



Edmonton

# Quarterly Verbal Update: Enhanced Transit Safety Plan & Downtown Core

Item 7.2  
June 11/12, 2024, City Council



## Broader Work: Funding & Diversity

- Intergovernmental landscape
  - Federal budget release
  - Provincial announcements
- Diversity initiatives



## Broader Work: Downtown Vibrancy

- **Unison Downtown Update**
  - Revamped predicted crime categories to align with EPS (Violent, Non-violent, Disorder, Traffic, Drugs, Weapons and “other”)
  - Redesigned technology user experience thanks to a partnership with MacEwan University’s Department of Design
  - 14 active users — both internal and external to the City of Edmonton
- **2024 Downtown Vibrancy Fund Update**
  - Continues to support projects led by businesses and organizations
  - Prioritizing high and long-term impact
  - Currently accepting and evaluating applications
- **Edmonton Symphony Orchestra**
  - Curated playlist in downtown LRT stations



## Broader Work: Chinatown

- Chinatown Vibrancy Fund closed on May 31
  - Successful applicants will be contacted no later than early July
- Dragon Festival is in full swing
  - The first of its kind -- Dragon Festival Parade connecting north and south Chinatown in celebration
  - Further activities are planned for the rest of the month
- Mary Burlie Park Renewal project
  - Public engagement events took place May 13 & 14
  - CPTED and accessibility - core elements in design consideration





# 2023 Rider Research: Rider Insights

**3,000** survey responses between January and December 2023

## Reasons for choosing ETS

**24%**

Only means of transportation

**24%**

Avoid parking costs

**15%**

Convenient

## Demographics

**51%**

Women

**38%**

Younger riders  
ages 15-34

**36%**

Income below  
\$50,000

**20%**

Racialized/  
visible  
minority

**14%**

Persons with  
disabilities

**22%**

Older riders  
ages 55+

**9%**

Indigenous

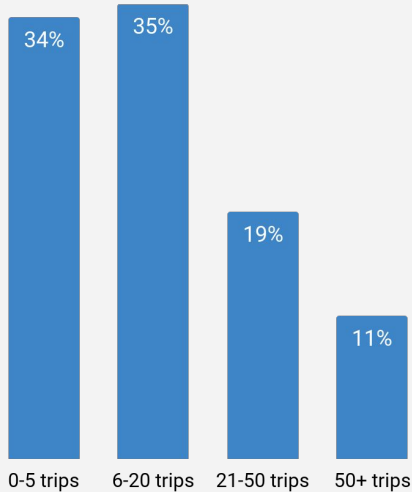
**8%**

LGBTQ2SA+



# 2023 Rider Research: Key Indicators

## Frequency of Monthly Trips



## Satisfaction

### HIGHEST

Safe operator driving

Reaching destination on-time

Finding trip information

On-time performance

### LOWEST

Sense of safety/ security

Cleanliness

## Suggested Improvements



Enhance safety and security



Improve routes and connections



Improve cleanliness



Increase service frequency

## Safer Washroom Plan Update

- “Safer washroom” plan implemented in 2022/23 to improve reliability and rider safety in transit washrooms
- Technical solution to detect potential overdoses
- Three overdoses were detected and responded to in 11 months using this technology
- One additional medical emergency was detected
- 76% of security-related staff felt the technology positively impacted their work



# Progress to Date on Transit Safety

## Winter Plan Results

### Bus Boardings

	Boardings	Avg Boardings per Day
November	326	10.9
December	795	25.6
January	869	28.0
February	1,291	44.5
March	850	40.5
<b>Grand Total</b>	<b>4,131</b>	<b>29.1</b>

### Top Shelter Locations

1. Herb Jamieson Centre
2. Hope Mission
3. Al Rashid

### Busiest Transit Facility

1. Clareview
2. Southgate
3. University
4. Coliseum
5. Churchill





## Ridership & Non-Criminal Incidents

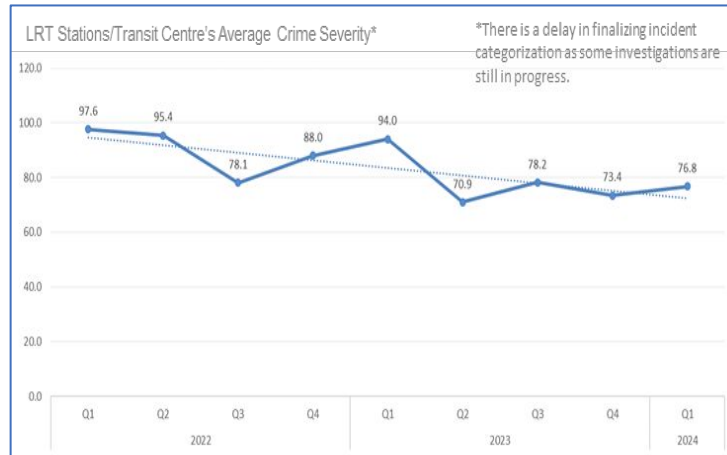
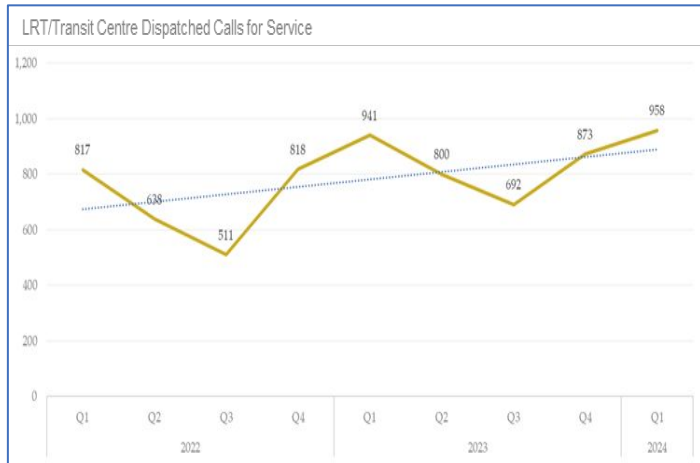
Metric	March 2024	April 2024
Non-criminal incidents*	2,079	1,885
Total ridership	4,986,123	5,247,290
Non-criminal incidents % of total rides*	0.042%	0.036%
Perception of safety <i>% of respondents who felt safe throughout their transit journey</i>	58%	64%

\*Subject to change



# Progress to Date on Transit Safety (EPS Data)

- Average violent Crime Severity decreased by 10%
- Average crime severity at LRT Stations/Transit Centres decreased by 18%





# Impacting Crime Severity

## Transit Community Safety Teams (TRACS)



- 30% increase in arrests Q1 2024 vs Q1 2023 (EPS in transit spaces)
- Q1 2023 257 arrests, 142 proactive
- Q1 2024: 365 arrests, 260 proactive
- Q1 there were 7,286 interactions with the public

## Transit Peace Officers (TPOs)



- TPOs deployed proactively to hotspots
- Resulted in a 17% increase in incidents where they were able to intervene proactively
- TCAT and COTT team schedules adjusted for better integration and coordination with the EPS TRACS team
- Fewer individuals found in stations at end of service (23% decrease from last winter)

## COTT

- COTT Booth location shift
- TRACS Partnership
- Wa'awîyagabi (COTT Workspace) update
- COTT Story

\*This sketch, done by Lance Cardinal, is part of the mural design that will be applied to Wa'awîyagabi.



# Alberta Transit System Cleanup Grant

- Enhanced cleaning
- System-wide door reinforcements and upgrades
- Additional security cameras (19 at University LRT Station)
- Corona LRT Station Infrastructure improvements
- MacEwan LRT Station Infrastructure Improvements
- Construction of a COTT workstation in Central LRT Station
- Construction of a peace officer workstation in Churchill Square
- Improvements at Southgate LRT Station and along MacDonald Drive





# Looking ahead: Advancing Enhanced Transit Safety

- TPO Update
- EPS Update
- Expansion of PAWS in the Pedway
- Churchill Initiatives
- Outreach and Collaboration



**Thank you. Questions?**

**Edmonton**