



## Memorandum

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**TO:** Krista Power, City Clerk **FILE:**

**FROM:** Brad Loroff, Manager  
Community Services – Transit Services Division

**DATE:** 07/21/2023 (mm/dd/yyyy)

**SUBJECT:** Interim Update – Amalgamated Transit Union (ATU) 966 Safety Concerns

**MEETING & DATE:** Committee of the Whole - 08/14/2023 (mm/dd/yyyy)

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At the April 3, 2023 Committee of the Whole meeting, a deputation was provided by Amalgamated Transit Union (ATU 966). Council passed a resolution that the contents of the deputation be referred to Administration and the Employee Safety Task Force for review and follow up and that Administration provide an interim update on or before August 14, 2023 and report back on or before October 16, 2023.

Administration has reviewed the contents of the deputation provided. The purpose of this memorandum is to provide Council with an interim update around the concerns raised affecting Transit Operators and the protective measures and activities that are in place or are in progress so that staff are supported and protected to continue to deliver high quality transit services for the whole community.

During the deputation, key concerns ATU 966 raised were about the rise in incidents and negative interactions involving Operators, the availability of security, additional measures, and resources to assist in responding to incidents, proper communications and training in de-escalation and mental health awareness.

Some service areas in the Corporation, including the Transit Services Division, have been reporting higher levels of incidents and resulting burnout that staff may experience resulting from their work which is sometimes associated with violence, aggression, and chronic exposure to traumatic incidents involving individuals struggling with problematic substance use and/or untreated mental health disorders.

Below is a summary of protective measures, activities and efforts that are in place, in-progress or under review for further consideration and implementation across the Transit Services Division:

### **Measures in-place**

- Contracted security services at City Hall providing outside guard services dedicated to support transit operations, seven days per week, from 12:00 p.m. to 12:00 a.m.
- Temporary operator compartment barriers installed on all buses in transit fleet since 2020.
- Participation on CTB's Employee Safety Task Force in support of task force mandate efforts which are to identify/quantify violent and aggressive incidents towards CTB staff, identify issues related to staff impacts and to collaborate on developing focused ideas/actions to mitigate staff injury and burnout.
- Incident response protocols and other measures such as issuance of Trespass to Property Act orders when and where appropriate.
- Job-based risk assessment completed for all transit services job positions – reviewed annually.
- Regular and recurring Transit Joint Health and Safety Committee meetings to review workplace health and safety issues/incidents with accompanying recommendations where appropriate.
- Mobile Video Surveillance System installed on all buses which is intended to aid in investigations and improve the protection and safety of employees, the general public, and to reduce and deter criminal activity.

### **Measures in-progress**

- Replacement of temporary operator compartment barriers on buses with permanent safety barriers.
- Organizational position/structure review of the Transit Operations Section with the goal of providing more focused/dedicated on-street supervision, monitoring of operations and improved support and response for Operators.
- Review/update all standard operating procedures related to staff and customer safety and ensure staff are up to date.
- Provide modern, evidence-based de-escalation training to all transit staff and partner with expert outside training provider to develop a sustainable internal de-escalation training program for managing difficult situations and escalated emotions.

- Digitization of Transit Divisions safety and incident reporting to allow for better data collection, tracking and analysis.
- Review/evaluate/support ongoing CTB's Employee Safety Task Force recommendations in-progress and/or under development.
- Review/evaluate recent Canadian Urban Transit Association - Transit Safety Taskforce recommendations and action where appropriate.

### **Next Steps**

Transit Services will continue to encourage operators to report all negative interactions so that all incident data can be tracked and monitored. A range of methods, including the in-progress measures described in this memo, will continue to be used to provide a safe environment for Operators and passengers. Administration will report back with a status update and additional information concerning operator safety related occurrences on buses and around transit facilities on or before October 16, 2023.