



Perception of Safety on the LRT

Edmonton Transit Service
Advisory Board



Perceived vs Actual Safety

- Statistics show that safety in transit is improving
 - Many programs to improve safety
 - Is this improvement translating to Edmontonians' subjective feelings of security?
- What affects feelings of safety?
 - Cleanliness & Maintenance
 - Environmental Design
 - Feelings of Isolation or Lack of Connectivity
 - Awareness of Surveillance
 - Activity Levels

Gender Differences in Perceptions of Safety

- Women have overall lower sense of security
- Women are more likely to attribute safety to environmental factors:
 - Polko & Kimic (2022)
 - Lighting, sightlines, cleanliness, maintenance

Social Media Scan

- Social media is a valuable tool to understand perceptions
- Overall themes:
 - Drug use and paraphernalia on LRT cars and in stations
 - Multiple issues raised (drug use, cleanliness, violence, harassment, mental illness)
 - Violence & weapons (knives)
 - Gang Activity
- Users mention lack of security response
- Responses to high profile incidents

Recommendations

1. Improve Cleanliness
2. Improve Communication About Safety Tools
3. Reimagining Transit Spaces & Improved Activity
4. Operational & Technological Improvements



Thank you!