

Approaches in Other Jurisdictions

Regina –Transportation Services Officers are available at all times, which is essentially a ‘road supervisor’. A security guard is also present at the downtown information office. Regina Police Services are contacted as required. If any one-off situation arises, the facilities department is available to help with additional support, which usually means an external security company is contacted.

London - Do not have dedicated security, support workers, outreach workers or transit police. Inspectors who are LTC employees will be dispatched to a bus or location to diffuse a situation. London Police will be called for support as needed.

Calgary - Have dedicated Transit Peace Officers that enforce bylaws and laws on the transit system. Also have a team of transit ambassadors to assist customers at LRT stations. Calgary Transit partners with the Calgary Police Service and the Community Neighborhoods team at the City of Calgary to help connect vulnerable citizens to supports suited to their needs. Also have, as part of the municipality, dedicated teams to assist vulnerable citizens called the Downtown Outreach and Addictions Partnership team that is run through the Alpha House Society in Calgary. Their role is to help with drug addiction in the downtown where the LRT free fare zone runs.

Winnipeg – City of Winnipeg is creating a dedicated transit security team, using \$5 million in provincial funding to implement safety and security measures.

Halifax - Have securities and transit support members visible at major terminals. For buses, operators can call for a supervisor to assist them if any issue arises. Halifax Transit usually provide the resources.

Windsor – Have contracted security services. This contract is through the City of Windsor. Have security at the main terminal during working hours, at the garage at night, but no security or policing on the buses.

Burlington - Do not have dedicated security or support workers for the Transit department. When an incident occurs, staff contact the local police department.