



Transit Security Review: Strengthening Response to Security Incidents

Audit Risk Management Committee

June 5, 2024



Special Constables 2023

By the Numbers:



109

Special Constables



197

Apprehensions



30,909

Calls for Service



80

Provincial Offence Notices Issued



229

Arrests

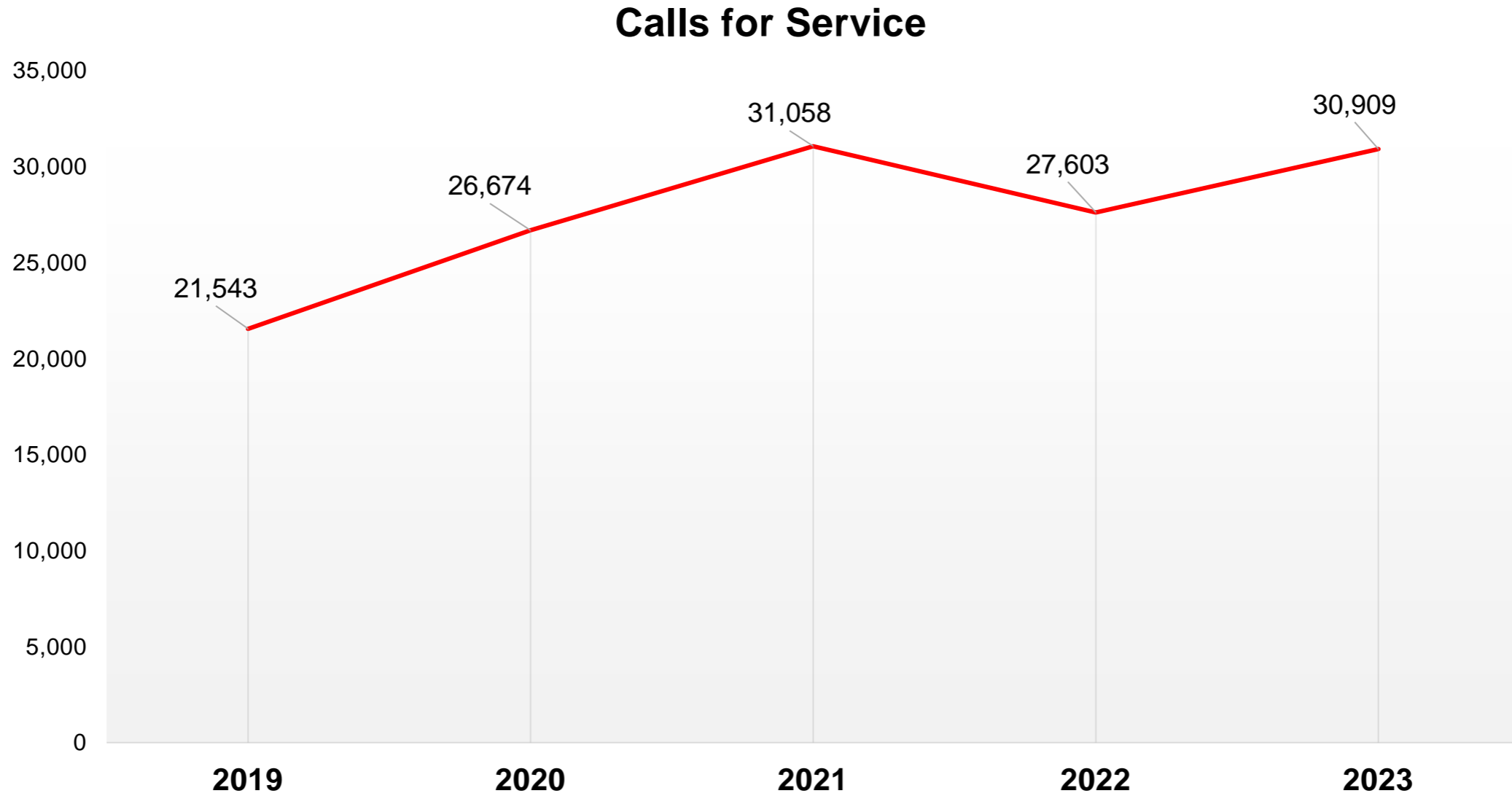


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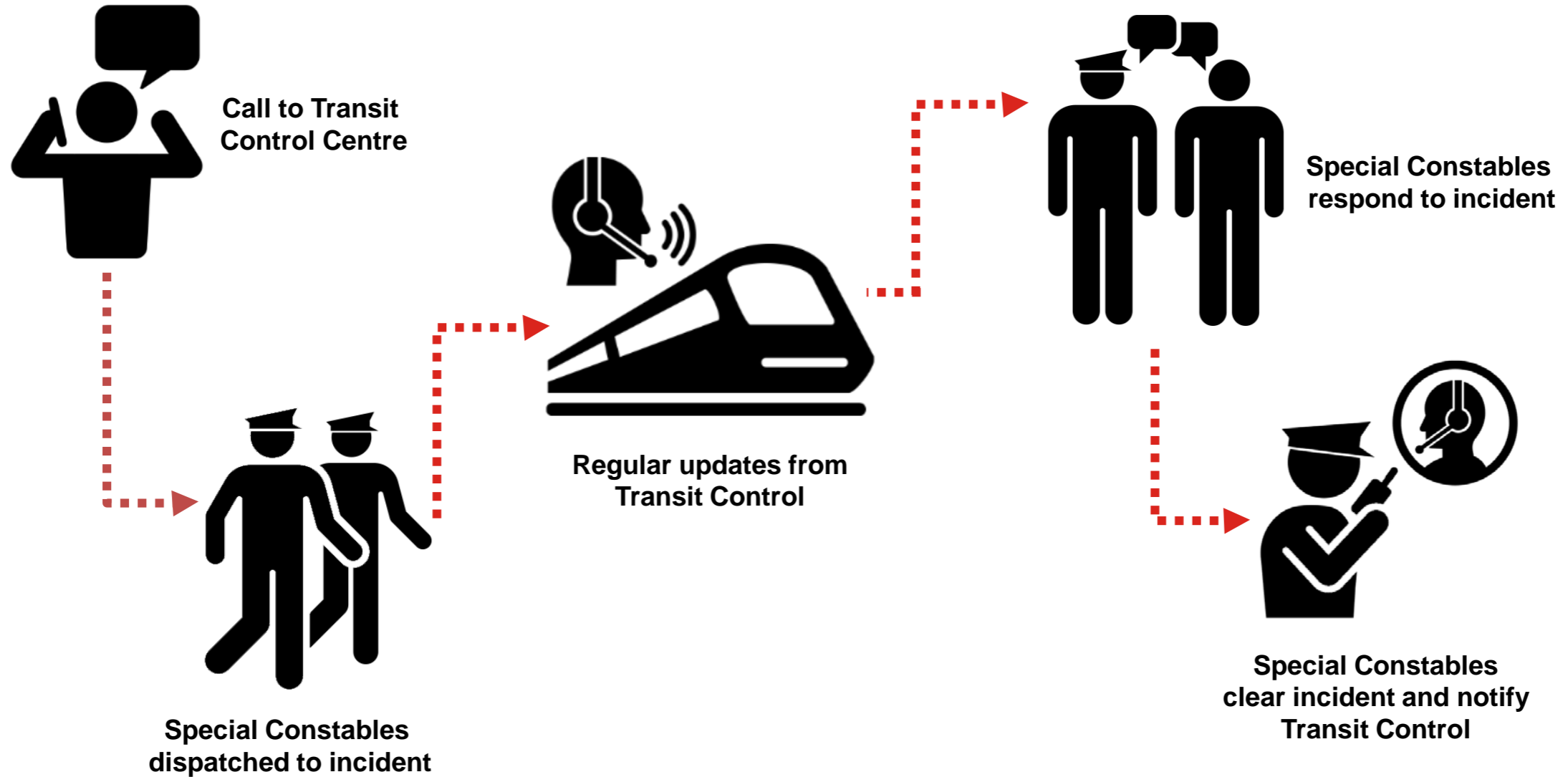
Provincial Offences Act Fines Issued



Historical Calls for Service



Security Incident Response Process



Recommendation 1

Management should prepare annual plans with goals and objectives, aligned with the corporate plan

Work Completed

- Special Constable Annual Report and Diversity and Inclusion Report:
 - ✓ Calls for service
 - ✓ Arrests and apprehensions
 - ✓ Use of force incidents
 - ✓ Internal incidents
 - ✓ Public complaints
 - ✓ Injuries
 - ✓ Provincial Offence Notices issued
 - ✓ Fines issued

Interim Measures

- Develop scope of work for TTC Community Safety and Security Operating Model Review

Next Steps

- Security Model to assess TTC's community safety needs by Q4 2025

Recommendation 2

Management should document and analyze the reasons for high Special Constable turnover and address the root causes of controllable attrition as soon as practical

Work Completed

- Attrition rate down from 16.5% in 2022 to 11.7% in 2023
- Culture Change Program: Structure for Success
- 10 Point Action Plan
- Established working group with CUPE Local 5089

Interim Measures

- Streamlined recruitment to shorten hiring process

Next Steps

- Exit interviews
- Anonymous employee satisfaction surveys
- Re-occurring town hall meetings
- Complete by Q1 2025

Recommendations 3-4

Improve data-reporting through tighter data input and by developing defined classifications for non-offences

Work Completed

- Data reporting through Community Safety and Wellness Board reports
- SafeTO partnership

Interim Measures

- Hiring Data Quality Assurance and Crime Analyst to ensure data integrity
- Research and Analytics to classify non-offence incidents by benchmarking other services

Next Steps

- Developing TTC-wide guideline for non-offence classifications
- Complete by Q4 2025

Recommendations 5-7

Reduce call response times by improving tracking, developing Key Performance Indicators and analyzing calls cleared on route

Work Completed

- Adjusted deployment to include more Officers to foot patrol in high-call areas to improve response times

Interim Measures

- Hiring Data Quality Assurance Analyst to track response times and analyze calls cleared on route

Next Steps

- On-board Data Quality Assurance Analyst to track response times and establish service level standards
- TTC Community Safety and Security Operating Model Review
- Complete by Q4 2025

