

CD2026-1006
Attachment 6

CTrain Station Safety Pilot
Comprehensive Research Program Findings

Prepared for The City of Calgary by:

Leger
520 5 Ave SW, Suite 222
Calgary, AB Canada T2P 3R7
www.leger360.com

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Research program overview

In 2026, The City of Calgary implemented a time-limited public safety pilot to enhance safety and security presence at select CTrain stations during the afternoon and early evening period (4:00 PM-8:00 PM). The pilot is grounded in the Public Transit Safety Strategy and includes increased visibility of Transit Peace Officers, supported by Corporate Security, contracted guards and community outreach.



To evaluate the pilot, Leger conducted a multi-method research program designed to assess both the experience of riders at CTrain stations and broader public perceptions of transit safety across Calgary.

The research program consists of:

- Three waves of in-person rider intercept surveys conducted at 16 CTrain stations, including 10 pilot and 6 comparison locations
- Total intercept sample: n=4,870 riders, with approximately 100 interviews per station in each wave
- Fieldwork conducted during pilot hours, 4:00 PM-8:00 PM, across Spring, Summer and Fall 2026
- A citywide telephone survey of n=501 Calgarians, including frequent, occasional, rare and non-transit users
- Key measures: perceived safety, change in safety over time, exposure to disorder, visibility and role of security personnel, comfort and reassurance, confidence in receiving assistance, awareness of reporting options, potential impact on transit use, and priorities for future safety investment
- Analysis across: pilot and comparison stations, individual station locations, research waves, gender, age, transit use and other key rider/public segments

Together, these research streams provide a comprehensive assessment of the pilot: whether enhanced safety presence is being noticed, how it affects rider comfort and confidence, whether station conditions and safety perceptions are changing over time, and how the broader Calgary public views continued investment in transit safety and security.

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Evaluation design: two complementary evidence streams

Station rider intercepts

n=4,870 riders across Spring, Summer and Fall

- 16 station locations: 10 pilot and 6 comparison
- Conducted on platforms, weekdays, 4–8 PM
- Ages 16+; approximately 100 interviews per station per wave
- Measures real-time place-based experience, security visibility, disorder, comfort and confidence

Best suited to answering what riders experienced at the selected stations.

General public telephone survey

n=501 Calgary adults, weighted to Calgary population

- Random digit dialling; August 31–September 14, 2026
- Includes frequent, occasional, rare and non-users
- Covers all quadrants and major demographic groups
- Measures citywide safety confidence, perceived change, pilot awareness, reassurance, stated likelihood of use and investment priorities

Best suited to answering how transit safety is perceived beyond current station users.



Jan. 26	Mar. 23	Spring–Fall	Aug.–Sept.
First five pilot stations	Five more pilot stations	Three intercept waves	Citywide phone survey

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EXECUTIVE SUMMARY

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Executive summary: the comprehensive pilot story

The pilot clearly increased visibility.

Across all waves, 61% of pilot-station riders noticed security staff compared with 31% at comparison stations.

Visible presence reliably reassures.

72% of station riders say security makes them more comfortable; 79% of Calgarians say uniformed personnel make them feel safer.

Station conditions moved favourably.

Observed disorder declined from 76% in Spring to 70% in Fall, with several specific behaviours also easing.

Overall safety remained stable, not transformed.

The share feeling safe stayed near three-quarters, while “very safe” strengthened from 27% to 34%.

Station context determines conversion.

Higher visibility does not automatically produce higher safety; local disorder, station conditions and rider experience remain central.

BOTTOM-LINE

The pilot is working most clearly as a visibility and reassurance intervention, with encouraging movement in station conditions.

The unresolved question is whether those gains can be sustained and converted into stronger, more consistent safety perceptions across higher-need stations.

Public support is broad, but residents favour a balanced, needs-based model rather than security as a stand-alone response.

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Integrated KPI scorecard

61% vs. 31%

Security noticed

Pilot vs. comparison stations across all waves

72%

More comfortable

Station riders say security improves comfort

79%

Feel safer

Calgarians reassured by visible personnel

76% → 70%

Observed disorder

Spring to Fall, all selected stations

27% → 34%

“Very safe”

Positive intensity strengthened over time

90%

Support investment

Citywide support for continued safety/security measures

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Base: All intercept respondents; Total n=4,870.

What the evidence establishes, and what remains uncertain

Established

- Pilot stations have a clear visibility advantage.
- Security presence provides broad reassurance.
- Riders and the public support continued action.
- Local station context materially shapes outcomes.

Encouraging, but not definitive

- Observed disorder declined from Spring to Fall.
- “Very safe” sentiment strengthened.
- Confidence in timely help increased in Fall.
- Perceived improvement outweighs worsening at pilot stations.

Not established by these surveys

- A causal increase in overall perceived safety.
- A reduction in actual incidents or calls for service.
- An increase in observed ridership or trip frequency.
- One uniform deployment model that works at every station.

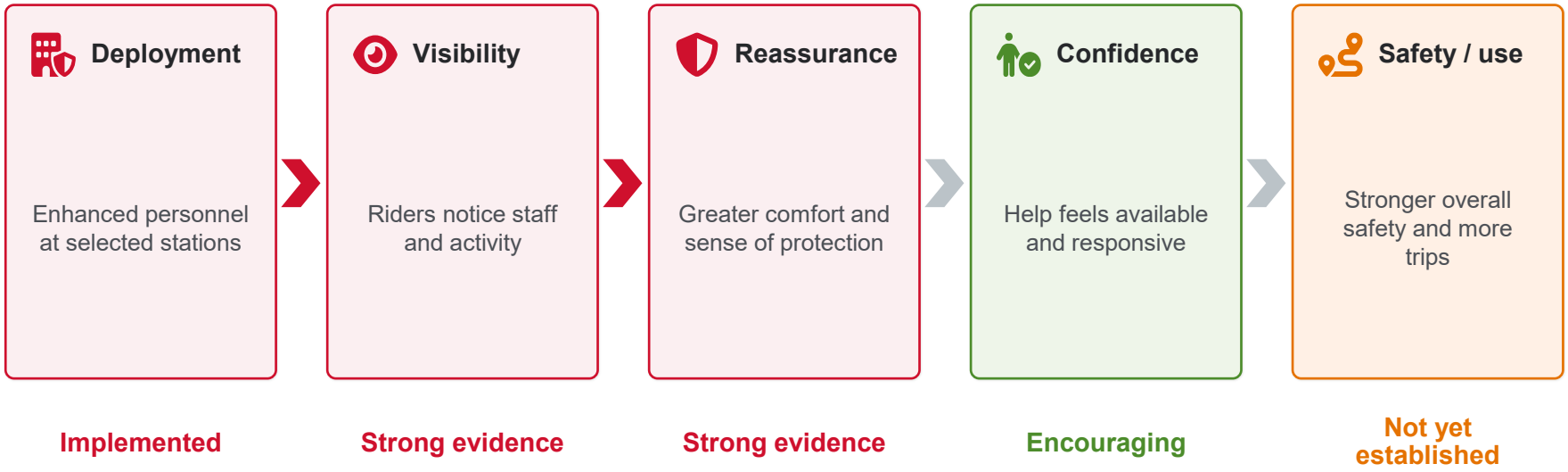
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HOW THE PILOT IS WORKING

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Pilot theory of change: evidence is strongest at the front of the chain



Station context moderates every link

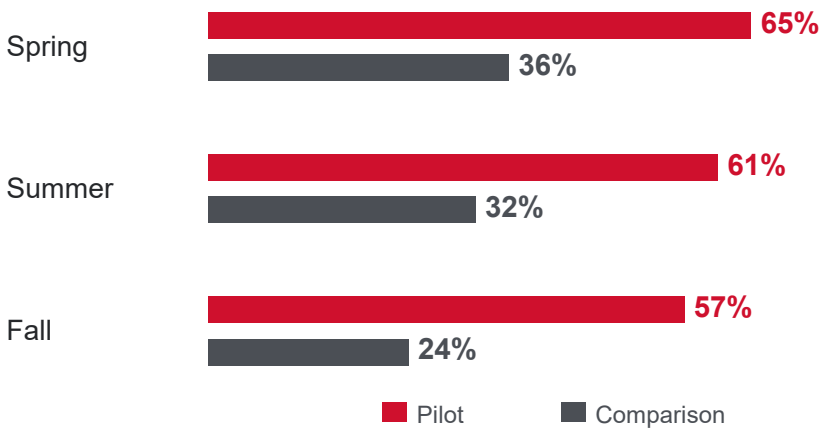
Disorder exposure, cleanliness, station design, passenger volumes, outreach needs and previous rider experiences can strengthen or weaken how visible presence translates into safety.

Evaluation priority for an extension: test "conversion", whether sustained visibility and targeted station responses eventually produce more consistent safety gains.

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The clearest implementation signal: security was much more visible at pilot stations

NOTICED SECURITY STAFF DURING 4–8 PM



Across all waves: 61% at pilot stations vs. 31% at comparison stations.

STAFF DESCRIBED AS VISIBLE

69%

Pilot stations (all waves)

44%

Comparison stations (all waves)

Fall visibility softened, but the pilot-comparison gap remained large.

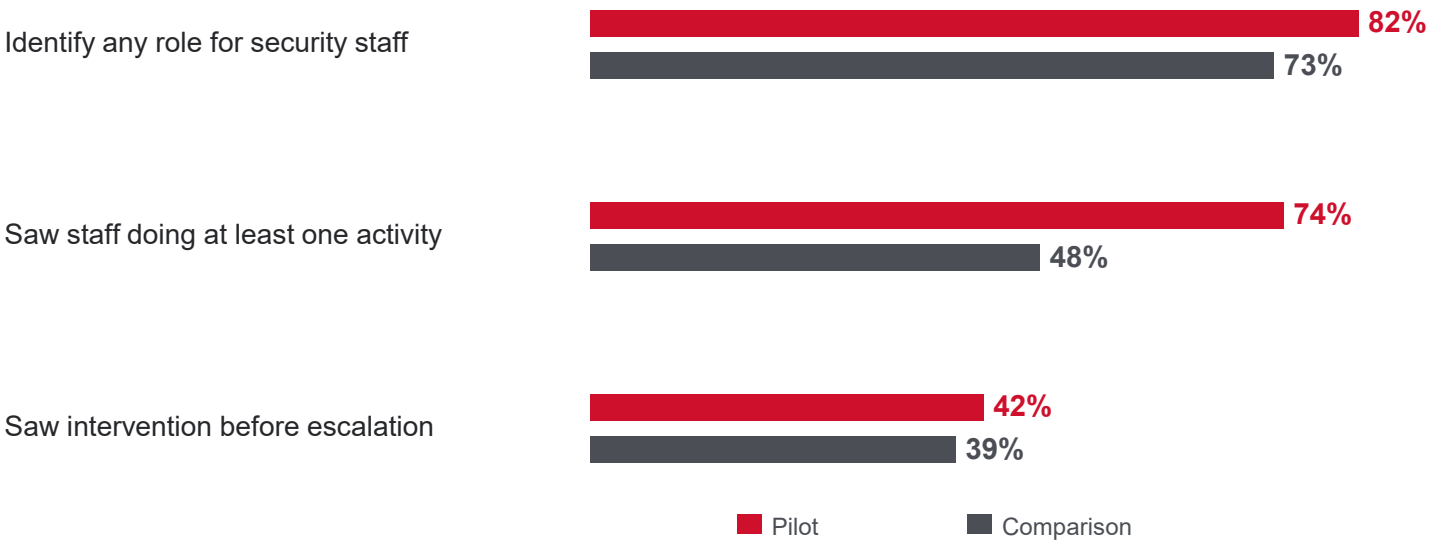
Visibility is a necessary implementation outcome: personnel cannot affect rider perceptions if riders do not see or recognize the enhanced presence.

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Base: All intercept respondents; Spring n=1,627, Summer n=1,625, Fall n=1,618; Total n=4,870.

The enhanced presence was not only seen, it was recognized as active

ALL-WAVE RESULTS: PILOT VS. COMPARISON STATIONS



What riders most often saw

Walking through stations or platforms and monitoring/observing the area were the most commonly reported activities. More direct engagement and enforcement were less commonly observed.

Implication: the pilot is delivering visible oversight. Future waves should test whether more visible movement, engagement and early intervention improve "conversion" at challenging stations.

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Base: All intercept respondents; Total n=4,870.

Visible safety personnel provide a strong and consistent reassurance benefit

Station riders

72% **say security makes them more comfortable using transit from 4-8 PM**



Only 4% say security makes them less comfortable.

77%	75%
Women	Age 35–54

General public

79% **say uniformed transit safety or security personnel make them feel safer**



Only 3% say visible personnel make them feel less safe.

71%	82%
Currently unsafe	Past-year CTrain users

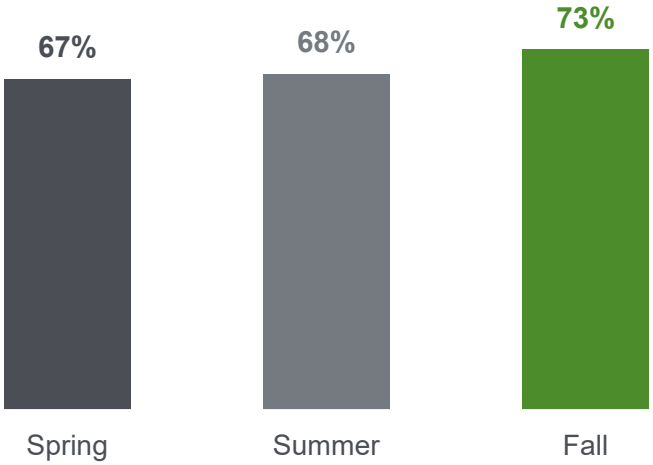
The same finding appears in two different studies and populations: visible personnel are broadly reassuring, including for lower-confidence residents.

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Base: All intercept respondents; Total n=4,870, general public respondents total n=501

Reassurance is translating into confidence—and may influence stated transit use

CONFIDENCE HELP WOULD ARRIVE QUICKLY



Confidence strengthened in Fall, while "not confident" declined to 10%.

STATED LIKELIHOOD OF USING TRANSIT

55% **of Calgarians say visible personnel would make them more likely to use Calgary Transit**

64%
Currently feel unsafe

66%
Age 35–54

64%
Frequent transit users

This is stated likelihood, not observed ridership behaviour.

The behavioural opportunity appears greatest among people for whom safety is already a barrier, making lower-confidence residents an important extension lens.

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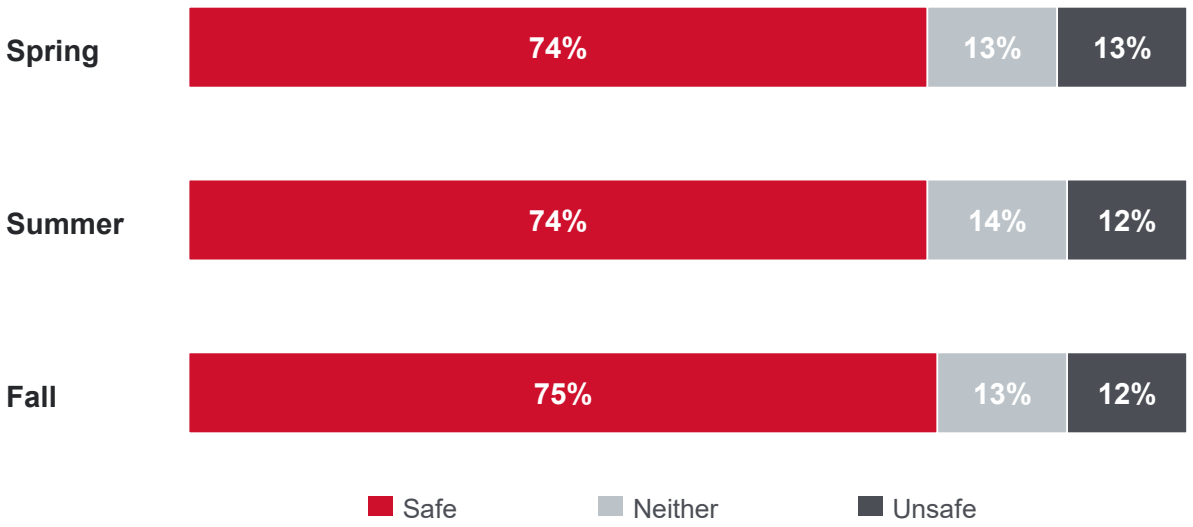


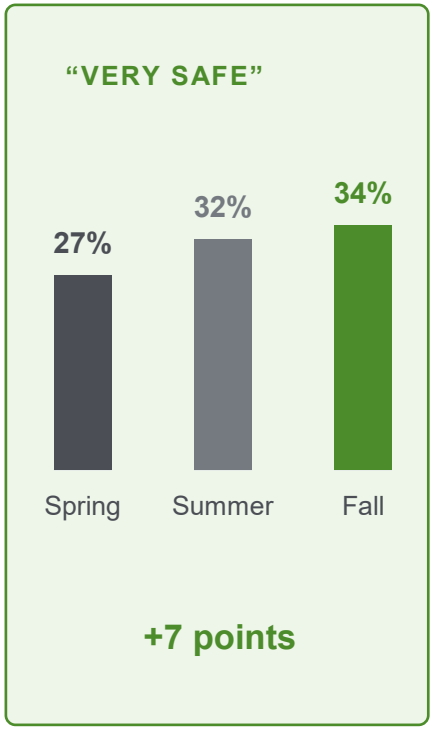
SAFETY OUTCOMES AND STATION CONDITIONS

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Overall safety remained stable, while positive sentiment strengthened

HOW SAFE RIDERS FEEL AT THE STATION





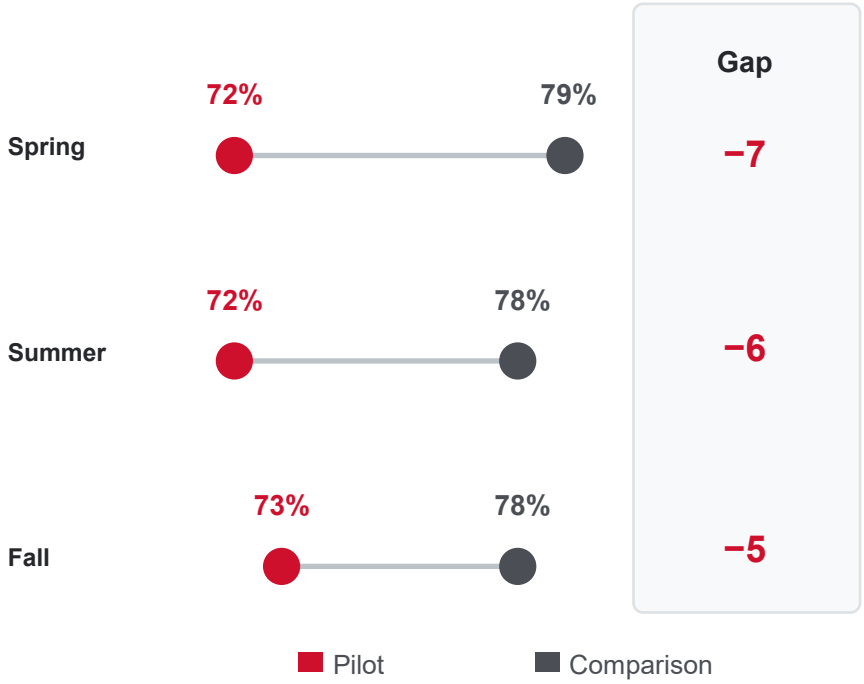
The strongest safety story is not broad-based growth in the total "safe" measure. It is stability in the overall KPI alongside stronger intensity of positive sentiment.

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Base: All intercept respondents; Spring n=1,627, Summer n=1,625, Fall n=1,618; Total n=4,870.

Pilot stations continued to trail comparison stations on overall safety

FEEL SAFE AT THE STATION



The gap narrowed modestly, but the pilot did not produce a clear overall safety advantage over comparison stations.

This is not a randomized comparison. Pilot stations were selected in part because of higher need and differ in station context, disorder and rider mix.

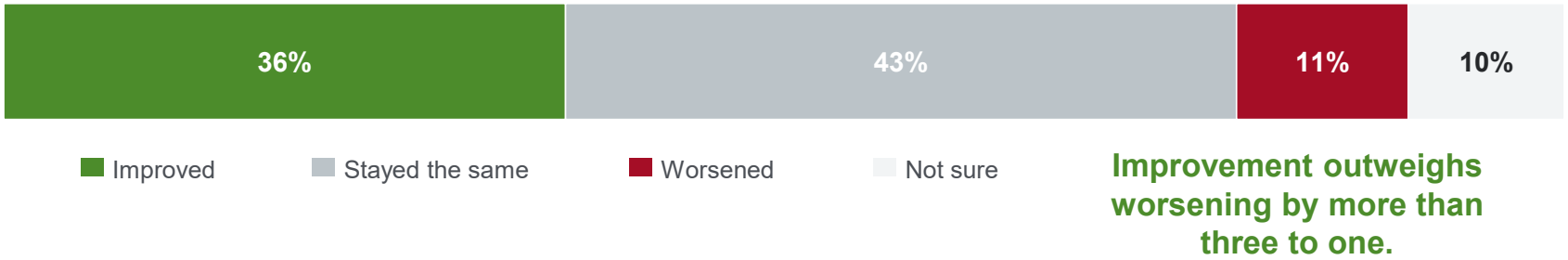
Across all waves: 72% safe at pilot stations vs. 78% at comparison stations.

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Base: All intercept respondents; Spring n=1,627, Summer n=1,625, Fall n=1,618; Total n=4,870.

Perceived improvement provides a positive pilot signal, but stability dominates in Fall and citywide

PILOT-STATION RIDERS ACROSS ALL THREE WAVES



Improvement outweighs worsening by more than three to one.

FALL PILOT STATIONS

32%	45%	12%
Improved	Same	Worsened

GENERAL PUBLIC: CHANGE OVER THE PAST YEAR

20%	45%	26%
Improved	Same	Worsened

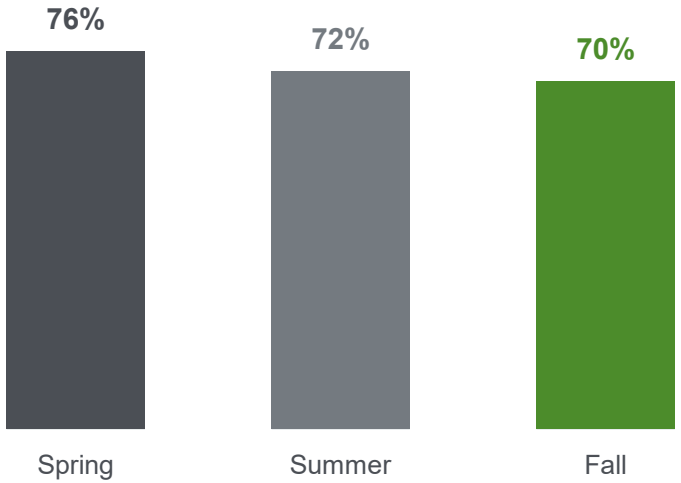
The intercept and citywide questions cover different timeframes and populations. Directionally, both show that broad safety perceptions are more stable than transformed.

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Base: All intercept respondents; Total n=4,870, general public respondents total n=501

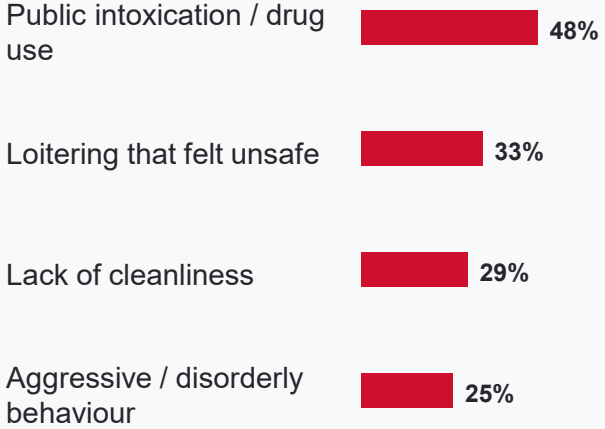
Observed disorder moved in a favourable direction, but remains common

OBSERVED ANY DISORDER IN PAST 30 DAYS



−6 points from Spring

MOST COMMONLY OBSERVED IN FALL



Several specific behaviours declined over the study, including aggression, cleanliness concerns, vandalism and harassment.

↘ **The decline is consistent with improving station conditions, but disorder is still experienced by seven-in-ten riders, so it remains a major constraint on perceived safety.**

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Base: All intercept respondents; Spring n=1,627, Summer n=1,625, Fall n=1,618, total n=4,870.

Why disorder matters: exposure remains common and its safety impact is strong

Immediate exposure

On the last trip, any observed disorder declined from 62% in Summer to 58% in Fall.

Perceived impact

Among riders who observed disorder, 72% say it affects their sense of safety.

Safety outcome

The pilot's main opportunity is to reduce how often riders encounter disorder, not to change how they react once exposed.

WHO REPORTS THE GREATEST IMPACT IN FALL?

The intensity of the effect rose in Fall: 28% said disorder affected safety "a great deal."

76%	68%	28%
Women	Men	"A great deal"

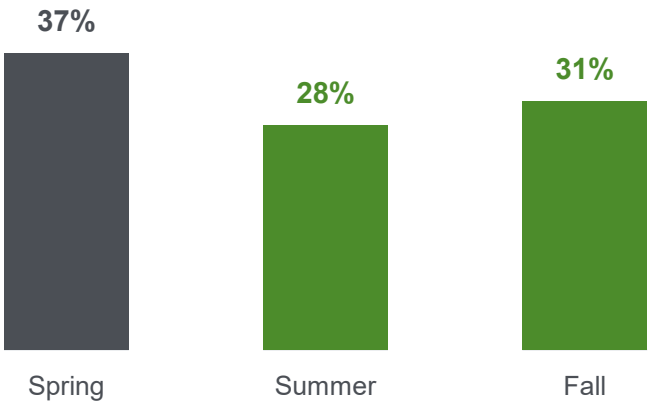
This relationship explains why high security visibility can coexist with weaker overall safety at stations where riders continue to encounter frequent disorder.

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Base: All intercept respondents; Spring n=1,627, Summer n=1,625, Fall n=1,618. total n=4,870.

Individuals using stations as shelter: frequency improved from baseline, but the safety impact persists

SEE STATION SHELTERING OFTEN / VERY OFTEN



Fall remained below the Spring baseline.

SAY THE SITUATION MAKES THEM FEEL LESS SAFE

60%	55%	57%
Spring	Summer	Fall

The negative effect changes little when the situation is encountered.

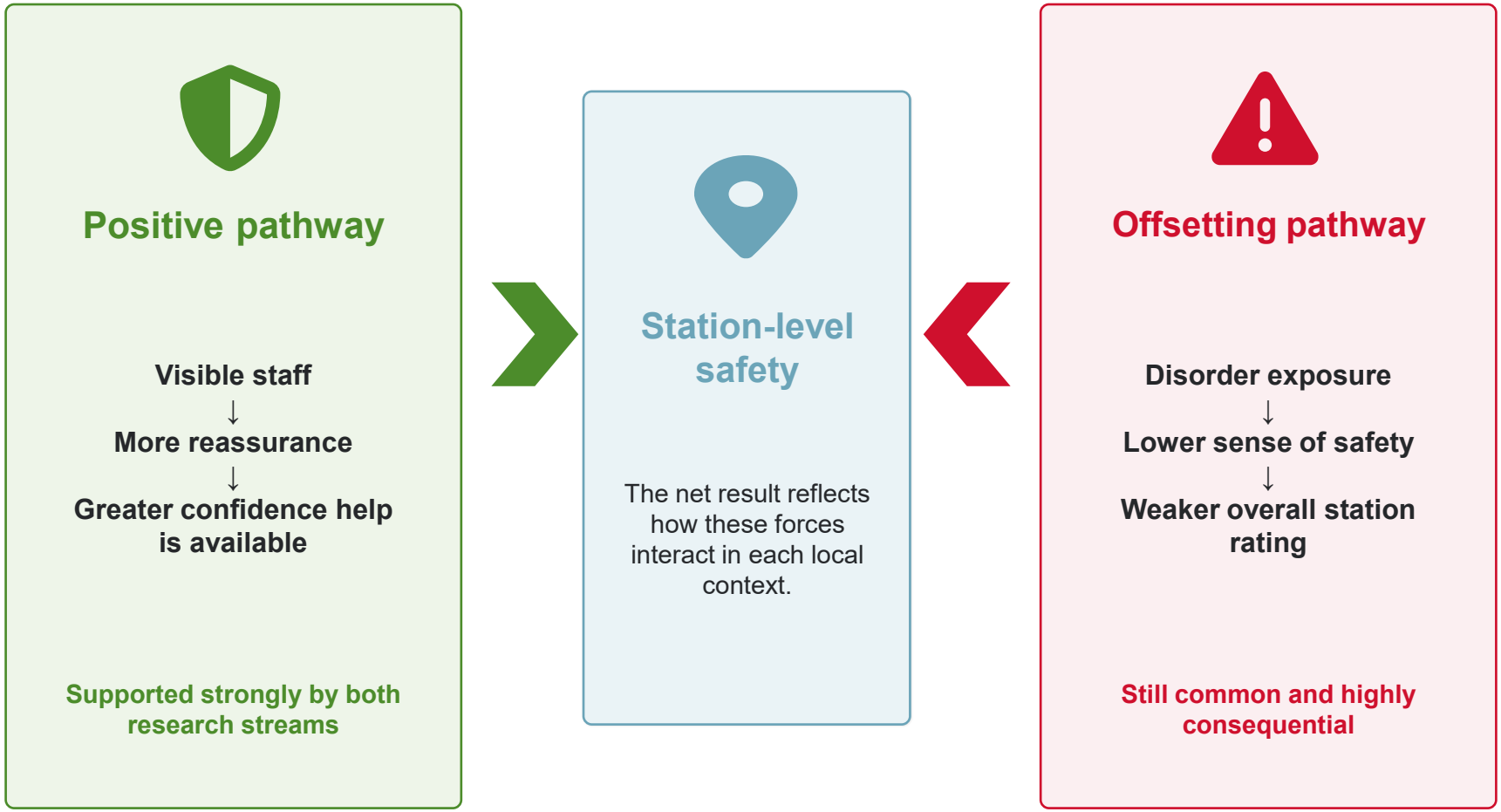
Fall: 65% of women vs. 47% of men say it makes them feel less safe.

The operational implication is to reduce exposure through a coordinated response that combines safety presence with outreach, social supports and station management.

These measures capture perceived safety impacts and should be interpreted alongside broader social, outreach and public-safety considerations.

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Integrated explanation: visibility adds reassurance, while disorder can offset the gain



This is why the pilot should be treated as part of a broader station response, not as a stand-alone visibility intervention.

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BROADER CALGARY CONTEXT AND EQUITY

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Where the rider and general public findings converge

Question	Station riders	General public	Integrated meaning
Does visible presence reassure?	72% more comfortable	79% feel safer	Strong convergence across two populations
Is the presence consistently noticed?	61% noticed at pilot stations	33% of recent users see personnel more often	Pilot signal is clear, but not universal system-wide
Has safety broadly improved?	Overall safety stable; “very safe” up	20% improved; 45% same; 26% worsened	Stability is the dominant overall story
Is continued action supported?	More security remains the top suggestion	90% support continued investment	Strong mandate for continued safety action
How should resources be deployed?	Incidents/disorder first; then feedback/volume	Incidents/disorder first; then feedback/outreach	Use a needs-based, multi-indicator model

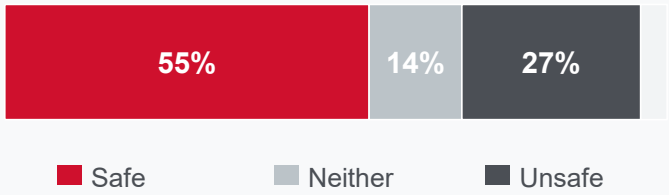
Use these studies for triangulation. Similar directions are more important than exact percentage differences because the surveys ask different populations in different contexts.

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Base: Intercept respondents total n=4,870; general public respondents total n=501. Subgroup bases vary by measure.

Citywide safety confidence is positive overall, but far from universal

OVERALL CALGARY ADULT POPULATION

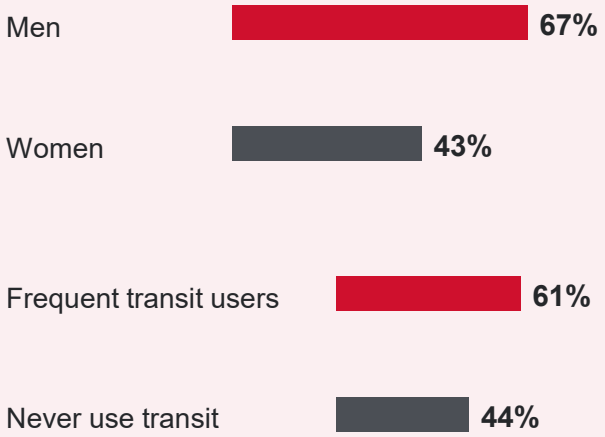


55% feel safe

27% feel unsafe

14% neutral

SAFETY CONFIDENCE DIFFERS SHARPLY BY GROUP



Women are also more likely to feel unsafe: 38% vs. 17% of men.

The citywide survey captures people who may avoid or rarely use transit. Their lower confidence is part of the pilot's broader strategic context.

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Base: General public respondents total n=501.

Visible personnel may matter most where safety confidence is currently lower

EFFECT OF VISIBLE PERSONNEL BY CURRENT SAFETY CONFIDENCE

	Currently feel safe	Currently feel unsafe
Say visible personnel make them feel safer	85%	71%
Say visible personnel make them more likely to use transit	53%	64%

Lower-confidence residents are slightly less likely to report reassurance than those already comfortable, but are much more likely to say visible personnel could influence future use.

Strategic implication: evaluate the pilot not only as a way to reinforce existing confidence, but as a potential barrier-reduction measure for hesitant riders and non-riders.

ISC: Unrestricted

Base: General public respondents total n=501. Subgroup bases vary.

There is broad public support for continued transit safety investment

90% **support continued investment**



67% strongly support; only 3% oppose.

92%
Never use transit

91%
Non-user / unsure CTrain

What this means

The public mandate is for continued action, not necessarily for an unchanged pilot design.

Effectiveness, resource mix and deployment should still be judged against the evidence.

Separate public support from program effectiveness: strong support justifies continued attention, while the evaluation should guide how the model evolves.

ISC: Unrestricted

Base: General public respondents total n=501. Subgroup bases vary.

Calgarians favour a balanced response and needs-based deployment

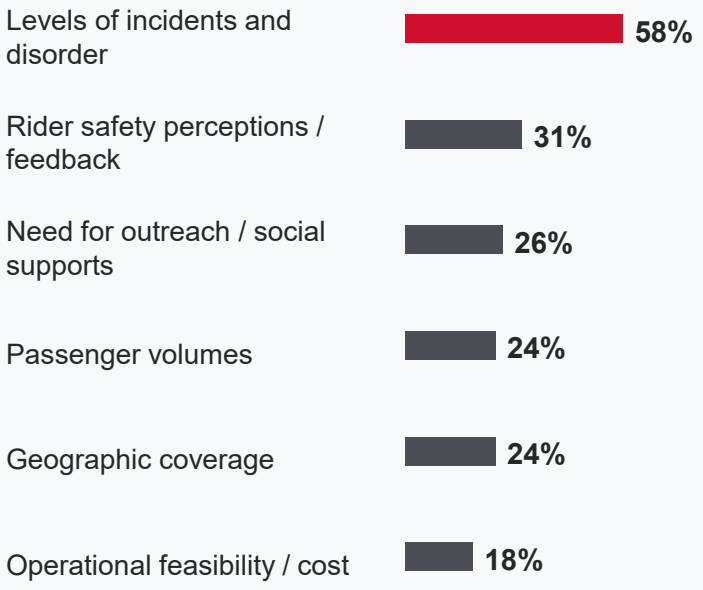
PREFERRED BALANCE

60%	22%	13%
Both equally	Enforcement / security	Prevention / social supports

Those who feel unsafe are more likely to prioritize enforcement, but the majority still favour an integrated model.

The public preference supports pairing visible security with outreach, prevention and station-condition responses.

TOP TWO PRIORITIES FOR FUTURE DEPLOYMENT



Deployment decisions should combine objective need, rider experience and local service context, rather than apply one uniform model across the system.

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Base: General public respondents total n=501.

The implementation challenge is consistency: presence is valued, but not always experienced

23%

had heard of the formal Transit Safety Pilot

Formal awareness is limited and is not required for the presence itself to have an effect.

33%

of recent CTrain users say they see personnel more often than before

Frequent users are more likely to notice increased presence: 46%.

36%

say they see personnel less often or have not noticed any

Women are more likely than men to report less/no visibility: 44% vs. 28%.

The next implementation task is not simply deployment, it is predictable, noticeable coverage that reaches the riders and groups whose confidence is lowest.

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Base: General public respondents total n=501.



STATION VARIATION AND FUTURE DESIGN

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Interpret stations as different operating contexts, not as a ranking

THREE MEASURES SHOULD BE READ TOGETHER

Safety perception

How safe riders feel and whether the station feels safer than others

Security visibility

Whether staff and their activity are seen and recognized

Station conditions

Disorder, sheltering, cleanliness and other local pressures

FOUR USEFUL STATION ARCHETYPES

Positive safety, lower pressure

Sustain the operating model and watch seasonal resilience.

Positive safety despite pressure

Study what helps visible presence convert amid persistent disorder.

High visibility, incomplete conversion

Test targeted changes in deployment, outreach, cleanliness or activity.

Mixed / monitor

Track direction and local context before drawing conclusions.

This is a research monitoring lens, not an operational performance ranking.

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Station typology examples: visibility and safety do not move together automatically

Positive safety, lower pressure

Tuscany • Southland

Safe: 85% / 78%

Visible: 65% / 62%

Observed disorder: 59% / 67%

Sustain what is working; use Winter to test resilience.

Positive safety despite pressure

Sunalta • Westbrook

Safe: 77% / 80%

Visible: 80% / 69%

Observed disorder: 80% / 77%

Study how context and visibility may be supporting confidence.

High visibility, incomplete conversion

Marlborough • Rundle • 8th Street • Chinook

Safe: 62%–66%

Visible: 63%–72%

Observed disorder: 73%–82%

Test targeted station responses; visibility alone is not enough.

Mixed / monitor

City Hall • Franklin

Safe: 71% / 72%

Visible: 72% / 72%

Observed disorder: 78% / 74%

Monitor change and distinguish security effects from local context.

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Base: All intercept respondents; Total n=4,870.

What appears to be working, and what remains challenging

What appears to be working

- Security presence is substantially more visible at pilot stations.
- Visible personnel provide a consistent reassurance benefit.
- Confidence in receiving timely assistance strengthened in Fall.
- Observed disorder and several specific behaviours moved favourably.
- The share feeling “very safe” increased over the pilot period.
- Public support for continued investment is broad and intense.

What remains challenging

- Overall safety has remained stable rather than showing a broad uplift.
- Pilot stations continue to trail comparison stations on overall safety.
- Disorder remains common and strongly affects safety when encountered.
- Visibility softened in Fall and is not consistently experienced system-wide.
- Outcomes vary substantially by station and do not follow one simple pattern.
- Survey evidence alone cannot show changes in actual incidents or ridership.

Bottom line: the pilot is delivering visibility and reassurance; the next design challenge is station-specific conversion into stronger safety outcomes.

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Winter extension: use the next wave as a stress test and targeted learning phase

Why Winter matters

Colder weather may increase sheltering pressures, change station dwell time, affect visibility and place greater demands on outreach and safety resources.

Winter therefore tests whether current gains are durable under more challenging conditions.

FOUR WINTER HYPOTHESES TO TEST

Visibility durability	Can pilot stations maintain a noticeable, predictable presence through Winter?
Reassurance resilience	Does the comfort benefit remain strong as conditions become more challenging?
Disorder and sheltering	Do favourable trends hold, reverse or concentrate at particular stations?
Targeted adjustment	Do station-specific changes improve outcomes where visibility has not converted?

Retain comparison stations and document any operational changes at each pilot station so Winter outcomes can be interpreted credibly.

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Spring confirmation: assess sustainability, conversion and the full-cycle result

Spring purpose

Determine whether results rebound, stabilize or continue improving after Winter, and whether targeted station changes produced durable gains.

Spring should provide the clearest full-cycle assessment of the pilot model.

KPI FRAMEWORK FOR WINTER AND SPRING

1	**Deployment**	Coverage hours, staffing mix and station-level changes
2	**Visibility**	Noticed staff, staff visibility and observed activity
3	**Reassurance**	Comfort, feeling safer and confidence help is available
4	**Conditions**	30-day and last-trip disorder; sheltering; cleanliness
5	**Safety**	Overall safe, “very safe,” comparative safety and change
6	**Potential behaviour**	Stated likelihood to use; ideally actual ridership

Add operational incident, call-for-service, deployment and outreach data to distinguish perceived experience from actual conditions and strengthen causal interpretation.

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Recommended operating and evaluation approach

1. **Extend through Winter and Spring**

   Use the additional waves to test seasonal durability and full-cycle sustainability while retaining comparison stations.

2. **Protect visibility gains**

   Maintain predictable, noticeable coverage and track whether deployed personnel are actually seen by riders.

3. **Use station-specific response plans**

   Match security, outreach, cleanliness and other responses to local disorder and rider experience.

4. **Make proactive activity visible**

   Increase movement, engagement and early intervention where the current model is mostly observational.

5. **Focus on lower-confidence groups**

   Track outcomes for women, residents who feel unsafe and people for whom safety is a barrier to use.

6. **Integrate operational evidence**

   Link survey findings to incidents, calls, deployment hours, outreach contacts and ridership where available.

Decision principle: continue the parts with strong evidence, visibility and reassurance, while adapting the model to reduce disorder and improve conversion at higher-need stations.

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Bottom line

The pilot has clearly changed what riders see, and visible personnel consistently make riders and Calgarians feel more secure.

Delivered

A clear visibility advantage, broad reassurance and stronger confidence that help is available.

Emerging

Favourable movement in disorder, “very safe” sentiment and some station-level improvement signals.

Next test

Whether targeted, sustained presence can produce more consistent safety gains across seasons and stations.

The evidence supports continuing a visible safety presence, but as part of a balanced, station-specific strategy that combines security, outreach, prevention and improved station conditions.

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