

Call: 9-1-1

Prevent

Alert

Inform

Blow the whistle on crime in your community.

If you are uncomfortable or not able to use the safety features provided – use your cell phone to call: 9-1-1

Customer Information:
604-953-3333
Customer Comments:
604-953-3040



▶ **Be aware of your surroundings.**

Pay attention to what is going on around you and if necessary avoid an uncomfortable situation or potential problem. By moving to another seat, a different car or the next train you might diffuse a possible confrontation.

▶ **Draw attention to the situation.**

If you find yourself in a dangerous situation, make as much noise as possible. Drawing attention may frighten off the perpetrator or prevent a potential attack.

▶ **Be part of the solution.**

If you discover a suspicious package, become involved in or observe a threatening situation or dangerous activity, use the Emergency Phone, onboard Silent Alarm or Speaker Phone to inform the SkyTrain Operations Centre. Calling 9-1-1 is also an option.

SkyTrain, TransLink and the Collingwood Community Policing Unit recently launched a "Whistle Blower" campaign in the Collingwood neighbourhood. Plastic safety whistles and a safety tips flyer were distributed throughout the community. The whistles are intended to draw attention when emergency assistance is required. For information or help with setting up a similar program in your neighbourhood call: 604-717-2935.

Your SkyTrain Safety Pocket Guide



SkyTrain

Safety Features and Procedures

Be Confident.

Maintaining a safe, secure and comfortable environment for our customers is a SkyTrain priority. Stations and trains have many built-in features to make your trip as safe and enjoyable as possible. Transit Police and SkyTrain Attendants are close by and ready to respond to every situation that may occur.

Be Prepared.

Be aware of the safety and security features available to you and know what to do before an unpleasant or threatening situation occurs. When coming and going from the station be conscious of the activity in the immediate area.

Emergency response dispatch originates from the SkyTrain Operations Centre



Silent Alarm

Make yourself aware of the Silent Alarm locations inside each train. The yellow strip is located on every window frame. Press the strip and personnel will be immediately dispatched to help you. Remember, this is a silent alarm and can be used in situations that require stealth.

Press the yellow strip for assistance



Speaker Phone

Make yourself aware of the Speaker Phone location in every vehicle. Press the red button to be in immediate verbal communication with the Operations Centre. By using this method, personnel can be dispatched to help you if required.

Press the red button for assistance



Emergency Phone

Make yourself aware of the Emergency Phone location at the stations. (This is NOT the Customer Information phone.) These red phones can be used for any potentially threatening or dangerous situation as well as emergencies. Simply picking up the receiver puts you in contact with the Operations Centre.

Use the emergency phone for assistance



Video Camera

Closed circuit video cameras constantly survey SkyTrain stations and platforms. All activity is recorded but cameras are not monitored by staff at all times.

