

Edmonton Transit Service

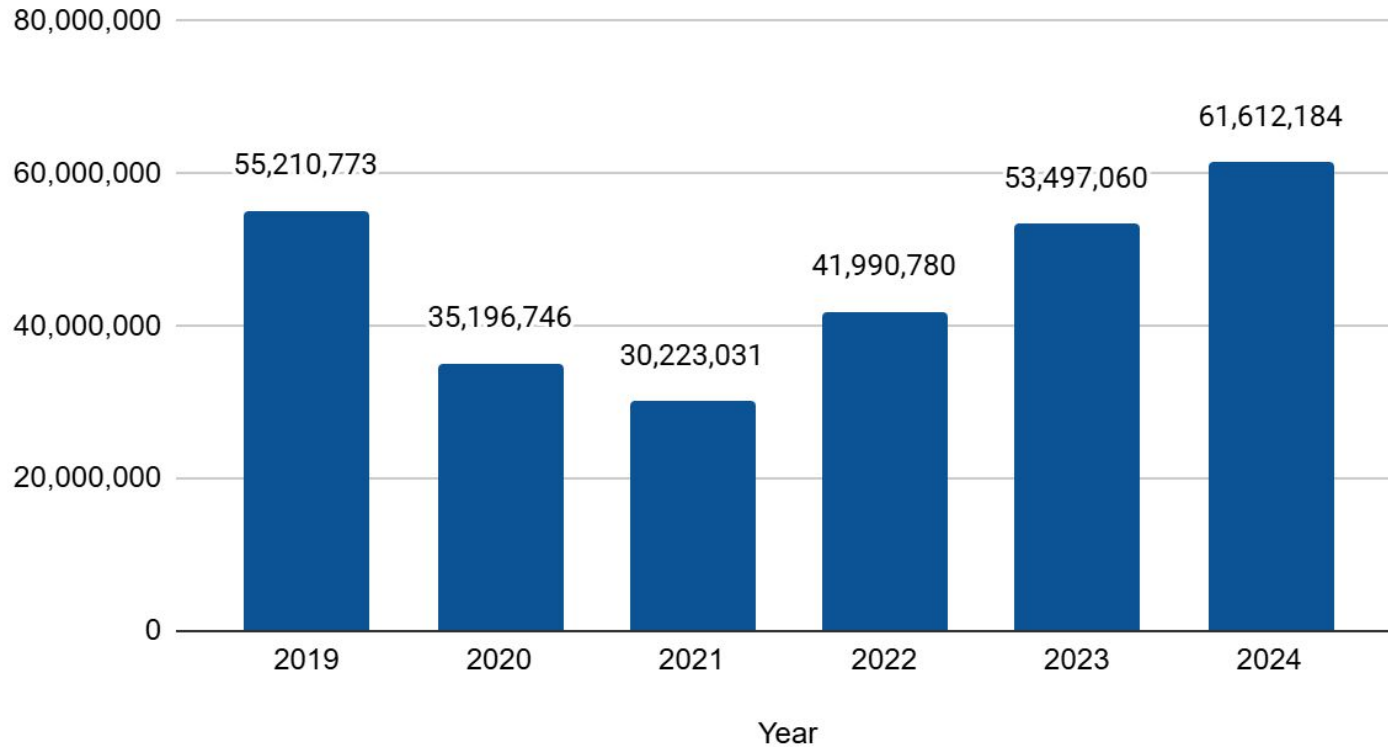
Edmonton

CO02718 - Options to Further Enhance LRT Safety

March 18, 2025
City Council

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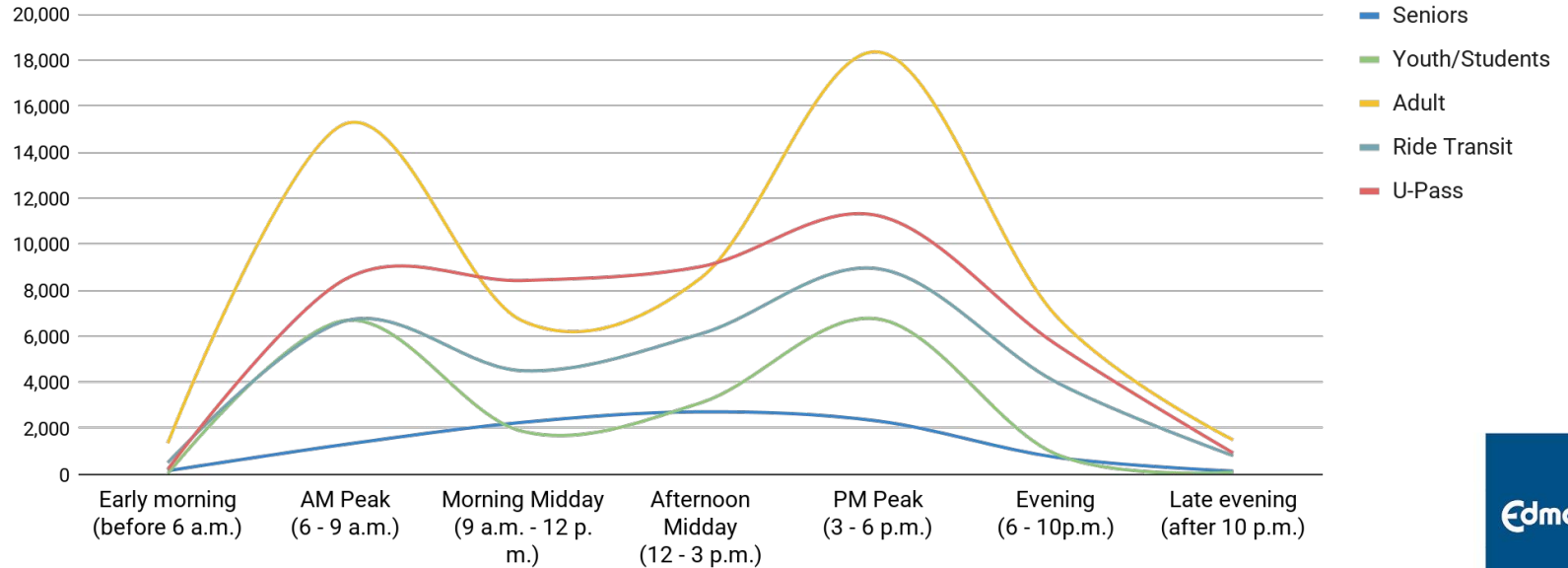
ETS Ridership (Completed Trips)



Context: Transit Usage

Distribution of Average Weekday Daily Trips By Time Period

January 2025 Arc Data



Context: Rider Insights

- Engaged with rider and community groups
- Community outreach and rider research
- Advisory board reports to Council
- Riders from marginalized communities



Context: ETS Control Centre



2014-2019 Actions

- UN Women Safe Cities partnership
- ATU/ETS Operator Assault Taskforce
- Growth in TPOs, Control Centre staff
- Retractable Operator shields installed on buses
- Launched hotspot deployment model
- Security guards deployed at hot spot facilities
- Gender and CPTED safety audits
- Safety-related marketing campaigns
- “Paint the Rails” murals
- Upgraded emergency phones
- More surveillance cameras added



2020-2024 Actions

- Community Outreach Transit Teams launched and expanded
- Transit Watch program expanded
- Growth in TPOs and Control Centre staff
- More communication about rider safety tools
- CPTED-related facility improvements
- GBA+ process with community engagement
- Winter transportation shuttle launched
- Safe washroom plan implemented
- Safety-related marketing campaigns
- Naloxone deployment added for TPOs and Security Guards
- Cellular connectivity project for LRT tunnels
- Bylaw-related changes



Context: In Person Resources

- 96 TPOs and 10 Sergeants
- 19 stations with Commissionaires
- 7 COTT teams
- Cleaners
- Community partnerships
- Support from Edmonton Police Service, Edmonton Fire Rescue Services, Emergency Medical Services

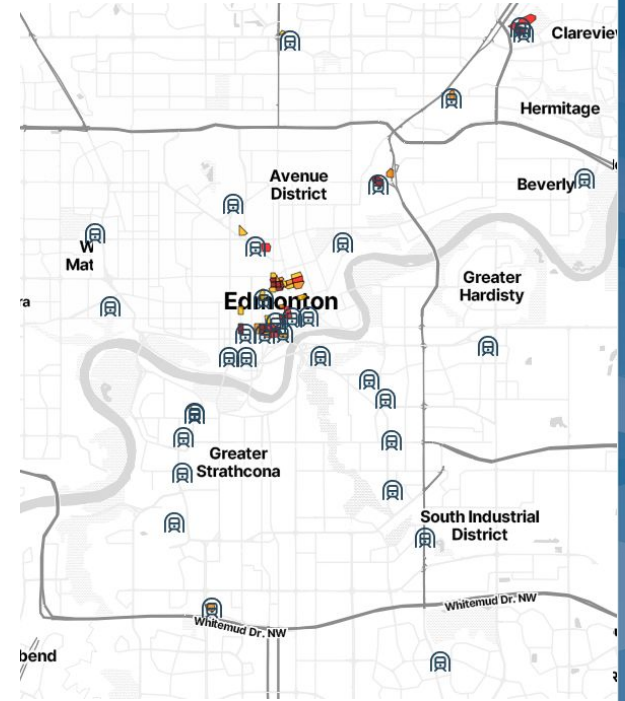


Context: Here to Help Campaign



Operation Unify

- City of Edmonton and Edmonton Police Service joint forces project
- Begins March 19
- Mission: high visibility, interruption of disorder and crime
- Focus: hotspot focused for peak ridership times, presence on LRT vehicles and evening/late evening issues
- Deployment: using shared TPO and EPS resources
- Goal: sustainable model will include planning for the TPO growth in this report, focusing on proactive presence and proactive enforcement



Context: Commissionaires

- Provide safety and security information to ETS Control Centre, via phone, so the right resource is dispatched
- Completed more than 50% of calls to the ETS Control Centre (9,995 total) related to incidents
- Monitor the security of transit assets and infrastructure
- Administered naloxone 524 times in 2024, and 207 times in the first two months of 2025
- Safety escorts for staff and contractors, and security support for train bump downs
- Support lost and found process
- Includes 24 hour supervisor field support



Context: Commissionaires

- Commissionaires of Northern Alberta supports employment for veterans and former RCMP members
- Licensed through the Alberta Security Services Act
- Alberta Basic Security Training (ABST) is a mandatory 40 hour course and includes, as examples, security procedures; communication and conflict resolution; emergency procedures
- Additional training includes: Emergency and Standard First Aid (includes Naloxone deployments), de-escalation, site emergency procedures and facility maps, facility rules and site post orders



OPTIONS

Reallocation Options

1. Implement a **Station Activation Plan**; \$200,000 ongoing
2. Implement a **Station Attendant Program**; \$1.6 million ongoing
3. Implement an **Enhanced Downtown TPO Deployment Plan**; \$1.8 million ongoing
4. Implement an **Enhanced Citywide TPO Deployment Plan**; \$5 million ongoing
5. Purchase **Automated Passenger Counter** Equipment; \$720,000 one-time



Option Two: Station Attendants

- Revises proposal, reducing cost, **focused on weekend and infrequent riders**, at seven stations where people “enter” the network such as Century Park and Clareview
- Could help improve fare compliance and encourage more ridership from occasional riders
- Size of trial may limit effectiveness in positively impact perceptions of safety and security
- Not a replacement for safety and security measures
- Drug poisoning overdoses and security incidents could grow in stations without Commissionaires onsite



Option Three: Transit Peace Officer Deployment

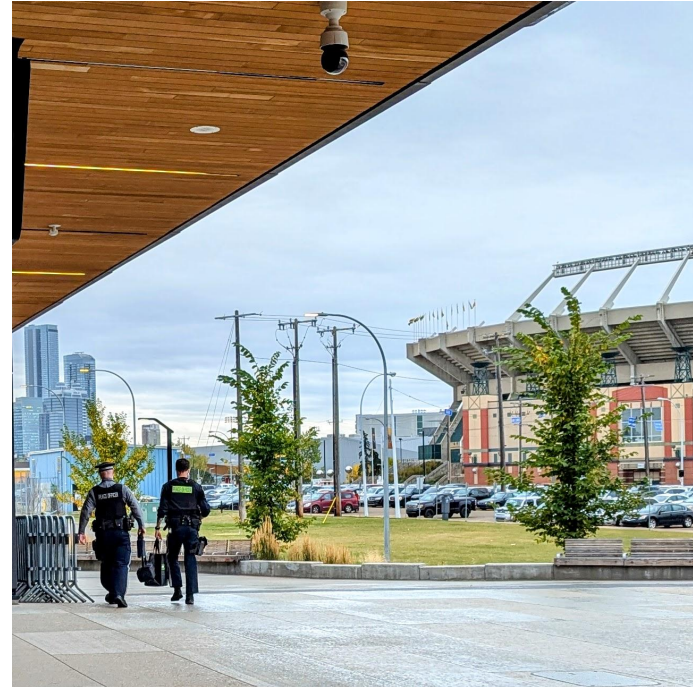
Create an **enhanced downtown TPO deployment plan**

- TPOs expand from 96 to 108
- Commissionaires removed from five downtown stations
- Greater enforcement presence in stations with high call volume for incidents
- Responds to community feedback asking for more enforcement
- Could improve fare compliance in the stations
- Move away from static assignment to a station, to a team moving across the five stations
- May see increase in drug poisoning overdose-related activity due to not having Commissionaires statically deployed in stations
- Commissionaire tasks will be performed by a higher cost resource

Option Four: Transit Peace Officer Deployment

Create a **citywide enhanced TPO deployment plan**

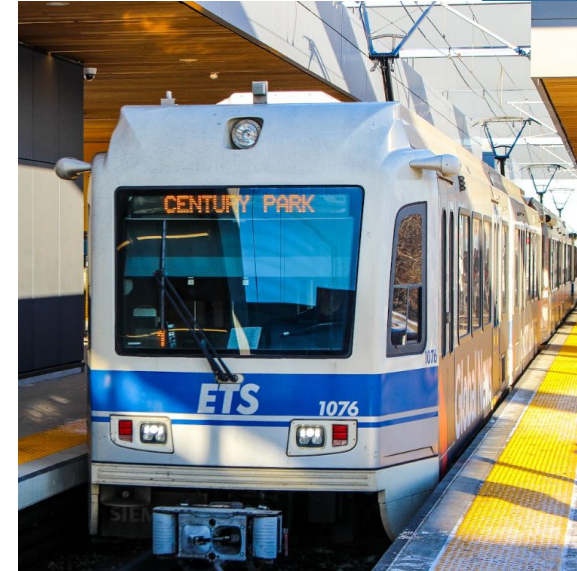
- TPOs expand from 96 to 126 positions
- Expands benefits from option three to the entire network; broader support for riders
- Expands the hours of service and number of teams; broader support across the network



Option Five: Automated Passenger Counters (APCs)

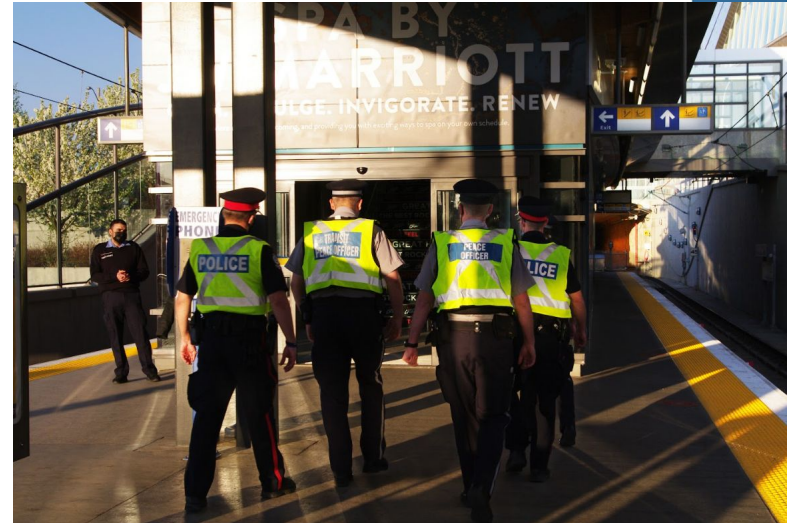
Purchase **APC equipment for the SD160 LRV fleet**

- Enhance ability to track boardings and ridership across the transit network
- Benefit for transit safety and security
- Canada Public Transit Fund (CPTF) in the 2025 fall supplemental budget adjustment process
 - APCs are an eligible item for the baseline stream of CPTF



Next Steps

- Proceeding with **enhanced citywide TPO deployment** in option 4 and a **request for APC equipment** in option 5
- More TPOs will give more support for Community Outreach teams and Edmonton Police Service TRACS teams
- Exploring use of **grants to enhance station activation**
- These investments will **improve perceptions of transit safety**, provide a more **consistent rider experience**, help **sustain progress** and drive further **improvements**



Thank You

