

# ETS Branch Highlights Report

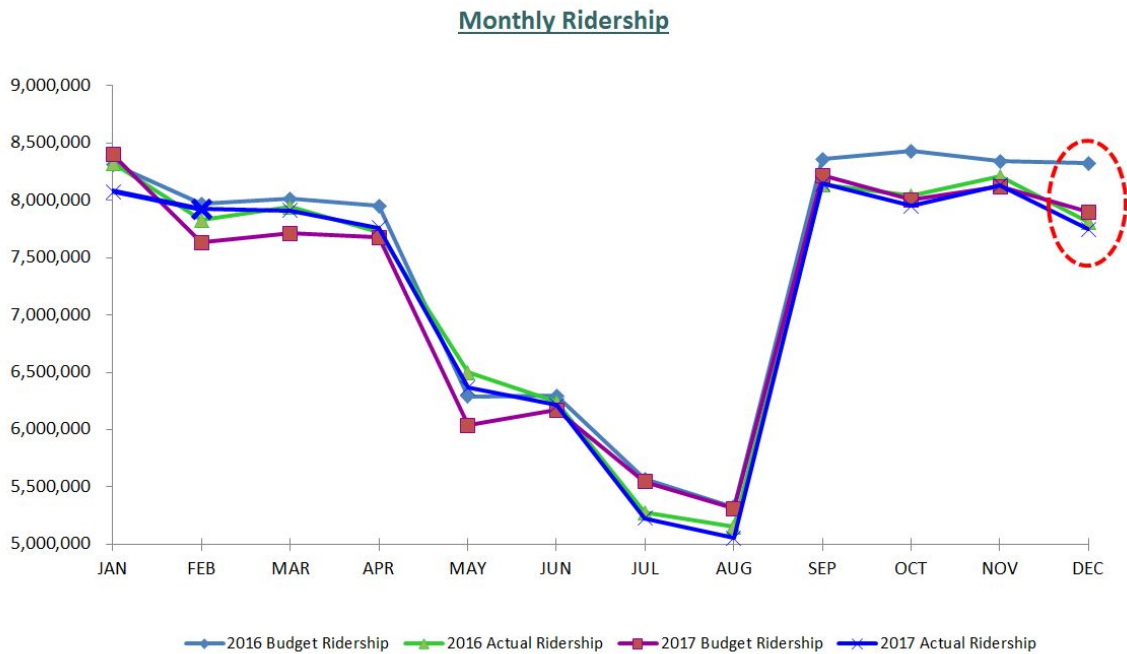
Date: February 26, 2018

## 1. RIDERSHIP

### Bus and LRT Ridership - December

	Month	Year to Date
2016 Actual	7,812,974	87,183,783
2017 Budget	7,900,916	86,729,690
2017 Actual	7,751,071	86,522,398

### 2017 Bus and LRT Monthly Ridership



## 2. ETS UPDATES

### Seat Refurbishment

PTIF funding was granted for the reupholstering of fifty 40-foot buses within the Body Midlife Refurbishment Program, which began in August of 2017. To date 39 buses have been completed. The remaining 11 buses will be completed by end of March 2018.

The 10 to 12-year-old “graffiti” pattern seating material, which has become worn and faded, is being replaced with a superior fabric that is blue in colour and is embossed with the ETS logo. The replacement fabric is treated with a triple action long-lasting protectant, which makes it anti-bacterial, anti-fungal and anti-stain. The protectant forms an invisible protective shield around each fiberstrand in the fabric structure, making fabrics look newer for longer and making them easier to care for. This will help to improve the general health and well being of riders.

### Health and Safety

All City peace officers and select municipal enforcement officers will now carry naloxone (Narcan) kits for their personal use during work activities due to risk of potential exposure to opioids. Only Fire Rescue Services carries naloxone for administration to citizens suffering from drug overdoses.

## 3. ETSAB INFORMATION REQUESTS

### Station Cleaning

Each LRT station has regular custodial shifts for cleaning and maintenance of the station. On weekends, each station has at least one-shift per day with some larger stations having two. LRT Station concerns are directed to the LRT Bee Clean Supervisor. The majority of notifications are related to human waste. Upon being notified, the situation is typically addressed within the hour. For transit centres and bus shelters, cleaning concerns/issues are routed through the Custodial Inspector, and emergency calls are typically actioned within one hour of the call.

### Security

- Edmonton Transit Peace Officers: 67 total positions (+12 positions for Churchill Square/City Hall)  
Calgary Transit Peace Officers: 101 total positions
- For this year, Central LRT Station is a designated shelter space through the Winter Emergency Response plan. Other LRT stations are open for business hours, including extended hours for Late Night Owl service. Patrons are not allowed to stay in the stations, as this would be contrary to the Transit Bylaw. Transit Peace Officers support individuals by contacting community resources when people need assistance, and transportation is be provided/arranged, as appropriate.

### Communications

- For [Route 747](#) communications updates, refer to the last page of this report.
- As part of the transition to Smart Bus technologies, Administration is undertaking a review of our policies, processes and technology used in Transit Operations and reporting, with the support of an external transit industry consultant. This project is in progress and will result in more accurate data that aligns with industry best practices.
- Regarding communications with member of the public, the two-way Twitter option has been active since January of 2017 during business hours. ETS continues to provide on-call support 24/7 for major delays and disruptions to ETS service in real-time outside of business hours. Messaging is sent out for service alerts or App outages to Twitter @takeETSalert and also via the web banner on takeETS.com.

#### 4. ETS REPORT TRACKING

SIRE	Report Title	Council Meeting Date
CR_5409	Ride Transit Pilot Update	Mar. 14/18 (CC)
CR_5433	Seniors Transit Fees	Mar. 14/18 (CPSC)
CR_4704	Sliding Scale Model - Integration of a Low Income Transit Pass Program	Mar. 14/18 (CPSC)
CR_5608	Financial and Operating Implications to Increase the Age for Accompanied Children to Ride for Free	Mar. 14/18 (CPSC)
CR_5389	Integrated Option with Airport Accord	Mar. 14/18 (CPSC)
CR_5353	First/Last KM Transit Challenge	Apr. 17/18 (UPC)
CR_5173	Response to ETSAB's report Improving Tourists' Experience on Edmonton Transit System	May 1/18 (UPC)
CR_5435	Emerging Mass Transportation Technology	Jun.19/18 (UPC)

**Route 747**

ETS worked with EIA to update and refresh the existing Route 747 creative appearing on EIA property in January of 2018. The timing to update the revised Route 747 fare structure also provided an opportunity for EIA to streamline the creative to align better with their wayfinding signage.

**Sample creative applied at EIA:**

Edmonton Transit  
Route 747 Bus  
Autobus 747 du service  
Edmonton Transit

ETS

Non-stop route between  
EIA and Century Park  
Transit Centre, Edmonton

Route 747 Fares  
•\$10 cash or four ETS adult tickets, one way  
•\$7.50 or three ETS adult tickets, one way  
\* with valid ETS transfer or ETS bus pass

Passes and ticket multi-packs for sale inside  
at Ground Transportation Services

Shuttles  
Navettes

ETS Non-stop route between  
EIA and Century Park  
Transit Centre, Edmonton

← BUY PASSES HERE  
GROUND TRANSPORTATION SERVICES

BUS STOP →  
EXIT DOOR B

ETS

Edmonton Transit  
Route 747 Bus  
Autobus 747 du service  
Edmonton Transit

ETS

**Updated decaling outlining  
the revised fare structure:**

**ROUTE 747 FARES**  
EXACT FARE ONLY

Cash Fare..... \$10  
or four ETS adult tickets\*

With valid ETS transfer or ETS bus pass:  
\$7.50 or three ETS adult tickets\*

\*one way, does not include return trip  
Effective February 1, 2018. All fares subject to change without notice.

ETS

**Revised Route 747 creative:**

Take ETS to EIA

**ROUTE 747**

**DIRECT FROM CENTURY PARK  
SERVICE TRANSIT CENTRE**

www.takeETS.com

EIA EDMONTON INTERNATIONAL AIRPORT

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