

Transit Public Safety - Visible Security Pilot Final Report

CD2026-1006

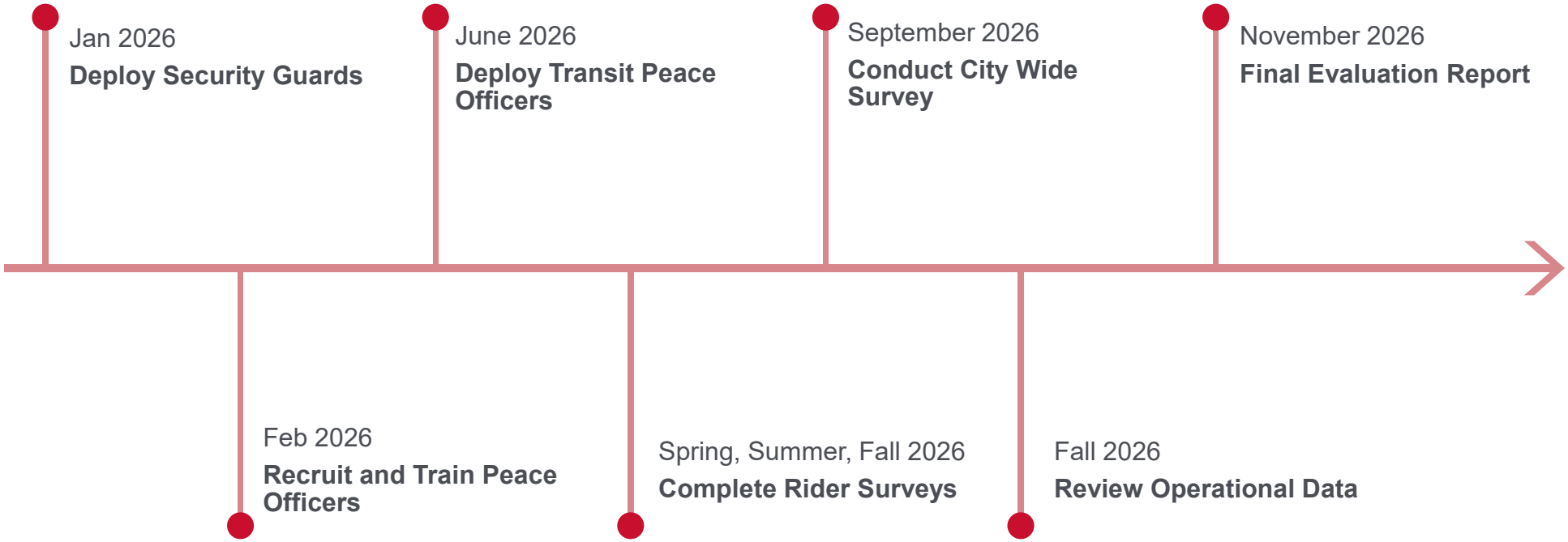
2026 November 2



Recommendation

That the Community Development Committee recommend that Council receive this report for the Corporate Record.

Transit Public Safety - Visible Security Pilot



Rider Feedback: KPIs over 3 Waves

1 **75%**

Feelings of Safety

% of feeling safe at stations

↔

"Very safe" increased
27% → 32% → 34%. ↑

2 **73%**

Observed Disorder

% observed any disorder in past 30 days
76% → 73% → 70%

↑

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3 **61%**

Security Presence

% noticed security staff during pilot hours
65% → 61% → 57%

↔

4 **72%**

Impact of Security Presence

% more comfortable using transit 4 - 8pm
73% → 71% → 71%.

↔

5 **70%**

Confidence in Timely Assistance

% very/somewhat help would arrive quickly
67% → 68% → 73%. ↑

Station Riders

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

Operational Data Explains Findings

1 Disorder

Officer – Generated Disorder			
Feb	April	July	Sept
13	67	139	132

Total Disorder (all call sources)			
Feb	April	July	Sept
97	242	208	232

2 Community Outreach Team (COT)

COT Interactions		
Spring	Summer	Fall
1068	562	610

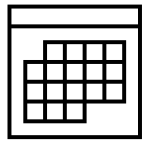
Sheltering		
Spring	Summer	Fall
37 %	28 %	31 %

3 Station Patterns

Concentration



Seasonality



What the Pilot Confirmed: *Visibility & Reassurance*

Visibility

Noticed Security

61%

Observed disorder

76% → 70% ↘

Reassurance

More comfortable

72%

"Very safe"

27% → 34%

Confidence

Feel safer

79%

Stated Likelihood of Transit use if Security Presence is visible

55% of all Calgarians

Station Riders

General Public

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

What the Pilot Confirmed: *Continued Support*

CITYWIDE SURVEY

90% support continued investment



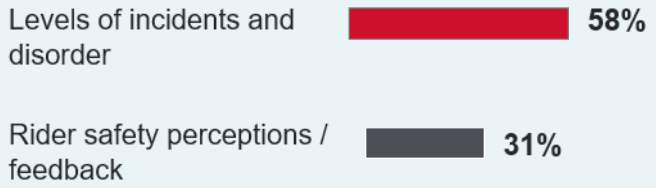
67% strongly support; only 3% oppose.

PREFFERED 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.

DEPLOYMENT BASED ON



General Public

Base: General public respondents total n=501.

Conclusion



- The pilot has changed what riders see, and visible personnel consistently make riders and Calgarians feel more secure.
- Evidence supports a visible safety presence as part of a balanced, station-specific strategy that combines security, prevention, outreach and social supports.
- Current deployment model can't sustain station-specific presence without added resources.



Recommendation

That the Community Development Committee recommend that Council receive this report for the Corporate Record.

Thank you!

