

Summary of Duties and Authorities

Currently, there are two distinct groups involved in transit security deployed by the City of Edmonton. Their responsibilities are outlined in more detail below.

Commissionaires as Security Guards

- Licensed through the provincial security service workers license, with no enforcement authority outlined in post orders for transit facilities.
- Duties include:
 - Provide high visible security uniform presence at assigned locations. Through patrolling and conducting inspections, provide security information to the ETS Control Centre, via phone, to inform the deployment of TPOs and other emergency response (EPS, EMS, Fire, etc.) for the following types of reports:
 - Medical Incidents
 - Break and Enter
 - Assaults
 - Drug Use
 - Inappropriate Use of Space
 - Maintenance Issue
 - Right of Way Trespassing
 - Property Damage
 - Administer naloxone to individuals in transit facilities who are experiencing drug poisoning overdoses; in the first two months of 2025, they administered naloxone 207 times and in 2024, it was deployed 524 times.
 - Perform washroom checks as part of the safer washroom plan.
 - Take part in the ETS Lost and Found process by taking possession of items and having them delivered to the Lost and Found office.
 - Assist with lockup at stations, securing stations that have doors with thumb latches.
 - Provide safety escorts for facility maintenance and contracted staff.
 - Provide security support for train “bump downs”, doing security walk-throughs to clear out train cars, when train cars are removed from morning/afternoon peak service.
 - Assist with special event take-in crowds at park and ride lots by providing direction on the use and purchase of Arc products. Assist TPOs at Special Event takeaway with crowd control and directions on the purchase and use of Arc products.
 - Complete and provide security and facility damage reports to ETS to be included in data analytics and repairs reporting.

Transit Peace Officers

- Authorities to enforce fare payment, municipal bylaws and certain provincial Acts. They have some authority to arrest for criminal matters if observed, then have provision to work with the police for a transfer of custody.
- Duties include:
 - Administer patrol response, Transit Community Action Team, the Train Team and Community Outreach Transit Team programs.
 - Reduce disorderly conduct, bylaw infractions, and criminal events.
 - Provide visible presence/proactive enforcement.
 - Monitor trends in disorder and other safety and security issues, respond by adjusting hot spots and directed patrol activities across the network.
 - Manage special events and ingress/egress processes at major event venues such as Rogers Place and Commonwealth Stadium.
 - Disrupt disorder and assist police in deterring criminal activity.
 - Educate on expected behaviours and bylaws/provincial offences.
 - Intervene in non-violent, non-criminal incidents.
 - Administer naloxone and first aid.
 - Assist with service interruptions and rerouting.
 - Conduct lock up and unlocking procedures, clearing stations at the end of service. Return to stations if someone forces their way in after lock up, address the issue, and report on any damage to doors and facility for ETS maintenance attention.
 - Liaise with the shelter shuttle operators for integrated efforts to provide transportation to appropriate shelters.
 - Support extreme weather activations.
 - Notify police of criminal matters and assist as required.
 - Arrest persons found committing a criminal offence (in keeping with the parameters of the peace officer program) and arrange for transfer to police custody.
 - Liaise with and support EPS investigations as required.
 - Work with other peace officer groups where jurisdictions are adjacent (University of Alberta, Provincial Sheriffs, MacEwan University, NAIT, Alberta Health Services)
 - Share enforcement data with the EPS and other law enforcement groups in keeping with provisions of MOUs and privacy legislation.