



Community Safety & Security Update

TTC Board – April 13 2023

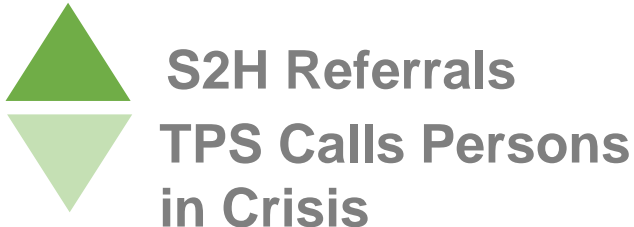
Our Objectives

- Increase community safety and the sense of safety throughout the TTC network for customers and employees
- Provide alternative resources to persons experiencing homelessness and individuals with complex needs using TTC spaces for shelter
- Leverage multidisciplinary community-focused and data-driven approaches.

Overview

- Interventions are having an impact
- Data is developing that we have not had previously
- We are not yet where we need to be

Community Safety



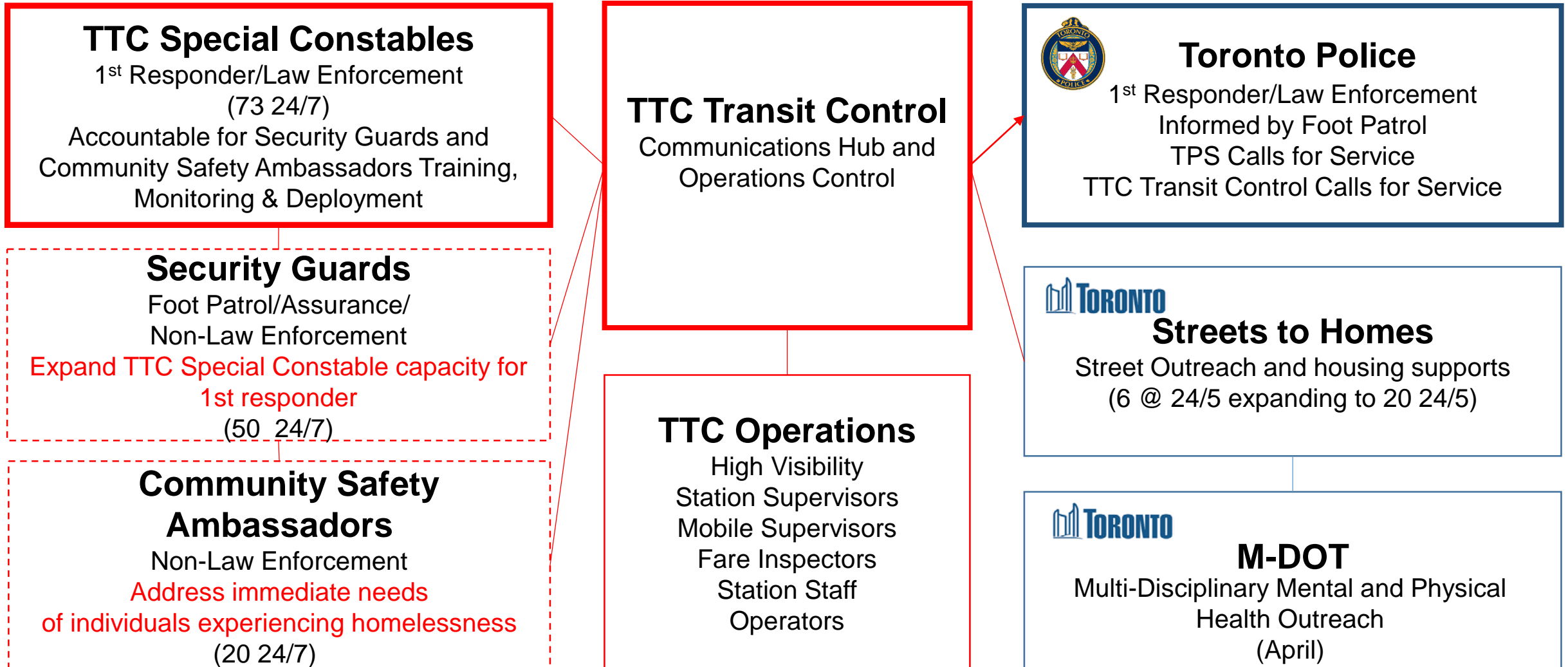
Offences



Personal Safety

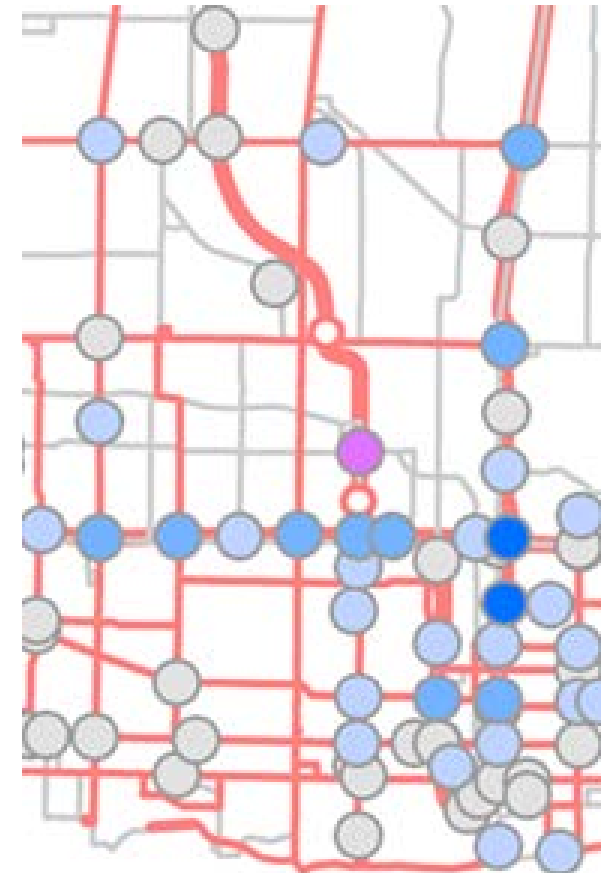


Who is supporting Community Safety in our System



How We Are Using Data

- Identify Hotspots
- Design deployment plans
 - Special Constables, Security Guards and Community Safety Ambassadors
- Inform Streets to Homes key locations and times of day
- Monitor changes in the TTC environment
- Build integrated data and views as we go forward



Change over time analysis

Integrated Communications



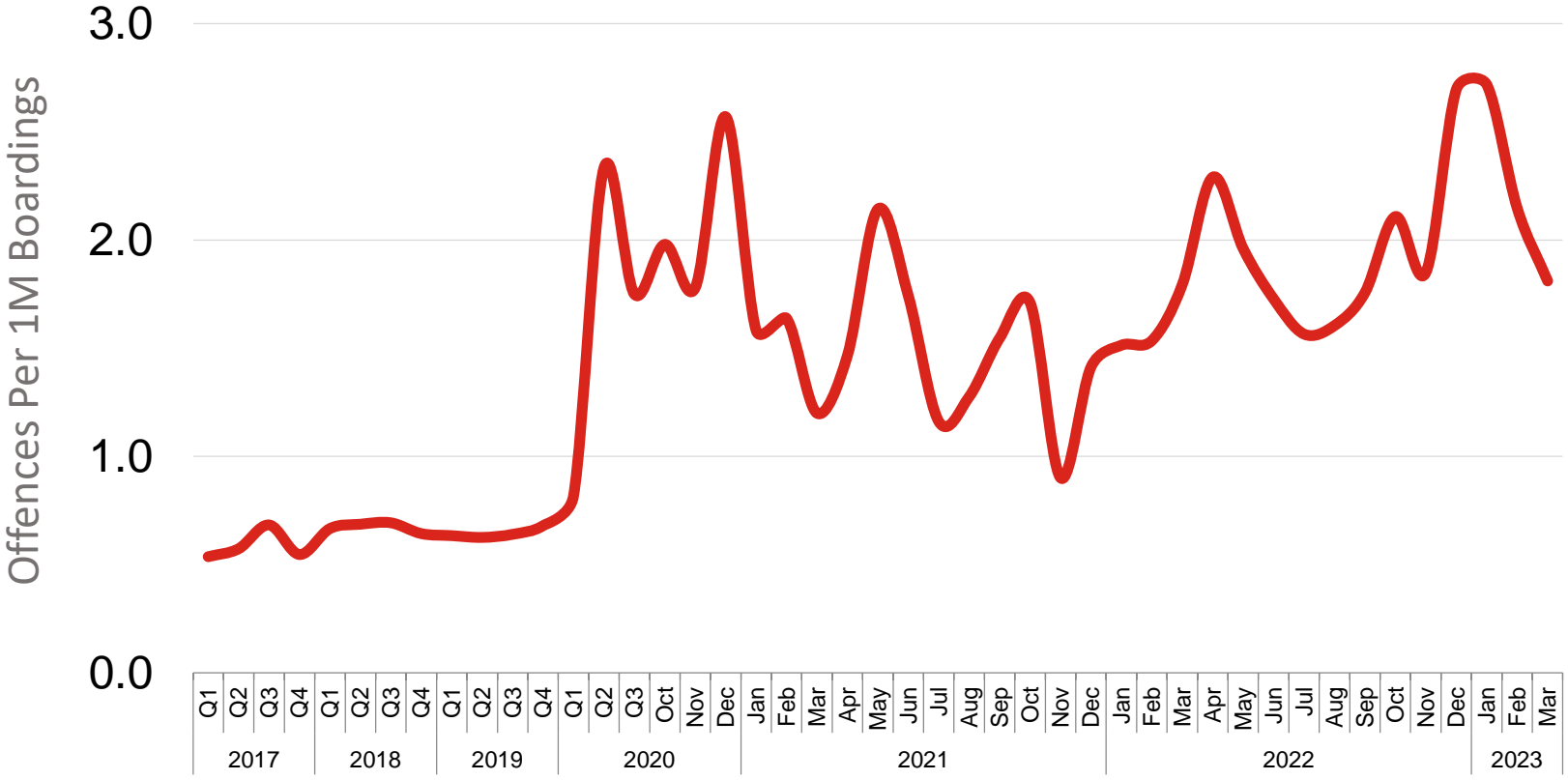
Did you know about the **SafeTTC App**?
The SafeTTC App is a quick and discreet way to report harassment, safety concerns or suspicious activity directly to the Transit Control Centre.
Learn more about the SafeTTC App at www2.toronto.ca/safetttcapp

Non-Urgent
Operations
Maintenance
Facilities
Information

Urgent Dispatch
Special Constables
Toronto Police
Fire/ Ambulance
TTC Emergency Services
Coming: 211

Offences against Customers

2017 - 2023

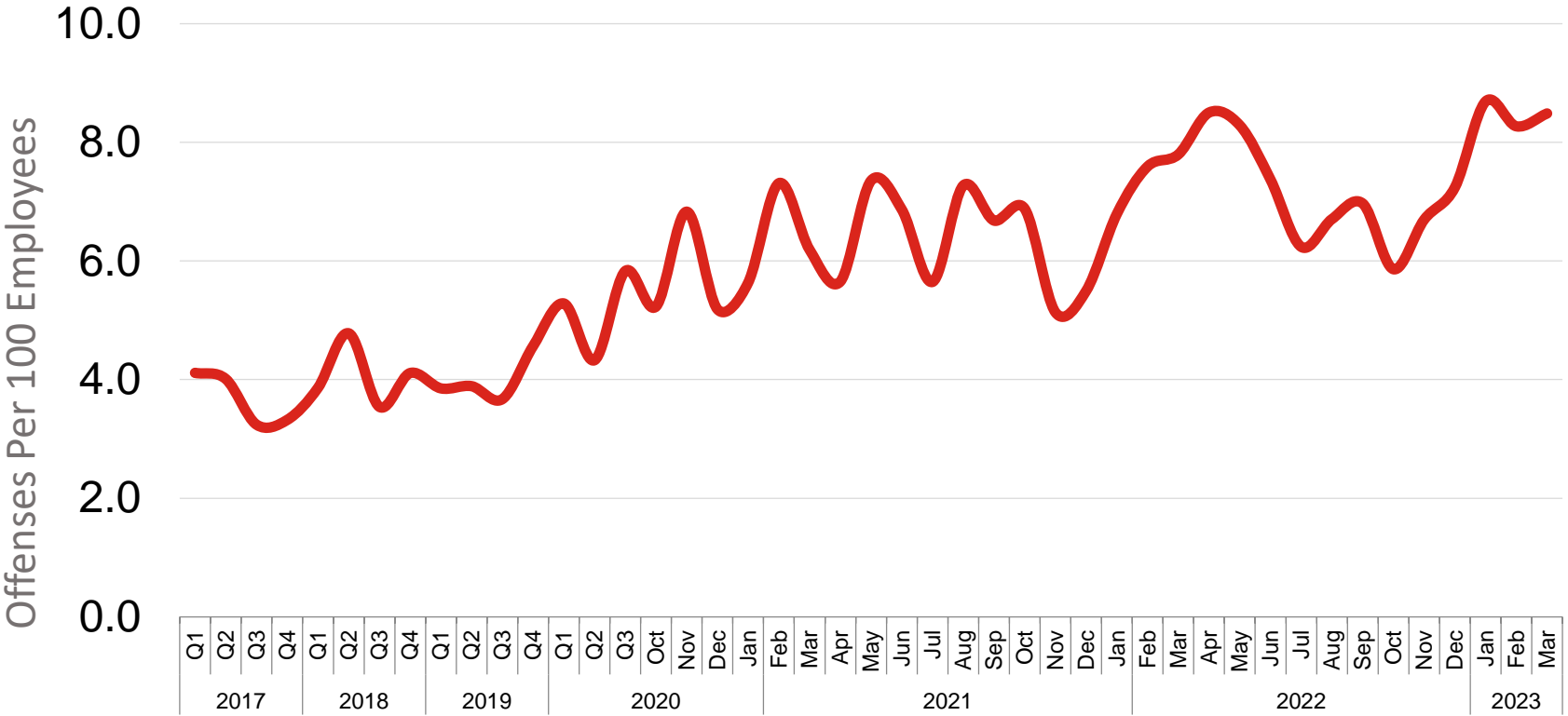


Rate of Offences per 1 Million customer boardings dropped to 1.81 in March from 2.72 in January.



Offences against Employees

2017 - 2023

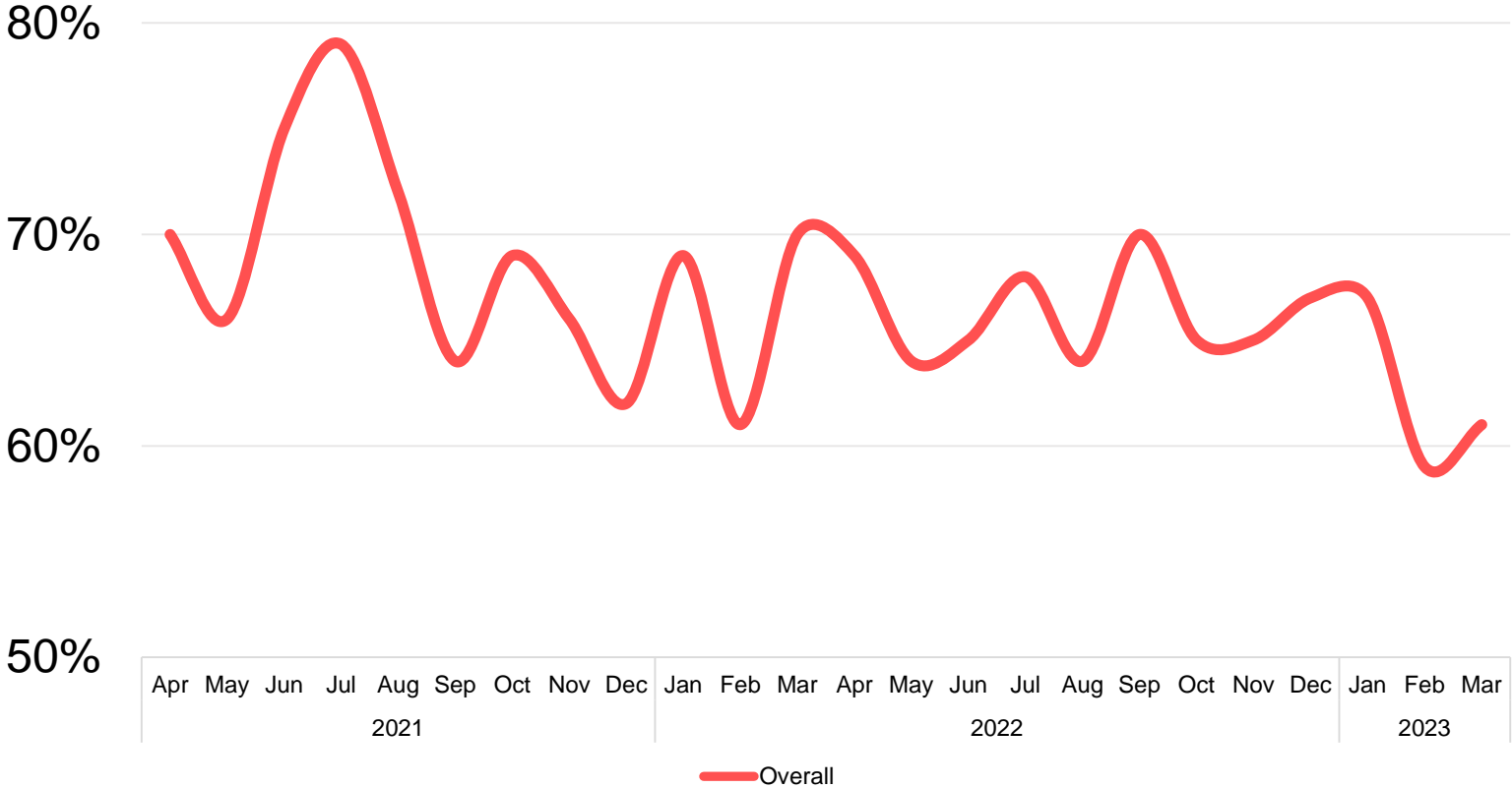


Rate of offences against employees increased slightly to 8.4 in March from 8.3 in February.



Customer Satisfaction – Level of Personal Safety

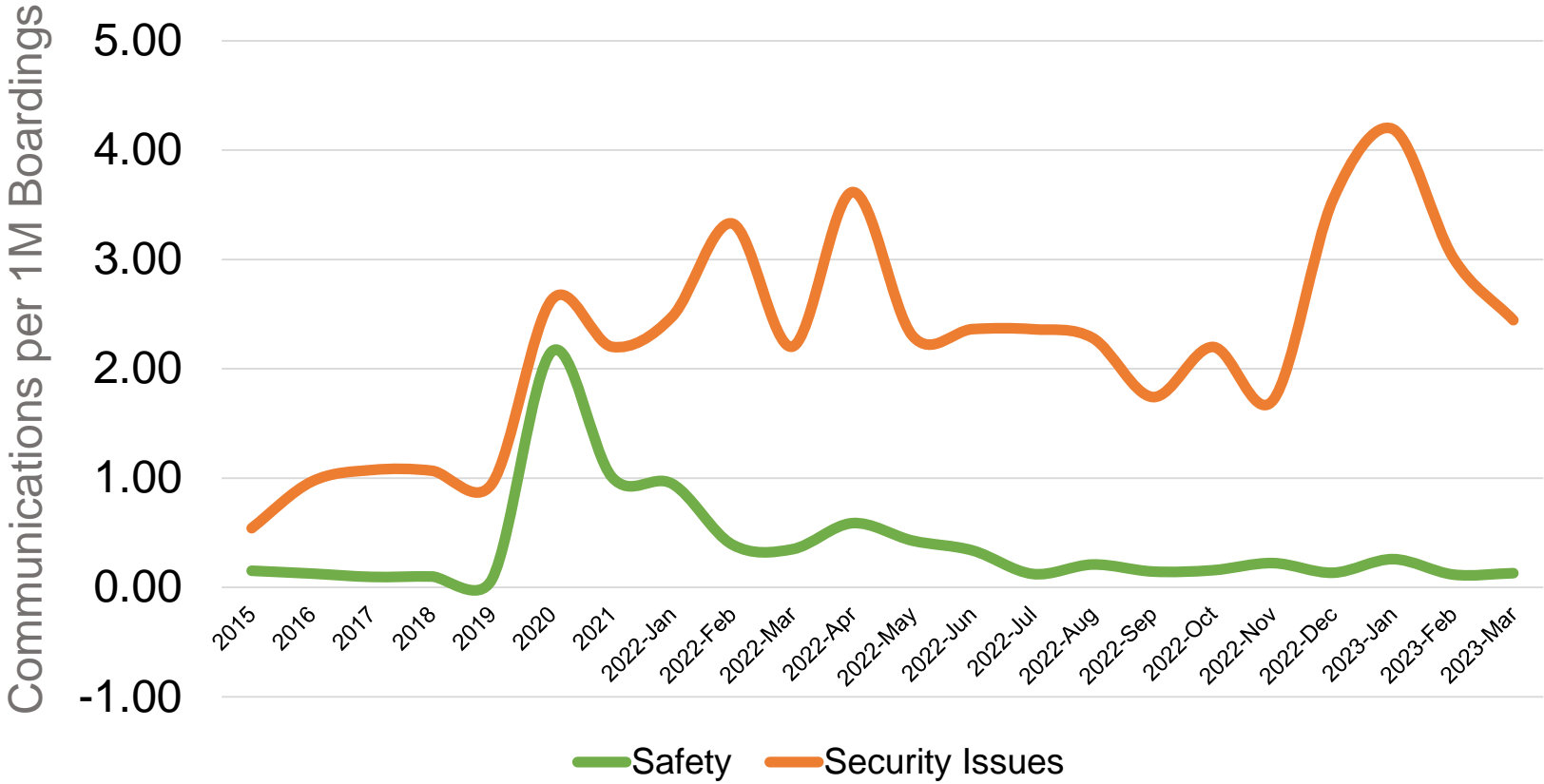
2021 – 2023



Overall personal safety has increased since February, from 59% to 61% in March



Customer Service Communications – Re Safety & Security



CSC related to Safety & Security decreased 15% in March 2023 since February.

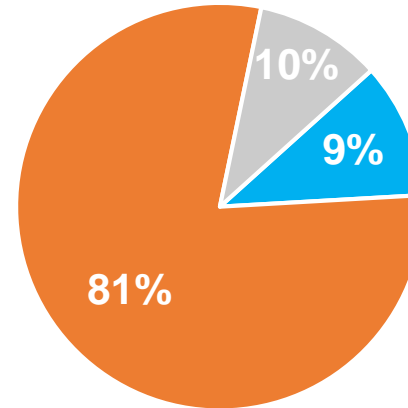


Resources Supporting Community Safety

March 2023

- Over 3000 Wellness Checks
- Over 3500 Responses to Community Safety
- 26% Escalated
- 74% Resolved on site

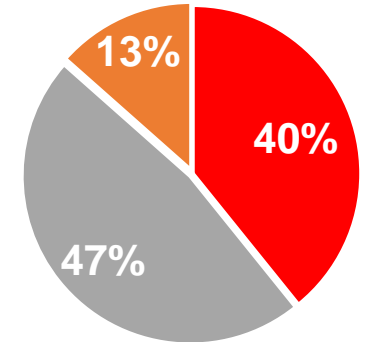
TTC Special Constables



73 Special Constables
2500 calls 234 offences

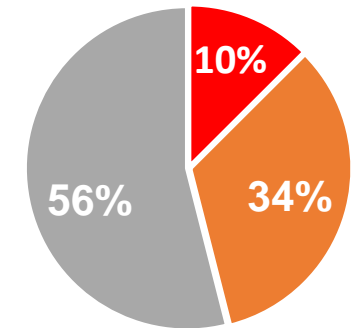


Security Guards



50 Security guards
611 Incidents
239 to Transit Control

Community Safety Ambassadors



20 Safety Ambassadors
496 incidents 3034 Wellness checks

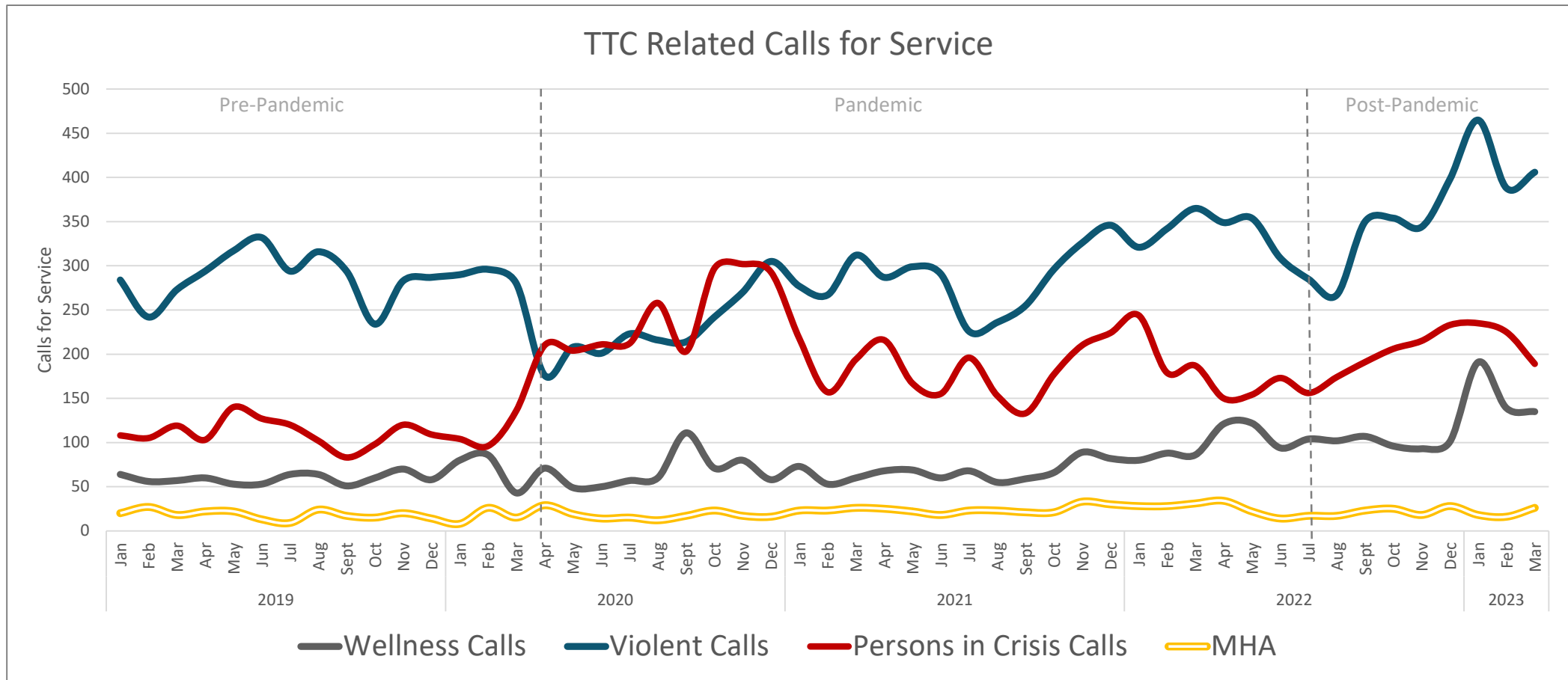


Key Insights

- As a result of the partnership with COT, TTC and Streets to Homes, TPS provided nearly 300 referrals for various community resources.
- The majority of these referrals (57%) related to homelessness or housing.
- A total of 34 Mental Health Apprehensions and 169 arrests were made as a result of the proactive enforcement*

*Excludes any MHA or Arrest made as a result of on-duty emergency response.

TTC Related Calls & MHAs



TTC Action Reports Summary

105 Intake Reports – Subway Stations/Bus Routes
9,319 Action Reports
Total of **26,283** Hours

296 Referrals – Accepted (**44%**) – Declined (**41%**)



57%

Homelessness/
Housing Related



8%

Food Related



7%

Mental Health
Related

TTC Action Reports Summary



9% (28) Referrals made to Streets to Homes

Over **100 Referrals** made to various warming centres, shelters, hospitals, and other community resources across the city



The majority (**60%**) of referrals were made at **Bloor-Yonge (14%)**, **Dundas (13%)**, **Queen (13%)**, **Union (9%)**, **College (7%)** and **Wellesley (6%) Subway Station**.

TTC Action Reports Summary



34 Mental Health Apprehensions (MHA)

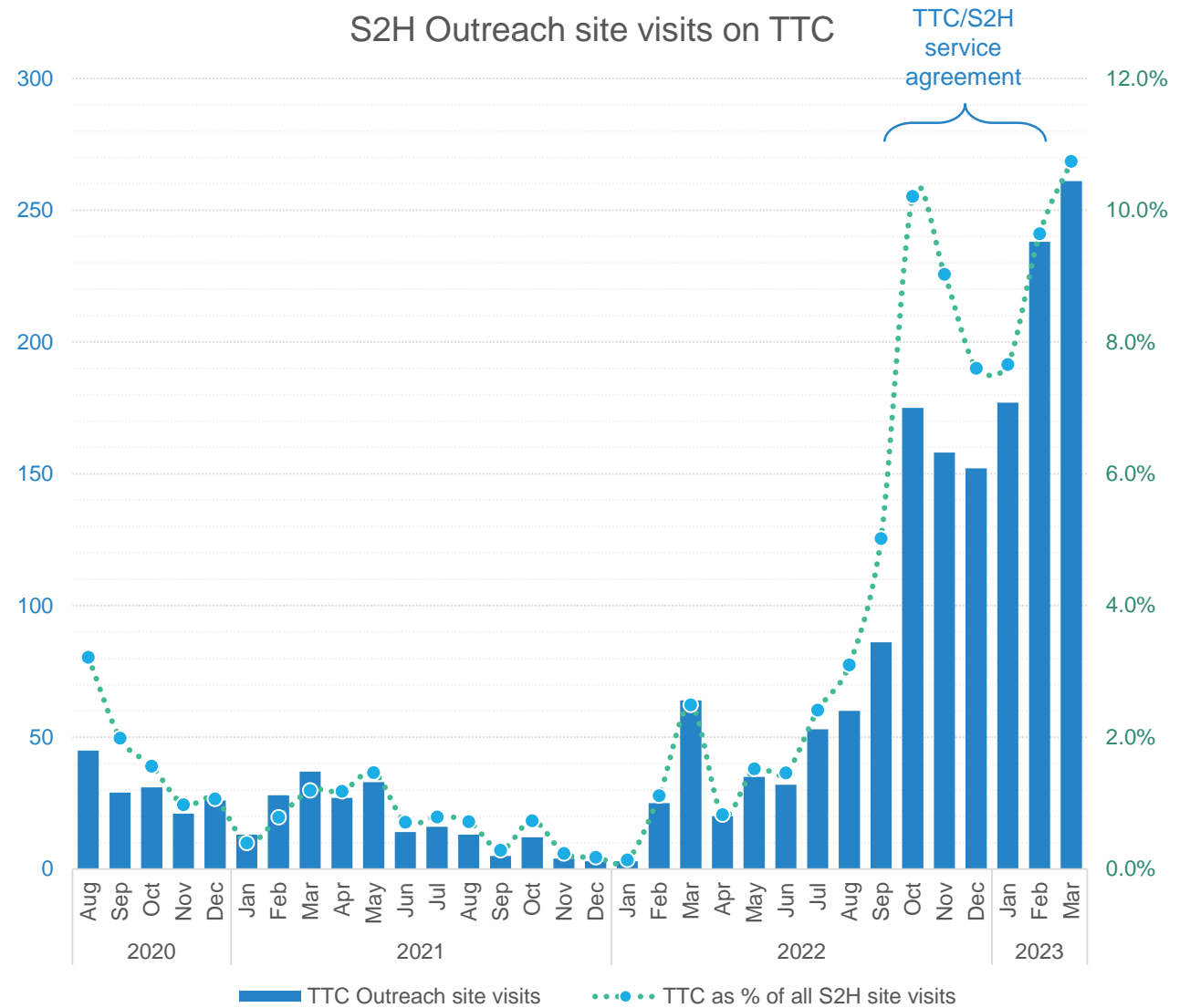


169 Arrests – **140** Charges

Street to Homes

TTC Outreach site visits conducted by Streets to Homes

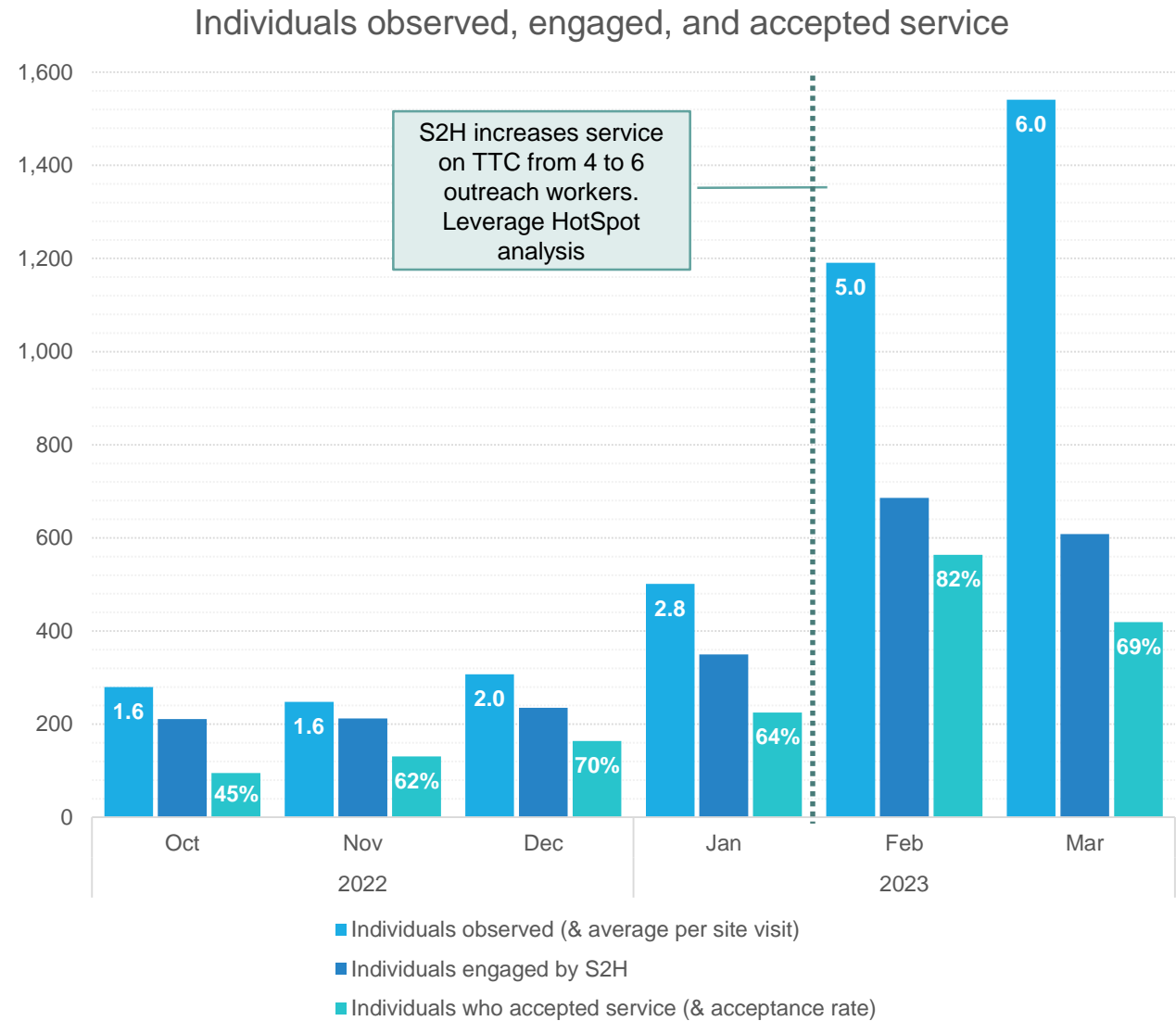
- From August 2020 to June 2022, S2H averaged **28.3** site visits on TTC per month, or 1.3% of all S2H site visits.
- Site visits increased significantly under TTC/S2H service agreement in place from October 5, 2022 to February 2023.
- From October 2022 to March 2023, S2H averaged **193.5** site visits on TTC per month, or 9.2% of all S2H site visits.
- Site visits have increased further in February/March 2023 under 24-hour coverage staffing.



Data retrieved from S2H Outreach Tracker
Current as of March 31 2023

Individuals observed, engaged, and accepted service during Streets to Homes TTC site visits

- With changes in service delivery in February 2023, the number of people observed per site visits has increased significantly in February (5.0) and March (6.0), 2023. Proactive station visits based on HotSpot analysis rather than incident responses.

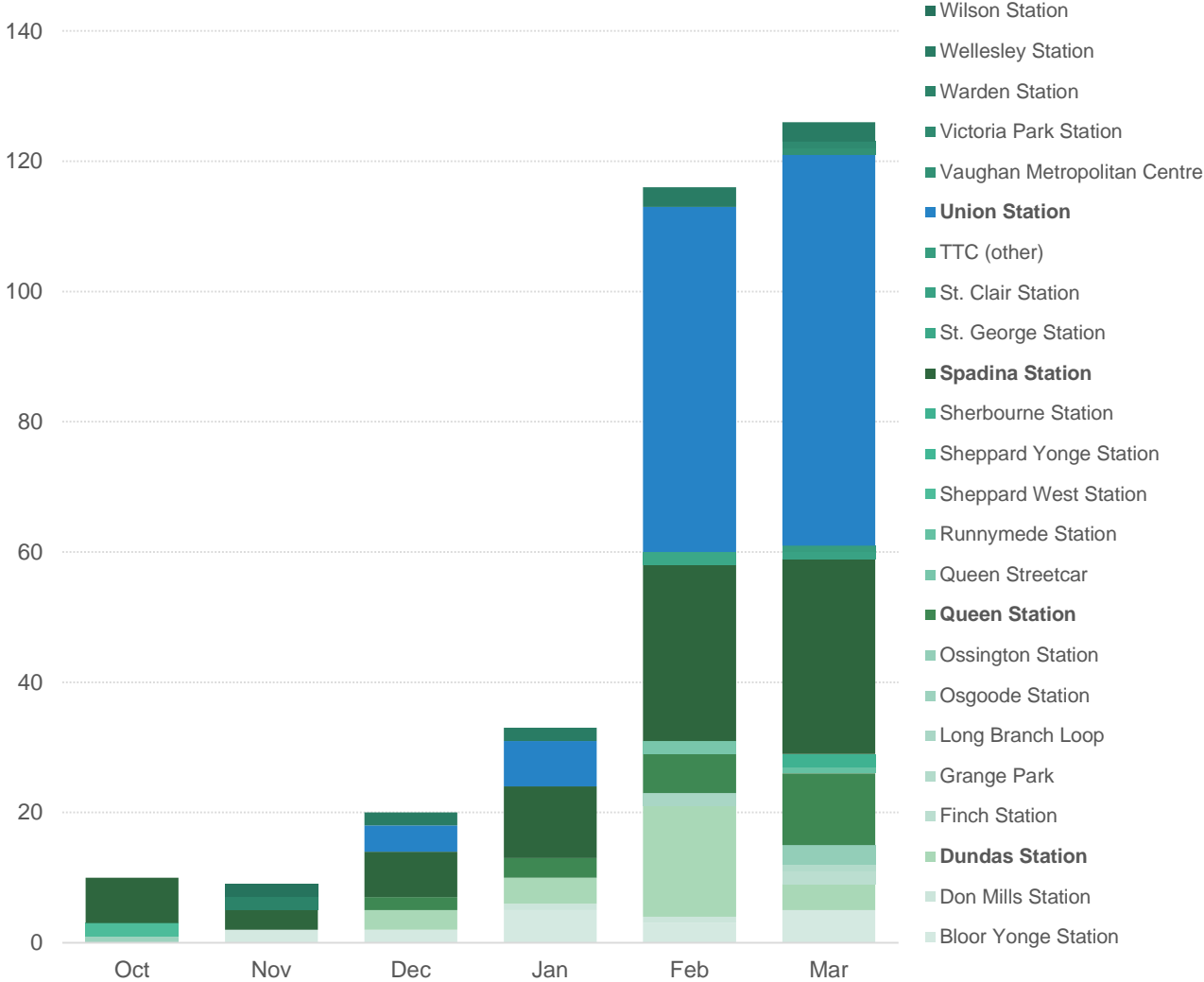


Data retrieved from S2H Outreach Tracker
Current as of March 31, 2023

Shelter referrals completed by S2H from TTC locations

- Enhanced tracking of location data for TTC Outreach began in February 2023.
- 314** Referrals to shelter from TTC completed from October 2022 through March 2023
- Referrals increased significantly with increase in service level as of February 2023
- Referrals have been made from many locations, but two locations have dominated. In February and March, Union Station was the location of nearly half (47%) all referrals, and Spadina Station was the location of nearly a quarter (24%)

Referrals to shelter by TTC location



Data retrieved from S2H Referrals Tracker
Current as of March 31 2023

What is SCALE? What does SCALE work on?



A trusted **collaborative partner** positioned amongst public sector entities



Toronto Police, TTC, TDSB, etc.



Co-develop **technology** solutions



Multi-sectoral dataset integration underway.
Digital dashboard under development.



Enable and conduct advanced multi-sectoral **data analysis**



Deeper dive research still ongoing regarding data linkage between TPS and TTC data



Increase **situational awareness** of what is happening in community

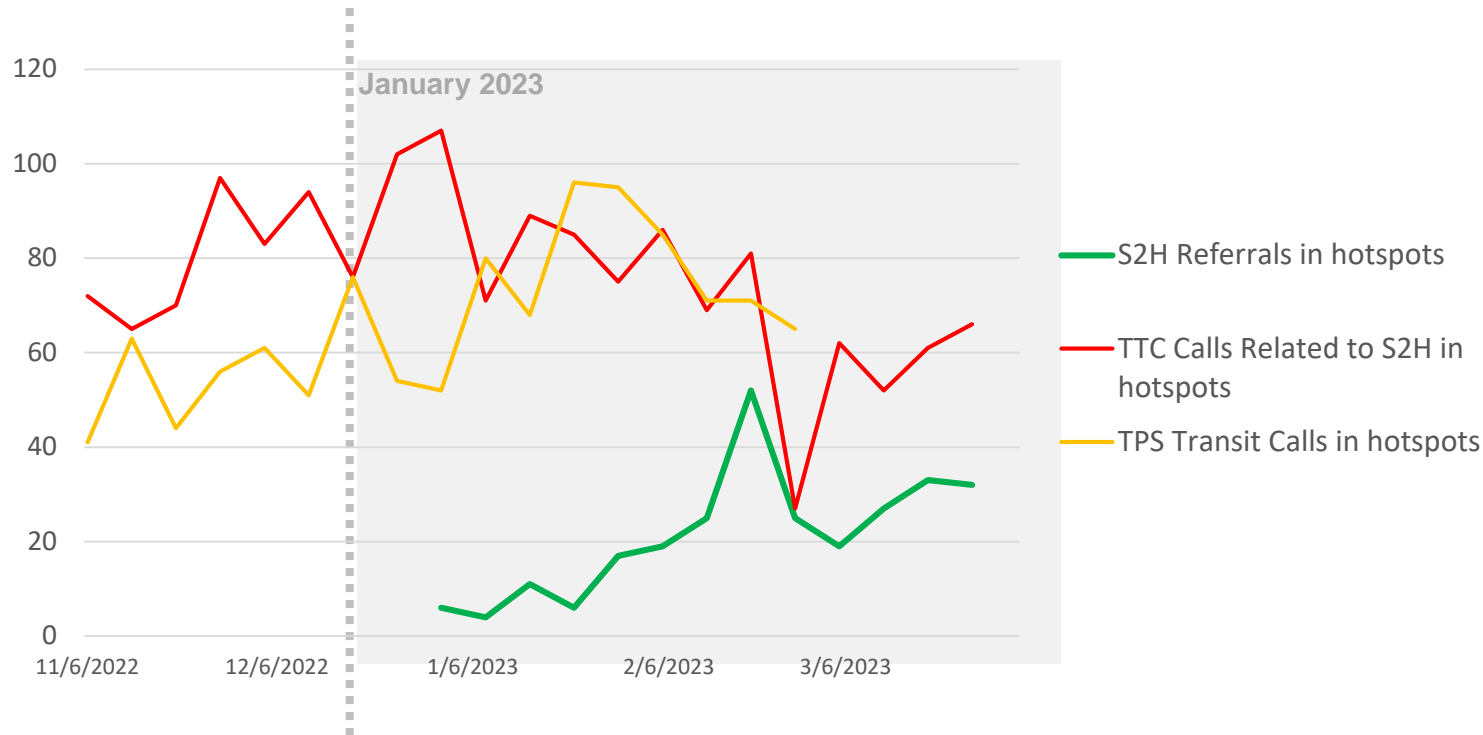


Developed time of day/hotspot intelligence for Streets-to-Home program to support their targeted deployment of resources

Multi-Sectoral Trends – An Integrated and Targeted View

Volume Counts for Streets-to-Homes Hotspots: Weekly Trends Over Time

- **TTC:** Number of Calls for Service in select hotspot locations (call types related to Streets-to-Homes)
- **Toronto Police:** Number of Calls for Service in Transit in select hotspot location
- **City of Toronto:** Number of Streets-to-Home Referrals Made



Notes

Streets-to-Homes service model was updated in January 2023. Since then, the number of TTC mental health calls related to Streets-to-Homes suggests a decrease in their specific hotspot subway locations.

The number of Police calls for service in transit has been fluctuating since then.

Streets-to-Homes activities take place in select subway locations, deemed as hotspots. Streets-to-Homes activities have a focused interest in certain kinds of TTC call types, like Solicitor, MHA Apprehension. The TTC volume does not refer to all call types in all subway locations in the system.

Our Work Underway

Jan

- Re-launch Employee Assault customer campaign
- S2H expands to 24/5
- MDOT@TTC Tuesdays
- +80 TPS Officers (Jan 27)
- 150 Management Assurance
- Fare Inspectors Assurance (1/2 deployed to subway)
- Streetcar Mid-day cleaning
- Establish City of Toronto/TTC/TPS Interdivisional Table
- Initiated Monthly Mayor Safety Meeting

Feb

- 20 Community Safety Ambassadors (Feb 12)
- 50 Security Guards (Feb 12)
- Special Constables begin Safety Talks and Surface Routes
- Key Station cleaning
- Operator Blue Night Barrier Strategy
- TTC Emergency Response Governance

Mar

- TPS Officers resume regular proactive patrols (Mar 13)
- Fare Inspectors resume regular duties (Mar 27)
- Commence De-Escalation Training for front-line employees
- SCALE Analysis for S2H and M-DOT
- TTC Executive and Sr Management in the Field

Apr

- M-DOT Expansion
- 9 new SCS in field (73 active)
- Evaluate Security Guard, Community Safety Ambassador, and enhanced Station Cleaning services
- communication videos
- Customer Safety & Security Survey
- Resume Operator Guarding Barriers on Line 2
- Launch “In Case of Emergency” and “Who’s Who” customer videos

May

- TCC adopt 211 call relay
- St Clair Stn Hub (will be staffed May 2023)
- Sheppard Stn Hub (will be staffed May 2023)
- Bloor-Yonge Stn Hub (will be staffed May 2023)
- S2H continues expansion to 10-20 Workers, 24/5.
- 6 Transit Control Dispatchers on boarded
- **SCALE expansion**
- **Evaluate Outcomes**

Going Forward

- **Shelter/Warming buses for the Fall**
- **Looking at City models of Engagement**
- **Continued Visibility**

Urgent Response

Current/Ongoing Response

