

### Attachment 1 – Overview of Measure, Initiatives and Progress

The table below outlines a summary of measures and initiatives being employed to address Transit Operator safety.

The timeline periods for each action item are noted (on-going, intermediate-term: in the coming months, medium-term: 1-2 years, long-term: 2+ years).

Category	Item No.	Action Item	Recent Updates	Timeline
Data Analysis	1	Review and expand data analysis to inform action items	<ul style="list-style-type: none"><li>Continuing work towards automating/simplifying current paper-based incident reporting process.</li><li>Reporting of transit safety metrics and dashboards.</li><li>Use available data to inform proactive and strategic deployment of measures and resources.</li><li>These actions remain ongoing with a more automated reporting process expected by mid 2024.</li></ul>	Intermediate-term On-going
Education and Training	2	Review and improve existing training for employees	<ul style="list-style-type: none"><li>De-escalation training for all frontline employees, including procedures review/update, to be provided by professional outside training provider.</li><li>De-escalation 'train-the-trainer' program to be established in partnership with CTB Corporate Safety and professional outside training provider.</li><li>Training for all frontline employees is expected to be completed by Q1 2024.</li></ul>	Intermediate-term

Category	Item No.	Action Item	Recent Updates	Timeline
Programs and Procedures	3	Implement vehicle improvements	<ul style="list-style-type: none"> <li>Install new Electronic Fare Management System/Smart Card system, expected to be completed in Q2 2024.</li> <li>Replace compartment bio-barriers with new protective barriers, expected to be completed 12-16 months from new farebox installation.</li> </ul>	Intermediate-term
				Medium-term
	4	Continue to benchmark against transit industry best practices	<ul style="list-style-type: none"> <li>Collaboration with Ontario Public Transit Association and Canadian Urban Transit Association peer transit agencies to support overall approach to safety management.</li> </ul>	On-going
Incident Response and Support	5	Review of contracted security at City Hall	<ul style="list-style-type: none"> <li>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.</li> <li>Contracted provider has changed their security mitigation measures, guard deployment and rotation protocols.</li> </ul>	On-going
	6	Increase frontline presence/support throughout the network	<ul style="list-style-type: none"> <li>Review of Operations Section organizational structure to re-align existing resources/duties and add more dedicated control center dispatch and on-street supervision. Expected Q1 2024 completion date.</li> </ul>	Intermediate-term

Category	Item No.	Action Item	Recent Updates	Timeline
	7	Co-ordinate with partners to enhance support and incident response success	<ul style="list-style-type: none"> <li>Partnership with ATU966 through the Joint Labour Management Committee to discuss initiatives and strategies.</li> <li>Collaboration with Transit Joint Health &amp; Safety Committee to discuss initiatives and review progress.</li> <li>Collaboration with CTB Employee Safety Task Force through participation with regular meetings schedule.</li> </ul>	On-going
CTB Employee Safety Task Force – Transit Specific	8	Improve process for employee outreach and support following an incident	<ul style="list-style-type: none"> <li>Exploring a potential peer support program with procedures, processes and enhanced psychological support. This item requires further direction from CTB Human Resources &amp; Corporate Safety Division.</li> </ul>	Medium-term
	9	Research potential for deployable multi-disciplinary community outreach team(s)	<ul style="list-style-type: none"> <li>Explore through an Expression of Interest (EOI) process potential interest from third parties to collaborate with CTB to participate in a pilot program that would respond to incidents at or in the vicinity of City Hall. Services may include, but not be limited to health, social service, and culturally appropriate supports with the objective of reducing the number of calls to emergency services, capitalize on the collective energies/expertise of interested parties, and optimize and limit the use of cumulative public resources.</li> </ul>	Intermediate-term

Category	Item No.	Action Item	Recent Updates	Timeline
	10	Research best practices and evidence-based interventions in protecting transit operators from violence, harassment, trauma, and psychological stressors specific to negative interactions with members of the public experiencing addiction, mental health, and other social challenges	<ul style="list-style-type: none"> <li>CTB Human Resources &amp; Corporate Safety Division hosting a full-time Master of Public Health Student from Lakehead University between September 5 – November 3. Research work is underway including interviews with front-line transit staff, key transit agencies and municipalities across Canada to learn about similar challenges and successful intervention strategies they have used to protect and support their employees specific to this issue. This work will also assist in informing the development of a pilot social service/security outreach program that would be intended to help vulnerable individuals get connected to the supports they may need as described in the above action item #9.</li> </ul>	Intermediate-term