

# TTC'S COMMUNITY SAFETY, SECURITY AND WELL-BEING PLAN CONSULTATION

Community Consultation Session #2 Summary



Prepared for Toronto Transit Commission  
Prepared by LURA Consulting  
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We acknowledge our projects occur on the traditional territories of many First Nations, Inuit, Métis, and Indigenous peoples.

As we conduct our work, we are committed to collaborating with Indigenous peoples in a meaningful and respectful way that ensures Indigenous perspectives inform and shape project outcomes.

# 1. Overview

## Background

The Toronto Transit Commission (TTC) is committed to making the transit system safer, more secure and equitable for all customers. Currently, TTC has prepared its Community Safety, Security and Well-being Plan 2024-2028. The Plan outlines how the TTC will implement actions to achieve its goal of improving and strengthening community safety, security, and well-being using a compassionate and people-first approach. The plan was informed by robust consultation including community consultation with advisory groups, TTCRiders and ACAT; informing partners at the City through the SafeTO Leadership Table; and meeting with all TTC union partners to obtain their feedback.

## Session Purpose and Format

The TTC held the second community consultation session on Wednesday, November 19, 2025, at the North York Centre's Conference Centre from 4:00pm to 7:00pm. The purpose of the meeting was to consult with customers to obtain input and feedback on the TTC's Community Safety, Security and Well-being Plan.

Betty Hasserjian, TTC, opened the meeting and briefly introduced the project team from TTC and the consultant facilitation team from LURA Consulting. Alexandra Kargutkar, TTC, delivered the land acknowledgement and provided a safety briefing, including emergency procedures, Automated External Defibrillator, and first aid locations, and designated contacts. Zoie Edwards Browne, LURA, then reviewed the meeting agenda and facilitated a round of participant introductions.

TTC provided participants with an overview of the TTC's Community Safety, Security and Well-being Plan 2024-2028, including its purpose, background, elements, and structure. The team highlighted what was heard from the advisory group in the last meeting, what has been implemented, and what actions are to come regarding the following six (6) plan elements:

- Collaboration and Partnerships;
- Communication;
- Engagement;
- Procedures and Training;
- Vehicle, Station, and Facility Improvements; and
- Data Analysis and Monitoring.

The project team concluded the presentation portion of the meeting with some key metrics associated with satisfaction with personal safety, subway delays: non-transit behaviour, as well as offences against customers and offences against employees.

LURA Consulting, facilitated questions of clarification and a discussion to seek feedback about the overall Plan and participant experiences, concerns and ideas for improvement on how the TTC should continue to improve the safety of its employees, customers and the public.

## Session Outreach and Participation

An Expression of Interest (EOI) invitation was sent to 16 participants, who participated in the first session, and a **total of 12 people attended the session**. Attendees represented organizations including:

- Poverty Reduction Lived Experience Group (through LEAG)
- Toronto Strong Neighbourhoods Strategy Advisory Group (through LEAG)
- Toronto Youth Development Unit (through LEAG)
- Toronto Community Housing Corp Tenant Advisory Group
- Students from the TTC Community PEERS Pilot Program
- TTCRiders

TTC's Community Safety, Security, and Well-being Plan, approach and initiatives, were created in collaboration with City of Toronto partners. Social Development leaders at the City enabled temporary access to the Lived Experience Advisory Group (LEAG) resident members this year.

## Inclusion Considerations

The sensitive nature of some participants' lived experiences was considered and participants could share their thoughts and feedback in a variety of formats. During the facilitated discussion, participants were able to raise their hand to share their feedback verbally to the group. Following the meeting, participants were provided with the e-mail address of the facilitation team to share any additional thoughts and perspectives.

## 2. What We Heard

### Questions of Clarification

Following the presentation, participants were invited to ask questions of clarification. Participants inquired about existing opportunities to document TTC history (e.g., museum or documentary-style content), how TTC reaches everyday riders, as well as TTC's survey program, including recent safety perception surveys that inform the monthly updates to the public dashboard.

### Discussion

During the discussion, participants were invited to respond to the following discussion prompts.

- What do you think about the TTC's look ahead actions as outlined in the Plan?
- Are there other items that should be considered for the look ahead actions?
- Are there other innovations or technologies that should be explored?
- Do you feel more informed about the actions the TTC is taking and the community safety resources available?
- Do you have any other ideas for future engagement on the Plan?

LURA Consulting, a third-party consultant, facilitated and recorded feedback from the meeting to ensure transparency in the consultation process. The questions, feedback, advice, and considerations by participants at the meeting, and e-mails received following the meeting, are captured in this summary, prepared by LURA Consulting. It reflects the main points shared by participants during the meeting and is not intended to be a verbatim transcript.

## **‘What We Heard’ Highlights**

Many participants highlighted the improvements they have experienced while riding the TTC since the last meeting and suggested that the TTC find more ways to share positive outcomes and improvements with the public. Improvements identified by participants across the system include faster travel times, cleaner vehicles, and more responsive customer service. Many noted that the Plan reflects positive direction, however, continued attention is needed to address growing safety concerns, cleanliness, accessibility gaps, and behavioural issues across the network. Participants identified additional opportunities to strengthen the Plan, with emphasis on youth engagement, community-led partnerships, enhanced accessibility, and infrastructure improvements. Many encouraged deeper collaboration with local organizations and improved resourcing for crisis-response supports.

Suggestions focused on lighting and surveillance technology, accessibility supports, air quality improvements, and tools to strengthen rider navigation and safety. Participants encouraged innovation that directly supports comfort, safety, and inclusivity across the system.

Participants encouraged broader, ongoing and accessible communication across schools, community organizations, public institutions, and TTC facilities. They also highlighted the importance of clear communication around system changes and improvements.

## **‘What We Heard’ Details**

- **Service Reliability and Responsiveness**
  - Many participants observed improved train speeds and fewer delays.
  - Some noted more consistent Wheel-Trans service and greater operator attentiveness.
  - Others described ongoing streetcar, subway, and bus service delays/closures at specific times, resulting in a lack of reliability on TTC to arrive at their appointments on time or at all.
  - One participant recently experienced ongoing service disruption and expressed system wide service concerns, beyond occasional delays.
- **Cleanliness and Maintenance**
  - Daily cleaning efforts were noted, but stations and vehicles continue to experience spills, garbage accumulation, and lingering odours.
  - Fabric seating was identified as a persistent hygiene challenge, with plastic seating being recommended.
  - Washroom conditions were raised as a concern linked to incidents of public defecation.
  - Participants noted “fog-like” air quality in parts of Line 2 - while filtration improvements were acknowledged, concerns persist.

- **Safety Perception and Rider Behaviour**
  - Participants feel safer and noted that there have been fewer “big” incidents recently, but broader perceptions remain shaped by high-profile incidents.
  - Verbal harassment and unpredictable behaviours from vulnerable individuals were described as ongoing concerns.
- **Accessibility and Rider Support**
  - Bus operators lowering ramps more consistently was appreciated.
  - Elevator outages (particularly at Union Station) continue to affect riders with mobility needs, causing a need for greater wayfinding support.
- **Youth Programs and Ambassadors**
  - A TTC ambassador program for students, with identifiable roles or badges.
  - A structured youth leadership initiative for ages 15-19, potentially supported through small stipends.
- **Grassroots and Community-Led Partnerships**
  - Work directly with local grassroots groups and leaders with lived experience, rather than relying solely on larger agencies.
  - Properly compensate community organizations.
- **Crisis Response and Vulnerable Riders**
  - Map TTC zones to align with community organizations for faster crisis-response.
  - Incorporate more integrated harm-reduction partnerships.
  - Women-only or family-designated cars to reduce harassment.
- **Accessibility and Infrastructure Enhancements**
  - Longer door-open times were suggested to ease boarding pressure (especially on overcrowded platforms such as Bloor–Yonge).
  - Newer buses should increase seating capacity to meet rider demand.
  - Ensure consistent and reliable bus service every 15 minutes or less.
  - Extend the PRESTO transfer window to make travel more accessible and seamless.
- **Public Education**
  - A comprehensive courtesy and safety campaign to address seat-offering, crowding behaviours, and obstruction near doors.
- **Bus Stop Safety Innovations**
  - Installation of small-scale cameras at bus stops.
  - Solar-powered lighting upgrades address visibility concerns at dark or isolated stops.
  - Installation of “help” buttons at bus shelters.
- **Accessibility and Wayfinding Innovations**
  - Enhanced real-time digital information on outages and wayfinding was encouraged.
- **Vehicle and Station Technologies**
  - Explore hydrogen bus technology for long-distance and cold-weather reliability.
  - Reservations about targeted “voice deterrent” systems and suggested that positive, human-centred messaging would be more effective.
- **Public Perception and Information Gaps**

- Distinguish qualitative and quantitative metrics more clearly in public reporting.
- Highlight progress and visible improvements more widely to shift public perceptions.
- Provide clearer information on the specific actions completed in the past six months.
- Create additional communication and guidance tailored to tourists and newcomers.
- **Engagement Formats**
  - Suggested approaches include school-based activities, fairs, and competitions.
  - Ensure multilingual outreach.
  - Prioritize having a presence at local institutions such as community centres, temples, churches and police stations.
- **Partnerships and Capacity Building**
  - Participants recommended learning from existing models, such as climate ambassador programs.
- **Advocacy Pathways**
  - Several participants, through deputations at Board meetings, noted a desire for transparent pathways for feedback to influence TTC decision-making.