



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

TTC Board Decision

The TTC Board, on July 17, 2024, adopted the following:

It is recommended that the TTC Board:

1. Reaffirm its support for the TTC's multidisciplinary approach to manage ongoing community safety, security, and well-being issues on the system, as outlined in this report; and
2. Request TTC staff in consultation with the City's Toronto Shelter and Support Services to report back by October 2024 on options to reduce dependence on the TTC transit network for shelter during the 2024/2025 winter season.
3. Direct TTC staff to:
 - a. Establish, in consultation with City of Toronto staff, by the end of Q4 2024 a permanent System Safety and Wellbeing Advisory Committee, which includes residents with current or recent lived experience using public transit, advocates, representatives from the TTC's labour unions, and experts to advise on the development, implementation, evaluation, and on-going performance monitoring of the 5-year Community Safety, Security and Wellbeing Plan.
 - b. Develop, as part of the TTC's 5-year Community Safety and Security Plan, as per City Council Transmittal – EX3.13 Community Safety Issues and Response, dated June 12, 2023, a comprehensive 5-year Wellbeing Strategy, which thereafter shall be referred as the 5-year Community Safety, Security and Wellbeing Plan that includes actions, targets and measureable impacts and an integrated model of customer safety and wellbeing functions performed by Fare Inspectors, Special Constables, Community Safety Ambassadors and Customer Service Agents.
 - c. Develop and implement a campaign by the end of Q3 2024 that educates Torontonians about the improvements to safety on the TTC.
 - d. Forward a copy of the report "Update on TTC's Partnership Approach to Community Safety, Security and Well-being on Public Transit" to City Council to highlight the safety improvements on the TTC.