

FRONTLINE EMPLOYEE SAFETY

Saskatoon Transit is committed to improving workplace safety and fostering a culture of safety within the department.

GOALS

1. Fewer negative interactions for frontline employees at Saskatoon Transit.
2. Security measures that protect frontline employees from violence.
3. Clear policies and procedures for workplace violence prevention.
4. Effective customer service training for frontline employees.
5. Coordinated and supportive response to critical workplace incidents.
6. Increased coordination with Saskatoon Police Service and Saskatoon Fire Department.
7. A culture of safety and respect at Saskatoon Transit.

ACTIONS

1. Launch the new Workplace Violence Prevention Policy.
2. Streamline the process for reporting an incident to the Saskatoon Police Service to help the incident investigation.
3. Participate in the "One City" approach to Community Safety and Wellbeing strategy.
4. Run a public marketing campaign featuring actual frontline employees from Saskatoon Transit to increase the profile of bus operators in the community.
5. Increase uniform presence with supervisors at terminals and on bus routes with a higher number of reported incidents.
6. Deploy the Fire Community Support team to bus terminals and on bus routes with a higher number of reported incidents.
7. Explore the feasibility of installing CCTV cameras at Downtown and Confederation Mall terminals.
8. Develop a process to ban a problem customer from Saskatoon Transit buses and facilities.
9. Document and communicate the expectations for fare collection.
10. Roll out the updated Respectful and Harassment-free Workplace process.
11. Develop and deliver new customer service and de-escalation training for frontline Saskatoon Transit employees.
12. Introduce the new Corporate Customer Conduct Standard.
13. Enhance mental health support for Saskatoon Transit employees.
14. Increase reporting and tracking of negative interactions.
15. Review and improve the Safety Talk program.
16. Communicate regularly to employees about workplace safety initiatives.
17. Advocate for a tougher sentence for assaults against a Saskatoon Transit employee under the Criminal Code.