

Community Safety, Security and Well-being on Public Transit

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Community Safety Timeline

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

Increase in offences against employees

Developed 10-Point Action Plan Implemented action plan and initiatives

Formed Joint Labour Management Committee Initiated emergency response and Executive Command Centre

Established multidisciplinary approach Increased community safety resources

Coordinated transport buses

Evaluate social supports response

Initiate assessment of security operating model

Formalize community safety plan

2021

2022

2023

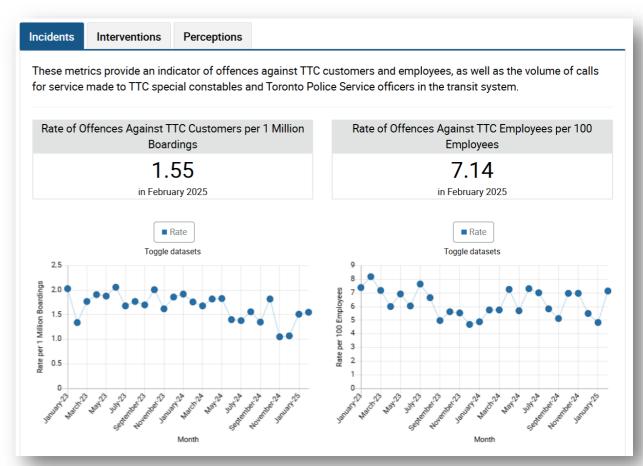
2024

2025



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

Collaboration and Partnerships

Interdivisional Table (TTC, City, TPS, TPH), Joint Labour Management Committee, UITP Working Group, CUTA Task Force



Communication

SafeTTC App, Communication Campaigns, Transit Worker Assault Awareness Days, Employee Safety Talks

Data Analysis and Monitoring

Public Dashboard, SCALE Working Group, Monthly Reports



Community
Safety,
Security and
Well-being
Plan



Training

De-escalation, 2-1-1 Relay Protocol, Workplace Violence

Vehicle and Facility Improvements

Zone Hubs, PA Intercoms, CCTV, PA System, Bus Operator Barriers, Enhanced Cleaning, CPTED Principles



Engagement

Customer and Employee Feedback, School and Community Outreach, Employee Support Programs



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

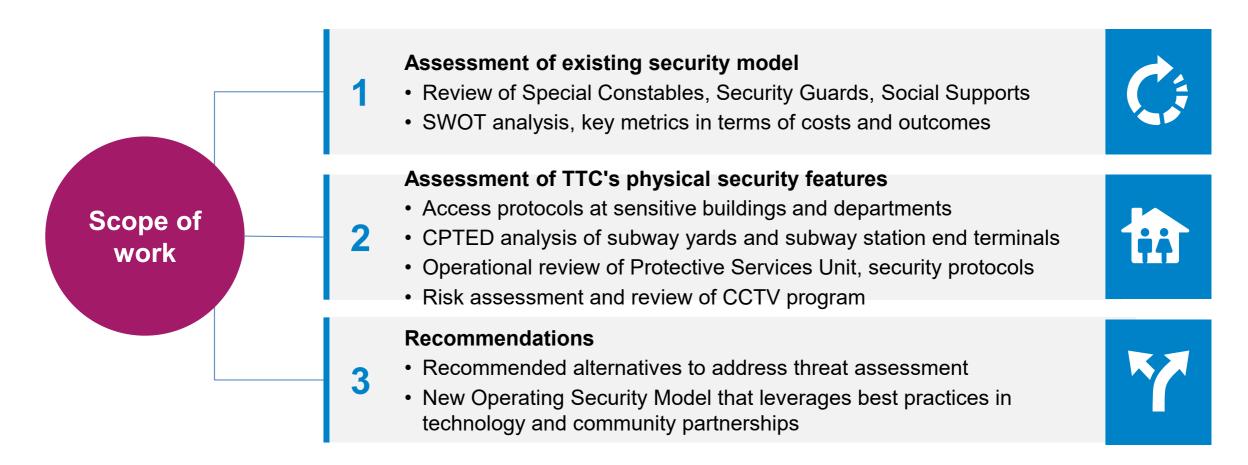


TTC & TDSB Community PEERS Pilot

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 Wellbeing 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



