

goSAFE & Village Shuttle Review

Campus Services & Business Operations

Safety Audit Committee Review

February 12, 2014

Overview – goSAFE



Who We Are

- goSAFE:
 - One of the largest programs of its kind in Canada
 - Positions are paid & staffed by York students
 - We provide a unique way for students to contribute to the community & enhance the York experience
 - We are a free service for anybody at York to use
- Village Shuttles:
 - One of few Universities to provide this degree of service
 - Positions staffed by full-time professional York U drivers
 - We are a free service for York students / faculty / staff & their guests
- Both services are part of CSBO and work very closely together

goSAFE – What We Do



- Provide escorts to and from any on-campus location
- Nightly audits of exterior lighting, Emergency Phones & ADOs
- Pro-actively contribute to campus safety and act as a community resource & ambassador
- Operate the University's Lost & Found Office (Keele Campus)

Transportation – What We Do

- Glendon - Keele Shuttles
- GO Train Shuttles
- Van Go Service
- Village Shuttle Service
 - 3 Routes – East, West & Express
 - 6pm to 2am, 7 days per week (Fall & Winter)
 - 8pm to 2am, 7 days per week (Summer)
 - Service every 20 – 30 minutes per shuttle

goSAFE – How to Reach Us

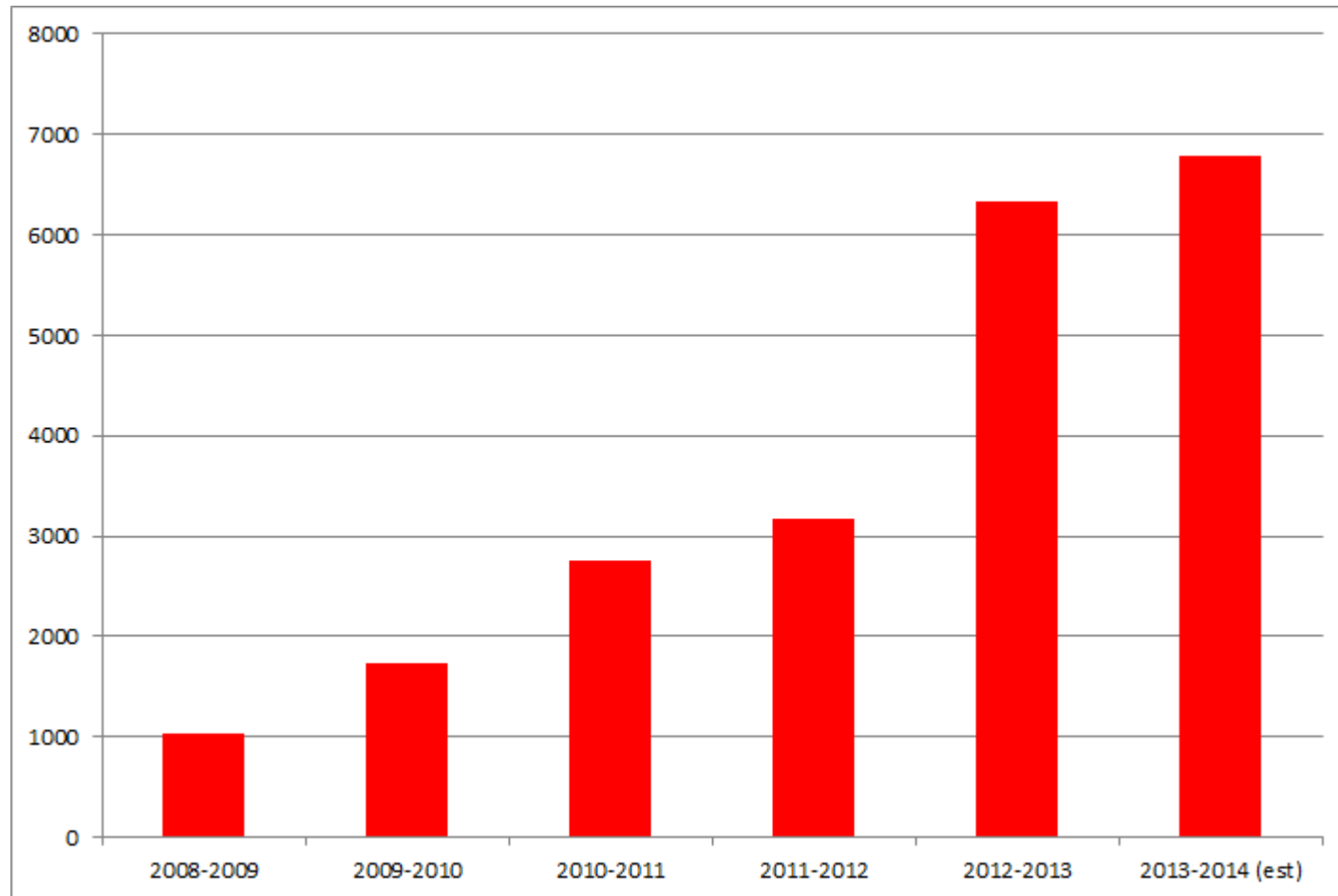
Hours of Operation		
	Fall / Winter	Summer
Keele	6:00pm to 2:00am	8:00pm to 2:00am
Glendon	6:00pm to 1:00am	No Service
*** We operate 7 days per week, including holidays		
*** No service during University closure in December		

- DURING SERVICE HOURS:
 - Call 416.736.5454 (or x55454) – free from any campus payphone!
 - Any Blue Light Emergency Phone
 - goSAFE button on any phone
 - By asking any of our staff you see walking around
 - goSAFE is also the after-hours number for any Shuttle issues
- Need after-hours service? Contact York Security at 416.650.8000



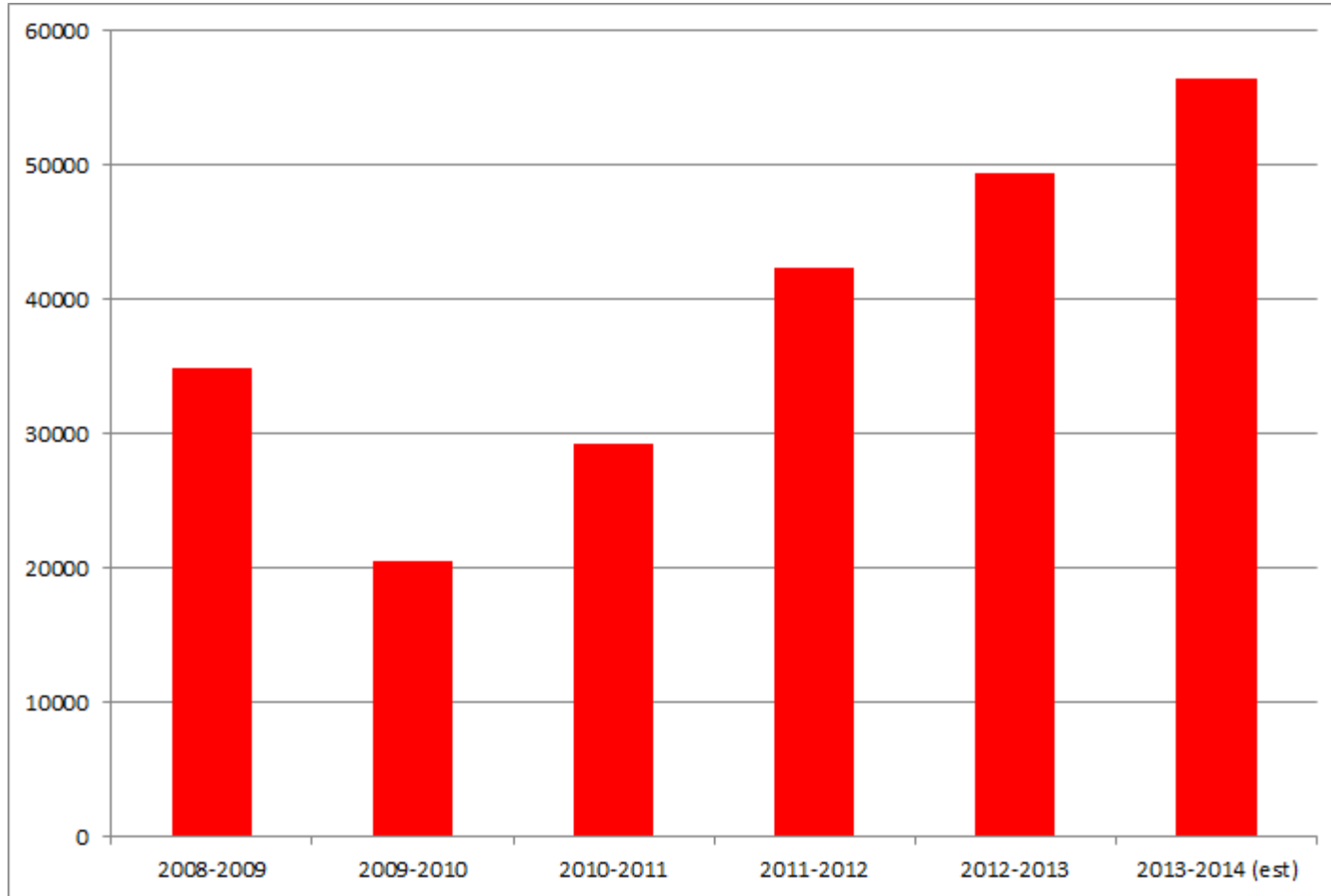
goSAFE – Year-on-year Demand

- Data for 2013-14 as of January 31, 2014



Shuttles – Year-on-year Demand

- Data for 2013-14 as of January 31, 2014 – 2008-2009 was when goSAFE used vans



METRAC – goSAFE Service

No.	Recommendation
2.16 a.	Routes and boundaries for the Campus Shuttle and goSAFE Programs should be expanded in response to the needs of community members.
2.16 b.	Larger vehicles should be used for goSAFE to increase their capacity and reduce wait times. Vans must be accessible for people with disabilities.

- **SERVICE IMPROVEMENTS**

- Increased staffing levels & adjusted shift schedules
- Golf carts (faster service, more capacity)
- New uniforms (better visibility, more professional)
- Decreased wait times (to Jan 31, 2014):

	2013/14	2012/13	Change
Overall Wait Time (Minutes)	6.2	8.8	29% Decrease
Other Related Info	Average golf cart wait time is 5.7 minutes vs. 6.7 for foot, golf cart to foot split is approx. 47 to 53%		



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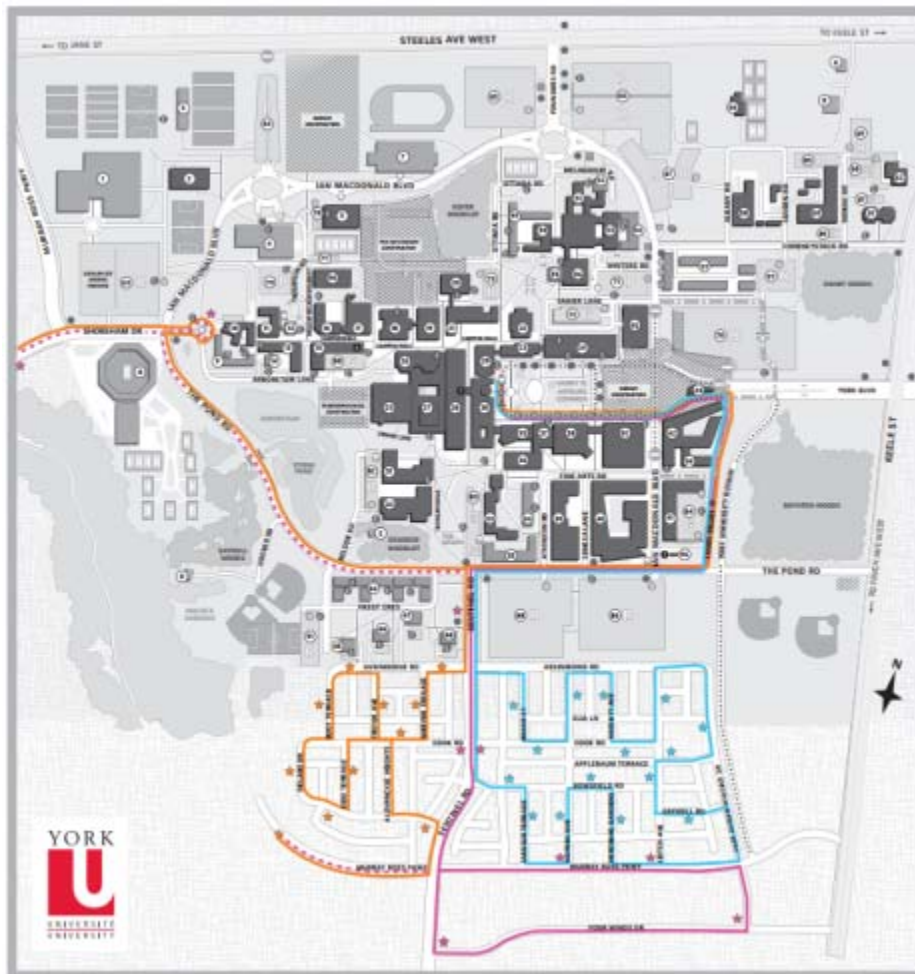
- **SHIFTING IMAGE**

- New role (staff as community ambassadors, well-recognized resource for community)
- 266% increase in on-demand escorts vs. 12/13 (861 vs. 324)



METRAC – Village Shuttles

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- EXPANDED ROUTES
 - Service now provided on all streets in the Village on the East & West Shuttles – pre-METRAC only serviced Express route

METRAC – Village Shuttles

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- LARGER VEHICLES
 - Larger vehicles – 2 x 30 passenger buses & 1 x 65 passenger bus
 - New buses are accessible



METRAC – Village Shuttles

No.	Recommendation
2.19	Campus Shuttle scheduled should be posted at stops with wait times of 15 minutes or less.

- SCHEDULES & WAIT TIMES
 - Schedule is posted at Vari Hall – only location with a fixed schedule, others are as the shuttles arrive
 - Also posted via YorkU mobile App
 - Wait times improved to 20 minutes (from previous 30)
 - Between 3 shuttles, a bus arrives approx. every 15 minutes to Vari Hall

METRAC – Staff Training

No.	Recommendation
2.20	goSAFE and Campus Shuttle staff should be trained to understand the roots of women's fear of crime and their safety needs. Staff must be screened prior to hiring

- BASIC TRAINING
 - WHMIS
 - Occupational Health & Safety
 - AODA
 - Workplace Harassment Awareness
 - Workplace Violence Prevention
 - Customer Service
 - Human Rights
 - Standard Operating Procedures
 - Code of Conduct & Professionalism (2013)

METRAC – Staff Training

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- CENTRE FOR HUMAN RIGHTS
 - 2011: Overhaul of goSAFE 'in-house' Human Rights training package
 - 2012: Custom training developed by CHR, including sessions on Sexual Harassment Awareness
 - 2013: Custom group discussion oriented REDI-based refresher session for existing staff
 - Ongoing, tweaked, refreshed & trained yearly

METRAC – Recruitment

No.	Recommendation
2.20	goSAFE and Campus Shuttle staff should be trained to understand the roots of women's fear of crime and their safety needs. Staff must be screened prior to hiring

- STAFF SCREENING

- Background checks for all goSAFE & Transportation driver candidates
- Checks via Security
- Checks via OSCR (Office of Student Conflict Resolution)
- Employment & volunteer references
- Monitoring on-duty by Supervisors

METRAC – Recruitment

No.	Recommendation
2.21	goSAFE staff should be escort students in mixed gender pairs - one man and one woman

- MIXED GENDER PAIRS
 - Goal still whenever possible
 - Custom requests accommodated to best of our ability (ie. M / M or F / F as well as M / F)
 - Staffing ratio is 48% male / 52% female



goSAFE – METRAC

No.	Recommendation	Date	Action
2.16 a.	Routes and boundaries for the Campus Shuttle and goSAFE Programs should be expanded in response to the needs of community members.	11-Sep	Campus Shuttle service transitioned into Village Shuttle service, expanding off-campus service locations and vehicle fleet
		12-Sep	Village Shuttle service start times improved to provide service from all routes starting at 6pm (previously 6pm for East and West routes)
		12-Nov	goSAFE staffing levels increased by 20% to accommodate increased on-campus demand
		13-Sep	Addition of 2 golf carts to goSAFE on-campus service to provide faster service and increased capacity
2.16 b.	Larger vehicles should be used for goSAFE to increase their capacity and reduce wait times. Vans must be accessible for people with disabilities.	11-Sep	Replacement of old bus with new, fully accessible bus to service Express route
		11-Sep	Implementation of 2 additional routes with a maximum wait time for any bus of 20 minutes
		11-Sep	Delivery and implementation of 2 additional accessible buses to service East and West routes
		12-Sep	Village Shuttle service start times improved to provide service from all routes starting at 6pm (previously 6pm for East and West routes)
2.18	Campus Shuttle stops must be well lit and equipped with emergency phones	12-Nov	Emergency phones now in place Calumet and Vari Hall

goSAFE – METRAC

No.	Recommendation	Date	Action
2.19	Campus Shuttle scheduled should be posted at stops with wait times of 15 minutes or less.	11-Sep	Implementation of 2 additional routes with a maximum wait time for any bus of 20 minutes
		12-Sep	Village Shuttle service start times improved to provide service from all routes starting at 6pm (previously 6pm for East and West routes)
2.2	goSAFE and Campus Shuttle staff should be trained to understand the roots of women's fear of crime and their safety needs. Staff must be screened prior to hiring	11-Sep	New internal Human Rights training module developed in consultation with CHR and trained out to all existing goSAFE staff as well as all future staff
		13-Jan	All goSAFE staff provided refresher training by CHR
		13-May	Specialized training session on sexual harassment awareness provided to goSAFE staff by CHR
		13-Sep	Refresher Human Rights training provided for all existing and incoming goSAFE staff by CHR
		13-Sep	Full background check requirement implemented for all incoming applicants
2.21	goSAFE staff should be escort students in mixed gender pairs - one man and one woman	Ongoing	Current target is to do so whenever possible - logistical challenges prevent guaranteeing (ie. Sick calls, bookoffs, seniority via Collective Agreement) - goSAFE will also do its best to accommodate any specialized requests (male-male, male-female or female-female)
		13-Sep	Successful recruitment effort made to recruit more female applicants to better be able service this recommendation

For More Information

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