

**MEMORANDUM**

**Subject: Transit Safety and Security Services Contract Update**

**Date: February 18, 2025**

**To: Niagara Transit Commission**

**From: Brad Charters, Deputy General Manager, Fleet and Facilities**

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The purpose of this memorandum is to advise the Board of an extension to the existing Security Services agreement between the Niagara Transit Commission and The Canadian Corps of Commissionaires (Hamilton) to June 30, 2025. Further, staff will update the Board on current work underway and next steps as we move forward in recommending changes to improve the safety and security at our transit hubs and facilities and in procuring this service after June 30, 2025.

**Background**

All Niagara residents deserve a safe and secure transit journey and the staff at the Niagara Transit Commission deserve a safe work environment. In transit, industry and agency best practices define safety and security as:

- Safety on transit services and in our facilities means that people are physically safe in transit spaces.
- Perception of Safety on transit services can be defined as the citizens of Niagara perceive transit to be safe and are not deterred from using transit for safety reasons.

As Niagara Region continues to experience challenges with homelessness, mental health and addictions as well as an increasing trend of vandalism and violence in public spaces, staff have identified an increasing need for security and enforcement services in our physical transit spaces. A team of staff in both Facilities and Customer Experience at NTC as well as staff from the Region of Niagara are working collaboratively on meeting this need as we change and expand our scope of services now required to meet public expectations.

Current actions have been expanded, and future actions are outlined herein.

## **Current Actions Underway**

1. Enhance security visibility in the transit system within the existing resources available. Welland Terminal security presence to be implemented, additional resources to be added to the St Catherines Downtown Terminal.
2. Security Audits of transit facilities to be conducted by Regional CEFM (Construction, Energy & Facilities Maintenance) employees to understand ways to reorganize facilities physically, evaluate automated access controls, and alter locations to provide safer spaces for staff and the public.
3. Consultation with onsite Customer Experience and Transit Operations staff members that are working in areas with known safety concerns.
4. Extending the existing contract for security services in limited locations to ensure continuity while work is underway to define and expand the scope of needs.
5. Joint procurement of security services with the Region of Niagara to realize efficiencies and to provide access to ad hoc security services that will improve the perception of safety in transit spaces.

## **Next Steps**

1. Staff will be bringing options to the 2026 budget process to expand safety measures in transit spaces.
2. Staff will be working within the CUTA Guidelines (Prioritizing Safety on Public Transit) as provided to the Board in Report NTC 5-2023 to continue to meet industry best practice and to develop transit-specific safety initiatives in the future.
3. Collaboration will be undertaken between NTC departments and agencies in the Region (i.e. Niagara Regional Police Service) to develop a comprehensive Transit Safety Plan.
4. Staff will continue to recommend investment within the allocated resources in safety, security and enforcement.

Staff is committed to implementing a continuous customer safety marketing campaign onboard our buses and in our public spaces highlighting safety measures. This will include informing customers on how to report incidents and communicating behaviors that are not tolerated in public spaces. Policy and bylaws have been approved (Operating Bylaw) and these guide the Commission's authorities in place. Staff will continue to come forward for Board approval as this planning and procurements

potentially expand. We are dedicated to ensuring riders feel and are safe on a Niagara Transit vehicle and in our hubs and terminals.

## Other Pertinent Reports

- [NTC 5-2023](https://pub-ntc.escribemeetings.com/filestream.ashx?DocumentId=41)  
(<https://pub-ntc.escribemeetings.com/filestream.ashx?DocumentId=41>)
- [Bill 2022-02 “A BY-LAW REGULATING THE USE OF THE NIAGARA TRANSIT COMMISSION TRANSIT SYSTEM”](https://pub-niagararegion.escribemeetings.com/filestream.ashx?DocumentId=28786)  
(<https://pub-niagararegion.escribemeetings.com/filestream.ashx?DocumentId=28786>)

Respectfully submitted and signed by



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Brad Charters  
Deputy General Manager, Fleet and Facilities

## Appendices

Appendix 1            CUTA – Prioritizing Safety on Public Transit (Guidelines)