



ETS MANAGERS REPORT NOVEMBER 2011

1. **ETS Promotions and Special Events:**

Stuff-A-Bus

Join the ETS Stuff a Bus from December 1-3 in support of Edmonton's Food Bank and help feed families in our community. Last year ETS and partners Save-On-Foods, JOE FM, Global TV, and Edmonton Sun stuffed enough buses to feed over 500 Edmonton families for one month. ETS volunteers will be on-site collecting food donations at Calgary Trail Save-On-Foods on Thursday, December 1 from 8 a.m. – 8 p.m. and at the Nmao Save-On-Foods on Friday, December 2 from 8 a.m. – 8 p.m. On Saturday, December 3 a bus and volunteers will be at each of the 13 Edmonton Save-On-Food locations from 8 a.m. – 5 p.m. JOE FM will be with us, broadcasting live. New this year is a corporate and school challenge on Wednesday, November 30. ETS and JOE FM will roam and stop at various Save-On-Foods to collect corporate and school donations 8 a.m. – 8 p.m. Check www.takeETS/StuffaBus for details. NOTE: Strathcona County Transit will be on location at all Sherwood Park Save-On-Food locations on December 3 from 8 a.m. – 5 p.m.

Snow Valley Shuttle Returns

The ETS Snow Valley Shuttle (Route 599) service is back for another season – as soon as the snow arrives. Traveling from Century Park Transit Centre to Snow Valley, the service runs on Friday evenings, weekends, statutory holidays and major school holidays (Christmas Break, Spring Break and Teacher's Convention). For Service details see www.takeETS.com.

DATS Updates Eligibility Criteria

DATS is updating its eligibility criteria and they want to know what their customers think. During the week of November 14 they're holding public consultations to gather feedback on the updated eligibility process. This is an opportunity for current DATS users, community agencies and others to be an integral part of the improvements. The new eligibility process is set to be implemented in early 2012. For more information about the public consultation

process see the DATS section on www.takeETS.com or call the DATS Customer Care Centre at 780-496-4567.

Winter Service Changes

There will be minor changes to ET service starting Sunday, November 27 as we make adjustments to improve connections between routes and service reliability. The re-opening of Scona Road has routes 7, 57, 62, 63, 70, 81, 85, 86, and 87 returning to their regular routings and schedules. New route 195 will provide peak hour service between west Clareview Transit Centre and the neighbourhood of McConachie.

ETS Remembrance Day Service

On Remembrance Day, Friday, November 11, ETS operated on a reduced weekday service level. Both a.m. and p.m. peak period service levels were adjusted to address the travel requirements of customers who will be working on Thursday. Transit information is available by call 311. The ETS Customer Services Centre, including Lost & Found was closed on November 11.

Take ETS to the City Market

There's a chill in the air, and the City Market Downtown has moved into its winter home in City Hall. Here's a quick, easy and weatherproof way to get your weekly market fix. Catch the LRT. Saturday service is every 10 minutes. Trains run from Clareview in the northeast to Century Park in the south. There's plenty of free parking at Century Park, Clareview, Belvedere and Stadium stations. Once you're on the train, you don't have to go outside again to get to City Market Downtown. It's a short walk from Churchill Station through the pedway into City Hall, to your favorite vendor's stall.

DATS NEWS

DATS Customer Satisfaction Survey

The survey wrapped up this past weekend with 400 completed surveys and the preliminary results indicate continued satisfaction with DATS service. The survey, administered by Hargreaves & Associates, involved interviewing 400 DATS registrants (or their caregivers). Participants were randomly selected from a group of riders who used DATS at least 10 times in 2011.

Questions about all aspects of DATS service were included, such as customer service, driver performance, travel times and expectations, overall satisfaction, passenger safety and more. Early analysis shows that 95% of respondents are somewhat or very satisfied with DATS, in line with our results from the past three years:

- 98% of customers rating DATS staff (admin) as being usually or always courteous
- 96% of respondents were satisfied overall with DATS drivers
- 98% feel safe when travelling with DATS

Vehicle Updates

We are sending representatives to the factory in Indiana for the final bus inspection before production on the full order of buses. We are looking forward to delivery of 16 new lift van buses to go into service early in 2012. These vehicles have improved features including: more lighting on the exterior of the bus, an exterior switch for the ambulatory door, a new floor plan that allows more flexibility in securing mobility aids, improved interior heating system, RICON lifts, etc. The vehicle replacement plan will replace 25 vehicles in 2012 and another 25 in 2013 – all with the new configuration (mix of WC and ambulatory seats).

DATS is also updating the onboard MDT. A newer, brighter screen, back up camera, voice turn by turn directions are only a few of the new features we are looking forward to.

We are currently retrofitting 47 of the existing fleet with the MorRyde system and installing it as standard in all replacement buses. The MorRyde system works with the existing suspension system to provide passengers with a softer, smoother, more comfortable ride.

2. Minutes from Council and Committees of Council:

Transportation and Infrastructure Committee Minutes – November 1, 2011

These three reports are attached to the Manager's Report.

6.2 [**Process for Using Value Engineering for LRT Construction and Design**](#)

6.3 [**Southeast to West LRT – Phase 1 Details and Analysis**](#)

Items 6.2 and 6.3 were dealt with together.

R. Boutilier, General Manager, W. Mandryk, and N. Alampi, Transportation Services; D. Piecowye, Corporate Services (Law); and L. Rosen, Chief Financial Officer and Treasurer, answered the Committee's questions.

Moved D. Iveson:

Capital Profile for LRT Southeast Land Purchase

That Administration bring to the November 25, 2011, City Council Budget meeting a capital profile for the land purchases for the Southeast land requirements of the Southeast to West LRT, and identify source of funding

LRT Funding Alternatives From Other Orders of Government

That Administration provide a private verbal report the November 22, 2011, City Council meeting on funding alternatives/formulae from other orders of Government for LRT, including matters of advocacy and procurement.
Transportation Svcs

Due Date:

Nov. 25, 2011

City Council Budget

Financial Svcs.

Due Date:

Nov. 22, 2011 City Council

In Favour:

Carried

D. Iveson, J. Batty, K. Diotte, L. Sloan, S. Mandel

6.4

LRT Construction Governance Board

Mayor S. Mandel and Councillor D. Iveson referred this item to the November 22, 2011, City Council meeting without a Committee recommendation.

Transportation and Infrastructure Committee Agenda – November 15, 2011

6.1	Bus Transit Service 3-year Pilot Project	Motions passed
	<i>Item 6.1 - Time specific: First item of business</i>	
6.2	Downtown LRT Concept Plan - Southeast to West LRT Connection	Item referred to Council without a recommendation Motions passed
	<i>Item 6.2 - Second item of business</i>	
	<i>Item 6.2 - Council approval required</i>	

6.3	Challenges for West and Southeast LRT Line	Recommendation passed
6.4	LRT Line under 102 Avenue	Recommendation passed
6.8	DATS Mobile Data Terminal Replacement	Recommendation passed
6.10	Bus Purchase - Agreement	Recommendation passed
6.11	Bylaw 15889 - To Amend the Conduct of Transit Passengers Bylaw 8353	Recommendation to Council passed
	<i>Item 6.11 - Council approval required</i>	
7.	RESPONSES TO COUNCILLOR INQUIRIES	
7.1	Late Night Transit Service (B. Henderson/D. Iveson)	Motions passed

3. 2011 ETS Highlights:

Transit Ridership Information for OCTOBER 2011	
Ridership	Total Year to Date
2010	61,516,034
2011	65,009,205
Change from 2010 to 2011	3,493,171
Percentage Change	5.68