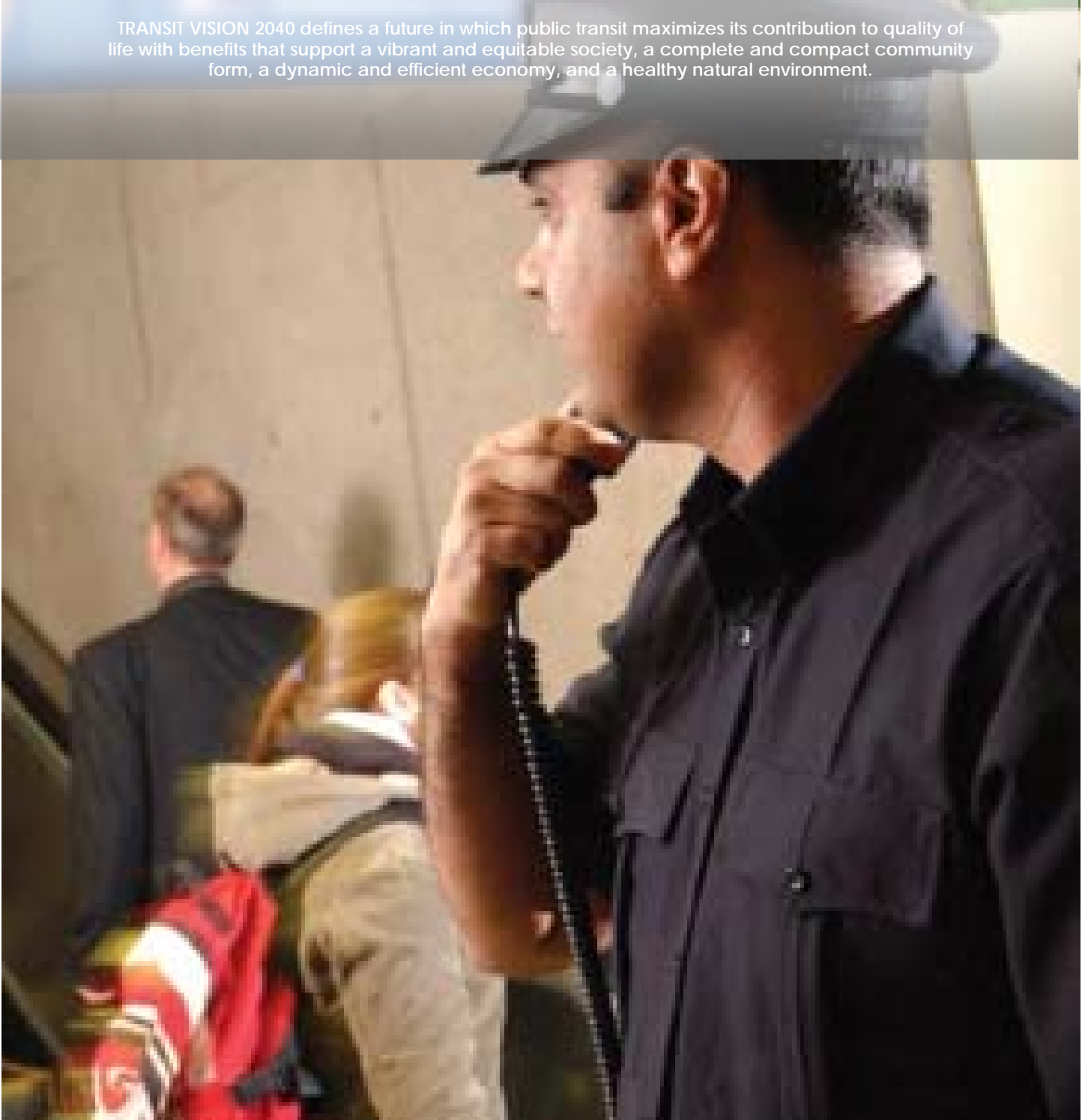


TRANSIT VISION 2040 – FROM VISION TO ACTION

TRANSIT VISION 2040 defines a future in which public transit maximizes its contribution to quality of life with benefits that support a vibrant and equitable society, a complete and compact community form, a dynamic and efficient economy, and a healthy natural environment.



THEME 3: FOCUSING ON CUSTOMERS

STRATEGIC
DIRECTION

3.5

Enhance safety
and security

FOCUSING ON CUSTOMERS

Strategic Direction 3.5: Enhance safety and security

Safety and security are more important than ever as elements of a transit customer's experience. Transit providers should build on current initiatives such as the creation and training of special constables, comprehensive video surveillance systems, and coordinated communication and dispatch services.

Risk and vulnerability assessments can help to identify areas of concern and can be used in the development of **safety and security plans** that outline programs and initiatives to be carried out.

New technology can be utilized to make enhancements to video **surveillance systems** on transit vehicles and in stations, provide better **communication options** for transit staff, and implement **automated vehicle location systems**.

To provide enhanced safety at night, "**request stop**" programs for buses and better **lighting** in and around transit stations can be used.



Transit systems should hold staff **emergency training programs**, while **public awareness campaigns** encourage passengers to report any events that may threaten safety.

PERFORMANCE INDICATORS AND TARGETS

Indicator 1: Safety and Security Enhancements

Safety and Security Target:

All transit systems should prioritize passenger safety and security. Safety and security enhancements can include:

- Conducting risk and vulnerability assessments
- Developing and implementing safety and security plans
- Using automated vehicle location systems and broadcast messaging systems
- Enhancing lighting in and around transit stops and stations
- Implementing “request stop” programs in evenings
- Training staff in emergency response procedures
- Running public awareness campaigns to encourage passengers to respond to threats
- Partnering with local policing agencies
- Providing emergency telephones and emergency buttons in transit facilities

INITIATIVES AND BEST PRACTICES

Safety and Security Enhancements can be made by transit systems in a variety of ways. Risk and vulnerability assessments can help transit systems to determine the appropriate measures to be implemented based on specific threats and financial constraints. Transport Canada's Transit-Secure program has provided generous funding to many Canadian transit systems, allowing safety and security to be prioritized with the implementation of a number of effective programs.

Edmonton, Alberta



Edmonton Transit System (ETS) received \$2.25 million from **Transit-Secure** and has used the funding to carry out a comprehensive **threat vulnerability risk assessment** and run a number of safety and security programs.

LRT stations and transit hubs are equipped with **surveillance cameras** that are regularly monitored. Emergency assistance can be requested in all LRT stations through the use of easily identifiable blue **emergency help phones**, **direct access phones** with a row of buttons for direct calls to emergency numbers, and red **emergency buttons**. When these devices are activated, surveillance cameras are directed to monitor the area and the person requesting assistance is connected with ETS Safety & Security personnel, who can dispatch emergency response personnel as appropriate.

ETS also has a **Stop Request** program in place that allows bus passengers to request the driver to stop at any safe location along the designated route after 6pm for enhanced safety.

Transit Peace Officers (TPO) patrol transit stations, stops and vehicles. TPOs are authorized to enforce municipal by-laws and provide first aid. Additionally, thousands of ETS operations, administrative and maintenance employees attended a two-hour training session on terrorism awareness, recognition and response.

Finally, the ETS has implemented a **public awareness campaign** called **Transit Watch** encouraging all passengers to stay alert and immediately report any events that may threaten passenger safety and security.



Guelph, Ontario

Guelph Transit uses an **automated vehicle location system**, which tracks each bus's exact location. Bus drivers have access to an emergency alarm button. The button alters Guelph Transit's communication centre and opens a radio channel.

Surveillance cameras were installed on all Guelph Transit buses in 2007, with funding from the Ontario Provincial Gas Tax program.

Guelph Transit also has a **Request Stop** program in place after 6:45pm. Passengers can notify the driver at least one stop ahead of their requested drop-off location.



Vancouver, British Columbia

The Greater Vancouver Transportation Authority (TransLink) Police Service, or the **Transit Police** force, works closely with policing agencies in the region. Transit Police officers are given the same authority as other municipal police officers. Their responsibilities include making arrests for criminal offenses, implementing crime reduction strategies, patrolling transit vehicles and facilities for the security of passengers, and enforcing provincial and federal laws.



TransLink has completed a **hazards, risks and vulnerabilities assessment**, a **needs analysis** and a **strategic risk review** to determine how safety and security could most effectively be enhanced. As a result, a number of programs have been implemented with funding from Transit-Secure, including **facility hardening** initiatives, **staff training**, **surveillance system** enhancements, and emergency **voice alarms and displays** in stations. All SkyTrain platforms also have in-station **Designated Waiting Areas** with enhanced lighting, emergency telephones and surveillance cameras.

SAFETY & SECURITY CHECKLIST

- Has the transit system conducted a risk and vulnerability assessment?
- Has a safety and security plan been developed outlining programs and initiatives to be implemented?
- Is the transit system taking advantage of available technology, such as automated vehicle location systems and advanced video surveillance systems, to enhance safety and security?
- Is the transit system making efforts to improve passenger comfort and safety at night, with “request stop” programs for buses and improved lighting around stops and stations? Are designated waiting areas provided at major transit stations?
- Is the transit system working to improve awareness of threats and emergency procedures, through staff training and public awareness campaigns?
- Are all transit stations equipped with emergency telephones and/or emergency buttons?

This guide is one in a series designed to assist CUTA members with implementation of *Transit Vision 2040* strategic directions for which they are in a leadership role. It incorporates performance indicators used in annual reporting at a national level to track progress towards 2040 targets. While CUTA is taking the lead for ten of these 27 strategic directions, the remaining 17 fall within the responsibility of other stakeholders, and these guides have been developed in order to provide support to CUTA members and encourage progress toward the *Vision*. The guides summarize the goals and objectives of each strategic direction, propose performance indicators and targets, illustrate best practices from transit systems across the country and provide a checklist to assist members in reviewing their progress.