

## Definitions for Transit Safety Snapshot

### Ridership:

**Station Patrols:** Transit Peace officers proactively patrolling stations, LRT lines, and bus routes. It is Calgary Transit Public Safety's principal strategy for reassuring customers. The goal is to disrupt social disorder before it escalates in severity. Goals of station patrols are as follows:

- Deter fare evasion
- Maintaining community standards which contribute to customers' safety and security.
- Managing behavioral nuisances to promote a safe clean environment for transit uses.
- Bylaw enforcement to increase the awareness of community Standards.

### Calls for Service:

Calls for services are dispatches or sending someone to a destination for a purpose, or to notify Transit of an event near or on Calgary Transit Properties. Dispatches are generated by many sources:

#### Customer generated requests for service

- Calgary Transit HELP phones
- Transit Watch
- Transit Text
- Transit Customer Service Centre
- 311 Customer Service Requests

#### Transit Generated requests for service:

- Transit Operations Centre (rail control, bus control)
- Transit Operators
- Transit street level staff (Track and Way workers)
- Transit Sub Contractors (elevator/escalator maintenance & Cleaners)
- PS100 Dispatch Centre. Operators monitor Transit's CCTV system and dispatch based on observations

#### External Partners generated requests and notifications:

- Calgary Police Service notify transit of active police events near and on Transit properties. Such notifications include lost persons, criminal events near a transit location, or a police dispatch to transit properties.
- Calgary Emergency Services (EMS) notify transit when they attend transit properties. These are calls where EMS has been dispatched to transit by a citizen.

### Weapons Related Calls:

Weapons calls are when a weapon has been used in an offensive or threatening manner on Transit properties. These calls may remain at the level of social disorder or may be escalated to a criminal charge depending on criminal charge criteria.

### Arrests Made:

Arrests made by Calgary Transit Peace Officers include the following:

- Execute arrest warrants for person wanted for federal, provincial, and municipal offences.

- Arrest for Identification – when a person refuses to provide their identification
- Arrest when an officer observes criminal event
- Arrest when a person is intoxicated and unable to care for themselves- *pursuant to s. 115(2) of the Gaming and Liquor Act*

### **Infractions:**

Calgary Transit Peace Officers are appointed by the Solicitor General and Minister of Public Security in Alberta. Calgary Transit peace officers are also appointed as bylaw enforcement officers within the terms set out in the Municipal Government Act (Alberta) and Municipal Bylaw Enforcement Officer Bylaw Number 60M66. Their specific authorities is set out as follows:

- Provincial Statutes:
  - ✓ *The Gaming and Liquor Act*, Sections 83,84,87,89,107,108 and section 115 subject to section 53 of the Police Act.
  - ✓ *The Petty Trespass Act*
  - ✓ *The Trespass to Premises Act*
  - ✓ *The Provincial Offences Procedure Act*
  - ✓ *The Traffic Safety Act* (limited to non-moving violations)
  - ✓ *The Tobacco Reduction Act*
- Municipal Bylaws:
  - ✓ The Transit Bylaw and all Calgary bylaws.

### **Overdoses on System**

Canada and Calgary are experiencing an overdose crisis. Opioid poisoning harm (overdose) resulting from use of opioids in an intentional, accidental, or unknown manner. Opioids may involve non-pharmaceutical opioids, pharmaceutical opioids, or both. Calgary Transit counts Opioid poisoning by the number of administrations of the narcotic antagonist naloxone to persons suffering from symptoms of opioid poisoning.

### **People Gathered at LRT Stations at End of Service:**

Once each evening, Calgary Transit performs a station count of person who remain in the stations after bus and train service have ended.

### **Referrals & Transports**

Calgary Transit Outreach Team (COT) connects, transports, and refers vulnerable, homeless, and persons-in-need to various social agencies.