

# Transit Safety and Security Interim Update

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May 24, 2022

## Social context

- Like other jurisdictions, Edmonton is navigating a series of broad, complex social issues related to:
  - ◆ Houselessness
  - ◆ Addictions
  - ◆ Mental health
  - ◆ Violence
- Intersect with City transit services

## Operational context

- Social challenges impact our ability to provide safe and accessible transit service
- Improving safety will increase ridership, further City objectives
- Transit spaces are designed for the movement of people, not as shelter space
- Experienced recent increases in drug, violent, and criminal incidents in transit

# Current Resource Deployment

Key Activity	Resource
<ul style="list-style-type: none"><li>● Oversight &amp; management of transit service delivery, including safety &amp; security</li><li>● Respond to security reports; dispatch responders</li><li>● Monitor surveillance cameras</li></ul>	Transit Control Centre <ul style="list-style-type: none"><li>● Transit Security Dispatchers</li><li>● Transit Inspectors</li></ul>
<ul style="list-style-type: none"><li>● Response &amp; investigation of criminal activity</li><li>● Foot patrol &amp; responding to calls for service</li></ul>	Edmonton Police Service
<ul style="list-style-type: none"><li>● Crime reduction &amp; prevention programming</li><li>● Bylaw enforcement</li><li>● Foot patrol &amp; responding to calls for service</li><li>● COTT outreach support</li></ul>	Transit Peace Officers <ul style="list-style-type: none"><li>● Deployed across the network</li></ul>
<ul style="list-style-type: none"><li>● Surveillance &amp; patrols; reporting incidents</li><li>● Naloxone support for drug poisoning overdoses</li><li>● Washroom checks</li><li>● Customer service</li></ul>	Security Guards <ul style="list-style-type: none"><li>● Deployed at 21 of 43 locations</li></ul>

## GBA+ Community Feedback

Hearing from groups like Muslim women, seniors, youth and other lived experiences we received feedback:

- Continue to explore further enhancements to transit location safety through CPTED, like improving lighting
- Develop bystander awareness communication
- Clarify roles and responsibilities of transit safety
- Continue to engage and work with stakeholders

# Safety Plan Implementation Updates

# Community Outreach Transit Teams



## Transit Peace Officers

- Community Peace Officer Induction Training
- Transit Community Action Team (TCAT) - foot patrol program
- OT resources since January:
  - Almost 5000 hours
  - Proactive deployment and minimum staffing levels





## Occupational Health and Safety

- Increased disorder in transit spaces is impacting staff
- Conducted extensive employee engagement and review
- Administrative controls alone do not eliminate the hazards of crime and disorder
  - Working with our EPS partners
- Implementing actions and controls to help eliminate workplace hazards
  - Open drug use
  - Criminal activity

## Additional actions: Resources

- Director, Transit Safety
- Additional Transit Security Dispatchers
- Overdose prevention teams
- Reviewing how resources work together, including roles, alignment and capacity

## Additional actions: Spaces

- Washroom reopenings
  - 11 of 18 are open
  - Remainder open May 30th
- Fare gates as access control measures at some LRT stations for Council's consideration



*Signage in washrooms*

## Additional actions: Communications

- Communicate regularly about safety enhancements
- A communications campaign to encourage ridership
- Bystander awareness campaign
- Focused storytelling - Community Outreach Transit Teams
- Council and Leadership's support

## Additional actions: Bylaw amendment

- Conduct of Transit Passengers Bylaw 8353

