Edmonton Transit System
City Operations

ETS Branch Highlights Report

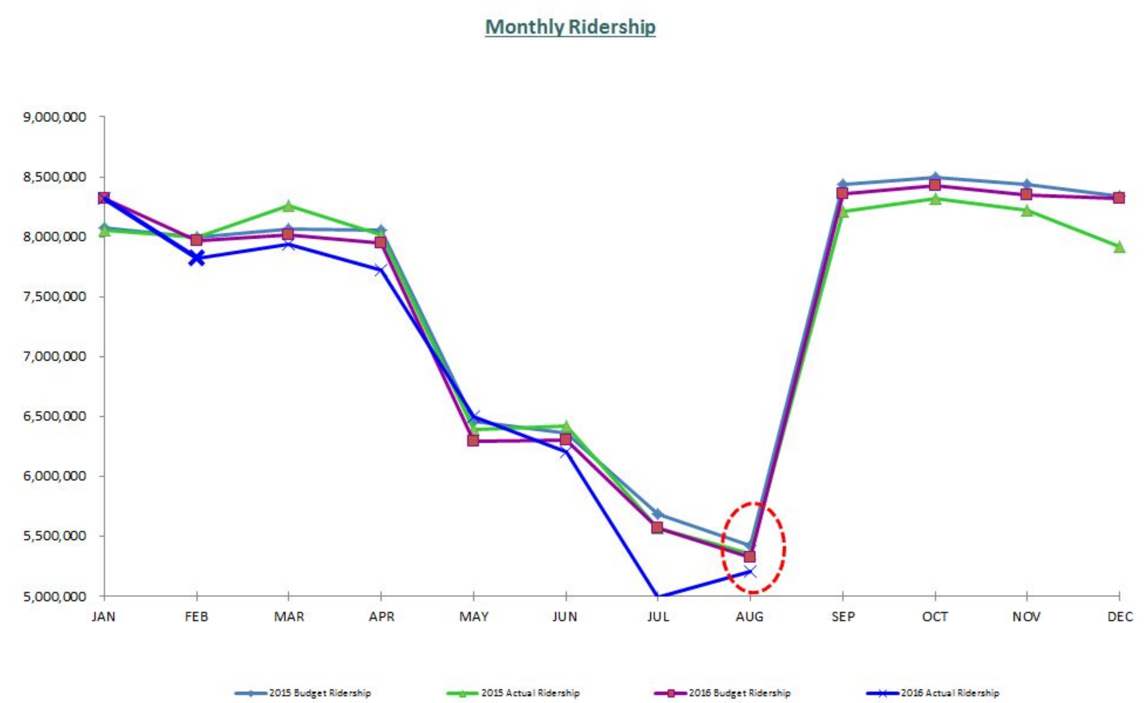
Date: October 24, 2016

1. RIDERSHIP

Bus and LRT Ridership – August

	Month	Year to Date
2015 Actual	5,353,716	56,054,569
2016 Budget	5,325,084	55,733,539
2016 Actual	5,199,744	54,696,286

2016 Bus and LRT Monthly Ridership



2. ETS UPDATES

1. Research, Revenue, and Expenditure Control

- Since May 2015, Administration representatives from the cities of Edmonton and St. Albert have been studying the implications of different approaches to increased regional transit collaboration. An interim report was brought forward to the City of Edmonton's Transportation Committee and St. Albert's City Council in March of 2016 with a recommendation to further assess a separate regional commuter transit system.
- On September 27, 2016 the Executive Committee received a report recommending a phased implementation plan for the development and implementation of a Regional Commuter Service and that two councillors be appointed to a task force that will carry out the requirements of Phase 1 (as defined in the attachment). The recommendations were formally approved at Edmonton's City Council meeting on October 11, 2016.

2. Engineering & Maintenance

- Reliability numbers for September, 2016 are escalators 87.36% and elevators 98.69%.

3. Customer Service Development

- Several additional trips were recently added during the peak periods to address overloads identified through monitoring since the start of the September 2016 sign-up.

4. Safety & Security

- Safety and Security has been working closely with the End Poverty Edmonton task force, including potential partners and ETS Customer Experience and Innovation to define the deliverables Safety and Security will need to achieve in the next 1-5 years. The aim of the task force is to strategically address the needs of the community to provide "*Justice for All"*, particularly obstacles faced by Edmonton's youth.

5. DATS

- New booking policies were implemented October 3 with clear guidelines for same-day trips, group trips and subscription trips.
- Winter planning has begun for service over the Christmas and New Year holidays.
- A DATS On-Road performance dashboard is being created which will provide key metrics for on-road performance enabling a targeted approach towards increasing DATS on-road effectiveness and overall client experience.
- DATS' 'one-step' policy is being reviewed to ensure the safety of both operators and clients. For days with very poor weather and road conditions, DATS will continue to put a freeze on same day demand bookings. This is done to relieve pressure on staff, improve on-road service for clients with pre-booked trips, and to ensure safety for our clients and staff.
- Fall Operator meet and greets continue with an emphasis on Occupational Health and Safety (Slips/Trips and Fall Campaign, use of electronic devices, drug and alcohol policy).
- DATS will be initiating formal enforcement of trip cancellation policies including late cancellations, no-shows/cancels at the door, cancellation of subscriptions, and excessive overall trip cancellations.
- DATS has completed Client Services space relocation to make best use of office space and align booking, registration, community relations, and scheduling teams for better cross-functional collaboration.

6. Transit Strategy & Transportation Strategies

- The Transit Strategy project is working on finalizing a Council Report on the outcomes of the public engagement and proposed strategic direction. This report is tentatively scheduled for presentation at the December 7, 2016 Urban Planning Committee meeting.

- In response to Council's motion at the March 9, 2016 Transportation Committee meeting, a report on park and ride partnerships is scheduled for the same December 7 Urban Planning Committee meeting. This report discusses the potential to partner with third party owners of existing, underutilised parking lots adjacent to LRT stations and transit centres in order to increase the supply of park and ride. The section is also currently working in parallel on the development of the Park and Ride Strategy.
- The Automated Vehicles Study was presented to Urban Planning Committee on October 19, 2016. Due to the timing of this Highlights Report, outcomes from the committee meeting have not been included.
- The Capital Region Board has completed an HOV (High Occupancy Vehicles) Study which will be considered by the Board on November 10, 2016. A potential outcome of this study are two pilot projects between Edmonton and regional municipalities. ETS and Transportation Strategies have been engaged in the HOV study project.

7. Special Projects

- In response to a Request for Proposals for an electronic regional smart fare system, six comprehensive proposals were received. The evaluation team, represented by staff from Edmonton, St. Albert and Strathcona County, will continue to review the proposals over the next month, with vendor selection anticipated in early 2017. Full system implementation is projected for 2019.
- In response to direction received from City Council in June 2016, Administration has prepared optional capital profiles for the acquisition of up to 40 electric buses. A report is being finalized, and will be brought forward in conjunction with the Fall 2016 Supplementary Capital Budget Adjustment (SCBA).

8. Customer Experience and Innovation

- Promotion/awareness of the fact that all busses are now GPS enabled and delivering real departure time information to customers. Customer experience will focus on the message that customers have multiple options which include 3rd party options.
- Gearing up for winter events, including support for the food bank (Stuff a Bus), Homeless Connect event at the Shaw Conference Centre, and Christmas Lights Tours.

3. ETS REPORT TRACKING

Branch	Report Lead	SIRE# CR_	Report Title	Meeting Date	Deferred Date	Committee	Notes	Orig Mtg	Original Motion/Inquiry
ETS	Ken Koropeski, Marc Lachance	4133	Electric Bus Pilot - Short-term and Long-term Implementation Strategy	Fall SCBA	Fall SCBA Nov 29	CC	*Two Capital Profiles to be submitted as part of Finance package. Report is being written.*	June 22/16 (TC)	That Administration prepare two capital profiles, for 5 buses and 40 buses respectively, including commentaries on the associated risks and benefits, for Council's consideration during the Fall 2016 Supplementary Capital Budget Adjustment.
ETS	Bill Sabey	2856	Enhanced Express Bus Strategy - Century Park and Heritage Valley Park and Ride	Jun 1	Dec 7	CPSC (TC)		Aug 19/15 (TC)	That Administration provide a report to include an enhanced express bus strategy between neighbouring communities and Century Park LRT, and between the future Heritage Valley Park and Ride and Century Park.

Three Phase Implementation Plan

The development of a regional commuter service should be implemented in a measured and phased approach where each phase adds definition and clarity to the service concept and implementation requirements.

In general, three phases are contemplated:

1. Governance Design
2. Establishment and Transition
3. Service Operation

Phases 2 and 3 to be further confirmed and defined once governing principles have been agreed to by the elected Councils of St. Albert and Edmonton. It is recommended this phasing plan be implemented with the endorsement of the participating councils, and with the benefit of consultation with the provincial government.

Phase 1 – Governance Design – Joint City Manager's Regional Commuter Service Task Force

Before considering operational matters, the Administrations of St. Albert and Edmonton recommend that the informal discussions exploring issues of regionalization of commuter services now need to evolve into a more formal process as the two cities need to agree to a governing model for an entity that both cities will be contributing assets to. A report produced by Stewart Group recommended a group composed of elected and non-elected officials augmented with members from the private sector create an appropriate governance model for the regional entity acceptable to both City Councils.

Formation of a Joint City Manager's Task Force comprised of elected officials, Administration and private citizens.

- 2 elected (mayor or councillor) members from each of St. Albert and Edmonton
- City Managers or their designates as members
- A project chairperson acceptable to and appointed by both City Managers
- Consideration to include a provincial appointee/representative
- Administrative support from both municipalities

City Managers to determine the need for ad hoc or standing private sector representatives with specific skills and perspectives

Mandate:

- Establish governing principles for the regional entity
- Determine if a Regional Services Commission as defined in Alberta Statute is an appropriate and preferable legal structure for the commuter service
- Define commission:
    - Mandate and scope;
    - Determine entity composition, terms, voting procedures for transition;
    - Recommend appointment process for elected representatives to governing board;

    - Recommend profiles (qualification criteria) and process for appointment of non-elected board members of the regional entity;
    - Recommend entity compensation framework; and,
    - Identify staff and resource requirement for the entity.
- Identify transition costs and determine scope of interim/transition funding to request from province
- Recommend the composition of a Transition Team to carry out Phase 2
- Assess the resourcing requirements of the Transition Team
- Engage in communication and consultation with other regional partners

Deliverable:
The Task Force will create an MOU to confirm governance design for the regional commuter entity to be established. Once approved by Edmonton and St. Albert Councils, other municipalities in the region will be invited to approve the MOU and participate in the regional entity as part of Phase 2 of this Implementation Plan.

Phase 2 – Entity Establishment and Transition (1-2 years)

Stewart Group further recommends a non-operational entity be established to carry out the tasks as defined by the Task Force in Phase 1 (subject to the endorsement of the MOU's recommendations by the sponsoring councils). Phase 2 will finalize direction on four key areas for the regional entity.

Mandate:
- Scope and delivery of regional commuter service
    - Confirm the scope of services at launch, and transition path/timing for expansion of services;
    - Development of service guidelines, a first year plan, and development of a strategic plan; and,
    - Select a preferred service delivery model.

- Funding and financial management
    - Establish specific funding model – including funding tools as available through provincial regulations and fare structure/levels;
    - Identify timing and phasing of revenue sources, providing financial capacity to meet long-term financial requirements of expansion and capital investment;
    - Determine approach for cost and revenue sharing to align with funding model; and,
    - Develop an asset transfer plan, including approach for the transfer of associated debt.

- Administration and logistics management
    - Determine the appropriate entity type to match funding and service delivery model;
    - Establish administrative and managerial functions;
    - Appoint interim (staff) executive committee/team responsible for management/implementation;
    - Coordination of supporting services ("back-office"); and,
    - Undertake negotiations with impacted Unions.

- Integration of entity with planning and municipal functions
  - Assess requirements, dependencies or relationships to regional integration of other services/infrastructure (e.g. economic development, land use planning, roads); and,
  - Define processes to engage in and support requirements for municipal planning functions.

Deliverable:
As a final approval to create the entity, all required documents will be developed providing direction on the key area as outlined in the MOU. The documents will also outline a weighted voting structure, which will take into account the municipalities within the area of services, the geographic extent/scope of funding (regional versus local), the amount of service within subareas funding model, and the constituency base of taxation. The documents will then be submitted for approval, by the respective municipal councils and the provincial government to incorporate the regional entity.

Phase 3 – Service Operations (1 year)

Based on precedent from other regions, it is expected that a new commuter service entity can be in operation approximately 1 year following approval of the formal agreement. The specific launch date must be driven by an assessment of readiness as measured by customer service expectations and not arbitrary deadlines.