



## **Edmonton Transit System (ETS)**

### **FEBRUARY, 2012**

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

##### **Ellerslie School's Transit Day Adventure**

For the second time in the past year, Ellerslie School's ELL program students (English Language Learners) were given a rare glimpse behind the scenes at ETS's Centennial Garage on January 30th. This batch of young newcomers ranged from Kindergarten to Grade Six and are part of an innovative program at Ellerslie School where newcomer students are given opportunities to explore different aspects of community life to enhance their acclimatization to their life in Edmonton. Students were very excited to see how Centennial Garage works and felt very welcomed by Centennial staff running the tour. On the way to the site, they also got a travel training session aboard a charter bus, and then on the way to the downtown portion of the day's activities via LRT, they received the basics of taking the train.

##### **Business Satisfaction Survey Report Published to CoE Webpage**

The report on the Business Satisfaction Survey on the Transportation System is up on the public CoE website (<http://www.edmonton.ca/transportation/transportation-survey.aspx>). Several areas pertaining to transportation operations and transit are highlighted in the report.

##### **Alberta Health Services Staff Test Digital Bus Pass**

A test group of staff from Alberta Health Services will be able to display their monthly passes via their Apple devices rather than a printed paper product as part of a pilot project for the months of February, March and April this year. During the pilot project, this App will be available to AHS staff only on web enabled Apple devices – iPhone and iPad. ETS will be surveying operators and staff during the pilot to gauge their reactions and identify opportunities for improvement.

This opportunity offers ETS the ability to test the concept and technology for digital media and its compatibility with ETS operations. The results of our assessment during the pilot project will help determine the future of mobile payment as part of the [ETS@WORK](#) program.

### **ETS Coin Tube Pilot Project**

From mid-February through March, ETS will be testing the prototype of a coins only cash counting farebox, called a Coin Tube, on four buses on busy city routes. The 10 week pilot project will provide ETS with an opportunity to test the accuracy of the Coin Tube prototype and assess any impacts it might have on passenger boarding times and customer service.

ETS has been researching requirements for a future electronic fare collection system that would cover a variety of options including debit cards, credit cards, smart cards and digital passes. An electronic payment system could mean the end to paper passes, tickets and transfers as well as the acceptance of paper bills. However, in all of these instances, ETS will still require some ability to accept coin fare. The Coin Tube has potential to provide better data about cash payments on the system.

The Coin Tube prototype is built by Cubic Transportation Systems, the current supplier of the LRT Ticket Vending Machines.

### **Churchill LRT Station Escalators Being Replaced**

The escalator connecting the south end of the train platform to the pedway level in Churchill LRT Station is being removed and replaced starting Saturday, February 18, 2012. The escalator is expected to be out of service until July, 2012.

The north and south stairs, the north escalator and the elevator will remain in service for customers during construction. The south escalator will be fenced off during replacement.

Once the south escalator is back in service, the contractors will begin work to replace the escalator at the north end of the platform. The budget for the escalator replacement project at Churchill LRT Station is \$3 million.

The Churchill LRT Station replacements are the start of an LRT program to replace escalators currently in operation in older stations which have exceeded their design life of 25 years.

### **Health Sciences Platform Construction**

Customers using Health Sciences LRT station will be encountering some construction on the station platform as preparation starts for the installation of an overhead pedway across 114 Street and along the west side of the station, connecting the new Edmonton Clinic South and the new Edmonton Health Academy.

Construction also includes an upgrade to the existing Health Sciences Station with the addition of a second floor connection to the station platform. The pedway will be located over the north end of the platform. Construction is expected to be complete in the fall of 2012.

Activity this month is mainly preparation for the construction of supporting structures for an escalator, stair and elevator connection to the pedway. Two

glass shelters on the platform will be removed as openings are cut for the construction.

The contractor will maintain pedestrian access at both ends of the platform and to the trains on each side during the installation. Look for notices on the platform as the project goes forward.

## **2. DATS News**

### **DATS Stats**

Overall, 2011 was a stellar year in terms of service delivery and customer satisfaction.

- In 2011, DATS carried 927,801 trips with an overall productivity of 2.6 passengers/hour, an increase of 2,394 trips from 2010 (925,407).
- DATS continues to demonstrate a decrease in No Shows with 1.9% overall in 2011, an improvement from the No Show percentage in 2010 (2.34%)
- The 2011 overall on-time performance (92.20%) is improved from 2010 (90.04%).
- The number of complaints received at DATS decreased in 2011 to 0.12% of carried trips compared to 2010 (0.17%).
- DATS performed substantially more customer service focused activities (Customer Service Visits and Site Assistance), in 2011 (1,922) as compared to 2010 (443).

### **The Results Are In!**

DATS conducted its annual Customer Satisfaction Survey in November, 2011. Feedback indicates that DATS employees continue to do an outstanding job in providing service to the DATS users.

- 95% of customers are somewhat or very satisfied with DATS service overall.
- 87% said that they can reach DATS in a timely manner
- 89% of respondents indicate that they are somewhat or very satisfied with the availability of DATS trips
- 93% reported that administration staff are helpful
- 97% of customers say operators provide courteous service
- 98% say that they feel safe when travelling on DATS vehicles
- 96% of respondents are satisfied overall with operators
- 83% indicate that they are usually or always picked up on time.

### **Council rebuffs communities' call for changes to LRT route**

Members of the Chinese and Boyle Street communities were disappointed Wednesday after council turned down their proposal to move the downtown LRT route.

Residents have been lobbying since last spring to keep the future low-floor line off 102<sup>nd</sup> Avenue between 95<sup>th</sup> Street and 96<sup>th</sup> Street, arguing seniors will be in danger crossing the road to cultural buildings.

As well, they're worried about losing road space used for events and that the entrance to the tunnel taking trains underground near 95<sup>th</sup> Street will be disruptive.

But despite these concerns, councillors voted 8-4 against a committee recommendation to run the tracks along 102A-103<sup>rd</sup> Avenue, saying this route isn't as good and could add a year to the LRT planning process. They essentially reaffirmed a route choice council made in 2010, although the tunnel entrance will be narrower and moved west of the original location.

"that's not the decision we were looking for, but decisions have been made...We asked them to respect the investment of the community over the last 30 years," said Allan Kwan, spokesman for the Chinese Benevolent Association.

"The LRT route as it is planned is kind of damaging to some of the work we have done."

He hopes they can set up a market and gathering place in the alley behind the seniors' home between 103<sup>rd</sup> Avenue and 102<sup>nd</sup> Avenue.

Candas Jane Dorsey, vice-president of the Boyle Street Community League, said they felt the alternative LRT route was best for downtown.

"We're really disappointed that the outcome was not substantially different.

Cosmetic changes were made to the plan which made it slightly more acceptable.

The schedule calls for preliminary LRT engineering to be finished next February so construction on the first southeast stage, from downtown to Whitemud Drive, can start in 2015, once money is found for the \$1.4-billion project.

### **3. Minutes from Council and Committees of Council:**

#### ***Special Transportation and Infrastructure Committee Minutes – January 31, 2012***

3.1 [Further Transportation Development Options - 102A Avenue - Downtown LRT Additional Information](#)

3.2 [Downtown LRT Concept Plan - Southeast to West LRT Connection](#)

Items 3.1 and 3.2 were dealt with together.

R. Boutiller, General Manager, A. Laughlin and E. Asar, Transportation Services made presentations.

S. Rolingher, Duncan & Craig, LLP; A. Kwan and M. Hung, Chinese Benevolent Association of Edmonton; B. Mason, Edmonton Highlands Norwood; M. Aubry and C. Dorsey, Boyle Street Community League; and K. Minaker and D. Koziak, Riverdale Community League, made presentations.

Copies of handouts provided by S. Rolingher, Duncan & Craig, LLP; and A. Kwan and M. Hung, Chinese Benevolent Association of Edmonton, were distributed to Members of

the Committee and a copy was filed with the Office of the City Clerk.

The Committee met in private at 10:34 a.m. pursuant to sections 24 and 25 of the *Freedom of Information and Protection of Privacy Act*.

The Committee met in public at 10:47 a.m.

A. Kwan and M. Hung, Chinese Benevolent Association of Edmonton; and K. Minaker, Riverdale Community League, answered the Committee's questions.

R. Boutilier, General Manager, and A. Laughlin, Transportation Services; and P. Ohm and W. Trocenko, Sustainable Development, answered the Committee's questions.

**Moved J. Batty:**

That Transportation and Infrastructure Committee recommend to City Council:

- a. That the revisions to the Downtown LRT Concept Plan as outlined in Attachments 7 and 8 of the November 15, 2011, Transportation Services report 2011TS5339rev, be approved with the following change: from 95 street to 107 street, routing to be on 103/102A avenue, instead of 102 avenue.
- b. That Administration bring forward amendments to the Transportation System Bylaw 15101, and any other impacted land use plans and Community Revitalization Levies, and conduct consultations and public hearings, as required.

**In Favour:**

J. Batty, K. Diotte, S. Mandel

**Carried**

**Opposed:**

D. Iveson

**Absent:**

L. Sloan

**These reports were distributed to ETSAB Members with the January Manager's Report.**

**Transportation and Infrastructure Committee Minutes – February 7, 2012**

3.2 **[Additional SLRT Station \(D. Iveson\)](#)**

During the concept planning of the South LRT in 2005 there was some consideration given to including a station between Southgate and Century Park. I believe there is still interest in looking at a station to serve communities and institutions in the area of 40th Avenue. Therefore, I would like Administration to comment on the following:

1. Given that the LRT Network Plan and Design Guidelines have changed since 2005, would an additional station be consistent with Council's more recent direction from 2009 on LRT design?
2. Could construction of a new station be accomplished while maintaining LRT service?
3. Given that the LRT runs in the median, what special considerations would be required to accommodate safe pedestrian access to the platform from adjacent communities?
4. What would be the rough cost of constructing a community station similar to McKernan/Belgravia in 2012 dollars?
5. From a Land-Use perspective, are there medium- to long-term intensification opportunities in the area that could benefit from the presence of an LRT station?
6. What parking restrictions are available to control parasitic parking issues in adjacent communities that often accompany a new station?
7. What would be the next steps Administration would recommend to committee should there be a desire to explore this further?

Transportation Svcs.

**Due Date:**

May 8, 2012

**This report is not available.**

**Executive Committee Minutes – February 7, 2012**

6.1. **Transit Oriented Development Policy and Guidelines**

M. McConnell-Boehm, Sustainable Development, made a presentation.

J. Post, Edmonton Federation of Community Leagues; and I. Blaine, Civic Director, West Jasper Sherwood Community League, made presentations and answered the

Committee's questions.

P. Ohm, M. McConnell-Boehm, Sustainable Development; R. Toohey, Transportation Services; R. G. Klassen, General Manager, Sustainable Development; and S. Fairbrother, City Manager, answered the Committee's questions.

**Moved B. Henderson:**

That Executive Committee recommend to City Council:

1. That the Transit Oriented Development Policy C565, as outlined in Attachment 1 of the February 8, 2012, Sustainable Development report 2012SPE103, be approved.
2. That the Transit Oriented Development Guidelines, as outlined in Attachment 2 of the February 8, 2012, Sustainable Development report 2012SPE103, be approved.

**In Favour:**

S. Mandel, T. Caterina, B. Anderson, B. Henderson,  
D. Loken

**Carried**

**Report No. 2012SPE103 and attachments are attached to this Manager's Report.**