

Background

On October 23, 2017 a report titled Transit Safety Plan was presented to the Community Services Committee. This report outlined several recommendations which could enhance safety and security for City of Greater Sudbury Employees, passengers and residents. As per a recommendation from the Transit Safety Plan report, the Transit Operator Compartment Barrier pilot project will be initiated to review the effectiveness of this safety tool.

Objective of Transit Operator Compartment Barrier Pilot Project

In 2014, a Transit Operator Compartment Barrier sample was presented to the City of Greater Sudbury Transit Operators. After the Transit Operators had time to look at the sample, a survey was conducted which revealed that the majority were not in favor of the barrier.

In response to a physical assault which occurred in May of 2017, the Transit Safety Task Force Committee and Greater Sudbury Transit Services agreed to review again the Transit Operator Compartment Barrier. Greater Sudbury Transit is launching a year-long pilot to ensure that all information required to assess the effectiveness of this safety tool is considered. One bus will be retrofitted with a Transit Operator Compartment Barrier that all Transit Operators will have the opportunity to test.

The objective of the pilot project is to gather information as they relate to:

- Effectiveness of the safety tool and impacts on potential assaults
- Visual hazards, airflow and Operator physical comfort
- Feedback from passengers and customer service
- Transit Operator feedback

The information gathered will assist in providing a comprehensive understanding as to the effectiveness of Transit Operator Compartment Barriers. Recommendations will be based on an overall understanding of this safety tool as it relates to Greater Sudbury Transit Services.

Pilot Program Timelines

Week of February 7, 2018	Provide information on the pilot project objectives to the Transit Safety Task Force Committee Members.
Week of February 12, 2018	<p>Provide information on the City of Greater Sudbury website, through public service announcements and social media where the public can learn more about the Transit Operator Compartment Barrier and pilot project objectives.</p> <p>Communication to Transit Operators about the installation of the Transit Operator Compartment Barrier. A survey will be distributed to gather information on Transit Operator perception of the effectiveness of the safety tool.</p>
Week of March 5, 2018	Installation of the trial Transit Operator Compartment Barrier will occur and Transit Operators will begin the trial.
Week of September 10, 2018	A second survey will be distributed to Transit Operators to gather information on their experience at the halfway mark.
February 2019	<p>Conclusion of the pilot program of Transit Operator Compartment Barriers.</p> <p>A third survey to Transit Operators.</p>
March 2019	<p>Engagement through Open Houses will be hosted by Union Representatives and Greater Sudbury Transit Management for Transit Operators. This will provide an opportunity for an open dialogue about the overall experience of the Transit Operator Compartment Barrier.</p> <p>The information gathered over the trial period will be shared with the Transit Safety Task Force Committee (survey results, statistical information, Transit Operator and public feedback).</p>
Spring 2019	Report providing recommendation on the use of Transit Operator Compartment Barriers.

Next Steps

Greater Sudbury Transit's objective is to continuously develop, implement and improve strategies and processes to ensure that Transit achieves the highest level of safety and provides a comfortable, inviting and safe environment for passengers and Transit Operators. While the Transit Operator Compartment Barrier Pilot Project is underway, other recommendations presented in the Transit Safety Plan report will be undertaken.

A report will be presented to the Community Services Committee in the Spring of 2019 with a final recommendation for the use of Transit Operator Compartment Barriers.

Reference

Transit Safety Plan, Community Services Committee, October 23, 2017

(<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1154&itemid=13102&lang=en>)