



Clause 7 in Report No. 9 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on May 21, 2015.

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York Region Transit (YRT/Viva)
2014 Enforcement and Security Annual Report

Committee of the Whole recommends adoption of the following recommendation contained in the report dated April 23, 2015 from the Commissioner of Transportation Services:

1. Recommendations

It is recommended that this report be received for information only.

2. Purpose

This report provides a summary of the York Region Transit (YRT/Viva) 2014 Enforcement and Security Annual Report (Annual Report). A copy of the Annual Report will be provided to York Regional Police Services Board as required under the Joint Services Agreement (Attachment 1).

3. Background

In September 2005, York Region Transit (YRT/Viva) began operation of its Viva bus rapid transit service

The Viva service operates using an off-board fare collection system known as the Proof-of-Payment Program. A Joint Services Agreement was established between York Region and York Regional Police Services Board to provide for Special Constables to administer the Proof-of-Payment system for the Region's new Viva service. The agreement assigned certain powers to YRT/Viva's Special Constable section to allow staff to enforce revenue protection, and provide security services for YRT/Viva in conjunction with York Regional Police.

The Joint Services Agreement requires an annual report to the York Regional Police Services Board

YRT/Viva's 2014 Annual Enforcement and Security report outlines all Special Constable activities that occurred throughout the year including recruitment, training, complaints and statistics by YRT/Viva Enforcement and Security section.

YRT/Viva Special Constables are authorized to enforce York Region's Transit Bylaw

YRT/Viva Special Constables have Peace Officer powers as set out in the Criminal Code of Canada. These include enforcement of offences relating to Obstructing or Resisting a Peace Officer, Obstructing Justice, False Pretences, Forgery, Uttering a Forged Document, Fraud Under \$5,000 and Fraud in Relation to Fares.

The Region's Transit Bylaw includes provisions for the enforcement of proper fare payment, the safe conduct and protection of all persons travelling on public transit vehicles and using transit facilities within the YRT/Viva system.

In 2010, the Joint Services Agreement was amended to provide Special Constables with enforcement powers within the City of Toronto

The Chiefs of Police for York Region and the City of Toronto entered into a Memorandum of Understanding (MOU) governing the terms under which YRT/Viva Special Constables may carry out their duties, as they pertain to YRT/Viva within the City of Toronto. The MOU provides for York Regional Police Services Board to forward a copy of the Annual Report to the City of Toronto Police Services Board.

4. Analysis and Options

The Annual Report provides York Regional Police Services Board with a summary of all 2014 YRT/Viva enforcement activities

The YRT/Viva Enforcement and Security section travels the YRT/Viva system to monitor the correct use of fares and compliance with Viva's proof-of-payment

system. They also provide a uniformed presence ensuring the safety, security and comfort of customers traveling on YRT/Viva vehicles and transit properties. In 2014, YRT/Viva completed a Transit Enforcement best practice review of peer agencies

Information received through the review indicates YRT/Viva's current evasion rate is well below the industry average of approximately four per cent, as reported by the American Public Transit Association, and defines industry best-practice. In 2014, the evasion rate for the Viva Proof-of-Payment system was 1.16 per cent.

Table 1
2014 Inspections Performed by Fare Type

Fare Type	Inspections	Evasions	Evasion Rate %
Proof-of-payment	536,266	6231	1.16
PRESTO	64,157	360	0.56
Conventional Farebox	64,417	64	0.10
Total	664,840	6,655	1.00

Table 2 outlines the number of inspections performed by the Enforcement and Security section from 2011 to 2014, and provides the corresponding evasion numbers rate.

Table 2
2011 to 2014 Inspections Performed

Category	Inspections	Evasions	Evasion Rate %
2011	396,495	5,488	1.38
2012	526,270 ₁	3,853 ₂	0.73
2013	465,151	7,473	1.61
2014	664,840	6,655	1.00
Four-year Total	2,052,756	20,769	1.01

₁ Higher inspection totals due to the introduction of the Unclassified Farebox Inspections Program onboard YRT/Viva conventional services

₂ Decrease resulting from 56 days of free transit service following the 2011/2012 bus operator strike

Identified in the 2014 Annual Report are other activities performed by Special Constables outside of the Proof-of-Payment system. Table 3 shows the activities most often performed by Special Constables.

Table 3
2014 Activities by Type

Activity	Occurrences
Closed circuit television video seizures	2395
Lost and found articles processed	478
Special detail/request to investigate	164
Assist calls (passenger emergency, disturbance)	145
Property damage	116
Safety and security concerns	62

Annually, Enforcement and Security staff participate in a number of transit initiatives and events pertaining to revenue protection and collection, operations, and customer service

Listed below are transit initiatives YRT/Viva Enforcement and Security staff were involved in 2014.

- Increased fare revenue recovery by monitoring data, cash and ticket deposits into conventional vehicle fareboxes
- Increased fine revenue collection through court process improvements and efficient staff scheduling
- Partnered with Crime Stoppers of York Region, providing customers an anonymous outlet to report crime on transit
- Partnered with GTA Transit Enforcement agencies in information sharing
- Established a community partnership with 360 Kids Youth Outreach program focusing on youth in need travelling on transit
- Helped reduce bus operator speeding, through monitoring of real time data and communications with operation and maintenance contractors
- Provided customer service, security and assistance through the PRESTO community outreach program
- Assisted with the second launch of the Highway 7 rapidway sections, and with the station staffing plan for Transit staff and Paid Duty Officers
- Partnered with York Regional Police Community Oriented Response for Proof-of-Payment system activities

- Introduced a P25 Standard Public Safety Standard Radio system for staff that partners with York Regional Police communications systems
- Completed a best practices review of Enforcement practices involving participating North American peer agencies

Link to key Council-approved plans

Vision 2051: Safe and Secure Communities - YRT/Viva Enforcement meets the vision in developing sustainable community safety and crime prevention strategies through community mobilization, engagement and education.

5. Financial Implications

YRT/Viva Enforcement and Security issued 5,288 provincial offences, and recovered revenue totalling \$266,740

Table 4 outlines revenue collected in 2011, 2012, 2013 and 2014.

Table 4
Provincial Offences

Year	Offences Issued	Revenue Collected
2011	4,317	\$259,329
2012	2,416 ₁	\$139,965
2013	4,099	\$203,978
2014	5,288	\$266,740

₁ Decrease resulting from 56 days of free transit service following the 2011/2012 bus operator strike

6. Local Municipal Impact

The presence of YRT/Viva Special Constables on the YRT/Viva system improves security and customer service, helps protect Regional assets, and serves as a proactive deterrent in reducing graffiti and vandalism throughout York Region communities.

7. Conclusion

In 2014, YRT/Viva Enforcement and Security section provided required revenue protection and a safe and secure environment to customers, employees and the general public.

Under the Joint Services Agreement between the Region and York Regional Police Services Board, an Annual Report is required to be submitted by the Region to the Board, who will forward the report to the City of Toronto Police Services Board, as required under the MOU. Staff will continue to liaise with York Regional and City of Toronto Police to ensure the terms of the Agreement and MOU are fulfilled.

For more information on this report, please contact Ryan Keay, Manager, Transit Enforcement and Security at ext. 75769.

The Senior Management Group has reviewed this report.

April 23, 2015

Attachments (1)

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Accessible formats or communication supports are available upon request