

Edmonton

Enhanced Transit Safety Plan

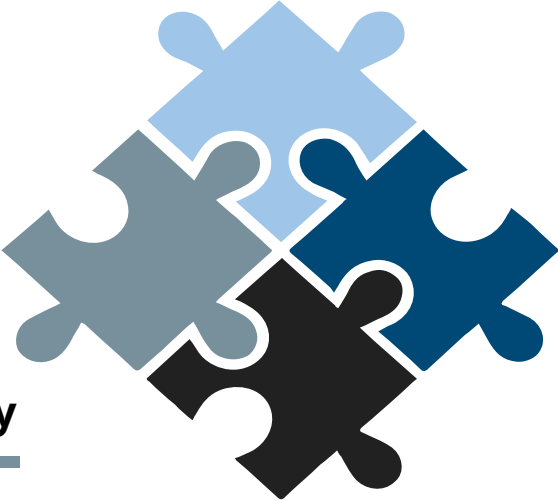
Logic Model Placemats

Enhanced Transit Safety Plan

Goal: Transit spaces are safe and support the well-being of all Edmontonians

Safety

Well-Being



Perception of Safety

Integration

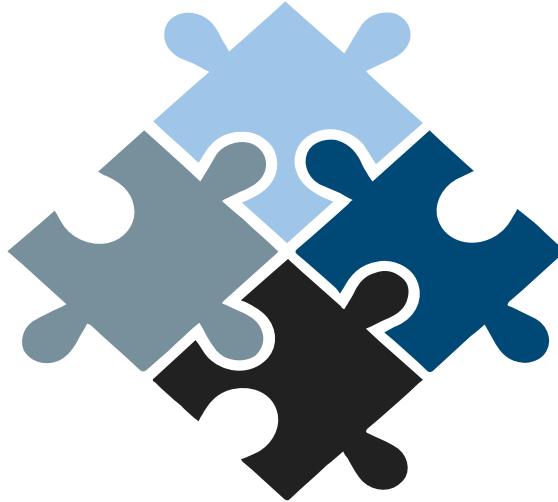
Long-Term Outcomes

Safety

All people are physically safe in transit spaces

Perception of Safety

Edmontonians perceive transit to be safe and are not deterred to use transit for safety reasons



Well-Being

Edmontonians are connected to culturally appropriate supports, reducing the use of transit spaces for non-travel purposes

Integration

Transit safety is strengthened through collaboration between City of Edmonton, Edmonton Police Service and Bent Arrow

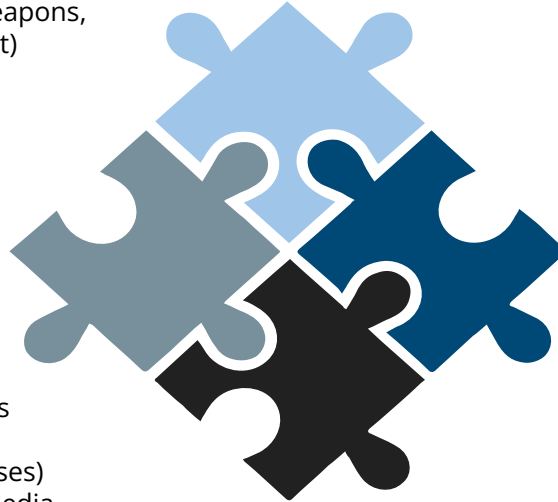
Key Measures

Safety

- Crime severity index
- Crime incidents
 - Violent incidents (weapons, assaults, harassment)
- Medical incidents

Perception of Safety

- Crime incidents
 - Non violent incidents (theft, vandalism, mischief, drug offenses)
- Surveys, media and social media



Well-Being

- Community outreach interactions and engagements
- Nightly transit lockup counts
- Number of physical transportations connected to an agency, service or resource
- Ethnographic research results

Integration

- Qualitative data (stories, anecdotal evidence)
 - How well we work together
 - Information sharing
- Number of TPO referrals to COTT
- Percentage of individuals reporting increase confidence in COTT, TPOs and other enforcement
- Media and social media (qualitative)

Safety

Long-Term Outcome

- All people are physically safe in transit spaces

Medium-Term Outcomes

- A sustained annual decrease in safety incidents in Edmonton transit spaces

Short-Term Outcomes

- Improved safety and security for public transit riders
- Reduced operator assaults
- Reduced criminal incidents on transit property
- Reduced mischief and disorder
- Employees working in transit and transit facilities feel safe at work because employee safety incidents have been reduced
- Appropriate enforcement of transit bylaws
- Reduction in calls for service

Key Activities

- Alignment of TPO schedules and facility tasks to ensure safe environment
- Proactive hotspot policing
- Problem solving initiatives
- Bystander Awareness Campaign
- Downtown Pedways Working Group
- Facility maintenance
- New complaint process for employees
- Artificial intelligence
- Addresses & wayfinding for pedways/tunnels
- Crime prevention through environmental design
- Mobile connectivity throughout transit spaces (PWG)

Measures

- Crime severity index
- Crime incidents
 - Violent incidents (weapons, assaults, harassment)
- Medical incidents

Perception of Safety

Long-Term Outcome

- Edmontonians perceive transit to be safe and are not deterred to use transit for safety reasons

Medium-Term Outcomes

- Transit riders perceive transit to be safe and are not deterred to use transit for safety reasons

Short-Term Outcomes

- Perception of safety is not a deterrent for increased ridership
- Vandalism at transit facilities and assets does not impact transit users perception of safety
- Transit facilities are clean and vibrant
- Transit users have safer commutes due to safety measures in transit spaces
- Transit users feel safe and secure throughout the transit system

Key Activities

- Transit facility animation and programming
- Increased presence of security guards
- Increased cleaning program
- Crime prevention through environmental design (CPTED) facility improvements
- Integrated communications plan
- Proactive hotspot policing

Measures

- Crime incidents
 - Non violent incidents (theft, vandalism, mischief, drug offenses)
- Surveys, media and social media

Well-Being

Long-Term Outcome

- Edmontonians are connected to culturally appropriate supports, reducing the use of transit spaces for non-travel purposes

Medium-Term Outcomes

- Transit supports the City's most vulnerable citizens by facilitating their access to the resources they need

Short-Term Outcomes

- Increased collaboration among social agencies, EPS and City administration to support public transit user safety
- Reduction in calls for service
- Transit spaces are animated and welcoming
- Bridge Edmontonians in need of shelter through COTT
- Reduction in crime in transit spaces due to social support interventions and enforcement

Key Activities

- Shelter shuttles
- Extreme weather response
- Claireview approach
- Southgate approach
- Facility animations

Measures

- Community outreach interactions and engagements
- Nightly transit lockup counts
- Number of physical transportations connected to an agency, service or resource
- Ethnographic research results

Integration

Long-Term Outcome

- Transit safety is strengthened through collaboration between City of Edmonton, EPS and Bent Arrow

Medium-Term Outcomes

- Sustained integrated deployment in transit spaces

Short-Term Outcomes

- Increased collaboration among social agencies, EPS and City Administration to support public transit user safety
- Sustained integrated deployment model
- Transit safety data is reliable and widely available
- Pedway management framework that clarifies ownership and agreement in this space
- Downtown pedway stakeholders understand the different actors authorities
- Increase in proactive information-sharing related to security incidents
- TPOs have increased awareness and understanding of COTT and its services

Key Activities

- Integrated dispatch / within COE
- Integrated call dispatch / COE, EPS, Crisis Diversion, Outreach and others
- Shared communication strategy / Comms, TST
- Development of MOU between Bent Arrow, EPS and COE
- Downtown Pedway Working Group (Feb. 2022)
- Southgate collaboration - mall, Malmo Community, EPS
- Transit safety data integration
- Collaboration with UofA, MacEwan, NAIT

Measures

- Qualitative data (stories, anecdotal evidence)
 - How well we work together
 - Information sharing
- Number of TPO referrals to COTT
- Percentage of individuals reporting increase confidence in COTT, TPOs and other enforcement
- Media and social media (qualitative)