



Edmonton Transit System (ETS)

APRIL 2013

1. ETS Promotions and Special Events:

Spring Service Changes

ETS bus routes 2, 109, 111, 112 and 709 traveling on Stony Plain Road between 142 Street and 124 Street will be rerouted along 102 Avenue during rehabilitation work on the Stony Plain Road Bridge over Groat Road, scheduled to start at the end of this month.

ETS customers in the Glenora Community and adjacent to the construction zone will have a free local shuttle bus service, Route 398 during the project. Service will be provided using small community buses.

Route 398 will have 15 minute weekday peak period service and 30 minute off-peak and weekend service. This service will be available from April 28 to August 31.

On-street parking bans will be in effect at a number of locations in Glenora to facilitate this shuttle service.

The bridge closure and related parking bans will begin Sunday, April 28, 2013.

Old LRT Rails Being Replaced

ETS began replacing the 35 year old rails between Churchill and Central LRT stations last month. The first stage closed the northbound track (Track 1), this month we'll be closing the southbound track (Track 2). The work is needed because the old rail is worn out.

The project to replace the rail was scheduled at this time because of the testing, commissioning and construction work related to the NAIT extension that will need to be done later this spring and summer. If we waited until the NAIT line was in operation, there would be an even greater service impact as we would have both NAIT line and existing line trains running over this same section of track.

We began the project with a 6 minute service using a mix of 4 and 5-car trains to keep passenger capacity at the level we normally run. Unfortunately there were too many trains in the system, causing bunching in the single track area which in turn resulted in delays for other trains using all 5-car trains. Trains may be more crowded than usual at certain times during peak service.

These LRT service changes also have the potential to affect the connections with buses, so passengers may want to consider allowing for more time to travel. The revised train schedules are posted on www.takeETS.com.

At the same time, ETS is replacing the warning tiles at the platform edges in Central Station with part of the platform fenced off during this work. When complete, the warning strip will be the same as the yellow tactile tiles found in the stations along the South LRT line.

Rail replacement is expected to be complete at the end of April with service returning to both tracks and the regular schedule. We apologize for the inconvenience and thank you for your patience.

Customer Satisfaction Survey Results

ETS conducted our annual Customer Satisfaction Survey in late 2012. This survey is an opportunity for ETS to check the pulse of the system and better understand the perceptions our customers have around the service provided. For the fifth year in a row, over 90% of participants indicated they were satisfied with ETS service (92% in 2012). Customers expressed the highest levels of satisfaction with our Operators, the ones who get you to your destination everyday. In fact, one in every three respondents said they were VERY satisfied with the service they receive. The majority of respondents (80% to 90%) also gave ETS high ratings with respect to Routes & Schedules, Safety & Security as well as our Fleet & Facilities. Demonstrating their satisfaction with ETS, 91% of respondents agreed they would recommend ETS to their friends or family. While the ratings are high, we know there is always room for improvement. ETS is committed to reviewing the results of surveys such as these, as well as other feedback from customers, and turning those insights into actions that benefit you, our customers.

Monthly Pass Promotion at Safeway

For a limited time, Edmonton Transit riders can earn bonus AIR MILES reward miles when purchasing their monthly passes at participating Edmonton Safeway locations.

Between April 12 and June 6, 2013, ETS customers can receive 25 AIR MILES reward miles when they purchase their May and/or June Adult Monthly Passes. Don't miss out, this is a limited time offer exclusively at participating Safeway stores. For more information, visit www.takeETS.com/airmiles.

Stadium Station Platform Construction

ETS is replacing both ends of the platform at Stadium LRT Station over the summer.

Construction is scheduled to start this month. The work will be done one end at a time. A temporary platform will be built at the opposite end to maintain service for 5-car trains.

At the same time, the warning tiles along the edges of the platform are also being updated. Part of the platform will be fenced off during this work. When complete, the warning strip will be the same as the yellow tactile tiles found in the stations along the South LRT line.

2. DATS News

Leadership Change at DATS

Lorna Stewart is taking on the role of interim Director of Technology and Project Delivery within Edmonton Transit for a period of up to 12 months. Lorna's team is the lead in the Smart Bus and Smart Fare projects and will also help ETS develop a road map for technology deployment into the foreseeable future. Lorna brings a proven track record of technology with her work in leading the DATS system replacement as well as her leadership to the adoption of Smart Bus technology on Edmonton Transit's conventional fixed route bus fleet. The Smart Fare project is expected to include a lead in developing and implementing an electronic fare strategy for the transit systems operating within the Capital Region. In the meantime, Deanna Crozier is seconded to the Director of DATS position.

Seniors on the Go!

We are in our seventh year of offering the summer program called Seniors on the Go! The program is to help the senior citizens of Edmonton be more confident and comfortable, while safely using public transportation. The hiring process is currently underway and we are looking for a summer student to coordinate the program which has a maximum of 30 charters. Previous charters have gone to Fort Edmonton Park, Southgate Centre on the LRT, and the Northern Jubilee Auditorium, and many other City locations.

Key Performance Indicators

- DATS carried 77,092 trips in February with an overall productivity of 2.7 passengers / hour.
- There was a decrease in the cancellation rate this month (22.68 per cent of scheduled trips) as compared to year to date 2013 (19.21 per cent down).
- In February 2013, DATS maintained an overall on-time performance of 91.39 per cent.

The number of customer service focused activities increased as compared with 2012 (374 in 2013 versus 222 in 2012).

3. Minutes from Council and Committees of Council:

Transportation Committee April 3, 2013 Minutes

6.3 Transit Service Needs - Prioritization

This report No. 2013TS4633 and two attachments are attached to the Manager's Report.

K. Koropeski, Transportation Services, made a presentation and answered the Committee's questions. C. Stolte and R. Boutilier, General Manager, Transportation Services, answered the Committee's questions.

Moved A. Sohi:

Transit Service Needs Prioritization - Additional Information

That the April 3, 2013, Transportation Services report 2013TS4633 be referred back to Administration to provide additional information on the minimum number of buses needed to address the schedule adherence, overloads and peak hour service issues, and that the report return to Transportation Committee prior to consideration of the 2014 Supplemental Capital Budget Adjustment.

Transportation Svcs.

Due Date: To be determined

In Favour:

A. Sohi, D. Loken, B. Anderson, E. Gibbons

Carried

City Council – April 10, 2013 Minutes

6.1 Costs and Additional Information regarding Renaming South Campus LRT Station

This report No. 2013TS1246 is attached to the Manager's Report.

L. Rosen, Chief Financial Officer and Treasurer, and K. Koropeski, Transportation Services, answered Council's questions.

Moved J. Batty - D. Loken:

That the 2013 Transportation Services Operating Budget, be increased by \$88,000, less any fare revenue generated to fund the South Campus LRT Station - Fort Edmonton Shuttle Service, on a one time basis, with funding from the 2013 Council Contingency. Financial Svcs. and Utilities

Transportation Svcs.

In Favour:

Carried

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

Absent:

L. Sloan

Community Services – April 16, 2013 Minutes

6.3 [Civic Precinct Master Plan](#)

This report No. 2013CSS010 is attached to the Manager's Report.

P. Ohm, Sustainable Development, made a presentation.

O. Trencovski, Edmonton City Centre, Oxford Properties Group; S. Switzer, the Works, Street Performers and Taste of Edmonton; D. Young, Downtown Farmers' Market Association; A. Petrov, Winspear Centre; made presentations and answered the Committee's questions.

V. Hoy, Architect, Gehl Architects; B. Latte, Transportation Services; L. Brenneis, Community Services; P. Ohm, Sustainable Development, answered the Committee's questions.

Moved J. Batty:

That Community Services Committee recommend to City Council:

1. That the April 16, 2013, Community Services report 2013CSS010, be referred back to Administration to work with stakeholder groups and return to Committee with a report providing information on activating and animating the civic precinct, including the festival use of space and address use along 102A Avenue roadway, including the LRT access and more detail on phasing and implementation.

2. That City Council direct Administration to develop an unfunded Capital Project Profile for Council's consideration during the fall Supplementary Capital Budget Adjustment to support detailed design for 102A Avenue, 99 Street and the integration of the LRT transfer station to the civic precinct.

In Favour:

Carried

J. Batty, T. Caterina, B. Henderson, D. Iveson

4. OTHER INFORMATION

| Transit Ridership Information for JANUARY 2013 | |
|---|---------------------------|
| Ridership | Total Year to Date |
| 2012 | 7,550,021 |
| 2013 | 8,257,930 |
| Change from 2012 to 2013 | 707,909 |
| Percentage Change | 9.38% |

| Transit Ridership Information for FEBRUARY 2013 | |
|--|---------------------------|
| Ridership | Total Year to Date |
| 2012 | 15,083,947 |
| 2013 | 16,064,751 |
| Change from 2012 to 2013 | 980,804 |
| Percentage Change | 6.50% |

| Transit Ridership Information for MARCH 2013 | |
|---|---------------------------|
| Ridership | Total Year to Date |
| 2012 | 22,680,961 |
| 2013 | 23,932,745 |
| Change from 2012 to 2013 | 1,251,764 |
| Percentage Change | 5.52% |