

Attachment 2: Key Findings from Customer and Non-Customer Research

The TTC conducted surveys and interviews of customers and non-customers to better understand perceptions of safety on the transit system. The research focused on customer experiences, media reporting and safety concerns with the objective of identifying safety issues and tracking changes since the previous survey in May 2023.

In total, 1,221 customers and non-customers responded to the customer survey (April 9 to 27, 2025), a total of 177,858 responses were received from the intercept survey (February 27 to September 11, 2025), and 15 participants participated in the in-depth interviews (April 1 to 10, 2025).

Key findings from the customer survey are summarized below:

- Customers noted feeling safer on the TTC when compared to 2023 results. However, there are some customers who are still concerned about safety.
- Personal safety increased across all modes, with bus and streetcar customers agreeing they feel the safest on vehicles compared to shelters and stops. However, respondents expressed concerns about unruly customer behaviour.
- Compared to two years ago, customers see more TTC staff and community support staff when riding the TTC. Respondents are most aware of TTC Operators and station staff, emergency alarms and CCTV/security video. Similar to 2023, respondents are least aware of the SafeTTC app and community support staff.
- Among the respondents who have used the TTC, most stopped because they no longer need to travel around Toronto or have switched to driving. Only one in 10 stopped because they were concerned about safety.
- Personal safety moved out of key challenge area for the first time since 2020. Satisfaction with personal safety increased between 2023 and 2025.
- Customer complaints regarding safety and security declined from the fifth most common in 2020 and fourth most common in 2022 to seventh in 2025.

Intercept surveys were also conducted to determine how customers felt during their journey, including at stops and onboard vehicles. Key findings from the intercept surveys are summarized below:

- Similar to findings from surveys, customers feel safer on board compared to waiting at stops. Safety concerns at stops indicated unsafe conditions two times more than on board, whereas safety concerns on board indicated another person two times more than at stops.
- Ratings by mode were similar across all modes. The top five routes where customers felt worried or concerned on board were a mix of bus and streetcar routes. The top five locations at stops were located in the downtown area.

Key findings from the interviews are summarized below:

- For TTC customers:
 - The presence of TTC staff and security figures improves and reassures customers' sense of safety.
 - Crowding during peak hours makes transit feel inaccessible for customers.
 - Safety and social comfort matter – customers worry about harassment or discomfort even in off-peak times.
 - Time of day impacts customer sense of safety; when travelling at night, customers feel uncertain and vulnerable due to dim lighting, fewer customers, and longer wait times.
- For non-TTC customers:
 - When individuals have a choice, perception of the TTC heavily influences their decision to take the TTC.
 - Media has a strong influence on non-customer perception of TTC safety.
 - Non-customers often rely on outdated or second-hand information and may not be aware of recent changes or improvements the system has implemented.

Overall, customers reported feeling safer on the TTC compared to previous years, though concerns about unruly behaviour and safety at stops persist. Visibility of TTC staff and security features has improved, contributing to increased perceptions of safety, while awareness of tools, such as the SafeTTC app remains low. Interviews revealed that TTC users and non-users are influenced by staff presence, media coverage, and time of day.

Attachment 3: Key Findings from Consultation and Actions Taken

The TTC reviewed the key findings from its consultation sessions, identifying existing actions taken and incorporating new actions as needed:

Plan Element	Key Findings	Related Accomplishments and Look Ahead Actions
Collaboration and Partnerships	• Continue to develop and improve existing partnerships that provide supports to various types of customers including those with mental health challenges • Collaborate with all types of customers, especially students and newcomers • Work with schools and school boards to support students and address safety concerns	• Accomplishments: ○ Established partnerships with social support agencies to provide assistance to individuals in need ○ Provided transport to warming centres upon request at -15 Celsius or below ○ Established a program with auxiliary police and Toronto Police Service to conduct community safety events as part of Project Next Stop ○ Worked jointly with the Toronto District School Board and Toronto Police Service on the TTC Community PEERS Pilot Program • Look Ahead Actions: ○ Increasing Streets to Homes resources by 10 outreach workers ○ Expanding the Toronto Community Crisis Service through a pilot program focused on stations in the downtown “U” ○ Extending Loft’s Multi-Disciplinary Outreach Team program into 2026

Plan Element	Key Findings	Related Accomplishments and Look Ahead Actions
Communication	- Consider challenges that customers face with using computers, hearing messages/announcements, and accessing information - Engage students to support communication efforts - Develop videos and communication campaigns about key values to support a shared TTC culture	- Accomplishments: - Issued customer courtesy campaign to encourage appropriate behaviour and improve the customer experience - Participated in national documentary produced by CUTA showcasing transit safety from the perspective of frontline employees - Look Ahead Actions: - Issuing annual customer campaign to improve awareness of initiatives, security features in the system, available resources and reporting methods - Issuing courtesy and etiquette reminders to promote a shared sense of responsibility amongst customers

Plan Element	Key Findings	Related Accomplishments and Look Ahead Actions
Engagement	• Invest in fun, creative and accessible ways to educate riders and connect staff • Develop welcome kits for newcomers and new transit riders • Continue to develop and enhance a culture of transit with a set of shared values set by riders and the TTC	• Accomplishments: ○ Conducted outreach at schools, communities and events through the TTC's Community Engagement Unit ○ Conducted community safety events as part of Project Next Stop focused on engaging with customers on personal safety, vehicle security and situational awareness ○ Hosted events with Toronto Police Service focused on hate crime awareness and prevention • Look Ahead Actions: ○ Holding Talk TTC public engagement events, bringing executives and frontline staff directly to stations to connect with customers ○ Conducting additional in-depth customer research to monitor perceptions over time, in addition to monthly customer satisfaction surveys ○ Planning additional community safety events as part of Project Next Stop ○ Reviewing the results from the Community PEERS Initiative and working with school boards to expand the program to engage with youth ○ Implementing a New Customer Orientation Program as an action under the 5-Year Service and Customer Experience Action Plan

Plan Element	Key Findings	Related Accomplishments and Look Ahead Actions
Procedures and Training	• Nurture a shared sense of responsibility for staff and customers • Enable customers to help each other and provide supports in emergency and challenging situations • Provide sensitivity training for staff to improve empathy and customer service • Provide first aid training that includes CPR, tourniquet use and naloxone administration	• Accomplishments: ○ Provided de-escalation training to frontline employees to ensure they have the tools to respond in difficult situations ○ Provided first aid and naloxone training to designated employees to respond to emergency situations ○ Ongoing co-ordination of incident response through Transit Control to provide a centralized and effective deployment of resources • Look Ahead Actions: ○ Implementing mental health training for leaders to improve skills and knowledge ○ Offering de-escalation training to other employee groups to ensure all employees receive the information

Plan Element	Key Findings	Related Accomplishments and Look Ahead Actions
Vehicle, Station, and Facility Improvements	• There have been noticeable improvements to safety on the TTC • Well-lit and spacious spaces with people present to make people feel safe • Maintain cleanliness of vehicles and facilities • Improve space and safety on vehicles and platforms, such as platform edge doors • Delivery mobility devices, such as Uber delivery bicycles, take up too much space • Improve and think creatively about empty or unused spaces in subways	• Accomplishments: ○ Completed all six station Zone Hubs to improve monitoring and response ○ Completed Passenger Assistance Intercoms (PAIs) and Public Announcement (PA) Systems upgrades at all stations to improve communication ○ Installed CCTV monitors at all subway station fare lines to deter fare evasion and non-transit behaviours ○ Enhanced station and vehicle cleaning to improve the customer experience • Look Ahead Actions: ○ Implementing pilot program for six stations to enhance cleanliness and State of Good Repair ○ Improving CCTV coverage through camera upgrades to enhance monitoring and incident response ○ Piloting an audio-video system at select stations to monitor and deter non-transit behaviours ○ Exploring improvements in and around surface stops to address safety concerns ○ Evaluating additional subway track access control technologies

Plan Element	Key Findings	Related Accomplishments and Look Ahead Actions
Data Analysis and Monitoring	• Monitor issues on transit related to discrimination, harassment, mental health and addiction and in communities, such as robberies and gun violence • Enhance monitoring of 'peak hours' including 3 p.m. – 5 p.m. when students are heading home from school • Review bus service frequency to ensure equitable access in communities	• Accomplishments: ○ Established public-facing dashboard to monitor incidents, interventions, and perceptions • Look Ahead Actions: ○ Ongoing co-ordination with City of Toronto agencies to enhance public-facing dashboard and monitoring through S.C.A.L.E. ○ Assessing the TTC's social services response and security operating model to identify improvements ○ Ensuring the Annual Network Plan reflects the key principles of Equity, Diversity, Inclusion and Accessibility

Attachment 4: Letter to the Minister of Justice and Attorney General Canada



Toronto Transit Commission
1900 Yonge Street, Toronto, ON M4S 1Z2
416-393-4000

September 24, 2025

The Honourable Sean Fraser
Minister of Justice and Attorney General
Department of Justice Canada
284 Wellington Street Ottawa, ON K1A 0H8

Re: Working Together to Address Transit Safety – Criminal Code

Dear Minister Fraser,

The Government of Canada and the Toronto Transit Commission (TTC) share a joint interest in public safety as millions of riders rely on the TTC for safe and reliable travel every day. I am writing to seek the Government of Canada's support in enhancing safety on public transit by amending the Criminal Code to protect the wellbeing of all transit workers.

Although customer perception of safety on the TTC system has been showing modest improvement, there continues to be incidents of assault against transit workers. This not only threatens their safety and well-being, but also the safety of the riders they serve. The TTC with the support of the City of Toronto has taken action to improve safety on the system through the implementation of Community Safety and Well-Being Action Plan, by increasing visibility of staff, de-escalation training, and partnerships with police and social services. However, intergovernmental collaboration is required to ensure the safety of workers and riders alike.

Current protections under the Criminal Code apply only to operators and do not include other frontline transit employees such as maintenance workers, fare inspectors, and station staff. In 2024, a Private Members Bill (Bill C-395) was introduced to address this gap and provide protections for all transit workers. However, the bill did not proceed due to prorogation and the election. The TTC appreciates the prior discussions held on this issue, including with the transit industry through the Canadian Urban Transit Association and Amalgamated Transit Union, and the subsequent legislative efforts. This continues to be important to the TTC and our workers.

I am writing to request the amendment of subsection 269.01 of the Criminal Code to include all transit workers in these provisions, not just operators. Strengthening penalties for assaults on transit workers also needs to be introduced, recognizing the importance of safety in our public spaces. While I understand that the *Criminal Code* includes general provisions that respond to acts of violence committed against anyone, including transit workers, the proposed amendment would act as a deterrent, sending the message that abuse and assault against transit workers will not be tolerated. Reintroducing a bill like Bill C-395 would show national leadership on a

Jamaal Myers, Chair
Joe Mihevc, Vice-Chair
Mandeep S. Lali, Chief Executive Officer

Paul Ainslie, Commissioner
Alejandra Bravo, Commissioner
Fenton Jagdeo, Commissioner
Liane Kim, Commissioner

Ausma Malik, Commissioner
Josh Matlow, Commissioner
Julie Osborne, Commissioner
Dianne Saxe, Commissioner



growing public safety concern and deliver meaningful protection for transit workers as well as riders. When transit workers are safe, riders are safe.

I look forward to opportunities to further engage in this important discussion with the Government of Canada.

Sincerely,

A handwritten signature in blue ink, appearing to read 'J. Myers'.

Jamaal Myers
Chair, Toronto Transit Commission (TTC)

Copy:

MP Vince Gasparro, Parliamentary Secretary for Combatting Crime
Mandeep S. Lali, Chief Executive Officer, TTC
Marvin Alfred, President, ATU Local 113
Sumit Kumar, President, CUPE Local 2
Cecil Smith, President, CUPE Local 470
Rick Semenuk, President, IAMAW Lodge 235
James Brohm, President, CUPE 5585
Marie Cantwell, CUPE National Administrator, CUPE 5089
Marco D'Angelo, President & Chief Executive Officer, Canada Urban Transit Association

Attachment 5: Key Findings from Phase 1 of the Evaluation of the Social Supports Response

Phase 1 of the evaluation of the social supports response involved a review of available reports, data, and related literature. In addition, 17 consultations with 31 employees were conducted. This included Streets to Homes outreach workers, Multi-Disciplinary Outreach Team case managers and program managers, Toronto Public Health harm reduction workers, and TTC representatives. Key findings have been extracted from the draft report and listed below.

Key Findings:

- 1. The TTC is impacted by the structural causes of homelessness and is proactively addressing challenges.*
- 2. Addressing community safety concerns and service needs on the TTC is complex and requires many different partners to work collaboratively.*
- 3. The nature of the community safety concerns and service needs means that clients may have intersecting challenges, resulting in multiple teams potentially being able to offer support. Therefore, access and referral pathways to these supports require a further detailed review.*
- 4. Social service programs of the Response strive to take a person-centred approach to their work and it can take time to reach the desired outcomes of connecting people to shelter, community-based services and housing. Relatedly, the nuances of case management work are not always reflected in quantitative metrics.*
- 5. The social service programs of the Response are limited by restrictions on where they can provide supports (e.g. unable to provide supports on moving vehicles), leading to a gap in service.*
- 6. A large amount of data is collected by each partner, and metrics are shared publicly.*
- 7. Although a large amount of data is collected, there are opportunities to clarify data definitions and enhance data analysis to support program operations.*
- 8. The right to privacy and the lack of a universal data management system can bring challenges with sharing client-level data.*
- 9. Awareness of the services could be enhanced, both internally at the TTC and externally with the public.*
- 10. Each partner has different priorities, but each priority should ultimately lead to the unifying objective of increased well-being and ridership on the TTC. The development of an outcome measurement framework would contribute to a shared vision of the objectives of this work.*

Attachment 6: Decision History

At its meeting on February 28, 2023, the TTC Board received For Action the [Community Safety Issues and Response Report](#). The report included information on data trends, action plan updates, and the multidisciplinary approach required to manage the increasing number of societal challenges that have shifted onto public transit. During this meeting, the TTC Board adopted recommendations to delegate authority to the CEO to respond to an emergency, including increasing the delegated expenditure authority to a cumulative \$15 million and requesting a detailed update on expenditures at the next TTC Board meeting.

At its meeting on March 30, 2023, the City Council considered agenda item [EX3.13 Community Safety Issues and Response, and in so doing](#), approved various directives to the TTC and City of Toronto related to community safety and security. The TTC is collaborating with the City of Toronto to develop an integrated response, assign accountabilities, and determine timelines for implementation.

At its meeting on April 13, 2023, the TTC Board received a [Community Safety and Security Update](#) from the TTC, City of Toronto, and Toronto Police Service. The information presented insights into the effectiveness of initiatives, discussed current system safety supports, and referenced upcoming actions.

At its meeting on June 12, 2023, the TTC Board received For Action the [Community Safety and Security Update Report](#). The report included an update on the implementation of the multidisciplinary approach undertaken by the TTC and the progress of actions to improve community safety. This included an overview of insights from the analysis of key performance indicators, recommendations about continuing current actions, and the next steps in the TTC's planning process. The TTC Board also adopted recommendations, with amendments, proposed by the City Council on March 29, 30, and 31, 2023 as outlined in the [TTC Board Decision – Community Safety and Security Update](#).

At its meeting on July 11, 2023, the City of Toronto's Executive Committee received For Action the [Update on City Partnership to Advance Community Safety and Well-being on the Transit System Report](#). The report responded to the City Council directives to the TTC and the City of Toronto to develop further actions to advance the integrated work of the TTC, Toronto Police Service, and City divisions to improve community safety and well-being on the transit system. The report was a companion to the progress report received by the TTC Board at its June meeting.

At its meeting on September 26, 2023, the TTC Board received the [TTC's Partnership Approach to Community Safety, Security, and Well-being on Public Transit Report](#). The report provided an update on the evaluation of current strategies and resources supporting community safety, security, and well-being throughout the TTC's transit network and, based on the evaluation of the TTC's experience to date, recommended the strategies and resources required for the fall 2023/winter 2024 season. The TTC Board adopted the report's recommendations for ongoing community safety strategies and resources, directing that funding to sustain these initiatives be included in the TTC's 2024 Operating Budget submission. The TTC Board also adopted additional motions

requesting a report back in Q4 2023 that are the subject of this report, as outlined in the [TTC Board Decision](#).

At its meeting on December 7, 2023, the TTC Board received the Response to [TTC Board Motions Report](#). The report provided information in response to the additional motions adopted by the TTC Board at the September 26, 2023 meeting. Responses were organized under the three areas of focus: 1) enhancing high-visibility presence and improving incident management, 2) supporting persons experiencing homelessness and individuals with complex needs, and 3) ensuring community safety program support. The TTC Board received the report for information.

At its meeting on May 16, 2024, the TTC Board approved a new five-year TTC Corporate Plan, 'Moving Toronto, Connecting Communities, TTC Corporate Plan 2024-2028 & Beyond'. Highlighted in Action 2.2.2, the Corporate Plan identified enhancing Community Safety, Security, and Well-being on the System; working with partners to support individuals in need, and creating supports that focus on providing a positive customer experience for all transit riders. This report provides an update on activities supporting Corporate Plan action 2.2.2.

At its meeting on July 17, 2024, the TTC Board received the [Update on TTC's Partnership Approach to Community Safety, Security, and Well-being on Public Transit Report](#). The report provided an update on the TTC's community safety action plan, including key findings from community safety metrics and outcomes from the Transport Bus Initiative. Additionally, it included an update on the partnerships the TTC has established with external organizations and government agencies. The TTC Board adopted the report's recommendations to reaffirm support for the TTC's multidisciplinary approach and request to report back on options to reduce dependence on the TTC transit network for shelter. The TTC Board also adopted additional motions as outlined in the [TTC Board Decision](#).

At its meeting on October 29, 2024, the TTC Board received the [Future of the Transport Bus Initiative – Winter 2024/2025 Report](#). The report included an overview of options to reduce dependence on the TTC transit network for shelter. The TTC Board approved the use of buses for transport only when the temperature reaches -15 Celsius and not as a warming solution during the 2024/2025 winter season. The TTC Board also adopted motions to request the Toronto Shelter and Support Services to continue to actively search for additional warming centre opportunities and direct the TTC to recover costs from the City of Toronto, as outlined in the [TTC Board Decision](#).

At its meeting on April 16, 2025, the TTC Board received an update on [Community Safety, Security, and Well-being on Public Transit](#). The information presented a timeline of events, community safety presence in the system, plan elements, Special Constable initiatives, and next steps.