

Attachment 2: Consultation Findings – Body-Worn Cameras for TTC Station Staff

Overview

The TTC is committed to ensuring that all customers can access and use the transit system safely, confidently, and without barriers. Equity, Diversity, Inclusion, and Accessibility (EDIA), together with anti-racism principles, guide TTC's services and interactions.

Safety measures and service interactions may be experienced differently across communities, particularly among equity-seeking groups such as newcomers, racialized communities, seniors, and individuals facing language barriers, accessibility needs, cultural differences, or varying levels of trust in public institutions.

An equity-informed approach recognizes that safety initiatives, including Body-Worn Cameras, may not be experienced equally by all customers. It emphasizes inclusive engagement, accessible communication, and consideration of how different groups may perceive and experience interactions with TTC Station Staff.

As part of exploring the potential implementation of Body-Worn Cameras for TTC Station Staff, the TTC conducted customer engagement to understand how this measure may affect perceptions of safety, accessibility, and customer experience. Engagement included direct customer feedback and consultation sessions conducted in partnership with community organizations.

In March 2026, a total of 320 participants contributed to this engagement through survey responses and consultations. The survey component included 212 respondents, and consultation findings were integrated to provide broader context on customer experience, trust, privacy, and interactions with Station Staff.

Report Summary

- Body-Worn Cameras were generally viewed as a positive measure to support safety and accountability.
- Most survey respondents reported feeling safe when interacting with TTC staff, and most also indicated that cameras would either increase their sense of safety or not change their willingness to approach staff.
- Perspectives were not uniform. Privacy, transparency, trust, and customer comfort all shaped whether support for cameras was stronger or more cautious.
- About 30% of respondents reported concerns or uncertainty regarding recording, data use, storage, or access to footage.
- Consultation findings indicate that language barriers and broader accessibility challenges remain important issues that Body-Worn Cameras alone do not address.

Methodology

A mixed-methods approach was used to collect and analyze both quantitative and qualitative data.

Customer feedback was gathered through a survey (n=212) and community consultation sessions (n=108) conducted in partnership with community-based organizations. These partnerships supported engagement with a diverse range of participants, including individuals from equity-seeking communities and those who may not typically participate in TTC engagement activities.

Demographics information (e.g., age, gender, transit usage, and other identity-based characteristics) was collected through the survey to support understanding of participants characteristics and experiences.

The survey collected both quantitative and open-ended responses on customer experiences, perceptions of safety, and views on the potential use of body-worn cameras. Community consultations were guided by a structured discussion framework exploring participants' experiences with TTC staff, perceptions of safety, and perspectives on the potential impacts of body-worn cameras across different communities.

Survey responses were analyzed using descriptive statistics. Open-ended survey responses and consultation discussions were analyzed using thematic analysis to identify recurring themes and key insights.

Findings from both data sources were reviewed together to identify areas of alignment, differences in perspectives, and key considerations for implementation.

Details of the survey and consultation questions are provided in the Appendix.

Limitations

This engagement was conducted within a compressed timeline, which limited outreach and data collection.

Some survey questions were optional. As a result, not every question received the same number of responses.

Consultation findings are not statistically representative of all TTC customers; however, they provide important contextual insight into how Body-Worn Cameras may be experienced across different communities.

Despite these limitations, key themes emerged across both quantitative and qualitative data sources.

Findings and Conclusions

Findings reflect a range of perspectives across participants with diverse demographic characteristics (e.g., age, gender, and transit usage), providing insight into how experiences and perceptions may vary across different groups.

Findings indicate that Body-Worn Cameras are generally perceived as a positive safety and accountability measure; however, support varies depending on several factors identified through the survey and consultations.

Support for Body-Worn Cameras appears to depend on:

- Privacy and data-use concerns, including how footage is stored, accessed, and protected.
- The need for clear and transparent communication about when recording occurs and how footage is used.
- Levels of trust in public institutions and authorities.
- Whether cameras increase reassurance or create discomfort during interactions.
- Ongoing language and accessibility barriers that are not addressed by cameras alone.

Perceptions of Safety

Survey responses show that most respondents feel safe when interacting with TTC staff.

- 50.0% reported feeling very safe
- 34.0% reported feeling somewhat safe
- 12.7% reported neutral perceptions
- 3.3% reported feeling unsafe

These findings indicate generally positive perceptions of safety, while also showing that a small but important group reported neutral or negative experiences.

Perceived Impact of Body-Worn Cameras on Safety

For the question about how activation of a Body-Worn Camera during an interaction might affect customer experience, responses are based on those who answered this specific survey question.

- 73.5% reported they would feel safer
- 10.4% reported they would feel less safe
- 16.1% reported they were unsure

While most respondents anticipated a positive effect on safety, a notable minority reported uncertainty or a negative impact.

Impact on Willingness to Approach Staff

Responses suggest that Body-Worn Cameras are unlikely to deter most customers from approaching staff for help.

- 49.1% reported no change
- 34.9% reported they would be more likely to approach staff
- 16.0% reported they would be less likely to approach staff

These findings suggest that cameras may increase comfort for some customers while discouraging engagement for others.

Privacy and Communication

Concerns about privacy and data use were a recurring theme in the survey.

- 69.8% reported no concerns about being recorded
- 13.7% reported they were not sure
- 16.5% reported they had concerns

Taken together, 30.2% of respondents expressed concern or uncertainty regarding privacy and data use, including access to footage, storage, and potential misuse. Customers highlighted the importance of clear and transparent communication about the purpose of Body-Worn Cameras, when recording occurs, how footage is used, and the measures in place to protect privacy.

Perceived Benefit to Customers

Views on overall customer benefit were positive but mixed.

- 50.0% said customers would benefit
- 31.6% were not sure
- 18.4% said customers would not benefit

This distribution suggests that support is present, but not universal, and that implementation details will influence whether customers view the program positively.

Considerations

Consultation findings indicate that language barriers remain a significant issue and that Body-Worn Cameras do not address underlying accessibility challenges.

Some participants also noted that being recorded may create discomfort for certain communities, particularly newcomers and racialized groups.

Overall, the findings suggest that any implementation should be accompanied by strong privacy protections, clear communication, and continued efforts to improve accessibility and customer service.