

Calgary



Public Safety & Enforcement Annual Report

2014 | Report to Customers

Ensuring the delivery of safe and secure transit service did not happen overnight. It is the result of careful planning, strategy and the combined efforts of all Transit employees. In 2014 we are proud of our safety record. Our commitment to safety ranks us as one of the safest transit systems in North America.

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In memory of Arcelie Laoagan.



Introduction

Calgary Transit connects you with the places you want to be and provides public transportation service connecting people to the places they live, work and play in Calgary. The transit system continues to grow both in terms of ridership and geography. In 2014, a record 109,955,700 trips delivered Calgary Transit customers to their destinations. On 23 August 2014, Calgary Transit expanded the CTrain system by opening an additional 2.5 kilometres of track to the new Tuscany Station. As we grow we are steadfast in our customer commitment of providing safe and reliable transit service.

Taking transit means sharing public space. Calgary Transit Public Safety and Enforcement (PSE) works hard to provide a safe and secure environment for the general public, transit riders, and transit employees. PSE is on duty 24 hours a day, 7 days a week, reassuring customers, protecting our assets, ensuring proof of payment compliance and enhancing the overall customer experience.



Our peace officers are always ready to respond to incidents such as medical emergencies, acts of vandalism, passenger harassment or any other situation that undermines a customer's perception of safety.

Calgary Transit works hard to provide a safe and secure environment for the general public, transit riders and transit employees. Calgary Transit is committed to ensuring this is the safest public transit system in North America.

Ensuring that Calgary Transit is safe requires a comprehensive safety and security plan.

CALGARY TRANSIT'S FOOTPRINT IN THE COMMUNITY

Calgary Transit maintains the following infrastructure:

 Buses		Bus Stops	5991
40 foot buses	856	Bus Zones	5182
Articulated buses	91	Bus Shelters	1360
Community Shuttles	155	Platforms and Stations	45
 Light Rail Vehicles (Train cars)	192	Employees	3311
		Kilometres of Track	59.9

> Improving Safety on Calgary Transit

In 2014, Calgary Transit achieved a new milestone in terms of transit safety.

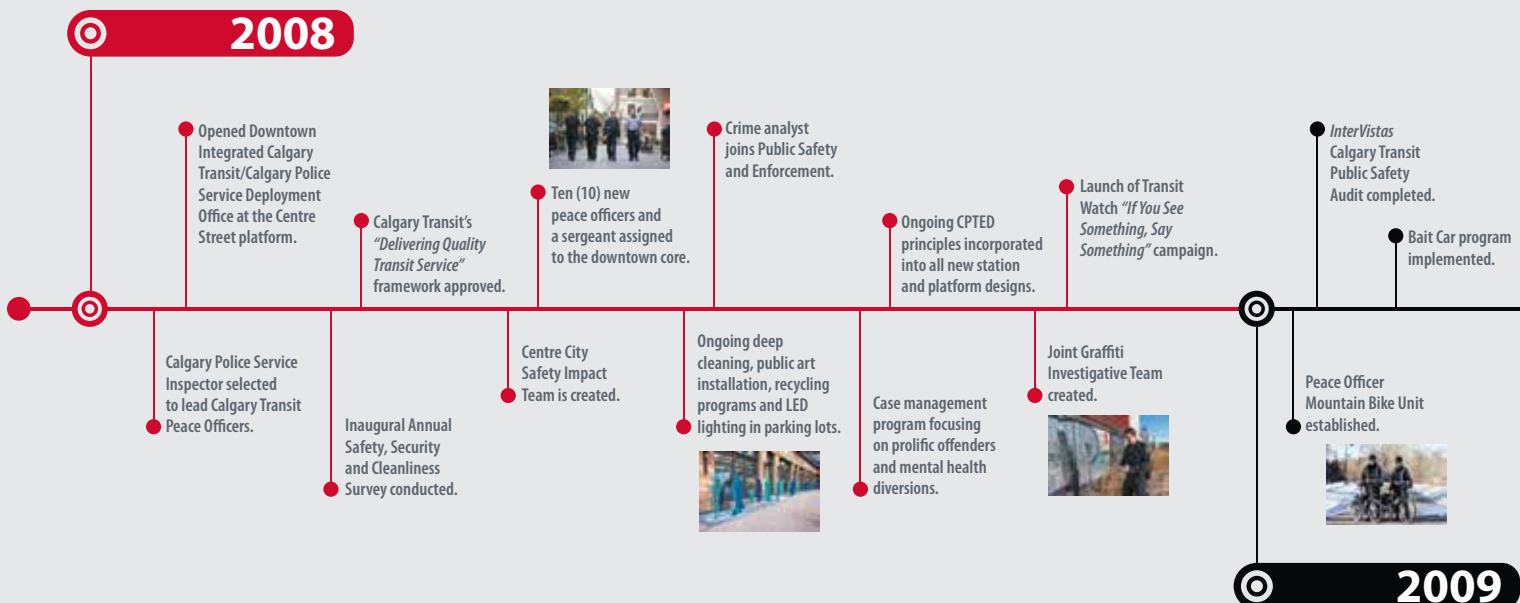
In 2014, crimes involving violence decreased to the lowest levels yet, and while crime on transit is generally low we attribute our success to an ongoing commitment to safety and security. This commitment did not just materialize in 2014 however. It is the result of over a decade of hard work to ensure the foundation for safety was built properly.

This included changes to the way peace officers are deployed, the use of our technologies including close circuit television, ensuring all systems addressed customer and employee safety, changing the built environment to ensure urban planning and

crime prevention through environmental design principles were applied to all of our projects.

In short every effort has been made to design out crime and disorder. We are proud of our safety record and the steps we are taking for a safer future will contribute to Calgary Transit's overall success.

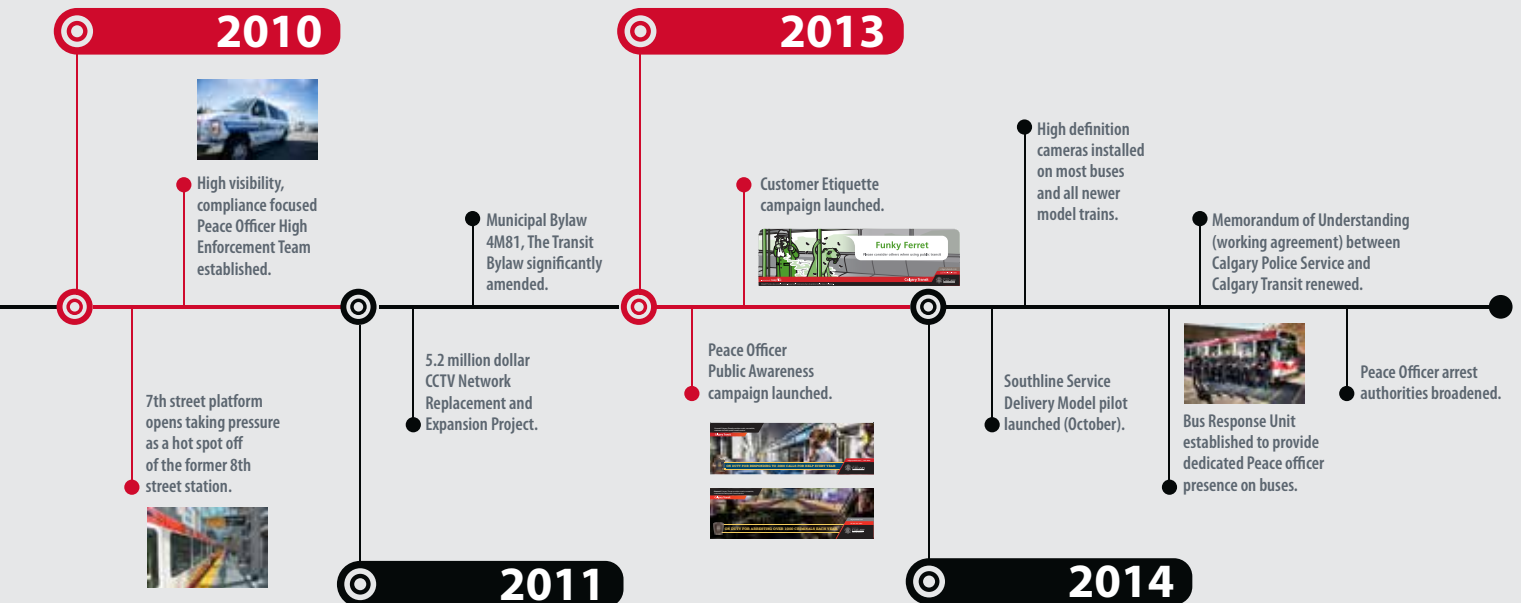
Improving Safety on Calgary Transit



Commitment to Safety-A Year in Review

Our commitment to safety ranks us as one the safest transit systems in North America.

- Opening of Tuscany/Rocky Ridge Station on 23 August 2014 with first day of service on 25th August 2014. The new station serves approximately 40,000 Calgarians living within the communities of Rocky Ridge, Royal Oak and Tuscany. An extra 2.5 kms of track was added between Crowfoot and Tuscany stations, and the ride into downtown from Tuscany is approximately 25 minutes. Tuscany Station is the first station to incorporate a public toilet (Photo).
- On June 13, 2014, 19 new Peace Officer recruits graduated from a 10 week Peace Officer Induction Program authorized by the Ministry of Justice and Solicitor General of Alberta. This was the largest graduating class of Calgary Transit Peace Officers in the 33 year history of Calgary Transit Public Safety & Enforcement.
- Establishment of the Bus Response Team. The Bus Response Team is engaged with building professional relationships with front line bus operators. The overall objective of the team is a commitment to support front line bus operators, provide a supplementary service to transit supervisors and address bus operator assaults in an effort to enhance the customer service experience for Calgary Transit patrons.
- Person crimes increased marginally in 2014. The majority of incidents to which Calgary Transit Peace Officers were dispatched were nuisance behaviours. Nuisance behaviours or disorder stems from antisocial behaviour including incivilities (swearing or lack of courtesy), intoxicated persons, and emotionally disturbed individuals. These nuisance incidents may disrupt a customer's trip and make them feel uncomfortable.
- For the past six years, Calgary Transit has conducted surveys of regular transit users to better understand customers perceptions of safety, security and cleanliness. Respondents expressed a high level of feeling safe in 2014 and consistent with previous years said they felt less safe after 6:00 p.m.



> Calgary Transit Public Safety & Enforcement Team

Public Safety and Enforcement employees work as a team dedicated to ensuring Calgary Transit customers stay safe.

Peace Officers respond to customer requests for service throughout the entire transit system. They are supported by the Canadian Police Information Centre (CPIC) team who provide real-time information support to patrolling Peace Officers.

As Peace Officers respond they are also supported by the Operations Control Centre which monitors CCTV cameras 24 hours per day. Front line uniformed Peace Officers provide high visibility patrols on Calgary Transit.

A dedicated public safety analyst gathers and analyzes information about crime and disorder trends on transit.

This information is used by Public Safety and Enforcement senior staff to develop new crime and disorder prevention strategies. Peace officer training is updated and new deployment strategies are developed to best serve our customers' needs.

Public Safety & Enforcement Team Members

In 2014, Public Safety & Enforcement had 108 employees.

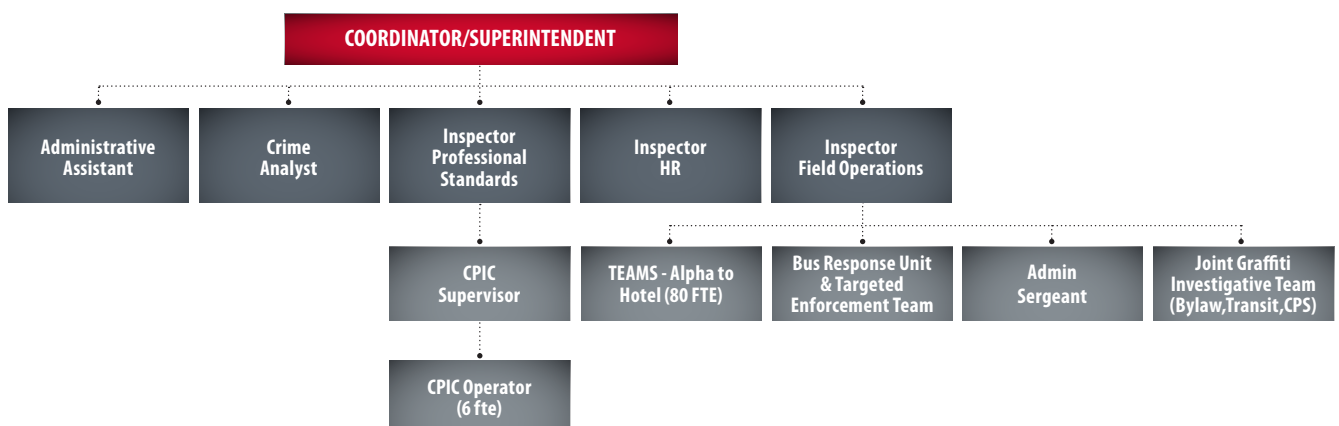
9 Civilian Staff:

- 1 Administrative Assistant
- 1 Public Safety & Enforcement Analyst
- 1 Canadian Police Information Centre (CPIC) Supervisor & Court Liaison
- 6 CPIC Operators

99 Peace Officers:

- 1 Peace Officer Superintendent & Area Coordinator
- 3 Peace Officer Inspectors
- 1 Operational Support Sergeant.
- 9 Peace Officer Sergeants overseeing 9 operational teams
- 85 Peace Officers
- 1 Graffiti Investigator

Calgary Transit Public Safety and Enforcement Organization Chart



Areas of Enforcement Responsibilities

Calgary Transit Public Safety & Enforcement peace officers are appointed by the Minister of Justice and Solicitor General 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 60M86. Their specific authority is set out as follows:

Provincial Statutes

- *The Gaming and Liquor Act,*
- *The Petty Trespass Act*
- *The Trespass to Premises Act.*
- *The Provincial Offences Procedure Act.*
- *The Traffic Safety Act*
- *The Tobacco Reduction Act.*

Municipal Bylaws

- *The City of Calgary 57M92 Smoking Bylaw*
- *The City of Calgary 41M2002 Parking Bylaw*
- *The City of Calgary 5M2004 Community Standards Bylaw*
- *The City of Calgary 20M2003 Parks Bylaw*
- *The City of Calgary 23M2006 Responsible Pet Ownership Bylaw*
- *The City of Calgary 3M99 Panhandling Bylaw*
- *The City of Calgary 20M88 Street Bylaw*
- *The City of Calgary 4M81 Calgary Transit Bylaw*

Did you know?



In 2014, Calgary Transit Public Safety and Enforcement employed 99 frontline peace officers, a Canadian Police Information Centre (CPIC) Unit, a crime analyst and had three specialized units including the Bus Response Unit, Targeted Enforcement Team and Joint Graffiti Investigative Team.

> Who are Peace Officers?



Calgary Transit Peace Officers' legal authority derives from the Peace Officer Act of Alberta. Through provincial appointments Peace Officers have customized authority enabling them to address over 90 per cent of safety-related issues occurring on Calgary Transit.

In keeping with the Province of Alberta's Law Enforcement Framework Calgary Transit Peace Officers provide supplementary law enforcement to the City of Calgary, thereby reducing service demands on the Calgary Police Service. The Ministry of Justice and Solicitor General administers the Government of Alberta's Peace Officer Program.

Peace officers receive their law enforcement appointments through the Provincial Peace Officer Program under the auspices of the Ministry of Justice and Solicitor General. They are bounded by the legislative requirements of the Peace Officers Act of Alberta. The delivery of safety and security service to customers contributes to overall community safety.

The Minister of Justice and Solicitor General have appointed 99 dedicated peace officers to provide statutory and bylaw enforcement on Calgary Transit properties. This is a model of law enforcement in which peace officers perform a key and complementary role in public safety.

Calgary Transit Peace Officers are dedicated to Calgary Transit but also support the work of other public safety partners, most notably the Calgary Police Service. This requires both operational and strategic partnerships with the Calgary Police Service.

The role of a Peace Officer appointed to Calgary Transit is to fulfill public security needs of Calgary Transit customers and employees by:

- Patrolling Calgary Transit facilities, vehicles and property.
- Responding to requests for assistance from customers and employees.
- Immediately reporting all criminal activity to the Calgary Police Service.
- Assisting the Calgary Police Service in deterring criminal activity.
- Arresting persons found committing criminal offences on or in relation to Calgary Transit facilities, vehicles and property.
- Executing arrest warrants for persons wanted for federal, provincial and municipal offences.
- Transferring arrested persons to the custody of a police officer or transporting arrested persons to Calgary Police Service facilities.

Calgary Transit peace officers perform a variety of duties:

Uniformed patrol – Uniformed peace officers respond to customer requests for assistance 24 hours a day. In addition, peace officers patrol LRT platforms, trains, and bus terminals to provide a visible uniform presence on the transit system.

Mountain bike patrol – Specialized peace officers use customized mountain bikes to patrol Calgary transit property.

Station Clearing patrol – Each day, at the end of CTrain service, peace officers attend the end of lines where trains go out of service. This patrol ensures that customers are able to find their way to their destinations at the end of transit service.

Bus Response Team – During this past year, 81,691,300 customers boarded a Calgary Transit bus as either a feeder route to a CTrain Station or as their main form of transportation to reach their destinations. The Bus Response Team was created in an effort to enhance the customer service experience for patrons of Calgary Transit. This team also provides support to front line bus operators and supplementary service to bus field operations.

LRT Park and Ride lot security – LRT parking lots are patrolled to protect the public and their vehicles. Both Calgary Transit peace officers and the Calgary Parking Authority conduct patrols.

Proof of Payment Checks (POP)

The majority of enforcement activity involves POP checks and issuing summonses for fare evasion under the Transit Bylaw. Most people think POP checks as solely reducing revenue loss however checking for proof of payment also serves to maintain order on Calgary. POP checks benefit transit by:

- Ensuring that only people who genuinely plan to use Calgary Transit as a method of transportation are riding the rails.
- The visible presence of a peace officer discourages crime and disorder;
- Policing low level offences (loitering, smoking, swearing, and drinking) deters serious crime.

JOINT OPERATIONS

Joint operations is a synergistic approach to meeting the safety and security needs of the community we serve. Synergy is the increased effectiveness that results when groups work together. This cooperation coordinates and focuses the efforts of the agencies onto specific public safety issues. This cooperation between agencies often produces greater results than each agency could produce on its own.



Joint Graffiti Investigative Team

Graffiti vandalism is more than just words or symbols sprayed, sketched, or scribbled on property without the owner's permission. Graffiti is vandalism. If vandalism is not immediately corrected it sends the message that Calgary Transit does not care about safety and cleanliness. Calgary Transit works hard to keep our city's public transportation clean, safe and accessible.

In 2010, graffiti vandalism was identified by Calgarians as one of the top ten safety/crime issues in Calgary (Calgary Police Commission Community Survey, 2010). In response to this problem, Animal & Bylaw Services, Calgary Transit Public Safety & Enforcement and the Calgary Police Service recognized the need for a coordinated, collaborative approach to address four key components to reduce graffiti vandalism.

These four key components are:

1. Abatement.
2. Enforcement.
3. Education.
4. Community Involvement.

In January 2012, the Joint Graffiti Investigative Team (JGIT) was launched. In 2014, JGIT continues its work as an integrated multi agency team that provides continuity in the investigation of graffiti vandalism. This continuity of information increases the ability to understand the true scope of graffiti vandalism, to investigate graffiti offences across the entire city, and provide comprehensive enforcement.

Operation Domino

CTrain Stations near shopping malls are a hub of activity with thousands of passengers boarding and disembarking at adjacent CTrain Stations. Marlborough Station is one of the busiest stations in the transit system.

During 2014, Calgary Transit and Calgary Police Service joined together with the primary objective of disrupting and reducing loitering, panhandling and other anti-social behaviour at this location.

Using Public Art to Improve Customer and Non-Customer Safety

In response to customer safety concerns, public art was commissioned for grates at the Centre Street platform. These grates became spots for people to loiter at due to warm air being exhausted from them. This created safety issues for both transit customers and non-transit users.

While people may still stand amidst the 'color' characters, the dwell time is transitory just like the art itself. The use of public art in this way is part of the underlying Calgary Transit strategy called Crime Prevention Through Environmental Design (CPTED).



Thousands of people wait in spontaneous collectivity on the LRT platform. In transit they wait alone-vaguely aware of the anonymous presence of others. Each individual shares a brief moment in time and space; a temporary moment of belonging. *Transit Story* evokes the ephemeral presence and memory of travelers. Present and absent, seen and unseen, this work seeks to capture the fleeting trace of human presence within civic infrastructure.



A Day in the Life of Calgary Transit Peace Officers

Peace officers provide 24/7 coverage throughout the entire Transit system. Every effort is made to ensure there is a minimum of one team of two peace officers per line at all times. Increased coverage is based on call load and personnel available.

Day shift begins at 0600 hours. Peace officers remove 'sleepers' or intoxicated people in preparation for the first peak period of high ridership which is 0600 to 0830 hours. During this time the Targetted Enforcement Team is actively conducting proof of payment checks. Individuals found without fare are fined \$250.00. High call load corresponds with peak periods hence mornings and afternoons constitute the highest call load for peace officers.

As the school day ends, peace officers move to locations where there are high numbers of student boarding's to ensure safety.

High visibility patrols occur throughout the day, when peace officers are not responding to calls, this includes conducting fare enforcement activities and addressing anti-social behaviours. The Targetted Enforcement Team focuses on the afternoon peak period rush from 3:30 p.m. to 6:30 p.m.

Peace officers respond to calls for service throughout the evening hours and at the end of transit service assist CTrain operators in clearing trains at end of line stations. While the CTrain system is typically closed from 0206 hours to 0440 hours, peace officers continue to respond to calls throughout the night at transit stations and platforms.

Peace Officers Hope and Hare were each awarded a Medal of Bravery by the Calgary Fire Department for rescuing a woman they spotted in distress in the Bow River in February 2014. Officers were driving over the Langevin Bridge when they spotted a woman in the water perilously clinging to a sheet of ice in the middle of the river. Despite the danger to themselves, the officers descended onto the river ice and pulled the woman approximately 50 feet to safety.



Calgary Transit Peace Officers perform a critical role in ensuring transit safety. By tailoring high visibility patrols and effective policing strategies, ensuring transit is safe has the 'diffused benefit' of contributing significantly to safe communities.

> The Call of Duty



- Peace Officers Hope and Hare were each awarded a Medal of Bravery by the Calgary Fire Department for rescuing a woman they spotted in distress in the Bow River in February 2014. Officers were driving over the Langevin Bridge when they spotted a woman in the water perilously clinging to a sheet of ice in the middle of the river. Despite the danger to themselves, the officers descended onto the river ice and pulled the woman approximately 50 feet to safety.
- Peace Officer Zelic was awarded the Chief's Award Team Citation by the Calgary Police Service for Officer Zelic's contribution in serving and protecting the citizens of Calgary.
- Peace Officer Herceg noticed a 91 year old lady trying to mow her lawn. The mower was falling apart and the cord was tangled. Peace Officer Herceg assisted the senior citizen with her lawnmower and finished mowing her lawn.
- Calgary Police Service notified Calgary Transit of a robbery at a shopping mall. Calgary Transit Communications Officers identified the suspect on CCTV. The Communications officers followed the train using CCTV while remaining in communication with Peace Officers. Calgary Peace Officers kept the robbery suspect under surveillance until CPS arrived and arrested the suspect.
- CPS called Calgary Transit regarding a missing 13 year old teen whose mother had applied and received a Protection of Children Abusing Drugs Act (PCHAD) order. The teen had run away from home when she knew her mother had applied for the court order. The Calgary Police Service disseminated a Missing Person Report, and was searching for the teen when she was identified by Calgary Transit Communications via CCTV camera at an LRT Station. Calgary Transit Communications dispatched peace officers and Calgary Police. Calgary Transit peace officers maintained visual contact with the female until police arrived. The teen was transported to a police station where the PCHAD order was confirmed and the youth transported to a facility for treatment.
- Calgary Transit Peace Officers came across a person who appeared to be passed out. The female was not responding to officers' attempts to wake the person. Officers quickly determined the female was in medical distress and requested Emergency Medical Services (EMS). While waiting for an ambulance, the officers placed the female in the recovery position and continued to monitor the subject and provide updates on the person's deteriorating conditions. Upon arrival of EMS, the female was provided with advanced life saving care. It was determined the person had overdosed on drugs and was in critical life threatening condition. The person was transported by EMS and recovered.

- Peace officers located two subjects matching descriptions as given by CPS regarding two males that had stolen alcohol from a liquor store 30 minutes earlier. CPS arrived while the subjects were being dealt with by peace officers. Subjects had the stolen alcohol on them, and were arrested for theft by CPS.
- On Saturday March 8 and Sunday March 9th, Calgary Transit Peace Officers joined officers from other law enforcement agencies throughout Alberta with Cora Restaurants for the annual Cops and Crepes fund raiser.
- Peace officers found a wallet in the roadway near Deerfoot Mall, and returned it to the owner.
- During the first week of school, an 11 year old child was unsure how to get home. Peace officers drove the child home to his parents.
- A group of 14-year-old females requested help using a red Help Phone at an LRT station. The girls said they had missed the last train, their phones are about to die, they are scared and they cannot get a hold of their parents. Peace Officers transported the girls to a residence where a parent was located.
- Peace Officers recognized a person from Crime Stoppers most wanted list. The criminal had not purchased a fare and was ultimately arrested.
- While checking customers for fares, peace officers identified a missing person. Calgary Transit contacted Calgary Police and transit peace officers accompanied the missing person to meet a family member.
- Peace officers were at an LRT station when they noticed a mother waiting for a bus with her son. The mother and son had missed the last bus and Peace Officers drove the customers to their home.
- Using a HELP phone at an LRT station, a customer reported a female had been talking about throwing herself in front of a train. Officers arrived and assisted the female although she was uncooperative and exhibited erratic behaviour. The Calgary Police Service was requested and the female was transported to hospital under a mental health warrant.



Using a HELP phone at an LRT station
 a customer reported a female had been talking about throwing herself in front of a train. Officers arrived and assisted the female although she was uncooperative and exhibited erratic behaviour.

> Peace Officer Oversight



Professional Standards Investigations

Complaints against peace officers are thoroughly investigated by the Professional Standards Unit. In 2014, Calgary Transit Public Safety & Enforcement conducted 3 public complaint investigations.

The investigation of complaints respecting Peace Officers is governed by the *Alberta Peace Officer Act* and its two regulations, *Peace Officer (Ministerial) Regulation, Alta Reg 312/2006* and *Peace Officer Regulation, Alta Reg 291/2006*

Table 1 Disposition of Public Complaints

Allegation Type	Founded	Unfounded	Unsubstantiated	Informally Resolved	Ongoing	Total
Conduct	0	0	0	1	0	1
Excessive Force	1	0	1	0	0	2
Total	1	0	1	1	0	3

Calgary Transit, Public Safety and Enforcement is required to report all uses of intermediate weapons (OC spray and baton) to the *Public Security Peace Officer Program* (Alberta Justice and Solicitor General).

In 2014 Calgary Transit reported 9 incidents of the deployment of oleoresin capsicum (OC) spray and/or baton use. Use of force is considered a last resort when all other measures of achieving compliance have been exhausted or an individual uses force against a peace officer.

Each incident is reviewed by an internal committee comprised of peace officer use of force instructors and tracked for training purposes. Calgary Transit reports all public complaints respecting peace officer use of force to the Province of Alberta Peace Officer Program.

Citizen Oversight Committee

In 2002, the Protective Services Citizen Oversight Committee was established to oversee public complaints regarding use of force by Calgary Transit Peace Officers.

This Committee performs an oversight and governance role in respect to matters where the public has complained about force utilized by a Peace Officer.

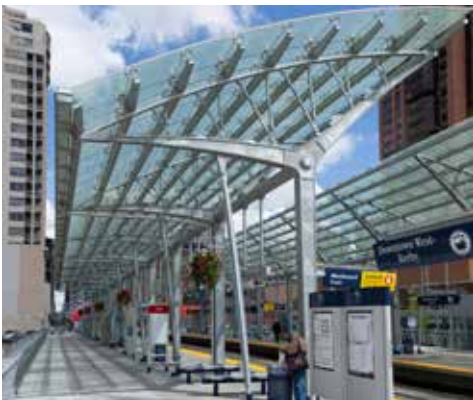
The Citizen Oversight Committee was established by City Council to review use of force complaint investigations arising from public complaints against Peace Officers. Three members of the community serve on this committee. The Citizen Oversight Committee met once during 2014 and reviewed three use of force complaint investigations.

2014 Provincial Government Audit

In January 2014, an auditor for the Alberta Ministry of Justice and Solicitor General, Public Security Division conducted a review of Calgary Transit's Peace Officer program. This was a scheduled audit, conducted once every three years.

The purpose of the review was to determine compliance by Calgary Transit and their Peace Officers with the Peace Officer Act and its Regulations, the Public Security Program Policy and Procedural Manual.

A total of 12 substantive recommendations were made and Calgary Transit responded to all 12 recommendations ensuring full program compliance.



Calgary Transit is very aware that physical disorder also impacts customers' feelings of safety and security. Physical disorder includes such things as graffiti, cracked windows, and CTrain stations in disrepair. Cleanliness and the maintenance of vehicles, stations, bus stop, and other facilities send the signals that the area is monitored.

> Crime & Disorder Statistics



Not all incidents are crime.

Reported crime is very low on Calgary Transit properties. Witnessing social disorder (panhandling, public intoxication, yelling or shouting) on the other hand is much more common. Consequently, addressing these types of behaviours is a priority for Peace Officers. Peace officers interact daily with individuals who are 'scary' to our customers. In fact, Calgary Transit's crime reduction strategy is based on addressing anti-social behaviours before they escalate into crime.

This approach has proven highly successful over the years.

In 2014, crimes involving violence were at their lowest rate since 2008. An analysis of these crimes finds the majority happen among vulnerable populations including persons experiencing homelessness. In addition, many of these crimes involve youth bullying other youth.

Table 2 Reported 'Person Crimes' since 2004

Year	Person Crimes	# of Train Stations	Ridership	Person Crimes Per 1 million Riders
2004	211	35	80,604,510	2.62
2005	235	35	81,952,100	2.87
2006	258	35	88,836,230	2.90
2007	266	36	90,296,390	2.95
2008	195	36	95,314,050	2.05
2009	261	37	94,150,920	2.77
2010	262	37	94,367,630	2.78
2011	261	37	96,203,730	2.71
2012	231	46	101,971,600	2.27
2013	252	46	107,492,700	2.34
2014	234	47	109,955,700	2.13

While the behaviour is not a crime it is still unsettling.

The vast majority of behaviour which bothers customers is characterized as social disorder. Social disorder is a broad term for social incivilities or antisocial behaviours. Social disorder is the majority of behaviour that is observed by customers and bothers customers. This type of behaviour is not counted as a crime unless criminal charges are laid.

When possible, these incidents are dealt with by bylaw enforcement.

The Calgary Transit Bylaw and other city bylaws were created to address and regulate social disorder and physical disorder. In addition to bylaws, Calgary Transit realizes with more than 109 million customers, taking transit means sharing space and a community of transit riders that share in the responsibility for safety of all users.

Crime and Disorder on Calgary Transit

Calgary Transit collects and stores data in relation to the dispatch of Peace Officers, Emergency Medical Services, the Fire Department, and other City business units. To fully understand crime and disorder on Calgary Transit, data collected by Calgary Transit and the Calgary Police must be examined. Each agency creates its own internal report of an incident which is housed in separate records management systems.

The majority of Calgary Transit incident reports are public safety and bylaw related incidents and best reflects disorder on transit. Calgary Police reports best reflect crime on transit.

To understand the profile of crime and disorder on Calgary Transit, both Calgary Transit and Calgary Police incident reports are reviewed. At times, both a Calgary Police report and a Calgary Transit report refer to the same incident. No attempt to control for this has been taken in relation to this statistical report and may result in a slightly higher number of reported incidents. While every attempt is made to ensure only incidents occurring at CTrain stations are included in Calgary Transit statistics, a small percentage of incidents occurring on adjacent properties are included in the data.



ETIQUETTE CAMPAIGN

In partnership with TransLink, British Columbia, Calgary Transit launched an etiquette campaign to help promote courteous behaviour on public transit. Every two months, a different ad was placed in CTrains and buses to tackle a new passenger habit that could affect other riders. This campaign continued through 2014.



Calgary Transit Data

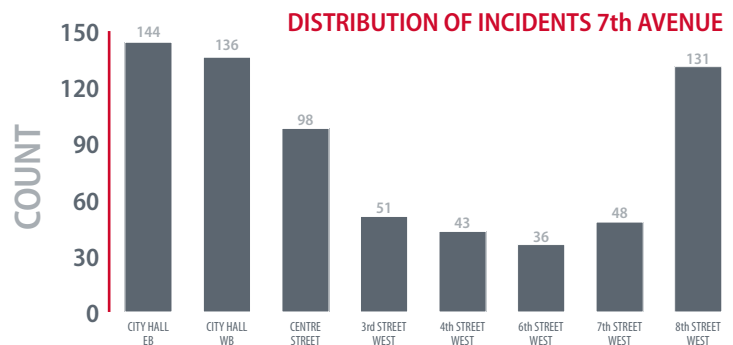
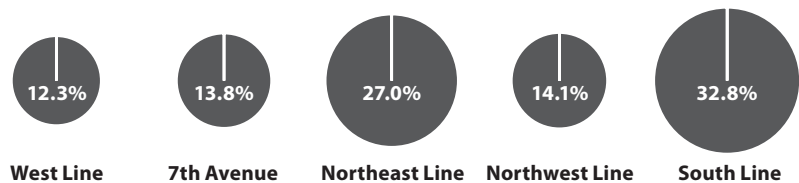
Reports are generated in response to dispatched calls and peace officers' direct observations of incidents while on patrol. In 2014, Calgary Transit Peace Officers were dispatched by Calgary Transit Communications to 20,371 calls. Peace Officers submitted 6,385 incident reports.

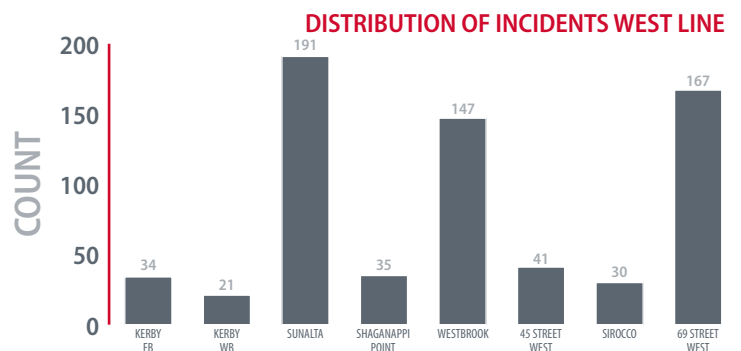
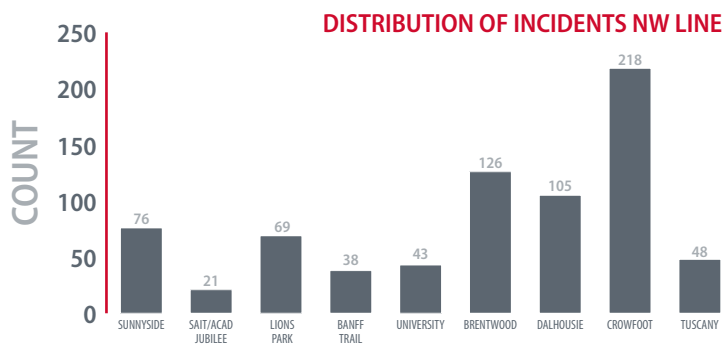
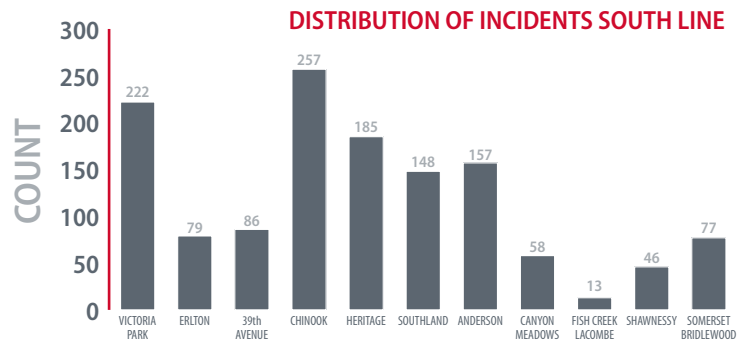
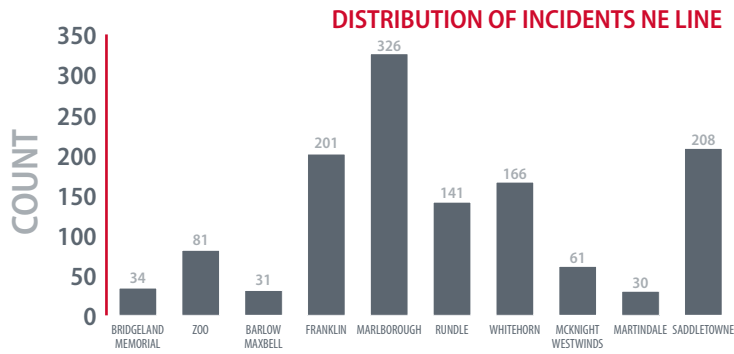
Consistent with previous years, The top five most common calls are public welfare or disorder-based incidents.

- **Check on welfare calls (37%)** are incidents where PS&E officers check on the health and well being of an individual.
- **Subject wanted (21%)** are most often generated as a result of proactive peace officer activities. During fare checks, peace officers discover individuals who have failed to pay municipal and bylaw summonses which have resulted in an arrest warrant.

- **Unwanted patron calls (18.4%)** are incidents where an individual is not using Calgary Transit for its intended purposes. These patrons may exhibit nuisance or disruptive behaviours such as panhandling, or consuming alcohol on Calgary Transit property.
- **Public Disturbance (3.6%)** are incidents where there is shouting, yelling and/or fighting amongst or between person(s).
- **Vandalism (9%)** are incidents where property is deliberately damaged, whether or not it is mischievous or malicious. Vandalism may be dealt with under several city bylaw. Vandalism which meets the definition of property damage or mischief is dealt with under the Criminal Code of Canada.

2014 Distribution of Transit Incidents by LRT Line







Preventative Patrol Activities

High visibility patrols represent Calgary Transit’s principal strategy for reassuring our customers. The goal is to disrupt anti-social behaviours before they escalate in terms of severity. Hand in hand with this approach is to reduce customer exposure time to an unsettling situation. In 2014, Calgary Transit peace officers submitted 3,831 on-view incidents as a result of preventative patrol activities. This represents 18.8% of all reports submitted to Calgary Transit’s internal database.

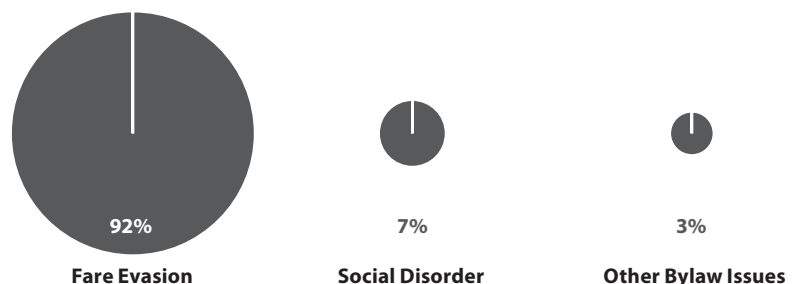
Proactive patrols are reflected in the number of summonses issued. The primary goals of proactive bylaw enforcement on Calgary Transit are as follows:

- Deterring fare evasion.
- Maintaining community standards, which contribute to customers’ safety and security.
- Managing behavioral and nuisance issues to promote a safe and clean environment for transit users.
- Bylaw enforcement to increase the awareness of community standards.

Table 3 Breakdown of summonses issued by Calgary Transit Peace Officers

	Bylaw	# of Summonses	Percent of Total
(Municipal)	4M81 – Transit Bylaw	13,007	90.57%
(Provincial)	GLA/GLR – Alberta Gaming & Liquor Act	613	4.27%
(Municipal)	26M96 – Traffic Bylaw	551	3.84%
(Provincial)	TSA/HRR – Alberta Traffic Safety Act	66	0.46%
(Provincial)	TPA/PTA – Trespass Act(s)	58	0.40%
(Municipal)	54M2006 - Public Behaviour Bylaw	51	0.36%
(Municipal)	20M88 - Streets Bylaw	6	0.04%
(Municipal)	3M99 - Panhandling Bylaw	4	0.03%
(Municipal)	20M2003 - Parks & Pathways Bylaw	2	0.01%
(Provincial)	TRA – Alberta Tobacco and Smoking Reduction Act	3	0.02%
(Municipal)	2 57M92 – Smoking Bylaw 34	1	0.01%
	TOTAL	14,362	100.00%

Breakdown of Summonses issued under Calgary Transit Bylaw 4M81



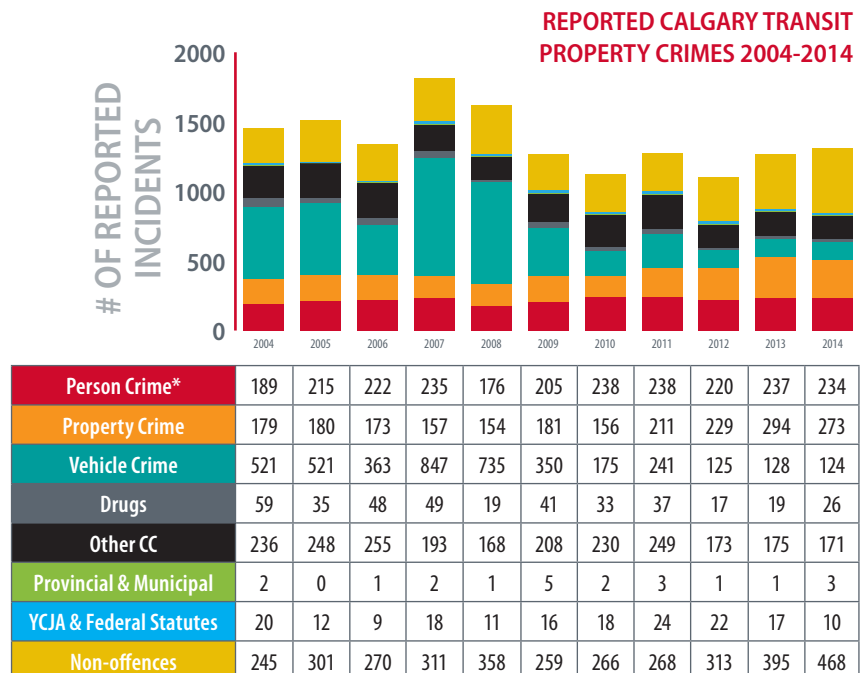
Crime on Calgary Transit

Incidence of reported crime on Calgary Transit is very low. It is believed that the under-reporting of crime is consistent with under-reporting in the general population, and Calgary Transit's Annual Cleanliness, Safety and Security survey supports this general observation.

During 2014, the Calgary Police Service was dispatched to 3,439 calls for service on Calgary Transit property. This represented a 12 percent decrease in dispatched calls to Calgary Transit property compared to 2013 (3914 dispatches). Both the Calgary Police Service and Calgary Transit Peace Officers submitted a total of 1304 reports into the Calgary Police Service database.

Between 2004 and 2014 ridership on Calgary Transit increased 36 percent. CPS non-offense reports have increased by 81 percent which is a reflection of non-criminal issues which happen each day on transit such as missing person reports, lost and found items, and other reports made to the Calgary Police by citizens and Calgary Transit.

Between 2004 and 2014, transit ridership increased by 36 per cent. In 2004, there were 2.6 'crimes against persons' per 1 million trips compared with 1.8 person crimes per 1 million riders in 2014. This represents a 31 per cent decrease in the crime rate.





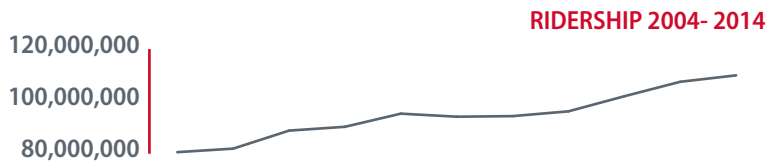
Crimes against Persons

Calgary transit works very hard behind the scenes to provide its customers a crime free environment. Crime reduction strategies focus on anti-social behaviours that interfere with the comfort of our customers. Our principle deterrence strategy is high visibility patrol targeted to specific problems including fare evasion, loitering on platforms and improving our response times to minimize the severity of an offence.

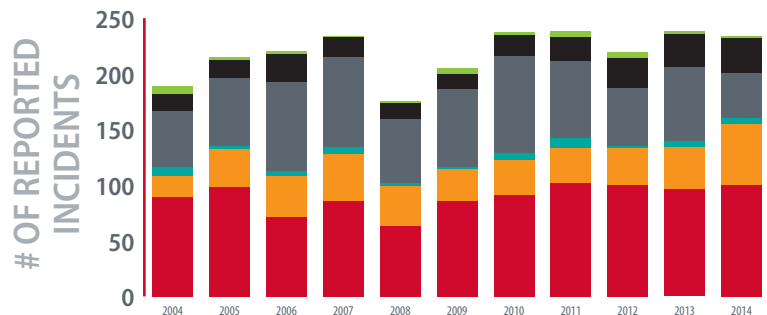
In 2014 there were no homicides or attempted homicides. The majority of 'person crimes' consisted of low level assaults and the vast majority of sex crimes involved 'groping' or up-skirt photography (voyeurism).

With the addition of LRT stations, additional Park and Ride lots have increased the number of vehicles parked on Calgary Transit property. In 2004, there were 8,563 park and ride stalls and in 2014 the number of parking stalls had increased to 13,784 which is a 61 percent increase of private vehicles being parked on Calgary Transit property. Between 2004 and 2014, vehicle crime has dropped from a peak of 847 reports in 2007 to 127 reports during 2014; this represents an 85 percent decrease in overall vehicle crime.

Reductions in vehicle crime are attributed to police efforts targeting auto theft, including the placement of 'bait' cars. Criminal markets for small personal electronics have been significantly reduced as well resulting in considerably less 'smash and grabs' in Calgary Transit parking lots.



REPORTED PERSON CRIMES 2004-2014



Level 1 Assault	89	98	71	86	63	86	91	102	100	96	100
Level 2 Assault	19	34	37	42	36	28	31	31	33	38	55
Level 3 Assault	8	3	4	6	3	2	7	9	2	5	5
Robbery	50	61	80	81	57	70	87	69	52	67	41
Sex Crimes	16	16	26	18	15	14	18	22	27	29	31
Misc.	7	3	2	1	1	5	3	5	5	3	2

Transit Stats 101

As the transit system expands the rate of reported crime is dropping. Ridership has increased by 36 per cent while crime rates have dropped 31 per cent during the same time period.

While demographics have been linked to crime reduction in the community, a combination of 'crime prevention through environmental design (CPTED)' factors and effective policing and patrol strategies are associated with this overall decrease in the reported rate of crimes against persons.

Today's crime reduction strategies are focused on addressing social and physical disorder which if left unmanaged are precursors for crime.



Customer Safety Tip!

When new technologies are released, there is a corresponding illicit demand for the technology which results in an increase in street robberies. Customers should always be aware of their surroundings particularly if they have the latest version of Smart phone or other personal electronic device.



> Looking towards the future



Concluding remarks

As we move forward, Calgary Transit will evaluate the Service Delivery Model which was implemented as a pilot project in October of 2014. The early results are very encouraging as it appears this model of service delivery has already accounted for lowered crime on the Transit system. With the addition of new Peace Officers in 2015, Calgary Transit will continue to improve on its safety commitment to our customers.

Terminology – *Crime descriptors*

Person crimes are incidents that include assault, robbery, and sex crimes. On Calgary Transit, most sex crimes consist of inappropriate touching.

Property crime includes mischief, theft, graffiti, vandalism and arson.

Vehicle Crime includes theft, theft from vehicle, and vandalism.

Non offenses are incidents such as lost and found property, information reports, and missing person reports.

Other Criminal Code offences include bail violations, disturbing the peace, and failure to comply with conditions as prescribed by the courts. These types of criminal code reports are often generated arising from preventative peace officer patrols throughout Calgary Transit properties.

With the addition of new Peace Officers in 2015, Calgary Transit will continue to improve on its safety commitment to our customers.



In 2014 we are proud of our safety record. Our commitment to safety ranks us as one the safest transit systems in North America.