Edmonton Transit Service



CO01725 Administration Response - ETSAB Report: Youth and Their Perceptions of Safety on ETS

Urban Planning Committee - March 21, 2023
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Commitment to Safety and Security

THE SAFETY OF ALL TRANSIT RIDERS IS A TOP PRIORITY



ETS continually monitors youth perceptions of safety through ongoing surveys as well as operational security data on transit



Work over the last five years has focused on increasing security measures on transit, including increasing presence of security personnel



Issues impacting safety on transit are complex and require ongoing partnerships to address root causes



Transit Watch Program

Current State



Dedicated phone number for riders to call or text the ETS Control Centre since 2008



Text service added in 2020 to offer a discreet way for riders to report concerns



In 2021, Transit Watch was marketed more widely - signs were displayed in all transit vehicles and transit centres

Opportunities to Explore



Cellular coverage in underground tunnel



Implement QR code for Transit Watch in 2023



Mobile applications e.g. Transit Watch app



Develop new resources to increase awareness of transit security features

Bystander Awareness Campaign



Purpose

Education and awareness on how to safely intervene when another individual is the target of inappropriate or threatening acts



Development

Developed based on diverse intersectional perspectives of riders



Monitoring

Progress and impact of the campaign will be monitored in 2023

Youth Outreach Activities

•	CURRENT PROGRAMS	
First Riders	Spring open houses	City Hall School
Travel training for youth with disabilities	Post-secondary fall orientation week	Fall Transit Centre outreach

NEW AND ENHANCED PROGRAMS



Co-develop programs with school boards



Supporting teachers with transit-based resources



In person outreach with focus on youth awareness



Service and Infrastructure Improvements



SERVICE PLANNING FOR YOUTH

- Ongoing engagement with school boards, youth and guardians
- Roll out of Arc fare payment system



FACILITY IMPROVEMENTS

Crime Prevention
 Through
 Environmental Design
 (CPTED) audits at
 transit centres and LRT
 stations



SAFER WASHROOM & PUBLIC WASHROOM STRATEGY

- Adding washroom attendants to more transit facilities
- Piloting technology solution

Next Steps

OUTREACH SAFETY & SERVICE PLANNING PARTNERSHIPS

Thank you