



Toronto Transit Commission Special Constable Service 2025 Annual Report

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Executive Summary

The Special Constable Service plays an important role in ensuring the safety and security of customers and employees. Last year, the Toronto Transit Commission's (TTC) Special Constable Service continued to demonstrate unwavering commitment in responding to security incidents across the public transit system, consistently delivering services in alignment with the Special Constable Agreement between the Toronto Police Service (TPS) Board and the TTC. The Agreement confers authorities to Special Constables to support the enforcement of TTC By-law No.1 and deliver security and law enforcement services. This report outlines key data and information regarding enforcement activities, training, use of force activities, complaints, and other issues of concern to the TPS Board or the Chief of Police. Section 9.12 of the Special Constable Agreement with TPS requires the TTC to provide an annual report to the TPS Board.

In 2025, the Special Constable Service made significant strides in strengthening its operational readiness across the transit system by enhancing operational capacity, service delivery, and community-focused responses. While the Department made meaningful progress in advancing operational readiness, there were no major material changes during the reporting period.

Four priority areas were advanced by the Special Constable Service in 2025:

Operational Capacity

In 2025, the Department recruited 23 new Special Constables, five new Acting Supervisors, and expanded the Community Engagement Unit with three additional staff members. The Department also obtained approval from the Ministry of the Solicitor General to be designated as a Special Constable Employer under the new Community Safety and Policing Act (CSPA).

Responding to an Expanding System

Special Constables supported the phased openings of Line 6 in late 2025 and Line 5 in early 2026, reinforcing rider confidence and system reliability. Additionally, the Department also received approval for a new Bicycle Unit, which will aim to improve patrol capabilities and allow Officers to respond more efficiently across the system.

Co-ordinating Responses to Mental Health Crises

In alignment with the TTC's Community, Safety, Security, and Well-Being Plan (2024-2028), the Department enhanced its high-visibility presence at subway stations and supported the Toronto Community Crisis Service (TCCS), a 24/7 crisis response team present at key stations to support individuals experiencing mental health crises on the transit system.

Proactive Community Engagement

Special Constables participated in various outreach initiatives and events, including the TTC Community PEERS Pilot Program, which aims at addressing youth unrest and violence on the transit system.

The Special Constable Service remains steadfast in its duty to foster a safe and inclusive environment for all TTC riders and employees.





Enhancing Operational Capacity

Special Constable Workforce Growth

In 2025, the Special Constable Service undertook strategic efforts to enhance operational capacity in response to increasing demands across the transit system. The Department celebrated the graduation of 32 new Special Constables who were hired in May of the previous year, allowing the Department to increase frontline capacity and enhance its ability to respond to incidents as quickly and efficiently as possible. Separately, the Department also hired 23 new Special Constables through fair and inclusive recruitment practices, allowing the Department to further develop a workforce that reflects the diversity of the community that it serves. Finally, the Department also appointed five new Acting Supervisors in 2025. The Acting Supervisor role provides Officers with the opportunity to obtain supervisory responsibilities as operational needs arise. The role also supports professional development by providing Officers with essential leadership and management skills, preparing them for future supervisory and leadership opportunities.

This workforce expansion played a critical role in enhancing safety throughout the transit system by increasing uniformed presence, improving visibility, and enabling more proactive responses to incidents that occur. The expansion is also expected to contribute to reduced call response times, as increased staffing levels allow for more effective deployment and coverage across the transit system. Additionally, as the TTC prepares for the FIFA World Cup in 2026, this workforce growth positions the Department to effectively manage increased ridership by ensuring sufficient staffing and operational readiness to maintain safety and customer confidence during upcoming events.

As the Department continues to grow, the commitment to conduct fair, transparent, and equitable recruitment remains, ensuring that hiring practices are rooted in fairness and aligned with the TTC's overall values of fostering diversity, equity, and inclusion in all aspects of its work.



Special Constable Employer Designation

In March 2025, the Special Constable Service achieved a significant milestone by receiving approval from the Ministry of the Solicitor General (Ministry) to be designated as a Special Constable Employer under the new Community Safety and Policing Act (CSPA). This designation marked a critical achievement for the Department following the implementation of the new CSPA, which came into force on April 1, 2024, replacing the former Police Services Act (1990).

Under this new legislative framework, organizations were required to obtain Ministry approval to operate as Special Constable Employers in order to maintain, renew, and appoint Special Constables. Obtaining this designation confirmed that the Department met all legislative and operational requirements under the CSPA and ensured the continued authority of the Special Constable Service. Receiving Special Constable Employer Designation aligns the Department with updated provincial standards and reinforces the Department's commitment to support the Province's broader public safety objectives.

Optimizing Deployment

In 2025, the Department optimized the deployment of Special Constables by increasing foot patrols across the subway system, with a strategic focus on the downtown core. Officers maintained high-visibility presence at high-risk stations to deter incidents from occurring and enable faster response times to calls. By aligning deployment with demand, the Department improved its ability to prevent incidents, respond to incidents effectively, and enhanced the overall safety and security of the transit system for both customers and employees.

Below: 2025 Special Constable Graduation Class.



Appointments

TTC Special Constables are appointed as peace officers by the Ministry of the Solicitor General and the Toronto Police Services Board, which grants them designated police powers. Table 1 below provides an overview of the number of Officers holding peace officer status in 2025. The total complement as of December 31, 2025, consists of 132 Special Constables.

Existing	Re-Appointments	New Appointments	Total Number of Special Constables
13	82*	37	132

Table 1: Special Constable Service Appointments. *The elevated number of re-appointments is a result of the Department receiving Ministry approval for Special Constable Employer designation in March 2025. The approval enabled the re-appointment of all Officers who were pending Peace Officer status.

Departures

The chart below outlines the total number of departures that occurred in 2025. Most resignations are linked to Special Constables transitioning into roles within police services, as many leverage the valuable skills and experience gained at the TTC to advance their careers in law enforcement.

Terminations	Suspensions	Resignations	Retirements
1	2	7	1

Table 2: Special Constable Service Departures.





Responding to an Expanding System

Supporting Transit System Expansions: Opening of Lines 5 and 6

The Special Constable Service took steps in 2025 to provide a reliable and consistent safety presence as the TTC network expanded. In November, Special Constables supported the partial opening of Line 5 Eglinton by conducting patrols and responding to calls for service at Mount Dennis and Cedarvale stations, as well as the bus bays located at Don Valley and Keelesdale stations. In December 2025, Special Constables were also deployed to begin patrolling and responding to calls for service on the newly opened Line 6 Finch West, further extending safety coverage across the expanding transit system.

To support the opening of Lines 5 and 6, the Department leveraged previous operational strategies that have been used to anticipate major ridership changes such as concerts and sporting events. By proactively planning staffing levels, deployment models, and high-visibility strategies, the Department ensured that it was well-positioned to maintain safety, manage increased ridership, and support the continuation of transit operations as the network expanded. Through collaboration with GO Transit and UP Express, Special Constables worked to support safety and security at new and interconnected stations, helping to ensure a co-ordinated approach to transit safety and a positive experience for riders using these new services.

Core Response Unit (Bicycle Unit) Approval

In 2025, approval was obtained for the establishment of a Core Response Unit, a new bicycle unit within the Department. This unit will play a key role in supporting the 2026 FIFA World Cup events in Toronto.

The Special Constable Service has consistently taken proactive measures to provide optimal security during major events, recognizing that the safe and orderly movement of passengers to and from events is a top priority. With significantly increased ridership and transit demand expected during the FIFA World Cup, the Core Response Unit will act as an addition to the Department's operations that will service to provide a rapid response to incidents and reinforce public safety across the transit system.

The Core Response Unit will primarily operate within the downtown core to increase mobility in heavy pedestrian areas. Through this approach, the unit will support faster incident response in high-density areas so that service disruptions are minimized. Maintaining reliable and efficient service is central to the TTC's mandate and the Core Response Unit aims to strengthen this by reinforcing rider confidence in the TTC's response to emergencies and large-scale events.

Assessment of Security Operating Model

The TTC is in the process of undertaking a comprehensive review of its security operating models through an external consultant to assess roles, responsibilities, physical security features, and access protocols across sensitive buildings and departments. This assessment will aim to identify opportunities to enhance safety and security through an updated operating model that effectively integrates technology, infrastructure, and human resources, including the strategic use of Special Constables and Protective Services Guards, while leveraging strong community safety partnerships.

The assessment will be divided into two phases, with Phase 1 involving a discovery review and breakdown of options, and Phase 2 involving the physical security assessment. Both phases of the assessment will be completed in 2026. The outcomes of this work will inform future security enhancements and further define the role of the Special Constable Service within a modernized, integrated TTC safety and security framework.

Graffiti Monitoring and Response

To address incidents of graffiti on transit property, the Department implemented a Graffiti Dashboard in December 2025. The Graffiti Dashboard is a centralized system that automatically gathers, organizes and visualizes graffiti-related information. This tool converts raw incident data into meaningful intelligence for investigators and Special Constables.

The Dashboard's purpose is to automate data collection, capture detailed characteristics of each graffiti incident and support strategic decision-making through trend analysis and hotspot mapping. The system aims to enhance operational preparedness and enable faster identification of emerging trends. By automatically categorizing incidents and generating real-time visual analytics, the Graffiti Dashboard supports proactive deployment of resources to locations that are high-risk for graffiti.

For Special Constables, the Graffiti Dashboard results in faster access to useful information and smoother collaboration across units. Overall, the Dashboard functions as a proactive enforcement tool that enhances response capability, reduces vandalism, and strengthens the Department's capacity to identify repeat offenders.

As the Department continued to utilize the Graffiti Dashboard, further insights on graffiti related crime will be shared as it becomes available.





Coordinated Crisis Response and Mental Health Support

Alignment with Community, Safety, Security, and Well-Being Plan (2024-2028)

The Special Constable Service plays a critical role in advancing the TTC's Community, Safety, Security, and Well-Being Plan (2024-2028), which was unanimously approved by the TTC Board on November 3, 2025. This multi-year plan establishes the TTC's operational readiness by prioritizing prevention, partnership, and appropriate, people-first responses to safety and well-being concerns across the transit system.

Recognizing that individuals experiencing homelessness and mental health crises remain significant and ongoing challenges for the City of Toronto and consequently, the transit system, the Department continued to prioritize improving safety and security by preventing, de-escalating, and managing incidents. In alignment with the Plan, the Department worked with community partners to support individuals experiencing crisis and vulnerability in 2025. Special Constables regularly work alongside organizations, such as Streets to Homes, to facilitate outreach and connect individuals experiencing homelessness with appropriate housing and social supports. These partnerships enhance response capacity by enabling Special Constables to balance enforcement responsibilities with meaningful support to ensure that safety is promoted, while the needs of individuals in crisis are met.

Special Constables also began working in close coordination with the Toronto Community Crisis Service (TCCS) for mental health-related incidents across the downtown "U". TCCS teams are currently based at Spadina, Union, and Bloor-Yonge stations and provide 24/7 mental health crisis intervention services. Special Constables continue to attend mental health-related calls and work alongside TCCS workers to ensure timely and coordinated responses. When incidents arise, Special Constables play a key role in alerting nearby TCCS teams and facilitating joint responses, ensuring individuals in crisis are connected to appropriate support services while maintaining safety within the transit environment.

Enhancing Transit Safety Pilot

In October 2025, the Special Constable Service collaborated with the City of Toronto and Streets to Homes on an Enhanced Transit Safety Pilot designed to strengthen operational readiness through increased presence and co-ordinated support at high-incident stations. The pilot focused on enforcing TTC By-law provisions related to panhandling and loitering to improve safety and create a more welcoming transit environment. Bloor-Yonge, Finch, Dundas, and Wellesley stations were selected for the pilot as they typically receive a higher volume of calls related to contraventions of TTC By-Law No. 1.

To further enhance response capacity, mobile units operating in the north of the city were positioned to provide rapid response to support calls for service at Finch Station. In alignment with the Use of Discretion policy, Officers were directed to assess each situation individually and determine the most appropriate course of action. Acknowledging that many individuals within the transit system have complex needs, staff were directed to act with compassion and to report requests for social assistance to Transit Control. Throughout the pilot, Transit Control co-ordinated outreach through established community partners such as Streets to Homes.

Throughout the pilot, increased presence and timely response were emphasized as key priorities in maintaining a safe and secure environment for both customers and employees. As a result of the enhanced deployment, there was an increase in the number of outreach services that were accepted by individuals on the TTC between the pilot period of October to December (see Chart 1). The pilot will extend through 2026, with deployment being dynamically adjusted to respond to stations experiencing higher incident levels.

Through this pilot initiative, the TTC is working towards enhancing response capacity to incidents at key stations, while also playing a key role in connecting individuals with the support they need. Based on the positive outcomes observed, the TTC will explore opportunities to expand the pilot to additional locations.

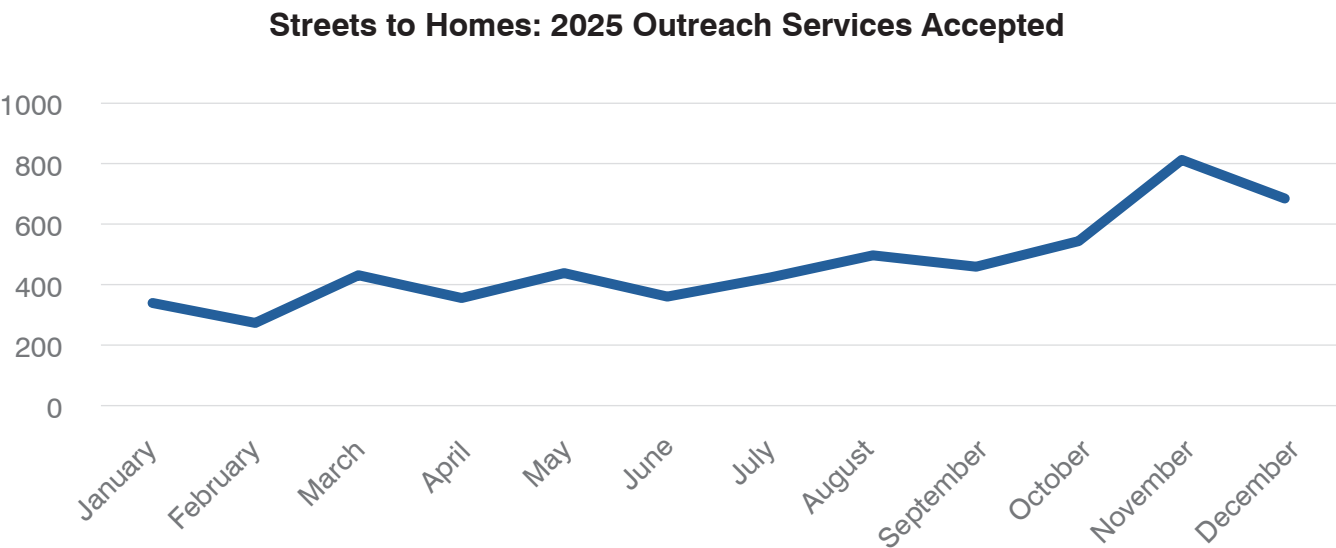


Chart 1: 2025 Outreach Services Accepted from Street to Homes





Proactive Community Engagement

In 2025, the Special Constable Service continued its commitment to strengthening its ties with the community. Throughout the year, the Department worked toward building trust, promoting education, and supporting early intervention through various initiatives. One of the Department's key initiatives was the continuation of the TTC Community PEERS Pilot Program, which aims at engaging youth and fostering positive relationships to help prevent unrest and violence on the transit system. Additionally, the Community Engagement Team continued to play a pivotal role in leading and attending various community events and initiatives that focused on promoting transit safety and supporting vulnerable groups. Through these efforts, the Department continued to promote a safer transit environment by engaging in efforts to prevent crime and incidents on the TTC.

Community Engagement Team

The Community Engagement Unit (CEU) is composed of a team of up to five Special Constables who are specifically assigned to create and maintain partnerships with various city organizations. In 2025, the CEU welcomed three new Special Constables with diverse and extensive experience, strengthening the team's capacity and enhancing readiness for expanded engagement activities planned for 2026.

The primary focus of the CEU is to provide education on transit safety through information sessions and community events. Additionally, the CEU assists with co-ordinating resources for customers who may be in need of shelter, mental health services, employment services, and more. The CEU is responsible for engaging with the public and TTC employees to achieve community-based objectives that promote a safe environment and encourage learning and engagement within the TTC community. During extreme weather situations, Special Constables, including the CEU, will also assist vulnerable individuals in the city who may be at increased risk by offering information about drop-in resources in downtown Toronto. The CEU is actively involved in various community initiatives, such as Transit Safety and Etiquette presentations in schools, focus tables, Streets to Homes outreach, the Community Safety and Wellbeing on Transit Dashboard, Downtown Yonge Business Improvement Area (DYBIA) outreach, Toronto Police Service partnership events, and recruiting events.

TTC Community PEERS Pilot Program

The TTC, in collaboration with the City of Toronto, TPS, and the Toronto District School Board (TDSB), continued the TTC Community PEERS Pilot Program into the 2025 school year following its launch in 2024. The program supports operational readiness by addressing youth unrest and violence on the transit system through early engagement, education, and relationship-building.

The initiative involved six Community PEERS, TDSB Social Workers, TTC staff, and TPS Neighbourhood Community Officers (NCO) who participated in workshops occurring over the course of 13 weeks during the 2024-2025 school year. The workshops were held in three identified hotspot schools across the city: West Hill Collegiate Institute, Central Technical High School, and Weston Collegiate Institute. Each school selected 15 students to join the pilot and attend two-hour workshop sessions each week.

The program's curriculum focused on critical topics, such as conflict resolution, mental health, self-care practices, personal accountability, TTC safety and ethics, the impacts of violence on customers and TTC employees, and fare evasion.

This initiative aligned with the City of Toronto's SafeTO: A Community Safety & Well-Being Plan, adopting a whole-system approach to violence reduction. The TTC Community PEERS Pilot Program concluded at the end of March 2025, and as a result of it, participating students demonstrated increased understanding and awareness of fare requirements. Pre-program survey results showed that only 14% of students were aware of the financial impact of fare evasion on the TTC. At the conclusion of the program, post-program survey results demonstrated that awareness increased to 51%. The program resulted in various positive outcomes, such as increased student awareness of the consequences of fare evasion and improved student behaviour toward TTC Operators. Through this program, students were equipped with strategies to resist conflict, violence, and peer pressure as well as how to keep themselves safe on TTC premises, while also receiving a platform to provide feedback on how the TTC can create more welcoming, inclusive spaces for young people. The TTC Community PEERS Pilot Program is expected to resume in April 2026 for a nine-week period.

53 Division Transit Safety Training

The CEU maintains an ongoing partnership with Toronto Police Service's 53 Division to deliver specialized track-level safety training for new police recruits. In 2025, the CEU delivered four training sessions to TPS recruits to enhance their understanding of TTC infrastructure and emergency protocols.

Given the shared responsibility between the TTC and TPS in coordinating responses to incidents that occur on the transit system, this collaboration is critical in ensuring a safe and co-ordinated response to incidents. TPS officers are regularly involved in track-level incidents, including Priority 1 calls and unauthorized individuals at track level. As such, a comprehensive understanding of track-level hazards and emergency procedures is essential to ensuring the safety of TPS officers, TTC staff, and customers.

During these sessions, new recruits from 53 Division received hands-on instruction related to track-level emergencies, safe pursuit, and response procedures. This training strengthens inter-agency co-ordination, supports informed decision-making during high-risk incidents, and enhances the overall effectiveness of joint TTC-TPS responses to incidents that occur on the transit system.



Above: CEU members with CEO, Mandeep Lali at a Transit Safety Information Table.

Transit Safety Information Tables

In 2025, the CEU led several information table sessions at various TTC stations. The information tables, offered in partnership with TPS auxiliary officers, served as a way for Special Constables to engage directly with customers and local residents to address safety concerns, answer questions, and provide guidance on safe transit use. The sessions also acted as proactive outreach by encouraging co-operation, promoting the reporting of incidents, and reinforcing the presence of Special Constables on the transit system.

Peace Officer Exemplary Service Medal

In 2025, several Special Constables were awarded the Peace Officer Exemplary Service Medal in recognition for their long-standing dedication to public service. This prestigious medal is given to peace officers who have dedicated 20 or more years of exemplary service, including at least 10 years performing duties with potential risk. It is a national honour from the Governor General of Canada and stands as a symbol of professionalism, commitment, and courage.

A total of 15 members of the Department were awarded with this medal. Of these recipients, two members were awarded a First Bar, recognizing an additional 10 years of exemplary service for a total of 30 years of service. Each recipient received a certificate from the Office of the Governor General and a medal engraved with their name, formally acknowledging their sustained contributions to public safety and service excellence.



Above: Recipients of the Peace Officers Exemplary Medal on July 30, 2025.

Collaboration with Peers in 2025

- A total of 49 transit safety presentations were delivered to more than 3,000 individuals
- Three TTC Safety Marketplace sessions with more than 100 TTC staff engaged
- 41 Focus Table Toronto meetings
- 49 community events
- Four career fairs, engaging more than 100 individuals per session
- Collaboration with TTC Community PEERS Pilot Program, reaching more than 60 students across three schools
- Four training sessions with TPS 53 Division, reaching approximately 20 new recruits per session
- Four community safety tables delivered to more than 3,000 customers

Community Partnerships

- Toronto Community Housing
- Streets to Homes
- Multi-Disciplinary Outreach Team/LOFT
- Focus Table Toronto
- Downtown Yonge BIA and Outreach Team

- Specialized Program for Inter-Divisional Enhanced Responsiveness to Vulnerability (SPIDER) Table
- TPS Neighbourhood Community Officer Program
- Toronto District School Board
- Toronto Catholic District School Board
- Associated Hebrew Schools
- TTC Indigenous Council

CEU Collaboration with Streets to Homes

The TTC works in close collaboration with the City of Toronto's Streets to Homes program to support individuals experiencing homelessness or sheltering within the transit system. Streets to Homes staff are available 24 hours a day, seven days a week, year-round, and provide resources that address immediate health needs and pathways to stable housing.

The following services are available to individuals aged 16 and older who are sheltering outdoors:

- Water and referrals to food programs
- Identification documents (ID) and income supports
- Supports to develop a housing plan for those who are not already working with other housing workers or agencies
- Wellness checks
- Clothing and supplies
- Harm reduction services and supplies
- Mental health supports through the Multi-Disciplinary Outreach Team (M-Dot)
- Blankets and sleeping bags in the winter
- Referrals to the shelter system through Central Intake
- Additional wellness checks and referrals to warming/cooling centres during extreme weather alerts

2025 CEU and Streets to Homes Partnership

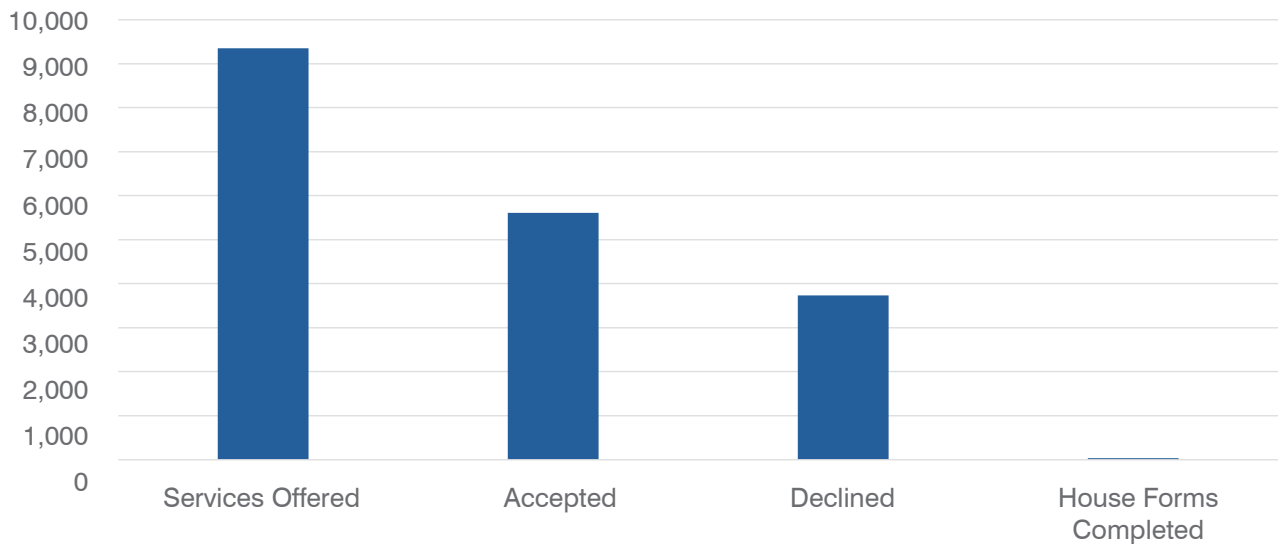


Chart 2: Services offered by Streets to Homes.

CEU Collaboration with the Downtown Yonge Business Improvement Area (DYBIA)

The TTC also works closely with the Downtown Yonge Business Improvement Area (DYBIA) Community Engagement Team (CET), an outreach program that provides trauma-informed, non-violent crisis support for vulnerable individuals in the area, connecting them with services as an alternative to police for non-emergencies. DYBIA works collaboratively with the TTC to improve safety and well-being at stations in the downtown core by offering supports and resources, such as supportive counselling, overdose response, wellness checks, and more.

DYBIA Services Provided January-December 2025

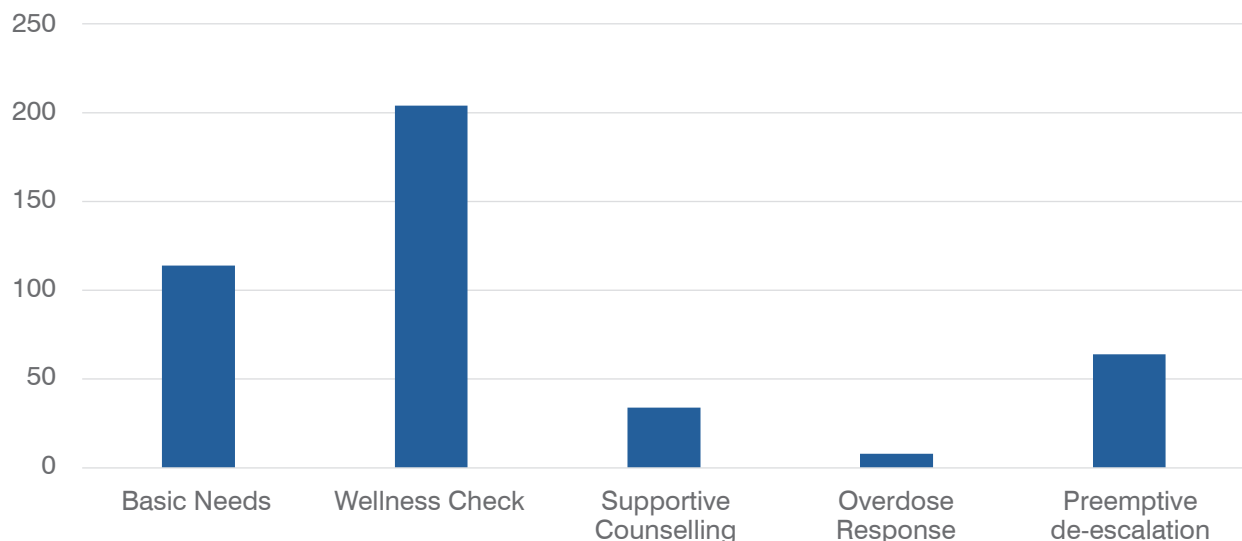


Chart 3: Downtown Yonge Business Improvement (DYBIA) Area Services Provided.





Training

In 2025, the TTC continued to deliver Special Constable training to ensure that Special Constables are equipped with the necessary skills and knowledge to respond to incidents and complex situations effectively. Over the past year, the TTC's Operations Training Centre continued to provide recruitment and refresher training aimed at providing Special Constables with best practices in addressing customers and employees with respect, sensitivity, and without bias.

The training program was updated in 2025 to align with the new Community Safety and Policing Act, which came into effect in April 2025. The Act introduced standardized training requirements for all Special Constables across Ontario, ensuring consistency in knowledge, skills, and professional expectations province wide. The updated curriculum, developed by the Ontario Police College, included enhanced modules on use of force, crisis management, and practical scenario based learning tailored specifically to the duties of Special Constables. This Ministry approved training is mandatory for all Special Constables and must be successfully completed in order to maintain Peace Officer status.

Special Constable Training

All TTC Special Constable training is reviewed and approved by TPS on an annual basis. Pursuant to the Special Constable Agreement between the TTC and the TPS Board, the Special Constable Service has an obligation to train Special Constables in the following areas:

- 2SLGBTQ+
- Arrest Authorities
- Arrest/Search Incident to Arrest
- Canadian Police Information Centre
- Case Preparation Provincial Offences
- Community Mobilization/Community Policing
- Confronting Anti-Black Racism
- Controlled Drugs and Substances Act (CDSA)
- Crime Scene Management
- Criminal Offences
- Diversity Awareness and Human Rights Issues
- Trespass to Property Act
- Ethics and Professionalism in Policing
- First Aid/CPR
- Interim Communicable Diseases
- Introduction to Law
- Liquor License and Control Act
- Mental Health Act (MHA)
- Occurrence/Report Writing/Field Information Report
- Person in Crisis
- PRESTO
- Provincial Offences Act
- Roles Field Interviewing/Taking Statements
- Rules Memorandum Books/Note-Taking
- Search and Seizure Authorities
- Sex Offences
- Suicide Awareness
- Testimony/Criminal/Provincial Justice System/Rules of Evidence
- Train Use of Force Legislation and Reporting
- TTC Fares
- TTC Special Constable Status – Roles and Responsibilities
- Vehicle Familiarization – Streetcar/Bus/Subway
- Scenes of Crime Photography
- Use of Force and Defensive Tactics
- Radio Communication

Training Program

Special Constables currently receive 90 days of initial training. As part of that training, Special Constables receive 13 days of training on crisis communications, de-escalation, mental health awareness, and the Mental Health Act. The Special Constable training program includes reality-based simulations conducted with professional actors in a transit environment, in order to evaluate the knowledge and skills that each employee receives, and to observe their decision-making abilities in a real-time environment.

Annual Recertification

The Special Constable Annual Recertification Training Program is four days for a total of 32 hours, which includes mandatory defensive tactics and use of force training.

Mandatory Training

Course/Topic	Delivered By	Duration	Number trained
Special Constable Recruit Training	3rd Party Provider/Toronto Transit Commission	88 Days	8
Annual Use of Force and Legislative Update Block Training	3rd Party Provider/Toronto Transit Commission	4 Days	68
Requalification Use of Force and Legislative Update Block Training	3rd Party Provider/Toronto Transit Commission	10 Days	31
Annual Use of Force and Legislative Update (Supervisor)	3rd Party Provider/Toronto Transit Commission	5 Days	15
Indigenous Awareness	Canadian Police Knowledge Network	5 Days	8
Standard First Aid	3rd Party Provider (Rescue 7)	15 Hours	54
Confronting Anti-Black Racism	3rd Party Provider	2 Days	8

Table 3: Mandatory Training.

Additional In-Service Training

Course/Topic	Delivered By	Duration	Number trained
Coach Officer Training	TTC Operations Training Centre	3 Days	13
Scenes of Crime Officer Photography	Toronto Police Service-FIS	2 Days	8
TPS 2SLGBTQ+ Liaison Office – Serving with Pride	3rd Party Provider	3 Hours	8
Naloxone	3rd Party Provider	1 Hour	8
Body-Worn Camera	TTC Operations Training Centre	8 Hours	45
In-Car Camera	TTC Operations Training Centre	4 Hours	8

Table 4: Additional In-Service Training.

Equipment

Pursuant to the Agreement with the Board, Special Constables 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 (OC) foam/spray with appropriate carrying case.
- One expandable baton with appropriate carrying case.
- One body-worn camera.
- One approved memo book.
- One flashlight with appropriate carrying case.
- One Provincial Offences Notice book and appropriate hard cover.
- One TTC Special Constable Service Policies, Procedures and Rules Manual.
- Naloxone with carrying case.





Reporting

Call for Service

In 2025, the Special Constables Service received 36,616 calls for service, representing a 3% increase from the 35,484 calls received in the previous year.

Mode	Calls for Service				
	2021	2022	2023	2024	2025
Subway	26,817	23,516	26,410	30,355	31,253
Surface	4,241	4,087	4,499	5,129	5,363
Total**	31,058	27,603	30,909	35,484	36,616

Table 5: Calls for Service *This data represents the sum of individual officer reports for a call for service. As multiple Officers may submit separate reports for the same incident, totals are higher than the actual number of unique calls for service. **Surface includes incidents related to buses arriving/leaving from Scarborough RT stations.

Arrests and Apprehensions

Special Constables are committed to maintaining a safe and secure transit system. Special Constables submitted 236 records of arrest for Criminal Code offences, an increase of 6% when compared to the previous year with 223 arrests. Additionally, in 2025, Special Constables made 259 apprehensions under the Mental Health Act. These apprehensions were made in response to calls received for persons who were in distress or posed a threat to themselves or others. This represented a 20% increase from the previous year with 215 apprehensions under the Mental Health Act.

Table 6 below outlines the total number of individuals apprehended, arrested and/or charged from 2021 to 2025. Table 7 and 8 below present the individual reports that were submitted to document each occurrence.

Authority	Total Arrested, Charged and Apprehended				
	2021	2022	2023	2024	2025
Criminal Code	123	277	229	223	236
Mental Health Act	128	221	197	215	259
Liquor License and Control Act	5	20	15	19	49
Trespass to Property Act	9	16	18	11	43
Total	265	534	459	468	587

Table 6: Total Apprehensions, Arrests and/or Charges.

General Occurrence Reports and Records of Arrest	Total
Abandoned/Lost Property	1
Aggravated Assault C.C. 268	5
Arson: Damage to Property C.C. 434	1
Assault C.C. 266	760
Assault Bodily Harm C.C. 267(1)(b)	12
Assault With Intent To Resist Arrest C.C. 270(1)(b)	2
Assault Causing Bodily Harm C.C. 267 (b)	2
Assault Peace Officer C.C. 270(1)(a)	23
Assault With A Weapon C.C. 267(1)(a)	45
Assault With Weapon C.C. 267 (a)	13
Being Intoxicated in a Public Place	19
Bench Warrant C.C. 597 (2)	9
Carry Concealed Weapon C.C. 90(1)	3
Cause A Disturbance 175(1)	1
Causing Disturbance; Indecent Exhibition; Loitering C.C. 175(1)	1
Criminal Harassment C.C. 264 (1), (2)	17
Disguise with Intent C.C. 351(2)	1
Escape from Lawful Custody C.C. 145 (1)(a)	1
Fail To Appear (FORM 9/10) 145(5)(b)	1
Fail To Appear 145(2)(b) Subsequent to Court	4
Fail To Appear-Prints C.C. 145(5)(a)	2
FAIL TO COMPLY PROBATION C.C. 733.1	19
Fail to Comply Recog C.C. 145(3)	3
Failing to appear or to Comply with Appearance notice, promise to appear or Recognizance C.C. 145(5)	3
Failing to Appear or to Comply with Summons C.C. 145(4)	1
Failing to Attend Court when at Large on Undertaking or Recognizance: failing to surrender C.C. 145 (2)	1
Failing to Comply with Condition of Undertaking or Recognizance C.C. 145 (3)	5
Having liquor in open container in unauthorized place	3
Indecent Acts C.C. 173(1)	46
Killing or Injuring Animals other than Cattle C.C. 445	1
Mental Health Act Sec. 17	106
Mischief C.C. 430 (1) (a) and (b)	178
Mischief C.C. 430 (1) (c) and (d)	28
Mischief Endangering Life C.C. 430 (2)	1
Mischief Not Exceeding \$5,000 C.C. 430 (4)	674
Mischief to Testamentary Instrument or Over \$5000 C.C. 430 (3)	10

General Occurrence Reports and Records of Arrest	Total
Obstruct Peace Officer C.C.129(a)	3
Opioid Overdose	11
Possession of Offensive Weapon Dangerous To The Public Peace C.C. 87	5
Public Mischief C.C. 140 (1)	2
Resisting or Obstructing Public or Peace Officer C.C. 129(a)	1
Robbery C.C. 344 (b)	11
Sexual Assault C.C.271	15
Sexual Assault With Weapon C.C. 272(a)	1
Suspicious Incident	72
T.P.A. Fail To Leave When Directed	17
T.P.A. Engage in Prohibited Activity on Premises	2
T.P.A. Enter Premises When Entry Prohibited	24
T.T.C. # 1-2.1 Refuse to Pay Fare	5
T.T.C. # 1-2.3(a) Invalid Fare Media	1
T.T.C. # 1-2.3(b) Fail to Comply with Conditions of Use of Fare Media	2
T.T.C. # 1-3.13(a) Fail to Comply with Posted Sign	97
T.T.C. # 1-3.13(b) Fail to Comply with Painted Markings	1
T.T.C. # 1-3.16(a) Unauthorized Display, Sale of Written or Printed Material on TTC Property	1
T.T.C. # 1-3.16(b) Unauthorized Sale (Attempt to Sell, Solicit) on TTC Property	7
T.T.C. # 1-3.22 Fail to Wear Shoes, Boots or Sandals on TTC Property	1
T.T.C. # 1-3.24 Loiter on TTC Property	1
T.T.C. # 1-3.25 Cause A Disturbance on TTC Property	2
T.T.C. # 1-3.25(a) Urinate(Expectorate, Defecate on TTC Property	4
T.T.C. # 1-3.25(e) Fight on TTC Property	3
T.T.C. # 1-3.25(f) Interfere with Ordinary Enjoyment of Transit System	1
T.T.C. # 1-3.29 Unauthorized Use of Transit System Equipment	1
T.T.C. # 1-3.3 Enter Transit System through Non-designated Entrance or Exit	97
T.T.C. # 1-3.3 Exit Transit System through Non-designated Entrance or Exit	6
T.T.C. # 1-3.32 Smoke on TTC Property	11
T.T.C. # 1-3.4 Unauthorized Crossing or Entering Upon Subway Tracks	11
T.T.C. # 1-3.5 Project Body beyond Platform Edge or Platform Safety Markings	1
Theft Over \$5000.00 C.C. 334(a)	2
Theft Under \$5000.00 C.C. 334(b)	140
Unauthorized attempt to sell on TTC property	3
Unauthorized solicit on TTC property	4
Uttering Threats C.C. 264.1 (1)	321
Uttering Threats to Cause Death or Bodily Harm C.C. 264.1 (1)(a)	149

General Occurrence Reports and Records of Arrest	Total
Warrant of Committal C.C. 514 (1)	3
Weapon etc: possession for dangerous purpose C.C. 88	8
Grand Total	3049

Table 7: General Occurrence Reports and Records of Arrest.

General Occurrence Reports and Records of Arrest	Total
Accident	27
Aggravated Assault C.C. 268	5
Arson: Damage to Property C.C. 434	1
Assault C.C. 266	421
Assault - Aggravated C.C. 268	2
Assault Bodily Harm C.C. 267(1)(b)	13
Assault Causing Bodily Harm C.C. 267 (b)	5
Assault Peace Officer C.C. 270(1)(a)	4
Assault With A Weapon C.C. 267(1)(a)	42
Assault With Weapon C.C. 267 (a)	5
Attempt Suicide	5
Bench Warrant C.C. 597 (2)	5
Bodily Harm: Administering Noxious Thing C.C. 245	5
Break And Enter With Intent C.C. 348(1)(a) Attempt	5
Breaking, Entering and Committing C.C. 348 (1)(b)	2
Carry Concealed Weapon C.C. 90(1)	2
Cause A Disturbance 175(1)	17
Causing Disturbance; Indecent Exhibition; Loitering C.C. 175(1)	1
Criminal Harassment C.C. 264 (1), (2)	2
Cruelty to Animals C.C. 446(1)	1
Dangerous Operation Causing Bodily Harm C.C. 249 (3)	1
Exposure to Person Under Age of Fourteen Years C.C. 173(2)	1
FAIL TO COMPLY PROBATION C.C. 733.1	2
Fail to Comply Recog C.C. 145(3)	1
Indecent Acts C.C. 173(1)	17
Intimidation C.C. 423 (1)	1
Mental Health Act Sec. 17	153
Mischief C.C. 430 (1) (a) and (b)	32
Mischief C.C. 430 (1) (c) and (d)	64
Mischief Endangering Life C.C. 430 (2)	1

General Occurrence Reports and Records of Arrest	Total
Mischief Not Exceeding \$5,000 C.C. 430 (4)	87
Mischief to Testamentary Instrument or Over \$5000 C.C. 430 (3)	6
Occupant of Motor Vehicle without consent C.C. 335(1)	1
Opioid Overdose	30
Personation C.C. 403(a)	1
Possession of Offensive Weapon Dangerous To The Public Peace C.C. 87	48
Possession of Prohibited Weapon C.C. 91(2)	3
Possession of Restricted Weapon C.C. 91(2)	1
Priority 1	13
Public Mischief C.C. 140 (1)	13
Robbery C.C. 344 (b)	42
Sexual Assault C.C.271	83
Sexual Exploitation C.C. 153	1
Sudden Death - Natural	5
Suspicious Incident	76
T.T.C. # 1-3.4 Unauthorized Crossing or Entering Upon Subway Tracks	1
Theft Over \$5000.00 C.C. 334(a)	7
Theft Under \$5000.00 C.C. 334(b)	49
Uttering Threats C.C. 264.1 (1)	57
Uttering Threats to Cause Death or Bodily Harm C.C. 264.1 (1)(a)	9
Voyeurism C.C. 162 (1)(a)	2
Warrant of Committal C.C. 514 (1)	1
Weapon etc: possession for dangerous purpose C.C. 88	31
Weapon: carrying concealed weapon C.C. 90	1
Grand Total	1411

Table 8: Other TTC Internal Incident Reports.

Property

The Special Constable Service is responsible for keeping all evidence and property seized in connection with their duties except in the following circumstances:

- Where TPS requests the evidence be turned over to them.
- Where an accused is held in TPS custody.
- Where drugs are seized/found.
- Where firearms are seized/found.

All property and evidence that is seized and not turned over to TPS is stored, preserved and disposed of in a manner consistent with TPS' standards and procedures for the storage and disposition of property. In 2025, Special Constables seized and processed 53 pieces of property into their property vault.

Compliance Reporting

Public Complaints

In 2025, the TTC's Human Rights and Investigations Department (HRID) received a total of 22 public complaints involving Special Constables, which is a decrease from the 36 complaints received in 2024. HRID investigates conduct concerns about TTC Special Constables and Provincial Offences Officers, along with any related policies and services.

Use of Force Reporting

When a TTC Special Constable uses force on another person, they are required to complete a Use of Force Report (UFR Form 1) that either goes to TPS or to the Special Constable Services Department.

The Use of Force Report that must be submitted to TPS is required by the provincial *Community Safety and Policing Act* (CSPA). It must be submitted when a Special Constable uses a weapon on another person or uses force on another person that results in an injury requiring medical attention.

Conversely, the Use of Force Report that must be submitted to the Department uses a lower threshold and is required by TTC's internal policy. It must be submitted whenever force is applied beyond compliant handcuffing.

Under both policies, a Use of Force Report must be submitted by each Special Constable involved in the incident, typically resulting in multiple Use of Force Reports submitted per incident. In 2025, the Department saw a decrease in the number of use of force incidents that must be submitted to TPS. Meanwhile, the Department saw an increase in the number of use of force incidents that use the lower Departmental threshold, which is likely correlated to the increase in calls for service in 2025 (see Charts 4 and 5).

Use of Force as per the CSPA

In 2025, three Use of Force Reports were required to be submitted to TPS as per the CSPA. There were two incidents where OC foam was deployed during interactions with assaultive subjects, resulting in two Use of Force Reports to be completed by Special Constables and submitted to TPS. Additionally, there was one incident where a Special Constable used their baton to gain control of an individual who was assaulting their partner. There were zero incidents where a Special Constable used force on another person that resulted in an injury that required medical attention. Table 9 below summarizes the number of incidents and the category of offence involved in each type of force application between 2021-2025:

Year	Highest Level Force of Used	Number of Force Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLCA, MHA, TPA)
2025	OC Foam	2	2	1	1
	Baton	1	1	1	0
	Injury	0	0	0	0
	Total	3	3	2	1
2024	OC Foam	2	2	2	0
	Baton	0	0	0	0
	Injury	4	9	4	0
	Total	6	11	6	0
2023	OC Foam	5	7	5	0
	Baton	0	0	0	0
	Injury	9	9	6	3
	Total	14	16	11	3
2022	OC Foam	2	4	2	0
	Baton	1	1	1	0
	Injury	1	2	1	0
	Total	4	7	4	0
2021	OC Foam	1	1	0	1
	Baton	0	0	0	0
	Injury	0	0	0	0
	Total	1	1	0	1

Table 9: Use of Force Reporting as per CSPA.

Use of Force Incidents as per CSPA 2021-2025

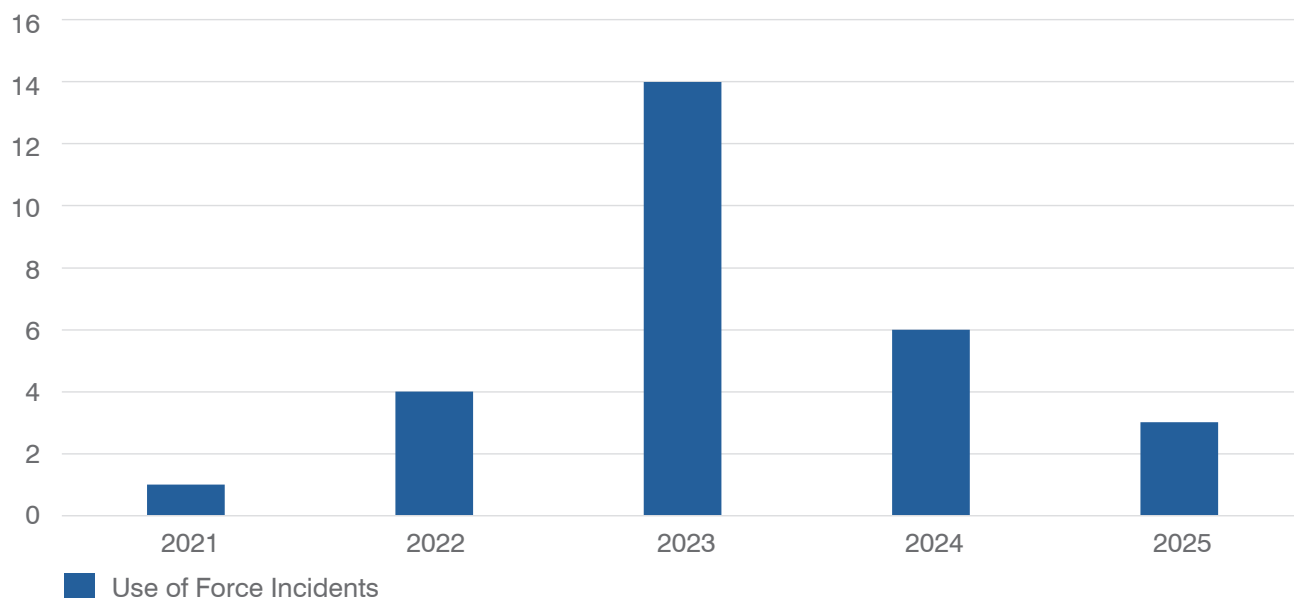


Chart 4: Use of Force Incidents as per CSPA between 2021-2025.

Year	Highest Level of Force Used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLCA, MHA, TPA) or Other
2025	Physical Control - Soft	62	117	34	28
	Physical Control - Hard	2	3	2	0
	Baton or OC Foam Presented - Not Used	1	1	1	0
	Total	65	121	37	28
2024	Physical Control - Soft	47	104	36	11
	Physical Control - Hard	0	0	0	0
	Baton or OC Foam Presented - Not Used	2	4	2	0
	Total	49	108	38	11

Table 10: Use of Force Reporting as per Departmental Policy

Use of Force Incidents as per Departmental Policy 2024-2025

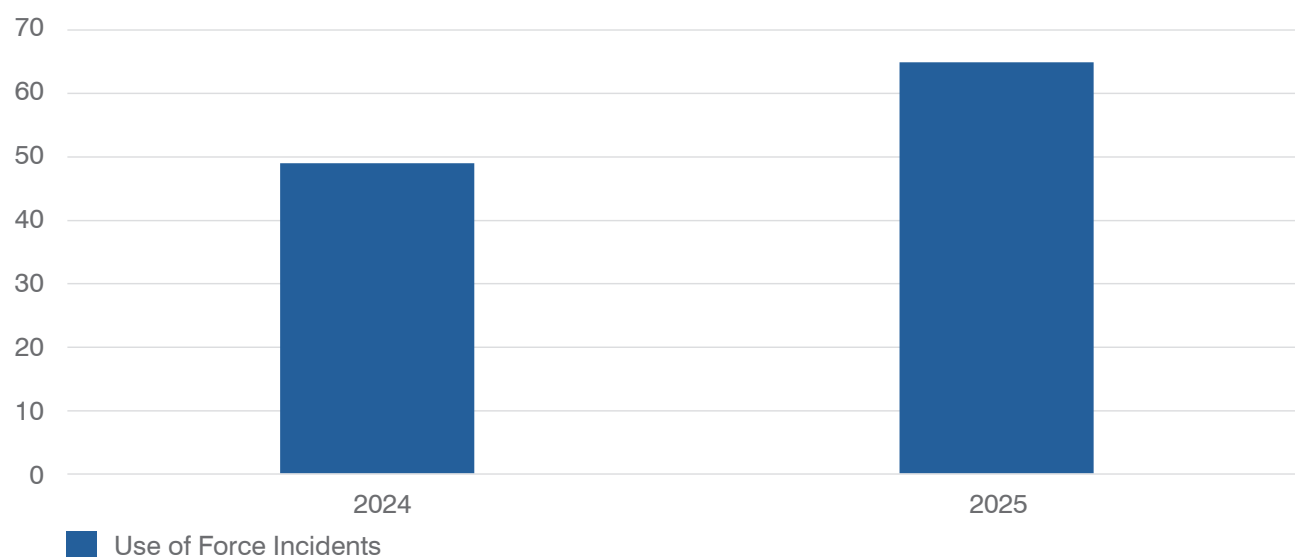


Chart 5: Use of Force Incidents as per Departmental Policy between 2021-2025.

Race-Based Data for Use of Force

Special Constables document the perceived race of individuals involved in all use of force incidents. The provincially mandated Use of Force Report requires Special Constables to submit perception-based information regarding race.

In 2025, there were three use of force incidents that fall under the CSPA (Table 9) and 65 use of force incidents that fall under the Departmental Policy (Table 10), bringing the total number of use of force incidents to 68. Table 11 below outlines the perceived race of individuals involved in each use of force incident in 2025. TTC ridership data suggests that the race-based use of force data is generally in line with the overall demographic composition of TTC riders, with more than half identifying as racialized individuals.

Perceived Subject Race	Total
White	31
Black	25
Middle Eastern	5
East/Southeast Asian	2
Indigenous	2
Latino	2
South Asian	1
Total	68 incidents

Table 11: Perceived Subject Race per Incident in 2025 (as per CSPA and Departmental policies).

Injury Reporting

Defendants

A total of 31 Injury Reports were submitted by Special Constables on behalf of the accused in 2025, eight more than the 23 submitted in 2024.

Prior to Arrest

A total of 14 Injury Reports were submitted in relation to injuries sustained prior to an arrest, one more than in 2024. The injuries included cuts, scrapes, and bruises that were sustained prior to the arrest. Six of the accused requested medical treatment, in which three were treated by EMS and one was transported to a hospital for further evaluation. In three incidents, one accused had cuts on their arm prior to the interaction, one had an existing cut on their leg and arm, and one was transported to the hospital for a pre-existing toe injury.

During Arrest

A total of 10 Injury Reports were submitted in relation to injuries sustained during the course of an arrest, four more than in 2024. Injuries included scrapes, abrasions, and cuts. One arrest involved OC foam in which the accused requested to be transported to the hospital after advising that their eyes were irritated from the spray.

After Arrest

A total of seven Injury Reports were submitted in relation to injuries sustained after an arrest, three more than in 2024. All of the injuries were self-inflicted. In four of these incidents, the accused repeatedly hit their head on the barrier in the back of the patrol vehicle.

Special Constable Injuries

Special Constables reported the following types of occupational injury sustained, while on duty:

- 107 incidents were reported, resulting in 11 lost-time injuries and 96 no lost-time injuries.
- There were 16 incidents where an injury was sustained by a Special Constable during an arrest-related interaction.
- Exposure includes five reports of expectoration onto Special Constables or contact with individuals who had pre-existing infectious diseases.
- Emotional trauma was reported by 19 Special Constables, as result of being present during a suicide, homicide, pedestrian/bus contact resulting in death, serious injury to customers, and personal trauma.
- Injuries consisted of 49 reports of cuts, bruises, pain, swelling, strain, and/or sprain to Special Constables.

Special Constables have access to a range of mental health supports designed to assist them when they experience workplace injuries, traumatic events, or other challenging situations. One of the key resources available is the Employee and Family Assistance Program (EFAP), a confidential, 24/7, voluntary, and free service that offers counselling, mental health support, and wellness resources for Officers and their families. These supports help ensure that Special Constables can access timely, professional care to maintain their well being.

Court Services

Provincial Offence Court

Proceedings for the Ontario Court of Justice Provincial Offence Act are currently being held in-person, by remote technology (video or telephone), or a combination of in-person and remote technology, including trial and non-trial proceedings (guilty pleas – early resolution, withdrawals, first appearances and adjournments). Participants can now specify whether they would prefer an in-person presence or electronic appearance when their Provincial Offence Notice matter goes before the Court. However, the Justice of the Peace may order a member of the public to appear in-person rather than via video method.

Criminal Court trials have traditionally required in-person presence, but in some stages of the legal process, the defendant and their attorney may be permitted to attend court hearings via teleconferencing or online platforms, such as Zoom. This is subject to change at the discretion of the Justice of the Peace. The Court will continue to collaborate with its justice partners to determine the most effective way to apply technology to enhance Court services and access to justice.

Provincial Offence Notices (PON) Issued

In 2025, the Special Constable Service issued 310 Provincial Offence Notices (PONs) and seven Provincial Offence Act (POA) Summons. This reflects a decrease of 18 PONs and an increase of five POA Summons compared to 2024. A total of 15 Notices were issued in relation to the Liquor License and Control Act and 18 under the Trespass to Property Act⁵

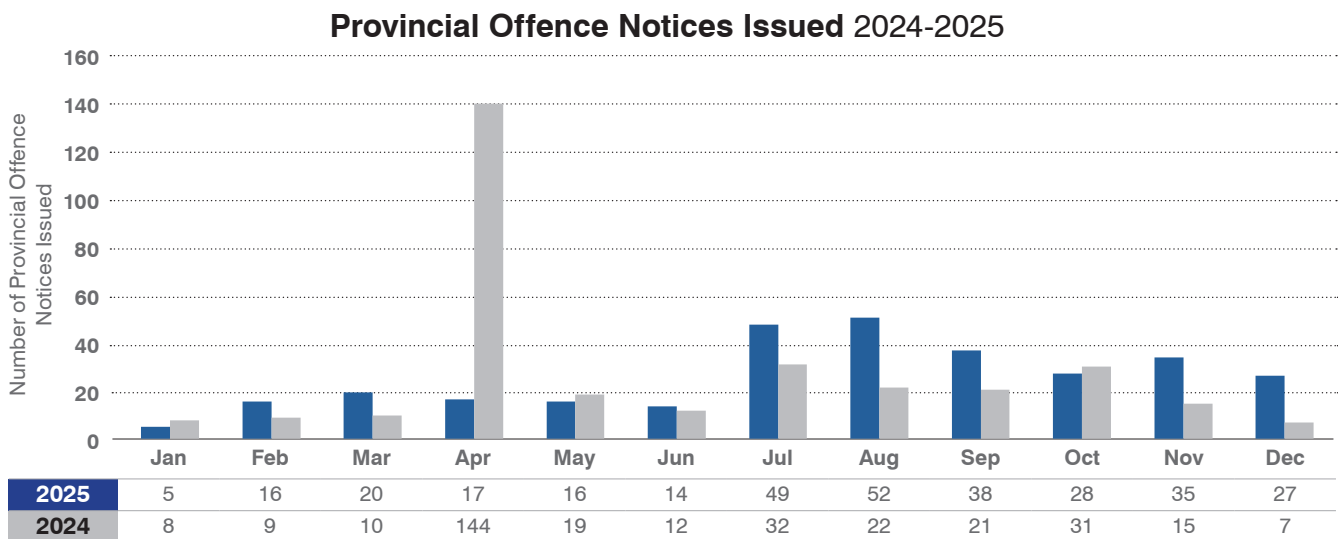


Chart 6: PONs Issued.

Time Spent in Court

Special Constables spent a total of 92 hours in Court to attend to both POA and criminal court matters. Compared to 2024 (94 hours), court-required attendance slightly decreased in 2025.

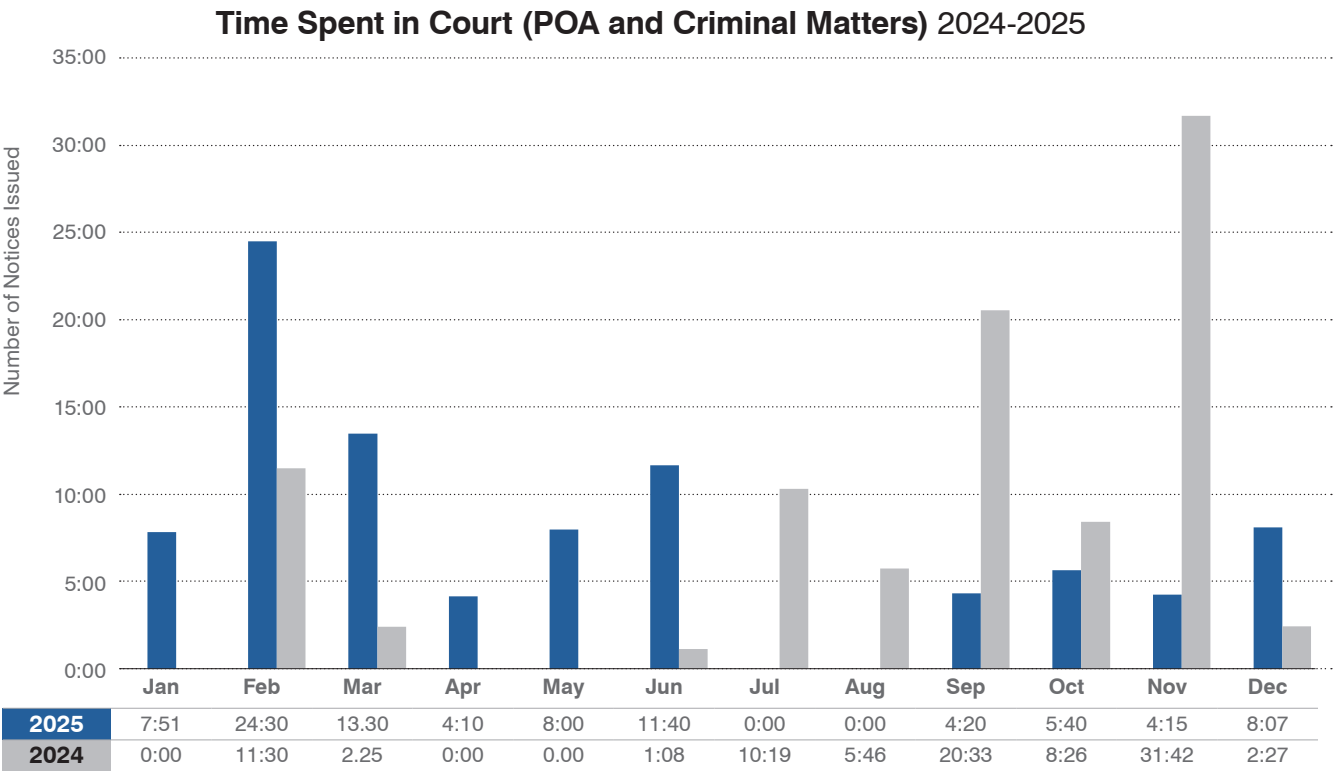


Chart 7: Time Spent in Court.

Provincial Offence Act Matters Before the Courts

In 2025, Court Services created 105 Early Resolution dockets and an additional 30 Trial Notices, resulting in a total of 390 Provincial Offences Act (POA) matters proceeding before the courts. This is an increase of 151 POA matters when compared to the 239 that went before the courts in 2024.

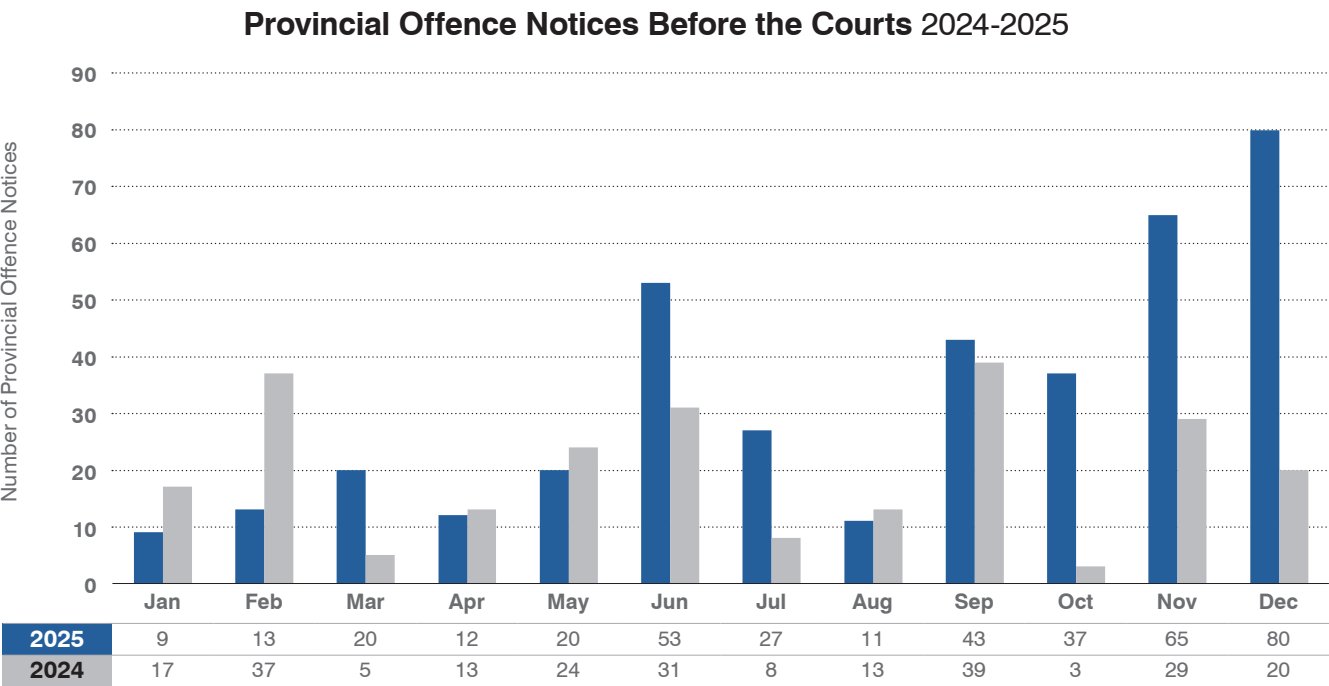


Chart 8: POA Matters Before the Courts.

Fines Imposed and Fines Collected

In an Ontario Court, fines for Provincial Offences Act are specified by the Chief Judge of the Ontario Court of Justice for the purpose of proceedings under Part 1 (notices/tickets). In 2025, 358 Provincial Offence Notices and Summons were sentenced with an imposed amount of \$49,850.

Fines Collected – Provincial Offences 2024-2025

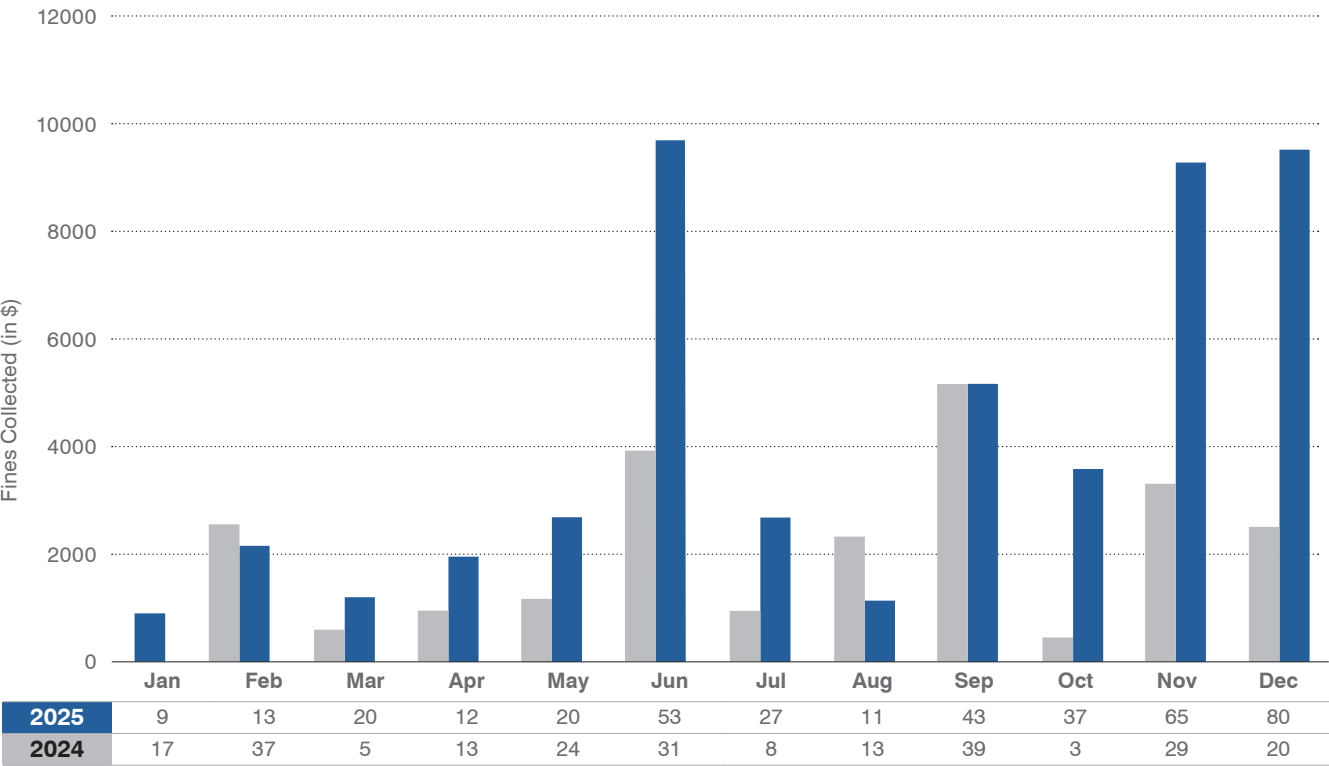


Chart 9: Fines Collected – Provincial Offences.





Conclusion

The Special Constable Service played a critical role in supporting system-wide operational readiness and ensuring the safety and security of customers and employees throughout 2025.

Through growth and targeted initiatives, the Special Constable Service advanced its operational capacity, community engagement, and service delivery across the transit system. Significant investments in staffing and leadership strengthened frontline coverage and enhanced the Department's ability to respond proactively to emerging safety needs. The Department also played a key role in supporting the TTC's Community, Safety, Security, and Well-Being Plan through initiatives, such as enhancing presence at high-incident stations. Special Constables also ensured operational readiness during major transit expansions, including the openings of Lines 5 and 6. Complemented by community outreach and youth engagement efforts, these initiatives reinforced public trust, improved system safety, and positioned the Special Constable Service for continued success in 2026.

Moving forward, the Special Constable Service will continue to enhance accountability, transparency, and public trust, underscoring the TTC's commitment to excellence in providing safe, efficient, accessible, and reliable transit services for all.

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