

ADVANCING SAFETY ON THE TTC:

2026 Focus Areas

Building on the TTC's Community Safety, Security and Well-Being Plan



In 2026, the TTC is advancing safety improvements across the system:



Visible & mobile deployment, including in-vehicle presence



Technology, station & system enhancements



Coordinated response connecting people to support

These actions 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 our customers**

1

Targeted
Deployment &
Visible Presence

2

Safer Infrastructure
& System Design

3

Keeping TTC
Employees Safe

4

Connecting People
to Help



Safety on the TTC includes both actual and perceived safety.

It means not only reducing safety and 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 our customers in the system.



1

Focus Area

Targeted Deployment & Visible Presence

More TTC staff where you need them

This means increasing visible, mobile presence across the system, on vehicles, in stations, and at key connection points, so customers can more easily find help and feel safe during their trip.



1

Targeted Deployment & Visible Staff Presence

The TTC is increasing visibility of existing staff through smarter, more mobile deployment on vehicles, at stations, and key locations to improve customer support, safety perception, and system readiness.

WHAT WE'RE DOING

WHY IT MATTERS

TIMING & FUNDING

Terminal & Streetcar Overnight Coordination Pilot: Special Constables, Provincial Offences Officers, Streets to Homes team and cleaning staff work together to inspect vehicles and offer services to those in need at select location(s).

Improves cleanliness, strengthens coordinated response, and ensures streetcars are ready and safe for customers.

- ✓ Streetcar route pilot in progress [ends July 31, 2026]
 - Following evaluation, expansion plan to be developed/monitored (e.g. other modes/locations)

Financials

- Pilot cost estimate: \$0.3M [33 days between Mar 18 to Jul. 31]
- Scalable cost model, with estimates adjustable based on number of locations, duration of deployment, staffing and resource requirements

Provincial Offences Officers data-driven redeployment:

Data-driven targeting of high fare evasion stations, with increasing emphasis on mobile, in-train presence and customer engagement as an initial pilot.

Increases both perceived and actual safety, improves customer engagement and supports fare compliance on the subway network.

- ✓ In-train presence as of April 2026, through re-deployment of existing resources

Financials

- Future resource needs may impact funding considerations



1

Targeted Deployment & Visible Staff Presence

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WHAT WE'RE DOING

Station supervision

& vehicle checks during peak periods:

Stations Supervisors and Managers deployed to key stations during peak periods to support customers, monitor conditions, and conduct regular train inspections.

A more flexible security model:

Transition to a more dynamic, data-informed deployment model for contracted security – accomplished through expansion from static posts to mobile patrols, in-vehicle presence and integration with station operations (e.g. station closures support).

WHY IT MATTERS

Enhances customer support, improves cleanliness, and increases safety through visible staff presence and engagement at stations and on trains.

Ensures security resources are more visible on trains and streetcars, improving responsiveness and value for money based on risk and demand on where they are needed most.

TIMING & FUNDING

- ✓ Daily deployment in progress using existing resources

Financials

- Review underway to assess future resource needs as scope evolves

- ✓ Daily deployment in progress using existing resources

Financials

- Future resource needs may impact funding considerations



2

Focus Area

Safer Infrastructure & System Design

Safer spaces for every journey

This means investing in station and system improvements to help prevent safety and security incidents, while supporting a safer customer experience.



Safer Infrastructure & System Design

The TTC is investing in station and system improvements to help prevent incidents and support a safer customer experience. This includes a combination of near-term pilots and enhancements, as well as longer-term infrastructure solutions that require further assessment planning and funding.

WHAT WE'RE DOING

Enable AI Technology that can detect potential track intrusions and alert Transit Control earlier.

Pilot platform safety barriers at select stations based on platform protection prioritization (to follow AI technology enablement)

Deliverability assessment of platform edge doors pilot at Line 1 high-volume stations.

WHY IT MATTERS

Reduces the risk of track-level incidents and enables faster response through Transit Control, improving actual and perceived safety.

TIMING & FUNDING

- 10 station pilot with 1 station (TMU) complete by September 2026

Financials

- Cost Estimate: \$2M (10 station pilot)
- Funding required for remaining 9 stations (~\$1.8M)

- 10 station pilot with installation at TMU commencing Q4 2026, pending confirmation of TTC resources

Financials

- Cost Estimate: \$20M (10 station pilot), with \$2M funded in 2026 for 1 station
- Funding required for remaining 9 stations

- Pilot assessment in progress
- 3+ year timeline to procure and install

Financials

- Cost Estimate: \$50M (per station) + ATC upgrades
- Funding required

Safer Infrastructure & System Design

The TTC is investing in station and system improvements to help prevent incidents and support a safer customer experience. This includes a combination of near-term pilots and enhancements, as well as longer-term infrastructure solutions that require further assessment planning and funding.

WHAT WE'RE DOING

Subway Assistance Messenger (SAM):

Real-time, live audio message issued by Transit Control to address safety concerns occurring within subway stations or on platforms. Performed by a Dispatcher based on SafeTTC App reports or CCTV observations.

Drone Cameras:

Deployment at select locations to maximize deterrence of disruptive behaviour, such as trespassing in yards and graffiti to TTC property

WHY IT MATTERS

Addresses disruptive behaviours (e.g. loitering, panhandling, smoking), while improving customer sense of safety.

Improves ability to respond to incidents, aiming to prevent and minimize possible service disruptions.

TIMING & FUNDING

- ✓ Trial in progress since April 1, 2026 at Eglinton and Kennedy with full rollout planned for June 2026

Financials

- Future resource needs may impact funding considerations if required

- Deployment of 3 drones by June 12, 2026

Financials

- Cost Estimate: \$135,000 (3 drones)
- Future needs may impact funding considerations if required

Safer Infrastructure & System Design

The TTC is investing in station and system improvements to help prevent incidents and support a safer customer experience. This includes a combination of near-term pilots and enhancements, as well as longer-term infrastructure solutions that require further assessment planning and funding.

WHAT WE'RE DOING

Dedicated Station Improvement teams (“Re-NEW-vations”):

Establish dedicated teams to accelerate station improvements, including structural upgrades and repairs (lighting, ceiling, platform edge), facility renewals, and deep cleaning.

WHY IT MATTERS

Creates cleaner, brighter, and more welcoming stations that improve customer comfort and sense of safety.

TIMING & FUNDING

- ✓ Continued cleanliness improvements at Dundas West, Main Street, and Don Mills in progress
- Assessment in progress to determine full funding requirements for structural upgrades and facility renewals at 10 stations

Financials

- 2026 enhanced cleaning costs are funded
- Cost Estimate: \$22.5M (10 stations) based on cleaning, structural upgrades, and repair requirements
- Funding required

3

Focus Area

Keeping TTC Employees Safe

Protecting staff, supporting customers

This means enabling station staff to engage confidently and respond to customer needs. The TTC is strengthening tools that deter incidents, support safer interactions, and reinforce a consistent and respectful customer experience.



3

Keeping TTC Employees Safe

Supporting employee safety is critical for effective customer service, as it enables staff to engage confidently and respond to customer needs. The TTC is strengthening tools that deter incidents, support safer interactions, and reinforce a consistent and respectful customer experience.

WHAT WE'RE DOING

Body-Worn Cameras for Station Staff:
Advance a pilot to equip frontline staff with body-worn cameras to support their safety.

WHY IT MATTERS

Helps deter incidents, supports safer interactions, and promotes accountability.

TIMING & FUNDING

- Phase I (May-December 2026): procurement of 147 cameras to ensure FIFA readiness
- Phase II: potential broader roll-out in 2027

Financials

- Phase I: funded
- Phase II cost estimate (subject to change): \$12.9M funding required to continue implementation in 2027



4

Focus Area

Connecting People to Help

Coordinated support when it's needed most

This means continuing to work with partners to connect people to appropriate services, while supporting a safe and reliable transit experience for everyone.



4 Connecting People to Help

The TTC is continuing to work with partners to connect people to appropriate services, while supporting a safe and reliable transit experience for everyone.

WHAT WE'RE DOING

Social Support Response Integration:

Working with partners and programs focused on crisis response, outreach, housing, and case management (Streets to Homes, Toronto Community Crisis Service, MDOT, Neighbourhood Community Officers).

[Streets to Homes present during the terminal & streetcar overnight coordinated response pilot.]

WHY IT MATTERS

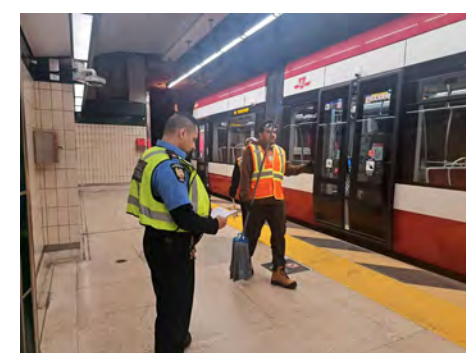
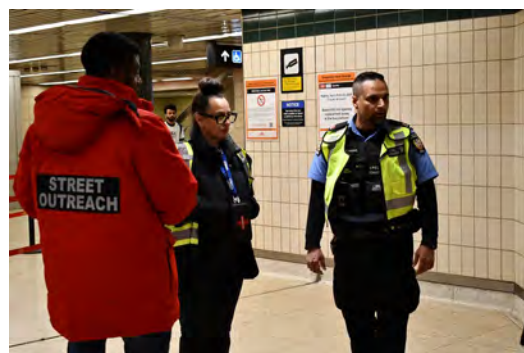
Helps connect people in need to the right supports.
Reduces prolonged disruptions and improves outcomes through the right response at the right time.

TIMING & FUNDING

- ✓ Ongoing work through existing partnerships/resources

Financials

- Future resource needs may impact funding considerations



Key Measures to Watch

City of Toronto Public Dashboard for reference:
[Community Safety & Wellbeing on Transit](#)

 Customer intercept surveys to be implemented to assess actions of select focus areas most impactful to customer perception of safety and cleanliness.

2026 Focus Areas	Public Safety			Subway/Streetcar Delay Mins		Subway Delay Mins
	Customer Satisfaction with Personal Safety	Offences Against Customers Per 1M Boardings	Offences Against Employees Per 100 Employees	Disorderly Patron	Unsanitary Vehicle	Unauthorized at Track
Coordinated overnight response pilot	✓	✓	✓	✓ Streetcar	✓ Streetcar	
Provincial Offences Officers redeployment	✓	✓	✓	✓ Subway	✓ Subway	✓
Station supervision & vehicle checks during peak periods	✓	✓	✓	✓ Subway	✓ Subway	✓
A more flexible security model	✓	✓	✓	✓ Subway+Streetcar	✓ Subway+Streetcar	✓
Enable AI Technology that can detect potential track intrusions				✓ Subway		✓
Pilot platform safety barriers	✓			✓ Subway		
Assess platform edge doors for a Line 1 pilot at high-volume stations	✓			✓ Subway		✓
Subway Assistance Messenger	✓	✓	✓	✓ Subway		✓
Drone Cameras						✓
Dedicated station improvement teams (“Re-NEW-vations”)	✓	✓	✓	✓ Subway		
Body-Worn cameras for station staff	✓	✓	✓	✓ Subway		
2026 Targets	70%	1.56 (-10%)	5.31 (-10%)	(-8%) Subway: 7,062 Streetcar: 14,995	(-8%) Subway: 1,592 Streetcar: 10,140	(-8%) 3,553
2025 Actuals	62%	1.73	5.9	Subway: 7,676 Streetcar: 16,299	Subway: 1,730 Streetcar: 11,022	3,837

Building on the TTC Community Safety, Security, and Well-Being Plan

In addition to the 2026 focus areas, the TTC continues to advance a range of community safety and security measures:

- 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 correspondence 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

