



Edmonton Transit System (ETS) May 2013

1. ETS News

ETS Organizational Changes

Organizational changes have taken place within Edmonton Transit to become more customer-centric – see attached document. These changes are in effect immediately and will last for a twelve month period. Edmonton Transit will complete an internal organization review over this period to ensure we maintain a customer service focus.

Routes 595 and 596

Route 595 - Fort Edmonton Shuttle

[Route 595](#) is a new summer route travels between South Campus/Fort Edmonton Park Transit Centre and [Fort Edmonton Park](#).

- Buses run from Saturday, May 18 until Monday, September 2, 2013.
- Provides weekday, Saturday and Sunday service on a 20 minute frequency.
- Passengers pay regular [ETS fares](#).

Route 596 - Fort Edmonton/Valley Zoo Shuttle

[Route 596](#), the Fort Edmonton/Valley Zoo shuttle travels on an hourly schedule between the South Campus/Fort Edmonton Park Transit Centre, [Fort Edmonton Park](#) (includes the [John Janzen Nature Centre](#)) and the [Valley Zoo](#).

- Buses run from Saturday, May 18 until Monday, September 2, 2013.
- Provides weekday, Saturday and Sunday service on an hourly schedule.
- Passengers pay regular [ETS fares](#).

Limited Idling Program

Effective May 2 through September 30, 2013, ETS will implement the Limited Idle Program. This is part of the City of Edmonton's *EcoVision Edmonton* initiative and requires operators to shut down their bus engines at layover points to low exhaust emissions at street level while addressing ETS's business objective to reduce fuel consumption.

The Limited Idle Program criteria are:

- Layover period is greater than 3 minutes;
- Ambient temperature is greater than 10 C;
- Air reservoir pressure is greater than 100 psi (pounds per square inch);
- Day time; and
- The DPF is not in the regeneration cycle (the engine must remain running until the regeneration cycle is complete).

Progress Report on Smart Bus Project Phase 1

Phase 1 Smart Bus is proceeding well. The new computer-aided dispatch tool is on target to be rolled out in the Transit Control Centre and Inspector vehicles the week of June 9, 2013. Training of these personnel is scheduled to be completed on Friday, May 31st. The installation of the technology elements on the 45 buses is progressing slower than originally expected but a second team of installers is being added to assist with this important work. Transit staff have been reviewing and testing the new customer information tools that will deliver real time bus arrivals for routes 111 and 128 in phase 1. Everyone is very impressed with the look and feel of these web and mobile device apps. The automated stop announcements (ASA) seem to be working well for these two routes. ETS is getting a short video completed on the 'behind the scenes' work required to implement the Smart Bus technology and plans to make this available to the public so that riders and citizens can fully understand the effort being expended to delivery real time transit information.

ERRS High Level Bridge Service

Operating Season 2013

Friday of May long weekend to Labour Day (Daily)

Labour Day to Thanksgiving (October) - operates Friday, Saturday and Sunday only, plus Thanksgiving Monday.

Departure Times from Strathcona (South Side)

(Terminus at Gateway Blvd (103 St) at 84 Ave)

- 9.00am (Saturdays only)
- 11.00am until
- 3.40pm (Last train)
- 9.40pm (during Fringe Festival)

Departure Times from Jasper Avenue (North Side)

(Terminus between 109 St & 110 St at 100 Ave)

- 9.20am (Saturdays only)
- 11.20am until
- 4.00pm (Last train)
- 10.00pm (during Fringe Festival)

Second Car

During busy days a second car may be in operation with departure times midway between those shown above. Look out for posted signs. Depending on weather, a second car usually operates on Canada Day and during Fringe Festival weekends.

Round Trip Fares

Tickets may be purchased from the conductor and used at any time during the season. Stopovers are permitted.

Age 6 and over \$5.00

Children age 5 and under (non-groups) free

Family, maximum of 2 over age 18 \$15.00

10 or more tickets (group rate) \$4.00 each

Charter and Group Trips

For information and rates please call (780) 437-7721 or email BridgeCharter@edmonton-radial-railway.ab.ca

CUTA Corporate Award

The nomination of *S'No Fun To Fall* by Edmonton Transit to receive the **Safety and Security Award** has been selected by the Canadian Urban Transit Association Awards Sub-Committee. ETS will be recognized for this achievement at the Awards Ceremony, which will take place at the CUTA Annual Conference in St John's NL.

20th Anniversary Low Floor Bus

In September of this year, Edmonton Transit will achieve a major milestone in our service to customers by honouring two decades of low floor bus service. A public event is proposed to celebrate providing accessible transit service with these buses, and our other barrier-free initiatives. Stay tuned for more details.

ETS Facebook Two Year Anniversary Giveaway

It is ETS's second anniversary on Facebook! We hope the ETS Facebook Fan page continues to be a source of information for ETS-related information, events and promotions.

Thank you to all our loyal Facebook Fans for sharing with us your thoughts and opinions. We have had many engaging conversations and encountered a variety of different opinions from everyone. Your comments have all been very inspiring. We are looking forward to many more conversations with you all!

To celebrate, we are having our biggest giveaway ever consisting of gift cards and Kobo eReaders!

Duration:

May 21 to 31, 2013 (11 days)

Prizing Details (up to 6 winners):

- 1 \$50 Chapters gift card (valued at \$50)

- 1 Kobo Mini eReader (valued at approximately \$80)
- 1 Kobo eReader Touch Edition (valued at approximately \$100)
- 1 Kobo Glo (valued at approximately \$130)
- 1 Kobo Vox Colour eReader (valued at approximately \$150)
- BONUS: 1 Kobo Arc Colour eReader (valued at approximately \$200) - if we reach 10,700 "Likes"/Facebook Fans and 100 shares by end of day May 31, 2013

Giveaway Details:

We have posted 5 photos taken at various ETS Transit Centres and LRT stations around Edmonton. From May 21 to 31, 2013, correctly identify each location for the chance to win 1 of possible 6 prizes.

All interested ETS Facebook Fans must provide all of the following required information in order to be eligible to enter the contest:

Email takeETS@edmonton.ca with the following information.

Email subject line: "ETS Facebook Two-Year Anniversary Giveaway"

- a. Your answers to the 5 ETS locations (please list the photo number and then your answer)
- b. Full name
- c. Phone number
- d. Email address
- e. ("yes" or "no") I have read this contest's complete rules and regulations

Bay LRT Station Tile Replacement

Starting the week of May 20, ETS will begin replacing the warning tiles along the edges of the LRT platform at Bay/Enterprise Square Station. The replacement project is expected to take a total of six weeks, three weeks per side, and will require disruption to regular LRT service.

The platform warning tiles along the southbound track will be replaced first. During this three-week period, in order to maintain 10-minute service frequency and capacity across the LRT network during daytime hours, southbound trains will not stop at Bay/Enterprise Square Station.

ETS passengers traveling southbound towards Century Park who are destined for Bay/Enterprise Square will need to disembark at either Central LRT Station or Corona LRT Station and travel on Jasper Avenue to reach their destinations.

ETS passengers wanting to board a southbound train at Bay/Enterprise Square will need to go to Central Station or Corona Station.

When 15-minute train frequency goes into effect (after 10:30pm weekdays, after 7pm Saturday and all day Sunday), Northbound and Southbound trains will single track through Bay/Enterprise Square Station.

Stadium LRT Station Platform Replacement

ETS is undertaking the complete renewal of Stadium LRT Station Platform. The platform was originally constructed in 1978 and has reached the end of its life. The entire platform will be resurfaced and the end portions will be reconstructed this year complete with new platform edge warning tiles.

The station will remain open during construction and station access will be unaffected. Temporary platforms are being built at each end of the existing platform to facilitate the demolition and reconstruction of the station platform. Construction will be phased in order to minimize operational impact.

Due to the curvature of the track along the temporary platform extensions, larger than normal gaps will exist between the platform and the trains. Customers will need to be mindful of these gaps when getting on and off the train. Notices will be posted on site.

Priority waiting areas for patrons with disabilities will be maintained.

DATS News

Change in Late Cancellation Policy

DATS is changing the late cancellation definition from 30 minutes before the trip to two hours or less before the trip (effective September 1, 2013). We have a number of communications planned for staff, clients and caregivers to advise them. Ultimately, this change will give our schedulers additional opportunity to create more efficient schedules – which means clients should enjoy a more direct trip with less wait time. More notice also gives us more chance to redeploy the cancelled trip, so someone else can use it!

New Buses

51 new Goshen II buses are now in service and we have 25 more Goshen buses arriving giving us 76 Goshen II buses by end of the year. These new buses give us more efficient capacity - up to 12 ambulatory and four wheelchair spaces (based on operator and stakeholder feedback).

April Stats

- DATS carried 81,673 trips in April with an overall productivity of 2.6 passengers / hour.
- In April 2013, DATS achieved an overall on-time performance of 92.1 per cent.
- The number of customer service based activities continued to increase as compared with 2012 (1,661 in 2013 versus 1,071 in 2012).
- The trip accommodation rate in April was 99.15 per cent. This is an improvement compared to the accommodation rate in April 2012 (98.79).

2. April Statistics

Transit Ridership Information for APRIL 2013	
Ridership	Total Year to Date
2012	30,107,877
2013	31,725,252
Change from 2012 to 2013	1,617,375
Percentage Change	5.73

3. Minutes from Council and Committees of Council

City Council May 8, 2013

6.16 [Northwest LRT \(Metro Line\) Concept Planning Study - NAIT to Campbell Road \(Northwest City Limits\)](#)

Moved J. Batty - T. Caterina:

1. That the Northwest LRT Concept Plan as outlined in Attachment 1 of the May 1, 2013, Transportation Services report 2013TS6519, be approved.
2. That prior to preliminary engineering stage, Administration further review the concept plan to address issues regarding the impact and benefits of the proposed change from an urban to suburban style LRT system at 153 Avenue and including transit station alignment. Transportation Svcs.

In Favour:

Carried

S. Mandel, A. Sohi, B. Anderson, B. Henderson, D. Iveson, D. Loken, E. Gibbons, J. Batty, K. Diotte, K. Krushell, K. Leibovici, L. Sloan, T. Caterina

City Council May 22, 2013

6.1 [WiFi Expansion with Shaw Communications](#)

Moved J. Batty - D. Iveson:

That a Memorandum of Understanding with Shaw Communications, as outlined in Attachment 1 of the May 13, 2013,

Office of the City Manager report CR_63, to expand WiFi access in City of Edmonton indoor and outdoor spaces, be approved. City Manager

In Favour:

Carried

S. Mandel, A. Sohi, B. Anderson, B. Henderson, D. Iveson, D. Loken, E. Gibbons, J. Batty, K. Diotte, K. Leibovici, L. Sloan

Absent:

K. Krushell, T. Caterina

6.2

Designing New Neighbourhoods and Complete Streets Policies

Moved J. Batty - D. Iveson:

1. That City Policy C572 – Designing New Neighbourhoods, as outlined in Attachment 2 of the May 13, 2013, Sustainable Development report CR_46, be approved.
2. That City Policy C573 – Complete Streets, as outlined in Attachment 3 of the May 13, 2013, Sustainable Development report CR_46, be approved.
3. That the Guidelines for Edmonton's Future Residential Communities, as outlined in Attachment 6, of the May 13, 2013, Sustainable Development report CR_46, be received for information.
4. That the Complete Streets Guidelines, as outlined in Attachment 7, of the May 13, 2013, Sustainable Development report CR_46, be received for information. Sustainable Dev.

In Favour:

Carried

S. Mandel, A. Sohi, B. Anderson, B. Henderson, D. Iveson, D. Loken, E. Gibbons, J. Batty, K. Diotte, K. Leibovici, L. Sloan

Absent:

K. Krushell, T. Caterina

May 28, 2013 Community Services Committee

6.3	<u>Seniors Assisted Transportation Collaborative Model - Update</u>
-----	---

May 1, 2013 Transportation Committee

6.1	<u>Northwest LRT (Metro Line) Concept Planning Study - NAIT to Campbell Road (Northwest City Limits)</u>
-----	--

B. Latte and E. Afsar, Transportation Services, made presentations. J. Meliefste, Transportation Services, made a presentation and answered the Committee's questions.

B. Esslinger, Cumberland Oxford Community League; J. Kolkman; M. Neumann and G. Masterson, Canada Lands; and L. Bracko, City of St. Albert, made presentations and answered the Committee's questions.

B. Latta, K. Koropeski and J. Meliefste, Transportation Services, answered the Committee's questions.

Moved D. Loken:

That Transportation Committee recommend to City Council:

That the Northwest LRT Concept Plan as outlined in Attachment 1 of the May 1, 2013, Transportation Services report 2013TS6519, be approved.

In Favour:

Carried

A. Sohi, D. Loken, B. Anderson, S. Mandel

Absent:

E. Gibbons

Moved D. Loken:

137 Avenue Proposed Transit Center - Size and Integration

That Administration consult with Canada Lands and provide a report to Transportation Committee to determine how the 137 Avenue proposed transit centre can be reduced in size and ensure that both the transit station and proposed transit centre are integrated to allow for Transit Orientated Development at the Griesbach site. Transportation Svcs.

Due Date: July 10, 2013

In Favour:

Carried

A. Sohi, D. Loken, B. Anderson, S. Mandel

Absent:

E. Gibbons

Moved D. Loken:

That Transportation Committee recommend to City Council:

That prior to preliminary engineering stage, Administration further review the concept plan to address issues regarding the impact and benefits of the proposed change from an urban to a suburban style LRT system at 153 Avenue including transit station alignment and provide a report to Transportation Committee.

In Favour:

Carried

A. Sohi, D. Loken, B. Anderson, S. Mandel

Absent:

E. Gibbons

7.2

**Remembrance Day - Opportunity for Free Transit for Veterans
(A.Sohi/D. Loken/E. Gibbons)**

Moved B. Anderson:

That the May 1, 2013, Transportation Services report 2013TS6282, be received for information.

Svcs.

Transportation

In Favour:

Carried

A. Sohi, D. Loken, B. Anderson

Absent:

E. Gibbons

May 29, 2013 Transportation Committee

7.2	Capital Projects (A. Sohi)
-----	--

April 29, 2013 Executive Committee

6.5	Mechanized River Valley Access - Non-Contract A Request for Proposal
-----	--

N. Nicholls, The Residents of McDougall Place Condominium; J. McCollum, Hillside Estates Board of Directors and Owners; E. Rand; M. Levenson; L. Cardinal, Spirit of Edmonton - IPACC, and L. Buff Parry, made presentations. J. McCollum and L. Buff Parry answered the Committee's questions. Copies of documents provided by N. Nicholls and L. Buff Parry were distributed to Members of the Committee and a copy of each was filed with the Office of the City Clerk.

W. Trocenko, Sustainable Development; R. G. Klassen, Acting City Manager; R. Marchuk and P. Ohm, Sustainable Development, answered the Committee's questions.

Moved K. Krushell:

1. That the April 15, 2013, Sustainable Development report 2013SHE020, be received for information.
2. That the work on the current Non-Contract A Request for Proposal for Mechanized River Valley Access be discontinued.

Sustainable Dev.

In Favour:

Carried

S. Mandel, K. Krushell, K. Diotte, K. Leibovici, L. Sloan

K. Fung, Corporate Services (Law), answered the Committee's questions.

Moved K. Leibovici:

That Executive Committee recommend to City Council:

That the Mayor, on behalf of City Council, consult with the River Valley Alliance on the potential uses for the available

funding that will continue to support the connectivity projects within the river valley, and any uses that may provide support for the potential Rosedale Power Plant and site redevelopment.

In Favour:

Carried

S. Mandel, K. Krushell, K. Diotte, K. Leibovici

Opposed:

L. Sloan

May 13, 2013 Executive Committee

6.2 [Designing New Neighbourhoods and Complete Streets Policies](#)

K. Anderson, Sustainable Development; and S. McCabe, Transportation Services, made a presentation.

L. Gibson and P. Shaver, Urban Development Institute, made presentations and answered the Committee's questions.

K. Anderson, P. Ohm and S. Mackie, Sustainable Development; S. McCabe and B. Latte, Transportation Services; S. Farbrother, City Manager; and L. Rosen, Chief Financial Officer and Treasurer, answered the Committee's questions.

Moved S. Mandel:

That Executive Committee recommend to City Council:

1. That City Policy C572 - Designing New Neighbourhoods, as outlined in Attachment 2 of the May 13, 2013, Sustainable Development report CR_46, be approved.
2. That City Policy C573 - Complete Streets, as outlined in Attachment 3 of the May 13, 2013, Sustainable Development report CR_46, be approved.
3. That the Guidelines for Edmonton's Future Residential Communities, as outlined in Attachment 6, of the May 13, 2013, Sustainable Development report CR_46, be received for information.
4. That the Complete Streets Guidelines, as outlined in Attachment 7 of the May 13, 2013, Sustainable Development report CR_46, be received for information.

In Favour:

Carried

S. Mandel, K. Krushell, K. Leibovici

Opposed:

K. Diotte

Absent:

L. Sloan

6.5 **WiFi Expansion with Shaw Communications**

S. Farbrother, City Manager, made a presentation and answered the Committee's questions. C. Moore, Corporate Services; and G. Pultz and C. Ewasiuk, Shaw Communications, answered the Committee's questions.

Moved K. Krushell:

That Executive Committee recommend to City Council:

That a Memorandum of Understanding with Shaw Communications, as outlined in Attachment 1 of the May 13, 2013, Office of the City Manager report CR_63, to expand WiFi access in City of Edmonton indoor and outdoor spaces, be approved.

In Favour:

Carried

S. Mandel, K. Krushell, K. Diotte, K. Leibovici

Absent:

L. Sloan

May 27, 2013 Executive Committee

5.3	Duties and Responsibilities of Individuals Appointed by Council to External Organizations – Proposed Policy Amendments	Revised Due Date: June 10, 2013
-----	--	---