Recommendations from Transit Safety & Security GBA+ Engagement

EXPLORE ADDITIONAL CHANGES TO ENHANCE SAFETY AND SECURITY
Review and Enhance Transit Locations
Use a Crime Prevention Through Environmental Design (CPTED) to assess lighting, accessibility, functionality, and opportunities for natural surveillance. Expand WiFi availability to all ETS locations.

Continue to Engage and Work with Stakeholders When Considering Making Changes
Work with impacted communities when planning and prior to making changes to routes and schedules, thinking about those from a safety and security perspective, as well as following up to assess the impact of any changes once made and adjust as needed.

PUBLIC AWARENESS & EDUCATION:
Promote Recent Changes to Transit to Enhance Safety & Security
Update the public on changes made through awareness campaigns. Apply GBA+ when designing and delivering campaigns. Develop and promote the zero-tolerance policy for racism and harassment on transit**.**

Seek to Understand and Mobilize the Role of the Bystander
Research, develop and initiate a campaign encouraging bystanders who witness harassment incidents to report them and identify ways to safely intervene.

Clarify Public Expectations of the Role of Transit Operators
Increase public awareness of the role operators play and constraints in responding to safety issues.

Clarify the Role of Transit in Community Safety and Well-Being
Continue a public dialogue on the intended use of transit spaces, and work with partners recognizing that supporting vulnerable populations is a multi-faceted process requiring engagement, collaboration, and funding to address the root causes of homelessness, addictions, and mental health issues.

Communicate Data to Reveal Trends
Provide a regular summary to the public of transit safety data, including TransitWatch data listing reasons for complaints, response time, and changes made as a result of reporting. Communication of the data can influence the public's perception versus the reality of safety concerns.

<u>**AREAS TO FURTHER EXPLORE**</u>

Approach to Enforcement

Undertake additional engagement specifically related to the role/value of enforcement and continue to assess alternative models.

Response to Pandemic
Capture learnings from the pandemic, and specify protocols moving forward to increase rider comfort with public health measures.