



Edmonton

Monthly Verbal Update on the Transit Safety Plan and the Downtown Core

Item 7.1 & 7.2
July 4, 2023, City Council

Outline

- Updates and Context
 - Downtown Vibrancy
 - Chinatown
 - Healthy Streets Operations Centre (HSOC)
 - Emergency Shelter Use and Encampments
- Transit Questions from June 14, 2023 Council Meeting
- Transit Safety
 - Safety
 - Perception of Safety
 - Wellbeing
 - Integration
- What To Expect at the Next Monthly Verbal Update

Updates and Context: Downtown Vibrancy

- Funding to support projects led by businesses and organizations
 - Downtown Vibrancy Fund & Meet Me Downtown Grant
 - Downtown Vibrancy Fund: 13 applications
 - Meet Me Downtown: 36 applications
- Funding to support safety-focused projects
 - Overdose Prevention and Response Team funding extended to end of year
 - Drug poisoning prevention and response in transit system, downtown pedway system, and surrounding streets
- City-led projects to support a safe and welcoming environment
 - Meet Me Downtown
 - Clean City Initiative
 - Lighting

Updates and Context: Chinatown

- Update on Chinatown Security Funding (private security), either continued or transition back to EPS/bylaw (HSOC) for primary complaints handling.
- The decision to grant a development permit to the proposed Boyle Street Community Hub recently upheld at a meeting of the Subdivision and Development Appeal Board (SDAB).
- Revalidation of the Chinatown strategy work is nearing completion.
- Engagement on the \$10.1 million (as approved in 2023-2026 Capital Budget) supplement to neighbourhood renewal to begin over the summer.
- 70 per cent of the funds from the \$1 Million Chinatown Recovery Fund have been distributed.
- Relationships between Chinatown stakeholders are fraying and this is creating some risks to efficient delivery of services.

Updates and Context: Healthy Streets Operations Centre (HSOC)

- Media event held on June 22 at Healthy Streets Operations Centre building.
- Memorandum of Understanding is in final stages of review and approval.
- Positive Outcomes to date:
 - Average total crime severity in the healthy streets boundaries decreased from 114.7 in November 2022 to 85.8 in March 2023.
 - Onsite paramedics assessed 170 individual patients, thereby redirecting 113 ambulance trips.
- Peace Officers are fully staffed.
- Community Safety Liaisons (CSLs) and Fire Rescue are now integrated into the Community Safety Teams.

Updates and Context: Emergency Shelter Use

- Emergency shelters are regularly at capacity or near capacity despite the warmer weather: 1,317 individuals unhoused or in shelters (~624 use shelters; ~693 sleeping rough)
- The Government of Alberta has committed funding for additional emergency shelter spaces for winter 2023/24, supplementing the 627 permanent shelter spaces.
 - Will result in approximately 1,200 funded shelter spaces for winter 2023/24.
- City of Edmonton providing funding support to the Al Rashid Mosque for an additional 50 shelter spaces during extreme weather activations.
- Administration not anticipating that any additional options from the Indigenous-Led Shelter will be ready to implement for winter 2023/24.

Updates and Context: Encampments

- The 5,090 encampment complaints registered in 2023 represent a 61% increase from this time last year. McCauley, Downtown and Boyle Street are in the top five neighbourhoods for complaint volume.
- Prompt reoccupation of locations cleared of encampments continues to be a challenge in the downtown core.
- Extreme weather activations and adequate resourcing have also slowed response efforts.

Questions from June 14, 2023 Council Meeting

Transit Safety - Total Investments Over the Last Five Years (All Orders of Government)

Government of Canada	<ul style="list-style-type: none">• \$375,000 grant to renovate 101 Street transit shelter
Government of Alberta	<ul style="list-style-type: none">• \$5 million one-year grant for transit cleaning and safety• 50 police officers (Edmonton Police Service) dedicated to transit safety
City of Edmonton	<ul style="list-style-type: none">• \$14.1 million, ongoing, including: increasing the number of TPOs and ETS Control Centre staff; adding COTT and security guards; delivering continuous Transit Operator training• \$3.9 million, one-time for three years, for the Enhanced Transit Safety Plan• \$12.8 million capital for operator shields and CCTV cameras on conventional bus fleet

Questions from June 14, 2023 Council Meeting

Transit Safety - Overall Calls for Service

Time Period: June 1 - 21, 2023	
Top Three Source of Calls	Emergency Blue Phones: 36, 7% Transit Watch: 131, 25% Security Guards: 359, 68%
Ridership	3,048,199
Total Non-criminal Incidents	1,244

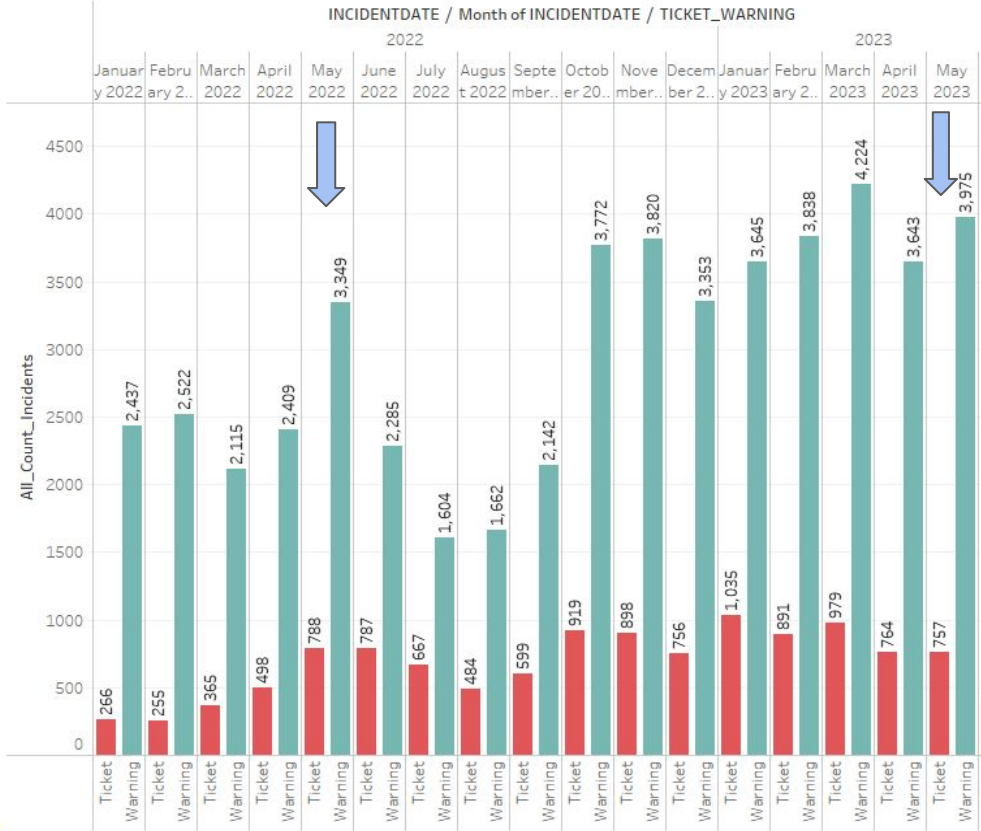
Questions from June 14, 2023 Council Meeting

Non-criminal incidents by station

Time Period: June 1 - 21, 2023	
Security Incidents (non-criminal)	Stations *Top 10 busiest stations
0	Davies, Heritage Valley, McKernan/Belgravia
1 - 10	Abbotsfield, Capilano, Castledowns, Health Sciences*, Leger, Lewis Farms, Meadows, NAIT, South Campus, Westmount
11 - 25	Corona*, Eaux Claires, Jasper Place, MacEwan, Mill Woods, Stadium, West Edmonton Mall*, Government Centre
26 - 50	Bay, Century Park*, Clareview*, Kingsway, Northgate, University*
51+	Belvedere, Churchill*, Coliseum*, Southgate*, Central

Questions from June 14, 2023 Council Meeting

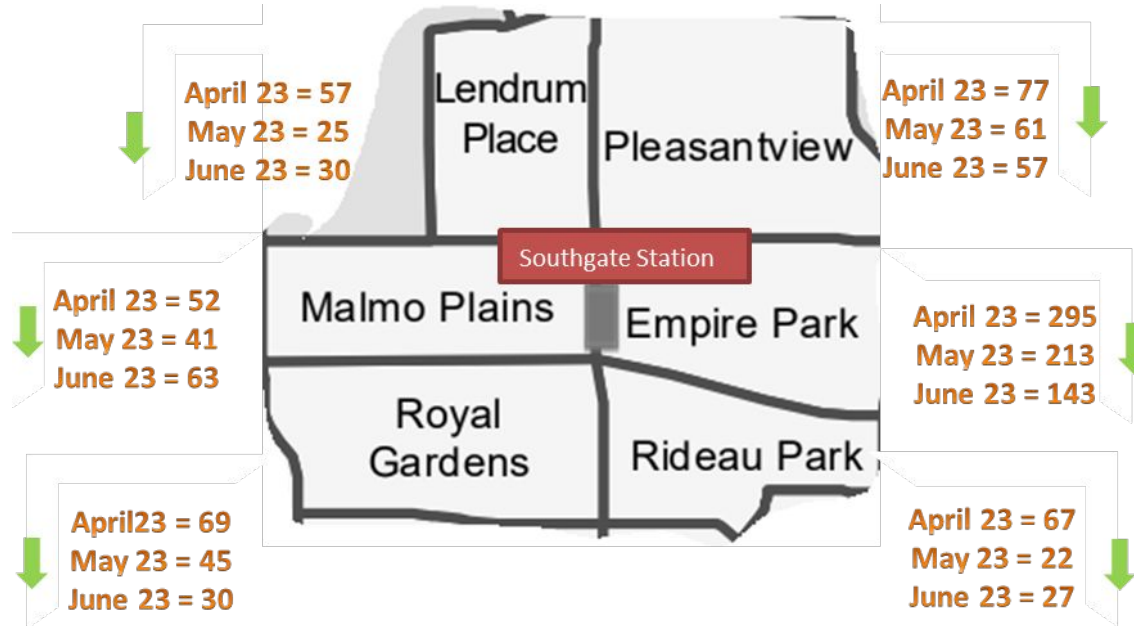
Transit Safety - Ticketing and Warning Data (System-wide)



Observation
 Comparing May 2022 to May 2023, there is an increase in the number of warnings issued and reduction in tickets issued

Questions from June 14, 2023 Council Meeting

Southgate LRT Station Neighbouring Community Calls*



Questions from June 14, 2023 Council Meeting

Service Time and Frequency Distribution of Non-criminal Incident Calls (Southgate 2023)

Service Time	April 2022	April 2023		May 2022	May 2023	
Owl Peak	7%	3%	↓	9%	3%	↓
AM Peak	18%	9%	↓	23%	21%	↓
Midday Peak	16%	13%	↓	17%	13%	↓
PM Peak	29%	25%	↓	15%	22%	↑
Evening Peak	18%	34%	↑	24%	29%	↑
Late Night Peak	11%	17%	↑	11%	12%	↑
Total	100%	100%		100%	100%	

Observation

Comparing April 2022 to April 2023, there is a decrease in the number of calls received in the Owl, AM, Evening and Midday Peak.

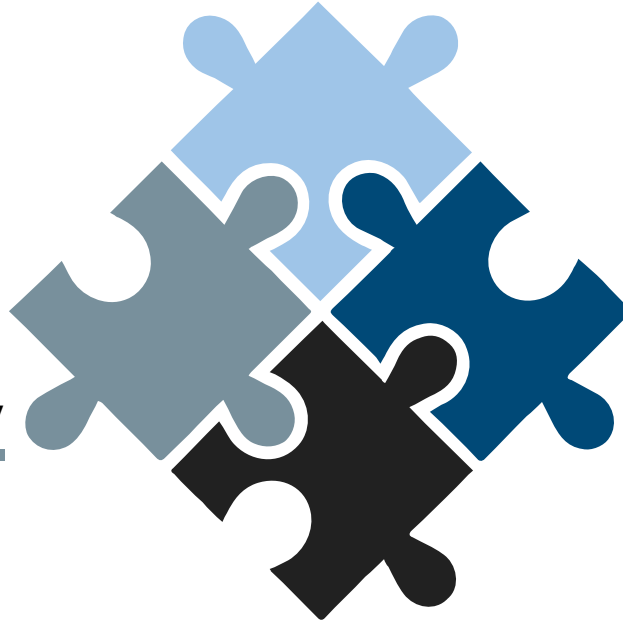
Enhanced Transit Safety Plan

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

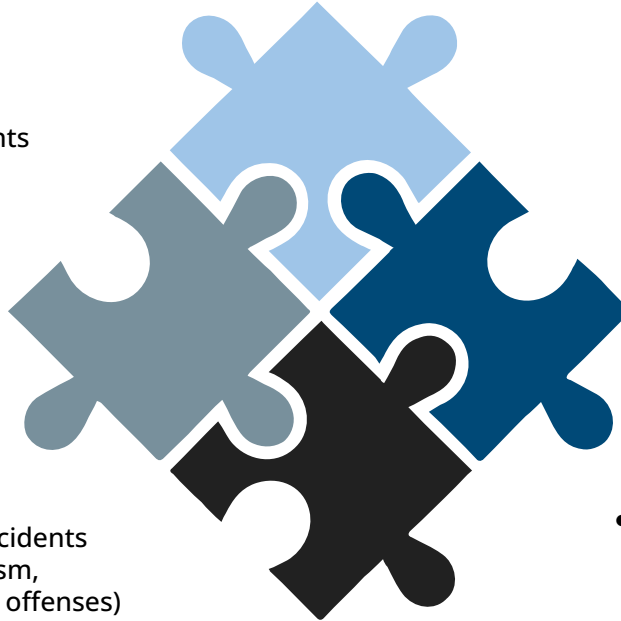
Transit Safety - Key Measures

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

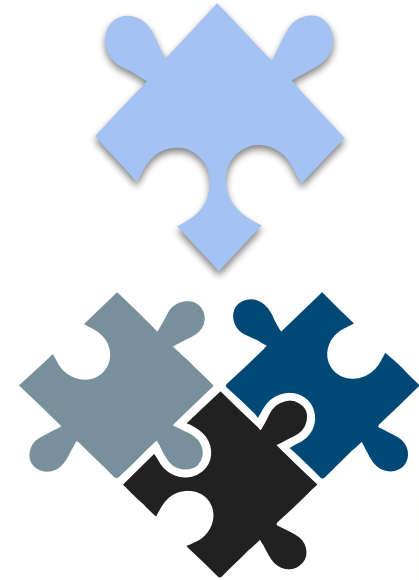
Integration

- 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)

Transit Safety - Safety Data at Century Park LRT Station*

Safety

Measure	May 2022	May 2023	Source
Violent incidents (Assaults, Weapons, Harassment, Threats)	5	3	EPS
Medical Incidents	1	2	ETS
Crime Severity Index	In Development		EPS



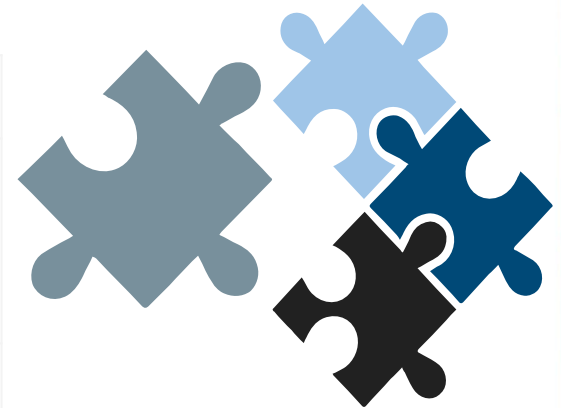
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*May 2022 vs May 2023

Transit Safety - Perception of Safety Data at Century Park LRT Station*

Perception of Safety

Measure	May 2022	May 2023	Source
Non-Violent (Arrest, Breach, Bylaw, Disturbance, Drugs, Mischief)	18	26	EPS
Vandalism (average)	\$443	\$1,151	ETS
TPO Calls for Service	41	31	ETS



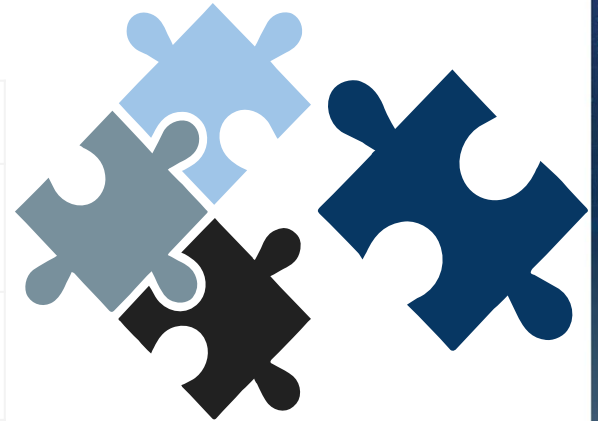
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*May 2022 vs May 2023

Transit Safety - Well-being Data at Century Park LRT Station*

Well-being

Measure	May 2022	May 2023	Source
Outreach Interactions	17	24	Bent Arrow
Outreach Engagements	N/A	6	Bent Arrow
COTT Booth Engagements	N/A	48	CSN

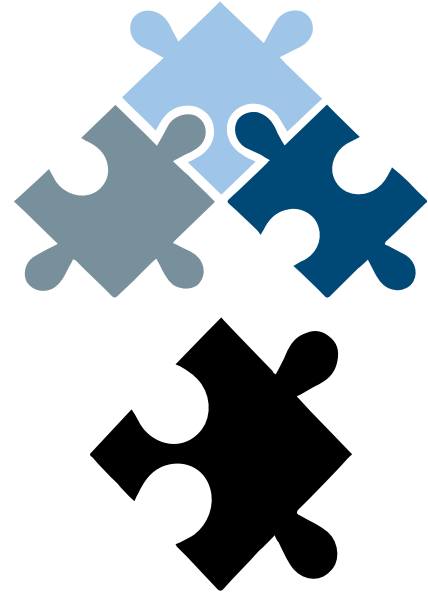


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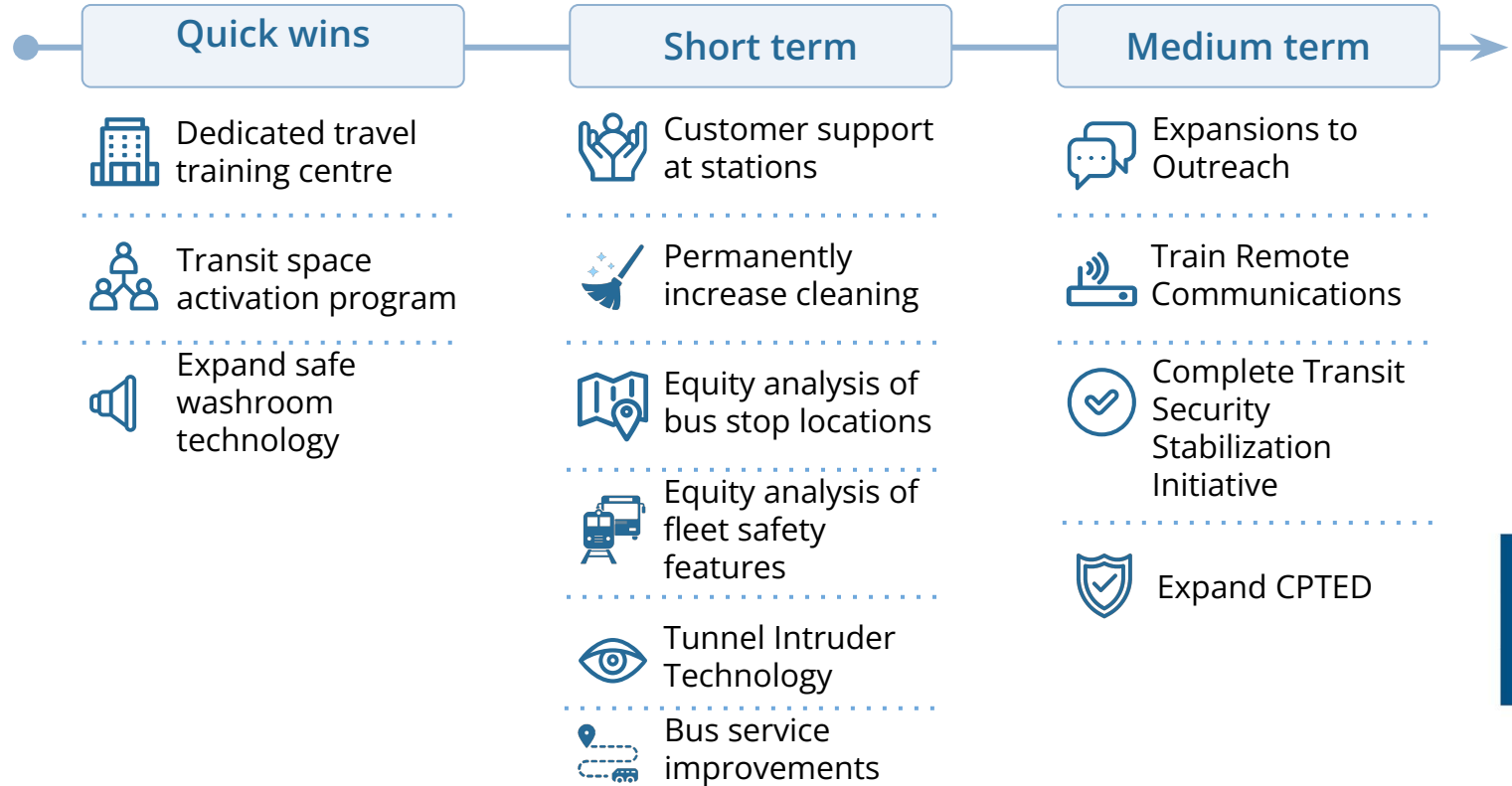
*May 2022 vs May 2023

Transit Safety - Integration

- Integration data is under development
- Integrated Call and Evaluation (ICE) Dispatch will help parties work more efficiently
- TRACS teams (EPS) in place
- Repeat offenders
- Formalizing the Data and Analytics Joint Working Group



Transit Safety - Opportunities to Further Enhance Transit Safety



What To Expect at the Next Monthly Verbal Update

- Enhanced Transit Safety Work Plan (Gantt Chart)
- Update on the 2023/24 winter response
 - Expected challenges and requirements as we approach winter
- New measures
- Update on the integration of Valley Line into Enhanced Transit Safety

Thank you. Questions?

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