

### Safety Attendant Deployment Plan Further Analysis

#### Safety Attendant Deployment (\$1.6 million annually)

In this scenario, Safety Attendants would perform the following tasks:

- Reporting incidents to the ETS Control Centre
- Encouraging appropriate behaviour and de-escalation
- Administering naloxone
- Interacting with and greeting riders; answering questions from riders
- Spot cleaning (primarily litter) when doing patrols

With a budget of \$1.6 million, Administration is seeking to cover as many locations as possible. Due to budget limitations, it is not possible to maintain the current deployment of Commissionaires at the current 19 locations.

To maximize the benefits of utilizing Safety Attendants, Administration will deploy these roles during periods of lower ridership where natural surveillance is less prominent. This includes after 5 p.m. on weekdays. In addition, there are seasonal differences in how transit spaces are used, requiring a seasonal deployment plan. From September 1 to April 30, Safety Attendants will be deployed from 5 p.m. to 2 a.m. on weekdays as well as 5 a.m. to 2 a.m. on weekends. From May 1- August 31 each year, Safety Attendants will be deployed from 5 p.m. - 2 a.m. seven days a week. In addition, Safety Attendants will work in pairs to ensure their own personal safety. Station Attendants will support two stations where feasible.

Due to limited resources, Administration will leverage predictive analytics to optimize deployments. Drug overdose hotspots can change over time; therefore, timely data will inform deployment decisions.

Based on incident and naloxone deployment data from 2024, Administration would plan on deploying Safety Attendants at the following locations:

- Belvedere Station (Bus and LRT)
- Century Park Station (Bus and LRT)
- Clareview Station (Bus and LRT)
- Coliseum Station (Bus and LRT)
- Eaux Claires Transit Centre
- Kingsway/Royal Alex Station (Bus and LRT)
- MacEwan Station
- Northgate Transit Centre
- Southgate Station (Bus and LRT)
- University Station (Bus and LRT)

## Attachment 4

Transit Peace Officers will travel between hotspot locations and will be able to provide coverage for downtown stations, including Churchill, Central, Corona and Bay/Enterprise.

The following stations had the highest number of incident reports from Commissionaires in 2024 (in order from highest to lowest):

Location	Number of Commissionaire Security Incident Reports by Location
Churchill Station	1,120
Central Station	1,010
Southgate Station (Bus and LRT)	904
Kingsway/Royal Alex Station (Bus and LRT)	729
Coliseum Station (Bus and LRT)	674
Belvedere Station (Bus and LRT)	639
MacEwan Station	609
Bay/Enterprise Square Station	588
Northgate Transit Centre	564
Corona Station	469
University Station (Bus and LRT)	378
Century Park Station (Bus and LRT)	354
Eaux Claires Transit Centre	334
Clareview Station (Bus and LRT)	297
Health Sciences/Jubilee Station	271
Government Centre Station	252
Jasper Place Transit Centre	208
Mill Woods Station (Bus and LRT)	190
Westmount Transit Centre	168
West Edmonton Mall	132
Stadium (Bus and LRT)	105

## Attachment 4

The following stations had the highest number of naloxone deployments by Commissionaires in 2024 (in order from highest to lowest):

Location	Number of Incidents Requiring Naloxone Deployments by Commissionaires
Central Station	81
Coliseum Station (Bus and LRT)	70
Kingsway/Royal Alex Station (Bus and LRT)	63
MacEwan Station	47
Churchill Station	42
Southgate Station (Bus and LRT)	41
Corona Station	38
Belvedere Station (Bus and LRT)	30
Clareview Station (Bus and LRT)	20
Northgate Transit Centre	18
Bay/Enterprise Square Station	16
Government Centre Station	12
Jasper Place Transit Centre	10
Stadium (Bus and LRT)	10
Century Park Station (Bus and LRT)	7
Eaux Claires Transit Centre	6
Health Sciences/Jubilee Station	5
University Station (Bus and LRT)	4
Mill Woods Station (Bus and LRT)	2
West Edmonton Mall	2
Westmount	0

Note: there has been an increase in the number of drug overdose incidents requiring naloxone deployment by Commissionaires in 2025, with 285 instances in the first quarter. In 2024, there were a total of 524 drug overdose incidents requiring naloxone deployment by Commissionaires.