



Edmonton Transit Service

Administration Response: Inclusive Transit Report

June 15, 2021
Urban Planning Committee
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Overview

Diversity, equity & inclusion

- Policy challenges
- Rider experience
 - Interactions during a journey
 - Infrastructure, planning, service
- Employee experience
- Intertwined with safety and security
- Access to high-quality transit can make cities more inclusive



Recommendations & Response

Implementation of inclusive human resources practices

- Diversity and Inclusion Framework
- Training for City staff
- Recruitment & Diversity
 - Voluntary diversity survey
- Our service should reflect the diversity of the community we serve



Recommendations & Response

Engage in proactive, ongoing communication with Edmontonians related to transit.

- Safety campaigns
- Transit Watch text message service (780.442.4900)
- Bystander Awareness Campaign
- Indigenous Framework



Let's keep each other safe.

How to report a situation:

- Talk to a uniformed transit employee
- Use the blue emergency phones in transit centres
- Press the yellow passenger alarm in LRT cars
- Call 911 or contact ETS Transit Watch at 780.442.4900

takeETS.com/SafeRide

TRANSIT WATCH

EDMONTON
POLICE
SERVICE

ETS

Edmonton

Recommendations & Response

De-escalate fare enforcement.

- Bylaw changes to fare fine amount
- Equitable fine repayment options
- Anti-racism review of low income fare programs
- Transit Operators



Next Steps

- Anti-racism work in ETS
- Safety and security enhancements: GBA+ process
- Safer for All: A Work Plan on Community Safety and Well Being

