

Edmonton Transit Service

CO02559 Administration Response: ETSAB Perception of LRT Safety

March 4, 2025

Urban Planning Committee

Craig McKeown, Acting Deputy City Manager, City Operations

Carrie Hotton-MacDonald, Branch Manager, ETS

Sarah Feldman, Director, Transit Planning, Ridership and Revenue, ETS

Commitment to Safety and Security

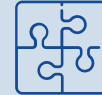
THE SAFETY OF ALL TRANSIT RIDERS IS A TOP PRIORITY



ETS continually monitors perceptions of safety through **ongoing surveys as well as operational security data on transit**



Work over the last five years has focused on **increasing security measures on transit**, including increasing presence of security personnel



Issues impacting safety on transit are complex and require **ongoing partnerships to address root causes**

Perception of Safety



MONTHLY RIDER SURVEY

61% survey
respondents felt safe
throughout their trip in
2024



YOUTH ON TRANSIT RESEARCH

Deeper dive into youth
perceptions of transit,
including safety



OVERALL RIDERSHIP

61.1 million riders,
increasing 15% from
2023

Response To Recommendations



PERSONNEL

More personnel in place

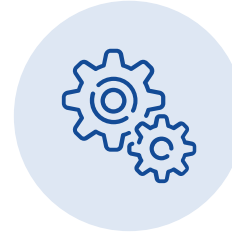
Partnerships between
TPOs, EPS and Bent
Arrow



CLEANLINESS & MAINTENANCE

Continued enhanced
cleaning

Washroom attendants
and technology solution



OPERATIONS & TECHNOLOGY

Underground cellular
project progressing

Transit Watch has
increased reporting

Reimagining Transit Spaces



Collaboration with artists and festivals



Music from the Edmonton Symphony Orchestra in LRT stations



Retail kiosks



Busking



Auricle project



COTT



Continue to seek opportunities to activate transit spaces

Reimagining Transit Spaces: Stadium Station



Communicating About Safety



IN-PERSON OUTREACH

- ✓ Youth outreach
- ✓ Girl Guides Scavenger Hunt
- ✓ Here to Help campaign



COMMUNICATION TOOLS

- ✓ Updated Transit Watch signage
- ✓ Safety information boards and postcards
- ✓ Instagram videos on safety



Thank you. Questions?