

ETS Branch Highlights Report to ETS Advisory Board

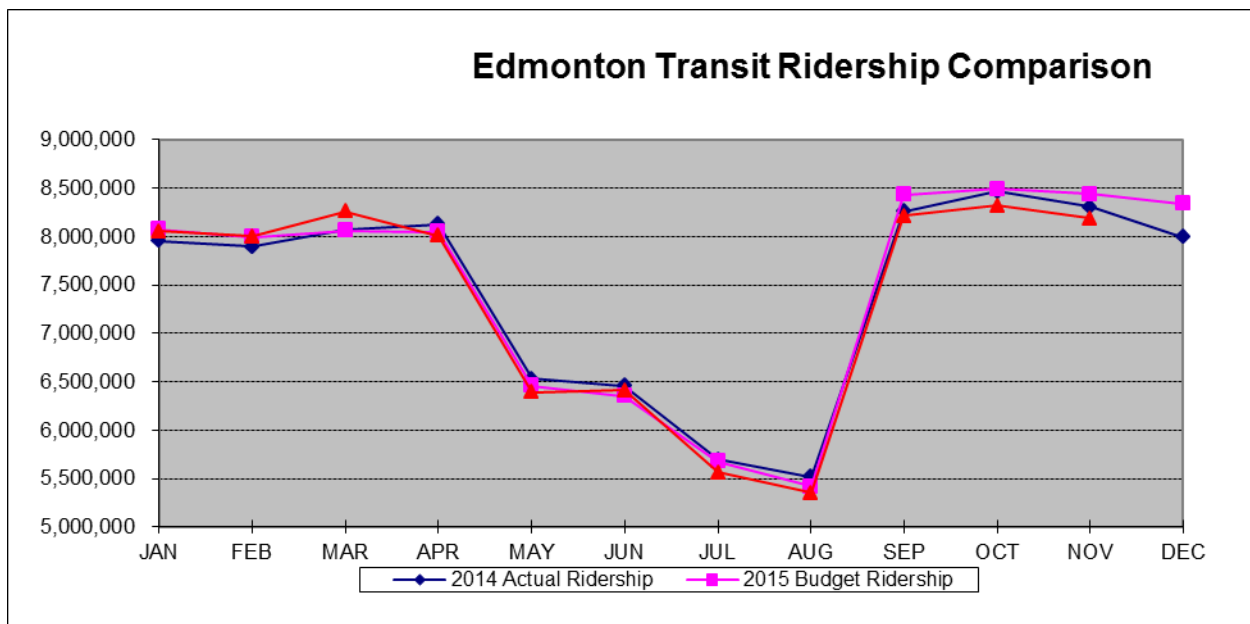
January 2016

1. RIDERSHIP

Bus and LRT Ridership – November 2015

	Month	Year to Date
2014 Actual	8,308,246	81,289,651
2015 Budget	8,438,869	81,472,307
2015 Actual	8,187,981	80,771,509

2015 Monthly Bus and LRT Ridership



DATS Stats: December 2015

- The total ridership for DATS in the month of December 2015 is 70,609. This is a 1.48% decrease (1062 rides) compared to 2014 (71,671). Year to date, the ridership is 946,356 this is a 0.35% increase (3,340 rides) from the year to date last year (943,016).
- Year to date, the average ridership is 2.61 passengers per hour which almost stays the same as 2014 (2.6 passenger per hour). The average ridership during the weekdays is 2,656 customers this is a 1.26% decrease (34 rides) from 2014 (2,690). During the weekend

days, the average ridership is 1,189 this is a 2.94% decrease compared to last year (1,225).

- The overall on-time performance in December remains high at 94.83% this is a 5.60% increase from last year (89.80%).
- The number of trip cancellations in December (11,599) has increased by 1,236 (11.93%) as compared to 2014 (10,363). Year to date, cancellations have decreased by 11,516 (8.91%) from 129,185 (2014) to 117,669 (2015). The significant reduction in trip cancellation is due to the effectiveness of the trip cancellation policy recently implemented.
- DATS has achieved a 98.09 percent trip accommodation rate thus far in December 2015 which is no change from 2014 (98.09%). Year to date, the accommodation rate is 98.60% which is slightly decreased from last year (98.64%).

2. ETS UPDATES

DATS

- In 2016, an additional 13,500 service trips are being added to help us meet the 98% DATS ride accommodation rate we strive to achieve.
- To help us with this goal, we are also increasing our DATS fleet from 90 to 98 vehicles over the year.

Safety & Security

- Customer Safety and Security is working with Internal Stakeholders to assess technology options (i.e. App) for contacting "Help" when deemed necessary by our customers. ETSAB will be one of the stakeholder groups that we will seek feedback on when we have a prototype (date unknown at this point).

Customer Experience & Innovation

- Safe person, Safe Place campaign begins January 11th. This campaign helps customers feel comfortable that they can approach transit employees when in need of assistance
- ETS is actively participating on the City of Edmonton Pedestrian Wayfinding Committee. LRT stations are considered core component of the Pedway System through which many of our customers access the transit system. The opening of the new arena will bring a large number of visitors to the City center. An effective pedestrian wayfinding system is essential to ensure public transit is considered the preferred method of going to and coming from attractions in the area.

Fare Products

- ETS cash fare is increasing by a nickel as of February 1, 2016. Other fare adjustments apply to February fare products, including monthly passes.

- The Assured Income for Severely Handicapped (AISH) monthly transit pass and fares for Route 747 (from Century Park transit center to Edmonton International Airport) will not increase at this time.
- ETS fares have not changed since 2013. The new fares represent an average increase of approximately three per cent. Adjusting fares aligns with City Council's multi-year budgeting process.

Customer Service Development

Scheduling

- Hastus scheduling system will be upgraded this year and will be ready for designing the schedules for September 2016 Sign-up. Training will commence first week of April 2016.

Service Planning

- Reallocation of existing service hours to improve ridership
- Improved Connections at Northgate TC – New Bus Lane on 97 Street
- Major construction projects in 2016:
 - WEM Transit Centre
 - 127 Street / 118 Avenue to Yellowhead
 - Whitemud Drive – 53 Avenue
- Reallocation of underutilized service
- Address schedule adherence issues and connections
- Address issues with school times and service
- Unveil Frequent Service Network Map: most popular routes
- Produce Ultimate Network Map

Transit Strategy

- Public engagement activities helped prioritize key themes that emerged from 10,000+ transit ideas gathered from Edmontonians during August through October.
- Upcoming: Two What We Heard Highlights report to be released. Next phase of public engagement focusing on possible visions coming out of identified priorities.

3. TRANSIT SERVICES REPORT TRACKING

Meeting Type	SIRE No.	Report Type	REPORT TITLE	Original Motion/Inquiry	BIM Due Date	GM Due Date	MEETING DATE	Notes
Transportation Committee	CR_263 2	Motion	Funding Sources for the Removal of the SW Staircase from Churchill Square	That Administration provide a report to Transportation Committee on the possible funding sources for the removal of the Southwest staircase from Churchill Square.				Deferred - first quarter 2016
Transportation Committee	CR_261 6	Motion	Update - ETS/St. Albert Regional Transit Concept	At the June 10, 2015, City Council meeting, the following motion was passed: 2. That Administration work with St. Albert Transit to evaluate the integration of both transit systems and provide a progress report to committees by March 2016.	15 Feb 2015	22 Feb 2015	23 Mar 2016	
Transportation Committee	CR_285 6	Motion	Enhanced Express Bus Strategy – Century Park and Heritage Valley Park and Ride	That Administration provide a report to include an enhanced express bus strategy between neighbouring communities and Century Park LRT, and between the future Heritage Valley Park and Ride and Century Park.			1 Mar 2016	
Transportation Committee	CR_188 4	Motion	Electrical Bus Pilot Short Term and Long Term Implementation Strategy	At the November 26, 2014, City Council Budget meeting, the following motion was passed: That Administration provide a report on an electric bus pilot and potential short-term and long-term implementation strategy for electric buses, including funding options.	25 Apr 2015	2 May 2015	22 Jun 2016	date change to June 2016 - maybe June 1st
Transportation Committee	CR_150 3	Councillor Inquiry	Enhanced Coliseum LRT Station and Pedway to Northlands Expo Centre	At the July 9, 2014, Transportation Committee meeting, Councillor B. Anderson made the following inquiry: That Administration provide a report on the additional opportunities for budget, design costing, cost sharing and public engagement collaborations for an enhanced Coliseum LRT Station and Pedway to Northlands Expo Centre.	TBD	TBD	TBD	
Transportation Committee	CR_311 3	Motion		At the November 9, 2015, Transportation Committee meeting the following motion was passed: That Administration prepare a revised unfunded service package for Council's consideration at the November 27, 2015, Council budget meeting and that the revised service package for a low income transit pass be as follows: \$35 per month pass for eligible low income transit customers, inclusive of Disabled Adult Transit registrants, as outlined in Attachment 1 of the November 9, 2015, Transportation Services report CR_2406.		17 Nov 2015		

4. 2016 TRANSPORTATION COMMITTEE SCHEDULE & MEMBERS**Members: February 28, 2015 - June 30, 2016**

- Councillor Michael Oshry (Chair)
- Councillor Scott McKeen (Vice-Chair)
- Councillor Tony Caterina
- Councillor Ed Gibbons

Transportation Committee Schedule & Members**2016**

January		
Wed, Jan 20	9:30am	River Valley Room
February		
Wed, Feb 3	9:30am	River Valley Room
Wed, Feb 24	9:30am	River Valley Room
March		
Wed, Mar 9	9:30am	River Valley Room
Wed, Mar 23	9:30am	River Valley Room
April		
Wed, Apr 13	9:30am	River Valley Room
Wed, Apr 27	9:30am	River Valley Room
May		
Wed, May 11	9:30am	River Valley Room
June		
Wed, Jun 1	9:30am	River Valley Room
Wed, Jun 22	9:30am	River Valley Room