

ETS Branch Highlights Report

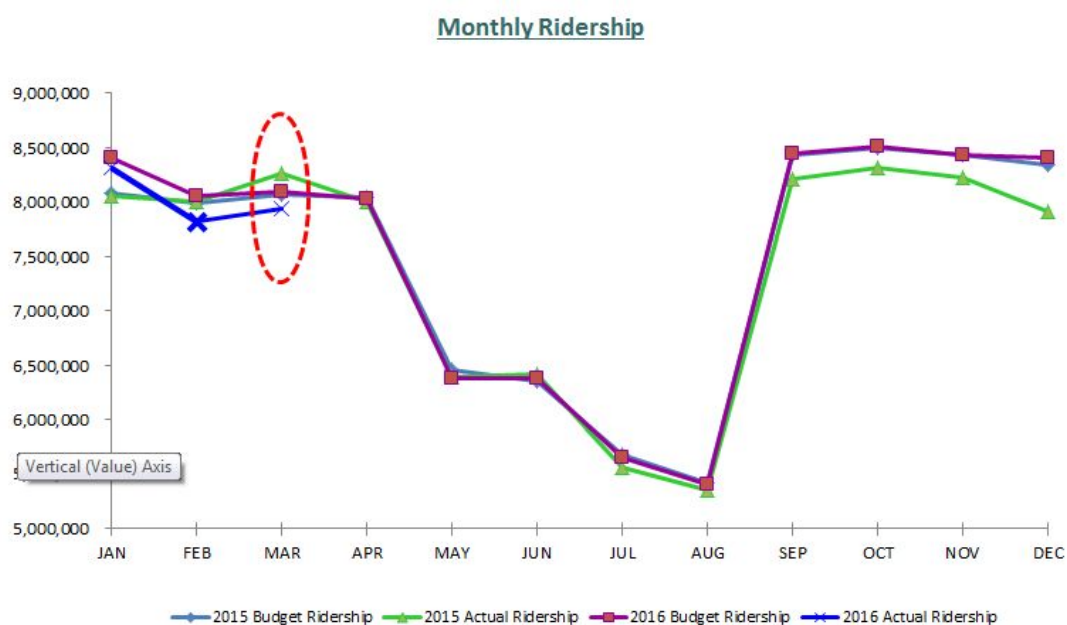
Date: May 30, 2016

RIDERSHIP

Bus and LRT Ridership – March

| | Month | Year to Date |
|-------------|-----------|--------------|
| 2015 Actual | 8,262,890 | 24,318,520 |
| 2016 Budget | 8,097,350 | 24,558,471 |
| 2016 Actual | 7,939,529 | 24,078,184 |

2016 Bus and LRT Monthly Ridership



2.ETS UPDATES

1. Customer Experience & Innovation

- ETSAB was notified by email of the opportunity to attend the May 4th open house for an update on the Pedestrian Wayfinding project. The new design standard, which is close to completion, was presented. More information is available at http://www.edmonton.ca/transportation/cycling_walking/wayfinding.aspx
- Transit is holding its Celebrate Transit Roadeo event on June 4th and 5th.

2. Research, Revenue and Expenditure Control

- ETS promoted a survey with respect to Park & Ride facilities. Done On-Site, online and via Social media. ETS Director will attend the May ETSAB meeting to provide an update on the paid parking report, survey results and next steps for approval.
- ETS will present to ETSAB at the June general meeting on the results report for the ETS customer satisfaction survey from 2015.
- ETSAB [April 25th] Best fit for LRT space rentals - decision process?
[RESPONSE] At ETMT it was agreed available space would be shared by all nonprofit groups, as long as this initiative continues to be cost neutral to ETS (capital & operating). From an ETS/CoE perspective, all groups are equal. It was recognized that this may limit or eliminate the interest of some of the groups, and an umbrella group is needed to enter into a lease with.

4. Engineering & Maintenance

Reliability numbers for April 2016

- Escalators - 92.89%
- Elevators - 96.09%

6. Transit Strategy

- Public engagement for the Explore Trade-offs Phase continues through June 2016. This is the last phase of public engagement before the Transit Strategy is presented to Council.
- The last public workshop was held on May 17th. Targeted workshops will continue into early June. The "What Moves You?" Bus and Street Team will be engaging with transit customers as they ride the bus, and with non-riders at various festivals and special events.
- For ETSAB members who were unable to participate in a workshop, the online survey remains active until June 30th. If you would like to identify your survey as being completed by an ETSAB member, please include this in the open ended question at the end of the survey.
- In addition to individual members completing the online survey or participating in a workshop, the Board may want to consider collectively providing input into this last phase of engagement through a written submission. If the Board does choose to make a written submission, please submit this by July 1, 2016 to Sarah Feldman.

7. DATS

- DAG (DATS Advisory Group) positions consisting of programs, agencies and a member at large with 12 total members have now been filled.
- DATS' Booking Policy Review stakeholder sessions continue throughout May and June at care centers, activity centers and at Percy Wickman Garage. Feedback

regarding potential policy changes has been largely positive and key relationships are being formed.

- Eight new vehicles are being added to the DATS fleet and ten new operators will be hired by September in order to maintain on-time service for accommodation requirements.

8. Transportation Strategies (Sarah Feldman)

- Members from the Transportation Policy Unit attended the April ETSAB meeting to hear the presentation from CAVCOE on Autonomous Vehicles. Now that we are aware of ETSAB's interest in this topic, we thought the Board might be interested in what City Administration is working on related to this topic. In 2015, the Transportation Policy Unit completed an Autonomous Vehicles Study and committed to reporting back to Council annually. We are currently working on a Council Report to the Urban Planning Committee this fall to present the study and our progress over the last year. If there is interest, we would be glad to present the findings of this study to ETSAB.
- Complete Streets Guidelines and Design Standards Update - a review of Complete Streets and the Roadway Design Standards is underway. Preliminary consultation and scoping is in progress to identify how the Guidelines and Standards will be updated and possibly combined. The work is currently in the early stages; as the work progresses, future updates can be provided if there is an interest.

9. Special Projects (Ken Koropeski)

- Regional Smart Fare/Smart Bus:
A Request for Comments was issued in April 2016, soliciting feedback from the vendor community on the draft Regional Smart Fare Request for Proposals. Considerable feedback was received, indicating strong interest from the vendor community for this project. The Request for Proposals is scheduled to be issued in June 2016. Work continues with St. Albert and Strathcona County on preparations for Smart Bus implementation for their transit systems. The Smart Bus system provides the on-board communications and data infrastructure required for the Smart Fare system.
- Electric Bus:
Administration is finalizing a report to the Transportation Committee for presentation on June 22nd related to winter testing, business case for short and long-term deployment, state of the industry and recommendations for initial deployment. A presentation on the electric bus project will be made at ETSAB's May 30 meeting.

10. Safety & Security

ETSAB [April 25th] re: Officer Harassment response training:

- Have all officers been trained in harassment response now?
[Response] 90% of employees have received the initial training, which consisted of a two hour session delivered by the Sexual Assault Section of the Edmonton Police Service. In addition, there was follow-up training provided by the Sexual Assault Centre Edmonton (SACE). This was a three hour session, and again 90% of employees have the training. The remaining 10% are new hires.
- Is this training a standard mandatory training now for new officers?

[Response] ETS Training section sponsored and sent two Peace Officers to a Train the Trainer session with the intention of developing an in-house course. The training will be mandatory; however, this is in the development stages.

- Was the training developed in-house, or by external consultants?

[Response] The training was developed by external partners, EPS and SACE. The Train the Trainer course was developed and delivered by SACE with the intention of being able to deliver the training in-house going forward.

3. ETS REPORT TRACKING

| Branch | Report Lead | SIRE# CR | Report Title | Meeting Date | Deferred Date | Committee | Original Motion/Inquiry |
|--------|-----------------|----------|---|--------------|---------------|-----------|---|
| ETS | Dave McReynolds | 3203 | <u>Low Income Transit Pass - Creative Distribution Approaches</u> | Apr 27 | Jun 1 | TC | That the Transportation Services, Edmonton Transit Branch Operating Budget be increased by \$230,000 in 2016, \$2,000,000 in 2017 and \$2,000,000 in 2018 to fund half of the Low Income Transit Pass service package on an ongoing basis with funding from funding available for City Council, and that the funds be held in abeyance until the release of the Provincial budget in 2016 and the setting of the mill rate, and also be subject to a report from Administration to Council through Transportation Committee on more creative approaches for distribution of the Low Income Transit pass that will not require as many FTEs. |
| ETS | Ken Koropeski | 1984 | <u>Electrical Bus Pilot - Short-Term and Long-Term Implementation Strategy</u> | Jun 22 | Jun 22 | TC | 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. |
| ETS | Dave McReynolds | 3580 | <u>Paid Park and Ride</u> | Jun 22 | Jul 6 | TC | Admin Driven |
| ETS | Bill Sabey | 2856 | <u>Enhanced Express Bus Strategy - Century Park and Heritage Valley Park and Ride</u> | Jun 1 | Dec 7 | TC | 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. |