



Update on TTC's Partnership Approach to Community Safety, Security and Well-Being on Public Transit

TTC Board Decision

The TTC Board, at its meeting on September 26, 2023, adopted the following:

1. Reaffirm its support for the TTC's multi-disciplinary approach to managing community safety and well-being issues on the system with measures that provide:
 - a. High-visibility presence and incident management;
 - b. Social support for persons experiencing homelessness and individuals with complex needs; and,
 - c. Community safety program support.
2. Support the continuation of the 2023 approved and emergency community safety, security and well-being measures in place and the introduction of new measures for the balance of 2023 to: increase staff presence in key subway stations, bus and streetcar terminals; utilize TTC buses to transport individuals to shelters; and provide community safety program support, with the projected costs of \$10.3 million, as outlined in Table 1, to be funded from the TTC Stabilization Reserve, in accordance with the TTC's Chief Executive Officer's delegated authority.
3. In order to ensure all community safety, security and well-being measures are in place for the 2023-2024 winter season, and as necessary through to the end of 2024, authorize:
 - a. The continuation of the LOFT/M-DOT pilot for one additional year, from March 15, 2024 to March 15, 2025, to fully assess the impact through the winter of 2024 timeframe;
 - b. An increase in the TTC's 2023 approved complement of 178 that will provide:
 - i. 4 Janitors for extended station cleaning;
 - ii. 6 Transit Control Centre Dispatchers dedicated to safety communications in the transit network;
 - iii. 130 Customer Service Agents; 30 Field Supervisors and 1 Slip Clerk for a total of 161 positions to increase staff presence in key subway stations, bus and streetcar terminals;

- iv. 6 bus Operators to transport individuals to shelters;
 - v. 1 Program Manager to co-ordinate and support the TTC's Community Safety, Security and Well-Being program;
- c. TTC staff to include the complement adjustment in the City's nine-month Variance Report for City Council's consideration and approval;
 - d. Staff to request the City of Toronto to include an increase of \$8.3 million in the its 2024 Interim Spending Authority for the TTC to ensure spending authority is in place to cover costs for Q1 2024, as outlined in Table 2, representing the balance of the 2023-2024 winter season, and until such time as City Council considers the 2024 Operating Budget for its approval; and,
 - e. Staff to include \$26.8 million, as outlined in Table 2, representing the total incremental 2024 cost to fund the annualized costs of 2023 approved initiatives and the continuation of the 2023 emergency and new initiatives in its 2024 Operating Budget submission to the TTC Board and the City of Toronto for consideration in the 2024 Budget process.
4. Direct staff to forward this report to the City Manager and Interim Chief Financial Officer and Treasurer for their information.
 5. That the TTC Chief Executive Officer explore opportunities to cross train and expand on Fare Inspector functions as the Commission invests in its approach to community safety and well-being on public transit.
 6. That the TTC Board direct the Commission to recover costs from the City of Toronto for special busses provided for people waiting or provided for direct transport of people to shelters.
 7. That TTC staff, in consultation with City staff, report back to the next TTC Board meeting with an update, developed in consideration of the forthcoming October 2023 City of Toronto Shelter System Update report, on the Getting Back to Transit (Move Along) initiative and the use of buses as part of the TTC's Partnership Approach to Community Safety, Security and Well-Being on Public Transit.
 8. That the TTC Board direct TTC staff report back to the Board by the end of Q4 of 2023 on the feasibility of:
 - a. Redeploying injured employees as Community Safety Ambassadors and/or Customer Service Representatives in stations to increase employee visibility.
 - b. Providing enhanced support and counselling beyond the Enhanced Employee Assistance Program for employees that are the witness and/or victims of crimes.
 - c. Requiring Transit Control to have a Special Constable or other law enforcement trained specialist 24/7.
 - d. Reviewing the number of Court Advocates (currently there are 2) providing support to employees that have been victims and/or witnesses of crimes and

reporting back to the board as part of the budget process as to whether this number is sufficient.

- e. Report back to the Board, as part of the budget process, the retention rates for Special Constables (starting with the class of 2018 and each subsequent class/year thereafter) in order to ensure the TTC ends its reliance on private security guards.
- f. Potential opportunities to educate customers on the safety measures that are in place in the transit system.