



Community Safety Issues and Response

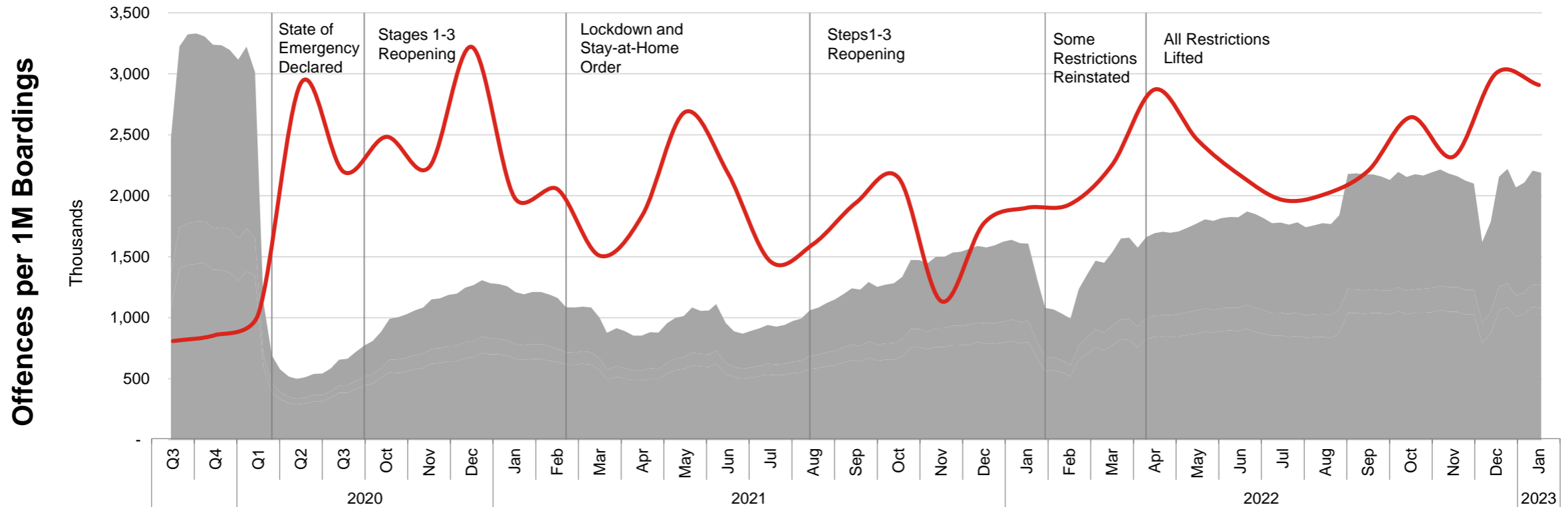
TTC Board, February 2023

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Trends in the Rate of Offences (2018-2023)

Customers Boardings

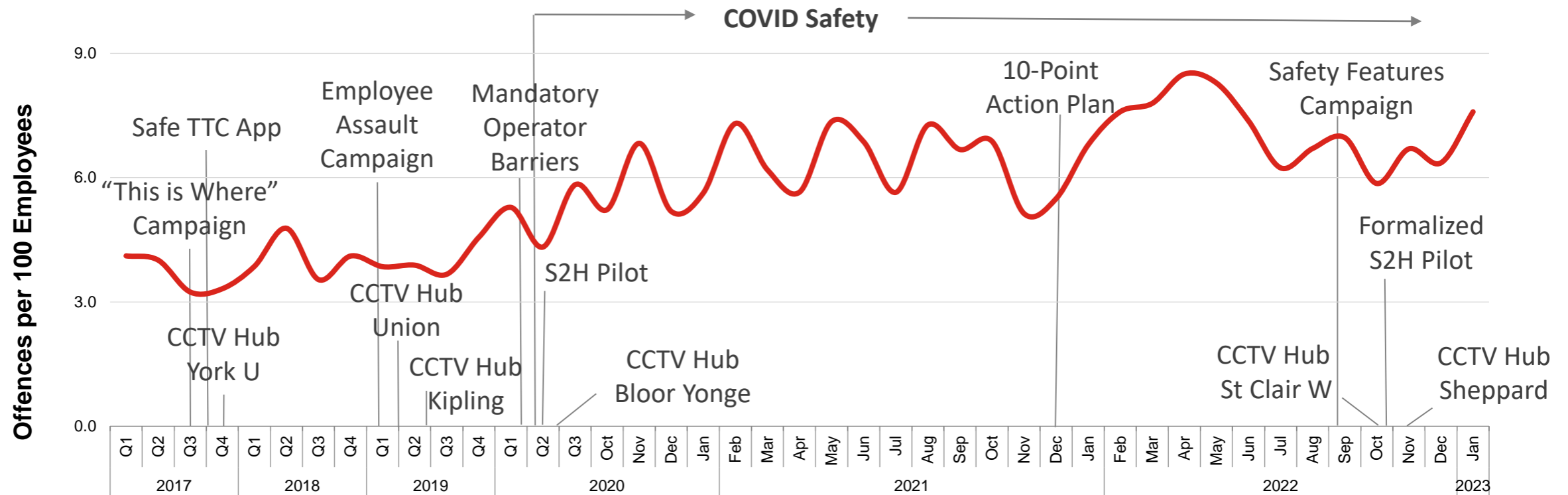


Definition: Number of offences against customers per one million boardings



Trends in the Rate of Offences (2018-2023)

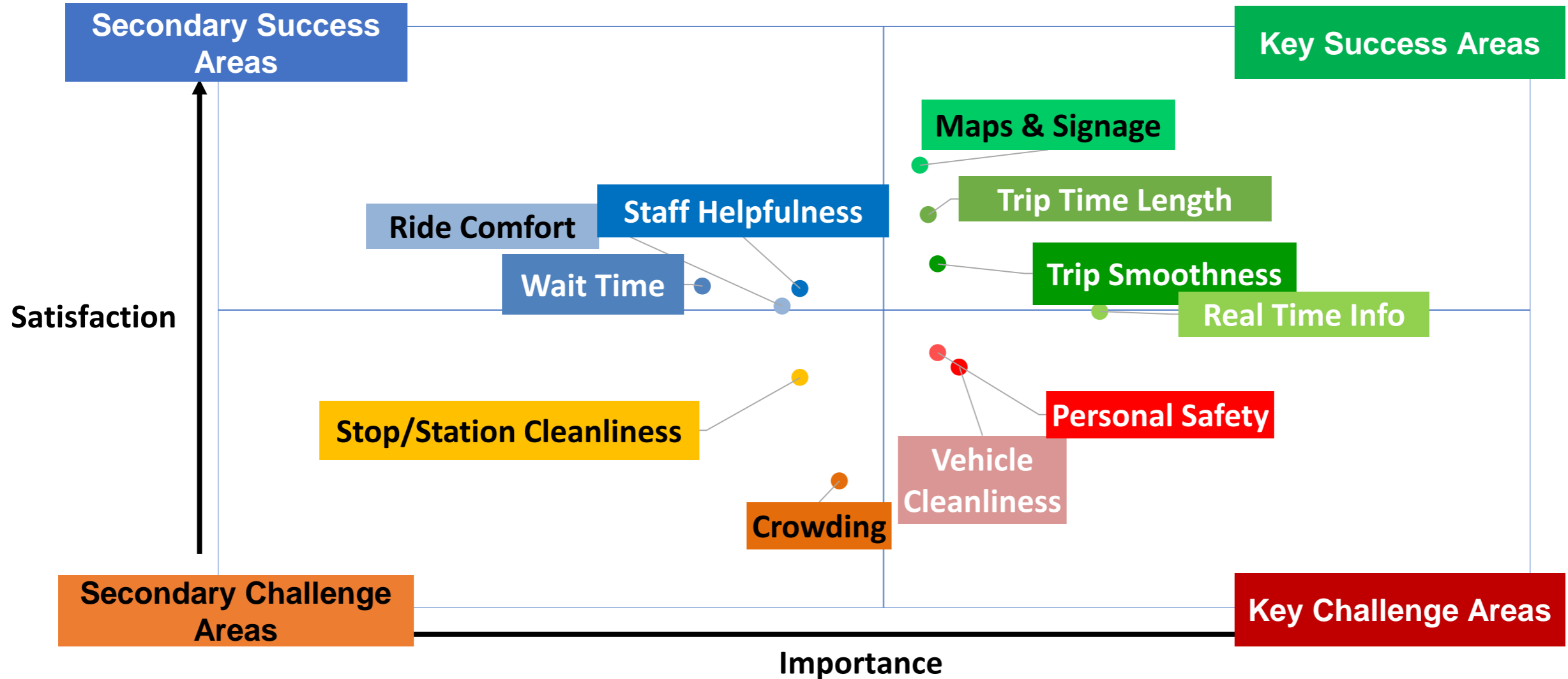
Key Safety Initiatives (2017-2022)



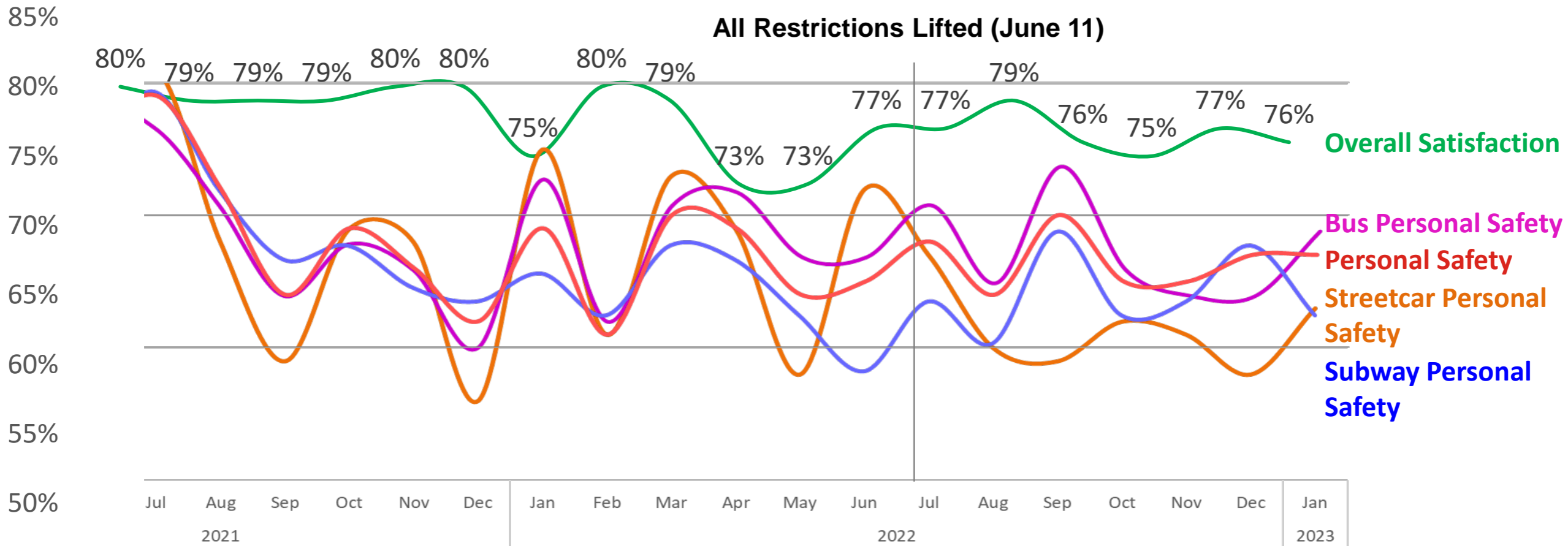
Definition: Number of offences against employees per 100 employees



TTC Customer Satisfaction - Key Drivers



TTC Customer Satisfaction – Personal Safety



| Employee Assault Prevention – Background

- In August 2021, an internal meeting was held to draft an action plan to address the increase in offences against employees
- A Working Group was formed in October 2021 to formally establish the 10-Point Action Plan, which was endorsed by the Safety Executive Committee in December 2021
- Updates on the 10-Point Action Plan are presented on a quarterly basis to the SX Committee
- In August 2022, the Joint Labour Management Committee was formed with ATU 113 to focus on assault prevention and the 10-Point Action Plan

| Recent Action Plan Updates

- ✓ Delivered safety talks to frontline employees
- ✓ Recognized 2nd annual Transit Worker Assault Awareness Day
- ✓ Delivered specialized de-escalation training (June 2022), with module incorporated into Operator re-certification training (January 2023)
- ✓ Refreshed annual customer campaign focused on employees safety
- ✓ Mobilized dispatch of blue night buses with full barriers at all bus divisions in (February 2023) and evaluated new barrier prototype
- ✓ Scheduled safety awareness events at divisions involving Special Constables, Court Advocates, Safety, Peer Support and Diversity (2023)

| Established Programs

- Workplace Violence Policy and Program
- Employee and Family Assistance Program
- Peer Support Program
- Court Advocates Program

Multi-Disciplinary Approach

Governance

Interdivisional
Table – TTC,
CoT, TPS, TPH

JLMC/10-Point
Action Plan

Emergency
Response
Governance

Community Supports

Streets to Homes
(6-20)

MDOT

Community
Safety
Ambassadors
(20)

Community Crisis
Response

Visibility

Fare Inspectors
Redeployed

Operations
Managers (115)

Executive Site
Visits

Community Safety

Special
Constables
Recruiting

Interim Security
(50)

Toronto Police
Services

CCTV and
Station
Transformation

Multi-Disciplinary Approach

Cleaning

Midday Cleaning
Streetcars

Extended Station
Cleaning (Key
Locations)

Training

TTC Culture for
3rd Parties

De-escalation
and Unconscious
Bias training for
Frontline
Employees

Comms

Your Safety
Partner

Assault
Prevention
Campaign

Coordinated
Mental Health
Messaging

Customer Survey

Learning

COMET and
GOAL

Jurisdictional
Scan

Transit Authority
Info Sharing

Data Sharing



