

negative			doubt they would use text line to report
update			
update			
			safety top priority
negative		damaged pay phone	need more security
negative		wants concrete examples of safety	does not feel safe
negative		open drug use on LRT	no sign of security
negative		bad travel schedule of bus	sat on 717 for an hour before going home with 4 of them in a row
negative		chased by crazy people	not able to call or text in situation
negative		listen to people in the city and what they are telling you about the failure of the new system	Have actual ETS security and not the private security services you have now
negative		north bound capitol line does not seem very safe	
negative			
negative		do you have people manning cameras 24/7	if they see something do police get called
negative			
negative			
negative		only people who feel safe are the 2 peace officers that are accompanied by the 2 police officers	

positive			Transit operators from all origins make it safe for all customers
negative			LRT used by homeless as sleeping quarters
negative			not enough security
negative		will ETS make sure trains are safe to ride	syringers on seats removed
negative		not safe	
negative		why do you need to call when everything is covered by security cameras	fancy new security centre would see it and notify security
negative		see display of security without publicity	
negative		covid	people not wearing masks
negative		full buses on safe roads not completing their route	
negative		not safe	better have security there for them
negative		covid	provincial gov. and AHS masks are mandatory on buses until Sep 27th.
negative		security in place a joke	did not alert people bear mace was sprayed at Southgate terminal
negative		security too late	
negative		covid	people on commute not wearing a mask
negative		storing shopping carts in LRT	can't they be stopped by onsite security
negative		actual transit officer presence much better deterrence	security officers in hi vis jackets do nothing
negative			has not seen a peace officer or police officer
negative		electric buses	
negative		modern green city requires: affordable, clean and safe public transport	

negative		dangerous	already too expensive and unaffordable
negative		put money back into services	keep fares low
negative		what has been done to update safety concerns	drug addicts and homeless people overran the LRT stations
negative			homeless people doing crack at the 2 stair wells
negative		thousands waiting for 2 ticket booths at century station	
negative		how do we know if ETS security gets our message?	
negative		why take ETS when you can drive in safety and arrive on time	
negative		any action on complaint?	
positive			
negative		should have better security and make it impossible to go on the LRT platform without paying a fare or proper proof of payment	get rid of honor system, people will feel safe, this will increase ridership
negative		ensure ETS drivers wear masks	morning driver who wears the mask below his nose doesn't have a mask on at all today
negative		thieves are using wireless disc cutters on u-locks	dinky little padlock which can be cut with bolt cutters from a backpack will be gone in seconds
negative			

positive			
negative		whats the chance of you putting the same effort into a safe and effective bus service all year round	
positive			
negative		covid	bus driver not wearing mask properly
negative		what is the point of health sciences train when its practically empty while century park is jam packed	what is the point of security guards when they do nothing
negative		guy on drugs in lrt screaming and hitting head against window	
negative			
negative			
negative		where are Peace officers and Security	
positive			old tunnels had corners to hide in
negative		covid	passengers not wearing masks, feel unsafe and uncared for
negative		covid	security also affected
positive			
negative		installed safety cages on high incident lines	
negative			
negative			no heat on LRT platforms
negative			

needs sufficient amount of info to be looked into by investigators		
blame toward homeless	loitering	harrasing for transfer and money
pointing out poster signage saying ETS is improving safety and service		
more security needed		
people injecting themselves	people smoking	same people get aggressive when you glance quickly in their general direction
illusion of security "hash"		
	wife and daughter feel unsafe when taking transit	get actual police to travel LRT at all hours to clean up this mess
feels less secure		
blocking entrance and didn't move to give space to walk properly		

		dirty shoes on front seat of each car
transit centres & LRT are terrifying	fare prices don't correlate to safety	safe, efficient, affordable transit should be available to everyone
glass containers that contain "who knows" what drug removed		
feel unsafe and uncared for		
no reason drivers cant ignore stops were nobody is wearing a mask and get transit security to respond to maskless riders at transit centers.		
just let people walk into bear mace		
hard to feel safe when no enforcement		
calling security guards statues		
drivers say how unsafe they are		
public transport inconvenient and more expensive than driving, you have failed		

all routes around my house are leaving come April	no way for son to get to school without quitting work	
female coworkers scared when entering or riding the train		
say hired more security but none during that time	if there is they are on their phones	#dontfeelsafeedmonton
		4-5 ticket sellers not enough to stop stampede
security at bay enterprise are just chatting with each other and socializing	stairwells feel unsafe	
covid		
is not an upgrade in security for my bike, is downgrade		

website promotes safe rides, not linking to safety		
don't feel safe on LRT at night	have to use it because no parking anywhere	
Central had many people camping out, unmasked, with unmasked travellers at night		
#InternationalCitiesOfPeace for major civic initiative	double down on reconciliation training	
no security anywhere. Awesome		
overdoses that happen everyday		

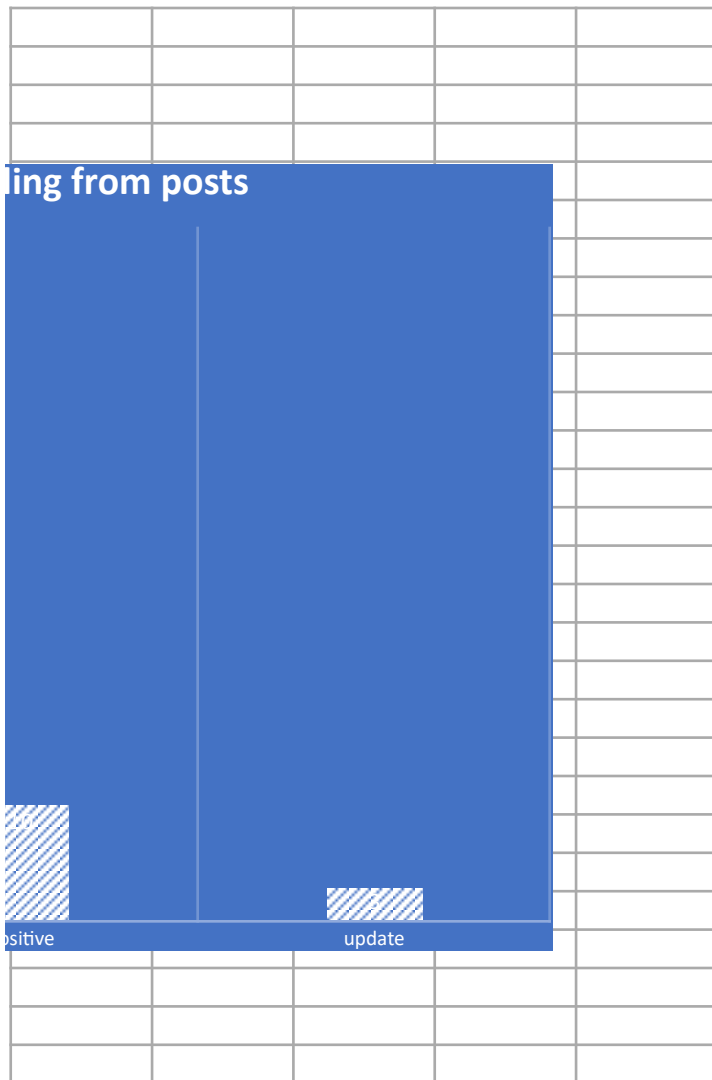
do not feel safe	when we can reach you	

[illegible]

[illegible]

Statement										
covid	#18	#20	#21	#27	#30	#33	#49	#56	#63	#64
drugs	#8	#12	#15	#23	#41	#42	#58			
security	#3	#5	#8	#10	#11	#14	#15	#19	#22	#23
damaged property	#5	#14								
travel schedule is bad	#9	#28	#38	#39	#43	#45				
homeless people	#5	#8	#10	#15	#21	#34	#41	#42	#64	
weather causes delays	#2	#4								
unable to use existing service	#1	#10								
too expensive	#22	#37	#39	#40	#45					
loitering	#5	#48								
harrasement	#5	#15								
don't feel safe	#6	#11	#12	#14	#18	#19	#23	#24	#27	#29
no action taken from response	#10	#11	#14	#15	#22	#30	#41	#42	#44	#46
illusion of security	#14	#15	#31	#32	#35	#36	#41	#42	#44	#46
Do the cameras work	#15	#25								
Measures ineffective	#16									
No contact with security	#31									
electric buses	#37									
ticket boothers	#43	#48								
thiefs	#50									
large amount of buses not in service	#51									
service not being used	#57									
disrepear	#68									

#69														
#25	#26	#29	#31	#32	#35	#36	#42	#44	#45	#46	#47	#48	#50	#54
#33	#39	#40	#41	#42	#44	#45	#46	#48	#50	#54	#58	#59	#61	
#54	#58	#59												
#54	#58	#59	#61											



negative				
negative				
negative				
negative				
negative				
negative				
negative				
positive				
positive				
positive				
positive				
positive				
positive				
positive				
positive				
positive				
positive				
update				
update				
update				