

Progress Report - Winter 2013/2014

The ETS Live® suite of customer information tools was introduced in November 2013. The ETS Live® Bus Finder was the first component introduced. This tool gave customers on Routes 111 and 128 the ability to track their buses in real-time using their desktop computers or mobile devices at www.takeETS.com/ETSLive. It also gave customers on other ETS routes another tool to look up scheduled information and maps.

Key features within the ETS Live® Bus Finder (desktop) include:

- ETS Route Schedules
- ETS Bus Stop Schedules
- ETS Landmarks
- ETS Stop Finder
- ETS Real-Time Map

ETS Live® Email & Ride was introduced in January 2014. It provides schedule information for all routes via email. A moment after sending an email to ETSLive@edmonton.ca with the stop number in the subject line, a customer will receive a return email with the next departure times for that stop.

For routes 111 and 128, equipped with Smart Bus technology, both scheduled and real-time estimated departure times are provided. All other routes show scheduled departure times only.

In February 2014, routes 7 (University-82 Avenue-Downtown-Jasper Place) and 57 (University-82 Avenue-Downtown) were added to the Smart Bus family. Customers travelling on these routes are able to access real-time information about their buses using the ETS Live® suite of tools.

Progress Report - Fall 2013

The ETS Live® Departures Boards installed at the U of A and West Edmonton Mall Transit Centres were activated on Tuesday, October 15, 2013.

The signs are part of the enhanced information suite of tools for ETS customers associated with the recent launch of Smart Bus technology on routes 111 and 128.

They display the real-time departure times for buses on routes 111 and 128 and scheduled departure times for the other routes operating from these two transit centres.

The signs have four lines of messages. The top line displays the current date and time using the 12-hour AM and PM clock. The real-time departures for the Smart Bus routes 111 and 128 count down in minutes until the bus departs at the "0-min" mark. Scheduled departure times are displayed as an hour and minutes. the "a" is short for "AM" and the "p" is short for "PM". The information on these signs is automatically refreshed every 20-30 seconds.

Progress Report - Summer 2013

On July 11, 2013 customers on Route 128 will be the first in the city to experience smart bus technology as they travel on their regular route.

The introduction of automated stop announcements and mobile data terminals on the buses ensures ETS customers experience consistent, reliable and safe transit service.

Buses chosen for the Smart Bus initiative will be equipped with state of the art technology, providing transit customers and staff with the following benefits:

- on-time status of the bus compared to scheduled time along the route;
- next stop announcements to assist customers with visual impairments or not familiar with the route;
- offers the Transit Control Centre accurate location of the bus for more effective response in emergency situations;
- enhanced links to the onboard camera system when operator pushes alarm for assistance;
- electronic version of the operator's work assignment on the MDT with the location of stops and times;
- text messaging capability to communicate with the Control Centre, reducing the need to use the two-way radio.

In mid-July, Smart Bus technology will go into operation on Route 111.

Routes 128 and 111 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.

The remaining customer real-time information elements will be rolled out during summer 2013, with the goal of having them fully operational for September.

Progress Report - Spring 2013

The City of Edmonton launched the first phase of its Smart Bus project with the use of a computer-aided dispatch (CAD) system called TransitMaster on ETS inspector vehicles in June 2013.

The technology allows ETS personnel an enhanced approach to incident management by providing real-time information about incidents that may occur on City buses during regular operations, delivering a more reliable, predictable and accessible public transit service for the citizens of Edmonton.

This new tool offers ETS controllers and inspectors a state-of-the-art solution to manage incidents in real-time and ensure ETS customers experience a consistent, reliable and safe transit service. The major benefits include the ability to:

- quickly access pertinent information (route, operator information, location) for faster response.
- create consistent reporting processes through the action plans attached to incidents.
- view and access vehicles and resources on a map.

While TransitMaster allows Controllers and Inspectors to monitor and manage the entire bus service, only buses with Smart Bus technology will be seen in real-time.