

Safety and Security Roles



There are three main layers to the safety and security personnel presence supporting transit riders, including:

1. Security Guards

- Perform surveillance and patrols, and provide assistance and support to people in the transit centres and LRT stations in order to deter disorderly conduct and crime.
- Guards report observations and incidents to the ETS Control Centre.
- They operate under provincial security service worker licence

2. Transit Peace Officers

- Provide visible uniformed officer presence, patrolling and responding to incidents in transit centres and LRT stations. Their aim is to disrupt disorder and assist police in deterring criminal activity.
- Peace Officers enforce applicable Bylaws and Acts.

- They operate under the Peace Officer Act.

3. Edmonton Police Service

- EPS's aim is to reduce crime, harm and disorder to support the safety of transit centres and LRT stations. They respond and intervene to all violent and criminal incidents, arrest persons and secure evidence.

Other Supports

In addition to the three main supports, indirectly transit riders are also supported by:

ETS Control Centre

- Operating 24 hours a day, seven days a week, staff in the Control Centre are monitoring video surveillance, Transit Watch reports and security guard and Inspector reports to identify incidents that may require intervention. Staff dispatch emergency response resources as needed and determined by the incident.

Transit Riders

- Transit riders provide “eyes” on the system and help to deter disorder and crime. In addition, bystanders are another layer of support for riders and have intervened to request assistance and prevent incidents from escalating further.

Transit Inspectors

- Transit Inspectors respond to service management incidents on the road and help supervise the operations and service delivery of bus and LRT service. They also conduct accident investigations and support Occupational Health and Safety-related processes.