



Community Safety and Security Update

TTC Board Decision

The TTC Board, at its meeting on June 12, 2023, adopted the following:

It is recommended that the TTC Board:

1. Receive this report for information.
2. Request the Chief Executive Officer, Toronto Transit Commission to provide a comprehensive Briefing Note to provide a comprehensive Briefing Note to the TTC Board, with a copy to the City Manager on the building and operating of its publicly accessible wifi and telecommunications network used throughout the transit system.
3. As part of its Community Safety Issues and Response and in consultation with appropriate community stakeholders, request TTC staff to:
 - a. develop a strategy to educate transit riders in appropriate and demographically-targeted languages, how they can report incidents of Anti-Asian hate experienced while riding Toronto Transit Commission vehicles or within Toronto Transit Commission properties; and
 - b. produce clear and easy to understand signage in appropriate languages that will be posted in prominent locations in Toronto Transit Commission stations and vehicles as part of this strategy.
4. Direct TTC staff to report to the Board on the current training that staff receive on documenting and responding to incidents of Anti-Asian hate, and other forms of targeted hate based on ethnicity, culture, language, religion, gender identity, or sexual orientation aboard TTC vehicles or within TTC properties.
5. Request TTC staff to further explore, in consultation with appropriate community stakeholders, a strategy to educate transit riders in appropriate ways how they can report incidents of targeted hate, including but not limited to, Antisemitism, Islamophobia, Homophobia, Transphobia, Anti-Indigenous racism, and Anti-Black racism while riding Toronto Transit Commission vehicles or within Toronto Transit Commission properties.
6. Request the Chief Executive Officer, Toronto Transit Commission, to work with the City Manager to convene on an urgent basis, a multi-government Transit and Community Safety Task Force to create a co-ordinated strategy and response to address the unprecedented growing safety and security crisis on the Toronto Transit Commission.

7. Direct TTC staff to work with City of Toronto staff, as part of the SafeTO: Toronto's 10-year Community Safety and Well-Being Plan, to:
 - a. purposefully engage with community groups, organizations, and experts in homelessness and mental health to provide input into TTC's 5-year Community Safety and Security Plan;
 - b. apply an equity impact analysis to all elements of said Plan, with TTC staff from divisions/teams specifically tasked with Equity, Research and Analytics, and Community Engagement mandates to be key internal contributors;
 - c. further explore opportunities to augment current capacity to service and support customers who may be homeless or are dealing with or exhibiting signs of poor mental health or distress on the TTC;
 - d. reconstitute the TTC's internal Women and Diversity Committee to include residents with current or recent lived experience, advocates, and experts, to advise on the development, implementation, evaluation, and ongoing monitoring of the TTC's 5-year Community Safety and Security Plan; and
 - e. develop guidelines for the collection of identity-based data with regards to incidents of compromised passenger safety and wellbeing on the TTC.
8. Direct TTC staff to report to the Board on the impediments to full cellular access on the subway.