



Re: TTC15.5 - Advancing Safety on the TTC: 2026 Focus Areas

May 29, 2026

Dear TTC Board members,

TTCriders is a membership-based organization of transit users in Toronto. We are writing to express our feedback to the “Advancing Safety on the TTC: 2026 Focus Areas Plan”.

TTCriders supports the majority of measures included in the Safer Infrastructure and System Design, Keeping TTC Employees Safe, and Connecting People to Help focus areas. We appreciate the TTC’s efforts to take steps to increase transit riders’ actual and perceived safety. In particular, we are very supportive of measures that reduce the risk of track-level incidents, such as platform edge doors; that create cleaner, brighter, and more welcoming stations; and that connect vulnerable populations to crisis response, outreach, housing, and case management services. We applaud the recent investment and progress made in these areas, and will continue to push for a compassionate approach to safety.

However, we would like to express our concerns about the measures within the Targeted Deployment and Visible Presence focus area:

- **Special Constables and Provincial Offences Officers inspecting TTC vehicles overnight and offering services to those sheltering in TTC vehicles and at terminal stations:** While we strongly support the TTC’s efforts to connect individuals sheltering on the TTC with services, we believe that non-enforcement staff, particularly Toronto Community Crisis Service workers, LOFT’s Multi-Disciplinary Outreach Team, and Streets to Homes, should lead and manage outreach to vulnerable populations. These teams are specifically trained in trauma-informed mental health crisis intervention and de-escalation, have strong knowledge of community supports and resources across the city, and have deep awareness of the complex challenges facing vulnerable populations. These teams are also skilled in building trust with community members. Based on TTCrider’s engagement with unhoused and underhoused Torontonians, we know that these communities generally have strong distrust of Special Constables and Provincial Offences Officers and fear being harmed and criminalized by these officers. This is also backed up by a recent report released by the Toronto Underhoused and Homeless Union that notes an increase in violence directed at community members by Special Constables and contracted security at Union Station ahead of FIFA.¹
- **Provincial Offences Officers increasing customer engagement and being deployed on subway trains:** We do not support Provincial Offences Officers increasing fare enforcement and being deployed on subway trains. Throughout our engagement with riders across Toronto, we have heard that fare inspections do not increase riders’

¹ Toronto Underhoused and Homeless Union, *Safety for Whom* report, May 26, 2026: https://drive.google.com/file/d/1_wLAsRhMfOPLiFEpmsvGVxfBCxaheJ43/view



perceived safety and, for many marginalized communities, contribute to an atmosphere of fear and anxiety. We do not believe that increasing enforcement on subways through the threat of uniformed officers and steep fines is an effective way of addressing non-payment of a \$2-\$3 fare. Instead, we continue to advocate for more station attendants, returning to the taps over tickets model, and an expansion of Fair Pass eligibility and deepening of the discount.

- **Contracted security having a more visible presence on TTC vehicles and through mobile patrols:** Similar to above, a more visible presence of contracted security staff on vehicles and through mobile patrols is likely to increase surveillance and harm of vulnerable communities using the TTC. In conversations with marginalized riders, we have heard that contracted security guards often work with Special Constables and Provincial Offences Officers to profile and target racialized riders, immigrants, unhoused people, and people experiencing mental health crises. These populations deserve community-based, trauma-informed support, rather than enforcement.

It is also important to note that perceptions of safety with the subway system have recently improved. According to the TTC CEO's report from February 2026, 62% of riders say they feel safe on the subway and in stations, a 6% increase from last year.

Instead of increasing the targeted deployment and visible presence of Special Constables, Provincial Offences Officers, and contracted security, **we urge the TTC Board to increase investment in non-enforcement approaches to safety.** We acknowledge that some of these approaches - such as platform edge doors and increased lighting and cleanliness standards - are already embedded with the TTC's 2026 focus areas. However, we would also like to push commissioners to by considering additional measures including:

- Expansion of the Toronto Community Crisis Service Workers Pilot and the introduction of proactive patrols throughout the system; and
- More Streets to Homes workers, actively working with unhoused riders to find permanent housing.

Safety plans must also integrate service and accessibility initiatives, including:

- Increased and reliable bus and streetcar service so riders aren't left waiting in conditions where they feel unsafe, especially at night; and
- Better wayfinding and accessibility at transit stops and in stations.

Sincerely,
TTCriders