



## **2008 Annual Report**

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## **Background**

In September of 2005, York Region Transit started operation of a bus rapid transit service called Viva. The first phase of Viva provided a rapid transit network along 4 key transportation corridors in York Region. The service is closely monitored through GPS technology and automatic passenger counters. Queue jump lanes and signal priority assists the buses through congested intersections. Also, each station is equipped with real time next bus schedules and off-board fare equipment.

The off-board fare equipment at the stations and the honour fare system more commonly referred to as Proof-of-Payment improves travel time by allowing customers to access the bus from all doors and no screening of the fare media by the driver.

The concept of Proof-of-Payment enforcement options was initially reviewed and analyzed by a consultant retained by the Region. The final consultant report identified best practices and, was presented to Regional Council in November 2004. Council approved the POP program which included the need for specific enforcement powers as provided by individuals with Special Constable status to perform the fare enforcement and security role.

The York Region Transit Special Constable program underwent an 18 month pilot project and was approved as a program by the Ministry of Community Safety and Correctional Services in June 2007.

York Region Transit has an approved Special Constable workforce of 16 and an approved Fare Media Inspector workforce of 5 in the Transit Enforcement section.

## Appointments

<b>Number of Total Applications</b> (Jan 01 to Dec 31)	<b>Number of New Appointments</b> (Jan 01 to Dec 31)	<b>Number Of Re-Appointments</b> (Jan 01 to Dec 31)	<b>Total Number of Special Constables</b> (Jan 01 to Dec 31)
<b>9</b>	<b>10</b>	<b>0</b>	<b>15</b>

YRT Special Constable approved workforce was 16 as of December 31, 2008

YRT Special Constable actual strength was 15 as of December 31, 2008

- 9 new Transit Special Constable recruit applications were submitted in 2008, 8 received appoints in 2008 and 1 was awaiting appointment from the 2008 recruitment cycle.
- 2 Transit Special Constables were appointed in 2008 from the 2007 recruitment process
- 1 Transit Special Constable vacancy existed as of December 31, 2008

YRT Fare Media Inspector approved workforce was 5 as of December 31, 2008

- 1 Fare Media Inspector was on LTD and converted to a Special Constable

## Terminations/Suspensions/Resignations/Retirements

<b>Number of Terminations</b> (Jan 01 to Dec 31)	<b>Number of Suspensions</b> (Jan 01 to Dec 31)	<b>Number of Resignations</b> (Jan 01 to Dec 31)	<b>Number of Retirements</b> (Jan 01 to Dec 31)
<b>1</b> (Dispatcher)	<b>0</b>	<b>3</b> (Special Constables) <b>2</b> (Dispatchers)	<b>0</b>

## **Training**

The table below outlines training members of York Region Transit Enforcement received in 2008.

<b>Training</b>	<b>Staff</b>	<b>Duration</b>	<b>Facilitated By</b>
<b>January</b>			
Employee Orientation	1 S/C	1 day	York Region
Respect in the Workplace	1 FMI	1/2 day	York Region
<b>March</b>			
Health & Safety Certification	1 S/C	2 days	York Region
<b>April</b>			
True Colours	1 S/C	1/2 day	York Region
Health & Safety for Management	1 Enf S/V	2 days	York Region
CUTA Supervisor Communications Series	1 S/C	2 days	CUTA
<b>May</b>			
Use of Force Re-Certification	1 S/C	2 days	Control Institute
CUTA Supervisor Effectiveness Series	2 S/C	2 days	CUTA
IEDC Annual Educational Forum	2 S/C	2 day	IEDC
IEDC Annual Educational Forum & General Meeting	1 Enf S/V	3 days	IEDC
Public Purchasing and York Region – Management Level	1 Enf S/V	1 day	York Region
<b>June</b>			
Basic Special Constable Training	6 S/C	20 days	Control Institute
CUTA Supervisor When Things Go Wrong Series	2 S/C	2 days	CUTA
Powerful Personal Communication	1 Disp	1 day	York Region
<b>September</b>			
WHMIS Refresher	1 Disp	1/2 day	York Region
Coaching & Mentoring for Staff	1 S/C	2 days	York Region
Fare Media Inspector Use of Force Refresher & Legislation Update	5 FMI	3 days	Control Institute
Special Constable Use of Force Recertification & Legislation Update	7 S/C & 1 Enf S/V	3 days	Control Institute
<b>October</b>			

Respect & Diversity in the Workplace	1 Disp	1/2 day	York Region
Health & Safety – Transition to Supervision	1 S/C	1 day	York Region
November			
True Colours – Peaceful Conflict Resolution	1 Disp	1/2 day	York Region
Dealing with Difficult People	1 Disp	1 day	York Region
Employee Orientation	1 S/C	1 day	York Region
Customer Service	1 S/C	1 day	York Region
Ground Avoidance/Ground Escape Training	8 S/C	1 day	Control Institute
December			
Edged Weapons Awareness	7 S/C	1 day	Control Institute
WHMIS	2 S/C	1/2 day	York Region

Enf SV = Enforcement Supervisor

S/C = Special Constable

FMI = Fare Media Inspector

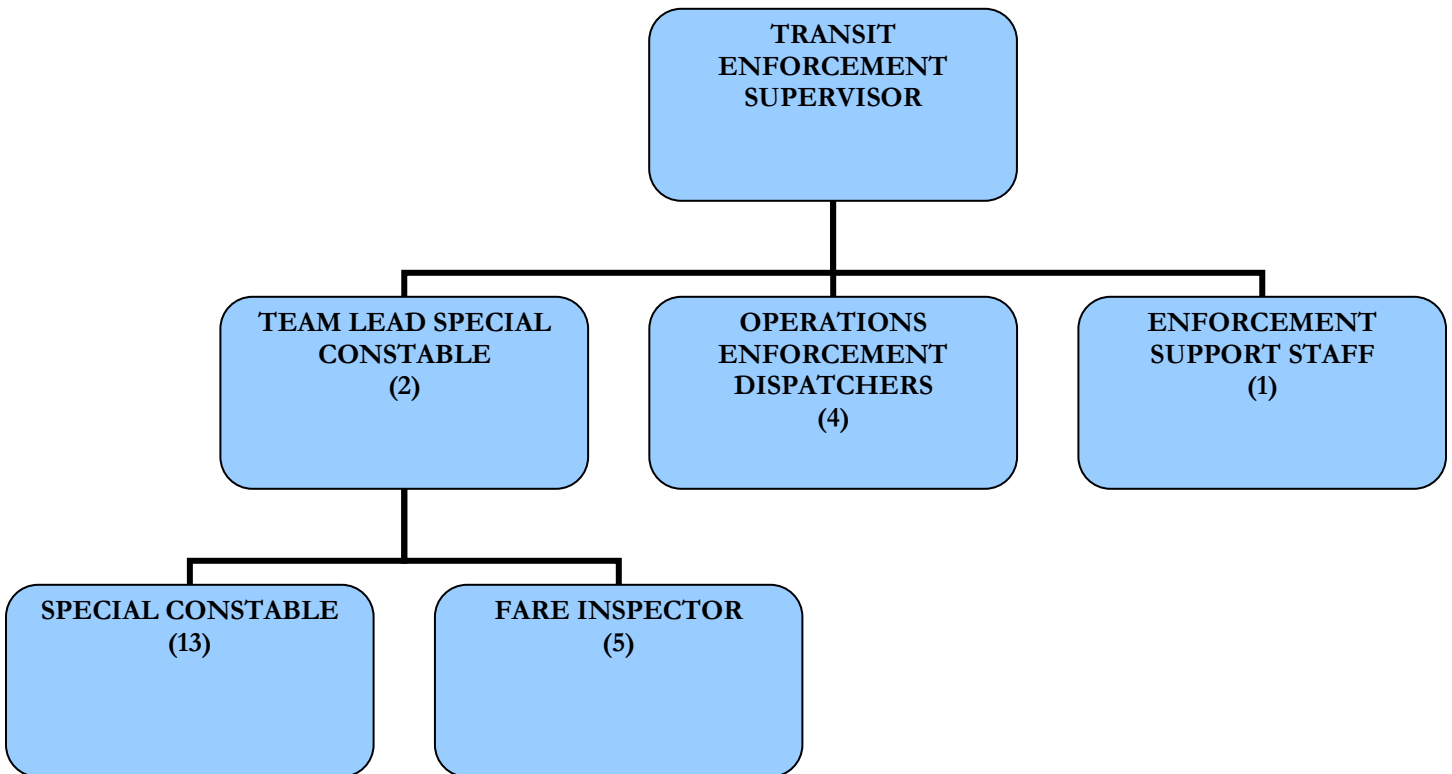
Disp = Operations Enforcement Dispatcher

Clerk = Enforcement Support Clerk

## **Supervision**

York Region Transit Enforcement is a section within York Region Transit's Operations area. Eleven of the section's twenty four positions are designated as Special Constables. Ten uniformed Special Constables provide dedicated security and law enforcement duties and assist in maintaining revenue protection through fare inspection.

General supervision is provided under the authority of the Enforcement Supervisor who has delegated authority as outlined below.



**Deployment Hours by Position & Detail**

<b>Category</b>	<b>Special Constable</b>	<b>Fare Media Inspector</b>
Fare Inspection	5540.75	3828
Patrol	922.25	1197
Dispatch	1390.5	1334
Court	104.5	93.25
Special Detail/Office	9379	2734.25
Training	471	193.5
Vacation	1127	956.25
Lieu Time	1690.25	494.75
Sick	537.5	395

**Equipment**

<b>Equipment Issued to Special Constables</b>
<ul style="list-style-type: none"> <li>• One wallet badge, with wallet &amp; agency identification card</li> <li>• Soft body armour with internal &amp; external carriers</li> <li>• Two sets of standard handcuffs with cases</li> <li>• One expandable baton with carrier</li> <li>• One container of O.C. foam with carrier</li> <li>• One serialized memo book with carrier</li> <li>• One flashlight with carrier</li> </ul>

**Enforcement**

**Criminal Code of Canada Charges**

<b>Section Number &amp; Charge</b>	<b>Charges Issued</b>
Sec. 129 Obstruct Peace Officer	2
Sec. 139 (2) Obstruct Justice	0
Sec. 362 (2)(b) False Pretence Under \$5000.00	0
Sec. 366 Forgery	0
Sec. 368 Uttering Forged Document	0
Sec. 380 Fraud Under \$5000.00	0
Sec. 393 Fraud in Relation to Fares	14
<b>Total Charges Issued</b>	<b>16</b>

**Transit By-law R-1415-2005-028**

	<b>Special Constable</b>	<b>Fare Media Inspector</b>
Fares Inspected	102,550	89,852
Provincial Offence Tickets	2,320	1,264
Written Warnings	464	213
Verbal Warnings	313	357
Non-fare Related Provincial Offence Tickets	10	0
Part I Summons	65	10
Part III Summons	175	60

**Proof-of-Payment Statistics by Route**

<b>Route</b>	<b>Fares Inspected</b>	<b>Provincial Offence Tickets</b>	<b>Verbal Warnings</b>	<b>Written Warnings</b>
Blue	152,475	2,682	501	528
Purple	25,285	519	108	86
Green	1,897	53	9	4
Orange	4,988	247	30	34
Pink	7,757	83	22	25

## Occurrence Reporting

In 2008 York Region Transit Enforcement investigated 350 occurrences listed by category below:

Occurrence Type	Number of Reports
Lost/Found Property	70
Damage to Property	52
Seized Video	35
Information	25
Arrest – Fraud Transportation	21
Disturbance	20
Mischief Under \$5000.00	13
Assist – Medical	12
Assault	10
Fraud Transportation	9
Intoxicated Male	9
By-Law	7
Harassment	6
Theft Under \$5000.00	5
By-Law – Other	5
Threatening Driver	4
Intoxicated Female	4
Complaint	3
Indecent Act	3
Bus Accident	3
Fire	2
Seized Driver’s License	2
Bicycle Removal	2
Safety/Security	2
Assist – Other	2
Theft	2
Defective Equipment	2
Mental Health Act	2
Possession Marijuana	1
Arrest – Assault	1
Suspicious Package	1
Lost Badge/Identification	1
Arrest – Mischief Under \$5000.00	1



Serious complaints relating to Special Constable conduct are forwarded to the York Regional Police Service Professional Standards section for investigation. Less serious complaints relating to Special Constable conduct are investigated by the Enforcement Supervisor.

Adjudication and penalties, if any, are the responsibility of the Enforcement Supervisor. Complainants are advised of the findings of all investigated complaints. All complaints are investigated in accordance with York Region Transit Enforcement procedures and within the parameters of the Joint Services Agreement and Regional policy and procedure.

Investigation findings pertaining to Special Constable conduct complaints are categorized as follows:

***Unsubstantiated***

***Substantiated***

***Informal Resolution***

<b>Total Number Of Complaints</b>	<b>Investigated by Agency</b>	<b>Investigated by York Regional Police</b>	<b>Number resolved</b>	<b>Number Outstanding</b>
<b>51</b>	<b>51</b>	<b>0</b>	<b>51</b>	<b>0</b>

**Complaints by Category**

<b>Complaint Type</b>	<b>Number Received</b>
Safety/Security Concern	21
Special Constable	10
Warning/Fine Dispute	7
Fare Evasion Concern	7
Fare Media Inspector	6

## Highlights of Reporting Year

- In 2008 service coverage hours were expanded from 0600 to 0130 hrs to 0600 to 0300 hrs. This was done to address later evening service on Viva's Blue route and conventional service on route 98/99 along Yonge Street.
- In 2008 the enforcement section protected key properties during the Region's first transit strike. The strike lasted for a period of 14 days. Only two minor incidents took place during the labour dispute.
- In 2008 the enforcement section took on an expanded role providing security coverage for all three sections of transit which include Rapid Transit, Conventional Transit and Mobility Transit.
- In 2008 the enforcement section conducted a joint operation called "Project Viva" with officers from YRP #1 District for an 8 day period. The joint operation teamed YRT Special Constables and YRP Police Constables to patrol Viva services in the Newmarket area to combat minor criminal and provincial offences.