

ETS BRANCH HIGHLIGHTS REPORT TO ETSAB

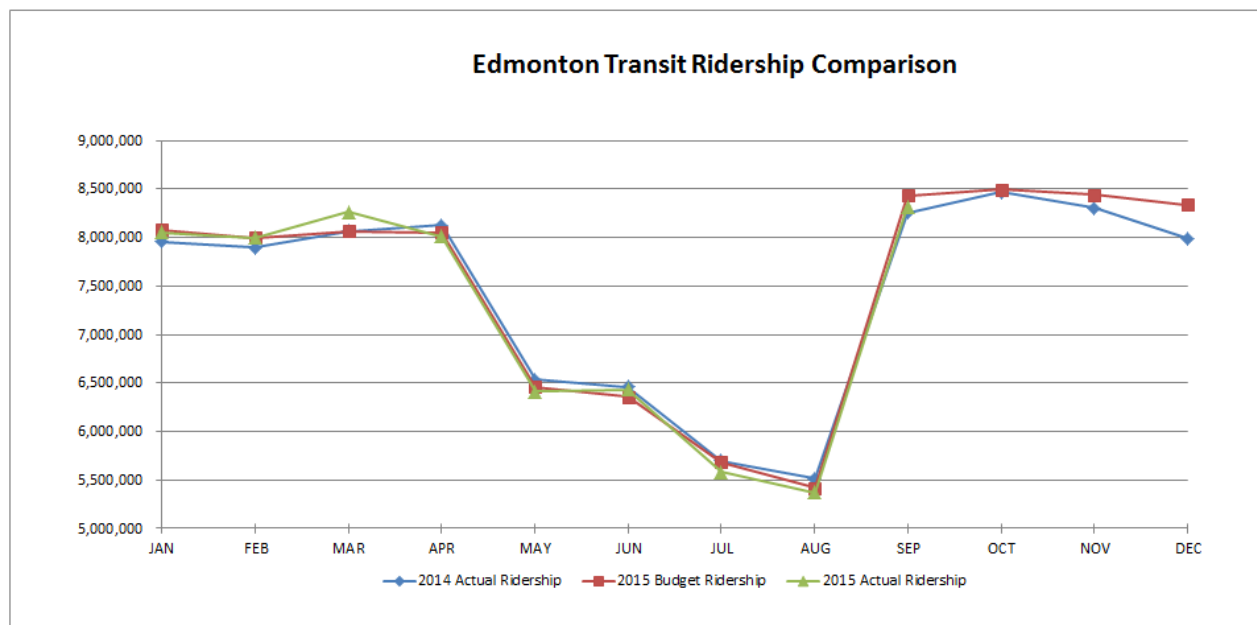
November 2015

1. RIDERSHIP

Bus and LRT Ridership – September 2015

| | Month (September 2015) | Year to Date |
|-----------------------|------------------------|--------------|
| 2014 Last Year Actual | 8,257,994 | 64,512,554 |
| 2015 Budget | 8,432,191 | 64,541,221 |
| 2015 Actual | 8,318,281 | 64,446,358 |

2015 Monthly Bus and LRT Ridership



2. ETS UPDATES

Escalator & Elevator Reliability

2015 reliability YTD to Nov 16

- Escalators
 - 2014 Reliability: 85%
 - 2015 Reliability (Jan 1 - Nov 16): 90.63%

- (2015 target is 87.5%; target for 2016 and beyond is 90%)
- Elevators
 - 2014 Reliability: 99%
 - 2015 Reliability (Jan 1 - Nov 16): 97.9%
 - (target is 95%)
- 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): 1.00 (90% drop from 2014)

TPO Bike Unit Patrol

This initiative was rolled out at the beginning of August. Twelve Transit Peace Officers (TPO's) were trained by certified Law Enforcement Bicycle Association Instructors from the Edmonton Police Service.

Daily assignments focused on the downtown core especially in the area bordered between Jasper Ave and 118 Ave, 82 St and 124 St. Trained TPO's were also assigned to the LRT Line, as this gave them the opportunity to provide oversight to all adjoining ETS property; right of ways, multi-use trails, parking lots, LRT Stations and Transit Centres. In September, the Metro Line opened and TPO's were assigned throughout the line and in the adjoining residential communities providing security oversight along this new territory.

The TPO Bike Patrol took a pro-active approach to addressing situations they encountered, and at times effectively addressed them before they were reported by ETS staff and customers. The TPO Bike Patrol also assisted our security deployment when it came to special events and crowd management both in Sir Winston Churchill Square and on ETS property.

The first season ran until November 2015 and ETS Security considered it a success given the great reception by the public, ETS Leadership and by ETS staff members. We are looking to expand our trained membership for a full season of riding in 2016.

Operator Assault Task Force

The Operator Assault Task Force is a focus group created to understand, communicate & proactively address the ongoing issue of operator assault. The Task Force is committed to making ETS the safest, most reliable transit system in Canada. The aim is to reduce the potential for injury to bus operators through researching industry best practices, regular contact with other agencies in relation to strategies and pilots, and ongoing training and communications provided to operators.

The group is comprised of the Director of Customer Safety & Security, Director of Bus & LRT Operations, Bus Operations Supervisors, Security Operations Coordinator, Transit Security Peace Officer-Sergeant/Investigator, ETS Training, OH&S,

Communications/Marketing members, Operator Representatives, an ATU business designate and invited guests and volunteers.

Transit Peace Officer Growth - 2015 Graduation

In June 2015, 6 TPO's graduated from the Solicitor General Staff College Class # 17 graduation class after an intensive 6 week training program. All members worked very hard in preparing themselves by first attending the Transit Security In-House 4 week course followed by several months of on the job training. This tight knit group worked well together and 3 members were recognized through provincial awards.

Smart Bus Update

The 500 Smart Bus roll out is on target to be completed by March 2016. Starting on December 6th, 8 more routes will be available for real-time tracking. These routes are 35, 37, 39, 47, 70, 125, 126 and 130. The contractual process to equip the remaining 125 buses (after the current 500 bus installation project) is also underway. The funding was made available through the GreenTrip funding from the province. The installation on the remaining 125 buses is expected to be completed by the end of summer 2016.

Stuff a Bus

The 2015 ETS Stuff a Bus campaign, produced by Edmonton Transit System (ETS), is now in its 21st year and has been an annual tradition to help drive hunger away from our community. Once again, ETS buses and volunteers will be at Save-On-Foods throughout Edmonton and selected Transit Centres November 25 - 28.

Donate a Ride

Since its inception in 1996, DONATE A RIDE has grown tremendously and is now helps thousands of Edmontonians every year through local social service agencies. The agencies provide the transit tickets to low-income families that are in need of basic transportation to get to employment, educational and social services, improving their quality of life.

The 2015-2016 will marks 20 years with Donate a Ride. This year's campaign runs from December 14, 2015 to January 31, 2016.

Christmas Lights Tours

Christmas lights tours- 3 tours a day over 2 weekends (December 11, 12, 13, 18, 19, 20th)
All proceeds go to Donate a Ride.

Safety and Security Campaign Phase 2

Safety and Security Phase 2 begins December 2015. Key Messaging is Safe Person. Safe Place. Creative launch date goal is 2nd week of December

Edmonton.ca Updates

As part of continuous improvement efforts to ensure edmonton.ca is current, informative, and easy for citizens, the Web Office will be restructuring Transit content currently within the "Transportation" tab, under a new "ETS" heading.

Service Planning

Route 130 has been removed from Kingsway Transit Centre. Additional travel time will be added in February 2016 to Routes 8, 9, 12 and 125 to address delays at the Metro LRT crossing.

Regional Service

Both Spruce Grove and Beaumont are anticipating purchasing their own buses through the Green Trip Funding program

| Meeting Type | SIRE No. | Report Type | REPORT TITLE | Original Motion/Inquiry | Director/ Author | MEETING DATE |
|--------------------------|----------|--------------------|--|---|-----------------------|--------------|
| Transportation Committee | CR_2632 | 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. | K. Koropeski | |
| Transportation Committee | CR_2616 | 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 committee by March 2016. | M. Lachance | 23 Mar 2016 |
| Transportation Committee | CR_2856 | 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. | B. Sabey | 1 Mar 2016 |
| Transportation Committee | CR_1984 | 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. | L. Kadatz | 22 Jun 2016 |
| Transportation Committee | CR_1503 | 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. | D. Lawrysyn/ J. Stein | TBD |
| | CR_3113 | 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. | D. McReynolds | |