



Edmonton Transit System (ETS)

APRIL, 2012

1. ETS Promotions and Special Events:

To Take ETS to the EIA

Fasten your seatbelts and put your seats in the upright position as Route 747 takes off from Century Park Transit Centre for the Edmonton International Airport starting April 29, 2012. Through a partnership between ETS and Edmonton International Airport (EIA), specially wrapped buses provide non stop service directly to the EIA from Century Park Transit Centre and return, seven days a week. The buses operate from 5 a.m. to 12:30 a.m. daily.

The fare is \$5 one way or \$100 for a monthly pass. Regular ETS fare products are not valid on the route and there are no transfers to regular ETS service (bus or LRT). Parking at Century Park is limited to a maximum of 24 hours. Special racks have been installed on Route 747 buses to accommodate passenger luggage. Service details are available at www.takeETS.com.

Spring Service Changes

Changes to ETS service this spring are limited mainly to removal of the additional post secondary service due to the end of the school term. Service changes go into effect on Sunday, April 29. We've added new weekday peak service on Route 331 from Chappelle to Century Park Transit Centre and on Route 360 from Orchards to Century Park TC. LRT will be operating on an amended schedule due to construction in the downtown area.

Southeast to West LRT Community Conversations

Public meetings are in progress for the Southeast to West LRT line.

The first two meetings held in March covered two portions of the southeast line – Mill Woods Town Centre to Whitemud Drive and Argyll Road to Strathearn. Upcoming meetings will cover the area between Whitemud Drive and Argyll

Road, as well as the remainder of the line from Strathearn through downtown to Lewis Farms Transit Centre in west Edmonton. All members of the public are welcome at all meetings, though each area's meeting will be tailored to its communities.

The meetings include information sharing stations and table discussions about how the Southeast to West LRT will integrate with communities.

Area 2 – Whitemud Drive to Argyll Road; Tuesday, April 3; Wagner School Cafeteria, 6310 Wagner Road.

Area 4 – Strathearn to City Centre West; Wednesday, April 11; Old Timers Cabin, 9430 – 99 Street

Area 5 – City Centre West to 149 Street, Tuesday, April 24; St. Vincent School, 10530 – 138 Street.

Area 6 – 149 Street to Lewis Farms Transit Centre; Thursday, April 26, Annunciation School, 9325 – 165 Street.

Buy Fare Products via your Smart Phone

Starting this month, customers using Century Park LRT Station have the opportunity to purchase ETS fare products over their Smart phones using QR codes.

Posters on the platform and by the fare vending machines will have a virtual store image of a full-size shelf display of ETS fare products. Each product illustrated has a unique QR code that, when scanned, re-directs customers to the ETS Online store for purchase. The product is delivered to their homes through Canada Post.

This month's pilot project is designed to offer customers a novel and convenient option for purchasing their fare products. Essentially their transit waiting time becomes shopping time for ETS passes or tickets.

New Subscribe for Alerts Available

Ever wonder if your route or your bus stop is affected by a detour? ETS can tell you when you subscribe for email alerts on takeETS.com. Using the Subscribe for Alerts link in the Trip Tools section (right hand column), you can create a profile by adding your route and/or bus stop so we can alert you if there is a detour or bus stop closure affecting it. You also have the option to receive general service alerts (e.g. service changes, major delays/disruptions). Another new feature is an automated feed of all planned detours and bus stop closures via the ETS Trip Planner and the new @yegtransitAlert Twitter feed. Go to the ETS Trip Planner at takeETS.com to keep up to date!

Central Station/Jasper Ave Construction

Construction in Central LRT Station and on Jasper Avenue between 100 and 102 Streets will result in service changes for both bus and LRT customers starting this month.

Bus routes 1,2,3,5,9,14,60,61,62,70,100,109, 111, 116,120,125,132,134,135,151 and 308 will be on detour starting **April 7** for the summer and most of the fall.

The majority of the routes affected will be detouring on 102 Avenue between 101 Street and 103 Street. Travel time will be added to accommodate the detours.

The majority of the construction at Central LRT Station will be on the mezzanine level as the project addresses repairs to the roof structure and overall

waterproofing of the LRT structure. Access to the elevator at 100A Street entrance will be maintained and all entrances are expected to remain open during regular operating hours.

ETS Newcomers Program

Are you new to Edmonton?

At Edmonton Transit, we recognize the importance of maintaining a public transit system that is fully accessible for all! Our exciting program - the ETS Newcomers Program - gives immigrants and newcomers the opportunity to learn how to use public transit and overcome barriers of culture and language through:

- Customized group presentations or individual instruction
- ETS printed material and customer tools, including the step-by-step user friendly Newcomers Guide
- Bus or LRT demonstrations to learn about BOB (Behaviour On the Bus); tips for using the bus and LRT; ETS Trip Planner; how to use route schedules and the ETS Ride Guide.

For more information or to book a free session, call (780)496-3000 or go to www.takeETS.com/newcomers.

Bus Stops by Landmarks in Open Data Catalogue <http://data.edmonton.ca/>

A recent addition to the City of Edmonton's Open Data Catalogue is Edmonton Transit's Bus Stops by Landmarks. This data, used by the ETS Trip Planner, contains clustered bus stops for Edmonton landmarks and is currently used by the ETS Trip Planner to efficiently plan routes. Rather than using a fixed geographical point for a landmark in the Trip Planner, ETS uses clusters of bus stops around a particular location, chosen due to their proximity to a building or location of interest. This allows the Trip Planner to pick the stop and route most appropriate for a user depending on their direction or time of travel, and to suggest multiple routes when possible. This data is freely available and may be used by developers to create an assortment of software or applications for home computers or smart phones.

2. DATS News

- DATS delivered 85,072 trips in March with an overall productivity of 2.6 passengers/hour.
- DATS achieved an on-time performance of 95.25%, and 94.2% year-to-date.
- The number of un-accommodated trips continues to decrease (1.2% in March).

- The number of complaints received in 2012 (0.09% of carried trips) has decreased as compared to last year (0.2% of carried trips).
- The number of customer service activities (747 year-to-date) in 2012 is significantly higher than 2011 (314 year-to-date).

Eligibility Update

Now that ETS is fully accessible, we are updating the DATS Eligibility Process. DATS is only for trips that cannot be taken on regular bus and LRT. To qualify for trips on DATS, ETS is shifting from a paper application process towards personal interviews for applicants and functional assessments for those cases where their functional abilities are unclear. DATS is also planning to implement a renewal cycle (possibly three years) to ensure existing registrants continue to qualify.

We are hosting a series of community conversations this month to talk to our clients, staff, caregivers, friends and family and hear their opinions and ideas.

The first sessions were held on Thursday April 19th in the Edmonton Room at the Milner Library. The remaining meetings will be held at the following locations and times:

Tuesday, April 24 (2:00 – 4:00 p.m.) Edmonton Room, Milner Library (lower level)

Wednesday, April 25 (2:00 – 4:00 p.m. World Trade Centre, 9990 Jasper Ave (6th floor)

(6:30 – 8:30 p.m.) Room 7, Milner Library (6th floor)

Tuesday, April 24 (6:00 – 8:00 p.m.) light lunch at 5:30 p.m. (By invitation only – ETSAB, DAG and ABPSD) – Room 7, Milner Library (6th Floor)

The ETS Travel Training Team Relocated to DATS

The ETS Travel Training Team is now located at Wickman Garage. The Team is comprised of Margaret Dorey, Team supervisor and Accessible Transit Coordinator for ETS; Tuyet Kulynych, ETS Travel Training Specialist, and Tasha Carpenter, ETS Travel Training Specialist.

Staff News

In addition to the Travel Training team joining us at DATS, we also welcome a class of four new operators who bring diverse backgrounds and an enthusiastic attitude to our operator group. Also, we are welcoming Tracy Foran (Team Lead – Administrative Support in the Customer Care Centre), Kristen MacDonald (new Customer & Client Relations Analyst) and Paul Huget, who has been contracted as the DATS Eligibility Coordinator.

3. MINUTES FROM COUNCIL AND COMMITTEES OF COUNCIL:

TRANSPORTATION AND INFRACTURE COMMITTEE MINUTES – MARCH 20, 2012

- 5.1 [Costs and Opportunities of Liquid Natural Gas Buses](#) (No file available)

Moved J. Batty:

That the revised due date of April 24, 2012, be approved.
Transportation Svcs.

Due Date: Apr. 24, 2012

In Favour:

D. Iveson, J. Batty, K. Diotte, L. Sloan

Carried

- 5.2 [Southeast LRT Line - Facility and Development Opportunities](#) (No file available)

Moved J. Batty:

That the revised due date of April 24, 2012, be approved.
Transportation Svcs.

Due Date: Apr. 24, 2012

In Favour:

D. Iveson, J. Batty, K. Diotte, L. Sloan

Carried

- 6.3 [LRT and Traffic Signal System Synchronization](#) (Report given to you with the March 2012 Manager's Report))

C. Walbaum, B. Stephenson, D. Geake and R. Boutilier,
General Manager, Transportation Services, answered the
Committee's questions.

Moved D. Iveson:

That the March 20, 2012, Transportation Services report
2012TS3459, be received for information.
Transportation Svcs.

In Favour:

D. Iveson, J. Batty, K. Diotte, L. Sloan

Carried

6.4 **North LRT Extension - Requirement for Engineering Positions**
(Report No. 2012TS6533 is attached to the Manager's Report)

Moved J. Batty:

That the March 20, 2012, Transportation Services report 2012TS6533, be received for information.

Transportation Svcs.

In Favour:

D. Iveson, J. Batty, K. Diotte, L. Sloan

Carried

6.5 **Peace Officer Attrition - Additional Information** (Report No. 2012TS6261 is attached to the Manager's Report)

R. Gabruck and C. Stolte, Transportation Services, answered the Committee's questions.

Moved J. Batty:

That the March 20, 2012, Transportation Services report 2012TS6261, be received for information.

Transportation Svcs.

In Favour:

D. Iveson, J. Batty, K. Diotte, L. Sloan

Carried

6.6 **Peace and Transit Officers - Further Information** (Report No. 2012TS5408 is attached to the Manager's Report)

Moved J. Batty:

That the March 20, 2012, Transportation Services report 2012TS5408, be received for information.

Transportation Svcs.

In Favour:

D. Iveson, J. Batty, K. Diotte, L. Sloan

Carried

6.7 **ETS Full-Time Equivalent Positions - Control Centre Superintendents** (Report No. 2012TS6858 is attached to the Manager's Report)

Moved J. Batty:

That Transportation and Infrastructure Committee recommend to City Council:

That the March 20, 2012, Transportation Services report 2012TS6858, be received for information.

In Favour:

Carried

D. Iveson, J. Batty, K. Diotte, L. Sloan

- 6.8 [Seniors' Community Buses to Seniors' Hubs](#) (Report No. 2012TS7099 and attachment 1 is attached to the Manager's Report)

K. Koropeski, H. Mahmoud and C. Stolte, Transportation Services, answered the Committee's questions.

Moved L. Sloan:

That the March 20, 2012, Transportation Services report 2012TS7099, be received for information.

Transportation Svcs.

In Favour:

Carried

D. Iveson, J. Batty, K. Diotte, L. Sloan

TRANSPORTATION AND INFRASTRUCTURE COMMITTEE MINUTES – April 10, 2012

- 6.1 [Edmonton Transit System Advisory Board - 2011 Activity Report](#) (Report No. 2012 DDB001 is attached to the Manager's Report)

V. Hoy, Edmonton Transit System Advisory Board, answered the Committee's questions.

Moved L. Sloan:

That the April 10, 2012, Edmonton Transit System Advisory Board report 2012DDB001, be received for information.

ETSAB

In Favour:

Carried

D. Iveson, J. Batty, K. Diotte, L. Sloan

CITY COUNCIL MINUTES – APRIL 18, 2012

- 6.5 [Advisory Boards Review](#) (Report No. 2012COC024 is attached to the Manager's Report)

R. G. Klassen, General Manager, and S. Mackie, Sustainable Development; D. H. Edey, Acting City

Manager; A. Sinclair, City Clerk; T. Cleveley, Corporate Services; L. Rosen, Chief Financial Officer and Treasurer; and L. Cochrane, General Manager, Community Services, answered Council's questions.

Moved B. Henderson - D. Iveson:

1. That Administration return to the May 16, 2012, City Council meeting, with appropriate bylaw amendments to allow for the conversion of the following Council advisory committees to administrative advisory committees:

- Animal Control Advisory Board
- Residential Tenancy Advisory Committee

2. That Administration continue to work with the following Council advisory committees, and assist each advisory committee to present a recommended work plan for 2013 to the appropriate Standing Committee in October 2012, for Committee approval, and provide any suggested changes to their establishing bylaws:

- Advisory Board on Services for Persons with Disabilities
- City of Edmonton Youth Council
- Community Services Advisory Board
- Edmonton Aboriginal Urban Affairs Committee
- Edmonton Design Committee
- Edmonton Historical Board
- Edmonton Transit System Advisory Board

3. That Administration return to City Council the first quarter of 2013 with a draft policy that would provide ongoing clarity around the functions, roles, and responsibilities regarding Council advisory committees, including but not limited to: use, establishment, support, orientation, training, accountability, and review and a report return to include recommendations regarding an Environmental Advisory Committee.

4. That Administration provide a report updating the status of the Edmonton Aboriginal Urban Affairs Committee.

Corporate Svcs.

Due Date:

May 16, 2012

Corporate Svcs.

Due Date:

October 2012
CS Committee

TI Committee

Exec. Committee
Corporate Svcs.

Due Date:
First Quarter
2013
Corporate Svcs.

Due Date:
Jul. 18, 2012

In Favour:

Carried

S. Mandel, A. Sohi, B. Anderson, B. Henderson, D.
Iveson, D. Loken, E. Gibbons, J. Batty, K. Diotte, K.
Leibovici,
L. Sloan, T. Caterina

Absent:

K. Krushell

**TRANSPORTATION AND INFRACTURE COMMITTEE AGENDA – April
24, 2012**

6.1 **EXTENSION OF LRT BEYOND TEMPORARY NAIT LRT STATION**
(Report No. 2012TS4652 is attached to the Manager's Report).

6.3 **LATE NIGHT TRANSIT SERVICE AND VEHICLE FOR HIRE
SYSTEM INTEGRATION OPTIONS** (Report No. 2012TS7918 is attached
to the Manager's Report).

6.2 **PHASED IMPLEMENTATION OF LATE NIGHT TRANSIT SERVICE**
(Report No. 2012 TS7813 is attached to the Manager's Report)

6.4 **COSTS AND OPPORTUNITIES OF LIQUID NATURAL GAS BUSES**
(Report No. 2012CRS002 is attached to the Manager's Report)

6.9 **WEST TO SOUTH LRT DEVELOPMENT – CAPITAL PROJECT
PROFILE** (Report No. 2012 CF1715 is attached to the Manager's Report)

4. OTHER INFORMATION

Transit Ridership Information for March 2012	
Ridership	Total Year to Date
2011	22,402,664
2012	22,680,961
Change from 2011 to 2012	278,297
Percentage Change	1.24%