

Edmonton Transit Service

Edmonton

## **CO01974 Opportunities to Enhance Transit Safety & Security**

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# Transit Safety: Opportunities to Further Enhance Transit Safety

## Quick Wins



Dedicated travel training centre



Transit space activation program



Expand safe washroom technology

## Short Term



Customer support at stations



Permanently increase cleaning



Equity analysis of bus stop locations



Equity analysis of fleet safety features



Tunnel Intruder Technology



Bus service improvements

## Medium Term



Expansions to Outreach



Train Remote Communications



Complete Transit Security Stabilization Initiative



Expand CPTED

# Transit Space Activation



Year-round  
calendar of activities



Scaling up current  
efforts



Streams of activity

- ☐ Experiential activities
- ☐ Art installations
- ☐ Business and  
Community  
partnerships



Vibrant spaces  
contribute to riders  
feeling safe in  
transit



Examples of ETS Space Activations

# Transit Station Attendants

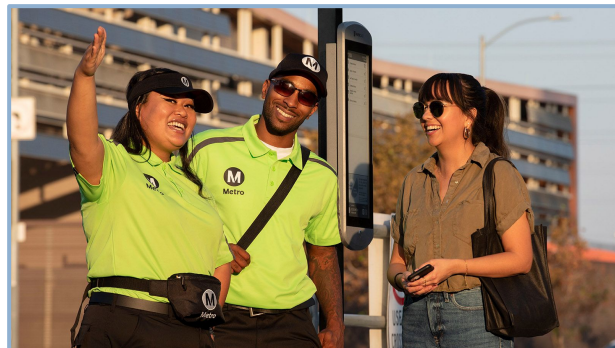
**Similar models exist** in most large Canadian transit agencies

Duties focused on customer service, with focus on **purchasing fares, wayfinding and trip planning**

Attendants assigned to a station and **focused on riders**

Scalable model, starting with **6 stations**, 16 hour coverage

**Report back** on program outcomes



# Permanent Enhanced Cleaning



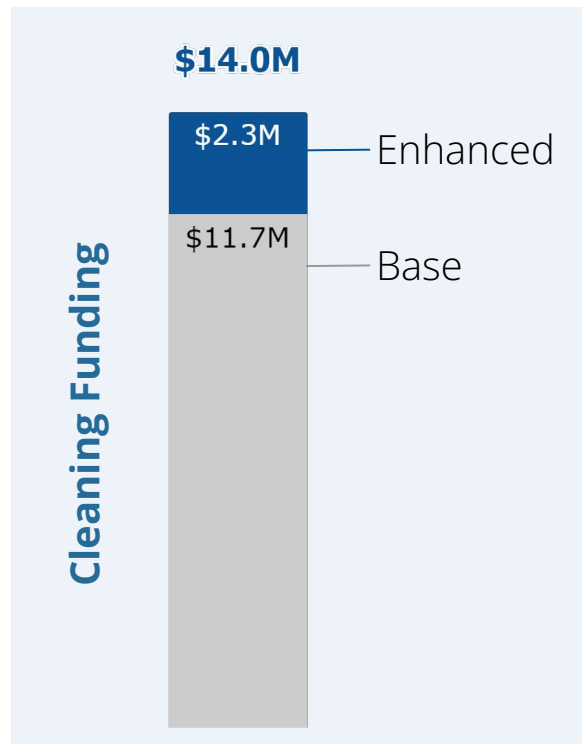
Clean transit spaces are important to riders **perception of safety**



**Enhanced cleaning** over past several years in response to misuse of transit spaces



**Some costs offset** in 2023-2024 through one-time funding from the Government of Alberta from the Alberta Transit System Cleanup grant



**Thank you. Questions?**