

Edmonton Transit System (ETS)



JANUARY 27, 2013

1. ETS News

ETS Every Day Way to “Ask ETS”

“Ask ETS” is a new initiative recently launched on the ETS Facebook site by the ETS Street Team.

Each month ETS Facebook fans will have the opportunity to ask questions about a particular job in Edmonton Transit. A number of positions will be covered in the project, including bus operator, transit peace officer and transit planner.

A selection of questions pulled from the Facebook community will be used as the basis for an interview with an ETS employee working in the position highlighted. The interview will be recorded and shared via the ETS YouTube channel and LRT TV.

In addition to the interview, the ETS Street Team will be taping a ‘Day in the Life Of’ the Edmonton Transit System position featured that month.

So, if you’ve ever wondered what it’s like to be a (fill in position here), this is your opportunity to ask your questions and have them answered by someone who does that job every day.

Donate a Ride in the New Year

Donating a ride is a great way to kick off the new year, both for you and someone in need in our community. It’s easy to do – just pick up an envelope from the operator on your bus, put in some change and drop it in the fare box. The DONATE A RIDE program continues until the end of this month.

A donation of \$3 will get someone to a medical appointment, job interview, training opportunity or access to basic services. Please pick up a DONATE A RIDE envelope from your operator and give someone an opportunity for a new start in 2014.

Mobility Choices 2014 Class Schedule

ETS Mobility Choices continues to offer 2-hour introduction-to-Transit-sessions at Percy Wickman garage (5610 – 86 Street).

This class is ideal for seniors, individuals with mobility challenges, and individuals with physical and cognitive disabilities who are new to transit or who need assistance in learning the basics on how to use Edmonton Transit buses in a safe and effective manner. Information covered includes fares, trip planning options, safety and security, and an overview on the accessible features available throughout Edmonton Transit.

All sessions run from 10 am – noon, and include classroom instruction and a hands-on practice session with a bus. Sessions in 2014 will be held on the following dates:

January 7, February 4, April 1, May 6, June 3, July 8, August 5, September 2, October 7, November 4 and December 2.

You must pre-register for training sessions. To sign up for a free class or to register for training fill out our online form at www.takeETS.com/mobilitychoices, or call the ETS Mobility Choices Office at 780-496-3000.

Change Coming to C-Line Service

Edmonton Transit is currently contracted to provide the C-Line service, a weekday commuter bus route running between Leduc and Edmonton (Century Park Station). Plans are now underway for Leduc to buy buses and provide its own transit service, thanks to a provincial GreenTRIP grant.

This new service is expected to go into operation in September 2014. As they are developed, service details will be available on the Leduc C-Line website.

Take ETS to Snow Valley

ETS Route 599 is our seasonal shuttle service to Snow Valley.

On Friday evenings between 4 p.m. and 9:30 p.m. you can take the Snow Valley Snow Shuttle directly to Snow Valley from Century Park Transit Centre. The Snow Valley Snow Shuttle runs every half hour.

If the Route 599 is not running, routes 30, 33, 43 and 50 all stop at the top of the hill. It's just a short walk down the trail to Snow Valley.

ETS Staff Receive National Awards

Two of Edmonton Transit's finest received national awards at the recent Canadian Urban Transit Association (CUTA) Fall Conference. Wes Brodhead, recently retired Director of Bus Operations, received the Distinguished Service Award. During his 36 year career Wes has been involved in numerous initiatives for both Edmonton Transit and CUTA. Both organizations have benefitted from his guidance, graciousness, wit and wisdom.

Inspector Chris Litzgus received the award for Heroism. Chris was able to pull a suicidal person to safety from the railing of the High Level Bridge.

Congratulations to both gentlemen for well deserved national recognition.

ETS Cold Weather Service

January's low temperatures, snow and wind can easily result in a daily commute that's on the far side of chilly.

ETS Express buses, except for routes 15 and 100, have been instructed to stop for customers at all bus stops on their routes in extreme weather conditions. (At ETS, we define extreme weather conditions as -20 Celsius including wind chill.)

The decision to stop at all bus stops is made by the ETS Control Centre on an “as required” basis.

Please dress for the weather. Buses are part of the traffic flow and are affected by road and weather conditions.

Another Successful Stuff a Bus

Through the generosity of ETS customers and the Edmonton community, the 2013 ETS Stuff a Bus campaign kicked off the Edmonton’s Food Bank holiday food drive in a big way.

From November 27 to 30, over 21,000 kg in non-perishable food and \$17,000 was collected by ETS volunteers at various Save-On-Foods locations across Edmonton.

Since its inception, the ETS Stuff a Bus campaign has collected over 326,000 kilograms of food and \$341,281 in cash donations to help feed Edmontonians in need.

Our ETS volunteers were also at the Spruce Grove Save-On-Foods, and collected more than 4,100 kg of non-perishable food and \$645 for Parkland Food Bank!

ETS truly thanks everyone for helping make this year’s campaign a success, and more importantly to help drive hunger away from our community.

2. DATS NEWS

Recertification Update

Starting in late January, existing DATS registrants will begin to receive letters about the recertification process. Once contacted, existing registrants are being asked to complete the necessary documentation within four weeks. When DATS has the completed forms, a private medical organization (LifeMark) will contact the registrant to set up an in-person interview. *Note: existing registrants can now “self-certify” (complete the forms themselves). If more information is needed, DATS may request a Health Professional Assessment form be completed.*

DATS Stats

	Dec-13	YTD 2013	YTD 2012
Total Scheduled	83,400	1,114,420	1,154,556
Total Carried	66,110	930,022	932,108
COE	33,248	460,813	441,482
Contractor	33,393	469,209	490,623
Unaccommodated (#)	1,236	11,054	19,932
Unaccommodated (%)	1.48%	0.98%	1.7%
On time (%)	89.21%	93.4%	93.1%

Designated Doors List

The Operations team is currently updating the Designated Door List spreadsheet to make it a more user-friendly tool for staff and hopefully for DATS users in the future. The new spreadsheet enables staff to use drop down menus as a 'quick reference' to access important information for specific doors and DATS loading zones. This

spreadsheet contains address information, specific door notes and online links to door images for staff to view with just one click. Currently, Service Coordinators are capturing pictures of the designated doors for this online image database we hope to complete soon. There will be a DATS Steering committee which will enable various staff who use this list in different capacities to provide input and insights. We are hoping to achieve a universal tool that will benefit both staff and customers.

2013 Customer Satisfaction Survey

The preliminary results are in and many results from the 2013 survey are consistent with those observed in previous years. 400 interviews were conducted with registered DATS users or their care-givers. To qualify for interviews, users had to have made 10 trips with DATS since January 1, 2013. In addition, participants were randomly selected by the external research firm.

Here are some of the key results:

- 97% of respondents are somewhat or very satisfied with DATS, up from 93% in 2012.
- 94% are somewhat or very satisfied with the value DATS provides for the fees that are charged, up slightly from 93% observed in 2012.
- 99% of customers rate DATS staff (admin.) as being usually or always courteous.
- 95% of customers receive useful help when they contact DATS.
- 95% are satisfied that they can reach DATS staff in a timely manner.
- Continued strong ratings for driver performance - 98% of respondents are somewhat or very satisfied with the overall performance of DATS drivers, up from 96% in 2012
- 98% of respondents rate drivers as usually or always polite.
- 99% feel safe when travelling with DATS.

3. November Statistics

Transit Ridership Information for November 2013	
Ridership	Total Year to Date
2012	75,014,565
2013	78,917,919
Change from 2012 to 2013	3,903,354
Percentage Change	5.20

December Statistics

Transit Ridership Information for November 2013	
Ridership	Total Year to Date
2012	82,754,242
2013	87,041,248
Change from 2012 to 2013	4,287,006
Percentage Change	5.18

4. Minutes from Council and Committees of Council

TRANSPORTATION COMMITTEE (TC) AGENDA – JANUARY 21, 2014

TC Agenda is attached to this report.

Edmonton Transit – Expenditure Reductions and Increased Revenues (A. Sohi) - **No Report.**

5.1 Bus Facility at 137 Avenue LRT Station - **No Report.**

5.2 Smart Bus Implementation – Options for Funding (A. Sohi/B. Henderson/T. Caterina) - **No Report.**

6.4 Park and Ride Facilities in the Transportation and Utility Corridor – **Report and four attachments.**

7.2 Costs for West Edmonton Mall LRT Station and Overpasses – **Report and one attachment.**

EXECUTIVE COMMITTEE – JANUARY 22, 2014

6.10 2014 Diesel Bus Engine Purchase Agreement – **Report.**