

CR_7969 & CR_7026 Transit Safety & Security Update

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Framework for Transit Safety and Security

- Environmental design
- Transit planning & network design
- Policies & procedures
- Education & outreach
- Technology & equipment
- Policing & security



What We Heard - Community Feedback

- More women employed as Transit Operators
- Develop a text message service to discreetly report safety concerns on transit
- Ensure background checks for drivers
- Vehicle for Hire - choose your driver, see suggested route, leave online reviews
- On demand transit from a GBA+ lens



Results

- **Completed safety shield installation on buses**
- **Improved customer service & surveillance**
 - More personnel to support passengers & staff
- **New reporting tools & more enhancements coming**
- **302% increase in reporting**
 - More awareness & opportunities to intervene
- **32% decrease in criminal occurrences**
- **54% decrease in mischief maintained**



COVID-19 Impacts

- Mandatory face covering policy for transit
- Regular service schedules - more capacity
- Personal Protective Equipment (PPE)
- Enhanced disinfecting of vehicles & facilities
- Aligned to provincial transit guidelines
- No reports of COVID transmission on transit
- **Transit is a safe travel mode**



Transit is an integral part of creating a safe city.

Next Steps

- Stakeholder involvement, GBA+
 - Root cause analysis & action planning
- **NEW:** Transit Watch text message service
- Bystander Awareness Program
- Enhanced staff training
- Continued marketing campaigns
- Follow-up reporting each fall



Summary

Key component of:

- Creating a safer city
- Overall economic recovery
- Regional mobility

Diverse voices help develop stronger solutions

