

Edmonton Transit System (ETS)



SEPTEMBER 30, 2013

1. ETS News

ETS Every Day Way to Fall Service Changes

September is always busy at ETS. With students returning to schools and summer holidays complete for most of our customers, service has been returned to schools and summer seasonal cancellations have been reinstated.

Routes 2, 109, 111 and 112 return to their regular routings along Stony Plain Road. We've added service to a number of routes to reduce crowded conditions and addist with keeping to schedules.

We're introducing some new weekday peak hour routes this September. Route 96 will travel from Bonnie Doon to Millgate Transit Centre. Route 155 will run between Eaux Claires Transit Centre and Rapperswill. Route 347 will travel from Century Park Transit Centre to Allard.

Route 328 is cancelled and replaced by Route 47 in Allard, Route 329 is cancelled and replaced by Route. 331.

LRT Sign Changes

Work is underway to replace the existing green/red destination signs on the platforms of Churchill, Central, Bay/Enterprise Square, Corona, Grandin/Govt Centre, University and Health Sciences/Jubilee stations with digital displays like those on the South LRT section of the system.

The replacements are expected to be completed by the end orf September. Hours of work will be from 10 p.m. to 6 a.m. to reduce the impact on customers using the trains. The first station to be fitted with the new signs will be Grandin/Govt Centre

Station. Only one sign from each end will be removed at a time, leaving an active sign in operation at all times.

Park Free and Ride Express

Did you know ETS has Park & Ride sites that provide express bus service to popular destinations in Edmonton?

Parking your vehicle at your local Park & Ride site allows you easy access to express buses, creating a quick stress-free commuting experience. Some express routes also connect directly to the LRT.

ETS has four Park & Ride Express lots: Eaux Claires T.C., Meadows T.C., Davies City Lot and Lewis Farms T.C.

Student Outreach Activities

ETS staff are back at the University of Alberta, MacEwan, NAIT and Norquest providing transit information and trip planning help to new and returning students, faculty and staff. Look for the ETS INFOBUS at the University Transit Centre September 3 and 4. Staff will also be out at orientation and back to school events at MacEwan City Centre Campus August 28 and September 3. Check www.takeETS.com for times and details. We're at Norquest, our newest U-Pass partner on September 11, and we're attending the MacEwan-Norquest welcome back street barbeque on September 10.

The new fall 2013 U-Pass sticker is available at University, MacEwan, Norquest and NAIT campuses and is valid for travel on regular ETS, St. Albert and Strathcona County transit systems starting September 1.

Students with a valid U-Pass will be charged \$1 for a one way trip on the Leduc C-line.

Smart Buses Serve Routes 111 and 128

Customers on Routes 128 (University-Westmount-Calder-Castle Downs) and 111 (West Edmonton Mall-Jasper Downtown) will be the first in the city to experience smart bus technology as they travel on their regular routes.

Buses on these two routes have smart bus functions including automated stop announcements and mobile data terminals. Wayside signs at University and West Edmonton Mall transit centres give real-time departure information for Routes 111 and 128.

These routes were chosen for the initial installation because a large portion of their customers are post secondary students who would be excited to use both the web and mobile tools being built to accompany the vehicle technology.

DATS News

Low Floor Bus Anniversary Event

Edmonton Transit is marking a major milestone this Fall as we celebrate the 20th anniversary of low floor accessible buses in Edmonton.

To celebrate our two decades of accessible transit, Edmonton Transit is inviting you to come to City Hall on Thursday, October 3rd, 2013, between 12:30 p.m. and 3:30 p.m. for our anniversary event.

We'll have a short welcome program, as well as displays, presentations and demonstrations from the TS Accessible Transit Team, DATS, Safety and Security, Bus Operations, LRT, SmartBus, and LRT service in Edmonton, Light refreshments will be served.

The introduction of these buses in 1993 signaled the beginning of a significant shift in services to our customers, paving the way for a transit system that now provides a wide range of accessible vehicles, services, and programs for a barrier-free travel experience.

Low floor buses provide easy access for all customers, regardless of mobility level, through the absence of stairs at the front and back doors, a kneeling feature that lowers the front entrance of the bus to near sidewalk level, and a ramp which folds out from the front entrance to the sidewalk to provide an almost flat entry on and off the bus. Priority seating at the front of the buses was changed to provide space for two wheelchairs and/or scooters, and accessible stop request buttons were added throughout the vehicle to make it easier to signal for upcoming stops.

The introduction of these buses, plus articulated buses and accessible LRT features, make it easier and safer for seniors, persons using mobility devices, parents travelling with children in strollers, and anyone with mobility challenges to use public transit to get to where they need to travel to in Edmonton, with freedom, flexibility, and choice.

Application Process Update

DATS is launching a new, updated application form that focuses on customers' abilities to use ETS by looking at specific tasks involved in riding low floor buses, community buses, and LRT. As the form is also tailored to customers' specific needs, it will be provided directly by the DATS Customer Care Centre. This contact will also allow us to provide initial information about ETS accessibility and Customer Training options.

The majority of new applicants will now be participating In-Person Interviews. The Interviews will allow DATS to have a more complete picture of the customers' abilities and challenges in regards to ETS use. The Interviews are being facilitated by an experienced third-party medical company.

Customer Service for Large Programs

To improve service to customers for the ride home at a few of the larger program facilities, DATS tested emailing the vehicle/route for the afternoon pick ups two to three hours before the buses arrive at the facility. Program staff now have time to organize customers into groups and have them ready for their DATS pick-up so operators can load in the correct drop off order, check transit fares more efficiently and leave the facility in a timely manner. The trial was so successful that we are now providing this service to ten agencies.

DATS Stats - August

- DATS carried 73,447 trips in August with an average of 2,901 customers carried during the weekdays and 1,071 customers carried on the weekends.
- In August 2013, DATS achieved an overall on-time performance of 95.48% (92.90% year-to-date).

- Year to date cancellations have decreased 2.8% from 2012 to 2013 as a result of initiatives to reduce the number of subscription bookings being regularly cancelled by customers. These trips are now available for other DATS customers to use.
- Customer service based activities continued to increase, as compared with 2012 (3,022 in 2013 versus 2,453 in 2012).
- The trip accommodation rate in August was 99.23%. The 2013 year-to-date-accommodation rate is 99.02%, an improvement from the 2012 accommodation rate of 98.85% (year-to date).

2. SEPTEMBER Statistics

Transit Ridership Information for SEPTEMBER 2013	
Ridership	Total Year to Date
2012	59,023,220
2013	62,574,018
Change from 2012 to 2013	3,550,799
Percentage Change	6.02%

3. Minutes from Council and Committees of Council

There were no Council Meetings in October.