



October 31, 2025

Re: TTC10.2 - TTC's Community Safety, Security, and Well-being Plan 2024-2028

Dear Chair and Commissioners,

TTCriders welcomes the TTC's *Community Safety, Security and Well-being Plan (2024–2028)* and its clear commitment to building a more compassionate, community-based approach to safety on transit. We're encouraged to see that many of the priorities that riders identified in TTCriders' 2023 report "*Whose Safety? Investing in a Safer TTC for All*" are reflected in this plan.

We're especially encouraged to see several elements in the plan that reflect what riders have been calling for. The decision to expand partnerships with LOFT Community Services' M-DOT outreach team, add new Streets to Homes workers, and pilot the Toronto Community Crisis Service on transit embodies the compassionate, non-police approach that many transit riders view as essential to creating a safer, more caring transit system. Having trained outreach and crisis workers respond to people in distress is a major step toward treating safety as a matter of care, not enforcement.

Absent in this plan is any effort to improve service reliability. While many riders feel unsafe on board vehicles, they also tell us they feel unsafe while waiting for transit that feels like it will never come. This is especially the case with women, seniors, persons living with disabilities, students, and shift workers traveling at night. When service is unreliable or infrequent, riders are left stranded longer at dark or isolated stops. While the current plan takes important steps on outreach and crisis response, it does not yet address this everyday safety concern. We encourage the TTC to recognize that reliable, frequent, and evenly spaced service as a safety measure, and to ensure that future safety planning and reporting does not overlook the critical connection between reliability and safety for riders.

The TTC can also improve both safety and fare compliance through constructive, non-punitive approaches. Fix station layouts and signage that make paying confusing or inaccessible before adding new enforcement tools. Install platform-edge doors at all subway stations to ensure everyone feels and remains physically safe from harm. Expand the Fair Pass program and accelerate the move toward a permanent fare cap so that paying fares is easy, predictable, and affordable. And when riders are struggling to pay, equip outreach teams to connect them to fare-assistance programs instead of fines or removal.

TTCriders and the TTC share a belief that safety on transit is about belonging and that everyone deserves to get where they're going safely, whether they're commuting, working,



or seeking shelter. By focusing on prevention, compassion, reliability, and transparency, this plan has the potential to make Toronto's transit system a model for community-based safety.

We thank the TTC for incorporating so many of the ideas riders have been advocating for, and we look forward to working together to ensure this plan delivers on its promise of a safer, more reliable, and more caring TTC. We urge the commission to vote in favour of this plan.

Thank you for your attention to this important issue.

Andrew Pulsifer
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