



For Action

2018 TTC Transit Enforcement Annual Report to the TTC and Toronto Police Services Board

Date: May 8, 2019
To: TTC Board
From: Chief Executive Officer

Summary

Section 8.9 of the Special Constable Agreement between the Toronto Police Services (TPS) Board and the Toronto Transit Commission (TTC) requires the TTC to provide to the Board an annual report with statistical information including 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 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. This format is also used by the University of Toronto Campus Community Police (Special Constables) and Toronto Community Housing Corporation Special Constables for the purposes of their annual reporting.

The report to the TTC Board, also attached, 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.

It is anticipated the TPS report will be on the May 30, 2019 meeting agenda of the Toronto Police Services Board, subject to the TTC Board receiving this report at its meeting on May 8, 2019.

Recommendations

It is recommended that the Board:

1. Receive the attached report and forward the attachment to Toronto Police Service Board in accordance with Section 8.9 of the Special Constable Agreement between the Toronto Police Service Board and TTC;

Financial Summary

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

Transit Enforcement Officers and Transit Fare Inspectors have significant public contact performing both customer service and enforcement functions in a diverse and dynamic metropolitan setting. It is crucial to have skills and attitudes necessary to ensure all TTC customers are treated with dignity and respect. The Transit Enforcement Unit is committed to continuous learning about diverse customers, including those with mental illness and those living on the streets.

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, Autism Awareness, 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.

All front line members of the Transit Enforcement Department also participate in mandatory e-learning and Instructor-led 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 was facilitated by members of the Toronto Police LGBTQ2S Liaison Office of the Divisional Policing Support Unit, which included discussions with people from the LGBTQ+ community with experience and expertise in education, mental health and LGBTQ+ issues, which served as sensitivity training for new recruits around these issues.

Furthermore, the Transit Enforcement Department participated in the Transit Special Constable Women's Symposium and received an award from the Canadian Urban Transit Association (CUTA) for Innovation, for the creation of the Community Outreach Program.

Nonetheless, should equity issues be identified, they will be further assessed using a collaborative approach, which may include stakeholder consultation, best practice review and changes to policy and procedures. Training programs will continue to be updated accordingly.

In 2018 the Transit Enforcement Unit dedicated one Transit Enforcement Officer to the Community Outreach Unit as a specialized unit. This position reports to the Manager – Training and Logistical Support who is responsible for community outreach, public

awareness and recruiting. This specialized unit is responsible for a number of projects involving creating sustainable partnerships with community stakeholders, educating young persons on safety and participating in mediations between victims, offenders and community representatives. There are also two major initiatives; Project R.E.A.C.H., which addresses the needs of patrons with mental health issues, and F.O.C.U.S. Toronto, in which Transit Enforcement represents individuals/families at risk for crisis in order to provide them with assistance from a multi-organizational team.

Decision History

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 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 customers.

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:

- Fifty 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 September/2014
- 35 – Fare Inspectors May/2015
- 22 – Fare Inspectors October/2016
- 11 – Fare Inspectors January/2018
- 06 – Fare Inspectors May/2018
- 06 – Fare Inspectors December/2018

63 – Total Fare Inspectors as of December 31, 2018

Issue Background

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 help ensure the transit system remains a safe, secure and reliable form of transportation for our customers.

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 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 for TTC routes and 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

Transit Enforcement Department employees work in close partnership with the Toronto Police Service to provide a high level of visibility, enhanced safety and security on the system.

They 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 Department is committed to working in partnership with TTC employees and the community to ensure that our diverse customer base is treated with respect and dignity and to support the TTC's vision of a transit system that makes Toronto proud. 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 for our customers.

Contact

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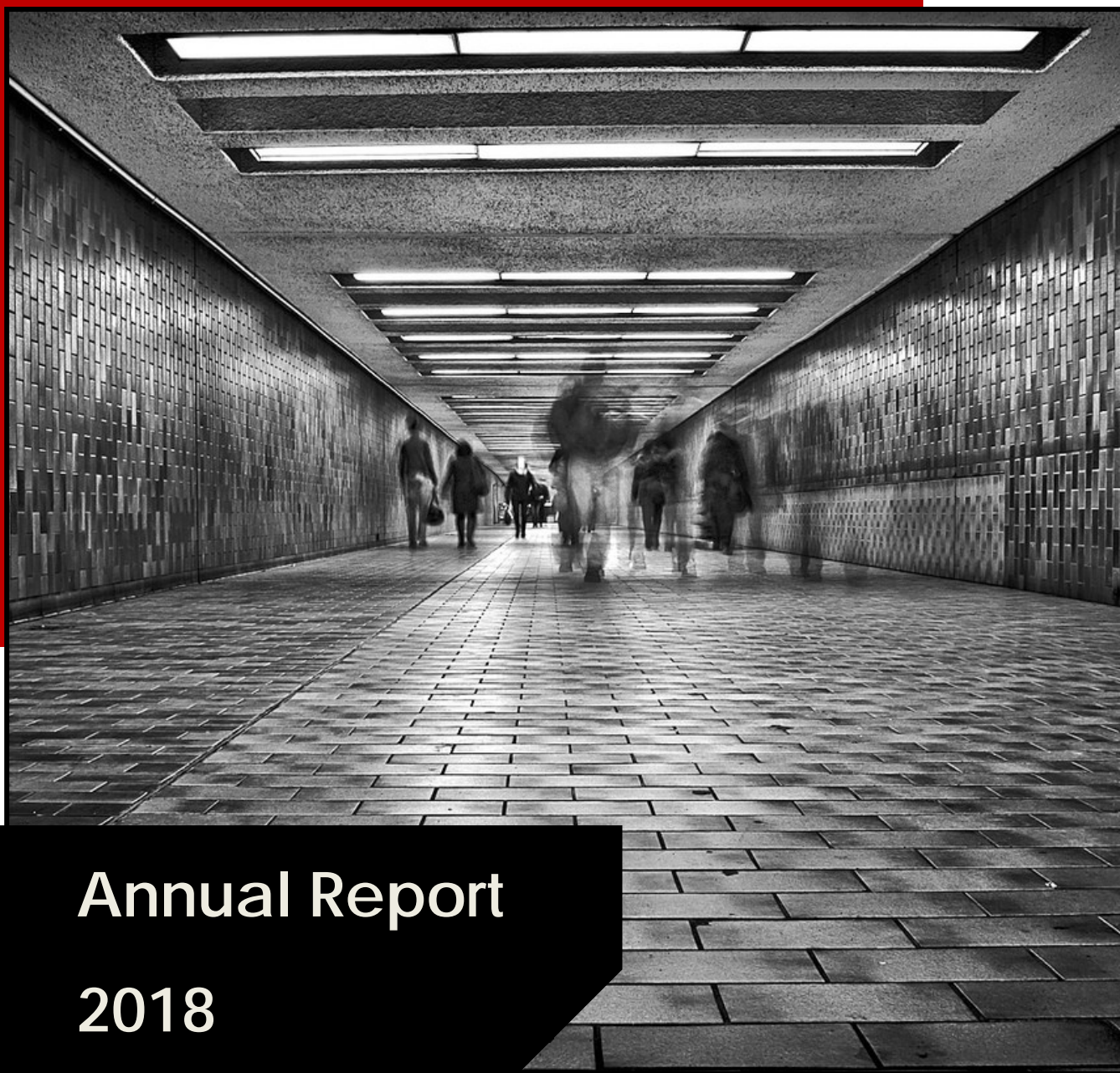
Signature

Richard J. Leary
Chief Executive Officer

Attachments

Attachment 1 – Transit Enforcement 2018 Annual Report
Attachment 2 – Transit Enforcement 2018 Annual Report to Toronto Police Services Board

TRANSIT ENFORCEMENT DEPARTMENT



**Annual Report
2018**

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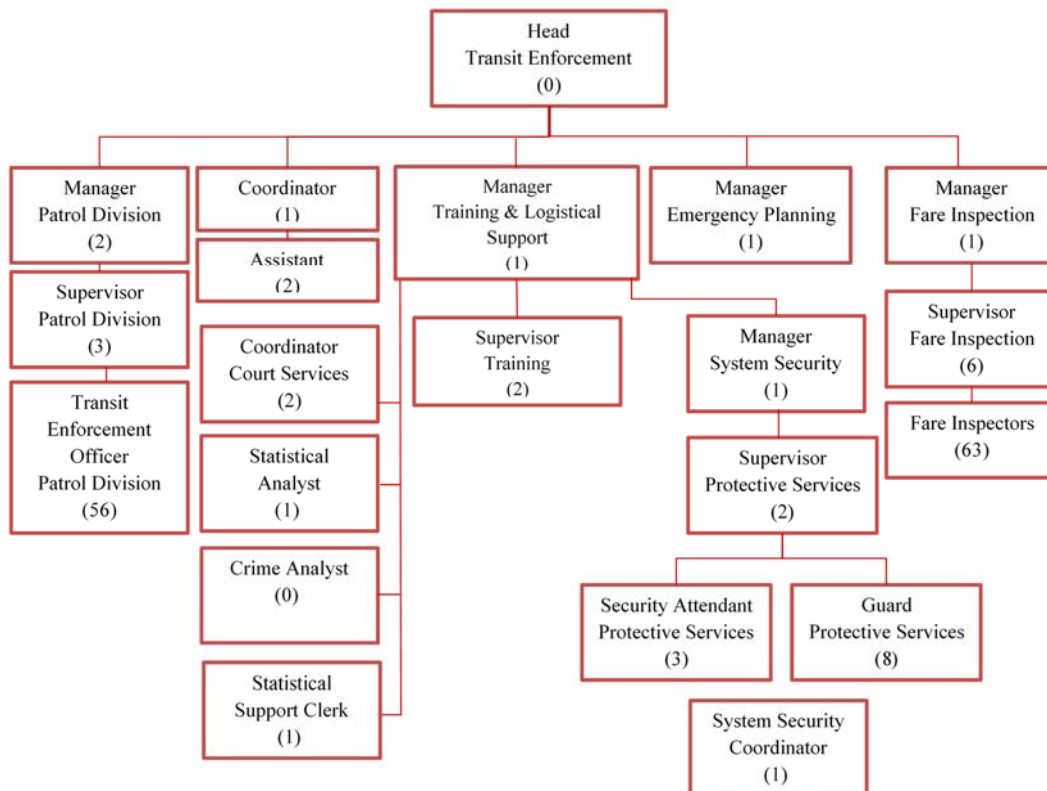
EXECUTIVE SUMMARY

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. All of this is carried out in consideration of the TTC's diverse customer population in a manner that promotes respect, dignity, inclusion and human rights.

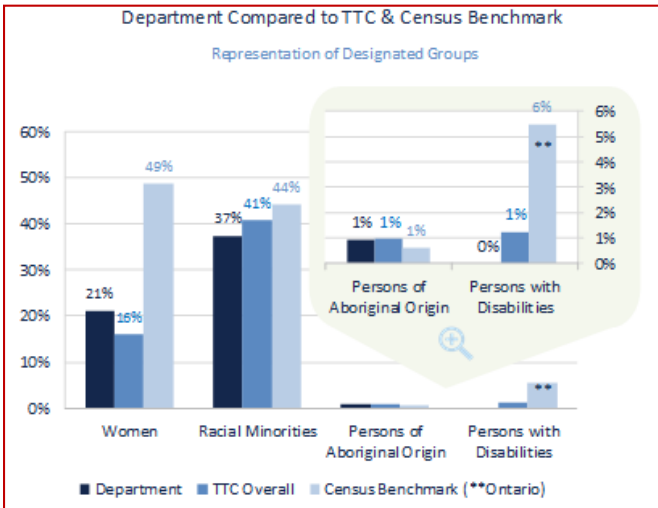
The 2018 Transit Enforcement Department Annual Report provides the Toronto Transit Commission Board (TTC Board) with information on each of its component sections, which include: the Patrol Unit, the Fare Inspection Unit, System Security, Emergency Planning, and Training and Administration. The report 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 of Transit Enforcement. The Head has delegated this authority through the organizational chart below. This organizational chart reflects the actual workforce appointed as of Dec. 31, 2018.

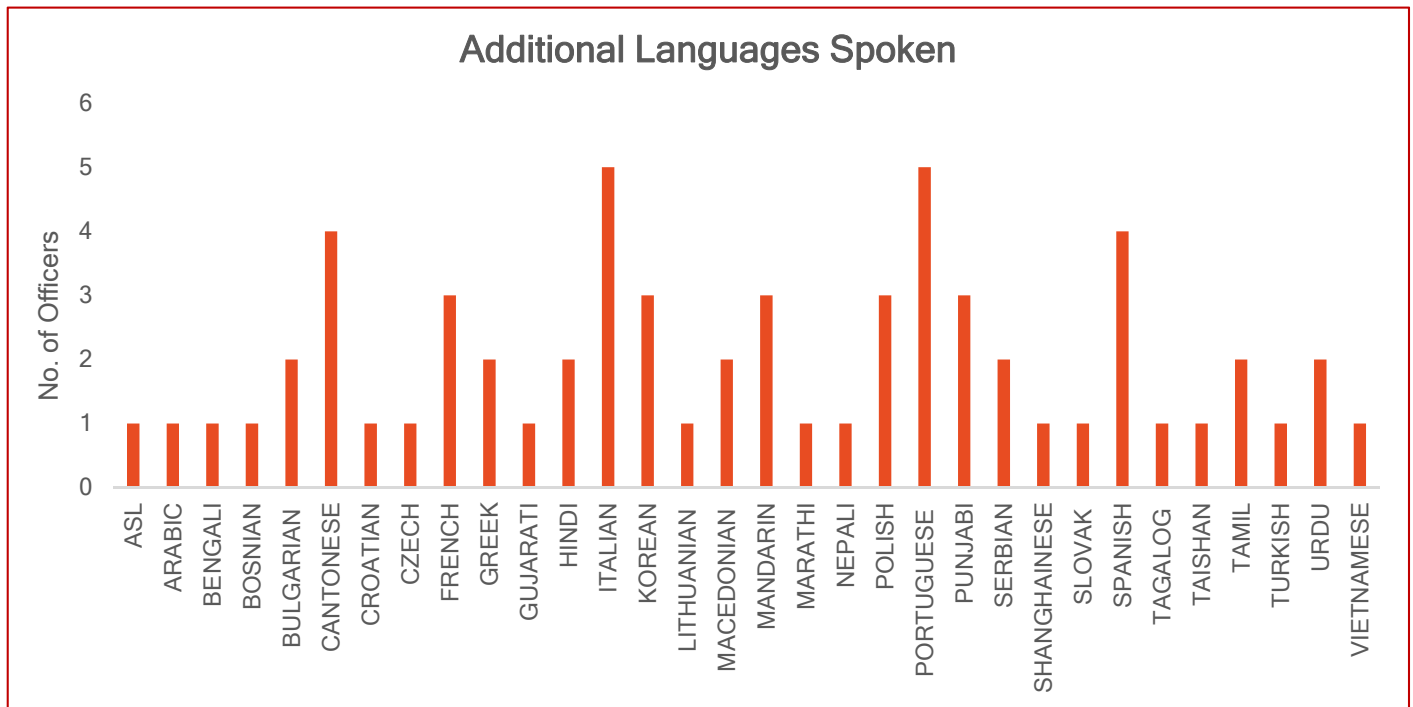


Diversity Breakdown



Languages Spoken

There are 32 additional languages spoken by Transit Enforcement members; the most common languages are Italian and Portuguese.



PATROL DIVISION

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

The TTC and the Toronto Police Services Board have an agreement to confer Special Constable status to Transit Enforcement Officers. Special Constable status allows Transit Enforcement Officers to exercise powers and authorities set out in the agreement in a responsible and efficient manner. The enhanced authorities 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 the public, the TTC and the TPS Board.



Calls for Service

Mode	Calls Received	% of Total
Subway	17,477	84.91
Surface	2,924	14.21
Scarborough R/T	181	0.88
Total	20,582	

20,582 calls in 2018 - 30 % increase over 2017

Highest number of calls originating from Bloor-Yonge Station

Downtown "U" accounted for 30.5% of all calls received

Records of Arrest/Apprehensions

220 records of arrest for Criminal Code offences

Criminal Code offences - 7.8% increase over 2017

145 apprehensions under the Mental Health Act - 33% increase from 2017

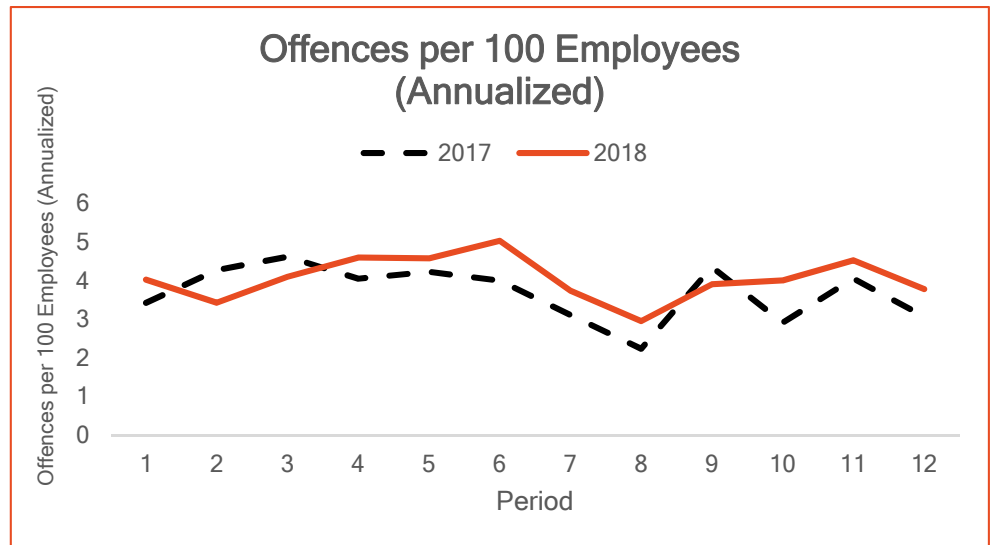
Authority	Total Arrested/Charged/Apprehended
Criminal Code	220
Mental Health Act	145
Liquor License Act	51
Trespass To Property Act	32
Controlled Drugs and Substances Act	2
Provincial Offences Act - Sec. 75	1



Crime Statistics

Crimes against Staff

The moving annual rate of offences against staff for 2018 was 4.06, which is 10% higher than the corresponding moving annual rate of 3.68 for 2017.

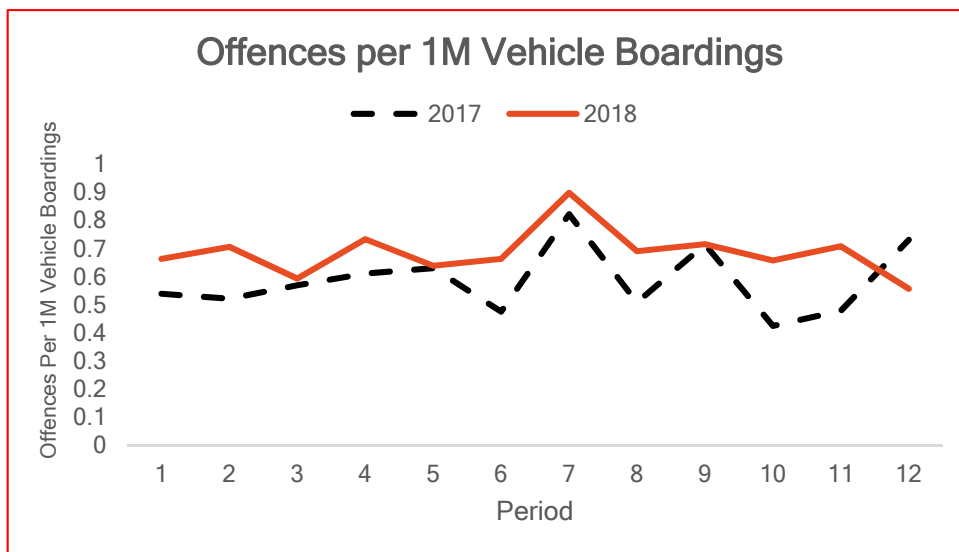


Transit Enforcement

Officers have continued their intelligence-led 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.

Crimes against Customers

The moving annual rate of offences against customers for 2018 was 0.687 offences per one million vehicle boardings, which is 17.4% higher than the corresponding moving annual rate of 0.585 in 2017. This rate remains below one in a million, therefore fluctuations in data will register as large percentage changes.



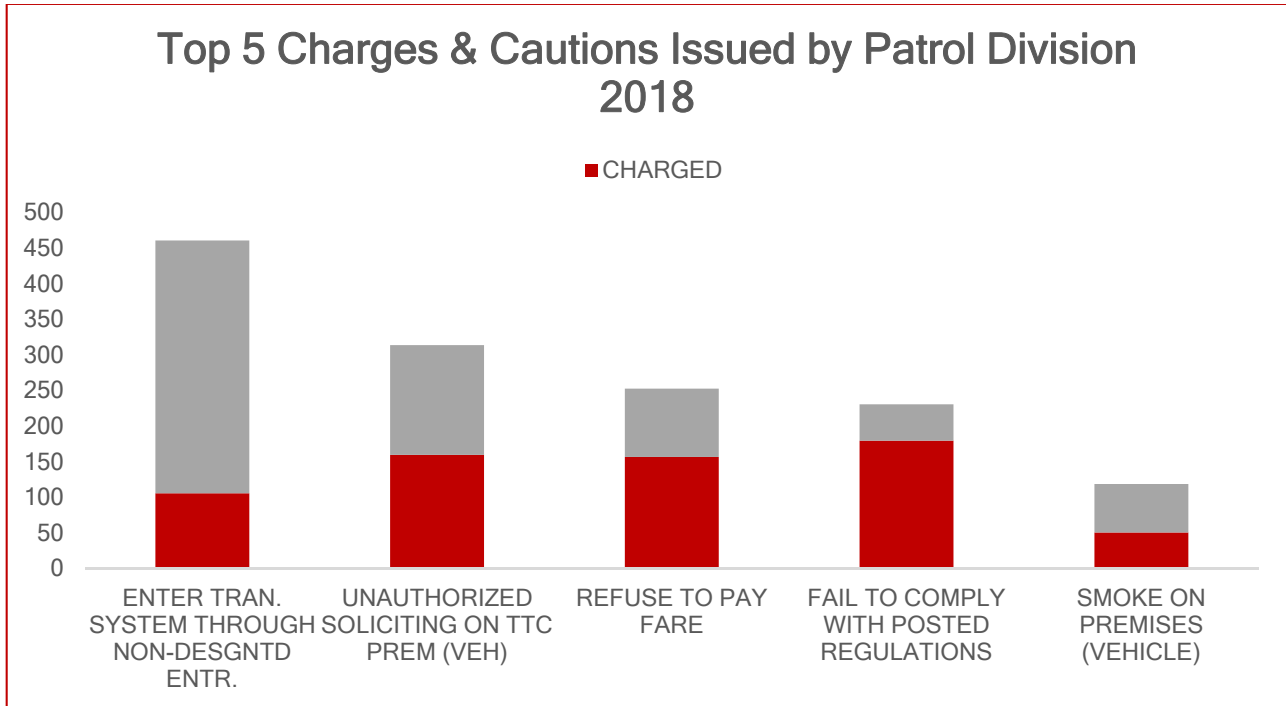
The SafeTTC app was launched in September 2017 with the goal of enabling customers to more easily report crimes and harassment on the system. 83 reports were submitted via the SafeTTC app and subsequently three arrests were made in 2018. Transit Enforcement Officers have

continued to provide a proactive presence in stations during peak ridership periods in order to address specific concerns.



Bylaw Statistics

Transit Enforcement Officers assigned to the Patrol Unit wrote 1,039 Provincial Offences tickets and 926 cautions in 2018, an overall 7.5% increase from the previous year. The most frequently cited offences were 'Entering the Transit System through Non-Designated Entrance' (461) and 'Unauthorized Soliciting on TTC Premises or Vehicles' (314).



Projects & Initiatives

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

Following a pilot project in December 2016, Transit Enforcement Officers began the second phase of the ongoing 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.



Buses Boarded



Verbal Cautions



Written Cautions



Provincial Offences Tickets



Arrests



Divisional Safety Talks

Back to School – TTC101

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 3 p.m. to 7 p.m., 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

Firstly, Transit Enforcement Officers are bound to report to the Chief of Police in accordance with Ontario Regulation 926/90 when, in the performance of their duties, they use force on another person that results in an injury requiring medical attention or use a weapon on another person. Secondly, all members of the Transit Enforcement submit a report to the Department Head in all cases where they use force beyond compliant physical control and handcuffing.

In 2018, there were two incidents reported to the Chief of Police as per the Police Services Act, both were incidents where officers deployed Oleoresin Capsicum foam while attempting to arrest assaultive suspects.

As per Police Services Act:

Highest Level of Force Used	No. of Incidents	No. of Reports Submitted	Criminal Code	Provincial Offence (LLA, MHA,TPA)
Impact Weapon	0	0	0	0
Oleoresin Capsicum Foam	2	2	1	1
Empty Hand Techniques	0	0	0	0
Total	2	2	1	1

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

Transit Enforcement Department Policy exceeds provincial use of force standards and as a result there were 77 incidents in 2018 in which 147 were internal. Use of Force reports were submitted. In three of these incidents, batons or Oleoresin Capsicum Foam were presented, but not used during interactions with assaultive subjects.

As per Transit Enforcement Department Policy:

Highest Level of Force Used	No. of Incidents	No. of Reports Submitted	Criminal Code	Provincial Offence (LLA, MHA,TPA) or Other
Physical Control- Soft	51	126*	62	67
Physical Control- Hard	13	17	7	7
Baton or OC Foam Presented- Not Used	3	4*	4	0
Total	67	147	73	74

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



Injury Reporting

Suspects

A total of 30 Injury Reports were submitted by Transit Enforcement Officers on behalf of the accused in 2018, Nine more reports than the 21 submitted in 2017. Five of the 30 reports were as a result of police action; either use of physical force or handcuff rub. Ten of the 30 were self-inflicted injuries caused by the suspect.

Prior to Arrest:

Nineteen of the 30 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. Five of these 19 incidents resulted in the accused being transported to hospital for treatment of minor cuts and abrasions. Eleven incidents required no medical aid, or it was refused by the accused.

During Arrest:

Eight of these reports were submitted in relation to minor injuries sustained during the course of an arrest. Five of these eight incidents resulted in the accused being transported to hospital for treatment. Two incidents required no medical aid, or medical aid was refused by the accused.

After Arrest:

Three of these reports were submitted in relation to medical conditions, which were presented following an arrest. Two incidents resulted in the accused being transported to hospital for treatment of lacerations and bumps to the head.

Transit Enforcement Officers

A total of 44 Occupational Injury Reports were submitted by Transit Enforcement Officers in 2018. 37 of these reports were precautionary and reflected minor cuts, 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.

Seven injury reports resulted in lost time injuries. Two lost-time injuries were sustained in the form of emotional trauma experienced by officers who attended fatal incidents. Two occurred during the arrest of a suspect. One was a sprained ankle from falling off a curb. One was back pain from hitting a bump while driving. The final injury was a trip towards a filing cabinet during administrative duties.

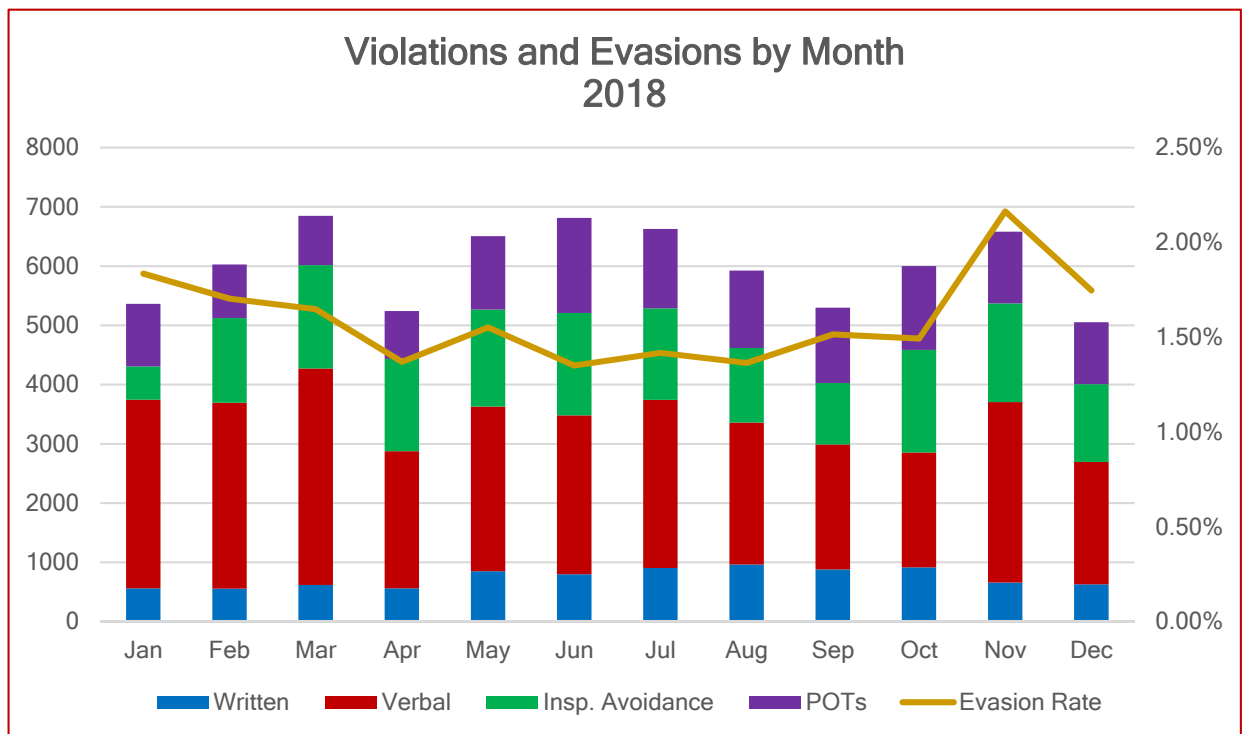


FARE INSPECTION

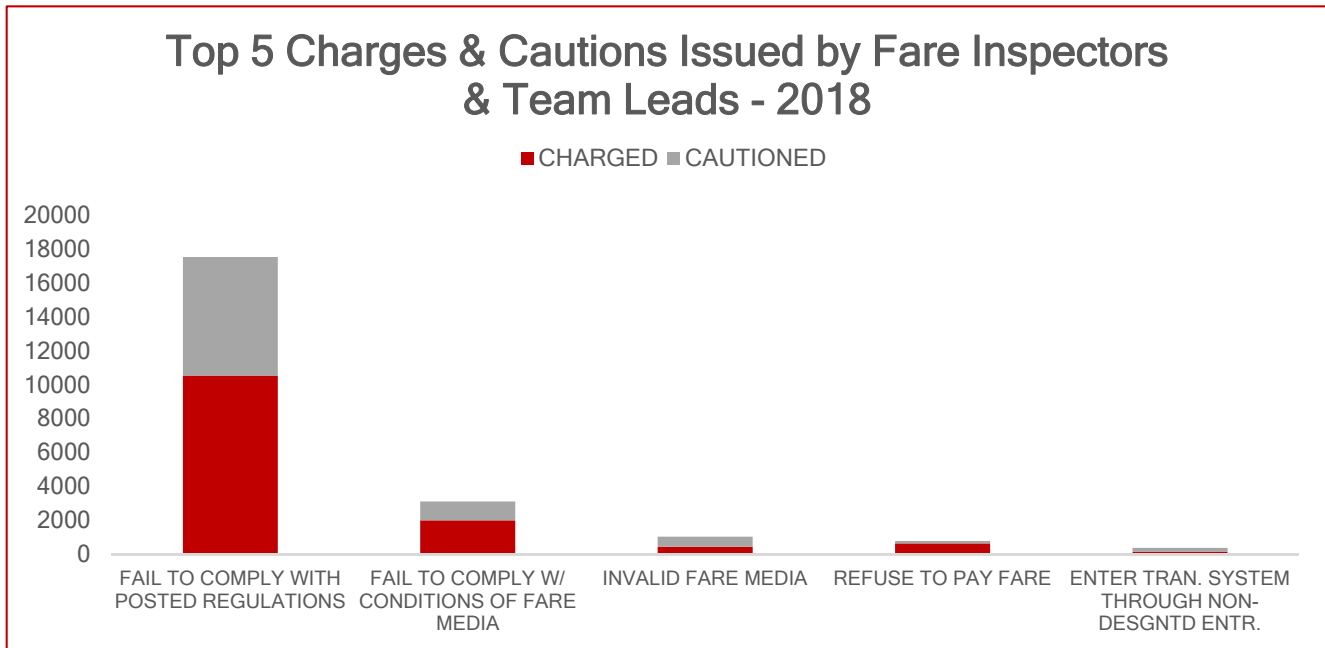
The Fare Inspection section was created in August 2014 with the goal of providing exceptional customer service while focusing on media, fare policy compliance and enforcement on Proof of Payment transit routes and at interchange stations. As of Dec. 31, 2018, the section has 63 Transit Fare Inspectors (TFIs) covering all streetcar lines across the city.

Inspection & Bylaw Statistics

At the time of the program's inception, TFIs measured an evasion rate of approximately 4%. As of 2018, that rate had dropped to 1.6%. With increased staffing in the years since the program began, the target rate of inspection (4-5% streetcar ridership) was achieved in 2018. TFIs performed 3.5 million inspections in 2018. 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 January 2019 and was deployed as of March 2019.



Fare Inspectors and Team Leads wrote more than 23,000 Provincial Offences tickets and cautions in 2018. The most frequently cited offences were 'Failure to Comply with Posted Regulations' (17,529) and 'Failure to Comply with Conditions of Use of Fare Media (3,125). These offences most often pertain to not providing proof of payment when required to do so, and misuse of discounted passes or tickets, respectively.



Use of Force Reporting

In accordance with Transit Enforcement policy, TFIs submitted 15 Use of Force reports in 2018, in relation to four incidents. In four events, the Fare Inspector was assisting a Special Constable during the course of an arrest. In four events, Fare Inspectors held an assaultive subject until the arrival of Toronto Police Officers. In one event, a TFI sergeant was the arresting officer and suspect resisted arrest.

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	6	13*	8	5
Physical Control- Hard	1	2	0	2
Total	7	15	8	7

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



Projects & Initiatives

PRESTO Audit

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 2018, Fare Inspectors made 70,220 taps, and identified 988 faulty devices, resulting in an “Unsuccessful Tap” rate of 1%.

Fare Line Support

In the first quarter of 2018, Fare Inspectors continued 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 worked 3,652 hours to support Station Fare Line Upgrades.



Injury Reporting

A total of 21 Occupational Injury Reports were submitted by Transit Fare Inspectors in 2018 resulting in two lost-time injuries. 19 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 spat on in the face by a customer while conducting proof of payment inspection.

One lost-time injury occurred when a Fare Inspector was physically assaulted and sustained injuries to their left wrist and fingers. The other occurred when a Fare Inspector twisted their ankle walking on the sidewalk.



SYSTEM SECURITY

System Security is responsible for advancing the TTC's security program, thereby ensuring security risks and losses are adequately controlled. 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

Projects & Initiatives

Medeco XT

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.

- A pilot is ongoing at the TEU offices located at 1900 Yonge Street
- 8,000 keys have been received and approximately 90% of those have been programmed (manual process)
- Next step will be to distribute those keys across the commission to all those employees who will require access to the Subway in the course of their duties

ASP Security

Throughout 2018 System Security began the RFP process as the existing contract with the third party security provider was coming to an end. ASP Security was the successful bidder and won the award and transitioned into their role at the end of 2018. As a result, there have been a number of improvements:

- Gunn Building and Hillcrest Gatehouse are now also being guarded
- Revamped Mobile Patrol Program
- Request submitted for 24/7 coverage at Davisville Gatehouse, Gunn and McCowan buildings



EMERGENCY PLANNING

The Emergency Planning Officer is responsible for the development and maintenance of security-related emergency response plans and reviewing departmental security escalation plans. In July 2018, the Emergency Planning Officer conducted a corporate-wide Emergency Management and Business Continuity Gap Analysis Project. In addition to this the Emergency Planning Officer also:

- Provided recommendations on the Transit Control Centre Draft Evacuation Plan.
- Participated as an evaluator/observer at the Nov. 24, 2018 Station Overcrowding Table Top Exercise.
- Reviewed and provided feedback on Subway Infrastructure's Winter Operations Preparation Checklist.
- Provided mentorship and guidance to Subway Transportation in the preparation of the Severe Weather Plan, TCC Evacuation Plan and Station Overcrowding Protocol.
- Prepared and conducted a tabletop exercise for Bus Transportation at their monthly Divisional Managers meeting.
- Reviewed the 5140 and 5160 Yonge Street Emergency Response Plans.



TRAINING & LOGISTICAL SUPPORT

Training

The TTC Special Constable Training Program is continually evolving in order to provide an up-to-date curriculum that meets Ontario police standards. Key focuses throughout the training curriculum are diversity and inclusion, crisis communication, de-escalation, officer safety, and use of force legislation and application. There is also a particular focus on mental health awareness with a five-day mandatory program with input from various organizations and members of the community.

The Special Constable Recruit Training Program is 45 training days for a total of 360 hours. This 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 with a Coach Officer. The Special Constable annual recertification training program is three days for a total of 24 hours and includes mandatory defensive tactics and use of force training. This year's module was developed and delivered specifically to build on de-escalation and crisis communication through holistic, reality-based simulations in the actual transit environment. As per the Special Constable Agreement, all TTC Special Constable Training is reviewed and approved by the Toronto Police College on an annual basis.

The Transit Fare Inspector Training Program consists of 30 training days for a total of 240 hours. Emphasis on training includes customer service, de-escalation, tactical communications, mental health awareness and related enforcement authorities. Transit Fare Inspectors are trained with a view to non-physical intervention; however, they 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. This Program also includes mandatory TTC training, as prescribed by the TTC Operations Training Centre, such as Standard First Aid, Subway Rulebook Training, Defensive Driving and Suicide Intervention.



The Transit Fare Inspector Refresher training is three days for a total of 24 hours. It is conducted on a biennial basis to revisit content from the recruit training program, and to update officers with current legislation, skills, de-escalation, judgement and procedures.

Mandatory Training (Transit Enforcement Officers Only)

Course / Topic	Delivered By	Duration	Number trained
Special Constable Recruit Training	3rd Party Provider/Toronto Transit Commission	45 days	24
Annual Use of Force and Legislative Update Block Training	3rd Party Provider	3 days	105
Standard First Aid	EMS	2 days	25

Additional In-Service Training (Department Wide)

** denotes Supervisory/Management level training only*

Course / Topic	Delivered By	Duration	Number trained
New Transit Fare Inspectors	3rd Party Provider/Toronto Transit Commission	25 days	12-TFI
Transit Fare Inspector – Bi Annual Refresher	3rd Party Provider / Toronto Transit Commission	2 days	24 - TFI
IMS (Incident Management System) 200	Toronto Transit Commission	2 days	24 - TEO 1 - TFI
IMS (Incident Management System) 300	Metrolinx	4 days	2 - TEO
Cannabis Legislation	CPKN	3 hours	72 - TEO
Counter Terrorism Information Workshop	Royal Canadian Mounted Police	3 days	1 - TEO
MCIT (Mobile Crisis Intervention Team) Level 1 Training	Toronto Police	5 days	1 - TEO
VTRA (Violent Threat Risk Assessment) Training – Level 1	Toronto Police College	2 days	3 - TEO
VTRA (Violent Threat Risk Assessment) Training – Level 2	Toronto Police College	2 days	3 - TEO



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/3 classes	40
Transit Safety	Toronto Police	1hr/10 Platoons	150
Transit Safety	York Regional Police	1hr/8 Platoons	100
Transit Safety - Security Awareness	TTC New Route Supervisors (RTS504)	1day/2 classes	65
Transit Safety - Security Awareness	End Terminal Cleaners (CSSM008)	4hrs/12 classes	90

Logistical Support

Records Management System

Work towards the implementation of the department's new NICHE Records Management System has continued. The NICHE Records management system is a modern law enforcement records database, used by many major policing agencies. The system and training is anticipated to start in early 2019. In anticipation of the launch of the system, patrol vehicles have been upgraded and fitted with a laptop-powered solution that will allow officers to conduct their administrative duties at the time of the investigation, reducing the amount of time required to be out-of-service for administrative work.

Events Support Bus Program

To assist the Toronto Police Service in enhancing public safety at various large-scale events, the Transit Enforcement Unit Training and Logistical Support Unit co-ordinates the deployment and use of six decommissioned TTC buses now used as Events Support Buses; so far eight Special Constables have been trained to operate them.

Court Services

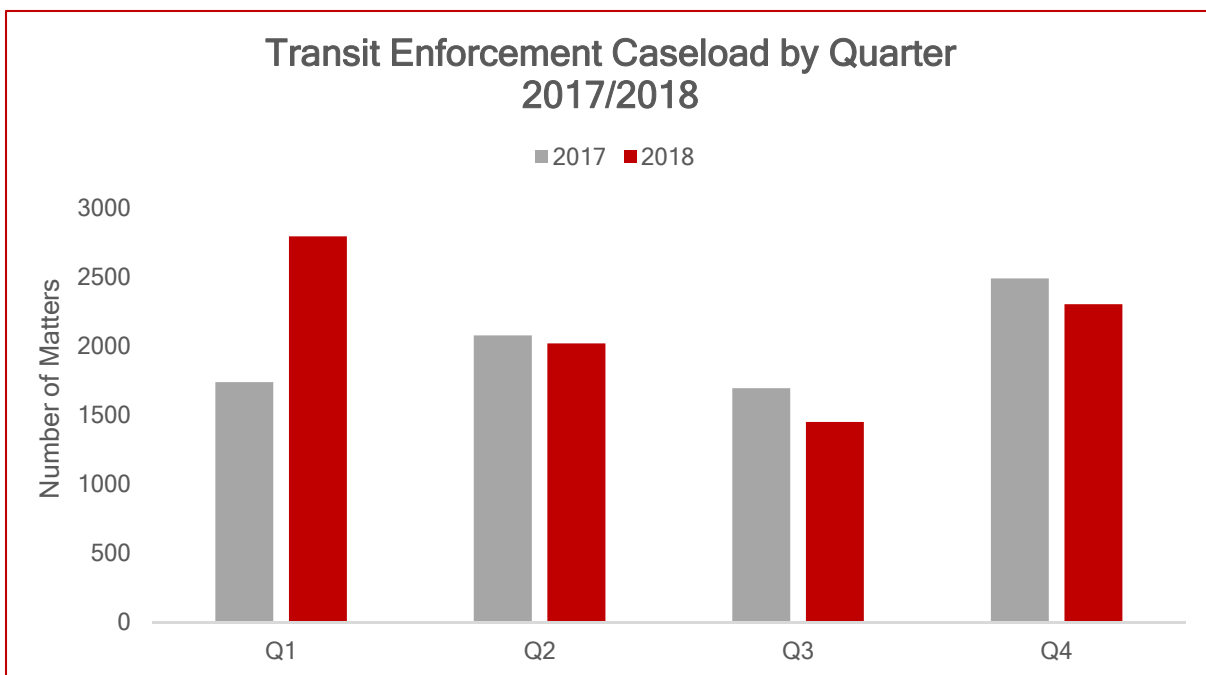
Court Services oversees the property seized by Transit Enforcement Officers and Fare Inspectors during the course of their duties that may be required for court purposes. In 2018, the Transit Enforcement Department processed 2,831 pieces of property into their property vault, a decrease of 10% as compared to 2017 (3,148), as a result of phasing out Metropasses for PRESTO cards.



Therefore there is less fare media being logged as property. 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 2018, more than 15,000 Provincial Offence notices were filed with the City of Toronto Courts. TTC Court Services received 9,211 Early Resolution and Court Notices, a 7% increase as compared to the number received in 2017. 237 Early Resolution tiers and 253 Trial tiers were scheduled to accommodate the 8,866 Provincial Offence Act matters that went before the courts in 2018. Consequently, Transit Enforcement Officers and Fare Inspectors spent a combined total of more than 1,583 hours in court, attending both Provincial Offence Act and Criminal matters.

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 a number of 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.



COMMUNITY ENGAGEMENT

The Transit Enforcement Department has one Transit Enforcement Officer dedicated to the Community Outreach Unit that addresses the specialized needs of some TTC customers, such as those living on the streets or experiencing mental health issues. Current projects include:



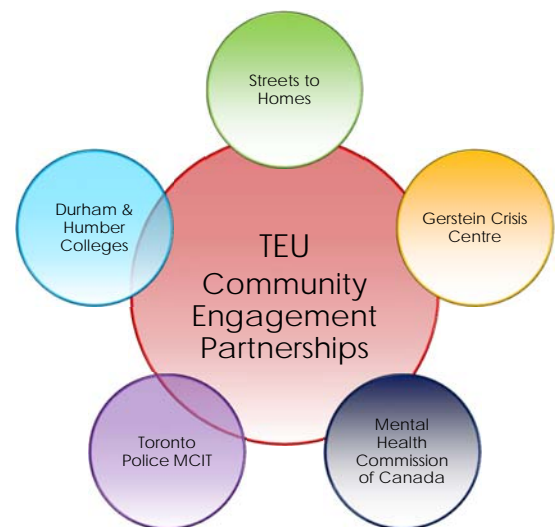
Project R.E.A.C.H. (Return Everyone's Attention to Community Help)



- Fits the transit system to the needs of customers.
- Particularly addresses the needs of customers with mental health issues.
- Improves the TTC's image with stakeholders; allowing them to be actively involved in solving issues.
- Community Outreach Officer engages with stakeholders to bring resources and initiatives that will provide sustainable solutions.

F.O.C.U.S. Toronto (Furthering Our Community by Uniting Services)

- Led by the City of Toronto, United Way Greater Toronto, Toronto Police Service. Aims to reduce crime, victimization and improve community resilience.
- Community Outreach Officer represents the department at the situation table and puts forward individuals or families experiencing high levels of risk for crisis or trauma to provide them assistance from the City and other relevant partners.



HIGHLIGHTS OF THE YEAR

QUARTER 1



- Assisted other TTC departments with fare evasion, belligerent patrons, speeding, panhandling, robberies and illegal entry issues.
- Special Constables spent over 200 labour hours on a Traffic Safety Initiative for Non-Revenue vehicles.
- Special Constables were in place for York University strike.
- Transit Fare Inspectors assisted stations during the Presto gate installation period and in performing tap tests of Presto machines on all modes.
- Community Engagement Special Constable met with York Region officials regarding concerns over the newly opened Vaughan Metropolitan Centre Station.
- 12 Special Constable Recruits and 11 Transit Fare Inspector Recruits completed training and were deployed.
- Community Engagement Unit:
 - Attended Association of Black Law Enforcers Career Fair at Humber College.
 - Conducted a recruitment and community engagement information session at Durham College.
 - Attended Dixon Grove Junior to co-ordinate a safety presentation.



QUARTER 2

- Special Constables were first on scene of Yonge Street van attack and also recognized for their life-saving efforts by Prime Minister Justin Trudeau.
- Community Engagement Unit attended City of Toronto New Comer Day, International Emergency Response Day Community Event, Transit Safety to Scouts Canada Troop, Transit Safety to TPS 11 Division Platoons.
- Six Transit Fare Inspector Recruits completed training and were deployed.



QUARTER 3



- Transit Enforcement Officers assisted with customer service, conducted high visibility patrols and safety details on or around major transit routes for multiple summer events including: Caribana, VELD Music Festival, CNE, Nuit Blanche as well as Wonderland Crowd Control concerns at the VMC.
- Two Special Constables participated in the 2018 Ride to Remember Event, riding 700+KM from the Ontario Police College to Parliament Hill, Ottawa in honour of officers killed in the line of duty.
- TPS recognized Special Constables Leslie Kampf, Mitch McFarlane, Sean Salmon and Martin Stewart for professionalism and bravery. Each receiving a Chief of Police Recognition for their assistance apprehending a man with a firearm at Spadina Station on June 1.
- First Annual Transit Special Constable Women's Symposium at Humber College.
- CN Rail - Charity Train Pull.
- Community Engagement Unit:
 - Met with Toronto Victim Services regarding possibility for additional support for TTC Employees in Crisis.
 - Attended Warden Woods Community Centre Outreach Event and Protection Forces and Public Safety Career Expo.



QUARTER 4

- Transit Enforcement Officers participated in the annual Breast Cancer Awareness pink epaulette program.
- 12 Special Constable Recruits and three Transit Fare Inspector Recruits completed training and were deployed.
- Special Constables took part in the 2018 Poppy Campaign.
- Transit Enforcement received a 2018 CUTA Award for Innovation for the Transit Special Constable Women's Symposium.
- A Special Constable represented the TTC at the Toronto Zoo's 33rd Annual Remembrance Day Ceremony.
- Transit Enforcement Officers provided high visibility crowd control support for large-scale events in the city including: Remembrance Day Parade, Santa Claus parade, Cavalcade of Lights and New Year's Eve.
- 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) and acted as the TTC liaison in order to have direct links to other policing agencies and first responders ensuring a co-ordinated response to order maintenance issues or emergencies affecting TTC service.
- All departmental members attended the graduation ceremonies for new Transit Enforcement Officers at Toronto Police College.
- Community Engagement Unit attended Centennial College Career Booth, Leslie Barns Open House, Public Safety Career Booth at HMCS Fort York, Vaughan Met Centre Out of Cold Planning, Humber College Justice Studies presentations, Association of Black Law Enforcers Career Booth, Rexdale Community Network Event, Ontario Gang Investigators Association five-day conference.



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, as well as providing customers with a quality service in a manner that promotes respect, dignity, inclusion and human rights. 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*.



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Toronto Transit Commission

TRANSIT ENFORCEMENT DEPARTMENT

2018 Annual Report to the Toronto Police Services Board



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TORONTO, ONTARIO
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EXECUTIVE SUMMARY

2018 TRANSIT ENFORCEMENT SPECIAL CONSTABLE ANNUAL REPORT Toronto Transit Commission

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 20,582 calls for service in 2018. 84.91% (17,477) of these calls for service were subway related. 14.21% (2,924) of these calls for service were surface related (bus and streetcar). 0.88% (181) of these calls for service were Scarborough Rapid Transit (or Line 3) system related.

The 2018 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 2018 Ridership number is 521.4 million.

In July 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”).

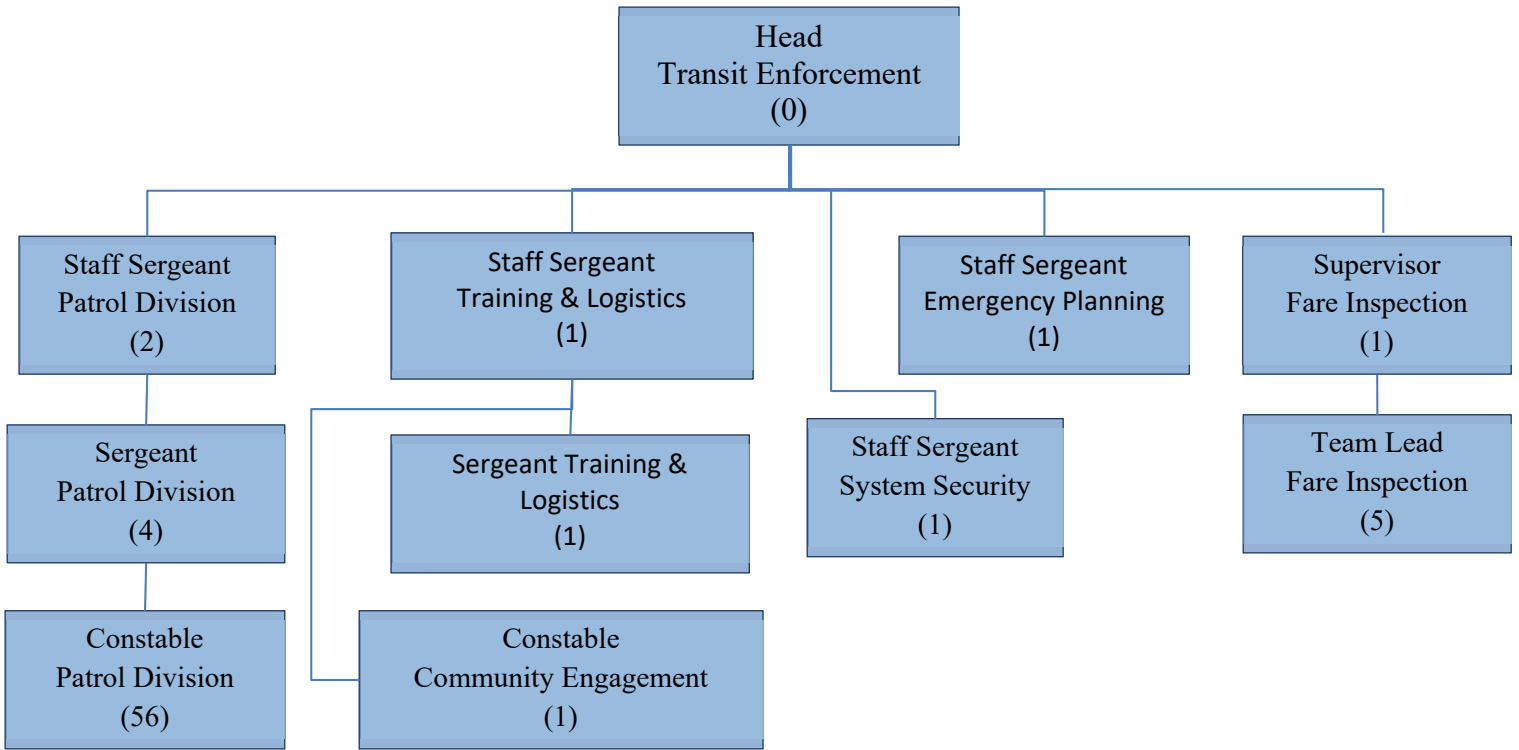
In June 1997, at the request of the TTC and with the approval of the then Solicitor General, the TPS Board designated certain employees of the TTC responsible for providing safety and security services to the transit system, as Special Constables. These Special Constables were conferred with limited 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 as Special Constables as of December 31, 2018.



APPOINTMENTS

The following chart represents Special Constable appointments for the reporting year and reflects the actual strength at December 31, 2018. At the time of this report, there were 12 applications under consideration for approval by the Board in 2019.

Total Applications	New Appointments	Total Special Constables (as at December 31, 2018)
12	12	71

DEPARTURES

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

The TTC Special Constable Training Program is continually evolving in order to provide an up-to-date curriculum that meets Ontario police standards. The training program consists of instructor-led lecture formats complimented by practical skills training and dynamic simulations in the actual work environment. Key focuses throughout the training curriculum are crisis communication, de-escalation, mental health awareness, officer safety, and use of force legislation and application.

The Special Constable Recruit Training Program is 45 training days for a total of 360 hours. This 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 with a Coach Officer.

The Special Constable annual recertification training program is three days for a total of 24 hours and includes mandatory defensive tactics and use of force training. This year’s module was developed and delivered specifically to build on de-escalation and crisis communication through holistic, reality based simulations in the actual transit environment. As per the Special Constable Agreement, all TTC Special Constable Training is reviewed and approved by the Toronto Police College on an annual basis.

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 frontline 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 frontline 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 the 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 was facilitated by members of the Toronto Police LGBTQ2S Liaison Office of the Divisional Policing Support Unit.

As training programs evolve, and 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	Third Party Provider/Toronto Transit Commission	45 days	24
Annual Use of Force and Legislative Update Block Training	Third Party Provider	3 days	105
Standard First Aid	EMS	2 days	25

Additional In-Service Training

(*Supervisory/Management level training only)

Course / Topic	Delivered By	Duration	Number trained
IMS 200	Toronto Police College	2 days	25
IMS 300	Metrolinx	4 days	2
Cannabis Legislation	CPKN	3 hours	72 - TEO
Counter Terrorism Information Workshop	Royal Canadian Mounted Police	3 days	1 - TEO
MCIT (Mobile Crisis Intervention Team) Level 1 Training	Toronto Police	5 days	1 - TEO
VTRA (Violent Threat Risk Assessment) Training – Level 1	Toronto Police College	2 days	3 - TEO
VTRA (Violent Threat Risk Assessment) Training – Level 2	Toronto Police College	2 days	3 - TEO

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

Transit Enforcement Officers received 20,582 calls for service in 2018, a 30% increase over 2017.

Mode	Calls Received	% of Total
Scarborough RT	181	0.88
Subway	17,477	84.91
Surface	2,924	14.21
Total	20,582	

CRIME AND ORDER MANAGEMENT - ARREST/APPREHENSION TOTALS

Transit Enforcement Officers submitted 273 records of arrest for Criminal Code offences in 2018, a 33.8% increase over 2017. They also made 145 apprehensions under the Mental Health Act, representing a 33% increase over 2017.

Authority	Total Arrested/ Charged/ Apprehended	Released on POT/ Form 9/ Summons	Unconditional Release	Transported to Mental Health Facility	Turned over to TPS Custody
Criminal Code	273	82	27		164
Mental Health Act	145	N/A	N/A	145	N/A
Liquor License Act	71				
Trespass To Property Act	110				
Provincial Offences Act - Sec. 75					
Controlled Drugs and Substances Act					

REPORTING

General Occurrence Reports and Records of Arrest	No.
Aggravated Assault - Patron	2
Armed Robbery Employee	1
Arson	1
Assault Bodily Harm Or W/ Wpn - Operator	10
Assault Bodily Harm Or W/ Wpn- Misc Employee	1
Assault Bodily Harm Or W/ Wpn- Patron	24
Assault Bodily Harm Or W/ Wpn- TEO	2
Assault To Resist Arrest	2
Attempt Fraud Transportation	1
Attempt Robbery Patron	4
Attempt Robbery TTC	1

Attempt Theft From Patron	4
Bomb Threat No Bomb Found	2
Breach Of Probation	3
Breach Of Recognizance	1
Break And Enter Gateway Newsstand	1
Cause Disturbance	22
Common Assault - Collector	15
Common Assault - Misc Employee	30
Common Assault - Operator	247
Common Assault - Patron	178
Common Assault - Route Supervisor	22
Common Assault - TFI	11
Common Assault - Transit Enforcement Officer	13
Escape Custody	1
Fail To Comply	13
Forcible Confinement	1
Fraud	39
Fraud Transportation	7
Harassment (Criminal)	5
Indecent Exposure	12
Indecent Show	2
Mischief	348
Other Weapon Offences	1
Personate Peace Officer	1
Pickpocket Under \$5000	1
Poss - Prps Trafficking D Act	1
Poss Instrmts Break Into Coin Op Device	1
Poss. Of Cannabis	1
Poss. Prop. Obtained By Crime	1
Possession Counterfeit Money	1
Possession Offensive Weapon	2
Robbery Patron	6
Robbery Patron - Swarming	2
Sexual Assault	18
Theft Bicycle Under \$5000	3
Theft Frm Emp Over \$5000	1
Theft Frm Emp Under \$5000	28
Theft Frm Tenant Und \$5000	6
Theft Frm Ttc Under \$5000	19
Theft From Patron Under \$5000	45
Theft Under \$5000	1
Threatening	196
Uttering Counterfeit	7
Voyeurism	1

Other TTC Internal Incident Reports (Transit Enforcement and other TTC Divisional Supervisory Reports)	No.
Abandoning Child	1
Administer Noxious Substance	1
Aggravated Assault - Patron	3
Arson	2
Assault CBH Or W/Wpn	26
Attempt Abduction	1
Attempt Fraud	1
Attempt Robbery Patron	5
Attempt Theft	3
Break And Enter	3
Bomb Threat No Bomb Found	3
Breach Of Probation	1
Breach Of Recognizance	1
Capital Murder	2
Carry Concealed Weapon	3
Cause Disturbance	66
Common Assault	139
Counterfeit Money Passed	4
Drive Ability Impaired	1
Fail To Comply	4
Fraud	201
Harassment (Criminal)	4
Indecent Exposure	11
Invitation To Sexual Touching	1
Mental Health Act	51
Mischief	157
Other Weapon Offences	4
Possession Offensive Weapon	14

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 2018, the Transit Enforcement Department processed 2,831 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 and the Transit Enforcement Department there is a comprehensive public complaints policy in place. 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 e-mail or fax, by mail, by completing a general TTC complaint form, or on the TTC website at 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 (i.e. criminal allegation) or less serious (i.e. 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 Co-ordinator. Assigned to the TTC People Group, the TTC Unit Complaints Co-ordinator is trained by the Toronto Police Service.

Adjudication and appropriate penalties are the responsibility of the Head of 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 11 Code of Conduct complaints received by the Complaints Co-ordinator in 2018: four were investigated by TPS; four were investigated internally; and three were screened out either as not in the public interest or no jurisdiction. Of the eight allegations investigated, six were found to be unsubstantiated.

Total Number of Complaints	Investigated by TTC	Investigated by Toronto Police	Screened Out
11	4	4	3

Code of Conduct Violation Investigation	Criminal Investigation
11	0

Unsubstantiated	Substantiated	Complaints Closed	Complaints Outstanding
6	2	11	0

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 of 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 2018, there were two incidents reported to the Chief of Police as per the Police Services Act, both were incidents where officers deployed OC foam during 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	0	0	0	0
OC Foam	2	2	1	1
Empty Hand Techniques	0	0	0	0
Total	2	2	1	1

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

There were 77 incidents in 2018 in which internal 147 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	51	126*	62	67
Physical Control-Hard	13	17	7	7
Baton or OC Foam Presented- Not Used	3	4*	4	0
Total	67	147	73	74

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

INJURY REPORTING

Suspects

A total of 30 Injury Reports were submitted by Transit Enforcement Officers on behalf of the accused in 2018, nine more reports than the 21 submitted in 2017. Five of the 30 reports were as a result of police action; either use of physical force or handcuff rub. 10 of the 30 were self-inflicted injuries caused by the suspect.

Prior to Arrest:

19 of these 30 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. Five of these 19 incidents resulted in the accused being transported to hospital for treatment of minor cuts and abrasions. 11 incidents required no medical aid, or medical aid was refused by the accused.

During Arrest:

Eight of these reports were submitted in relation to minor injuries sustained during the course of an arrest. Five of these eight incidents resulted in the accused being transported to hospital for treatment. Two incidents required no medical aid, or medical aid was refused by the accused.

After Arrest:

Three of these reports were submitted in relation to medical conditions, which presented following an arrest. Two incidents resulted in the accused being transported to hospital for treatment of lacerations and bumps to the head.

Transit Enforcement Officers

A total of 46 Occupational Injury Reports were submitted by Transit Enforcement Officers in 2018. 28 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.

Eight 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 co-operate 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 2018, Transit Enforcement Officers continued to focus 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.

COMMUNITY OUTREACH

Currently, the Transit Enforcement Unit has dedicated one Transit Enforcement Officer to the Community Outreach Unit as a specialized unit. This position reports to the Staff Sergeant of Training and Logistical Support who is responsible for community outreach, public awareness and recruiting.

The following is a current list of projects assigned to the Community Outreach Officer:

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

Allows the TTC to fit the needs of the patrons using the system for transportation purposes, while also addressing the needs of the patrons with mental health issues; and allows for our community stakeholders to become actively involved in the solution of issues that affect the TTC ridership, stakeholders, properties and businesses that will ultimately improve the TTC's image and contribute to the TTC's vision of *a transit system that makes Toronto proud*.

Project R.E.A.C.H. had three key phases of implementation that allowed the Community Outreach Officer to strategically engage stakeholders to bring resources and initiatives to this project that will execute a sustainable solution. Through Project R.E.A.C.H., participation in F.O.C.U.S. Toronto came to fruition.

F.O.C.U.S. Toronto

Furthering Our Community by Uniting Services (or FOCUS Toronto) is an innovative project servicing Toronto. This initiative is led by the City, United Way Greater Toronto and Toronto Police Service and aims to reduce crime, victimization and improve community resiliency in the Toronto area. The initiative brings together the most appropriate community agencies in a situation table model that provides a targeted, wraparound approach to individuals and families that are experiencing high levels of risk for crisis or trauma. The tables seek to intervene in situations that are identified as being at acutely elevated risk – that is any situation where circumstances indicate an extremely high probability of the occurrence of harms or victimization. The Community Outreach Officer now represents the Transit Enforcement Department at the situation tables, allowing the department to bring forward individuals or families experiencing high levels of risk for crisis or trauma for assistance. FOCUS Toronto has opened the door to further partnerships and corroboration, including training opportunities.

Mental Health Training / Partnerships

The Community Outreach Officer has created partnerships with the following agencies in order to directly assist with project REACH: Streets to homes, Gerstein Crisis Centre, Mental Health Commission of Canada, Toronto Police MCIT.

Community Recruitment Initiatives

The Community Engagement Unit has attended community colleges, such as Durham College and Humber College as well as community events, such as the Public Safety Job Fair and New Comers day in Toronto.

Customer Concerns

The Community Engagement Unit, in conjunction with the Patrol Division, has assisted in addressing multiple individual customer concerns in relation to various subway stations and bus routes. During the course of the investigations, the Community Engagement Unit has attended high schools and worked in co-operation with principals and vice-principals to address disorderly behaviour.

Corporate Stakeholder Concerns

The Community Engagement Unit continues to work with stakeholders, such as Downtown Yonge Business Improvement Association, City Councillor Kristyn Wong-Tam, City of Toronto Public Health, Children Services and Toronto Police - Community Police Liaison Committees in efforts to address concerns of safety for patrons throughout the transit system.

EVENTS SUPPORT BUS PROGRAM

To assist the Toronto Police Service in enhancing public safety at various large scale events, the Transit Enforcement Unit Training and Logistical Support Unit co-ordinates the deployment and use of six decommissioned TTC buses now used as Events Support Buses. To support the program, the Transit Enforcement Unit has trained eight Special Constables to operate these buses through the three-week Operator Initial Training and Licensing program.

PATROL DIVISION QUARTERLY HIGHLIGHTS

The following summarizes other noteworthy highlights of the reporting year:

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;
- Special Constables spent more than 200 labour hours on a Traffic Safety Initiative for Non-Revenue vehicles;
- Special Constables were in place for York University strike;
- Community Engagement Special Constable Moskowitz met with York Region officials regarding concerns over the newly opened Vaughn Metropolitan Centre Station;
- Community Engagement Unit attended Association of Black Law Enforcers Career Fair at Humber College, conducted a recruitment and community engagement information session at Durham College, attended Dixon Grove Junior to co-ordinate a safety presentation;
- 12 Special Constable Recruits completed training and were deployed.



Quarter 2:

- Special Constables were first on scene during the Yonge Street van attack and were also recognized for their life-saving efforts by Prime Minister Justin Trudeau;
- Members from Transit Enforcement attended the annual Art of Leadership for Women Conference;
- Special Constables were in place for York University strike;
- Community Engagement Unit attended City of Toronto New Comer Day, International Emergency Response Day Community Event, Transit Safety to Scouts Canada Troop, Transit Safety to TPS 11 Division Platoons.



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: Caribana, VELD Music Festival, CNE, Nuit Blanche as well as Wonderland Crowd Control concerns at VMC Station.
- Cst Chojecki and Cst Lia participated in the 2018 Ride to Remember Event, where a group of 150-170 cyclists rode 700+KM from the Ontario Police College to Parliament Hill (Ottawa) in honour of officers killed in the line of duty;
- TPS recognized Special Constables Leslie Kampf, Mitch McFarlane, Sean Salmon and Martin Stewart for professionalism and bravery. Each received a Chief of Police Recognition for assistance in apprehending a man with a firearm at Spadina Station on June 1.
- Community Engagement Unit met with City of Toronto Crisis Outreach and met with Victim Services “DANDY” re: Assistance to TTC Employess in Crisis.
- Community Engagement attended Warden Woods Community Centre Outreach Event and Protection Forces and Public Safety Career Expo.
- TTC 101 Back to School Project commenced for the month of September.
- First Annual Transit Special Constable Women’s Symposium held on August 25 at Humber College;
- CN Rail – Charity Train Pull.



Quarter 4:

- Transit Enforcement Officers participated in the annual Breast Cancer Awareness pink epaulette program;
- 12 Special Constable Recruits completed training and were deployed;
- Special Constables took part in the 2018 Poppy Campaign Kick-off;
- Transit Enforcement Department received a 2018 CUTA Award for Innovation for the Transit Special Constable Women's Symposium;
- Special Constable Chad Minter proudly represented the TTC at the Toronto Zoo's 33rd Annual Remembrance Day Ceremony;
- 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: Remembrance Day Parade, Santa Claus Parade, Cavalcade of Lights, and New Year's Eve;
- 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 co-ordinated response to order maintenance issues or emergencies affecting TTC service;
- Departmental members including Staff Sergeants, Sergeants, Officers and Civilian staff attended the graduation ceremonies for the most recent classes of Transit Enforcement Officers on October 10 at the Toronto Police College
- Community Engagement unit attended Centennial College Career Booth, Leslie Barns Open House, HMCS Public Safety Career Booth at Fort York, VMC Out of Cold Planning, Humber College Justice Studies presentations, ABLE Career Booth, Rexdale Community Network Event, ONGIA five-day conference.



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*.

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