



Community Safety, Security and Well-being on Public Transit

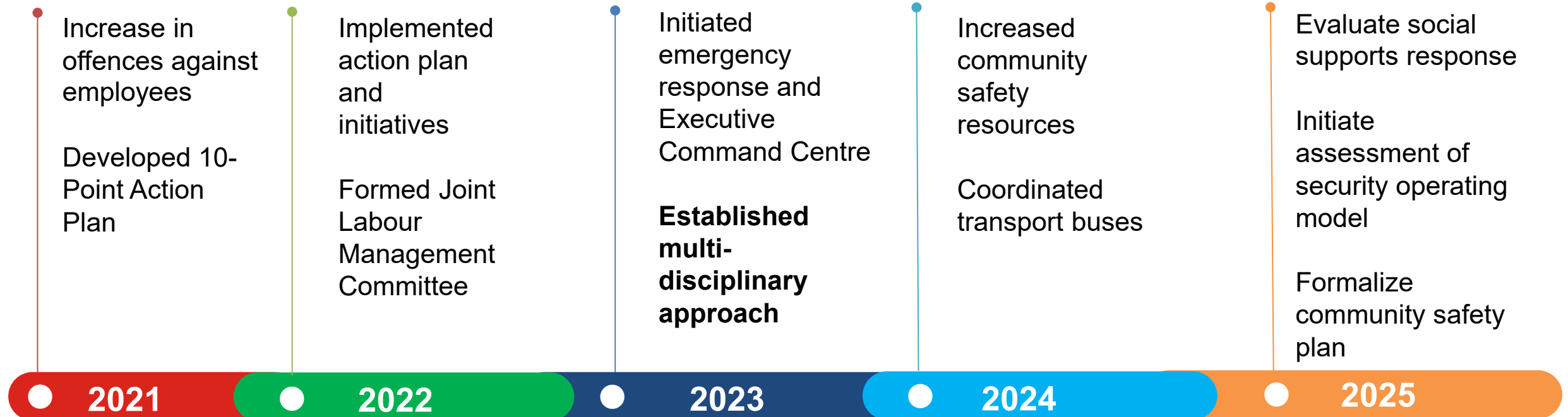
Betty Hasserjian
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Executive Director – Transit
Enforcement and Fare Collection

April 16, 2025

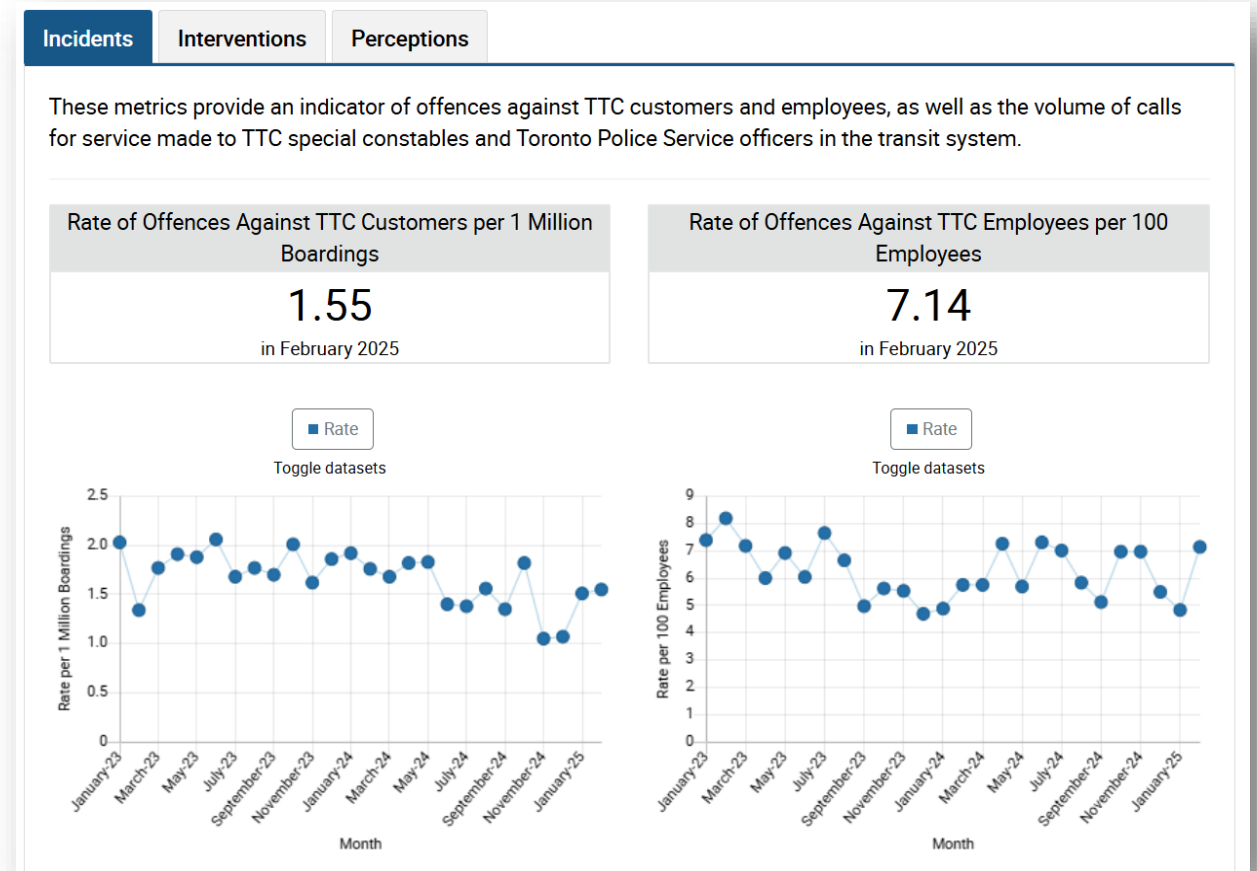
| Community Safety Timeline

Community Safety Goal: Improve and strengthen community safety, security and well-being using a compassionate and people-first approach



Community Safety Metrics

- The TTC has an integrated dashboard with the City, TPS and TPH
- Offences against customers and employees have been decreasing
- Satisfaction of personal safety remains a **key challenge area**



<https://www.toronto.ca/city-government/data-research-maps/transit-community-safety-data/>

| Community Safety Presence in the System

High-visibility Teams

Transit Special Constables /
Fare Inspectors

Contract Security Guards /
Protective Service Guards

Stations Supervisors /
Customer Service Agents

Transportation Supervisors

Toronto Police Service

Incident Management

***TTC Transit Control
Communication Hub
and Operations Control
Chief Supervisors
Dispatchers
Security Desk***

>32,000 Cameras

Social Supports

Streets to Homes

Multi-Disciplinary Outreach
Teams

Community Safety
Ambassadors

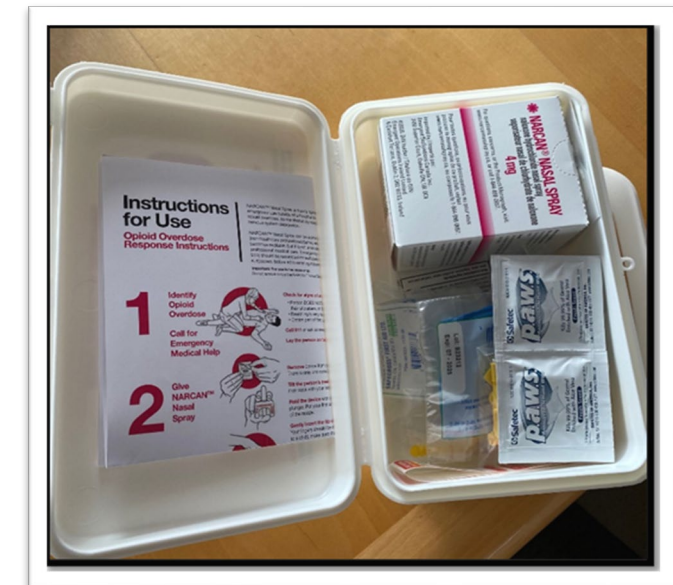
Toronto Public Health

Plan Elements



| Response to Drug Crisis

- TTC and its partners are focusing efforts in response to the closure of safe injection sites
- Increased Special Constable patrols and TPS C.O.R.E Team support
- TTC equipped all stations with naloxone in September 2023
- Designated employees are trained and have access to naloxone
- In 2024, there were 62 incidents of naloxone administered

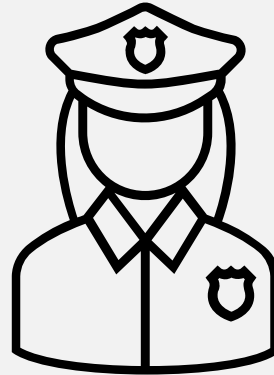


Special Constable Service Strategic Deployment

A variety of uniformed deployment tactics maximizes resources and ensures better response times to calls

Deployment Type

- Directed patrol within key posts
- Zone-wide vehicle patrols
- Community Engagement Unit
- Transit Control Security Desk
- Increased subway train patrols
(coming soon)



Why?

- **15% annual increase** in calls for service (35,484 in 2024)
- Supported by static contract security in key subway stations
- New subway patrols will provide visible presence on trains for customers
- TTC Patrol vehicles do not have emergency vehicle designation under the Highway Traffic Act

Toronto Police Services Board has approved 32 cadets to be sworn in as TTC Special Constables

| Transit Enforcement Initiatives

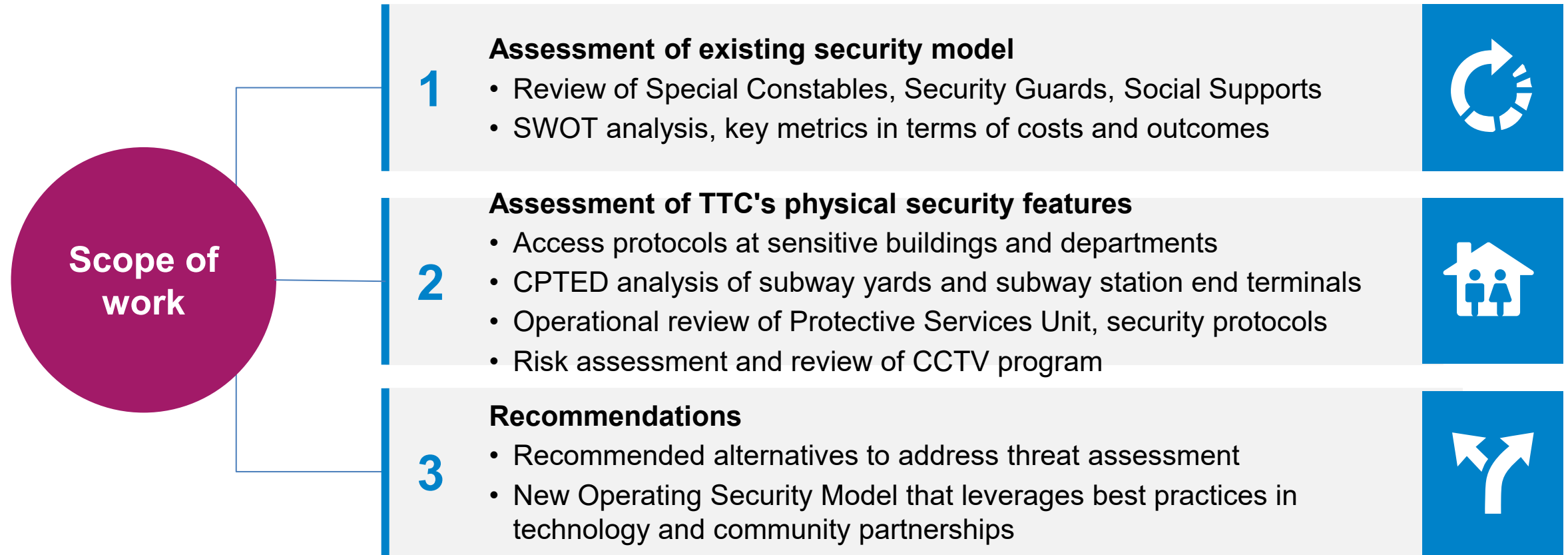


TTC & TDSB Community PEERS Pilot



TTC & TPS Community Partnership

Community Safety & Security Operating Model Review



Promoting and protecting the safety, security and the well-being of our employees, our customers, and the communities we operate in is a key principle of the TTC's Corporate Plan

The Path Ahead

Q2 2025

- Initiate evaluation of social supports response
- Consult on Community Safety, Security and Well-being Plan
- Conduct additional customer research

Q3-Q4 2025

- Complete evaluation of social supports response
- Initiate assessment of safety and security operating model
- Finalize and approve Community Safety, Security and Well-being Plan
- Update winter response plan

2026 AND BEYOND

- Implement recommendations from evaluation of social supports response
- Complete assessment of safety and security operating model
- Implement winter response plan

