

Know Where to Get Help

ETS has safety features everywhere you go.

Here's what to look for:

- ▶ **Blue Emergency Phones** are located on LRT platforms and at transit centres. Press the button to speak directly with ETS Security.
- ▶ **Red Emergency Buttons** are located at transit areas throughout downtown and connect directly to ETS Security when pressed.
- ▶ **Onboard the trains, there are LRT alarms** that alert the train operator.
- ▶ **Alarm strips** are located inside the LRT trains over the windows.
- ▶ **Red alarm pull handles** are located on some LRT trains above the door.
- ▶ **Alarm buttons** are located on all LRT trains at multiple locations.
- ▶ **ETS Control Centre staff** monitor more than 1,000 monitored security cameras across the network.

Tips for Riding Smart and Safe

Stay alert: keep your music low and eyes up.

- ▶ Keep valuables close and secure.
- ▶ If something feels off, move toward the operator or another group of people.
- ▶ Be kind and respectful, and help make transit welcoming for everyone.
- ▶ Report concerns using Transit Watch or blue emergency phones.
- ▶ Call 911 in an emergency.

You're Never Alone

From the operator at the front of the bus to officers and staff on the platform, we're here to help. You can always ask for assistance if you're unsure or feel unsafe.

For added safety after 6 p.m., you can request a stop between scheduled stops on most ETS bus routes. Just ask the operator at least one stop in advance (do not ring the bell).

Know Before You Go:

Back-to-School Transit Safety Tips

This guide includes what you need to know about using transit confidently and responsibly.

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Getting Started with ETS

Plan Your Trip: Use the ETS Trip Planner at edmonton.ca/Transit, call 311 or use Google Maps.

Paying Your Fare: Tap your Arc card when entering or exiting a bus or LRT fare payment area. Transit Peace Officers do random fare checks! For more information about Arc, visit edmonton.ca/Arc.

Stay in the Know: Follow @takeETSalert on X for service updates, or visit edmonton.ca/ServiceChanges.

For safety information and tips, visit edmonton.ca/ETSSafety.



Who's Here to Help?

Transit Peace Officers (TPOs)

- ▶ Patrol LRT, buses and stations 24/7
- ▶ Provide help and support
- ▶ Ensure you pay the fare and follow the rules
- ▶ Support community safety and respond to incidents
- ▶ Respond to calls for service

Edmonton Police Service (EPS) Officers

- ▶ Collaborate with ETS and TPOs on safety initiatives
- ▶ Provide presence on and around transit when needed
- ▶ Respond to emergencies and enforce the law
- ▶ EPS Transit Community Safety Teams (TRACS) work alongside the Transit Community Action Team (TCAT) to patrol transit spaces



ETS Staff

- ▶ Are present on buses and trains, at transit centres and LRT stops/stations
- ▶ Provide wayfinding and customer service
- ▶ Monitor system-wide safety in real time
- ▶ Work closely with security and emergency responders to keep services running smoothly

Community Outreach Transit Team (COTT)

- ▶ A partnership between TPOs and community outreach workers
- ▶ Provide support to vulnerable people in transit spaces
- ▶ Can help with housing, mental health or substance use services

311 Staff

- ▶ Responds to concerns about the cleanliness of transit spaces
- ▶ Provides support for general transit inquiries

Safety at Your Fingertips

Transit Watch: 780-442-4900 (call or text)

Use it to report:

- ▶ Suspicious behaviour
- ▶ Harassment or disorder
- ▶ Unsafe situations

Tip: Be specific. When contacting Transit Watch, try to provide the bus or train number, location, direction of travel and what's happening.

For emergencies, always call 911.