



Advancing Safety on the TTC: 2026 Focus Areas

Date: June 3, 2026

To: TTC Board

From: Chief Safety Officer

Recommendations

It is recommended that the TTC Board:

1. Receive this report for information.
2. Direct staff to forward Attachment 2 – Advancing Safety on the TTC: 2026 Focus Areas Plan to City Councillors for information.

Summary

This report presents “Advancing Safety on the TTC: 2026 Focus Areas Plan”, which details the following response measures, as the focus areas in 2026:

- Visible and mobile deployment, including in-vehicle presence;
- Technology, station, and system enhancements;
- Continued coordinated response connecting people to support.

Safety on the TTC means not only reducing safety/security incidents, but also how customers experience the system daily. Feeling safe, seeing visible staff presence, travelling in clean and well-maintained spaces, and knowing supports are in place shape the confidence of TTC customers.

The 2026 focus areas build on the overarching “Community Safety, Security, and well-Being Plan 2024-2028”.

Additionally, the “Platform Protection Program Update” (Attachment 3) outlines the assessment of platform protection technologies, station prioritization, and implementation strategies.

Background and Analysis

The TTC continues to advance a range of community safety and security measures, as outlined in the TTC Community Safety, Security, and Well-Being Plan:

- ✓ Expanded the **Toronto Community Crisis Service** pilot program to support mental health-related calls in subway stations;
- ✓ Increased the number of **Streets to Homes** outreach workers by 10 to provide additional support on the surface network;
- ✓ Completed **de-escalation training** for frontline employees;
- ✓ Launched **customer campaigns** promoting courtesy, appropriate behaviour, and safety awareness, including initiatives to highlight available safety features, resources, and the SafeTTC app;
- ✓ Deployed **Neighbourhood Community Officers** on the subway network;
- ✓ Established 24/7 Transit Special Constable support within **Transit Control** to support SafeTTC app correspondences and CCTV playback requests;
- ✓ Partnered with Toronto Police Service to deliver **community safety events**;
- ✓ Advanced work to **expand criminal protection for transit workers** through Bill C-14, which has passed third reading in the House of Commons and is being considered at Senate;
- ✓ Launched a nine-week safety informed **youth PEERS pilot program** in partnership with TDSB, City Of Toronto and Toronto Police Service.

The actions outlined in the “Advancing Safety on the TTC: 2026 Focus Areas Plan” are organized into **four focus areas** and build on the TTC’s Community Safety, Security and Well-Being Plan, using data to mobilize resources where they can have the greatest impact on customers.

1. Targeted Deployment & Visible Presence

- Terminal & streetcar overnight coordination pilot
- Provincial Offences Officers (POO) data-driven redeployment
- Station supervision & vehicle checks during peak periods
- A more flexible security model

2. Safer Infrastructure & System Design

- AI technology to detect track intrusion
- Platform safety barrier pilot [*refer to “Attachment 3 – Platform Protection Program Update” for more details*]
- Assessment of platform edge doors pilot [*refer to “Attachment 3 – Platform Protection Program Update” for more details*]
- Dedicated station improvement teams
- Subway Assistance Messenger live audio messaging capability
- Deployment of drone cameras

3. Keeping TTC Employees Safe

- Body-worn cameras for station staff

4. Connecting People to Help

- Continued social support response integration

Diversity, Equity and Inclusion Matters

As a proud leader in providing accessible public transit in Toronto, the TTC is committed to ensuring reliable, safe, and inclusive transit services for all customers. The TTC also expects that all employees perform their duties in an equitable, inclusive, respectful, and safe manner.

Solving community safety, security, and well-being challenges is compounded by Toronto's complex societal challenges. Like other major public-facing services, innovative solutions to support individuals in need are required in both the short-term and long-term. The solutions to these issues need to be multifaceted and require a compassionate and people-first approach.

The TTC has proactively partnered with the City of Toronto's Toronto Shelter and Support Services (TSSS) and Social Development divisions, Toronto Police Service (TPS), Toronto Public Health, and community agencies to address the needs of persons experiencing homelessness and individuals with complex needs.

Track intrusions and service disruptions disproportionately affect customers who rely most heavily on the TTC, including individuals with disabilities, seniors, and transit-dependent populations. Enhancing platform safety measures supports equitable access to safe and reliable transit services. The station prioritization approach considers ridership volumes and station usage patterns to ensure safety enhancements are directed to locations with the highest passenger exposure and risk.

Corporate Plan Alignment

Safety and Security is the cornerstone and a key principle under the TTC's Corporate Plan. The TTC is guided by the Safety, Health, and Environment (SH&E) Management System that manages and mitigates risks and continually improves performance through a continuous cycle of Plan, Do, Check, and Act.

Under the safety management system, the TTC has a dedicated goal for community safety: Improve and strengthen community safety, security, and well-being using a compassionate and people-first approach. The "Advancing Safety on the TTC: 2026 Focus Areas Plan" supports this goal and the objectives under the Corporate Plan, specifically:

- Objective 1.3: Reinforce employee safety and well-being
- Objective 2.2: Improve the Customer Experience by Providing a Safe, Accessible and Comfortable Journey

Financial Summary

Operating Funding

The 2026 Operating Budget, approved by the TTC Board on January 7, 2026, and by City Council on February 10, 2026, includes \$31.7 million to sustain the TTC's Community Safety, Security, and Well-being Program. This Provincial funding will provide high-visibility presence and incident management, social supports for persons experiencing homelessness and individuals with complex needs, and community safety program supports. Should Provincial funding not continue, there would be a funding pressure requiring an alternative funding source or a reduction in scope.

The Plan will guide priorities and investments and will be used to ensure that new incremental funding requests support the achievement of the actions identified. Any future implementation costs are subject to annual budget approvals by the TTC Board and City Council.

Capital Funding

The Capital investments required to advance safety on the TTC are not fully funded. However, to accommodate funding for the pilot assessment for the Platform Safety Barriers, an in-year budget adjustment in the amount of \$2 million has been included in the Financial and Major Projects Update for the Period Ended - April 26, 2026. As well, subject to Board approval of the Bloor-Yonge Capacity Improvements Project – Platform Edge Doors and Net Zero Report, funding in the amount of \$6.35 million (incl. HST) is required for up to 70% design of PEDs enabling infrastructure. Funding for this work will be accelerated from future years approved funding in the BYCI Project, with the in-year budget adjustment also included in the Financial and Major Projects Update for the Period Ended - April 26, 2026.

Any incremental funding requirements associated with advancing safety initiatives as detailed in this report and accompanying attachments, will be incorporated for consideration through the 2027 budget process

Provincial Funding – Ontario-Toronto New Deal

One-time Provincial funding of \$300 million across three years (\$100 million in 2024, 2025, and 2026) was made available through the Ontario-Toronto New Deal Agreement, executed in November 2023, between the City of Toronto and the Province. The funds were directed to support subway and transit safety, recovery, and operational sustainability. This funding, available until March 31, 2027, also supports the approaches outlined in this report to manage community safety, security, and well-being issues on the transit system, in addition to service recovery to bring back ridership.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Contact

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Attachments

Attachment 1 – Decision History – Community Safety, Security, and Well-being
Attachment 2 – Advancing Safety on the TTC: 2026 Focus Areas Plan
Attachment 3 – Platform Protection Program Update

Attachment 1 – Decision History

At its meeting on February 28, 2023, the TTC Board received 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.

Decision: [Community Safety Issues and Response](#)

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.

Presentation: [Community Safety & Security Update](#)

At its meeting on June 12, 2023, the TTC Board received a [Community Safety and Security Update](#). 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.

Decision: [Community Safety and Security Update](#)

At its meeting on July 11, 2023, the City of Toronto's Executive Committee received 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.

Decision: [Update on TTC's Partnership Approach to Community Safety, Security and Well-Being on Public Transit](#)

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.

Decision: [TTC's Partnership Approach to Community Safety, Security, and Well-Being on Public Transit - Response to TTC Board Motions](#)

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.

Decision: [TTC Corporate Plan 2024-2028 & Beyond: Moving Toronto, Connecting Communities](#)

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.

Decision: [Update on TTC's Partnership Approach to Community Safety, Security and Well-being on Public Transit](#)

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.

Decision: [Future of the Transport Bus Initiative – Winter 2024/2025](#)

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.

Presentation: [Community Safety, Security, and Well-being on Public Transit](#)

At its meeting on November 3, 2025, the TTC Board approved the [TTC's Community Safety, Security, and Well-being Plan 2024-2028](#), which outlined how the TTC will implement actions to achieve its goal of improving and strengthening community safety, security, and well-being using a compassionate and people-first approach.