

Calgary



A safe and secure journey for everyone

The City of Calgary Public Transit Safety Strategy



Integrated response



Connecting to community resources



Staff well-being



Systems modernization



Station infrastructure

Vision for public transit safety

Vision

Every public transit rider experiences safety, confidence and peace of mind.

Mission statement

We will build a collaborative team of compassionate and skilled professionals who are committed to providing a reliable and safe means of travel. We will contribute toward a vibrant city, with a safer and more secure public transit system that enriches lives and enhances the well-being of our diverse and interconnected communities.

Core values

Safety and security

Our primary goal is to create a safe and secure transit environment that ensures the well-being of passengers and employees. This will be achieved by implementing additional safety protocols and preventative measures. We will also introduce improved infrastructure and faster response times. In taking a proactive approach, we will prevent safety incidents by identifying potential risks, analyzing trends and utilizing data-driven insights.

Integration and partnership

We recognize that safety requires the collective efforts of many. We will look for new ways to collaborate with Calgary Police Service, Corporate Security, Calgary Transit, Calgary Alpha House Society, the Calgary Drop-In Centre, Calgary Homeless Foundation, community organizations and passengers to develop comprehensive safety strategies, share information and foster a culture of shared responsibility.

Innovation and system modernization

We will leverage innovation and technology to enhance transit safety. By investing in surveillance systems, communication tools, data analytics and predictive modeling, we can proactively identify potential safety threats, optimize resource allocation and continuously improve our safety strategies.

Continuous improvement

We are committed to constant improvement. Regular evaluation of safety programs, incident analysis and passenger feedback will guide our efforts to refine our strategies, policies and procedures. We will adapt to emerging safety challenges and stay ahead of evolving security trends.

Transparency and accountability

We understand the value of transparency and will maintain open lines of communication with Calgarians. We will provide clear information about safety measures, updates and incidents, ensuring accountability for our actions and decisions. Transparency fosters trust and enables meaningful engagement with the communities we serve.

Community partnerships

We will maintain a robust community approach to support vulnerable people by providing compassion-based care, support and resources. Our staff will receive comprehensive training to give them the tools they need, enabling them to handle difficult situations compassionately and ensure the safety of all individuals involved.

Inclusive and accessible

We recognize that everyone's perception and reality of safety is different when riding transit based on their lived experiences. We will ensure that Transit is a welcoming place for all riders by identifying unique customer needs, prioritizing accessibility, and committing to an inclusive environment.

Transit safety will remain a top priority for all of us. We will continue to be collaborative in how we work with our partners. No single agency can solve this issue alone – together we will deliver effective strategies to deal with this complex problem and deploy our safety resources in an integrated and collaborative way.

Aaron Coon,
Chief, Public Transit Safety

A strategic framework for transit safety

The areas of focus

Measuring success

Reduction of crime and disorder on transit

Feelings of safety by transit users



Integrated response

Committed to an integrated model that deploys resources based on risk management and data-driven processes.

- Multi-disciplinary model
- Right service, right place at the right time



Connecting to community resources

Committed to leveraging the community supports that address the mental and physical needs of those seeking shelter on and around transit.

- Crisis Response Transformation (CS)
- Community Outreach Team members expansion
- Mental Health and Addiction Strategy Collaboration (CS)



Staff well-being

Committed to providing resources and supports that protect the physical, mental and psychological safety of staff.

- Safety training
- Well-being program
- Patrol toolbox



System modernization

Committed to addressing gaps and optimizing systems that will result in efficient and enhanced response.

- Coordinated communication
- Radio system integration
- Dispatch Improvement



Station infrastructure

Committed to improving and designing environments that encourage positive behaviours.

- Crime Prevention Through Environmental Design assessment
- Community activations and tactical interventions
- Community programming and ownership



Partnerships

Calgary

