

Subject: OC Transpo, Special Constables Unit – Annual Report 2024

File Number: ACS2025-TSD-SRTD-0003

Report to Ottawa Police Service Board on 27 October 2025

Submitted on October 16, 2025 by Sabrina Pasian, Chief Safety Officer, Transit Services Department

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Ward: Citywide

Objet : Unité des constables spéciaux d'OC Transpo – Rapport annuel de 2024

Numéro de dossier : ACS2025-TSD-SRTD-0003

**Rapport présenté au La Commission de service de police d'Ottawa
le 27 octobre 2025**

**Rapport soumis le 16 octobre 2025 par Sabrina Pasian, Chef de la sécurité,
Services de transport en commun**

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Quartier : À l'échelle de la ville

REPORT RECOMMENDATION(S)

That the Ottawa Police Service Board receive this report for information.

RECOMMANDATION(S) DU RAPPORT

**Que la Commission de service de police d'Ottawa prenne connaissance du
présent rapport à titre d'information.**

BACKGROUND

As outlined within the Memorandum of Agreement (MOA) between the Ottawa Police Service Board, City of Ottawa (Transit Services), and the Ottawa Police Service, the Transit Services Department, has a requirement to provide an annual report to the Ottawa Police Service Board and the Chief of Police. As outlined within Section 82 of the MOA:

The Special Constable Employer shall provide to the Board and the Chief an annual report with statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints, use of force and other issues of concern and such further categories of relevant information as may be requested by the Board or Chief from time to time.

This report and accompanying supporting documentation, have been prepared to satisfy the above requirement of the MOA.

DISCUSSION

The Transit Services Department Special Constable Unit (SCU), among other law enforcement personnel, were identified as being proper authorities through the enactment of the Transit By-law (2007-268), granting them powers to enforce the provisions of the By-law.

Further, Special Constables are appointed by the Ottawa Police Service Board to fulfill the appropriate duties outlined within the *Community Safety and Policing Act* (CSPA), and the various powers and responsibilities as listed within the MOA. In addition, the SCU liaise and coordinate activities with various stakeholders, such as the Ottawa Police Services, participate in community events, and provide customer service to transit users.

The Special Constable Unit includes two public facing enforcement roles, the Fare Inspectors and Special Constables. While these are two distinct roles, they share the responsibility of maintaining a visible presence throughout Ottawa's transit system. As part of the most visible staff on the network, both roles play a key part in customer engagement while also helping to deter fare evasion, crime, and violent incidents.

The Special Constables are sworn Peace Officers who are focused on protecting customers, preserving the peace, preventing and investigating crime and offences, promoting public safety and awareness, enforcement of by-laws and helping those who

may need assistance across the entire transit system. They conduct regular patrols and respond to calls across the transit system, whether on foot, bike, or by vehicle. Special Constables respond to call for service located at any transit facility, including Park and Rides, OC Transpo administrative buildings, bus and train stations, bus stops, maintenance and storage facilities or on transit vehicles. Further, all Special Constables are first aid and Narcan trained and are equipped to intervene in emergency medical situations.

The Special Constable Unit is organized into four platoons, each led by a Sergeant who provide direct supervision in law enforcement activities and oversees, among other things, the preparation and review of written reports. The Sergeants report to Superintendents, who in turn report directly to the Deputy Chief Special Constable and to the Chief Special Constable, who is also the Manager, Special Constable Unit. The Special Constable Unit is under the purview of the Chief Safety Officer of Transit Services.

In addition to the Special Constables, Transit Fare Enforcement Officers are considered Municipal By-law Officers whose purpose and scope includes enforcing fares under the Transit By-law (2007-268). They receive their training from the Special Constable Unit, and they perform their enforcement duties in a fair, unbiased, and equitable manner. Their presence assists with mitigating violence against both Bus and Rail Operators and acts as a general deterrent for undesirable behaviours, including vandalism, smoking, and drug use at stations and on transit vehicle. In addition, the unit is also comprised of Communication Officers, Sergeants, Investigators, and other support staff.

The attached annual report highlights the incredible work conducted over the last year by the entire Special Constable Unit. Data is collected through the record management system, NicheRMS© and compiled into a PowerBi dashboard. The dashboard can be updated in real-time, as new data is compiled and entered into the system by the Special Constables. This approach represents a new streamlined method which helps to ensure data integrity and consistency in data presentation. The same key performance indicators will be used to inform the quarterly updates required under Section 81 of the MOA.

Through the partnership with the Solicitor General through the Ontario-Ottawa Agreement, additional funding from the Province of Ontario has been allocated to the Special Constable Unit over a three-year period, starting in 2024. This funding has been invaluable as it has been specifically designated to bolster Special Constable staffing, improve training and equipment, and increase visibility of our Special Constables across

the entire transit system.

In 2024 there was a positive decrease in almost all of the key performance indicators monitored on a routine basis. Improvements made possible through the funding provided by the Solicitor General and through routine operational adjustments, resulted in a significant and quantifiable impact on public safety initiatives across the entire transit system. Highlights include:

- Total calls for service decreased by 1.69 per cent from 2023, with a total of 19,858 received in 2024.
- Occurrences related to crimes against people decreased by 13.45 per cent from 2023, with a total of 444 occurrences recorded in 2024.
- Occurrences relate to property crimes decreased by 22.51 per cent from 2023, with a total of 740 occurrences recorded in 2024.
- Occurrences related to drug offences decreased by 39.9 per cent from 2023, with a total of 250 occurrences recorded in 2024.
- Occurrences related to the *Mental Health Act* decreased by 21.98 per cent from 2023, with a total of 71 occurrences recorded in 2024.

Through the continued collaboration between various internal and external stakeholders and partners, the SCU will continue to strive in fulfilling its commitment to service excellence and serving the resident of Ottawa, prioritizing safety of the transit network.

Accessibility

One of OC Transpo's Mission statements, as outlined in the 5-Year Roadmap is: We promise to deliver safe, clean, dependable and accessible public transit.

OC Transpo adheres to the City of Ottawa's Municipal Accessibility Plan (COMAP) and the 2024-26 Accessibility Plan fulfils OC Transpo's federal obligations under the *Accessible Canada Act* (ACA, 2019), as services operate interprovincially.

Staff will ensure that any applicable accessibility legislation, standards and guidelines are adhered to during the execution of the projects and initiatives identified in this report. Staff will continue to engage people with disabilities and accessibility stakeholders to ensure that their perspectives are considered and incorporated, and to promote inclusion.

Delegation of Authority

The City of Ottawa, Transit Services Department, which includes the Special Constable Unit, has various duties and responsibilities to report a variety of information under the *Community Safety and Policing Act* (CSPA). The CSPA, enacted on April 1, 2024, provides a more rigorous and comprehensive reporting framework than under the *Police Service Act*.

Further, the Special Constable Employer (Transit Services Department) is signatory to the Memorandum of Agreement (MOA) between the Ottawa Police Service Board and the Ottawa Police Service, which dictates further reporting requirements.

As detailed within the CSPA, Special Constable Employers have a duty to report investigations where misconduct was found and/or if a Special Constable is suspended or terminated due to misconduct under Section 98(2) Investigation of Conduct, Section 98(3) Notice of Action, and Section 98(6) Notice to police service board or the Commissioner.

Transit Services reports these investigations separately, and in a timely manner, to Ottawa Police Service Board and the Ottawa Police Service.

CONCLUSION

Transit Services will provide future OC Transpo Special Constables Unit – Annual Reports, to the Ottawa Police Service Board on an annual basis.

SUPPORTING DOCUMENTATION

Document 1 - OC Transpo Special Constable Unit Annual Report: 2024