










# Transit Safety Snapshot

## For the period of Jan. 9 -15, 2023

**Transit Safety Snapshot** | The City of Calgary is continually making operational improvements to enhance safety for Transit riders and the broader Calgary community. This is a weekly update to critical indicators of safety for Calgarians. **Transit riders are reminded that they can discreetly report immediate safety or security concerns by sending a text to 74100. Staff will assist and dispatch officers, if needed.**

Station Patrols	Calls for Service	Weapons-related Calls	Arrests Made	Charges Laid	Overdose Responses	People Gathered at LRT Stations at end of service	Referrals & Transports	Average Temperature	Security guard placements (based on incidents)
									<div>Franklin</div> <div>Tuscany</div> <div>Marlborough</div> <div>Crowfoot</div> <div>Rundle</div> <div>Dalhousie</div> <div>Chinook</div> <div>69 Street</div> <div>Heritage</div> <div>Westbrook</div> <div>Southland</div> <div>City Hall</div>
Current Week <b>520</b>	Current Week <b>1,629</b>	Current Week <b>6</b>	Current Week <b>18</b>	Current Week <b>409</b>	Current Week <b>17</b>	Current Week <b>116</b>	Current Week <b>105</b>	Current Week <b>High: +8</b> <b>Low: -13</b>	
Last Week <b>459</b>	Last Week <b>1,469</b>	Last Week <b>7</b>	Last Week <b>20</b>	Last Week <b>279</b>	Last Week <b>13</b>	Last Week <b>128</b>	Last Week <b>18</b>	Last Week <b>High: +3</b> <b>Low: -9</b>	

### Wins of the Week | Highlights, Successes & Milestones

- Customer service complaints dropped 83% (from six to just one this week) and overall system-concern calls reduced from 40 to 15 (62%), which may stem from the increase in visibility of security and peace officer presence, and the increase in station patrols (increased from 459 to 520).
- EMCS posted a [good news story about Calgary Transit's Community Outreach Team](#) (COT) on The City of Calgary Newsroom. COT partners with outreach workers to help support vulnerable people on our Transit system and connect them with services to put them on a path to a better life.
- Peace officers encountered an 18-year-old person with developmental disabilities who had been evicted from the family home and had been sleeping on the CTrain. Peace officers took him to a safe shelter, supported him with speaking with his high school guidance counsellor, and helped advocate for housing and other supports. The individual is now attending school and plans to graduate in the spring.
- Peace officers connected with a person on Transit who was grieving the loss of a loved one and had lost all of her belongings in the shelter system. The officers assisted the person with recovering their belongings, and through the efforts of multiple agencies, she is returning home.

### Upcoming Initiatives

- We are finalizing the details for the peace officer recruit class that will start on Feb. 27. This will be a joint induction training class that includes both Community Standards and Transit peace officers (24 total).
- We have secured space in the Stephen Avenue Safety Hub for a group of peace officers to work from. This will increase the collaboration among community safety partners including Calgary Police Service and Community Standards. A flood has slightly delayed the configuration of this space, but we anticipate staffing 6-10 peace officers there by Q2 2023.