

ETS BRANCH HIGHLIGHTS REPORT TO ETSAB

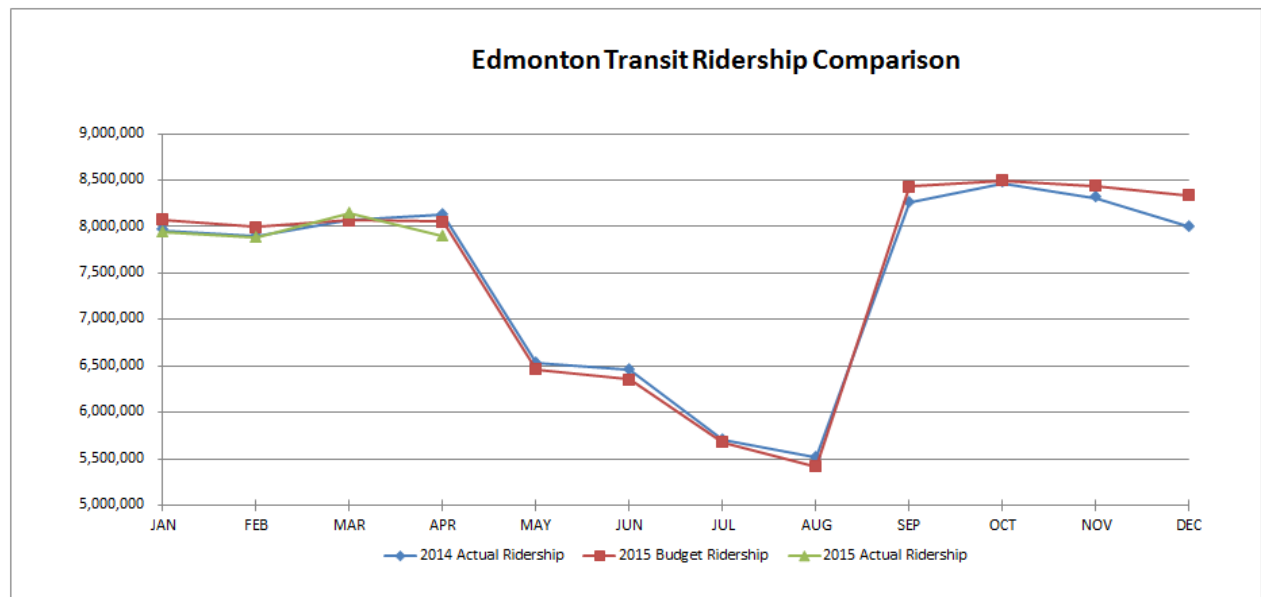
June 2015

1. RIDERSHIP

Bus and LRT Ridership – April 2015

	Month (April 2015)	Year to Date
2014 Last Year Actual	8,127,315	32,048,438
2015 Budget	8,050,533	32,190,922
2015 Actual	7,890,482	31,847,196

2015 Monthly Bus and LRT Ridership



DATS Ridership

- The total ridership for DATS in the month of May 2015 is 80,239. This is a 2.2% decrease (1,833 rides) compared to 2014 (82,072). Year to date, the ridership is 405,475 this is a 0.02 increase (61 rides) from the year to date last year (405,414).
- Year to date, the average ridership is 2.7 passengers per hour which is no change from 2014. The average ridership during the weekdays is 3,262 customers this is a slight 0.1 percent increase (4 rides) from 2014 (3,258). During the weekend days, the average ridership is 1,176 this is a 1.4% increase compared to last year (1,160).
- The overall on-time performance in May remains high at 96.05% this is a slight 0.9% increase from last year (95.20%).

- The number of trip cancellations in May (9,414) has decreased by 763 (7.5%) as compared to 2014 (10,177). Year to date, cancellations have decreased by 9.7% from 56,481 (2014) to 51,019 (2015).
- DATS has achieved a 98.88 percent trip accommodation rate thus far in May 2015 this is a 0.43 percentage point increase compared to 2014 (98.45). Year to date, the accommodation rate is 98.67 which is a 0.02 percentage point increase from last year (98.65). The May 2015 accommodation rate and year to date accommodation rate is meeting the DATS service expectations of 98.50%.

Performance Indicator	May 2015	May 2014	YTD 2015	YTD 2014	Target Indicator for May 2015	Performance Compared to 2014
Total Scheduled	91,964	94,533	468,601	474,157	91,964	↓
Total Ridership*	80,239	82,072	405,475	405,414	80,238	↓
COE	40,603	39,517	201,664	195,578	40,603	↑
Prestige	39,636	42,555	203,811	209,836	40,606	

2. ETS UPDATES

Change in Leadership at Edmonton Transit

There has been a change in leadership at Edmonton Transit. Effective June 1, 2015, Charlie Stolte is no longer with the City of Edmonton. Ken Koropeski assumed the acting Branch Manager role from June 2 to 14, 2015. Wayne Mandryk, Branch Manager of LRT Design and Construction, stepped into the acting role beginning June 15, 2015 while the search for a new Transit Manager is undertaken.

As the City of Edmonton continues its journey to build a great city Edmonton Transit is going to play a huge role in Edmonton's long term sustainability and prosperity. Each of the Branches contributes to this goal every day. The Transportation Department thanks Charlie Stolte for his time leading ETS, and wish him all the best in his future endeavours.

Metro Line Update

Right now the City is working diligently to initiate safe and reliable Metro Line service as soon as possible. We are holding the signalling contractor to contract commitments and hope to make an opening announcement soon. At present we cannot identify a start date.

The project has been delayed by approximately 14 months, with an original public service date scheduled for April 2014. The delay is due primarily to the failure of the signalling contractor to meet deadlines associated with integrating its advanced

communication-based train control signalling system with the pre-existing LRT signalling system. The chief difference between these two systems has to do with the amount of space required between trains in order for the LRT system to operate safely.

With a traditional fixed-block system -- such as the one Edmonton currently uses for its LRT network, just like most cities in North America -- safe operation of trains requires a certain amount of space on tracks between trains to remain empty. Basically a train occupies a block of space on tracks, and cannot move into the next block of space until it has been cleared by the train that's up ahead.

With a moving-block system -- such as the communication-based train control system that the signalling contractor is installing in Edmonton -- rather than maintain an empty block of space **between** each train the block of space is maintained **around** each train, which allows trains to operate safely more closely together, which in turn allows an increase in service frequency and therefore an increase in ridership capacity. The City has comprehensive information about this technical difference on its website (www.edmonton.ca/metroline), especially this Fact Sheet:

<http://www.edmonton.ca/transportation/Metro%20Line%20Operations%20Fact%20Sheet%20June%202015.pdf>

Integrating the new moving-block signalling system with the pre-existing fixed-block signalling system is proving more complicated than either the City of Edmonton or its signalling contractor anticipated. Such challenges are common right now among many municipal rail systems around the world, including Ottawa's and Montreal's, that are moving towards the more advanced technology. However, regardless of the complications the City of Edmonton has a contract for the signalling integration in place with an internationally recognized engineering firm and certain expectations of that contract have not been met. The City remains committed to bringing the Metro Line into safe and reliable public service as quickly as possible, and we are holding our signalling contractor to the same commitment.

One approach that we are taking to achieve this goal is a staged implementation of Metro Line service. We anticipate it will still take several months for the Metro Line signalling system to become fully operational, but we are seeking to begin safe and reliable service with a partially operational system. Basically this means that when the Metro Line opens to public service it will not operate at optimal frequency; in other words, we can get the line running but trains will not operate as often as they will once the signalling contractor completes its work. Please refer to the Fact Sheet mentioned above for more detail.

IFC – Integrated Front Counter

This initiative refers to establishing a one-stop counter service for multiple City services in the new civic office tower being built on the old Staples site in the new arena district. Here is a summary of the activities being undertaken around this project:

- Several workshops have been completed with the advisory committee. Items completed include a vision, mission, service principles and a recommended public-facing name.
- Items in discussion and still to be determined include the various operational models based on complexity of service and customer expectation. The governance of the IFC (where do staff report).
- Currently, we are in the process of getting into the details of which other functions of the business will need interaction with the IFC.
- The project lead and chair, Maria Stopainig, presented to the Transit Management Team and noted that the move in date of early / mid 2017.

Downtown Services Changes

Go Downtown event on Tuesday, June 23 is an engagement strategy to inform ETS passengers about changes coming to Downtown.

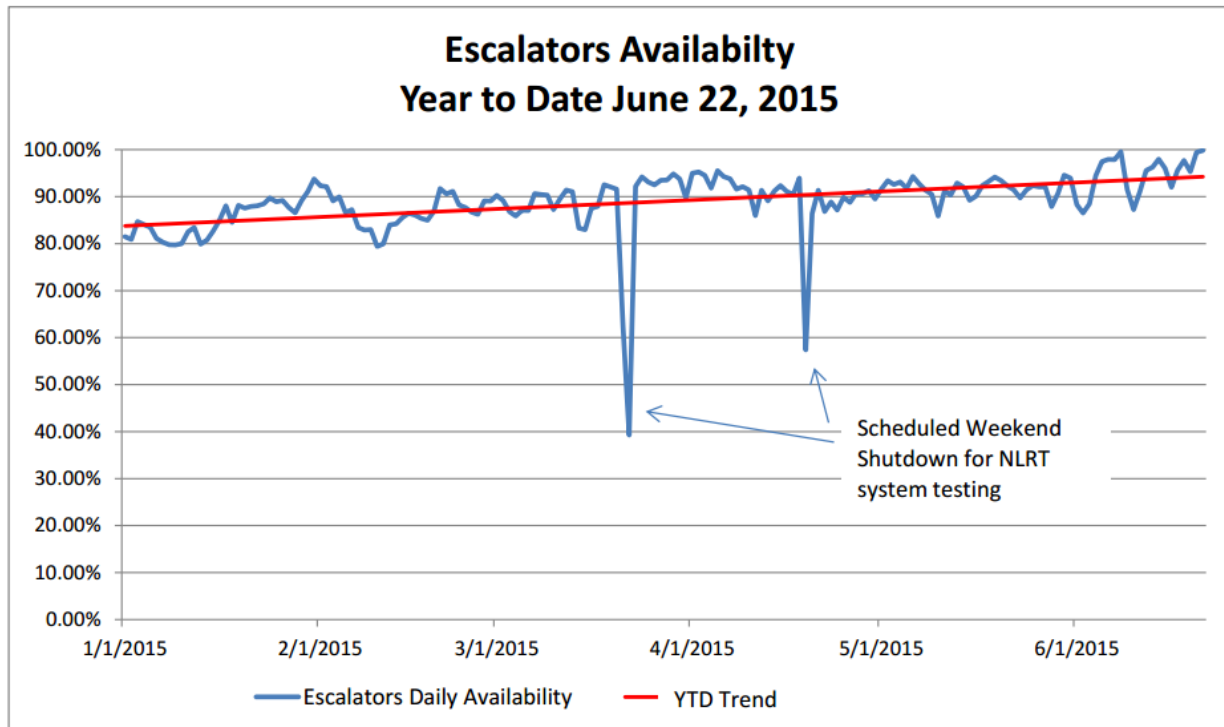
- Downtown is rapidly transforming and becoming the vibrant core Edmontonians want. These exciting new developments mean the way we move to, from and around Downtown are changing as well - for transit, traffic, cycling and pedestrian.
- Traffic snarls caused by construction are symptoms of a Downtown on the rise. In the long run it will be worth it.
 - Twenty-nine Downtown bus routes, including bus stop locations along 102 Ave. near Edmonton City Centre Mall, Don Wheaton YMCA, Commerce Place, Churchill Square, Stanley A. Milner Library, and the Winspear Centre are changing permanently. Service adjustments are accommodating construction of the Rogers Place Arena, new Downtown office buildings and preparations for the Valley Line LRT.
 - The 29 routes changing are: 3, 7, 8, 12, 14, 15, 16, 52, 60, 61, 62, 65, 68, 69, 72, 90, 100, 112, 125, 134, 140, 151, 160, 161, 162, 180, 197, 308, 309 and some DATS stop adjustments.
 - Eight routes were already changed in April to accommodate Downtown construction. ETS will continue to work around additional road changes to ensure service is optimized.
 - ETS has created a dedicated Downtown webpage, takeETS.com/Downtown, which describes the changes in detail.

Escalators & Elevators Update

- 2014 Reliability: 85%
2015 Reliability (Jan 1 - June 21): 89.1% (2015 target is 87.5%; target for 2016 and beyond is 90%)
- 2014 escalators out of service due to major repairs: 7.8% of the time
2015 escalators out of service due to major repairs (to May 31): 5.6% of the time
- 2014 Average number of Customer Complaints per month 10.75

2015 Average number of Customer Complaints per month after we started posting signage indicating the cause of outages and expected return to service date (mid-March): 2.00 (80% drop from 2014)

- Attached is a graph showing daily availability from Jan 1 - Jun 21. The graph includes a trend line; reliability is trending upward so far this year.



Transit Skills Roadeo

The Transit Skills Roadeo was held on June 9 and 10 in conjunction with the City of Edmonton Roadeo. The purpose of this annual event is to demonstrate and test driving and customer service skills in a fun, competitive manner. On the first day, numerous individuals from City Council, media, and the community participated in a friendly competition among peers. The outcome to this initiative led to positive media coverage and overall appreciation of the bus operators and ETS. DATS operators also competed this day and had a record amount of staff participate. On the second day the official competition was held. There was a strong turnout of bus operators, with over 70 participating. The winner of this competition travels to compete at the 2016 International Bus Roadeo in Charlotte, North Carolina.

Celebrate Transit

This is the 15th annual ETS employee recognition event which is held to recognize all ETS employees (operators and support staff) for achievements of the previous year. The event has changed format over the years; and has recently come to be called *Celebrate Transit*. This year Celebrate Transit is being brought to each area (division) of ETS in turn over the span of a week (June 15-19) in order to permit as many employees

as possible to participate. A recent change in schedule postponed the June 17 activity to June 23 out of respect and to accommodate Constable Woodall's funeral.

Activities include a BBQ, information booths, and award presentations. In each of the operational divisions, the activities are spread out from early morning to late evening to accommodate shift workers. The booths are staffed and presentations made at select times to coincide with maximum employee presence. Achievements recognized include long service, safe driving, perfect attendance, contribution to a positive workplace culture and overall outstanding contributing employees who achieve excellence in all areas of performance over several years.

Transit Beatbox Peace Officer

An Edmonton Transit peace officer with a talent for rhymes is bringing new meaning to the expression "beat cop."

Edmonton Transit officer Halley Barrantes grew up beatboxing and breakdancing, so didn't give too much thought to it when a co-worker encouraged him to take the mic at CypherWild YEG — a freestyle rap event held in Churchill Square on June 11th.

In the video, a uniformed Barrantes dances and dips, chanting "everybody on the square put your hands up" before launching into a minute-long freestyle rap before quite literally dropping the mic to cheers from the crowd.

As a Peace Officer Halley attempts to break down barriers in order to establish a sense of trust with groups who may otherwise be viewed in a negative light. Hip Hop Music can speak to the hearts and minds of the youth and a positive message and can effect a change in their behaviour towards LEO's (Law Enforcement Officers).

For a link to the article and video:

<http://www.cbc.ca/news/canada/edmonton/edmonton-transit-cop-halley-barrantes-rap-goes-viral-1.3116174>

Smart Bus Project Status

Edmonton Transit has adopted advanced technology to enhance public safety and transit service delivery. This technology touches every aspect of the transit operation including customer service, service delivery, operation control, safety and security, service planning and vehicle maintenance.

The current focus includes:

1. Ongoing change management: Smart Bus has been in production since June 2013. Leveraging the benefits is an ongoing process. Current focuses are:
 - Harness the CAVM (comprehensive automated vehicle monitoring) capabilities through integration with fleet services and bus operations.
 - Implement Smart Bus workflows to communicate planned/unplanned detours and service disruptions to all internal and external stakeholders.

3. 500 bus roll-out: Agreements signed with Trapeze March 31st to equip additional 500 buses with Smart Bus Technology and software enhancements. Installation starting in August, expected to be completed by March 2016. Funding for remaining 128 vehicles to be provided through Smart Fare. Two high volume routes, 8 and 9, served by articulated or bendy buses are expected to start providing real time information early in October.