

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

Community Consultation Session Summary



Prepared for Toronto Transit Commission  
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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

The Toronto Transit Commission (TTC) is committed to making the transit system safer, more secure and equitable for all customers. Currently, TTC is in the process of formalizing its Five-Year Community Safety, Security and Well-being Plan. The plan is 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. TTC will seek approval of the plan from the TTC Board in Q4 2025.

### Session Purpose and Format

The TTC held the first community consultation session on Tuesday May 27<sup>th</sup>, 2025, at the North York Civic Centre Library from 4:00pm to 7:00pm. The purpose of the meeting was to consult with customers to obtain input and feedback on current and future initiatives that support the development of the TTC's Five-Year Community Safety, Security and Well-being Plan.

TTC provided participants with a context setting presentation about the Community Safety, Security and Well-being Plan process and progress. LURA Consulting, a third-party consultant, facilitated a round-table open format discussion to seek feedback specifically on 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 Agenda

Agenda Item	Time
Welcome, Introductions & Overview	30 minutes
Presentation – TTC's Community Safety, Security and Well-being Plan	20 minutes
Questions of Clarification	10 minutes
Discussion – Your Experiences, Concerns, and Ideas for Improvement	90 minutes
Wrap-Up, Next Steps & Conclusion	30 minutes

### Session Outreach and Participation

An Expression of Interest (EOI) invitation was sent to 30 participants, 21 participants accepted the invitation, and a **total of 16 people attended the session.**

TTC's 5-Year Community Safety, Security, and Well-being Plan, approach and initiatives, are being 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. Thirty (30) community

members received an Expression of Interest invitation to participate in the consultation session including members through the Lived Experience Advisory Group (LEAG). Community members invited include:

- Poverty Reduction Lived Experience Group (through LEAG)
- Confronting Anti-Black Racism Partnership Advisory Circle (through LEAG)
- Toronto Strong Neighbourhoods Strategy Advisory Group (through LEAG)
- Toronto Youth Cabinet (through LEAG)
- Toronto Community Housing Corp Tenant Advisory Group
- Students from the TTC Community PEERS Pilot Program
- Advisory Committee on Accessible Transit (ACAT)
- TTCRiders

## **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 or write a comment down on a sticky note and provide it to the facilitation team individually and privately. 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**

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

- What makes you feel safe, or unsafe on the TTC?
- How do you feel about your safety on the TTC today?
- How should TTC continue to improve safety of its employees, customers and the public?

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.

The discussion responses have been categorized into the following themes:

- Collaboration and Partnerships
- Training
- Communication
- Engagement
- Vehicle and Facility Improvements
- Data Analysis and Monitoring

## Collaboration and Partnerships

Key points raised:

- Continue to develop and improve existing partnerships that provide supports to various types of customers including those with mental health challenges
- Collaborate with all types of customers, especially students and newcomers
- Work with schools and school boards to support students and address safety concerns

Collaboration and Partnerships	
Number	Participation questions and comments from consultation sessions:
1	Issues involving high school students and dangerous situations (such as drug use in crowds) on vehicle routes that can escalate, especially during peak periods. Students, older adult customers and staff need to all feel safe when issues arise.
2	Feeling safer on the TTC than a couple years ago. Series of high-profile incidents were isolated incidents but also part of broader systemic issues. I noticed some improvement in the way 211 works as they now take ownership and dispatch a team. When I spoke to them directly, the City staff expressed concerns that they aren't always able to help people with advanced mental health issues. 211 service can de-escalate immediate crisis but cannot coordinate proper treatment.
3	Partner with local organizations to provide wellness initiatives such as yoga classes or develop a day of well-being on the TTC with many different activities across the transit system.
4	In 2023 TTCRiders held a summit with our membership and other community organizations across Toronto to talk about safety. People said more police on TTC made them feel less safe. We released a report showing transit ambassadors and well trained permanent (not temporary or part-time) staff helped people feel safer.
5	Behavioral messages from TTC could use celebrity voices. Kids and adults would repeat and listen if a celebrity says so.
6	In south Scarborough the TPS Auxiliary officers have had positive impacts. It helps that they are trained in social work. Could TTC provide a similar service with partners?
7	MDOT (Multidisciplinary Outreach Team) partnership program is good and provides nurses, mental health supports, and wraparound services.  Some participants were unfamiliar with MDOT and staff clarified that it is a partnership between the Toronto Transit Commission (TTC), the City of Toronto, and LOFT Community Services (contracted through Streets To Homes), aimed at supporting

Collaboration and Partnerships	
Number	Participation questions and comments from consultation sessions:
	individuals experiencing homelessness or with mental health challenges who are found in the TTC system.
8	Work with community volunteers to provide customer support, and another set of eyes/reporting mechanism to help TTC track issues.
9	Create volunteer opportunities in partnership with schools, school boards, local organizations, newcomer services, etc.
10	In Japan there's no custodians it's the students and teachers that clean up. There are so many things we can learn from other systems around the world that are flourishing and have a clean environment. When places are clean there isn't as much mental struggle.
11	There's a lot of racism and an Afrocentric education program could help to address it. Lawrence Avenue is a big racialized student strip and I often hear "this driver said this to me", but they don't get the bus number and make a complaint.
12	Look at the data of robberies committed in the City. It is mostly by teenagers and a lot of the youth that commit these things are because they have no money. Some employability programs, job experience, money in their pockets, savings when they go to university and college could go a long way. Unity amongst systems, police, education, and transit is needed.

## Training

Key points raised:

- Nurture a shared sense of responsibility for staff and customers
- Enable customers to help each other and provide supports in emergency and challenging situations
- Provide sensitivity training for staff to improve empathy and customer service
- Provide first aid training that includes CPR, tourniquet use and naloxone administration

Training	
Number	Participation questions and comments from the meeting:
1	Assault prevention and de-escalation training, and passenger assistance intercom have been working well.

Training	
Number	Participation questions and comments from the meeting:
2	Provide Narcan kits and full first aid kits, including tourniquet, and ensure staff are trained to use them
3	TTC passengers could receive training to be able to actively help with Narcan/naloxone, I've had to help administer CPR and felt empowered to help because I was trained. Staff and passengers could get a badge to show they are equipped and trained to help.
4	Stronger action in implementing anti-harassment and anti-racist measures across the TTC system to protect passengers from discrimination and violence.
5	I am a mother of a high school student. My child has had the bus come by a stop with a bunch of students and the driver puts it out of service. It feels intentional and I don't know if that's something for sensitivity training with frontline workers, to better engage and show respect to customers.
6	Some passengers may be dealing with challenges with mental health and a presence of authority, like a staff member, without proper training, can cause more trouble than good.
7	Train staff on how to deal with customers with mental health and addiction issues.

## Communication

Key points raised:

- Consider challenges that customer face with using computers, hearing messages/announcements and accessing information
- Engage students to support communication efforts
- Develop videos and communication campaigns about key values to support a shared TTC culture

Communications	
Number	Participation questions and comments from the meeting:
1	Some suggested using more AI in communications and others raised concerns that a heavy emphasis on AI could make the messages less relatable and ineffective. Some people may not want to use technology or may not know how to use it and they will need a different equitable approach.
2	We're already so disconnected from ourselves and society, especially kids. I have seen pregnant women on the train and men are just sitting. AI would be great, however when you talk about voices, our voices have frequencies and they connect to our hearts and

Communications	
Number	Participation questions and comments from the meeting:
	energy centres, that's what connects us and causes us to listen. When we speak through AI there is no connection. Students could provide their voices and maintain that human connection.
3	Make a video on TTC safety including values, emergencies, drills and training for scenarios that are available to everyone, not just staff. TTC could work with customers and the public to develop the video. When you need to be evacuated, others can provide help, and people can look out for each other.
4	Messaging to communicate that unhoused people are allowed on the TTC is needed. The number of times I've seen people taking pictures of unhoused people on the subway is unfortunate. Unhoused people are more often the victims of assaults rather than the perpetrators, a campaign reminding people of that and the TTC advocating for more housing and shelters would be helpful.
5	With the drivers' announcements, sometimes you can't hear at all and the audio is inaccessible. Once when they say we have to stop for an emergency at the next stop, it wasn't clear and a guy across from me said wouldn't it be so cool if they could just show the announcement for people to see/read.
6	TTC could provide a 101 booklet for new riders or people reentering society from correctional services riding transit. There are small changes to the customer experience that might be overwhelming and confusing if you do not ride TTC consistently. For example, with the buses, you once had to put your foot down to open the door, now you have to push the door to open it.
7	Find better ways to communicate/connect with people who don't use the TTC app. A welcome package or information for riders would be helpful.
8	Drills or videos highlighting how to deal with power outages, fire evacuation and other emergencies and public drills for various scenarios to allow the public to respond more effectively in emergencies.
9	A feeling of belonging has to be created. Garbage bins in vehicles make it worse, they have garbage bins in the stations and stops. TTC can gently make these announcements to remind people, and training to remind people to respect each other's cultures. TTC positive mission statement should be on the billboards and in stations.
10	There are too many ads and we are inundated with the media, we don't really know ourselves and the culture, it's taking us further and further away from ourselves. If we want to create change in the system, we have to go back to the basics in some sense. Include affirmations in TTC ads and links to TTC wellness boards that offer spaces to connect and provide mental health supports and healthy programming.



Communications	
Number	Participation questions and comments from the meeting:
11	The monitors in vehicles are small and few people read them. The best way to reach out to people is voice messaging and sometimes the speakers are not clear. Consider that communication as a way of culture building, having mindful quotes to be repeated, bringing up the concerns of the TTC, building culture and repeating that same thing weekly. A specific message to be shared; if there's a young person sitting while an elderly person needs a seat, that message is important.
12	I think there's been a lot of justified focus on what TTC could be doing better, but another part is what we as riders could be doing better as well. Cleanliness isn't an issue on WheelTrans because we know we'll be sitting in our area on the bus, so we have to keep our area clean. Educate, so people know what TTC is doing, but also share what the responsibilities are for riders as well. A balance between what we can expect TTC to provide and what it costs to ride the system. You can have a cleaning crew at every station but then it'll cost \$10 a ride. Education for riders to improve the system for everyone.
13	Share information and documents from accessibility audit

## Engagement

Key points raised:

- Invest in fun, creative and accessible ways to educate riders and connect staff
- Develop welcome kits for newcomers and new transit riders
- Continue to develop and enhance a culture of transit with set of shared valued set by riders and TTC

Engagement	
Number	Participation questions and comments from the meeting:
1	There are so many unused spaces in TTC subway stations and the abundance of spaces that can be used recreationally activities to break barriers. Collaborative art projects could also give a sense of pride to these spaces. My daughter's school did a mosaic group project with different classes, and it gave a sense of ownership and pride to students and the school.

Engagement	
Number	Participation questions and comments from the meeting:
2	Community needs to be built and bridged, I think if the TTC didn't have any Wi-Fi on the train it would force people to be here and be present and force them to be with themselves.
3	I would like TTC to inform the public of any disappointments or expectations regarding what the public is doing. It's a mutual relationship. I don't know how to do it but engage with your expectations in a soft way. The "if you see something say something" is kind of terrifying. Re-emphasize the transit culture. I want to hear what TTC thinks are challenges, suggestions, resources, budgets, bureaucracy, change in rules, and behavioral issues.
4	Before, TTC staff at booths and at stations answering questions helped a lot and now, there's nobody there. At Scarborough Town Centre you see one person, at Finch Station there's nobody. Increase engagement especially in designated places such as, Kipling (serving Toronto South Detention Facility), and near Toronto East Detention Facility, and coming from Grand Valley Institution for Women because they take transit.
5	The riders should take care of TTC while they're riding. It could spark change in terms of culture and how you take the bus. Some Newcomer organizations provide tokens maybe when they give that they can provide a bit of orientation about how to use TTC and the expectations. Not everyone is tech savvy or can find that information on their own, so communication and engagement needs to be proactive.
6	Invite people to engage in maintaining the TTC such as clean-up events that could happen every few months. Students that need volunteer hours could help to improve their city and the cleanliness of TTC as well. Lead people to want to hold that accountability.
7	The increase in presence of authorities has been good, however they're not so much engaging. It's a reactive mode as opposed to being preventive and proactively engaged.  They're there for the public to feel comfortable. As a mother with children coming from high school, the students don't feel comfortable. They just see it as another law enforcement to fear. I think TTC wants to see them as a measure to prevent incidents from happening, but you're still not feeling secure.  Staff should engage with students to build trust, respect and understanding.
8	TTC needs to have a fun element. Think of the stress people have on a daily basis. Make people like the TTC, make them laugh coming to the TTC, break the ice after how many decades so there is a better mood and culture. Throw prizes and change the music. Psychological studies show that there are specific vibrations of music that can soothe or change behaviour.

Engagement	
Number	Participation questions and comments from the meeting:
9	Don't forget that TTC is a community hub and space so it's important to create that atmosphere for everyone.
10	Diverse faces are needed among staff engaging with customers so people can see representations of themselves in an authority figure who can make everyone feel safe.

## Vehicle and Facility Improvements

Key points raised:

- There have been noticeable improvements to safety on the TTC
- Well lit and spacious spaces with people presence make people feel safe
- Maintain cleanliness of vehicles and facilities
- Improve space and safety on vehicles and platforms such as platform edge doors.
- Delivery mobility devices such as Uber delivery bicycles take up too much space
- Improve and think creatively about empty or unused spaces in subways

Vehicle and Facility Improvements	
Number	Participation questions and comments from meeting:
1	TTC and housing have overlapping systems as homeless people are there trying to find a home at night on vehicles and in TTC facilities.
2	Bring back plastic seats. When I was a kid there used to be a lot more plastic seats instead of fabric, so you wouldn't take home bedbugs.
3	In the subway I've noticed that the riders that bring their bikes for deliveries such as Uber Eats take up the space of 4 or 5 passengers. I'm on their side that they need to keep their energy, but the crowded space becomes dangerous. Tripping and bumping are not a good thing, especially for older people. Add to this a sudden decrease in the ratio to the number of passengers and the number of cars. Increase in students and the population of Toronto is not met with the increase in capacity, not unique to TTC but in transportation, lowers the quality and safety.
4	Streetcars have become a traffic hinderance and safety issue when cars are passing by when passengers are getting on/off. This could be improved with some kind of arm to

Vehicle and Facility Improvements	
Number	Participation questions and comments from meeting:
	stop the cars or cameras on the vehicles that automatically capture license plates of cars who pass and provide them with a fine.
5	Is the Stop Request Program still in operation? A few people said they were told by drivers they couldn't stop. I don't know how that can be rectified, a lot of us trying to get home are being disregarded.
6	More and more frequent service is one of the best ways to improve safety on platforms and in stations.
7	Cleanliness needs to be maintained by TTC staff and riders. Yesterday I sat down and there was half a sushi meal. I couldn't sit down because I was worried it would spill.
8	Mixed feedback about garbage cans on vehicles. Some questions about reasoning for not including in design, some support for including garbage bins on vehicles and some safety and cleanliness concerns for having garbage bins.  Maybe education and reminders for people to take their garbage with them when they exit are needed.
9	TTC introduced the tactile surfaces in subway stations, and it was a big improvement. Better signage for accessibility purposes is still needed.
10	I have seen visible drug use such as smoking crack in the back of vehicles. People move to the front to get away from it and the drivers aren't always aware of the situation or do anything about it. I've only had one driver stop the streetcar and open the doors to let everyone off.
11	Install platform edge doors on the subways. Last year there was a weekly incident in the winter of someone being pushed or throwing themselves on the tracks.
12	Bicycles on the subway need to be controlled and regulated. The vehicles were not designed for them like GO Transit/UP Express trains, and can pose a hazard to riders. The first car of the train could be the bike car. Staff or volunteers on the platform could inform and direct riders.
13	Mayoral candidates mentioned they saw people with their backs pressed against the wall because they were afraid of being pushed onto the tracks. When I first came to Toronto, I was surprised how there wasn't much platform space between the people, the wall and the train. In other cities around the world there is space between trains and the people who wait for them, in some Toronto stations, especially during rush hour, it's impossible to keep your space.

Vehicle and Facility Improvements	
Number	Participation questions and comments from meeting:
14	Increasing the presence of TTC staff at key locations and assessing what 'key locations' are as they might be different then people's needs or change over time.
15	Uniformed officers should be visible, it's a safety issue, either people see them as good things or they don't. Air Marshall type model of civilian clothes could be an option to have staff available if needed to intervene. Recognizing that circumstances can prevent staff members from intervening as they have protocols and processes to follow.
16	Ensure there are well-lit platforms and vehicles and facilities have proper maintenance.
17	Emergency planning and evacuation plans need to be evident on vehicles and within facilities. Fire suppression systems installed in vehicles like hotels can help riders exit.
18	Some support upgrading wi-fi on TTC with 5G systems and some have concerns about the safety and health impacts 5G systems on the human body.
19	Provide a legal entity or safety insurance for riders and use TTC cameras and tracking to hold riders more accountable.

## Data Analysis and Monitoring

Key points raised:

- Monitor issues on transit related to discrimination, harassment, mental health and addiction and in communities such as robberies and gun violence
- Enhance monitoring of 'peak hours' including 3p-5p when students are heading home from school
- Review bus service frequency to ensure equitable access in communities

Data Analysis and Monitoring	
Number	Participation questions and comments from meeting:
1	Focus on the students and school hours, because of how much aggression and violence is happening. Perhaps during the hours when they're going home (3p-5p).
2	Assess the number of officials/special constables around to make sure passengers (including students) are getting home safely and deescalating issues.
3	As someone who grew up at Jane and Finch but had to move out of the neighbourhood because of the gun violence at night I feel that late night safety is the most important

Data Analysis and Monitoring	
Number	Participation questions and comments from meeting:
	thing because people use it to go somewhere safely. If I as a person who takes TTC from a neighbourhood with gun violence issues knows that the people in this room are paying attention and looking at data on gun violence to keep people safe and using data to improve safety, it makes me feel so much better.
4	Look into what neighbourhoods are affected by gun violence and communities that are helped with PEERS programs. If I have to leave certain neighbourhoods late, I'll just take an Uber home because I don't want to be left waiting for a bus. Jane and Finch, and Thorncliffe, have so many buses but in Lawrence Heights I never see buses. TTC won't solve gun violence but if you're able to give residents better access to the bus you provide them with the ability to get out of that area. Providing that connectivity.
5	Tracking mental health related incidents across the system to understand where more support is needed.
6	Acts of harassment, intimidation, and violence on TTC, especially for racialized and visibly Muslim riders need to be monitored. I urge you to take stronger action in implementing anti-harassment and anti-racism measures across the transit system to protect passengers from discrimination and violence.