

## OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS

### Recommendation

1. That the April 8, 2025, City Operations report CO02718rev, be received for information.
2. That Attachment 3 and Attachment 5 of the April 8, 2025, City Operations report CO02718rev remain private pursuant to section 20 (harmful to law enforcement) of the *Freedom of Information and Protection of Privacy Act*.

<b>Requested Action</b>	Information only		
<b>ConnectEdmonton's Guiding Principle</b>	<b>ConnectEdmonton Strategic Goals</b>		
<b>CONNECTED</b> This unifies our work to achieve our strategic goals.	<b>Urban Places</b>		
<b>City Plan Values</b>	LIVE		
<b>City Plan Big City Move(s)</b>	A community of communities	<b>Relationship to Council's Strategic Priorities</b>	Community safety and well-being Mobility network
<b>Corporate Business Plan</b>	Serving Edmontonians		
<b>Council Policy, Program or Project Relationships</b>	<ul style="list-style-type: none"> <li>• City Policy C539A - Transit Service Standards Procedures</li> <li>• Enhanced Transit Safety Plan</li> <li>• Community Safety and Well-Being Strategy</li> <li>• Bylaw 8353 - Conduct of Transit Passengers</li> </ul>		
<b>Related Council Discussions</b>	<ul style="list-style-type: none"> <li>• June 12/13, 2024 - CO02358 Quarterly Update on the Transit Safety Plan and the Downtown Core - Verbal report</li> <li>• March 12, 2024 - CO02227 Quarterly Update on the Transit Safety Plan and the Downtown Core - Verbal report</li> <li>• December 12, 2023 - CO01954 Bi-monthly Update on the Transit Safety Plan and the Downtown Core - Verbal report</li> <li>• October 24, 2023 - CO01944 Bi-monthly Verbal Update on Transit Safety Plan &amp; Downtown Core</li> <li>• October 24, 2023 - CO01974 Opportunities to Enhance Transit Safety and Security - Further Information and Plans</li> <li>• October 11, 2023 - CO02029 Administrative Response To: Youth Council Report Youth Perspectives on Transit in Edmonton: An Analytical Report of Ongoing Transit Issues From the Youth Lens</li> <li>• July 4, 2023 - CO01834 Implementation of the Edmonton Transit System Safety</li> </ul>		

## OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS

### Plan

- July 4, 2023 - CO01908 Monthly Update on the Transit Safety Plan and the Downtown Core - Verbal report
- May 1, 2023 - OCM01797 Advancing Edmonton's Safety and Security
- March 21, 2023 - CO01725 Administration Response: ETSAB Youth Safety

### Previous Council/Committee Action

At the March 18/19, 2025, City Council meeting, the following motion was passed:

That the March 18, 2025, City Operations report CO02718, be referred back to Administration to do further analysis on the implications of reallocating portions of the existing, ongoing funding for Commissionaires as follows:

1. \$3,400,000 to implement a modified Option 4 as outlined in the March 18, 2025, City Operations report CO02718
2. \$1,600,000 to implement a safety attendant program to be deployed at hotspot locations during station opening times.

### Executive Summary

- Further analysis on the implications of reallocating portions of the existing, ongoing funding for Commissionaires along with adding a safety attendant program are outlined below under Option 4 and explored in detail in Attachment 4 and Attachment 5 (Private) of the revised report.
- Over the last several years, more partnerships and measures focused on transit safety and security have been implemented to improve the transit rider experience. This includes more uniformed security, joint deployment teams, community outreach teams, enhanced cleaning, facility upgrades, station activations and partnerships with community organizations and festivals. These initiatives align with recommendations from the Canadian Urban Transit Association (CUTA) on improving safety for riders, staff and contractors. Administration recognizes that providing riders - including residents and visitors - with a positive transit experience can impact a wide range of City initiatives, including enhancing downtown vibrancy and economic development.
- The actions implemented by Administration and partners have affected change. Edmonton Police Service reported the average crime severity at LRT Stations/Transit Centres decreased by six per cent in 2024<sup>1</sup> and non-criminal disorder was 0.05 per cent of total ridership in 2024, while transit ridership grew by 15 per cent in 2024 compared to 2023 levels.
- To further enhance transit safety and security, Administration has outlined five options for redirecting operating funding to additional safety and security measures.
- Administration will be creating an enhanced Transit Peace Officer (TPO) deployment plan for citywide coverage, growing the number of Transit Peace Officers from 96 to 126 positions to further improve transit safety and security across the network. Administration has

---

<sup>1</sup> <https://www.edmontonpolice.ca/News/MediaReleases/epccrimestats2024>

## OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS

recommended increasing TPO coverage previously, as outlined in the December 4, 2023, Community Services report CS02050, Edmonton Enforcement Staffing.

- Commissionaires are currently placed in 19 of 43 transit facilities in locations that have higher instances of disorder and crime. As part of hiring additional TPOs, Commissionaires will be phased out from the stations that currently have coverage.
- In addition, a capital profile in the Fall 2025 Supplemental Capital Budget Adjustment will be submitted for Council's consideration to procure Automated Passenger Counter equipment as part of accessing the funding from the Canada Public Transit Fund. Administration will also be seeking grant funding opportunities to trial a station activation plan.

## REPORT

Each year, Edmonton Transit Service (ETS) delivers 2.3 million service hours provided through conventional bus and Light Rail Transit (LRT) service to support Edmontonians and enable mobility throughout the city. There are almost 1,000 conventional buses, 94 Light Rail Vehicles, and 43 transit stations, including LRT stations and bus transit centres in the ETS network. The network also includes 62 kilometres of LRT track, including high floor and low floor LRT service. In addition, paratransit service is provided for riders who cannot use conventional transit. In 2024, conventional ridership reached a new record with 61.6 million completed trips.

Edmonton's transit network is managed by the ETS Control Centre, including oversight for service delivery each day, providing direct support to Transit Operators as they provide transit service to riders. They also directly monitor the security of infrastructure, equipment and related assets across the network, as well as safety for transit riders, staff and contractors. The ETS Control Centre is operational 24 hours a day, seven days a week, 365 days a year. Staff respond to service incidents such as collisions and severe weather events, and ensure service continuity through a variety of interventions, such as implementing unplanned detours and using contingency bus service. ETS Control Centre staff also respond to safety and security-related incidents, including:

- Proactively monitoring surveillance cameras across the network;
- Administering the Transit Watch program, responding to safety-related Transit Watch calls and text messages;
- Guiding Commissionaires<sup>2</sup> during their posts in transit facilities;
- Triaging incidents to ensure the right emergency response;
- Dispatching and supporting Transit Peace Officers (TPOs) as they patrol the transit network;
- Securing evidence to support investigations and insurance-related claims; and
- Liaising with Edmonton Police Service (EPS) to coordinate transit security support for EPS-led activities, such as providing security intelligence and implementing temporary service detours as they investigate incidents.

Other components of the network to support transit safety and security include:

- More than 4,000 surveillance cameras across the network, including facilities and vehicles;

---

<sup>2</sup> Contract with the Canadian Corps of Commissionaires, Commissionaires Northern Alberta Division

## OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS

- Emergency phones throughout the network that connect people directly to the ETS Control Centre to report incidents and request emergency support;
- Emergency buttons and pull strips on Light Rail Vehicles to connect directly to the LRT Operator to request assistance and emergency support;
- Emergency buttons for Operators on buses to request assistance and emergency support; and
- Progress on adding underground cellular connectivity to improve network connections on LRT platforms and in LRT tunnels.

In addition to the measures above, there is in-person support to keep infrastructure, riders, staff and contractors secure in the facilities. In-person support includes proactive patrols to deter disorder and crime from occurring, as well as enforcement and emergency response teams to respond to incidents when they occur. In person resources include:

- 96 Transit Peace Officers (TPOs) and 10 TPO Sergeants who respond to incidents as well as proactively patrol across the network to deter disorder and crime;
  - Transit Community Action Teams (TCAT) use a high-visibility approach and high-engagement deployment model that places peace officers at hot spots in joint deployment teams, coordinated with Transit Community Safety Teams (TRACS) teams with the Edmonton Police Service. Deployments to hotspot locations are strategically planned using a data-led approach based on internal reporting systems and historical data.
  - Seven Community Outreach Transit Teams (COTT) are deployed across the ETS network to provide outreach to individuals in distress.
- Commissionaires are deployed at 19 of the 43 transit stations, with a total of 3,668 weekly service hours, as outlined in Attachment 1.
- In addition, Edmonton Fire Rescue Services and Emergency Medical Services respond to emergencies as needed. EPS members respond to criminal incidents, as well as proactively patrol areas across the network to deter disorder and crime, including through the use of TRACS.

Administration has also implemented several community partnerships that support safety and well-being around transit spaces including:

- Community partnerships between TPOs and security personnel at nearby facilities, including post-secondary institutions;
- “Paws in the pedways” to bring support dogs to transit spaces;
- The Auricle project to collect individual stories from riders and people in transit spaces to explore social connectedness and how people interact with transit;
- Partnerships with local artists to introduce more murals in stations to improve vibrancy;
- Partnership with the Edmonton Symphony Orchestra to play music recordings in LRT stations; and,
- More rider outreach and education throughout the year to support riders and promote transit. Rider outreach and education includes work with the school boards, festival and event organizers, community groups and social agencies, among others. A Community Safety

## OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS

Liaison within Administration has also been assigned to liaise with the community and support partnerships in transit spaces.

Measures to improve transit safety and security in Edmonton are aligned with the Canadian Urban Transit Association's national recommendations<sup>3</sup> for prioritizing safety on public transit and have driven positive results. In addition, the actions implemented by Administration and community partners have affected change. When combined with ridership growth across the network, it leads to an opportunity to adjust the approach to ensure sustained improvement and increase the perception of safety among transit riders.

There are also other rider-oriented measures in transit facilities that are foundational for creating a positive rider experience, including accessible design, enhanced cleaning, washroom amenities (available at approximately half of the stations), Arc vending machines, as well as wayfinding information, transit maps and other communication tools. Fostering and enabling a positive transit experience for riders - including residents and visitors - can have a cascading effect across a wide range of City initiatives, including enhancing downtown vibrancy and economic development.

### Reallocation Options

Commissionaires are in place for 18 to 24 hours a day at 19 locations. As outlined in Attachment 2, Commissionaires have a distinct set of duties and do not have enforcement authorities; enforcement authorities for municipal bylaws and provincial acts within transit spaces are conducted by Transit Peace Officers. The total base budget for the deployment of Commissionaires is \$5 million per year. Any changes to the deployment plan for Commissionaires need to consider both benefits and tradeoffs. Five options have been reviewed to further enhance safety and security, and can be considered independently or in combination within the current operating budget used for Commissionaires in transit facilities. There are a few foundational considerations when assessing each option: available budget; the sustained impact on addressing safety and security through a reduction of incidents; and increased perception of safety. In addition to these considerations, each option identifies further benefits and tradeoffs.

#### Option 1: Implement a Station Activation Plan

This option revisits an activity outlined in the October 23, 2023, City Operations report CO01974, Opportunities to Enhance Transit Safety and Security - Further Information and Plans, with a reduced scope removing the need for a staff position. This plan would have three focus areas:

- Increase rider experiential and interactive initiatives within transit spaces.
- Enhance transit spaces with ongoing art installations.
- Explore business and community partnership opportunities to provide value-added service for riders during their transit journey.

The station activation plan would cost approximately \$200,000 on an ongoing basis. This option would reduce the number of Commissionaires at some stations to fund the implementation of

---

<sup>3</sup> Canadian Urban Transit Association "Prioritizing Safety on Public Transit" (2023).

## OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS

the plan to bring more vibrancy and activity to transit stations. The funding would be used on materials to support activation events and honoraria for artists and other external partners.

Benefits: The station activation plan would provide more opportunities for rider engagement, and support local artists and community groups. It could also improve the physical presence in stations by adding more murals and artwork, as well as increase the number of buskers active in stations.

Tradeoffs: The proposed station activation plan was intended to enhance or add to the transit safety plan, and not replace security-related measures. In addition, station activations may not positively impact perceptions of transit safety as community feedback emphasized the need for more enforcement in transit spaces. There may also be a possible increase in security disorder and crime due to reducing the number of security resources to fund this plan, and there would not be an in-person security presence available for staff and contractors at these corresponding locations.

### Option 2: Implement a Station Attendant Program

This option revisits an activity outlined in report CO01974, Opportunities to Enhance Transit Safety and Security - Further Information and Plans, with a revised scope. Station Attendants would be assigned to stations to provide consistent customer service, and can assist riders with: fare-related tasks; trip planning and developing route options; and, communicating in a variety of languages to meet their needs. In addition, they can oversee activations within the assigned stations and reinforce messages related to current marketing campaigns and transit-related initiatives.

Large Canadian transit services such as TransLink in Vancouver, Calgary Transit, the Toronto Transit Commission, OC Transpo in Ottawa and the Société de transport de Montréal, have positions that support the transit rider experience through in-person rider support at stations. Across the country, these positions are in addition to dedicated transit security staff. Station Attendants are not intended as a replacement for security personnel.

The revised scope for this program considers a variety of factors including job design, shift structure and the need to work in pairs, and a focus on supporting locations and times needed for occasional and new riders. The resulting plan would deploy seven station attendant teams generally located at busier stations during off-peak and weekend hours to assist riders who are not regularly using transit for traditional commuter trips. The plan assumes these are staff positions and not delivered through an external contract. The resulting Station Attendant program would cost \$1.6 million on an ongoing basis and would be funded from the \$5 million base budget for commissionaires. This option would reduce the number of Commissionaires at some stations to fund the implementation of a Station Attendant program. Administration would conduct an evaluation after a one-year trial period to assess its effectiveness.

Benefits: In-person customer service would improve by having easily identifiable staff resources available for riders, and aligning with practices from other large transit services in Canada. It could also help improve fare compliance from riders by having in person support available to assist with using Arc vending machines and fare validators.

## OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS

Tradeoffs: There are several tradeoffs, including not having sufficient budget to trial this program at an appropriate size and scale. Station Attendants may not positively impact perceptions of transit safety as community feedback emphasized the need for more enforcement in transit spaces. In addition, there may be an increase in security disorder and crime due to reducing the number of security resources deployed at locations where Commissionaires are removed and there would not be in-person security available for staff and contractors at those locations.

### Option 3: Implement an Enhanced Downtown TPO Deployment Plan

With this option, Commissionaires would be removed from five downtown LRT stations to fund additional Transit Peace Officers (TPOs) to create an enhanced TPO downtown deployment plan. This option would require a budget transfer of \$1.8 million on an ongoing basis from the \$5 million base budget for commissionaires. TPOs would travel across the downtown stations (Churchill, Central, Corona, Bay/Enterprise and Government Centre) throughout their assigned shifts in this model. This enhanced downtown plan would grow the TPO complement from 96 to 108 positions and better support joint deployment efforts with the Edmonton Police Service TRACS teams.

Benefits: This option provides greater proactive enforcement presence in stations that have high call volume for incident reports, providing higher visibility in these locations and more efficient use of TPOs through reduced travel time in the downtown. Additional TPOs will also improve the perception of safety for some riders and respond to community feedback. TPOs will be able to conduct more random fare inspections which can lead to increases in fare compliance and fare revenue. Having TPO teams dedicated to the downtown core would increase their capacity to conduct proactive work, known to have an interrupting or reducing effect on inappropriate behaviour, disorder and crime.

TPOs follow the four Es of enforcement- Engage, Educate, Encourage, and, as a last resort, Enforce- in their work and have more training and authorities than Commissionaires. This includes training in Indigenous awareness, Gender Based Analysis Plus (GBA+) and interactions amongst marginalized groups. As a result, they can provide compassionate, trauma-informed support to Edmontonians, including those who are marginalized and may need extra assistance.

During the “Here to Help” campaign in fall 2024, TPOs conducted high-visibility and high engagement patrols in transit spaces to support students returning to school. The campaign focused efforts at eight LRT stations and transit centres across the network. Through this initiative, TPOs posted an increase of 95 per cent for proactive patrol events, increasing from 766 in 2023 to 1,491 in 2024. In addition, they experienced a 33 per cent decrease in high-priority calls at the eight stations compared to 2023 and a 25 per cent decrease in high-priority calls across the entire network compared to 2023.

Tradeoffs: This plan would centralize the TPO TCAT teams in downtown Edmonton, reducing the capacity to conduct proactive work in other areas of the transit network. There may be an increase in drug poisoning overdose-related activity in transit spaces during times TPO teams are not physically present in a station, compared to having Commissionaires physically present at stations. Commissionaires were responsible for administering naloxone 207 times for the first two months in 2025. In 2024, they completed 524 naloxone deployments at ETS locations, an

## **OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS**

increase from 478 in 2023. Likewise, there may be an increase in property-related damage at a location when TPO teams are not physically present, compared to having Commissionaires physically present at stations; however, regular proactive patrols may deter this behaviour, as seen with the Here to Help campaign. In these stations, TPOs would also need to perform some of the essential tasks currently performed by Commissionaires, so these tasks will be performed at a higher cost. This could include deploying naloxone in greater frequency, supporting Lost and Found processes or providing safety escorts for staff and contractors.

These may be acceptable tradeoffs given the efficiency gains, potential for further reduced disorder and crime, and improved perceptions of safety.

### **Option 4: Implement an Enhanced Citywide TPO Deployment Plan**

In this option, Commissionaires would be removed from 19 stations in the current deployment to fund a citywide enhanced TPO deployment plan. This option would cost \$5 million on an ongoing basis and would require the transfer of the full base budget amount used for Commissionaires in transit spaces in order to have no net impact to the tax levy. In this plan, the TPO complement would grow from 96 to 126 positions. TPOs would travel across the stations throughout their assigned shifts in this model.

Benefits: In addition to the benefits described in Option 3, this plan would expand the benefits across the city. It would expand the hours of service and number of TPO teams assigned to Light Rail Vehicles, double the TCAT teams to four, grow the number of train teams from a small pilot of one to four, and provide broader support across the transit network in all areas of the city. TPOs would be highly visible and active across LRT and the bus network during both peak and off-peak times, and closely mirror the deployment model of the Edmonton Police Services TRACS teams. The focus would be on growing the proactive capacity of the TPO team, shifting the allocation of resources from its current state of being largely response-based, to a proactive future state of having at least half of the team dedicated to proactive work (see Attachment 3 for additional detail).

Tradeoffs: The tradeoffs are similar to those described above in Option 3, however this option would mitigate the tradeoffs by providing network-wide proactive capacity rather than centralizing it to downtown-focused locations.

Per Council direction given at the March 18, 2025 City Council meeting, Administration has explored adding a safety attendant program where attendants would be deployed at hot spot locations during off-peak hours and seasonally adjusted schedules to perform tasks like incident reporting, de-escalation, naloxone administration, rider assistance, and monitoring tidiness. Deployment and program details are explored in Attachment 4.

A modified Option 4 that explores an implementation plan for an enhanced TPO deployment with \$3.4 million in additional resources has also been developed. The plan and resource components are detailed in Private Attachment 5.

### **Option 5: Purchase Automated Passenger Counter Equipment**

In this option, funds would be reallocated on a one-time basis to purchase Automated Passenger Counter (APC) equipment for the SD160 LRV fleet, further enhancing the ability to track boardings



## OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS

and ridership across the transit network. APCs count the number of boardings and record the data to inform ridership analysis and reporting. APCs are currently deployed on more than two-thirds of the bus fleet, on Valley Line Southeast train cars, and will be included in replacement and growth of high floor LRT train cars.

In the 2025 fall supplemental budget adjustment process, capital expenditure items will be brought forward for Council's consideration to access funds from the Canada Public Transit Fund (CPTF); CPTF funds will begin to flow in April 2026. APCs are an eligible item for the baseline stream of CPTF. This stream provides 40 per cent funding from the federal government and the municipal contribution required is 60 per cent. To fund the municipal contribution, \$720,000 could be used on a one-time basis from the base budget used for Commissionaires to fund their purchase.

Benefits: Having technology-driven rider counts for high floor LRT service will provide insights about peak and off-peak usage that can be correlated with safety and security-related data to more clearly identify transit needs.

Tradeoffs: There are tradeoffs where riders may not perceive APCs as being related to transit safety and security. Investing in APCs is not a direct replacement for in-person security personnel at transit facilities. As a result, if implemented on their own without additional scenarios, there is a risk of a possible increase in security disorder and crime due to reducing the number of security resources deployed, and it would result in not having an in-person security presence available for staff and contractors.

### Other Considerations

#### ETS Control Centre

To support planned transit service growth in the 2027-2030 budget cycle (Capital Line South Extension; Valley Line West; as well as future bus network growth), the ETS Control Centres need to be relocated to a physical location that can accommodate growth to ensure there is effective management of the network, including safety and security. Growth is required to ensure resources are in place to manage service operations in the expanded network on a daily basis and adequately respond to safety and security needs associated with more infrastructure, ridership growth and more service.

The current location cannot accommodate growth, has physical constraints that cannot be resolved, nor will it meet the needs of the transit network when service expansion takes place. There is physical space allocated within an existing facility that can accommodate the integration of bus and LRT control centre functions, and provide the opportunity for growth.

### Next Steps

Following receipt of this report, Administration will be proceeding with Option 4, enhanced citywide TPO deployment, and Option 5, installation of APC equipment. In addition, Administration will explore alternative funding options, such as the potential use of one-time grants, to enhance station activation as outlined in Option 1.

## **OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS**

These options will provide the most direct benefits for sustaining progress made to improve transit safety and security, and can drive further improvements across the network within the existing budget. These investments will help improve perceptions of transit safety, provide a more consistent rider experience and positively impact Occupational Health and Safety for staff and contractors in transit spaces. In addition, it provides more support for Community Outreach teams and Edmonton Police Service TRACS teams.

Implementing the TPO transition plan will take place between April 2025 and August 2026. The implementation will begin by creating the new structure to accommodate the new TPOs. The first half of the new TPOs will be hired for the September to November 2025 peace officer induction class. A second wave of hiring will occur in March 2026 to allow for the field placement training of the first half of officers to be completed. Administration will monitor the impact of the transition during the process to ensure objectives are being met. Overall, the TPO team will be able to focus more of its efforts into proactive patrols with an increase in Transit Community Action Teams (TCAT) as well as four train teams, dedicated to being on board LRT. The staffing growth will also be most noticeable during service hours to support transit user and operator safety, including peak ridership times as well as into the late evening service times (Attachment 3 provides details of deployment).

### **Budget/Financial Implications**

The actions outlined in this report are funded from the existing base budget of \$5 million, will have no net impact to the tax levy and will fund the changes outlined in the next steps section of the report.

### **Community Insight**

Administration receives feedback from transit riders through ongoing rider satisfaction surveys, qualitative information collection through community groups like the Edmonton Transit Riders Group and engagement with advisory boards to Council, 311 and Transit Watch reports, social media, and through direct correspondence with City Council and ETS. Data from the monthly transit rider satisfaction survey showed that approximately 61 per cent of transit riders felt safe throughout their transit journey in 2024. Feedback on this question includes concerns around personal safety, the identification of social issues which impact perceptions of safety, as well as requests for additional safety measures. Administration has heard from transit riders that there is a need for more enforcement in transit spaces and on vehicles.

For non-riders, perception of safety is a significant factor in determining whether or not to choose transit. The 2024 annual non-rider survey found that 26 per cent non-riders reported they stopped using transit because they had concerns about their personal safety. When non-riders were asked what ETS could do to increase their likelihood of taking transit in the future, the following actions were requested: improving safety and security by increasing the presence of security personnel on LRTs, buses, and at stations and bus stops; the installation and upgrading of safety equipment; and, implementing stricter rules for offenders, particularly those intoxicated or involved in fare evasion. The changes described in the report may address some of this

## OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS

feedback; however, moving to a mobile team of TPOs may be perceived as less security presence than having Commissionaires assigned to specific stations for the duration of their shift.

From previous reports on transit safety and security, community members involved with the Edmonton Transit Service Advisory Board, Edmonton Youth Council, Edmonton Student Alliance as well as Edmonton Transit Riders Group have shared feedback about needing additional safety and security measures, including enforcement, to support riders in feeling safer using transit. In addition, representatives from the Amalgamated Transit Union, Local 569, have requested additional Transit Peace Officers for the transit network. While these groups have highlighted the need for more enforcement, there is also feedback from some community members that reinforce the need for support for marginalized, vulnerable Edmontonians who are in transit spaces. Administration has incorporated this feedback into expanding the Community Outreach Transit Teams and providing transportation support to emergency shelters.

### GBA+

Transit is accessed by a diverse range of demographics and intersecting identities, including youth, women, Indigenous peoples, newcomers to Canada, people with disabilities, parents with young children, 2SLGBTQIA+ individuals, and riders with lower incomes. Survey data from the transit rider satisfaction survey shows that riders from marginalized communities such as women, youth, Indigenous peoples and those with lower income levels are more likely to use transit as their primary mode of transportation. These riders also tend to have lower perceptions of safety on transit and this is compounded when identity factors intersect.

Transit is an essential service for many households. When riders from marginalized communities feel unsafe, they may feel prevented from accessing transit. This can introduce significant barriers related to transportation and affordability. It can reduce opportunities for education, employment and training, create social isolation and have a negative impact on their wellbeing.

A 2022 study<sup>4</sup> by Mobilizing Justice and the University of Manitoba highlighted that some of the factors contributing to lower perceptions of safety on transit among marginalized communities include exposure to institutional racism, harassment and neighbourhood safety concerns.

Administration has recently focused on increasing access to transit service by improving service planning, increasing service levels, enhancing safety and security, outreach and education, and improving access to low-income fare programs. To support people from marginalized communities who may be unhoused and in transit spaces, Administration has expanded the number of Community Outreach Transit Teams to provide outreach and support within transit spaces.

Additionally, the TPO team has training and procedures specific to working with the marginalized and vulnerable populations. They follow the 4E principles of enforcement which escalate as appropriate: Engage, Educate, Encourage and then Enforce. While TPO ticketing rate remains low overall at only 15 per cent of detected offences in 2024 (and therefore warnings issued in 85 per cent of these occurrences), ticketing rates for offences more often committed by those who are

---

<sup>4</sup> Mobilizing Justice, Who Feels Safe on Transit? August 2022.

## **OPTIONS TO FURTHER ENHANCE LRT SAFETY - FURTHER ANALYSIS**

marginalized, such as fare evasion and inappropriate behaviour, were much lower at 7 per cent and 6 per cent respectively in 2024.

By improving transit safety, reliability, and convenience, the well-being of all Edmontonians is enhanced, encouraging more people to choose transit.

### **Environment and Climate Review**

This report was reviewed for environment and climate risks. Based on the review completed no significant interactions with the City's environmental and climate goals were identified within the scope of this report.

### **Attachments**

1. Commissionaire Deployment Data
2. Summary of Duties and Authorities
3. PRIVATE - Current and Future State for Transit Peace Officer Deployment
4. Safety Attendant Deployment Plan Further Analysis
5. PRIVATE - \$3.4 Million Referral Motion Option for Transit Peace Officers