



City Council Transmittal – EX3.13 Community Safety Issues and Response

Date: June 12, 2023

To: TTC Board

From: Director – Commission Services

Summary

City Council on March 29, 30 and 31, 2023, considered the subject item and has forwarded a copy of City Council's decision to the TTC Board for consideration.

Recommendations

It is recommended that the TTC Board:

1. Request the Chief Executive Officer, Toronto Transit Commission to provide a comprehensive Briefing Note to the City Manager on the building and operating of its publicly accessible wifi and telecommunications network used throughout the transit system.
2. 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.
3. 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.
4. 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.

5. 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.
6. Direct TTC staff to:
 - a. purposefully engage with community groups, organizations, and experts in homelessness and mental health to co-develop a comprehensive 5-year System Safety and Wellbeing Strategy and plan for the TTC;
 - b. apply an equity impact analysis to all elements of said System Safety and Wellbeing Strategy, 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, including significantly increasing the number of TTC staff with specific experience (including lived experience) and expertise supporting these particular vulnerable populations;
 - d. establish a permanent System Safety and Wellbeing Advisory Committee, which includes residents with current or recent lived experience, advocates, and experts, to advise on the development, implementation, evaluation, and ongoing monitoring of the 5-year System Safety and Wellbeing Strategy; and
 - e. develop guidelines for the collection of identity-based data with regards to incidents of compromised passenger safety and wellbeing on the TTC, with the intention of providing regular reports to Council.
7. Direct TTC staff to report to the Board on the impediments to full cellular access on the subway.

Comments

In addition to the recommendations as set out above, City Council requested that Toronto Transit Commission staff and the Board Commissioners be guided in their approach by the best practices outlined in the Ombudsman's Investigation into the City's Clearing of Encampments.

The Ombudsman Toronto Report: Investigation into the City's Processes for Clearing Encampments in 2021 can be found here: <https://secure.toronto.ca/council/agenda-item.do?item=2023.CC5.3>

Signature

Chrisanne Finnerty
Director – Commission Services

Attachments

Attachment 1 – City Council Decision – EX3.13 – Community Safety Issues and Response

City Clerk's Office

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Ref.: 23-EX3.13**

(Sent by Email)

May 18, 2023

Ms. Chrisanne Finnerty
Director, Commission Services
Toronto Transit Commission
1900 Yonge Street
Toronto, Ontario
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chrisanne.finnerty@ttc.ca

Dear Ms. Finnerty:

**Subject: Executive Committee Item 3.13
Community Safety Issues and Response (Ward All)**City Council on March 29, 30 and 31, 2023, considered [Item EX3.13](#), and a copy is attached for your information or appropriate action.

Yours truly,



for City Clerk

S. Przewdziecki/wg

Attachment

c. City Manager

Executive Committee

EX3.13		Amended		Ward: All
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Community Safety Issues and Response

City Council Decision

City Council on March 29, 30 and 31, 2023, adopted the following:

1. City Council authorize the withdrawal of up to \$15 million from the Toronto Transit Commission Stabilization Reserve.

2. City Council request the City Manager to investigate steps taken in other Cities, including the City of New York, in addressing transit security and public safety concerns, and report to City Council with options for consideration.

3. City Council request the Executive Director, Social Development, Finance and Administration to report to the July 6, 2023 meeting of the Economic and Community Development Committee with a strategy, including recommendations to ensure it is fully resourced, to address safety on the Toronto Transit Commission that considers wraparound community services, including an expansion of the Multi-Disciplinary Outreach Team (M-DOT) program, frontline Toronto Transit Commission staff, mental health crisis response, Youth Equity Strategy, Poverty Reduction Strategy, and other best practices to address the root causes of violence on the Toronto Transit Commission and in our community.

4. City Council request the Executive Director, Social Development, Finance and Administration and the General Manager, Shelter, Support and Housing Administration, in consultation with Toronto Transit Commission, to provide a summary of data collected relating to the unhoused on the Toronto Transit Commission over the past three years and report to City Council by the third quarter of 2023.

5. City Council request the Chief Executive Officer, Toronto Transit Commission to provide a comprehensive Briefing Note to the City Manager on the building and operating of its publicly accessible wifi and telecommunications network used throughout the transit system.

6. City Council request the City Manager to submit a report that includes the Briefing Note in Part 6 above to the June 6, 2023 meeting of the Executive Committee.

7. City Council request the Toronto Transit Commission Board, as part of its Community Safety Issues and Response and in consultation with appropriate community stakeholders, 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.

8. City Council request the Toronto Transit Commission Board to direct Toronto Transit Commission leadership to report to the appropriate committee on the current training that Toronto Transit Commission 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 Toronto Transit Commission vehicles or within Toronto Transit Commission properties.

9. City Council request the Toronto Transit Commission Board 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.

10. City Council request the Toronto Transit Commission Board to 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.

11. City Council request the City Manager to invite the appropriate Provincial and Federal officials to directly participate on the Task Force in Part 10 above.

12. City Council request the Toronto Transit Commission Board to:

a. direct Toronto Transit Commission leadership to purposefully engage with community groups, organizations, and experts in homelessness and mental health to co-develop a comprehensive 5-year System Safety and Wellbeing Strategy and plan for the Toronto Transit Commission;

b. direct Toronto Transit Commission leadership to apply an equity impact analysis to all elements of said System Safety and Wellbeing Strategy, with Toronto Transit Commission staff from divisions/teams specifically tasked with Equity, Research and Analytics, and Community Engagement mandates to be key internal contributors;

c. direct Toronto Transit Commission leadership to 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, including significantly increasing the number of Toronto Transit Commission staff with specific experience (including lived experience) and expertise supporting these particular vulnerable populations;

d. direct Toronto Transit Commission leadership to establish a permanent System Safety and Wellbeing Advisory Committee, which includes residents with current or recent lived experience, advocates, and experts, to advise on the development, implementation, evaluation, and ongoing monitoring of the 5-year System Safety and Wellbeing Strategy; and

e. direct Toronto Transit Commission leadership to develop guidelines for the collection of identity-based data with regards to incidents of compromised passenger safety and

wellbeing on the Toronto Transit Commission, with the intention of providing regular reports to Council.

13. City Council request that Toronto Transit Commission staff and the Board Commissioners be guided in their approach by the best practices outlined in the Ombudsman's Investigation into the City's Clearing of Encampments.

14. City Council request the Toronto Transit Commission Board to report to the appropriate committee on the impediments to full cellular access on the subway.

15. City Council call on all cellphone providers to help our efforts to keep the Toronto Transit Commission safe and ensure cell service for all cellphones is available across our subway system as soon as possible.

16. City Council endorse the ongoing work by the Toronto Transit Commission, Toronto Police, and City of Toronto staff to ensure the Toronto Transit Commission is safe and that the Toronto Transit Commission must be safe for all riders and all transit workers.

17. City Council request, in considering the various directions to the City Manager and City staff on this matter, the City Manager, to the extent that is possible, coordinate the reporting back such that Council can consider the requested reports at the same time, in a holistic fashion.

18. City Council call on the other orders of government to assist the City in addressing community safety and complex social issues on the transit system by:

a. joining the provincial and territorial premiers, as well as the Chief of Police and the Toronto Police Services Board's call to urge the Federal government to take immediate action to strengthen Canada's bail system to better protect the public and first responders;

b. requesting that the Federal government amend Criminal Code section 269.01 to include all transit workers in the provisions;

c. requesting the Province ensure proper release plans are made for individuals to be released from custody and reintegrated into the community;

d. requesting that both the Provincial and Federal governments increase investments in social supports to address the root causes of violence, to invest in mental health and addiction treatment, as well as increasing investments in community safety and enforcement;

e. request that the Federal government honour the election promise it made to the City of Toronto and provide 2022 operating funding for the City's continuing COVID-19 costs largely to support the transit system and homelessness response; and

f. requesting that the Provincial and Federal governments work with the City on addressing its 2023 COVID-19 costs, including for transit and for homelessness so that the City can continue to provide additional shelter capacity for vulnerable residents and transit service far in excess of demand as a result of the lingering impacts of the pandemic.

19. City Council call upon Provincial and Federal governments to share in providing financial resources to respond to this unprecedented violence and the underlying root causes that put the safety of Toronto Transit Commission riders and employees at risk.

20. City Council request the Provincial Government to increase resources and supports for public safety in Toronto by:

- a. investing additional resources into probation and parole officers within Toronto;
- b. dedicating specialized Community Reintegration Officers to work collaboratively with justice and community safety sector on enhanced supports in Toronto; and
- c. facilitating increased information and data sharing between the Provincial justice system and frontline Toronto Police officers.

21. City Council forward this decision to the Provincial and Federal governments.

Committee Recommendations

The Executive Committee recommends that:

1. City Council authorize the withdrawal of up to \$15 million from the TTC Stabilization Reserve.

Origin

(March 16, 2023) Letter from the Director, Commission Services, Toronto Transit Commission

Summary

The Toronto Transit Commission is requesting that City Council authorize the withdrawal of up to \$15 million from the TTC Stabilization Reserve in order to implement any unbudgeted measures to address the health, safety and security of TTC employees, customers and the public on TTC's transit network.

Background Information (Committee)

(March 16, 2023) Transmittal from the Director, Commission Services, Toronto Transit Commission on Community Safety Issues and Response

<https://www.toronto.ca/legdocs/mmis/2023/ex/bgrd/backgroundfile-235085.pdf>

Attachment 1 - Toronto Transit Commission Board report on Community Safety Issues and Response

<https://www.toronto.ca/legdocs/mmis/2023/ex/bgrd/backgroundfile-235086.pdf>

(March 21, 2023) Letter from Deputy Mayor McKelvie on Transmittal of a Report from the Toronto Transit Commission Board - Community Safety Issues and Response

<https://www.toronto.ca/legdocs/mmis/2023/ex/bgrd/backgroundfile-235084.pdf>