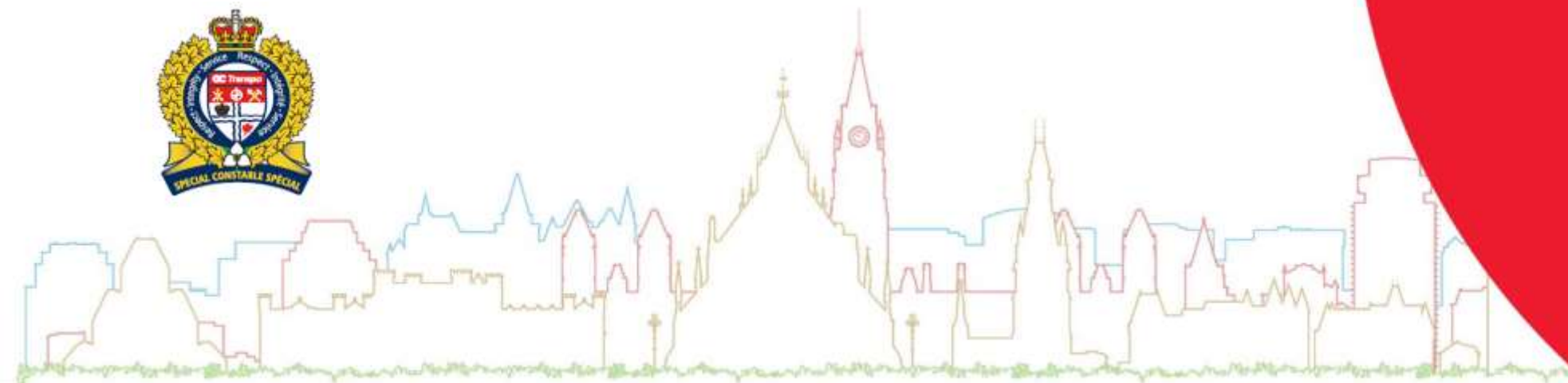


OC Transpo Public Safety Strategy

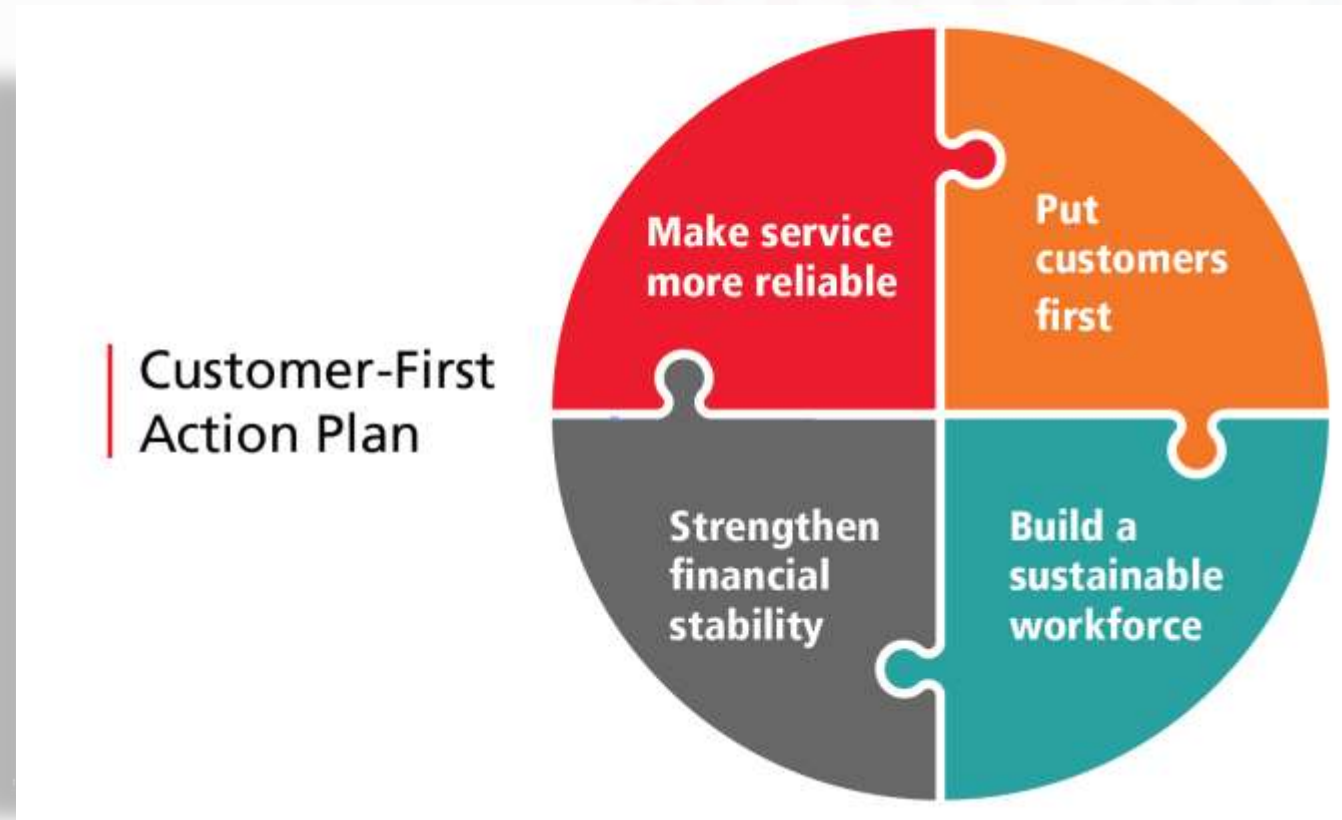
Transit Committee

June 11, 2026



Commitment to Safety

- We're committed to providing safe, reliable transit service
- The Public Safety Strategy is complimented by the:
 - Customer-First Action Plan
 - OC Transpo Vision and Mission statements
 - Transit Services Five-Year Roadmap
 - Ontario-Ottawa Agreement
 - Community Safety and Well-being Plan



Industry Best Practices

- Benchmarking, comparator, and documentation reviews conducted across Canadian transit agencies
- Canadian Urban Transit Association report recommendations
- Community and customer feedback collected and reviewed
- Provincial and national working groups

Community Safety and Well-Being Plan

2021-2031



TTC's Community Safety, Security, and Well-being Plan
2024-2028

Prioritizing Safety on Public Transit

Recommendations for transit agencies, partnering organizations and all levels of government

Canadian Urban Transit Association

April 24, 2023





Special Constable Unit

Ontario-Ottawa Agreement

- Dedicated funding provided by the Province
- Achievements include:
 - Special Constable staffing growth
 - Enhanced training capabilities
 - Procurement of essential safety items
 - New communication campaigns
- Instrumental in implementing the OC Transpo Public Safety Strategy
- Council approved the reallocation of funding, including the Rideau Station Revitalization project



Public Safety Action Plan

Partnership with
Ottawa Police
Service (OPS)



Visibility



Technology

Staffing and Training



OC Transpo Public Safety Strategy

Environment



Communication



Community
Collaboration



Public Safety Action Plan

- Outlines safety and security priorities, accomplishments, initiatives, and KPIs
- The multi-year plan will be published in Q4 2026



Communication

- Safer Together campaign builds confidence and raises rider awareness about key safety programs
- Agile and updated based on new safety and security initiatives

Staffing and Training

- Additional Special Constable staffing and enhancements to training, including OPS led hate motivated incident training



Staffing and Training

OC Transpo Public Safety Strategy

Visibility



Visibility

- Launch of the SCU Community Visibility Team in May 2026
- Solely focused on proactively patrolling the transit system on foot, by bike, and on transit

Environment

- Rideau Station Revitalization Project
- Public washroom enhancements



Technology

- New safety and security customer-facing app for discreet, direct reporting to SCU, launching before the end of 2026

Community Collaboration

- Joint response between SCU and City outreach teams
- Implement an enhanced, coordinated approach to supporting individuals experiencing homelessness on the transit system

Partnership with
Ottawa Police
Service (OPS)

OC Transpo Public Safety Strategy

Community
Collaboration



Partnership with OPS

- Integrated taskforces
- Collaboration with OPS prior to and after the launch of Stage 2 East

Key Performance Indicators

- OC Transpo's Public Safety Action Plan will be data driven and include measurable KPIs and objectives
- The plan will leverage existing KPIs including:
 - OC Transpo's Safety and Security Management Systems
 - SCU Annual Report
- New CSA Standard



Number of SCU Focused Patrols



Average Response Time to Calls for Service



Transit-related Violent Crime Rate



Customer Injury Rate



Fare Evasion Methodology

Next Steps

SAFE STOP



- Safety and security is OC Transpo's top priority
- Special Constables can be reached 24/7
- The Public Safety Action Plan will be published in Q4 2026
- This work will complement the Customer-First Action Plan

Safer together.



Call 911
in emergencies



Anonymous online
reporting



Special Constable Unit
613-741-2478



Ask OC Transpo
staff for help



Emergency phones



Transecure program

Questions?

