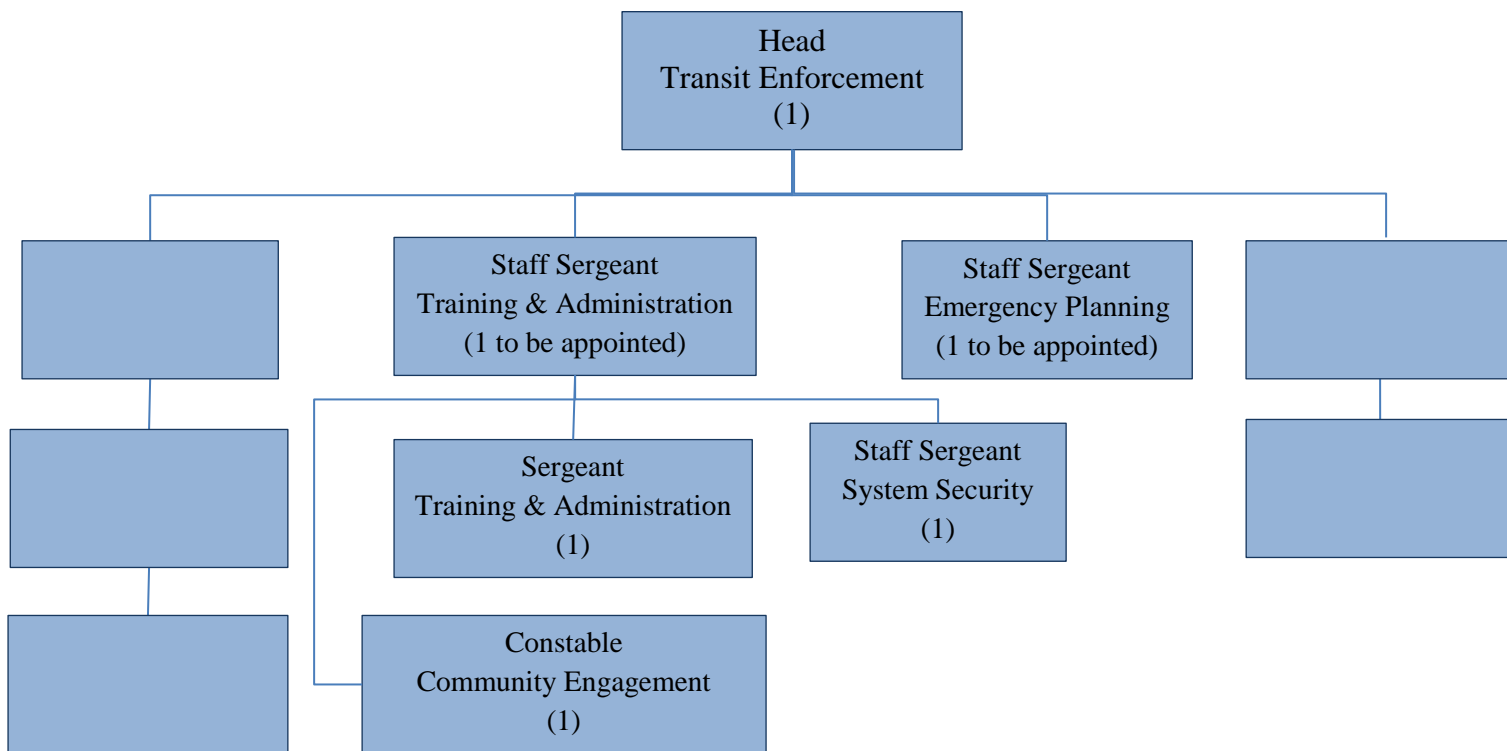
Since that time the TTC and the Toronto Police Service have relied on a partnership to deliver policing and security services to the TTC's employees and patrons.

On May 15, 2014, a new Special Constable Agreement was executed between the TTC and the TPS Board to designate the newly rebranded Transit Enforcement Officers as Special Constables restoring limited powers and authorities under selected federal and provincial statutes.

## **SUPERVISION**

General supervision of members of the Transit Enforcement Department is under the authority of the Head-Transit Enforcement who holds the rank of Chief Special Constable. The Chief Special Constable has delegated this authority through the organizational chart below. This organizational

chart reflects the actual workforce appointed or to be appointed as Special Constables as of December 31, 2017.



## **APPOINTMENTS**

The following chart represents Special Constable appointments for the reporting year and reflects the actual strength at December 31, 2017. At the time of this report, there were 12 applications under consideration for approval by the Board in 2018.

Total Applications	New Appointments	Total Special Constables (as at December 31 <sup>st</sup> , 2017)
0	17	52

## **DEPARTURES**

Number of Terminations	Number of Suspensions	Number of Resignations	Number of Retirements
2	2	1	1

# **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 Transit Enforcement Department has an obligation to train Special Constables in the following areas:

- Arrest Authorities
- Arrest/Search Incident to Arrest
- Canadian Police Information Centre (CPIC) Use
- Case Preparation Provincial Offences
- Communicable Diseases
- Community Mobilization/Community Policing
- Controlled Drugs and Substances Act
- Crime Scene Management
- Criminal Offences
- Diversity Awareness and Human Rights Issues
- Emotionally Disturbed Persons/Mental Health Act
- Ethics and Professionalism in Policing
- Field Interviewing/Taking Statements
- First Aid/CPR
- Introduction to Law
- Liquor License Act
- Memorandum Books/Note-Taking
- Occurrence/Report Writing/Field Information Report
- Provincial Offences Act
- Search and Seizure Authorities
- Sex Offences
- TTC Transit Enforcement Officer Status – Roles & Responsibilities
- Testimony/Criminal/Provincial Justice System/Rules of Evidence
- Trespass to Property Act
- Use of Force Legislation and Reporting
- Vehicle Operations
- Young Persons and the Law

This training is delivered to Ontario police standards primarily in an instructor led, lecture format complimented by practical skills training and dynamic simulations in the actual work environment in areas pertaining to use of force, prisoner booking, courtroom procedures and evidence handling.

The Special Constable recruit training program is 45 training days for a total of 360 hours and includes mandatory TTC training outside the requirements of the Special Constable Agreement

such as subway rulebook training, defensive driving and suicide intervention awareness. The academic and practical skills training program is followed by a comprehensive Field Training Program of up to six months.

The Special Constable annual recertification training program is 3 days for a total of 24 hours and includes mandatory defensive tactics and use of force training. The training is developed and delivered with a view to de-escalation and includes a legislative update and holistic, reality based simulations in the actual transit environment.

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

As Transit Enforcement Officers have significant public contact and perform both enforcement and customer service functions, equity becomes an important factor in their roles. Challenges serving customers in a diverse population and living with mental illness will arise. The importance of having the skills necessary to ensure all customers are treated equally and with dignity and respect, is crucial.

All new front line members of the Transit Enforcement Department participate in a mandatory five-day mental health awareness training program. This training program covers such topics as Understanding Mental Illness, Psychological First Aid, Crisis Intervention and De-Escalation, Self-Care: Maintaining Health and Well-Being and includes an interactive panel discussion with community members living with a mental illness. Members also participate in instructor led training delivered by the Alzheimer’s Society of Toronto and the City of Toronto Streets to Homes program. Transit Enforcement Officers participate in holistic simulation based training as part of the curriculum.

All front line members of the Transit Enforcement Department also participate in mandatory e-learning diversity and inclusion training as facilitated by the Ontario Police Video Training Alliance and TTC’s instructor-led or e-learning diversity and inclusion and human rights training. In addition to the aforementioned diversity and inclusion training, all new Transit Enforcement Officer Recruits also participate in an extra one-day, interactive, instructor-led diversity course. In 2018, an additional half day of training is to be facilitated by members of the Toronto Police LGBTQ2S Liaison Office of the Divisional Policing Support Unit.

As training programs evolve, should equity issues be identified, they will be resolved using a collaborative approach with appropriate stakeholders consulted, best practices identified, and policy and procedural changes made as required.

**Mandatory Training**

Course / Topic	Delivered By	Duration	Number trained
Special Constable Recruit Training	TTC/The Control Institute	45 days	0



Annual Use of Force and Legislative Update Block Training	The Control Institute	3 days	51
Standard First Aid	Red Cross	2 days	6
HTA Traffic Direction Training	Control Institute	1 day	33

### **Additional In-Service Training**

(\*Supervisory/Management level training only)

<b>Course / Topic</b>	<b>Delivered By</b>	<b>Duration</b>	<b>Number trained</b>
Subway Rulebook Re-certification	Toronto Transit Commission	1 day	41
*Leadership Fundamentals	Toronto Transit Commission	12 days	2
Emerging Leaders	Toronto Transit Commission	1 day	1
* Fitness for Duty E-Learning	Toronto Transit Commission	1 hour	5
Biohazard E-Learning	Toronto Transit Commission	1 hour	45
*Random Drug and Alcohol Testing E-Learning	Toronto Transit Commission	1 hour	12
WHMIS 2015 E-Learning	Toronto Transit Commission	1 hour	43
TPS Bylaw E-Learning	Toronto Transit Commission	1 hour	43
Security Awareness E-Learning	Toronto Transit Commission	1 hour	33
*SH&E Incident Reporting E-Learning	Toronto Transit Commission	1 hour	5
Presto - HPOS	Presto – Metrolinx	1 day	33
Peer Support	Toronto Transit Commission	2 days	8
IMS 200	Toronto Police College	2 days	8
IMS 300	Toronto Police College	4 days	2
MLEO	Toronto Parking Authority	1 day	19
Explosive Familiarization Seminar	Toronto Police Service	2 days	2
*Supervisor in Service Course	Toronto Police College	8 days	1

Exercise Program: An Introduction	Emergency Management Ontario	1 day	1
EM200 – Basic Emergency Management	Toronto Police College	2 days	1
LRA/DRA Training	OPP	3 hours	2

## **EQUIPMENT**

Pursuant to the Agreement with the Board, Transit Enforcement Officers are issued with the following equipment:

- Uniform
- One wallet badge, appropriate wallet and agency identification card
- Soft body armour with appropriate carriers
- One set of standard handcuffs with appropriate carrying case
- One container of oleoresin capsicum foam with appropriate carrying case
- One expandable baton with appropriate carrying case
- One approved memo book
- One flashlight with appropriate carrying case
- One Provincial Offences Notice book and appropriate hard cover
- One TTC Transit Enforcement Department Policies, Procedures and Rules Manual

## **REPORTING AND STATISTICS**

### **CALLS FOR SERVICE**

Special Constables received 15,919 calls for service in 2017, a 17.7% increase over 2016.

<b>Mode</b>	<b>Number</b>	<b>% of Total</b>
Scarborough R/T	204	1.28
Subway	13,420	84.3
Surface	2,295	14.42

<b>Total</b>	<b>15,919</b>	
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### CRIME AND ORDER MANAGEMENT - ARREST/APPREHENSION TOTALS

Special Constables submitted 204 records of arrest for Criminal Code offences in 2017, a 15% increase over 2016. They also made 109 apprehensions under the Mental Health Act, representing a 73% increase over 2016.

<b>Authority</b>	<b>Total Arrested/ Charged/ Apprehended</b>	<b>Released on POT/ Form 9/ Summons</b>	<b>Unconditional Release</b>	<b>Transported to Mental Health Facility</b>	<b>Turned over to TPS Custody</b>
Criminal Code	204	47	21		136
Mental Health Act	109			106	3
Liquor License Act	52	8	7		37
Trespass To Property Act	28	23	1		4
Provincial Offences Act- Sec. 75	5				5
CDSA	3		1		2

### REPORTING

<b>General Occurrence Reports and Records of Arrest</b>	<b>No.</b>
Abandoning Child C.C. 218	2
Aggravated Assault C.C. 268	1
Arson: Damage to Property C.C. 434	1
Assault C.C. 265 (1)(b)	1
Assault C.C. 266	441
Assault Bodily Harm C.C. 267	18
Assault With Intent To Resist Arrest C.C. 270(1)(b)	1
Assault Peace Officer C.C. 270(1)(a)	15
Attempted Fraud C.C. 380	1
Bench Warrant C.C. 597 (2)	8
Carry Concealed Weapon C.C. 90(1)	1
Cause A Disturbance 175(1)	8
Common Nuisance C.C. 180 (1)	1
Consensual Fight	1
Criminal Harassment C.C. 264	5
Fail To Appear 145(2)(b)	2
Fail To Comply Probation P.O.A. SEC. 75	5
Fail to Comply Probation C.C. 733.1	15
Fail to Comply Recog. C.C. 145(3)	9
False Message C.C. 372 (1)	1
Fraud C.C. 380(1)	104
Fraud Transportation 393(3)	10

Indecent Acts C.C. 173(1)	19
L.L.A. 31(2) Having liquor in open container	3
L.L.A. 31(4) Intoxicated in a Public Place	49
Mental Health Act. Section 17	109
Mischief C.C. 430 (1)	121
Mischief Endangering Life C.C. 430 (2)	1
Mischief Not Exceeding \$5,000 C.C. 430 (4)	133
Mischief Over \$5,000 C.C. 430 (3)	2
Mischief to Property C.C. 430 (4)	1
Obstruct Peace Officer C.C.129(a)	1
Possession of a Weapon for a Dangerous Purpose C.C. 88	13
Possession of Cocaine C.D.S.A. 4(1)	1
Possession of Coin-Operated Device Breaking Instrument C.C. 352	12
Possession of Marijuana Under 30 Grams C.D.S. 4(1)	1
Possession of Methamphetamine C.D.S.A. 4(1)	1
Possession of Prohibited Weapon C.C. 91(2)	1
Possession of Property Obtained By Crime C.C. 354 (1)	1
Robbery C.C. 344 (b)	15
Sexual Assault C.C.271	14
Suicide Attempt	1
Surety Warrant C.C 766 (2)	1
Suspicious Incident/Person	52
T.P.A. Fail To Leave When Directed	17
T.P.A. Engage in Prohibited Activity on Premises	7
T.P.A. Enter Premises When Entry Prohibited	4
T.T.C. # 1-2.2(b) Travel with Altered Fare Media	82
T.T.C. # 1-2.3(a) Invalid Fare Media	2
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	4
T.T.C. # 1-3.14 Interfere with a Proper Authority	1
T.T.C. # 1-3.16(b) Unauthorized Sale (Attempt to Sell, Solicit) on TTC Property	26
T.T.C. # 1-3.19(b) Lying Down on TTC Property	1
T.T.C. # 1-3.25 Cause A Disturbance on TTC Property	5
T.T.C. # 1-3.25(a) Urinating on TTC Property	2
T.T.C. # 1-3.25(c) Behave in Indecent (Offensive) Manner on TTC Property	2
T.T.C. # 1-3.25(f) Interfere with Ordinary Enjoyment of Transit System	1
T.T.C. # 1-3.3 Enter Transit System through Non-designated Entrance	1
T.T.C. # 1-3.4 Unauthorized Crossing or Entering Upon Subway Tracks	7
T.T.C. # 1-3.5 Project Body beyond Platform Edge or Platform Safety Markings	2
T.T.C. #1-3.29 Unauthorized Use of Transit System Equipment	1
Theft Over \$5000.00 C.C. 334(a)	1
Theft Under \$5000.00 C.C. 334(b)	89
Theft Under \$5000.00 C.C. 334(b) (Attempt)	3
Uttering Counterfeit Money C.C. 452(a)	1
Uttering Forged Document C.C. 368(1)	19

Uttering Threats C.C. 264.1 (1)	180
Voyeurism C.C. 162 (1)(a)	2

<b>Other TTC Internal Incident Reports (Transit Enforcement and other TTC Divisional Supervisory Reports)</b>	<b>No.</b>
Armed Robbery	2
Assault CBH or w/ Weapon	27
Assault to Resist Arrest	1
Attempted Fraud	4
Attempted Robbery	7
Attempted Theft	5
Bomb Threat	6
Break and Enter	3
Carry Concealed Weapon	2
Cause Disturbance	67
Common Assault	182
Counterfeit Currency	1
Criminal Harassment	3
Discharge Firearm	1
Failure to Comply	6
Fraud	635
Fraud Transportation	1
Indecent Exposure	12
Mental Health Act	47
Mischief	141
Possession of Offensive Weapon	14
Public Mischief	1
Robbery	32
Sexual Assault	94
Theft	43
Theft of Bicycle	2
Uttering Threats	45
Voyeurism	2

## **PROPERTY**

The Transit Enforcement Department 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 2017, the Transit Enforcement Department processed 3,148 pieces of property into their property vault. This total includes property seized by Transit Fare Inspectors.

## **PUBLIC COMPLAINTS**

Pursuant to the agreement between the TPS Board the TTC, the Transit Enforcement Department maintains a comprehensive public complaints policy. Public complaints relating to the conduct of Transit Enforcement Officers may be filed in the following manner: at a Toronto Police Service Division, to the TTC directly, in person at 1900 Yonge Street, Toronto, by telephone at 416-393-3111, by email or fax, by mail, by completing a general TTC complaint form, or on the TTC website at [www.ttc.ca](http://www.ttc.ca).

All public complaints relating to conduct of Transit Enforcement Officers are forwarded to the Toronto Police Service's Professional Standards Unit for assessment. The Toronto Police Service classifies each complaint as either serious (e.g. criminal allegation) or less serious (e.g. minor breach of discipline).

Serious public complaints are investigated by the Toronto Police Service. Less serious public complaints are investigated by the TTC's Unit Complaints Coordinator. Assigned to the TTC People Group, the TTC Unit Complaints Coordinator is trained by the Toronto Police Service.

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

The investigation findings categories are:

**Unsubstantiated:** No evidence exists to support the allegation. Evidence exists, and if believed would not constitute misconduct. The identification of the officer involved cannot be established.

**Substantiated:** Complaint found to be supported by statements or evidence.

**Informal Resolution:** Mediation and successful conclusion of a less serious complaint.

**Pending:** Investigation not yet completed.

There were 10 Code of Conduct complaints received by the Complaints Coordinator in 2017, one of which was withdrawn. Of the remaining nine, two were investigated by TPS and seven were investigated internally. Of the ten allegations within those nine investigated complaints, eight were found to be unsubstantiated.

Total Number of Complaints	Investigated by TTC	Investigated by Toronto Police	Informal Resolution	Withdrawn
10	7	2	0	1

Code of Conduct Violation Investigation	Criminal Investigation
10	0

Unsubstantiated	Substantiated	Complaints Closed	Complaints Outstanding
8	2	10	0

## **USE OF FORCE REPORTING**

In 2017 there were 9 incidents where use of force options beyond physical control and compliant handcuffing was reported by Transit Enforcement Officers.

Six of these incidents resulted in empty hand techniques being utilized to arrest non-compliant suspects. One of these incidents resulted in a baton being drawn to deflect a possible blow from a subject carrying a metal pipe. No contact was made. There were two incidents where officers deployed OC foam. On both occasions, officers were attempting to arrest assaultive suspects.

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

Highest Level of Force Used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLA, MHA, TPA)
Impact Weapon Soft	1	2*	1	0
OC Foam	2	2	1	1
Empty Hand Techniques	6	9*	3	3
<b>Total</b>	<b>9</b>	<b>13</b>	<b>5</b>	<b>4</b>

\* Multiple Use of Force reports submitted, one per individual officer attending the same incident

## **INJURY REPORTING**

### **Suspects**

A total of 21 Injury Reports were submitted by Transit Enforcement Officers on behalf of the accused in 2017, ten fewer reports than the 31 submitted in 2016.

**Prior to Arrest:**

10 of these 21 reports were submitted in relation to pre-existing conditions or injuries presented by the accused prior to the arrest such as visible cuts and abrasions, soreness, intoxication and sprains. 3 of these 10 incidents resulted in the accused being transported to hospital for treatment of minor cuts and abrasions. 7 incidents required no medical aid, or medical aid was refused by the accused.

**During Arrest:**

8 of these reports were submitted in relation to minor injuries sustained during the course of an arrest. 1 of these 8 incidents resulted in the accused being treated at scene by Toronto EMS after OC spray was deployed during the course of the arrest. 1 of these 8 incidents resulted in the accused being transported to hospital for treatment of a minor facial cut. The remaining 6 incidents required no medical aid, or medical aid was refused by the accused.

**After Arrest:**

3 of these reports were submitted in relation to medical conditions which presented following an arrest. All incidents resulted in the accused being transported to hospital for treatment of the following: a seizure suffered by the accused during transport (1), withdrawal symptoms (1) and administration of insulin (1).

**Transit Enforcement Officers**

A total of 59 Occupational Injury Reports were submitted by Transit Enforcement Officers in 2017. 55 of these reports were precautionary and reflected minor cuts, scrapes, bumps and bruises sustained by officers during the course of their duties, most often during an arrest, or possible exposure to bodily fluids or contaminants. One of these reports was also precautionary after a Transit Enforcement Officer experienced an acute emotional event after being threatened. Another of these reports was also precautionary after a Transit Enforcement Officer experienced symptoms from a pre-existing condition.

The remaining 4 injury reports resulted in lost time injuries. Two lost time injuries were sustained by officers outside of contact with another person or vehicle, during the course of their duties. One was an ankle injury, sustained while descending a station stairwell and the other was a pulled muscle, aggravated while assisting a customer who had fallen to track level. The third injury was broken skin and swelling, which occurred during the course of an arrest when the officer was bitten by the subject of arrest. The final injury was an acute emotional event, experienced when the officer had to seek refuge while responding to a call at track level.

**GOVERNANCE**

The business of the Transit Enforcement Department is governed by the TTC's agreement with the TPS Board in areas of appointment, identification, equipment, training, powers, and responsibilities.

Pursuant to Article 6 of the Agreement entitled, "Accountability and Risk Management", the TTC is accountable to the Board for all actions taken in relation to the exercise of the powers and authorities granted by the Agreement to Transit Enforcement Officers who have been appointed as Special Constables.



Transit Enforcement Officers must comply with all Toronto Police Service policies and procedures applicable to the duties and responsibilities of Special Constables including any directives or policies of the Board.

In addition, pursuant to the agreement with the Board, the Transit Enforcement Department has established a complaint investigation procedure for the intake and investigation of complaints concerning the conduct of a Transit Enforcement Officer.

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

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

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

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

- (a) written policies and procedures with respect to the duties, powers and responsibilities of Transit Enforcement Officers;
- (b) a Code of Conduct for Transit Enforcement Officers, as described in the Agreement;
- (c) a written procedure for supervising and evaluating Transit Enforcement Officers' powers and;
- (d) a written disciplinary process regarding all matters relating to any allegation of improper exercise of any power or duty of a Transit Enforcement Officer as granted pursuant to the Agreement.

The TTC and Transit Enforcement Officers must cooperate with the Toronto Police Service in any matter where a Transit Enforcement Officer has been involved in an investigation.

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

## **HIGHLIGHTS OF THE REPORTING YEAR**

The TTC is working closely with the Toronto Police Service to maintain a meaningful and mutually beneficial relationship.

In 2017, Transit Enforcement Officers focused much of their activities on employee and community engagement and the TTC's corporate interests and business needs including: customer service, fare enforcement, law enforcement, asset protection and addressing customer and employee safety and security needs.

The role of the Transit Enforcement Officer is clear and includes response to TTC emergencies, security related incidents and disruptions to transit service. The transit system is a very specialized environment with unique needs and circumstances that are not found in other agencies that employ special constables.

The goal with any modern rapid transit system is to provide effective and efficient transit services to the public. The focus for the Transit Enforcement Officer is community oriented by providing customer awareness and assistance to transit riders using the system, enhancing public awareness of crime prevention strategies and providing a security and law enforcement related function in matters of public safety, public interest and when the corporate business needs of the TTC require such action.

Transit Enforcement Officers exercise the powers and authorities granted by the Board in a responsible, efficient manner to ensure they provide a duty of care and maintain community expectations of safety and security on the transit system. Transit Enforcement Officers provide a consistent standard of service accountable to both the TTC and the Toronto Police Services Board.

The TTC has the third largest ridership in North America, after Mexico City and New York City. In 2016, the TTC set an all-time record of 538.1 million rides, surpassing its previous all-time total of 537.6 million set in 2015. TTC ridership has increased each year for the last 13 years and in July 2017, the TTC welcomed its 31 billionth rider.

## **Highway Traffic Act:**

Planned or unplanned subway service disruptions have the potential to create severe traffic and transit gridlock as the TTC relies on shuttle buses to replace the affected portion of the subway. Customers resort to driving their automobiles and other modes of transportation and often, overcrowding conditions can pose a serious public safety risk. It is in the best interests of the TTC and the City to respond to and mitigate transit disruptions as quickly and efficiently as possible. There has never been a greater need for safe and efficient transit service in the City of Toronto. In support of Mayor Tory's priority to relieve traffic and transit gridlock, our challenge is to keep Toronto moving as we transform public transit and modernize the TTC.

On December 10, 2015, a position paper outlining a business case for additional powers and authorities pursuant to the Highway Traffic Act and Part II of the Provincial Offences Act was submitted by the Transit Enforcement Department to the Toronto Police Service-Special Constable Liaison office for consideration.

On April 26, 2016, the TTC Transit Enforcement Department received a response from the Toronto Police Service in support of the development and implementation of an initiative, reviewable after one year, involving:

- *Direction of traffic by a police officer, section 134. (1)*
- *Removal of vehicle, debris blocking traffic, section 134.1 (1)(2)(3)(4)*
- *Provincial Offences Officer under Part II of the Provincial Offences Act R.S.O.*

In support of Toronto Police operations, these additional authorities will allow Transit Enforcement Officers to deal effectively and efficiently with any issue that arises as a result of their duties, and respond to TTC Emergencies with the objective of minimizing service disruptions which could potentially result in significant public safety issues, and transit and traffic gridlock.

As of December 31, 2017 Transit Enforcement Officers have received traffic direction training and work on the implementation of the proposed additional authorities is ongoing.

### **Community Outreach Officer:**

In the fourth quarter of 2017, the Head-Transit Enforcement created the Community Engagement Program as a pilot initiative. One Transit Enforcement Officer has been dedicated to the program. This position reports to the Staff Sergeant – Training and Administration, who is responsible for community outreach and public awareness.

The Community Outreach Program officer has been assigned a number of projects, with the goal of developing partnerships with various community groups, City Councilors, schools and other stakeholders to address issues of mutual concern, the needs of patrons living with mental illness, and exploring long term solutions for ‘problem patrons’. The Community Outreach Program officer will also be working with the TTC’s partners in Vaughn, namely, the York Regional Police, York Regional Transit and the City of York, to address any emerging concerns in the new York region stations.

### **SafeTTC:**

The SafeTTC app was launched on September 6<sup>th</sup>, 2017 with the goal of enabling customers to quickly and discreetly report harassment, safety concerns or suspicious activity. The home screen offers the user the choice of submitting a report directly to Transit Control or calling 9-1-1 if emergency assistance is required. A dedicated Special Constable is assigned to Transit Control for the duration of their shift and may respond directly to the user and/or request resources, as appropriate. The ability of a Special Constable to communicate directly with a complainant or victim may mitigate some of the workload on Patrol Units, by potentially reducing the number of calls for service. Approximately 850 reports were filed from the time of launch to December 31<sup>st</sup>, 2017. In that same 4 month period, three arrests were made in conjunction with information received via the app.

### **Toronto-York Spadina Subway Extension:**

On December 17, 2017, the TTC opened the Toronto-York Spadina Subway Extension to the public, extending its operations outside of the boundaries of the City of Toronto for the first time in its history. Transit Enforcement Officers were on hand for all opening events and provided special attention to the extension throughout the month of December. Discussions have been ongoing to extend Special Constable Status to Transit Enforcement Officers operating in York Region. Officers retain their Provincial Offences Officer Status for the purpose of enforcing TTC Bylaw #1 and the Trespass to Property Act.

The following summarizes other noteworthy highlights of the reporting year by quarter:

### Quarter 1:

- Following a pilot project in December of 2016, Transit Enforcement Officers began the second phase of the B.U.S. S.T.O.P. Initiative (Bringing Uniform Support to Surface Operating Personnel). Officers are assigned to provide support to operators and customers alike on assigned routes. Routes are updated every four weeks, based on current crime trends and reported fare evasion. This project ran through the remainder of the year and saw officers boarding 1,488 buses across the city. Officers also held 51 Safety Talks for operators over the course of the year;
- Transit Enforcement Officers partnered with Transit Fare Inspectors to provide additional plain clothes support in addressing fare evasion on the streetcar system. Officers boarded 816 streetcars over the course of the project;
- In response to concerns raised by Stations staff, officers responded to multiple service requests to assist other TTC personnel with fare evasion, belligerent patrons, problem youths, speeding, panhandling, robberies, and illegal entry issues;
- Transit Enforcement Officers were on scene to assist with crowd management and customer service following a bomb threat on March 6<sup>th</sup> to a synagogue near Spadina station;
- Transit Enforcement Officers assisted with customer service and crowd control for the Winter Classic Hockey game on January 1st and attended TPS-MLSE planning meetings in anticipation of the spring playoff season;
- Special Constable Moskowitz delivered a recruitment information session targeted to attract a diverse workforce to Police Foundations students at Durham College;



### Quarter 2:

- Transit Enforcement Officers were featured on the 8th episode of the CBC program “Keeping Canada Safe”, which aired on April 6th, 2017;
- Department Members participated in a Theft from Auto media event on April 7th at Sherway Gardens, in partnership with TPS 22 Division. They also distributed vehicle signs at Kipling Station commuter lots for the “Lock it or Lose it” campaign;
- On April 30th, Special Constables Bingham and Chojecki received Community Member Awards from Toronto Police Services for their assistance in the apprehension of a male with a firearm at Wilson Subway Station in January 2017;
- Staff Sergeants Lariviere and Farrell attended the St. John Ambulance Awards ceremony to acknowledge Life Saving Awards presented to Sergeant Hylton-Ehlers and Special Constable McFarlane;
- Transit Enforcement Department members were invited to participate in the ‘Cops for Cancer’ head shaving fundraiser on April 22nd at Yorkdale Mall and raised \$760,000 for the cause
- Transit Enforcement Officers represented the department in the Service Relief Line announcement on June 2nd and the APTA Transit System of the Year announcement on June 26th;
- Members of the Transit Enforcement Department attended the Birchmount Safety Day on June 28<sup>th</sup>;
- Transit Enforcement Officers continued to address staff and customer concerns, assist with weekend closures, and ride designated routes as part of the B.U.S.S.T.O.P. Initiative
- In response to recent terrorist actions abroad, security was heightened for many large-scale public events and Transit Enforcement Staff Sergeants attended a Provincial Anti-Terrorist Meeting along with other provincial law enforcement partners;



St John s Ambulance Awards



Birchmount Safety Day



Police Officer Memorial

### Quarter 3:

- Transit Enforcement Officers assisted with customer service, and conducted high visibility patrols and safety details on or around major transit routes for multiple summer events, including: Canada Day, the 31 Billionth Rider event, Toronto Open Doors, the VELD music festival, the Caribbean Carnival, Taste of the Kingsway , the Ukraine Festival, the CNE , the Invictus Games, Nuit Blanche, and the Freedom Underground Train Ride & Emancipation Day Celebration;

- Transit Enforcement Officers were proud to represent the department at the Peace Officer Memorial in Ottawa on September 24<sup>th</sup>;
- Transit Enforcement was in attendance at Centennial College for Community Day on September 26<sup>th</sup>. They spoke with students about various topics such as: transit safety, the SafeTTC app, counterfeit fare media, and Proof of Payment (POP), as well as Transit Enforcement's role in keeping the TTC safe. Numerous students inquired about the recruitment process to become a Transit Enforcement Officer or Fare Inspector. Many students also downloaded the SafeTTC app to their phones;



Centennial College  
Community Day

- Departmental members including Staff Sergeants, Sergeants, Officers and Civilian staff attended the graduation ceremonies for the two most recent classes of Transit Enforcement Officers on July 26<sup>th</sup> at the Toronto Police College;

- In September, extra resources were added for Back-to-School details to support Stations and Transportation staff and to educate school-aged youths with regards to proper procedures and behaviour for riding the TTC;



2017 Graduating Class

- Other special details were conducted at Eglinton, Wellesley and College stations to address fare evasion and other order maintenance issues;

#### Quarter 4:

- On October 1<sup>st</sup>, members of Transit Enforcement participated in the 2017 CIBC Run for the Cure. The run was great success, with \$1,688 being raised in support of breast cancer research. Transit Enforcement Officers also participated in the annual Breast Cancer Awareness pink epaulette program;

- Department members helped kick off the Royal Canadian Legion's Annual Poppy Campaign on October 27<sup>th</sup> at North York Centre, alongside veterans and students from Davisville Public School. Funds raised from the campaign go to support veterans and their families across the country;



Annual Poppy  
Campaign

- Transit Enforcement Department members were on hand at Kipling Station on October 31<sup>st</sup>, for the announcement by the Minister of Transportation, Steven Del Duca, that the station will be re-developed into a transit hub connecting three regional transit services;



- The annual Halloween detail (Project Ghostbusters) added two teams for proactive patrols;
- Officers partnered with the Toronto Police Traffic Services Unit for a Pedestrian Safety Initiative at Union Station;
- Special Constable Minter proudly represented the TTC for Remembrance Day celebrations;
- Transit Enforcement Officers once again participated in the annual ‘Movember’ campaign to raise awareness of men’s health issues. This year, the Transit Enforcement team raised an amazing \$2,489 for the cause;



Pedestrian Safety

- Members from each platoon were selected for a new Peer Support program, wherein which like-minded individuals with similar experiences will encourage and support each other, in order to continue healing;
- Transit Enforcement Officers were detailed to two routes, in conjunction with Toronto Police, to address specific concerns. They also conducted special attention patrols to address safety and security concerns around Lansdowne Station, and issues affecting TTC workers near Islington Station. They also participated in a Speed Parking Blitz on November 14th and a high visibility auto detail on November 12th;



Remembrance Day

- In partnership with the Toronto Police Service, Transit Enforcement Officers provided high visibility crowd control support for many large scale events in the city including: the TFC Playoff game, the Santa Claus parade, the CFL Finals, and the Cavalcade of Lights;
- Transit Enforcement Officers were assigned to monitor the trains proceeding north of Sheppard West prior to the opening of the Toronto-York Spadina Subway Extension. As part of TTC emergency preparedness, Department members also participated in two emergency exercises at the new stations;
- As part of the New Year’s Eve Emergency Operations Plan, a senior member staffed the TTC desk at the Toronto Police Major Incident Command Centre (MICC). This member acted as the TTC liaison from Transit Enforcement to the MICC in order to have direct links to other policing agencies and first



Movember winner  
S/Cst. Chojacki



Toronto York Spadina Subway Extension

responders ensuring a coordinated response to order maintenance issues or emergencies affecting TTC service;

## **CONCLUSION**

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

## **CONTACT INFORMATION**

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