



# Transit Services Special Constable Unit

2024 Annual Report – October 27, 2025



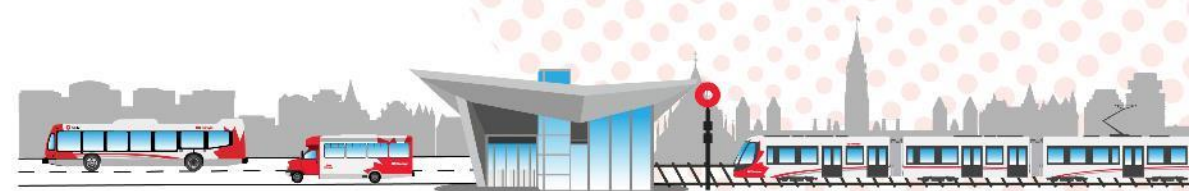
# Introduction

- Special Constables within the Transit Service Department report to the Chief Special Constable, who reports to the Chief Safety Officer
- The unit consists of two public-facing groups, Special Constables and Transit Fare Enforcement Officers
- Supported by additional staff including Communication Officers, Investigators, and Operations Support Clerks
- Deployed across the entire transit system by zone, in platoons of four, based on known hotspots and complaint-driven reports



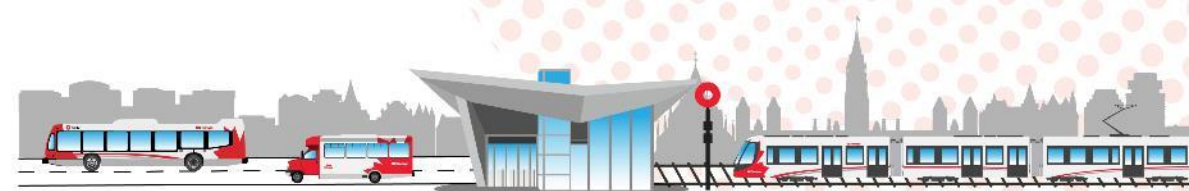
# Special Constables Overview

- Special Constables are sworn Peace Officers focused on protecting customers, preserving the peace, preventing and investigating crime and offences, promoting public safety and awareness, enforcement of legislative authorities and helping those who may need assistance
- Respond to calls for service on foot, by bike, and by vehicle
- Coordinate and support security for special events, protests, and other unplanned service disruptions
- Special Constables are granted the authority to exercise the powers of a Police Officer on or in relation to Transit Property through provincial legislation and delegation agreements



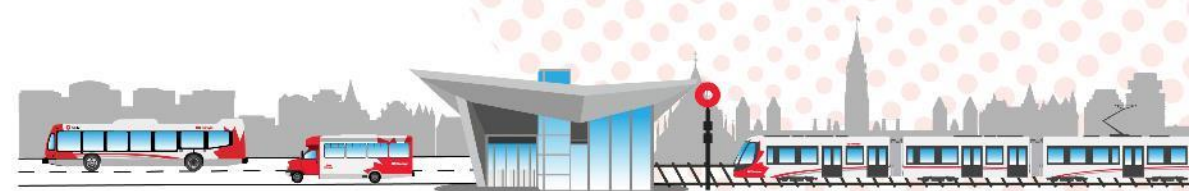
# MOA and CSPA Regulatory and Reporting Requirements

- In July 2024, following the coming into force of the Community Safety and Policing Act and the enactment of regulations by the Solicitor General, the City (Transit Services), the Board and Ottawa Police Service executed a Memorandum of Agreement (MOA) in respect of OC Transpo's Special Constables
- The MOA outlines various regulatory and reporting requirements that the Special Constables must fulfill
- In order to meet the requirements of the MOA, moving forwards, staff will be formally presenting an annual report to the Board in June of each year



# MOA and CSPA Regulatory and Reporting Requirements - Continued

- In 2024, changes were made to the Community Safety and Policing Act (CSPA)
- An internal compliance review was conducted to determine all regulatory requirements under both the MOA and CSPA
- To satisfy the requirements of both the MOA and CSPA, memos and direct email communications will be provided on various topics including:
  - Requested changes in appointment status of Special Constables
  - Initial notice of and findings related to substantiated investigatory reports
    - Un-substantiated reports will be provided on a quarterly basis



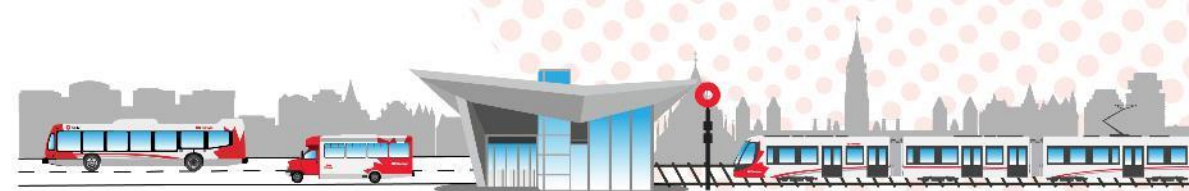
# Ontario-Ottawa Agreement

- Dedicated funding allocated over three years for specific resources and programs from the Ministry of the Solicitor General
- Staffing stabilization by increasing the presence and of the number of Special Constables throughout the transit system
- Dedicated training courses with all new training conducted internally by trained staff
- Procurement of essential safety items, new vehicles, and branded promotional items
- A new safety and security reporting app will be deployed



# Key Performance Indicator Highlights

- 1000's of calls every year are handled by Special Constables that otherwise would require the response of a Police Officer
- Through the Ontario-Ottawa agreement and routine operational adjustments there was a positive decrease in almost all monitored metrics
  - Total calls for service decreased by 1.69%
  - Occurrences related to crimes against people decreased by 13.45%
  - Occurrences relate to property crimes decreased by 22.51%
  - Occurrences related to drug offences decreased by 39.9%
  - Occurrences related to the Mental Health Act decreased by 21.98%



# Public Safety

Safer together.



Call 911  
in emergencies



Anonymous online  
reporting



Special Constable Unit  
613-741-2478



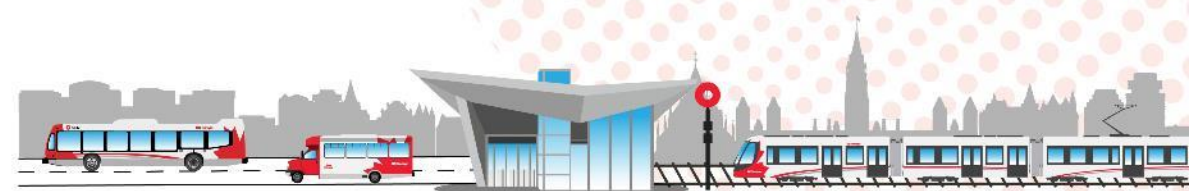
Ask OC Transpo  
staff for help



Emergency phones



Transecure program





# Questions?

