



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

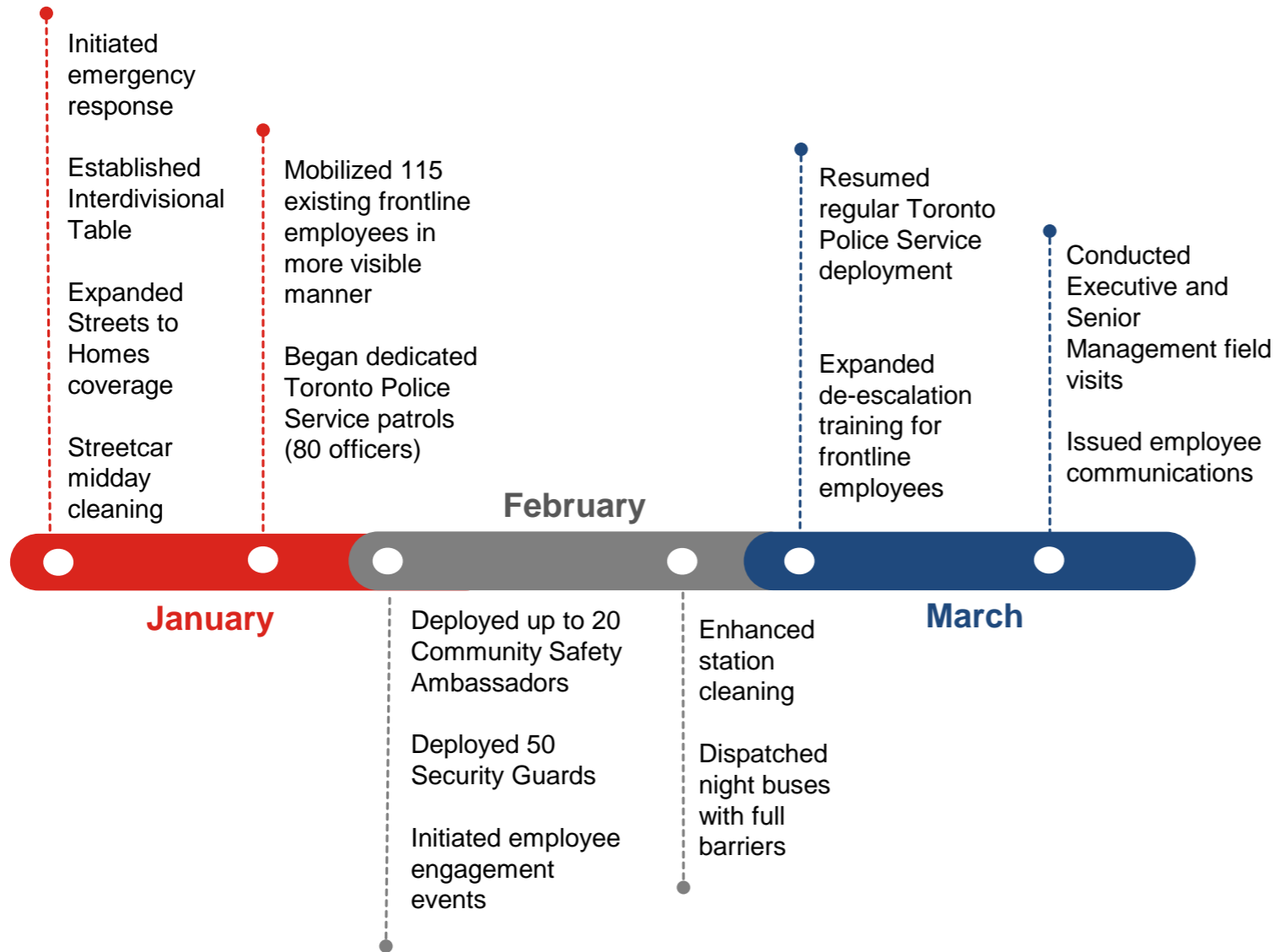
**TTC Board Meeting
September 26, 2023**

Betty Hasserjian, Chief Safety Officer

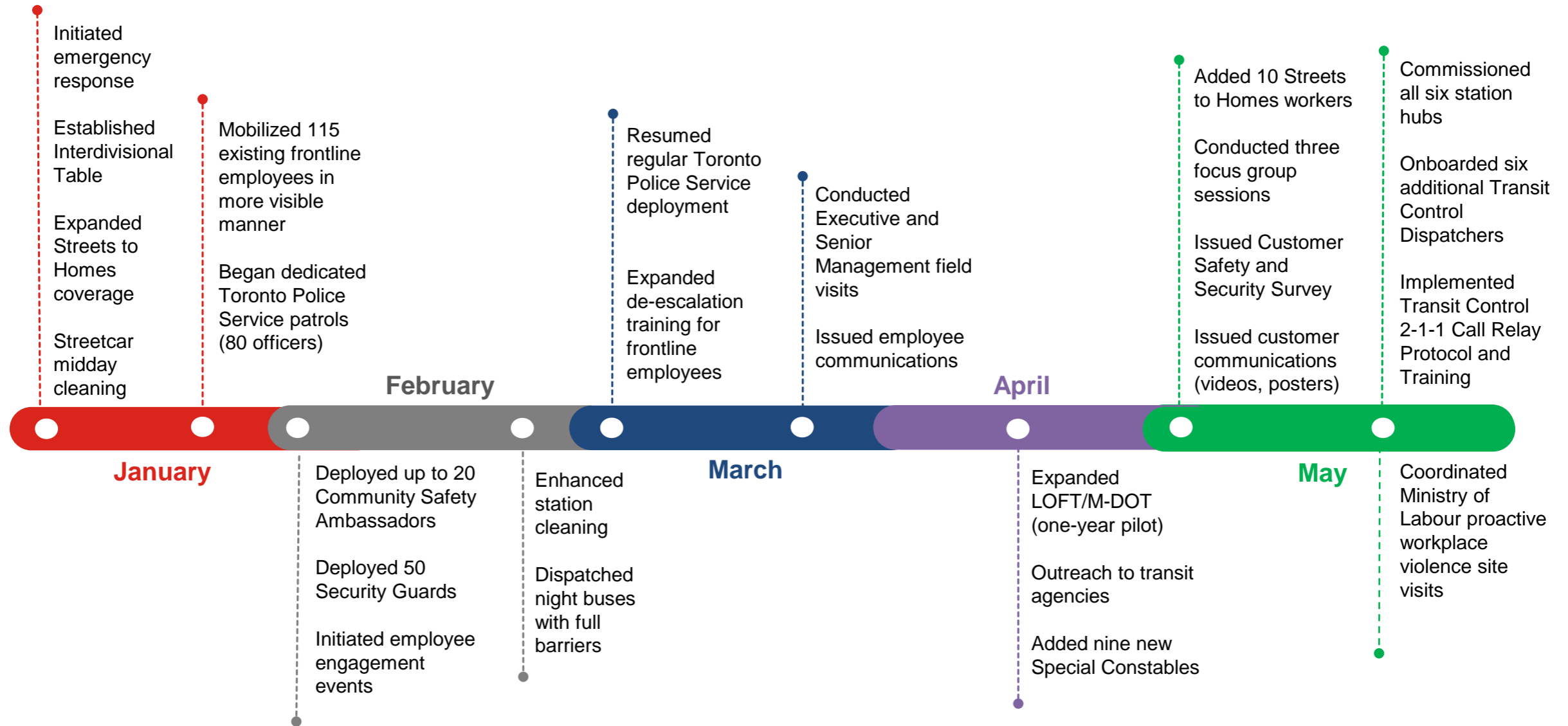
Timeline of Initiatives



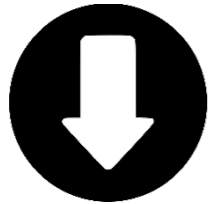
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Key Findings from our Assessment



Decrease in offences

Noticeable decrease in offences against both customers and employees since January 2023.



Sense of personal safety

Sense of personal safety remains a key challenge area for the TTC.

Customers reported that staff presence was the most important feature to enhance a sense of safety.



De-escalation, intervention and supports

Security Guards and Community Safety Ambassadors play a role in de-escalating and resolving incidents.

Ongoing social services interventions continue to help establish relationships with vulnerable persons and provide them with access to supports.

Multi-Disciplinary Approach

High-visibility presence and incident management

- Increase by 130 Customer Service Agents, 30 Supervisors, one Slip Clerk
- Increase by four Janitors
- Maintain six Transit Control Dispatchers
- Maintain 50 Security Guards
- Enhance the current security deployment model
- Continue Toronto Police Service patrols

Social supports for individuals in need

- Mobilize dedicated transport and temporary shelter buses (includes increase by six bus Operators)
- Extend the one-year LOFT/M-DOT pilot program
- Maintain 20 Streets to Homes resources
- Maintain 20 Community Safety Ambassadors

Community safety program support

- Obtain a dedicated community safety program manager
- Obtain the services of a consultant to conduct a community safety and security review

Board Recommendations

It is recommended that the TTC Board:

1. Reaffirm its support for the TTC's multi-disciplinary approach to managing community safety, security and well-being issues on the system
2. Support the continuation of the 2023 approved measures in place and the new measures for the balance of 2023 with projected costs of \$10.3 million
3. Authorize the following:
 - Continuation of the LOFT/M-DOT pilot for one additional year
 - Increase in the TTC's 2023 approved complement of 178 and include the adjustment in the City's nine-month variance report
 - Include an increase of \$8.3 million to cover costs for Q1 2024 and \$26.8 million for the total costs for 2024
4. Forward this report to the City Manager and Interim Chief Financial Officer and Treasurer for information

