



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

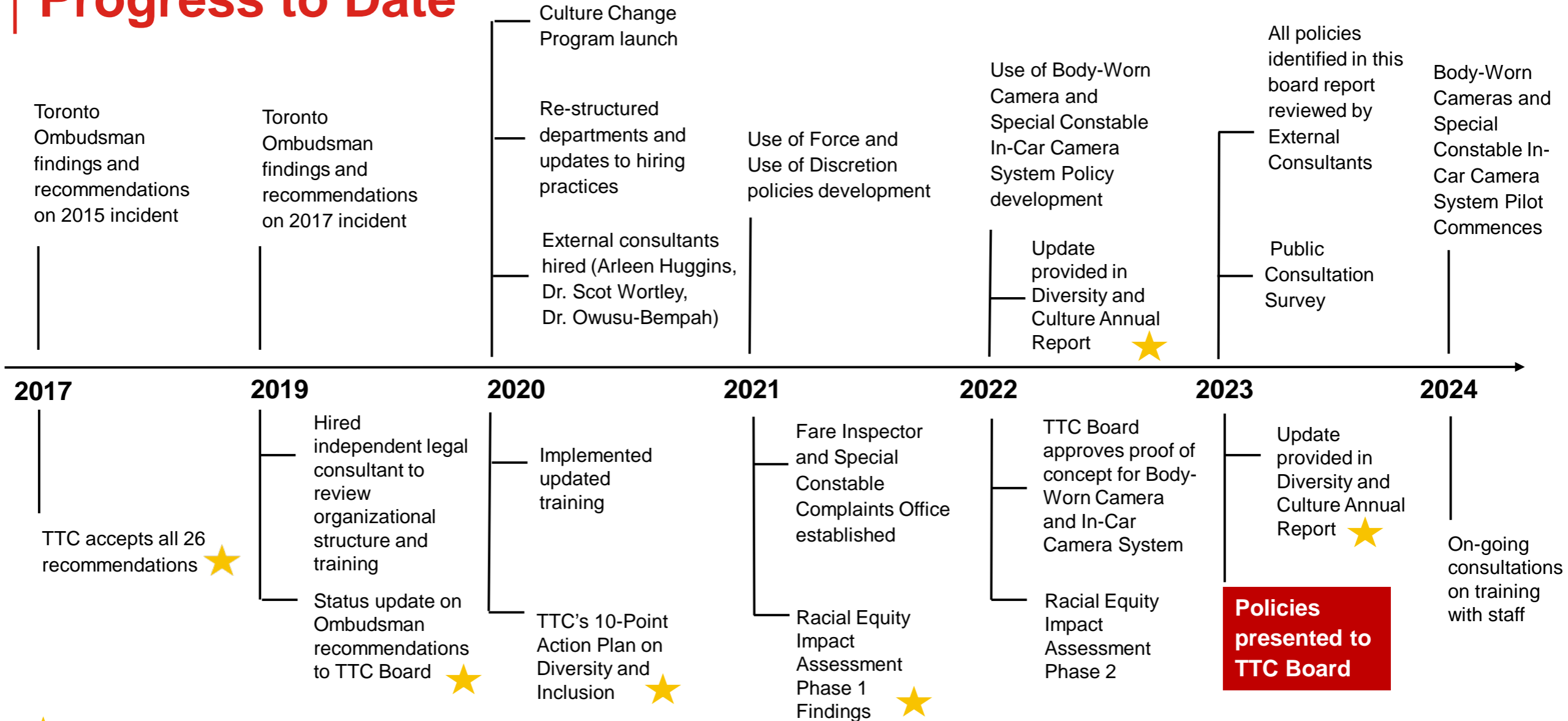
TTC Board Meeting
December 7, 2023



Overview

- The Ombudsman Toronto provided 26 recommendations to improve **oversight, training** and **public reporting** for Special Constables and Fare Inspectors in the following areas:
 1. Use Of Force
 2. Use of Discretion
 3. Video Surveillance
- **Use of Force, Use of Discretion, and Use of Body-Worn Cameras and Special Constable In-Car Camera System** policies have been developed to address these recommendations.
- These policies support the framework for the Culture Change Program, which aims to ensure that Special Constable and Revenue Protection Services are founded in equity, respect and dignity for customers and employees.
- The TTC has implemented 15 recommendations to date. The proposed policies will satisfy an additional nine of the recommendations made in the Ombudsman's report.

Progress to Date

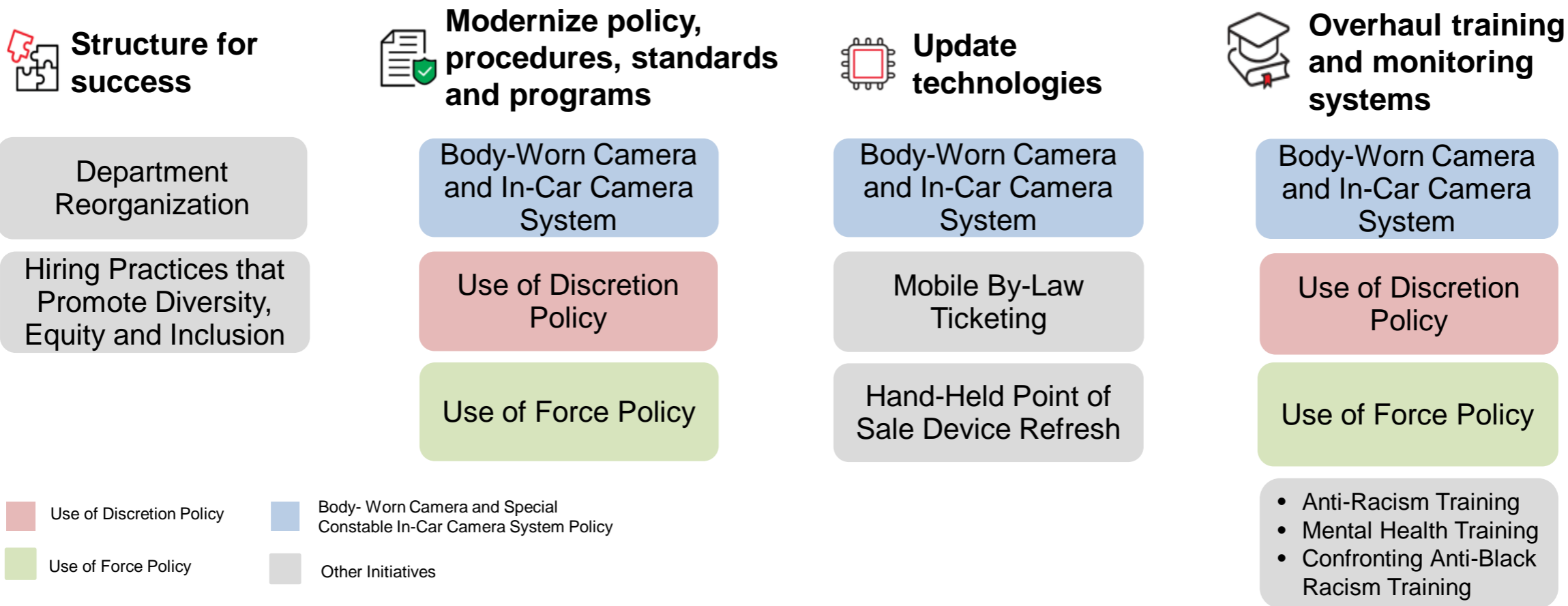


★ Board Report



Culture Change Program

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



| Importance of the Policies



Customer Protection



Staff Accountability



Transparency and Trust



Legal Compliance



Staff Training and Development

Use of Force Policy

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

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

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

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

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

| Use of Discretion Policy

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

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

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

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

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

Addresses Ombudsman Recommendation 22:

This policy is intended to:

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

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

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



Training, commencing February 2024



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



Bi-weekly surveys



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

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

Next Steps

	Action Items
December 8 – December 17, 2023	Policy and Pilot communication to Special Constables and Fare Inspectors:
December 18, 2023 & January 2024	Body-Worn Camera training to learn best practices
February 2024 - Ongoing	Ongoing Consultation with Unionized Executives and Frontline employees on: <ul style="list-style-type: none">• Re-certification training• Body-worn Camera and In-Car Camera training• Review of Guidelines on the policies
March 2024 - Ongoing	Launch monthly Body-worn Camera and In-Car Camera Pilot Working Group comprised of Unionized Executive, Front-line Employees, Staff and Management

