

The logo for the City of Edmonton, featuring the word "Edmonton" in a white, sans-serif font on a dark blue rectangular background.

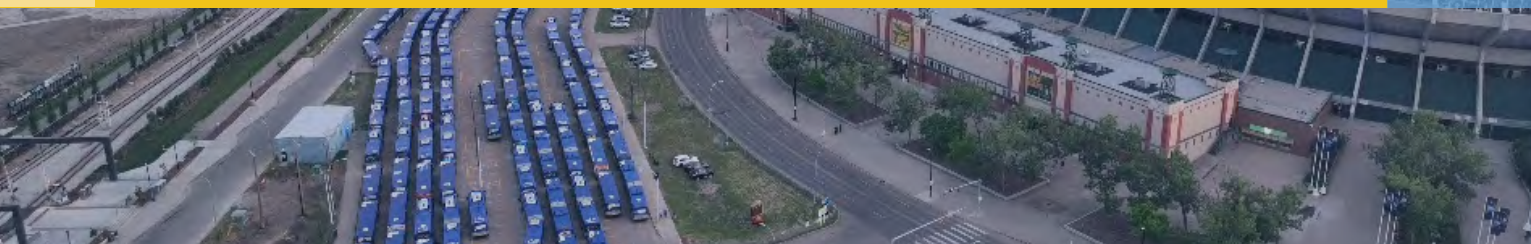
2023/2024



CITY OPERATIONS

EDMONTON TRANSIT SERVICE

2023/2024 Annual Service Plan



LAND ACKNOWLEDGMENT

Edmonton Transit Service acknowledges that our City lies within the traditional land of Treaty 6 Territory. We acknowledge this land as the traditional territories of many First Nations such as, the Nehiyaw (Cree), Dene, Nakota Sioux (Stoney), Anishinaabe (Saulteaux) and Niitsitapi (Blackfoot). We also acknowledge this as the Métis' homeland and the home of one of the largest communities of Inuit south of the 60th parallel.

The City of Edmonton owes its strength and vibrancy to these lands and the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory. Settlers from around the world continue to be welcomed here and call Edmonton home.

Together, we call upon all our collective honoured traditions and spirits to work in building a great city for today and future generations.

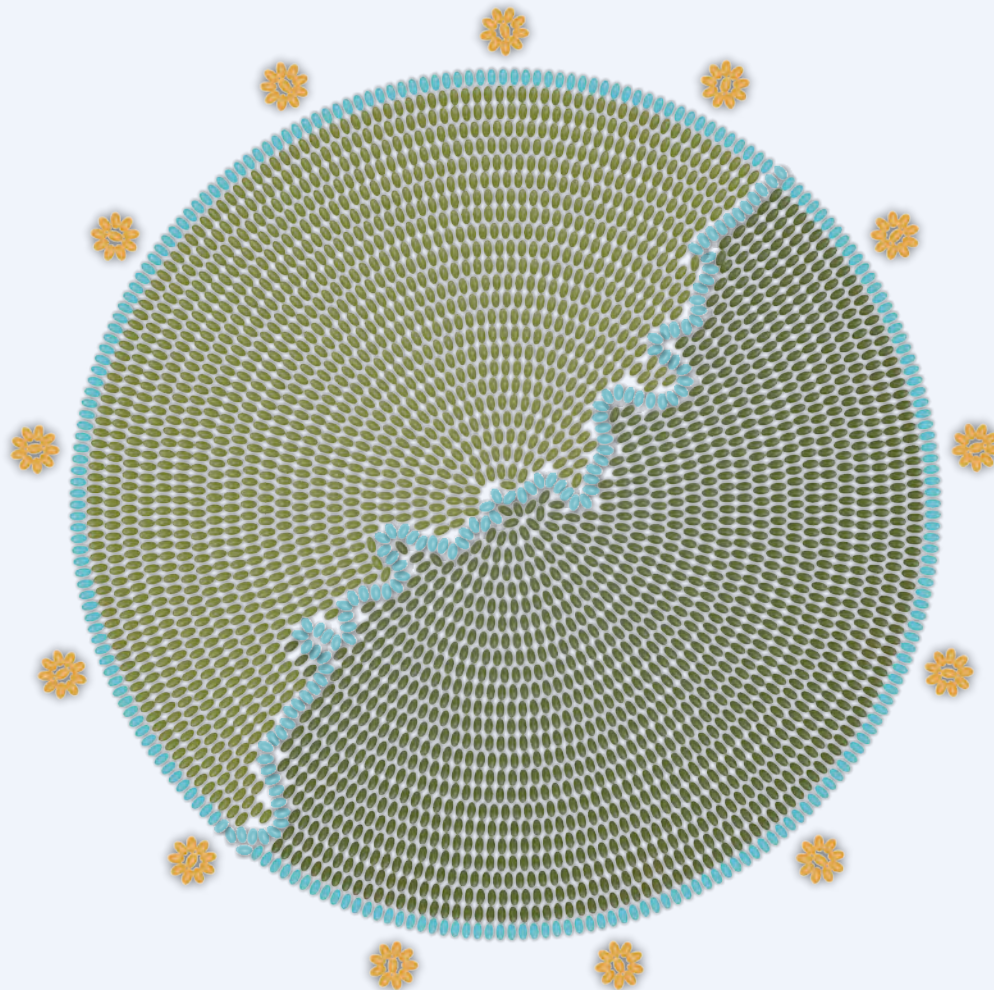


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CITY MANAGER'S COMMITMENT STATEMENT TO HEALTH AND SAFETY



ANDRE CORBOULD
CITY MANAGER

SAFE

We value, respect and protect the physical, mental and emotional well-being of each other and those we serve.

HELPFUL

We care about people's experiences. We work with them and for them, to seize opportunities, address challenges and deliver outstanding service.

ACCOUNTABLE

We are trusted and empowered to embrace our responsibility for our actions, decisions and behaviours.

INTEGRATED

We get the best results when we align our diverse ideas, knowledge and efforts in shared purpose.

EXCELLENT

We perform to the highest standard. We passionately pursue innovation and continuously improve ourselves, our teams and our city.

The City of Edmonton is committed to providing a safe and healthy experience for all employees and visitors (e.g. contractors, volunteers, citizens). A workplace where employees feel valued, appreciated and are empowered to work safely.

Our workforce safety and employee health program informs how we keep our workplaces and employees safe, healthy and well. We conduct our business so that it meets or exceeds occupational health and safety legislation, industry best practices and City standards. We also strive to continuously align with *The National Standard for Psychological Health and Safety in the Workplace* along with other industry-leading best practices in mental health and wellness.

The responsibility for health, safety and wellness is shared by all employees throughout the organization, as well as those providing services on behalf of the City. All leaders have additional responsibilities to lead by example, promote health, safety and wellness and take action to implement practices that support the physical, psychological and social well-being of employees.

Working with stakeholders, including the public, we continuously improve our health and safety management systems to ensure the safest and healthiest environment for our employees. This dedication to employee safety and well-being is one way we bring our cultural commitments to life.

A handwritten signature in black ink, appearing to read 'Andre Corbould'. The signature is fluid and cursive.

Andre Corbould
City Manager

EXECUTIVE LEADERSHIP TEAM'S (ELT) COMMITMENT TO SAFETY

The City of Edmonton has an Occupational Health and Safety (OHS) program which is independently audited every three years. The Executive Leadership Team supports the following recommended actions from the City's 2022 Certificate of Recognition (COR) Audit of our OHS system:

Completing our 2022 COR Safety Audit Actions

- » Complete all branch audit action items
- » Regularly update and monitor the progress of audit actions
- » Attend and present action progress at the bi-annual COR Audit Performance Process (CAPP) event

Advancing Health & Safety Committees (HSC)

- » Complete and record HSC training for all committee members
- » People Leaders attend and actively participate in HSC meetings
- » Ensure each HSC has a current and signed terms of reference
- » HSCs receive regular communication and participation in audit action items and audit preparation

Improving Safety Inspection Performance

- » People leaders complete the required number of inspections as per corporate standard
- » People leaders complete the planned safety inspection awareness toolkit training
- » Diversify inspections by completing field/activity, equipment and tool and facility inspections
- » Actively manage and maintain the inventory of people leaders in the safety data management system and their required amount of inspections



- » Review branch inspection performance quarterly and communicate outcomes

Enhancing Incident Investigations for Injury Prevention

- » Monitor performance related to incident investigation closures quarterly
- » Focus on ensuring causes and corrective actions are identified and completed
- » Apply new Incident Management Standard in the branch and provide resources to develop incident management procedures in applicable sections
- » Ensure supervisors and leaders are trained to the new Incident Management Standard requirements.

2025 COR Audit Preparation

- » Ensure safety documentation is organized and ready for audit submission (inspections, investigations, HSC meeting minutes, Emergency Response Plans and drills, etc.)
- » People leaders and HSC members participate in audit element pulse checks
- » Determine which pulse check recommendations to implement and assign and monitor for completion

MESSAGE FROM THE DEPUTY CITY MANAGER



EDDIE ROBAR
DEPUTY CITY MANAGER

I want to begin by saying how proud I am of the great work each of you do, and to thank you for your continued commitment and the valuable contributions you bring to your work each day.

Creating an engaging work environment and ensuring you feel valued as an employee is very important to me. I want your workplace to be a great place to come to each day, a place where you feel respected and empowered to grow and develop.

I am committed to enhancing our inclusive workplace culture leveraging the six essential elements to a **positive employee experience** that the City has identified through best practices and research: meaningful work, growth opportunities, supportive environment, wellness, trust in leadership, empowered employees.

Together, we all help shape our **workplace experience**. I believe that when we feel engaged and supported, we create a safe and welcoming environment to collaborate, bring forward diverse perspectives to the table, and find inclusive solutions to any challenges or opportunity before us.

When we work together in this way, it translates to delivering programs and services to all Edmontonians in a way that promotes equity, anti-racism and reconciliation in our community.

I want to highlight **five priority areas** for City Operations this year:

- » **Improve employee and public safety** in the spaces we operate and maintain. Safety is key to how we work to ensure everyone goes home safely at the end of each day. It includes physical, mental and emotional well-being. We will continue to work closely with our Occupational Health & Safety partners throughout 2024 to ensure robust processes and safeguards are in place. We will also focus on public safety, including transit safety, Vision Zero and downtown clean-up to keep Edmontonians moving and working safely.
- » **Build greater trust and confidence with Council and Edmontonians** by aligning expectations with the service levels we can deliver within approved budgets. This means being accountable and transparent to the people we serve as well as being fiscally responsible.
- » **Align service levels to resources** by taking time to better understand the service standards currently in place as we work to serve the needs of all Edmontonians. As we recover from service adjustments of previous years, we continuously need to show that delivering on expected service levels is directly tied to aligning our people, time and equipment with the Council-approved budget for that service. It includes our material and asset inventory like buses, roadways, open spaces, vehicle maintenance, waste collection schedules.

- » **Encourage integration and greater alignment** across our department and the corporation. We will build stronger relationships and better processes to achieve department and corporate goals so we can deliver better services to residents.
- » **Focus on climate mitigation and adaptation** by increasing City Operations' capacity and ability to support, adapt and respond to the impacts of climate change. Fleet and Facility Services and Edmonton Transit Service are working toward climate mitigation with the new hydrogen bus pilot. ETS and Parks and Roads Services are committed to growing and maintaining a safe, reliable transportation network to help people make the shift to public transit and sustainable modes of transport. PARS is planting two million new trees by 2050 (Edmonton is recognized by the UN as a *Tree City of the World*). PARS Snow and Ice Control program is looking at different equipment, materials, and ways of operating within changing weather patterns. Waste Services implemented the single use plastics bylaw and is working to divert more compostable and recyclable material away from landfills.

I look forward to continuing to work together in an open, transparent way and moving forward with focus as we support the growth of a healthy, urban, climate-resilient Edmonton, deliver excellent services to Edmontonians and implement transformative initiatives across City Operations.

MESSAGE FROM THE BRANCH MANAGER



CARRIE HOTTON-MACDONALD
BRANCH MANAGER

On behalf of Edmonton Transit Service (ETS), I'm happy to introduce this year's Annual Service Plan for transit service. This year's plan will build on the long list of 2023 accomplishments, including:

- » Launching Valley Line Southeast Light Rail Transit (LRT) service in November, which added 13 kilometres of service between Downtown and Mill Woods.
- » Implementing equity improvements in the network, highlighted by adding 500 weekly off-peak bus service hours with a focus on areas where there are multiple equity seeking communities who need better access to transit service.
- » Ongoing work related to transit safety and security, including implementation of joint deployment teams with Edmonton Police Service and Transit Peace Officers, expanding our Community Outreach Transit Teams (COTT), and making infrastructure improvements in our stations.
- » Adding a hydrogen fuel cell electric bus to our service through the Alberta Zero Emission Hydrogen Transit (AZEHT) initiative.
- » Continuing regional collaboration through, for example, regional Arc implementation, collaboration during special events, the U-Pass program and by further integrating service plans.
- » Providing transit support for evacuees from wildfires in nearby communities and the Northwest Territories.
- » Continuing our community partnerships, including work with Edmonton Public Libraries, the Canadian National Institute for the Blind, school boards as well as with local Indigenous artists.
- » Implementing actions to improve Occupational Health and Safety, including increasing the volume of safety inspections completed in the branch.
- » Delivering transit service in support of special events, including Heritage Festival, Commonwealth Stadium concerts, Elks games, and more.

These achievements were reached while also supporting significant recovery in ridership levels. Ridership was almost 30 per cent higher in 2023 than in 2022. In October, ETS hit 5.3 million rides, the highest ever level of monthly ridership, and in November ETS reached its one-millionth ride for the On Demand Transit service.

Edmonton's City Plan envisions a vibrant and prosperous city with an integrated transportation network, providing people with convenient and equitable public transit options. Transit is an essential service and I'm pleased to see more people choosing it as part of their commutes and travels. Thank you to all the riders and staff.

For 2024, exciting changes are planned to bring more transit service across the city and to improve the rider experience. A few examples worth highlighting include:

- » Opening of the new Metro Line LRT station near the Northern Alberta Institute of Technology (NAIT). The new station provides a more modern, updated facility for riders.
- » ETS will be adding growth peak and off-peak service hours to improve bus service. Through the budget process, Council has approved repurposing the Valley Line Southeast precursor bus service hours from Route 73 to add new service to our bus

network. Starting in February, this will add 70,000 new annual service hours to grow the bus service across the city.

- » In addition, Council also funded securing an operating lease for a small satellite garage facility in the Kennedale industrial area near Belvedere Station. This will help to further grow bus service and provide ETS with an interim option for growth before the next transit garage is built. As part of securing the satellite facility lease, 20 new 40-foot buses will be added as early as 2025.
- » Work will continue with partners in order to improve transit safety and security, support community partnerships, and continue preparations to expand the LRT network through Valley Line West and Capital Line South.
- » Regional collaboration, including collaboration related to special events and the ongoing implementation of our regional Arc fare payment system, will also move forward.

I am so pleased ETS is entering a period of service growth, improving the rider experience and adding to the integrated transportation network to help move more people throughout the city. I am excited for what is planned in 2024 and look forward to seeing people across the system as I take transit throughout the year.



BRANCH BY THE NUMBERS



YEARS OF TRANSIT SERVICE AS OF 2023

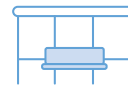
(starting with street car service)



6
Garages



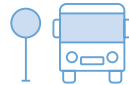
24 Transit centres



2,346
Bus shelters



29 LRT stops & stations



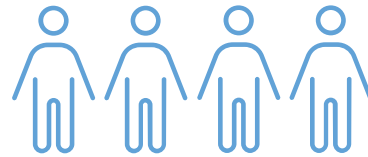
5,500 Bus Stops in Service

1,716

Conventional Transit Operators

143

DATS Operators



On Demand Transit



56
number of buses

61
communities served

15
transit centres served

553,001
On Demand Transit trips

19
senior residences served

Bus and LRT Service




122
REGULAR
BUS
ROUTES

50
SCHOOL
BUS
ROUTES

840
40-foot buses *(including 60 electric
buses and 1 hydrogen-electric bus)*

55
60-foot
articulated buses

49
Community
buses

944 
**TOTAL BUS
FLEET SIZE**



94
LRT
TRAINS

40 KM
TOTAL LENGTH
OF LRT TRACK

In service

Dedicated Accessible Transit Service (DATS)

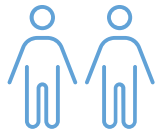


104
DATS vehicles

857,177 
DATS trips

98% DATS accommodation rate
*(percentage of trip requests accommodated
within one hour of requested pick-up time)*

YEAR IN REVIEW 2023



53.5 MILLION

TOTAL BUS AND LRT RIDERSHIP

73%  satisfied ETS riders

 94% overall on-time performance

93%  satisfied DATS riders

94% DATS On-Time Performance

94,058 
REVENUE VEHICLE HOURS (LRT)

2,020,609 
REVENUE VEHICLE HOURS (BUS)

Fare Assistance Programs

257,586

Ride Transit subsidized transit passes sold

62,850

SINGLE ADULT TICKETS

1,829

FAMILY/DAY PASSES 

Transit tickets distributed to community organizations
(through Transit Access Grant – formerly Donate A Ride)

18,911



Monthly passes distributed to Edmontonians experiencing homelessness (PATH program)

7,679

Unique recipients receiving monthly passes through the PATH program

40

PATH partner agencies

69

Transit Access Grant partner agencies

Arc Fare Payment System

273,979
ACTIVE Arc CARDS
Arc cardholder that completed
at least one trip in 2023

10 million +
Arc trips during 2023

Safety and Security



7,829

**Community Outreach Transit Team
(COTT) general interactions**

COTT Interactions are instances where COTT connects with Edmontonians, including transit riders and other community members to check-in and/or share information about the program.



876

**Community Outreach Transit Team
(COTT) engagements**

COTT engagements are more involved interactions that result in a referral or other support based on identified needs including transportation support to a community organization.



30+

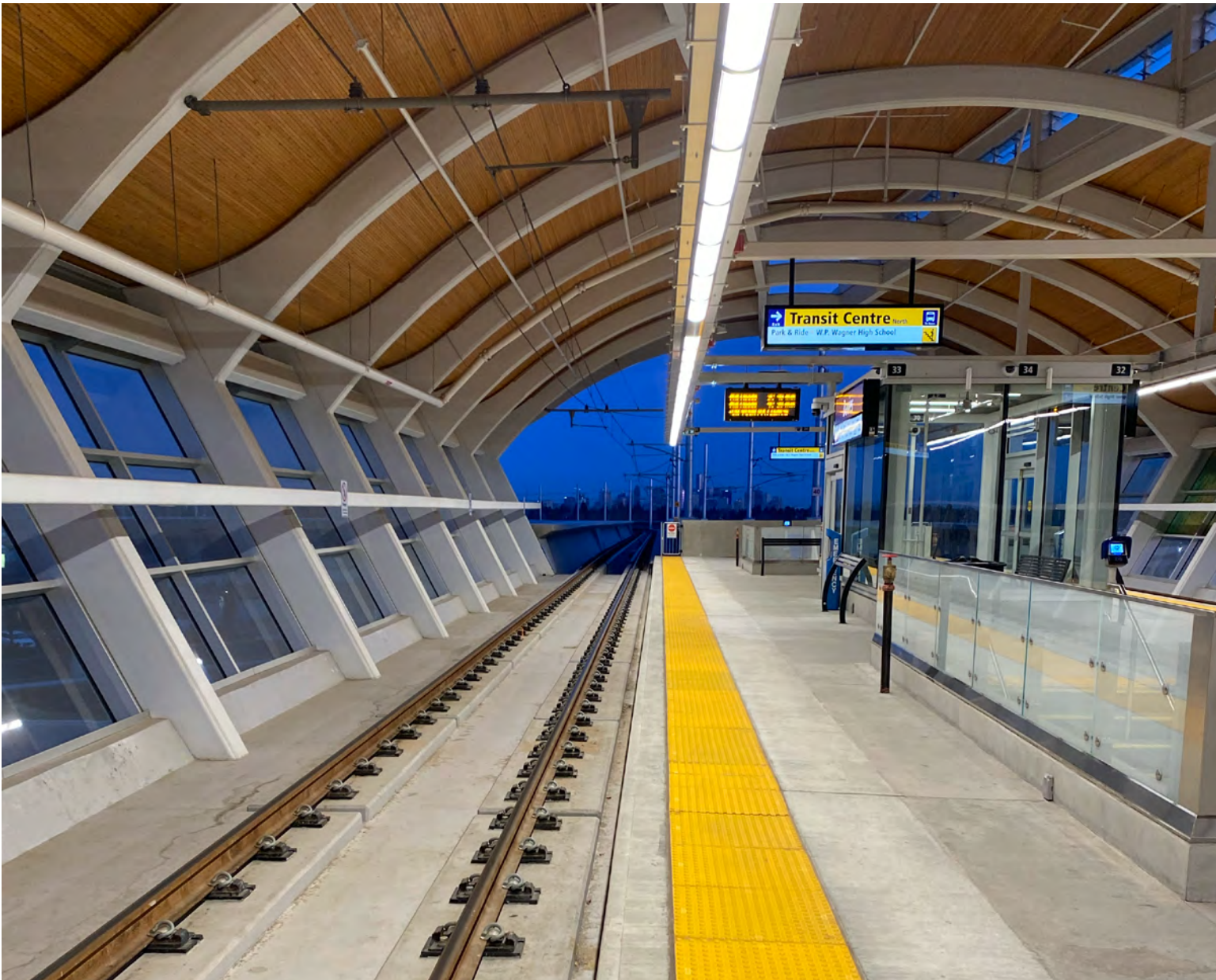
**Agencies or services, including mental health
resources, shelters, pharmacies and doctors
COTT clients were physically connected to**

93

**Transit Peace
Officers supporting
the ETS network**

Security guards deployed

38 across **21** transit
centres/LRT stations



1.0 EXECUTIVE SUMMARY

Edmonton Transit Service (ETS) is committed to delivering an integrated transit service that shapes Edmonton's communities, enables the development of compact and lively neighbourhoods, links workers with jobs and customers with businesses, reduces Edmontonian's carbon footprint and connects people to urban life. Hundreds of thousands of transit riders rely on ETS every day to connect to employment, education, medical, recreational and social opportunities.

This past year has marked several significant milestones in the ongoing commitment to provide a safe, convenient, and reliable public transit experience for all riders, as well as to advance city building targets as envisioned in The City Plan. These include reaching pre-pandemic ridership levels for bus service, the opening of the Valley Line Southeast LRT, and expansion of the Arc electronic fare payment system to the youth/student fare groups.

2.0 INTRODUCTION

The ETS Annual Service Plan is an opportunity to showcase highlights from 2023 and outline the service plan for 2024, as well as the projects and infrastructure that improve the transit rider experience in Edmonton.

2.1 STRATEGIC ALIGNMENT

This plan outlines priority actions that align us to realize the choices in Edmonton's City Plan and advance the four strategic goals of ConnectEdmonton to achieve our vision of:



HEALTHY CITY

Edmonton is a neighbourly city with community and personal wellness that embodies and promotes equity for all Edmontonians.



REGIONAL PROSPERITY

Edmonton grows prosperity for our metro region by driving innovation, competitiveness and relevance for our businesses at the local and global level.



URBAN PLACES

Edmonton neighbourhoods are more vibrant as density increases, where people and businesses thrive and where housing and mobility options are plentiful.



CLIMATE RESILIENCE

Edmonton is a city transitioning to a low-carbon future, has clean air and water and is adapting to a changing climate.

We advance these goals through the three corporate objectives described in the 2023–2026 Corporate Business Plan (updated July 2023):

Making Transformational Impacts.

We plan for opportunities that urban growth, a changing climate and prosperous region will bring.

Delivering Excellent Services.

We respond to the current needs of Edmontonians and the work we do allows people to live their best lives here.

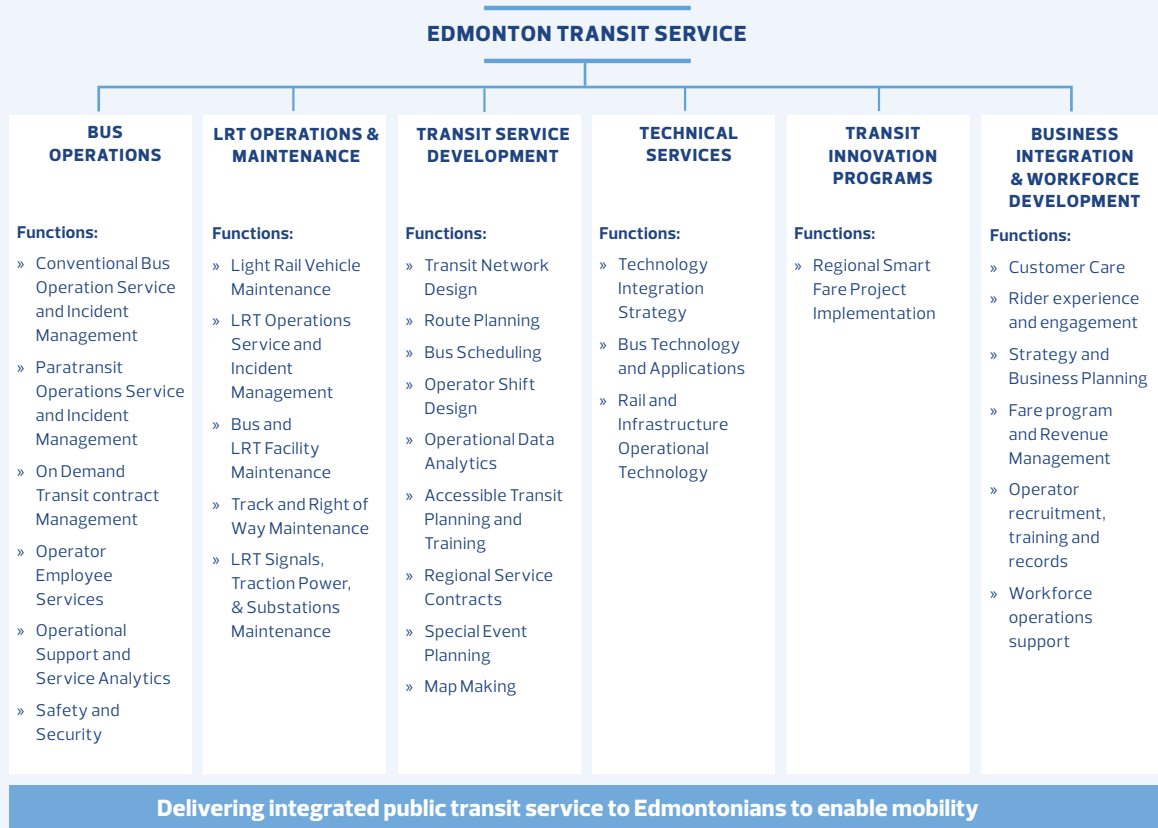
Managing the Corporation.

We continuously pursue new ways of building our capabilities, knowledge, processes and procedures to provide excellent services and value for tax dollars. This important work ensures the City of Edmonton can meet the evolving needs of the people and communities we serve.



2.2 BRANCH STRUCTURE

ETS is a branch within the City of Edmonton's Department of City Operations. There are six sections within the branch, which deliver two services – Bus & LRT, and Paratransit.



Bus Operations manages ETS' conventional (30', 40' and 60' or articulated) bus service, Dedicated Accessible Transit Service (DATS) and On Demand Transit service. Bus Operations oversees service on all bus routes within Edmonton and also manages transit security and maintains the relationship between ETS, Community Services and Corporate Security. Bus Operations also manages a team of over 1,800 employees to consistently ensure Edmontonians have reliable bus service throughout the city every day.

LRT Operations and Maintenance manages ETS' LRT service including the maintenance and renewal of LRT vehicles, tracks, LRT systems (traction power, signals, and substations), transit facilities (LRT stations and transit centres), tunnels, LRT bridges and all bus stops and bus shelters across the City. LRT Operations and Maintenance is also responsible for managing the day-to-day LRT service, making schedule changes and reacting to planned and unplanned service impact events.

Transit Service Development is responsible for developing optimally designed transit routes and schedules guided by the Council-approved Transit Service Policy C539A, and planning service to deliver mass transit for a city of 1.25 million people. In addition, Transit Service Development manages activities related to special events and festivals, as well as regional partnerships, including regional transit service delivery contracts and access agreements.

Technical Services manages ETS' specialized transit technology systems, applications and tools. This includes programming route information into various apps used by riders, as well as the systems onboard vehicles that provide route information to operators. Technical Services also manages transit communications and infrastructure technologies such as the ETS Control Centres, and LRT and bus transit centre facilities.



Transit Innovation Programs is responsible for implementing Arc, the regional electronic fare payment system. This includes the phased implementation of rider groups and future planning of the Arc system.

Business Integration and Workforce Development manages revenue, budget and business planning, policy support, customer care, workforce development and operator recruitment, training and employee records. Fare program management is another critical responsibility, including fare distribution and the development and maintenance of equitable fare programs to ensure all Edmontonians are able to access transit. The section supports the Branch Manager's office by developing branch strategy and ensuring branch plans are aligned with department and corporate goals, as well as helping maintain strategic working relationships with community stakeholders and regional partners, including the Edmonton Transit Service Advisory Board (ETSAB).

3.0 HIGHLIGHTS FROM 2023

ETS focused on initiatives to improve transit service, enhance transit safety and security, and engage with transit riders, regional partners and the broader community. Several enhancements were implemented to expand transit service for Edmontonians, including launching the Valley Line Southeast, introducing new bus routes and increased service hours, improving connectivity between bikes and transit, and more.

Ridership Growth

ETS continued to see a significant growth in transit ridership across conventional bus and LRT service, On Demand Transit service and DATS. In addition to welcoming returning riders who are once again using transit to travel for work, Edmonton welcomed many newcomers this year who rely on transit for travel to employment, medical, education, recreation and other programs and services.



Figure 1: Conventional Bus and LRT Ridership 2023

Total bus and LRT ridership was 53.5 million in 2023, representing a 27 per cent increase from 42 million in 2022. In January, ETS was one of the first large urban transit agencies in Canada to recover bus ridership to pre-pandemic levels. In September, implementation of increased off-peak bus service hours further improved access to transit. October saw the highest ridership volumes since the pandemic with approximately 5.3 million rides.

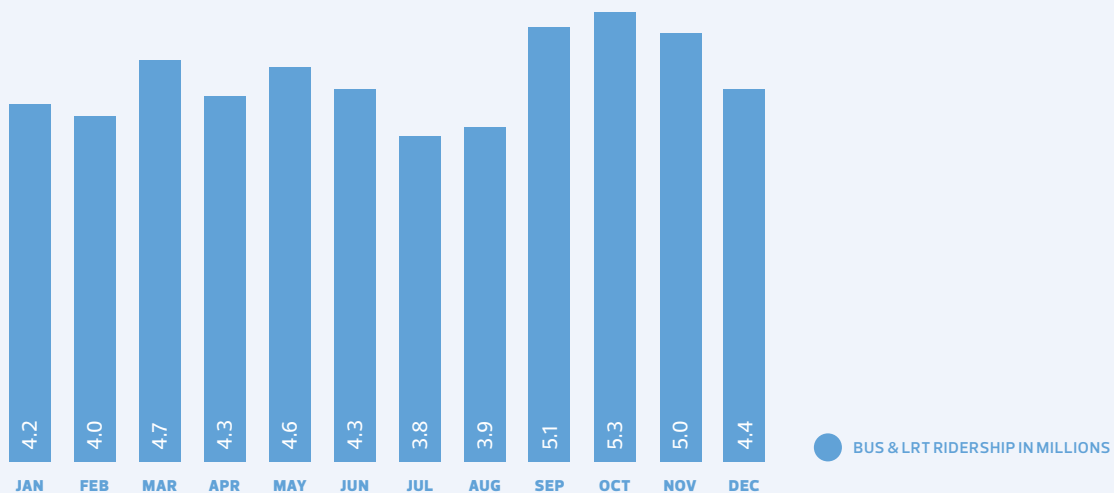


Figure 2: On Demand Transit Ridership 2023

Since launching in April 2021, On Demand Transit has been helping riders in neighbourhoods across the city reach their destinations. A total of 553,000 On Demand Transit trips were completed in 2023, representing a 45 per cent increase from 382,477 trips in 2022. On Demand Transit ridership trends closely followed conventional bus and LRT ridership trips. The implementation of the 25 per cent growth in On Demand Transit service hours in September contributed to a significant increase in On Demand Transit ridership in the fall. With 56,000 trips completed, October saw the highest trip volumes since the launch of On Demand Transit in April 2021. In late November, On Demand Transit service reached a significant milestone by delivering its 1-millionth ride. This milestone reinforces the positive impact that On Demand Transit has had for transit riders.

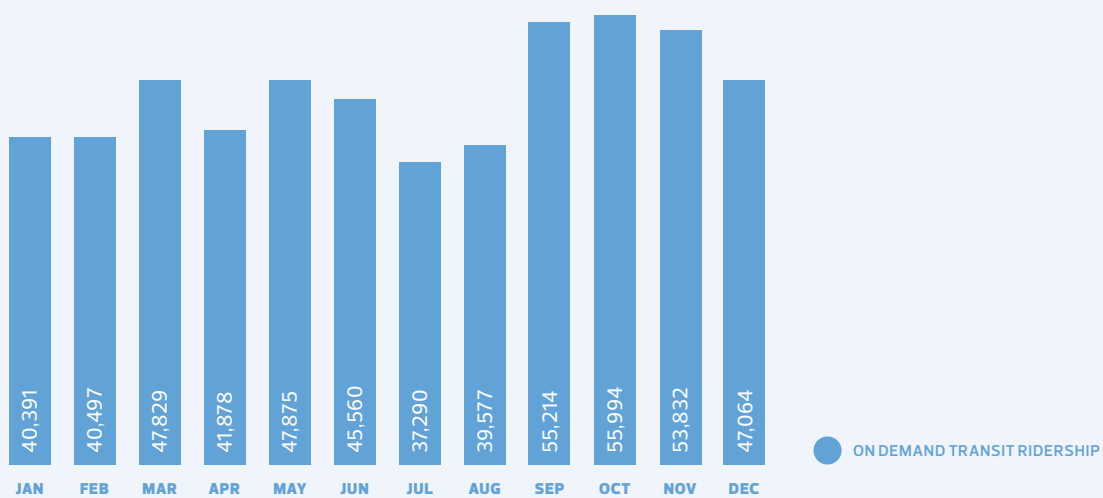
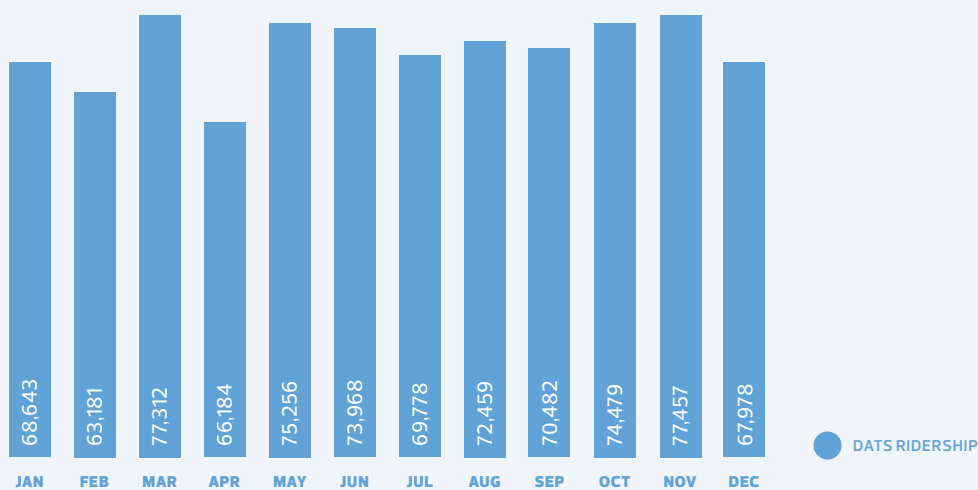


Figure 3: DATS Ridership 2023

A total of 857,177 DATS trips were completed in 2023, representing a 29 per cent increase from 665,966 trips in 2022. November saw the highest number of DATS trips being delivered since the COVID-19 pandemic.





Valley Line Southeast Launch

On November 4, 2023, the Valley Line Southeast officially opened for passenger service. The Valley Line Southeast is a new low-floor transit system designed to fit seamlessly into neighbourhoods and is an important addition to the City's integrated transit network. The new line adds approximately 13 kilometres of LRT access between downtown and Mill Woods with 11 street-level stops. The line was designed and constructed using a public-private partnership (P3) model with support from the City of Edmonton, the Government of Alberta, the Government of Canada, and the private sector builder and operator – TransEd.

The Valley Line is a great example of The City Plan implementation, which includes gradually shifting the city's mobility system to one that prioritizes a variety of more sustainable travel options including public transit and active transportation, as Edmonton continues to grow over the coming decades. In 2024, TransEd will be conducting fine-tuning, construction clean-up, and warranty work occurring along the Valley Line.

Transit Service Improvements

Conventional Bus and On Demand Transit Service Improvements and Growth

Five times a year, ETS implements schedule adjustments in response to seasonal ridership demands and community feedback, in order to make service more efficient and effective for riders. In September 2023, ETS increased off-peak bus service hours by 500 hours per week (26,000 hours per year), as well as added more On Demand Transit service. The additional off-peak service growth signals a response to evolving rider travel patterns, beyond the traditional morning and afternoon commuter peak times.

Many equity-deserving groups rely on transit outside traditional peak travel times to access shift work, as well as to meet their daily needs. The additional off-peak service has had an immediate and direct benefit to riders by enabling more equitable access to transit service through new and extended bus routes during extended time periods. This growth was the result of Council-approved funding directed to ETS through the 2023–2026 operating budget.

The added service hours have been mainly directed toward increasing the time span of service to reduce gaps – primarily during the evening and weekend time



periods where service has traditionally been more limited – and toward increasing trip frequencies to reduce wait times. These service improvements result in more buses operating during all time periods, with new service additions during the late evening and Sunday time periods to routes that initially had limited service.

New Routes, Expansions and Key Updates

New and expanded routes were added in response to growing areas around the city and to increase access to employment and recreational activities.

Some of the major changes implemented in 2023 include:

- » **Route 31:** This route provides increased service capacity using a dedicated bus lane on Terwillegar Drive – from the University of Alberta to Leger Transit Centre to a rapidly growing part of the city and will initially operate on weekdays, excluding statutory holidays (for more information, see Terwillegar Drive Express Route on page 20).
- » **Route 56:** This route was extended to the Meadows Transit Centre and Meadows Community Recreation Centre and provides direct connections between Edmonton's southeast, the LRT network

and West Edmonton Mall. In doing so, this route has enabled greater community access to employment and recreational activities which directly serves a rapidly growing area of the city. As a result of this enhancement, weekday ridership on this route increased by 54 per cent from September 2022 to September 2023.

- » **Route 500X:** This route, which connects Meadows and Downtown, was expanded from peak only one-way service to include two-way service in the midday and the peaks. This route provides additional service for the city's rapidly growing southeast communities and addresses rider requests for more service along Connors Road. Weekday ridership on this route increased by 97% from September 2022 to September 2023.
- » **Route 727:** This route was launched in June, provides service between Chappelle and Century Park during peak hours. Route 727 provides additional service for west Chappelle, including service to Dr. Anne Anderson School and Community Centre.

On Demand Transit Service Growth

Since the introduction of On Demand Transit service in April 2021, ETS has since achieved a significant milestone that was achieved in November 2023: one million passenger rides. On Demand Transit service has experienced rapidly growing ridership, particularly in newer and developing communities. Several enhancements were implemented for On Demand Transit service:

- » As of July, seniors On Demand Transit service hours were extended, moving from 9 a.m. – 4 p.m. to 7 a.m. – 7 p.m. This five-hour service extension significantly increased flexibility for these riders and directly addressed their feedback.
- » In response to increasing demand, residents in portions of Maple, Tamarack, and Aster saw additional On Demand Transit service through the September service adjustments. This expansion addressed a growing need for transit in these communities and provided riders with access to employment, education, recreation and other opportunities.



On Demand Transit Service also commenced in Blackmud Creek. In the fall, ETS conducted public engagement with the Blackmud Creek community. Changes were implemented that considered public feedback, ridership data, Transit Service Policy, budget and resources. In response to these factors, ETS rerouted Route 722 within Blackmud Creek and replaced it with On Demand Transit service. This change saw transit service restored further south along Blackmud Creek Crescent, providing On Demand Transit service coverage throughout the Blackmud Creek community and restoring service in south Blackmud Creek Crescent to reduce walking distance within the neighbourhood.



Terwillegar Drive Express Route

In August, ETS launched an express bus service from the Leger Transit Centre near the Terwillegar Community Recreation Centre to the University of Alberta. The express route features fewer stops and significantly reduced travel time for riders. The new Route 31 aims to better serve the growing population in the southwest and was made feasible by the Terwillegar Drive expansion.

As a multi-modal corridor, the renewed Terwillegar Drive combines active transportation, expanded vehicle capacity, road improvements and dedicated transit lanes. Route 31 travels along a newly added bus lane on Terwillegar Drive, with further expansion planned for summer 2024. This initiative aligns with the City's commitment to enhance transit accessibility in underserved areas, particularly the expanding communities south of Anthony Henday Drive, benefitting current and future residents in growing areas of Southwest Edmonton.



DATS Program Enhancements Plan

ETS' paratransit service, Dedicated Accessible Transit Service (DATS), provides opportunities for thousands of riders who are unable to use conventional public transit to participate in daily life. DATS supports inclusion and reduces isolation by enabling riders to attend school or work, engage with others and better connect with their community. In 2019, a multi-year Program Service Enhancements Plan was launched to address concerns that had been raised regarding the service. Since then, 25 action items were implemented to improve DATS service, enhancing flexibility and convenience, trip planning, and on-board experiences for DATS riders.

Some of the key actions completed in 2023 include:

- » Implementation of a new scheduling process that better aligns scheduled on-board trip times with overall trip distance. The new process better ensures that shorter trips have shorter scheduled ride times. This change improves the reliability of estimated ride times for DATS riders.
- » Implementation of integrated self-serve DATS trip information in the interactive voice response (IVR) system for riders who call the DATS service centre to inquire about pick-up times and arrival times.

Station and Shelter Enhancements

LRT Operations and Maintenance teams have been hard at work making improvements to LRT stations and transit shelters. A few examples of what this team has been working on include:

- » Replacement and renewal of elevators and escalators at transit facilities to ensure those machines continue to operate reliably for those who require them, and for an improved rider experience;
- » Redeployment of bus shelters to bus stops based on our bus shelter installation criteria;
- » Relocating seating options and amenities to ensure they are properly located for transit riders;
- » Improvements to facilities to reduce vandalism and repairs by strengthening doors;
- » Replacement of windows with break resistant glass; and,
- » Installing anti-graffiti/anti-absorbent coatings in select locations.



Stadium Station Renewal

The Stadium Station Renewal project resulted in a significant improvement over the previous station design, enhancing both accessibility and safety for riders. The renovated station incorporates Crime Prevention Through Environmental Design (CPTED) principles and offers improved sight lines and accessibility, contributing to an enhanced and safer rider experience. The redesign ensures barrier-free access to the station at all times, eliminating the reliance on escalators and elevators to access different levels. The new platform shelters feature on-demand heating and large windows for better lighting and visibility. Additionally, a new side load platform has been introduced for special events at the Stadium, which facilitates faster and more efficient loading and unloading of trains and eliminates the need to cross tracks for southbound departure trips, further optimizing the overall station layout.

Stadium Station's renewal has contributed to it being one of the stations with the fewest security incidents. This highlights the effectiveness of the City of Edmonton's renewal investments and CPTED design principles.



Bike Storage at Century Park

Edmontonians need safe and convenient transportation options – whether they are walking, cycling, wheeling, taking public transit, riding e-bikes or scooters or driving. In June, a new bike storage facility opened at Century Park Transit Centre. The facility provides convenient and secure bike storage access for transit riders who commute to the station. There is no fee for using the bike storage, but users are required to register for a scan card, which will provide access to the storage area. The card can be obtained at the Edmonton Service Centre and requires a \$10 deposit, which is refunded upon its return.

The new bike storage facility is connected to the City's Bike Plan, which provides a foundation for a bike network that supports active transportation. One major program area in the Bike Plan is "Integration with Transit," which provides actions to support bike connections to transit with an aim to facilitate active transportation and establish safe, direct routes for commuting, running errands, accessing the river valley for recreation, and enhancing neighbourhood networks to connect people to local destinations. The bike storage facility is a pilot project and is expected to last one year. Based on the outcome of the pilot, the City will consider expanding bike storage facilities at Century Park and/or other transit centres.

Regional Arc Fare Payment System

The regional Arc fare payment system continued to roll-out in phases, allowing more riders to pay for transit when and how they use it. At the end of 2023, over 60 per cent of Arc-eligible fare sales came from Arc, including standard adult fares, airport fares, day passes, youth/student fares and U-Pass. With Arc, riders can:

- » Tap on and off buses and LRT without having to carry exact change or paper tickets and passes.
- » Load money on their accounts using credit, debit or cash.
- » Load as little as \$4—or as much as they need—to Arc accounts.
- » Avoid paying upfront for a monthly pass through regional fare caps.
- » Register their cards for balance protection in the event of a lost card, check their balance and add money to their Arc accounts anytime, anywhere – including online, by phone or on site at transit centres.

The Regional Arc Fare Payment System is a regional joint effort involving Beaumont, Edmonton, Fort Saskatchewan, Leduc, Spruce Grove, St. Albert, and Strathcona County. These municipalities have worked collaboratively to create a uniform and seamless way for people to pay fares when travelling in and around the greater Edmonton region.

Youth and Student Arc Launch

In September, the Edmonton Transit Service (ETS) launched the Arc fare system for youth and student groups, its largest ridership demographic. This initiative specifically targeted:

1. Edmonton residents aged 24 and under.
2. Individuals aged 18 and under in other areas of the Edmonton metro region.
3. Students outside the scope of the post-secondary U-Pass or school board transit programs.

The launch introduced youth and student Arc fare profiles, allowing eligible riders to enjoy reduced fares. These reduced fares are equivalent to the cost of existing monthly paper transit passes for these



Edward J. Dowling Distinguished Service Award

The Edward J. Dowling Distinguished Service Award is presented annually by the Canadian Urban Transit Association (CUTA) to honour individuals within the transit industry who have exhibited exceptional and noteworthy service for over 10 years. This year's recipient, Eddie Robar, current Deputy City Manager of City Operations and former branch manager for ETS, was celebrated for his more than two decades of leadership in enacting transformative improvements in public transit. Eddie's contributions, as highlighted by CUTA, encompass the development of strategic plans, the redesign of transit networks, the transition towards environmentally friendly fleets, and enhancements to the overall rider experience.



groups. A significant feature of Arc is the monthly fare cap; once riders reach this cap, they can use the transit for free for the rest of the month. This system ensures riders never pay more than necessary.

To support this rollout, ETS conducted several outreach initiatives, including distributing complimentary Arc cards and educating riders about the new system. ETS also partnered with post-secondary institutions not participating in the U-Pass program, providing free Arc cards for student distribution. This expansion builds on the previous integration of Arc for U-Pass users and standard adult riders in August 2021 and November 2022, respectively. Throughout the 2023–24 school year, ETS will continue to phase in the Arc system for youth in school board transit programs.

Arc Fare Vending Machines

With the expansion of Arc to more riders, ETS added more Arc smart fare vending machines in LRT stations and transit centres to replace the aging paper fare vending machines. Through Arc smart fare vending machines, riders can purchase single-use Arc tickets and reloadable Arc cards. The Arc smart fare vending machines offer modern payment



methods, including payment by cash, debit or credit cards. The removal of these paper ticket fare vending machines is an important step towards phasing out ETS paper fare products.

Northwest Territories Wildfire Evacuation ETS Support

In August, the City of Edmonton initiated an emergency response to aid individuals displaced by the Northwest Territories wildfires. In collaboration with partners, the City worked to ensure access to essentials like food, shelter, transit, and City-owned recreation facilities, along with connections to local organizations. ETS played a crucial role by providing transit services for evacuees to and from the Edmonton International Airport and throughout Edmonton, and in coordinating efforts with regional partners like Leduc Transit, Strathcona County Transit and St. Albert Transit.

Given that many evacuees arrived without personal transportation, offering free transit service was a compassionate and practical means of support during these challenging times. From August 18 to 22, ETS distributed 400 free transit tickets to wildfire evacuees through the City of Edmonton's



Emergency Support Response Team (ESRT). In response to the growing demand for transit, on August 23, ETS implemented a temporary measure which allowed evacuees with ESRT wristbands to ride for free until the emergency response concluded. Additionally, ETS provided shuttle service between the Edmonton EXPO Centre and the City of Edmonton Commonwealth Recreation Centre where evacuees accessed registration services and personal care amenities. These actions illustrate how the City and ETS are able to make timely operational decisions to enhance support for individuals in need during emergencies.

Annual Canadian Urban Transit Association (CUTA) Conference and Young Leaders Summit

ETS had the privilege of co-hosting the 2023 Young Leaders Summit, Fall Conference and Transit Show with the Canadian Urban Transit Association (CUTA) from November 10–15. This extraordinary event brought together 63 young leaders and 525 conference attendees from across the country, fostering a dynamic environment for learning, sharing, and collaboration across all aspects

of public transit. In addition to engaging seminars, networking opportunities and evening entertainment events, delegates from across Canada were invited to tour Edmonton's newest fleet maintenance and storage facility – Kathleen Andrew's Transit Garage – as well as the recently renewed Stadium Station, D.L. MacDonald LRT Transit Garage, the hydrogen bus vehicle and maintenance area, and the Indigenous Peoples Experience at Fort Edmonton Park.

As hosts, ETS staff and partners helped transport people during the conference, planned charter support, prepared delegate packages, welcomed people to venues, led technical tours, provided wayfinding support, answered questions, delivered presentations, supported the trade show and much more.



GBA+ and Equity Work

ETS is engaged in embedding equity into all aspects of planning and operations. This work adds a crucial layer of understanding in how decisions within our service are made and recognizes the unique and diverse needs of our riders. To date, ETS has initiated or completed the following actions:

- » Indigenous Awareness Training: Implemented for all city staff to enhance cultural understanding and sensitivity.
- » Participation in the UN Safe Cities for Women and Girls Program: A commitment to making transit spaces safer for women and girls.

- » Equity Analysis of the Network: Incorporating transit frequency and socio-economic status overlays in service planning to meet the needs of diverse communities.
- » Implementing action items from the 2021-2022 anti-racism review of ETS low-income programs: Focusing on reducing barriers to accessing our low income/equity fare programs which includes Ride Transit, PATH and the Transit Access Grant.
- » Service Planning: Expanding off-peak service hours and On Demand transit to reflect the incremental change in ETS' service from commuter-focused service to one that serves a wider range of riders and the varied types of trips they take.
- » Accessible Transit Initiatives: Focusing on the accessibility of transit along the length of the transit journey and removing barriers that can frustrate or restrict riders on their journeys.

Further research and engagement will include continuing efforts to understand and address the needs of various groups including racialized minorities, newcomers, LGBTQIA2S+ community, and intersectional groups like Indigenous youth and racialized women. In 2024, ETS will continue this work and use these perspectives when evaluating where to invest in improvement within our system.

Safety and Security Improvements

Enhanced Transit Safety Plan Implementation

Safe, reliable and accessible public transit enables economic prosperity by connecting people to their workplaces, educational opportunities, recreation, and other daily needs. ETS remains committed to ensuring the safety and security of all transit riders and staff. Safety and security has many dimensions, including individual and community, cultural, physical, social, and psychological aspects. It is also important to note that everyone has their own unique perception and experience of what safety means. Both short- and long-term strategies are needed to promote safety and security in service of greater goals of inclusion and economic prosperity. Advancements in transit safety support the City of Edmonton's Community Safety and Well-Being Strategy (particularly the Safe and Inclusive Spaces pillar), as well as the Council-directed goal of being Canada's safest city by 2040.

The Enhanced Transit Safety Plan is built on a tripartite partnership between the City of Edmonton, Edmonton Police Service (EPS) and Bent Arrow Traditional Healing Society. The plan has resulted in increased officers and outreach workers present within transit spaces, and closer working relationships to improve safety and the transit experience for everyone.

Since the introduction of the Enhanced Transit Safety Plan in 2022, a number of critical investments and initiatives have been implemented to enhance transit safety and security. In 2023, action items focused on four pillars: integration, safety, perception of safety and well-being. These focus areas support the initial set of action items identified when the plan was originally approved. Some of the key actions implemented in 2023 are outlined below:

- » Implementing Transit Community Action Teams (TCAT), which involves proactive patrols of Transit Peace Officers in transit spaces.
- » Increasing organizational capacity through the Transit Safety Working Group and Downtown Pedway Working Group.
- » Increasing the number Community Outreach Transit Teams (COTT), which includes Transit Peace Officers and outreach workers from Bent Arrow Traditional Healing Society.
- » Implementing weekly information booths to connect riders and people using transit spaces with COTT and related social supports.
- » Launching and promoting safety awareness campaigns, including the Bystander Awareness campaign, which aimed to empower and educate bystanders about how to safely intervene when witnessing gender-based violence and harassment in transit spaces, and the Be Rail Safe campaign which promoted the importance of being safe around trains, tracks and rail crossings.
- » Joint deployment of personnel with EPS officers, Transit Peace Officers (TPOs) and community outreach workers.
- » Launched a pilot transit safety QR code survey in four LRT stations (Churchill, Century Park, Belvedere and Stadium) to gain location-based, real-time insights on perceptions of safety.
- » Enhanced cleaning as a result of a grant from the Government of Alberta.
- » Advanced work on a shared communications plan with the tripartite members.
- » Reviewed the enhanced Transit Safety Plan related to the service expansion of the Valley Line Southeast.
- » Explored how to link safety actions to pedways and spaces directly connected to transit.
- » Extended the washroom attendant program and exploring technology solutions to help improve safety in washrooms.



Bystander Awareness: One Strong Voice

In April, the City launched One Strong Voice, a bystander awareness campaign intended to empower and educate bystanders about the various actions they can take in various situations. It is part of a broader, multi-layered effort by the City to create safer public spaces. This campaign responded to one of several recommended strategies through the Edmonton Safe City initiative and the Community Collaboration Committee to address gender-based violence in public spaces that is prevention-focused, coordinated and evidence-based. In addition to radio and digital ads, the campaign appeared in transit centres, LRT stations and inside buses and trains.

Ride Transit Program Enhancements

Since 2017, the Ride Transit Program has played an important role in helping Edmontonians experiencing low income access affordable transit. In 2021–2022, ETS conducted an anti-racism review and collected feedback from community members on how to reduce barriers and improve access to all low income fare programs. In 2022, based on the feedback received an action plan was developed based, and on March 1, 2023, two action items for the Ride Transit Program were implemented to further improve access to the program:

» Registered Social Worker Letter: The list of qualifying documents for proof of eligibility for the Ride Transit Program was expanded with the addition of the letter from a registered social worker. The letter is intended to support individuals and families who have experienced sudden changes in income, need affordable access to public transit and are unable to provide a Notice of Assessment or any of the other qualifying documents.

- » Conditional Program Eligibility: To support individuals and families who need immediate access to discounted transit passes, Ride Transit and Leisure Access Program applicants are now able to submit their completed application form and supporting documentation in person at the Edmonton Service Centre to be considered for conditional eligibility to the Ride Transit Program. With conditional eligibility, applicants are able to purchase a discounted Ride Transit Program pass on the spot. Applicants with conditional eligibility are notified by the City of Edmonton once they are officially approved for the programs.
- » Additional communications work to further reduce barriers to accessing the Ride Transit Program will be implemented in 2024 (see *Projects and Infrastructure for 2024* on page 40).

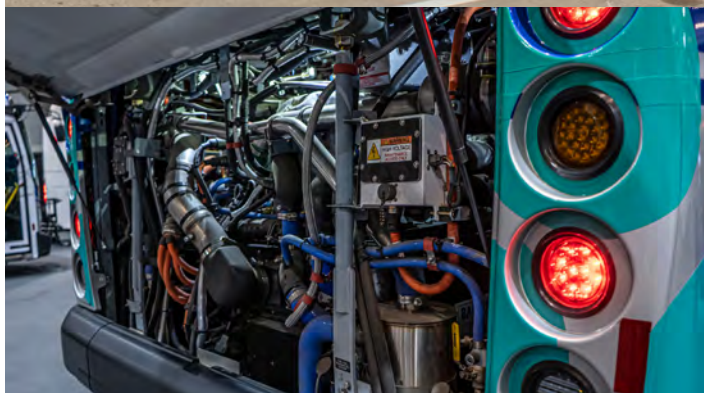
Community Engagement

Edmonton Transit 101

The transition from Grade 6 to junior high school often coincides with many students' first experience of using public transit on their own. To help ease the transition, in spring 2023 ETS partnered with the Edmonton Public School Board to pilot Edmonton Transit 101, a new travel training initiative focused on Grade 6 students. Through this immersive learning experience, an ETS staff member accompanies a Grade 6 class on a chartered ETS bus and walks them through the steps of planning a trip, waiting for a bus, boarding a bus, on-board etiquette and how to transfer to another bus or LRT at a transit centre. This

initiative strives to simulate the actual experience as much as possible by having students use an active bus stop and following actual bus routes to the transit centre and back. This year, 90 students participated in the program.

"The Grade 6 team were very appreciative of the presentation and ETS bus trip experience. We really liked that the students were able to get a hands-on experience and tour around Century Park." – Ash Robinson, Grade 6 Teacher, Roberta MacAdams School



Hydrogen Bus Pilot

The City of Edmonton continues to explore new sustainable transportation technology, including the purchase and testing of new bus technology, powered by hydrogen, through the Alberta Zero Emission Hydrogen Transit (AZEHT) initiative. This initiative, supported by ETS and Fleet and Facilities Services, involves testing hydrogen buses in unique Alberta conditions. As per the funding agreement, one hydrogen bus has been added to the ETS fleet and one has been added to the Strathcona County fleet. Both buses started service in October 2023. Adding a clean-running hydrogen bus to the City's fleet improves the rider experience, and helps us on the path to reaching the City's greenhouse gas emission reduction targets. The bus uses hydrogen and oxygen to generate electricity that powers the bus, and the byproducts of the chemical reaction are heat and water. We recover the heat for heating the interior of the bus, and water comes out of the exhaust pipe. The City's hydrogen bus is uniquely wrapped in a special blue and green vinyl wrap inspired by the hydrogen and water molecules which provide clean power.



Next Stop: Storytime

In partnership with the Edmonton Public Library, ETS launched "Next Stop: Storytime." For this unique event, children, parents, grandparents and caregivers boarded a chartered ETS bus at an Edmonton Public Library branch and were treated to a sing-along with a librarian on board. The bus made a stop at a nearby park, where everyone disembarked for a storytime session before returning to the library. It has been rumoured that "Wheels on the Bus" was sung several times.

"I've only heard good things from the EPL side! ...I attended a national library meeting this morning and mentioned Next Stop Storytime. There was lots of interest from libraries in Newfoundland and Ontario so we might see more of this type of thing across the country." – Elaine Jones, Youth Services Manager, Edmonton Public Library (EPL)

YEG Dignity Mural

In 2023, 15 artists collaborated to create the YEG Dignity Mural along the 127-foot-long underground pedway connecting Churchill LRT Station to Edmonton City Centre. The mural project was a collaboration between ETS and the John Humphrey Centre for Peace and Human Rights. This is the sixth instalment since the partnership began, and showcases 32 circular panels depicting the theme "Our Earth as Mother," with an eight-foot Earth at its heart.

Initiated with smudging and Indigenous teachings, the mural embodies the stories of Indigenous nations. Lead artist, Carla Rae Taylor, emphasizes the mural's power to convey diverse narratives, reduce property damage and remind people of their intrinsic value. This remarkable artwork enriches Edmonton's cultural landscape and transit spaces.

"I started partnering with the John Humphrey Centre for Peace and Human Rights and Edmonton Transit Services as the lead artist on a number of large-scale murals in public transit stations in 2017. The murals tell the stories of Edmonton's diverse cultural communities and how they came to be a part of our city."

– Carla Rae Taylor (Lead Artist)

Cited from a self-authored article published by CBC: It was worth painting a mural in a public transit pedway even if it might be vandalized



Transit Space Activation

Enhancing a positive transit rider experience is important at every step of the transit journey, including time spent waiting within transit spaces. Through increased partnerships and intentional alignment with event organizers, ETS is strengthening these relationships to create mutually beneficial, vibrant, and engaging activities within transit spaces. In the past year, ETS collaborated with the Edmonton Elks football club to host autograph sessions with Elks players, and the Alberta Circus Arts Festival to host street performances in transit spaces throughout the city. These events brought spontaneity and joy to the riders within transit spaces.

Festival Partnerships

ETS continued to build partnerships and mutually beneficial relationships with local festivals to position itself as an active member of the community in 2023. These partnerships included supporting festival volunteers with free transit access to help them get to and from the festival site. In exchange, festivals promote ETS to their attendees as the preferred travel option. Some of the festivals supported in 2023 included Sustainival, Alberta Circus Arts Festival, Taste of Edmonton, K-Days, Edmonton International Fringe Festival and the Kaleido Family Arts Festival.



Transit Access Grant

Since 1996, Donate a Ride has distributed more than \$2 million worth of transit fare product to those in need. The program provides social service agencies with single-use transit fare products to distribute to their clients who need short-term transit support or urgent transportation to travel to employment, education, medical appointments and social services. The program underwent an anti-racism review in 2021 and 2022 to identify barriers to accessing the program, which resulted in actions to address address program gaps and improve access. To reflect the nature of the program as it has evolved over the years and feedback from partner agencies received through the anti-racism engagement, Donate a Ride will now be known as Transit Access Grant (TAG). From the perspective of the program beneficiaries and the organizations who support it, there are no changes to the administration or use of the program. In addition, the number of single-use fare products distributed annually will be tied to low income prevalence measures to ensure the program reflects community need. This is anticipated to result in a higher number of fare products distributed in 2024.



Stuff a Bus

The 29th annual Stuff a Bus campaign once again continued to offer an opportunity for staff to participate in a philanthropic initiative to support Edmonton's Food Bank. As in previous years, for one day, buses parked at every Save On Foods store in the city and shoppers were encouraged to "stuff" the bus with food donations. A festively decorated LRT car was also parked at Clareview Station, where riders could help stuff the train with donations. This year, the initiative was again supported by "Cram the Cruiser" in the week leading up to the event, where Transit Peace Officers parked a cruiser outside select stores to collect donations. In November 2023, approximately 19,500 kg of food and \$7,300 cash were collected.

ETS Garage Open Houses

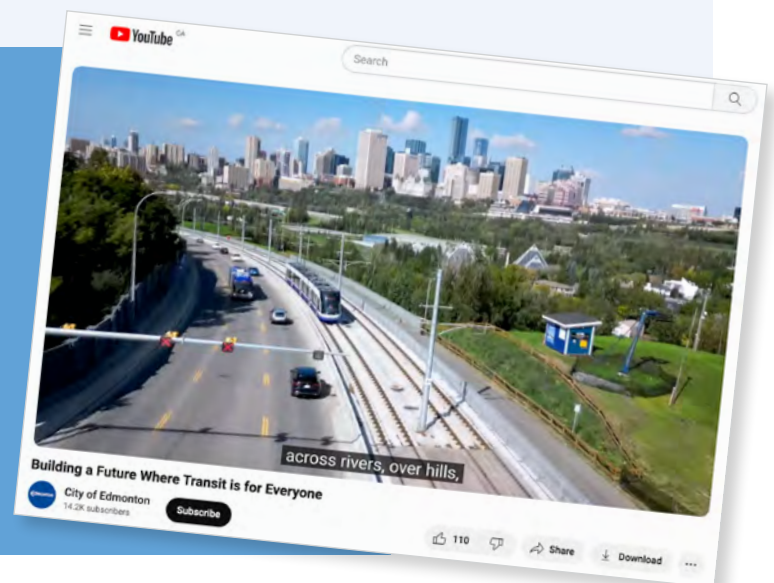
In September, ETS invited Edmontonians to attend public open houses at three ETS garages. The open houses offered a 'behind the scenes' look at what it takes to run a public transit service, and show how each type of service connects people to each other and to the places that matter to them. ETS opened the doors to Centennial Bus Garage, Percy Wickman Garage, and D.L. MacDonald LRT Garage to showcase our conventional bus, paratransit, and LRT services, respectively. The open houses were attended by more than 1,000 people and received positive feedback from children, parents and other transit enthusiasts. They were a great way to showcase ETS to our community.

Holiday Lights

The ETS Holiday Lights tour continued again in 2023. This festive voyage provides a unique rider experience that includes onboard caroling while visiting the city's most impressive holiday light displays. Net proceeds from ticket sales to the public tours supported Edmonton's Food Bank. Beginning in 2022, ETS Holiday Lights tours were made available to social service agency staff members and volunteers who distribute transit fare through the PATH and Transit Access Grant (formerly Donate A Ride) programs, as a way to show appreciation for their critical role in delivering these programs.

Building a Future Where Transit is for Everyone

In advance of the Canadian Urban Transit Association conference, the City of Edmonton produced an ETS promotional video about the vision for transit – one where everyone has a place. This video highlights many of ETS' transformational projects and the ways in which transit is being made more inclusive and equity driven. The full video can be viewed on YouTube through the hyperlink above.



Recognizing ETS' Achievements – 2023 Awards

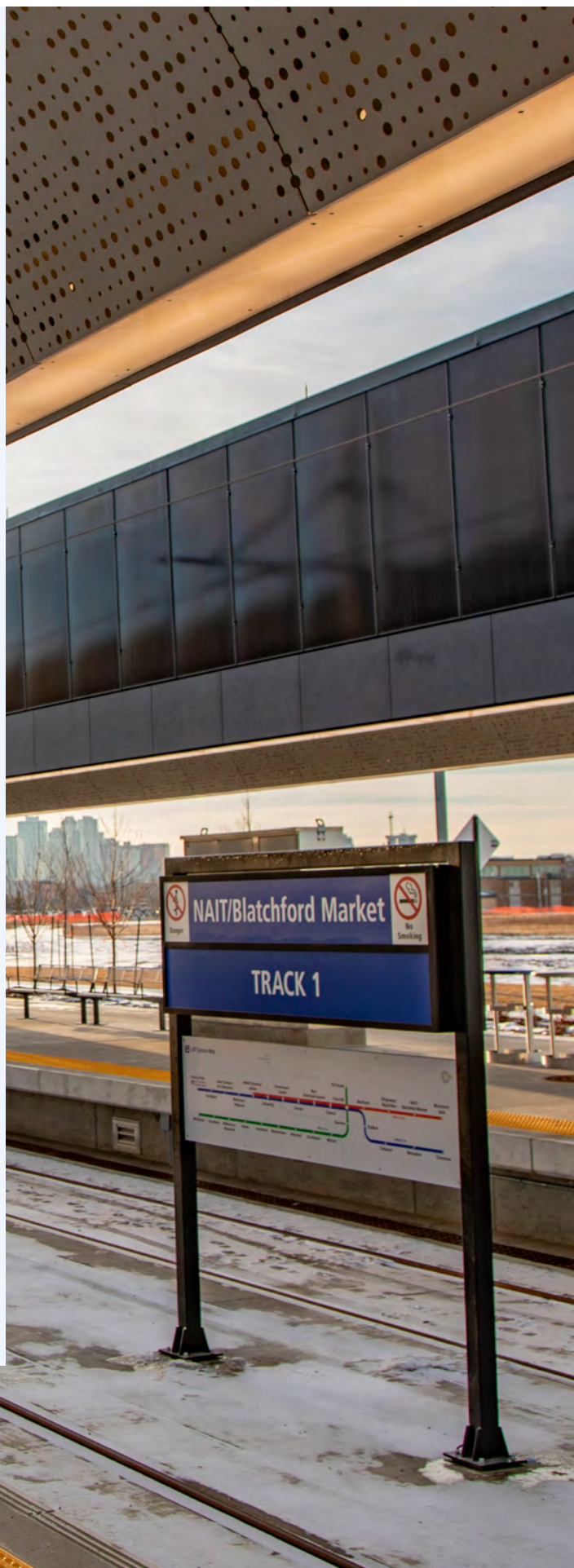
The Cultural Commitments Awards are peer-nominated and given to distinguish employees who strive to improve business processes, workplaces and service delivery.

City employees who demonstrated the Cultural Commitments in action were eligible to be nominated by fellow employees for the following categories:

- » Safe
- » Helpful
- » Accountable
- » Integrated
- » Excellent
- » Charles Labatiuk Environmental Award

This year, we are pleased to celebrate **Marvin Babiuk** for his Cultural Commitment Award in the Helpful category. Marvin was recognized for his ongoing engagement work with Edmontonians through a wide range of public transit outreach initiatives. Through Marvin's collaboration with local organizations and events, ETS has been able to attract sponsorship and cross-promotional opportunities to attract ridership. Congratulations, Marvin!

ETS also wants to congratulate the ETS Inspector Disability Awareness Training Team including **Paul Schmold, Walter Cadieux, Steve Ammar, Kim Baker, MaryLynne MacDonald, Vicki Gudelj and Shawn Wall** for their placement in the top three in the Safe Category. This team secured funding for and coordinated Disability Awareness Training for roughly 75 Edmonton Transit Service (ETS) Inspectors/Relief Inspectors.



4.0 2024 SERVICE PLAN

Guided by the Transit Service Policy and accompanying service standards, ETS has a transit network that provides riders with the ability to:

- » Efficiently travel across the city on rapid bus routes and the LRT network
- » Move between commercial and community hubs that are outside the downtown core using crosstown routes
- » Travel locally at the neighbourhood or district level using local routes and On Demand Transit service
- » Travel where people need to go, regardless of any physical or cognitive disability with DATS.



Bus and On Demand Transit Service

There are several planned service changes in 2024 to respond to ridership demand, address route performance, align with transit service standards and implement 70,000 additional annual bus service hours.

Bus Service Network

The following service adjustments begin in February 2024:

- » Cancellation of Route 73, the LRT precursor route for the Valley Line LRT from Mill Woods to Downtown, now that the Valley Line LRT has been operating since November 2023. Service hours for this route were reallocated to fund the service improvements described below.
- » Articulated buses will be redeployed from Route 73 to Routes 8 and 500X to address growing ridership and recent overloads.
- » A new Route 926 will be implemented to replace On Demand Transit and serve Stillwater, The Uplands and east Edgemont. This has been one of the busiest On Demand Transit zones in the city. Conventional transit is a better fit for high ridership areas and allows On Demand Transit resources to be shifted to other neighbourhoods. Parts of west Edgemont further from 199 St will continue to be served by On Demand Transit.



- » Additional service for Meadows Transit Centre will be introduced, which is experiencing high ridership growth. Improvements include peak frequency on Route 56 and the extension of all midday short trips to Meadows; the extension of all Route 55 midday trips to Meadows (including weekend trips, with a slight reduction in midday frequency); and improved midday service on Route 500X.
- » Additional service during peak periods will be implemented on Routes 52, 107, 116, 509, 523, 901, 902, 903, 904, 916, 919 and 922. These routes have experienced high ridership growth and increased service will reduce crowding and improve service for riders.
- » Additional service will be added during weekday midday on Routes 4, 902 and 913 which will facilitate off-peak travel in busy areas including Whyte Avenue, NAIT, University of Alberta and Callingwood.
- » Improved Saturday service will start on Routes 56, 116, 123 and 902. These changes include more frequent service on Route 56, which connects major destinations and transfer points including Meadows, Mill Woods, Century Park and West Edmonton Mall. Expanded service (earlier or later service) on Routes 116, 123, 902 will also benefit shift workers and improve access to social and recreational opportunities.
- » Improved Sunday service will start on Routes 119, 123, 902 and 913, including additional service and longer hours of service.
- » Reduced peak service will be implemented on Routes 31, 703 and 709. These reductions are in the off peak direction where ridership is lower.

There are also several routes in the city that, while meeting minimum service standards, have lower-than-average ridership but relatively high frequency. For later in 2024, several minor frequency adjustments are planned that should result in minimal rider impact. In most cases, service frequency will be adjusted by only two to three minutes.

In April 2024, the following service adjustments will begin. Please note that while many routes experience seasonal reductions in April, the following list refers only



to permanent adjustments that will not be restored in September:

- » Reduced afternoon peak service on Routes 130X and 150X. These routes are operating close to, or below, the minimum standard of 25 riders per hour for rapid routes. Adjusting service to every 20 minutes is expected to have minimal impact on riders as service remains frequent and there is alternate service on local routes.
- » Service adjustment on Route 120X to extend service for an extra half hour while reducing frequency from every 10 minutes to every 20 minutes for the last 1.5 hours.
- » Reduced peak service on Routes 702, 706, 917. Although these routes meet the minimum standard of 25 boardings per hour in the peaks for local routes, they have very frequent peak service that is underused. This change is expected to have minimal impact on riders as all routes will continue to operate every 15 minutes at minimum.
- » Earlier service on Route 54 in response to rider requests for early service to employment areas.
- » Reduced morning peak from four hours to three hours on Route 700X to reflect peak ridership patterns.
- » Shift in schedule for Route 910X to reflect peak ridership patterns.

Although most routes have experienced ridership growth, there are a few routes not meeting minimum service standards in certain or most time periods. As a result, these routes are being reviewed and further assessed for service changes during 2024. ETS will further evaluate various service options to better align service delivery with travel demand while incorporating an equity (Gender Based Analysis Plus) approach.

- » Route 522 does not meet the minimum riders per hour standard for local routes in all time periods except afternoon peak. This route serves Capilano, Gold Bar and 79 Street near Bonnie Doon. Most transit riders in the area tend to use Routes 1 or 4 instead of Route 522.
- » In the Riverdale neighbourhood, Route 131 and Route 111 are not meeting minimum ridership standards. Route 131 operates during peak hours, and Route 111 operates during limited off-peak hours. Route 131 attracts 19 boardings per hour and fails to meet the standard of 25 boardings per hour. Most of the ridership on Route 111 is west of Riverdale. Most riders in Riverdale tend to use Route 1 along Roland Road.
- » Route 725, which serves Lendrum Place and Malmo Plains, does not meet minimum ridership standards during most time periods. Most nearby residents tend to use Route 55 or 706 along 51 Avenue or Route 9 along 111 Street, or catch the LRT at Southgate Station.

On Demand Transit Network

ETS monitors ridership and wait times of On Demand Transit and adjusts service to improve operational performance and reliability. The following changes are planned for 2024:

- » In February 2024, On Demand Transit in Stillwater, The Uplands, and east Edgemont will be replaced with conventional service on Route 926. On Demand Transit will continue to serve areas of west Edgemont that are more than 600 metres from Route 926.
- » On Demand Transit will be introduced to Enoch Cree Nation, with proposed bus stops at River Cree Resort and Casino, Enoch 108 Building and along Winterburn Road, with a connection to Lewis Farms Transit Centre. This new service will enhance regional service, supports the City's commitment to Reconciliation and aligns with the Memorandum of Understanding between Enoch Cree Nation and the City of Edmonton – one of the outcomes of which is to advance economic, social and cultural prosperity and development for both parties.
- » On Demand Transit will be added to serve the ACT Centre and Family Centre in Rundle Park. This

service will help connect users to programming and destinations within the park. Timelines for this service are still to be determined as some infrastructure improvements are required to accommodate two new bus stops.

- » On Demand Transit service in the Heritage Valley area has been experiencing growing ridership, resulting in longer wait times and varying travel times to Century Park. ETS is exploring changes to reduce travel times and improve the rider experience.

Potential Adjustments (Pending Further Feedback)

Further to the above planned adjustments, ETS is considering network changes to better serve riders.

- » As riders adjust to the new Valley Line Southeast LRT, bus service may be adjusted as ridership patterns change
- » Adjustment to peak time periods by shifting some trips earlier or later to better coincide with travel patterns
- » Adjustment to school service, including service to the new Elder Dr. Francis Whiskeyjack High School and Father Michael McCaffery High School
- » Schedule adjustments to accommodate detours and delays for Valley Line West LRT construction

Regional Service Improvements

Increased economic activity and additional flights to and from the Edmonton International Airport have resulted in the regional 747 service experiencing overcrowding at certain points in the day. ETS is working with the regional 747 service partners to discuss potential service adjustments and explore solutions.

Kennedale Satellite Garage and Growth Bus Fleet

With existing bus garages currently at capacity, additional fleet storage capacity is required in order to enable transit service growth, meet the transit needs of our growing population, and to achieve the mobility access, climate mitigation and resilience goals set out in The City Plan.

In order to support service growth in the near term, ETS will be repurposing an existing facility to serve as a small satellite transit garage in the Kennedale Industrial Area. The Kennedale satellite garage, supported through





funding approved by City Council during the fall 2023 budget adjustment, enables ETS to add 20 new buses to the fleet to support the delivery of an additional 50,000 annual service hours. Procurement of 20 new 40-foot diesel buses is underway and the associated service hours are expected to take effect in the second quarter of 2025. These additional service hours will improve connectivity and transit access throughout the city, advancing priorities to establish a more equitable and inclusive transit network.

Mass Transit Integration and Transit Priority Measures

Ensuring Edmontonians have access to convenient, reliable transit service is an essential part of supporting mobility and achieving our City Plan and climate-related goals. As the city grows and develops, it is important for transit to continue to grow and adapt along with it. One key area for future infrastructure improvements is the implementation of transit priority measures, which are different types of actions and strategies that improve the reliability and travel time of transit vehicles.

The Edmonton Mass Transit Plan for a city with a population of 1.25 million identified bus rapid transit

and transit priority measures as important elements for improvement. During the budget discussions for 2023–2026, City Council agreed to provide funding for the planning, design, and construction of transit priority measures. Additionally, funds were allocated for the planning and design of two bus rapid transit (BRT) routes. ETS will be developing plans with partners for the implementation of transit priority measures and the design of the two BRT routes, and sharing updates with Council throughout the year.

LRT Service

Metro Line LRT: New Permanent NAIT/Blatchford Market Station

The Metro Line Northwest LRT corridor, approved by Council in 2009 through the long-term LRT Network Plan, will extend the Metro Line LRT to Campbell Road. As part of The City Plan vision, the Metro Line Northwest LRT will improve mobility and provide greater access to the LRT for residents in north and northwest areas of the city. In 2020, construction began on phase one of the project, a 1.6-kilometre extension from NAIT to Blatchford and two new stations – the new permanent NAIT/Blatchford Market station and the Blatchford Gate station. Construction on the extension was completed in December 2023. As part of the 2023 Fall Supplemental Operating Budget Adjustments, City Council approved funding to operate and maintain the new permanent NAIT/Blatchford Market station, replacing the previous temporary NAIT station that went into operation in 2015.

The new NAIT/Blatchford Market station officially opened on January 20, 2024 and will continue to serve the NAIT campus and surrounding neighbourhoods of Spruce Avenue and Westwood, including Kingsway Mall. The station features a design that is more integrated in the urban setting, using side-loading platforms for a more seamless integration with the community and adjacent developments. The station is slightly larger than the temporary station and will enable the use of five-car trains, should ridership demand warrant it. Blatchford Gate station will remain closed until criteria for when there is sufficient development in an area to warrant service commencement, as per the Transit Service Policy.



Paratransit (DATS)

As part of continued implementation of the DATS Program Enhancements Plan, ETS is dedicated to enhancing the DATS rider experience by implementing improvements aimed at maximizing efficiency within existing service standards and budget constraints. In 2024, ETS will introduce technology solutions and process enhancements to further enhance the trip planning and booking experience for DATS riders.

Some of the key actions underway include:

- » Upgrading the online DATS trip booking system to offer a more user-friendly experience and enhancing rider information by providing real-time estimated trip arrival times. Enhancing online booking features will also allow DATS riders to add more trip information to improve their experience. DATS aims to promote the upgraded system among DATS riders as they transition to online booking. This will support reduced call centre wait times and further improve access to DATS. This project is expected to be completed in 2024.



- » Working on new scheduling processes, focused on distance-based ride times, that will allow for more refined targeted maximum ride times. The new process will ensure shorter trips have shorter scheduled ride times, improving the reliability of ride times.
- » Implementing new processes to allow DATS riders to book trips based on desired drop-off times. This would help riders schedule trips for appointments where arrival times are crucial.
- » Integrating self-serve trip information in the interactive voice response (IVR) system when riders call the DATS rider service centre to inquire about pick-up times and arrival times.



5.0 PROJECTS AND INFRASTRUCTURE FOR 2024

Each year, ETS takes on a range of projects that support its operations and the services it provides. Many of these projects and infrastructure improvements are not public-facing but are necessary for the branch to continue to innovate and strengthen its services in Edmonton. The following is a summary of some of these projects and services.

Continued Implementation of the Enhanced Transit Safety Plan

Enhanced Cleaning

Clean spaces create a welcoming transit environment for riders and improve the overall ridership experience. Since 2020, ETS has conducted an enhanced level of cleaning, providing surface cleaning for high touchpoints, as well as general maintenance to remove waste and debris. In 2023, the Government of Alberta provided a one-time \$5 million grant through the Alberta Transit System Cleaning Grant, enabling infrastructure improvements, the establishment of joint deployment hubs, and more frequent cleaning of light rail vehicles (LRVs) and graffiti removal. ETS plans to continue this enhanced level of cleaning through 2024.

Cellular Access in Tunnels

The City of Edmonton will be working towards facilitating cellular access in LRT tunnels and stations, which will enable the public to access cell coverage

while below-grade. Funding was approved in the fall 2023 Capital Budget Adjustment, which will allow potential infrastructure improvements, such as fibre optic communication upgrades, that may be required. We are exploring partnership opportunities with multiple national cellular service providers/carriers to allow them access to ETS facilities where they can install their own cellular distribution infrastructure.

Winter Shelter Service

In the winter of 2023–24, the City of Edmonton introduced a new overnight transportation service aimed at providing vital support to Edmontonians in need of emergency shelter spaces. Operating from November 1, 2023, to March 31, 2024, this service deploys two buses on distinct routes, with the north route running from 10 p.m. to 4:30 a.m. and the south route operating from 11 p.m. to 5:30 a.m., supplementing existing ETS service and the City's Extreme Weather Response.

Each bus will assist passengers in accessing available

shelter spaces and provide referrals to other essential support services. In response to extreme weather conditions, we have implemented additional measures to ensure the well-being of vulnerable community members. This includes the activation of a third bus for expanded capacity during extreme weather events, the establishment of temporary emergency shelter spaces at Al Rashid Mosque in north Edmonton, and the availability of City recreational facilities and libraries for those seeking respite from the extreme cold.

Community Engagement and Initiatives

Youth Outreach

Encouraging youth participation in transit is a critical component in fostering more positive perceptions and behaviours related to public transit. Youth are ETS' largest ridership group and supporting their transit rider experiences through outreach, education and engagement plays a critical role in establishing them as life-long transit riders. ETS is committed to building upon this work collaboratively through new and existing partnerships. In 2024, ETS will be exploring further opportunities to expand this work and develop new ways to engage youth in creative ways. Examples of some of these initiatives include:

- » School open houses: Every spring, many junior and senior high schools invite ETS to participate in their open houses. These valuable touchpoints provide opportunities to talk to families about how their children will get to school using ETS in the coming school year, and address any questions or concerns they have about transit. In 2024, ETS will look to expand the number of schools in attendance to reach a wider range of students, parents and guardians.
- » Post-secondary school outreach: ETS participates in orientation week activities at the start of every school year. These events provide opportunities to talk to students about how to get to/from institutions using ETS. Students new to Edmonton find ETS presence especially valuable as they learn how to get around the city during their studies.

- » Edmonton Transit Service 101: To help Grade 6 students transition to ETS when they enter Grade 7, ETS will continue to grow this program by implementing it in additional schools in 2024.
- » Next Stop: Storytime: Building on the successful pilot in 2023, ETS is looking forward to working with Edmonton Public Library (EPL) to continue offering this unique program and expand it to other branches across the city. ETS will also explore other partnership programs with EPL to further engage youth across EPL branches.
- » Youth Research: ETS will be exploring opportunities to expand youth and student rider research through quantitative and qualitative research streams, collaborating with youth organizations, Edmonton school boards, the City of Edmonton Youth Council (CEYC) and other Council advisory committees to support this work.

Accessibility Improvements and Engagement with the Canadian National Institute for the Blind (CNIB)

ETS is exploring opportunities that will enhance accessibility and inclusivity. Building on the insights gained from the "Get on Board" campaign led by the Canadian National Institute for the Blind (CNIB) in 2023, ETS engaged in the campaign to learn from CNIB representatives about specific improvements needed in Edmonton for the vision loss community that could improve accessibility for all riders.

The proposed activities for 2024 include ensuring the ETS trip planner is accessible via screen readers; conducting a thorough review of transit web materials to align with Web Content Accessibility Guidelines 2.1 (WCAG); optimizing compatibility of the ETS trip planner with both Android and Apple products, and developing a comprehensive education plan for transit staff at all levels. Additionally, ETS will complete a review of bus stop announcements, enhancing visibility of platform benches at Churchill LRT Station through colour changes or high-visibility strips, explore incorporating directional information into train announcements as well as updating safety and security announcements on the LRT to improve the auditory experience for persons who have vision



loss. Lastly, ETS is working collaboratively with CNIB to explore developing a rider campaign focused on accessibility in transit, tailored specifically for the vision loss community.

Improving Access to Ride Transit

Public transit is a social and economic equalizer, enabling greater mobility and access to civic life for marginalized communities. For example, removing barriers to accessing transit fares and addressing gaps in programs and policies helps build a more inclusive and equitable city through improved access to affordable transportation options. Low income fare programs, such as Ride Transit, play an important role in providing income-based, discounted transit fares for those who need it the most. While several initiatives were implemented in 2023 to reduce barriers to accessing Ride Transit, ETS is committed to continually enhancing access to programs.

In the year ahead, ETS will conduct a language review of Ride Transit to help eliminate communication and program awareness challenges faced by program participants and new applicants. The review will focus on implementing plain language guidelines and principles throughout all the Ride Transit program communication platforms, including the Ride Transit and Leisure Access web pages, information handouts, application forms, engagements and electronic communications. This will ensure greater program awareness and participation among individuals and

families who may be eligible for Ride Transit but are experiencing language or literacy barriers, including those who speak English as an additional language and persons living with disabilities.

In addition to the language review, ETS will aim to enhance awareness of Ride Transit by collaborating with social agencies to further promote the program. This will include exploring opportunities to conduct further outreach on Ride Transit with newcomers, Indigenous peoples, persons living with disabilities and youth. In addition to the language review, ETS is partnering with the two Edmonton school boards to pilot a new approach to provide access to Ride Transit for students who face barriers to applying for the program. The outcomes of the pilot will be reviewed and potentially expanded leading into the 2024–25 school year.

Implementing the Edmonton Region's Electronic Fare Payment System

Following successes in 2023, Arc will see several new developments over the coming year. In 2024, Arc will be introduced to seniors and riders using fare assistance programs, including Ride Transit participants, as well as paratransit riders. It is anticipated that traditional paper-based fare products will be eliminated by the end of 2024, once all riders are eligible to use Arc as a fare payment method. Cash will continue to be accepted through on board fare boxes in bus service.

Infrastructure Projects

Capital Line South LRT Extension and New LRT Operations & Maintenance Facility

The Capital Line South Extension expands the LRT network further into Edmonton's fast-growing south. The extension will be completed in two phases. Phase 1 will extend the line from Century Park to just north of Ellerslie Road at the Heritage Valley Park & Ride, and Phase 2 will extend from Ellerslie Road to Desrochers. Phase 1 is a 4.5-kilometre, high-floor LRT and includes:

- » An underpass at 23 Avenue
- » Bridges crossing Blackmud Creek and Anthony Henday Drive
- » A new operations and maintenance facility south of Anthony Henday Drive
- » A neighbourhood LRT station at Twin Brooks
- » A multi-modal LRT station connecting to the Heritage Valley Park & Ride at Ellerslie Road

The new Operations and Maintenance Facility will be the first expansion facility to Edmonton's LRT storage and maintenance capacity since the opening of the Capital Line in 1978, and is necessary to support the expansion of the Capital Line high-floor trains.

Early construction work on Phase 1 began in 2022 and continued throughout 2023. In mid-2024, the City anticipates selecting the Design-Build contractor

to do detailed design and build the extension. Major construction is expected to start later in 2024.

129 Avenue LRT Track Crossover Renewal

A track crossover enables trains to switch between tracks, facilitating navigation around planned maintenance zones and addressing unforeseen events. This capability ensures the continuity of LRT service even when one track is temporarily closed. The ongoing 129 Avenue track crossover renewal project focuses on replacing the existing crossover south of 129 Avenue with a new one just north of Belvedere Station. This relocation adheres to current track design standards, prolonging the lifespan of crossover components and enhancing overall reliability. The majority of the installation work for the 129 Avenue track crossover was successfully completed in 2023, with the remaining tasks scheduled for summer 2024. It is anticipated the remaining work will have minimal impacts on LRT schedules.

Design of the Southeast Transit Garage

The design of a new ETS transit garage is underway in Edmonton's southeast. When the new transit garage becomes operational, it will support up to 430 forty-foot buses, equivalent to over 1 million annual service hours. Bus service growth is expected to occur incrementally over several years, and the garage is also being designed to facilitate growth of paratransit service.

Climate Impacts

Public transit is climate action, and each ride on a transit vehicle is one step closer towards helping the City of Edmonton reach its climate goals.

The City Plan set out aggressive transportation mode shift and greenhouse gas (GHG) emission reduction targets – indicating a 50 per cent mode shift towards transit and active modes, and net zero GHG emissions by the time Edmonton's population reaches 2 million. Transportation mode shift is an important component of community GHG emission reduction targets, as emissions from

private vehicles make up a significant portion of total emissions and present an opportunity for reductions. By switching from private vehicle usage to public transit and active transportation modes (such as walking or cycling), Edmontonians are contributing to the City's overall climate goals. Improvements to transit service, through the many actions, projects and plans outlined in this Annual Service Plan, are designed to accommodate and encourage increased ridership and ultimately make it easier for riders to choose transit as their preferred travel mode.



In alignment with the goals of The City Plan and Community Energy Transition Strategy, the southeast transit garage is being designed to support ETS' transition to a zero emission bus fleet.

Valley Line West

Valley Line West is a 14-kilometre extension from 102 Street downtown to Lewis Farms in west Edmonton, and the second phase of the Valley Line LRT. Similar to Valley Line Southeast, Valley Line West features a low-floor, urban LRT that incorporates sustainable urban integration principles, fostering livable, pedestrian-friendly environments with enhancements that reflect the feel and character of each of the communities along the LRT corridor. The LRT extension includes 14 street-level stops and two elevated stations (West Edmonton Mall and Misericordia Hospital). Valley Line West includes two new bridges: one crossing Groat Road on Stony Plain Road and another crossing Anthony Henday Drive at 87 Avenue.

Major construction on Valley Line West began in 2022 and will continue in 2024.

Regional Transit Collaboration

The Chief Administrative Officers (CAOs) from various municipalities in the Edmonton Region signed an agreement (a Memorandum of Understanding) to work together to enhance regional transit services. The municipalities involved include Beaumont, Devon, Edmonton, Fort Saskatchewan, Leduc, Leduc County, Parkland County, Spruce Grove, St. Albert, Stony Plain, and Strathcona County. This agreement aims to transform the transit network in the region, improving the transit experience for all users.

Collaboration to improve regional transit is built upon established positive working relationships, existing agreements between regional transit providers and a history of collaboration and mutual support. This new approach focuses on respecting each municipality's

control over its transit assets and decisions, while encouraging mutual respect and efficient use of resources. Regular meetings will be held among municipal CAOs and transit leaders to collaborate on improvements and communicate effectively. Examples of recent successful collaboration under this framework include facilitating a shift for Beaumont's commuter service to connect with Mill Woods Transit Centre and shared transit services between municipalities, such as Strathcona County Transit serving Edmonton's Cloverdale neighbourhood. This joint effort is seen as a way to foster a more connected, reliable, and seamless regional transit experience, supporting growth and economic investment in the Edmonton Metro Region.

CITY OPERATIONS INITIATIVES

ETS supports the following department and corporate initiatives:

Enterprise Commons (EC)

Like every workplace, aging systems need to be replaced and adapted to a changing work environment. Better data sharing allows us to streamline processes, improve accuracy and provide better reporting with more reliable information and improved data security. Moving to a single, cloud-based system will put the right processes and technology in place to enable us to enhance services in the future. Enterprise Commons will provide employees with reliable data and allow City Operations to strengthen how they work. Some of the following are examples:

- » **Plant Maintenance** will allow the department to organize and coordinate resources, provide visibility to maintenance costs, determine workforce efficiency, prevent equipment failures and support continuous improvement.
- » **Safety** (Sodales) will strengthen the ability to report and track incidents with enhanced methods to conduct safety inspections online and obtain critical information related to each incident.
- » **Supply Chain** will ensure we have what we need to determine optimal levels of inventory required, reducing excess inventory costs, automate our procure-to-pay processes, and deliver supplier cost savings, strategic sourcing as well as ensure the availability of critical components required to maintain equipment.

Employee and Community Experience (ECE)

The Employee and Community Experience (ECE) is an initiative spearheaded by City Operations and is the first of its kind in the City. Its goal is to coordinate the five department committees working to enhance equity for diverse groups, elevate the profile of these committees, highlight leadership commitment, improve integration among the committees and ensure diversity, equity, inclusion, anti-racism and reconciliation are core considerations when conducting our work in City Operations.

Accessibility Action Committee

The City Operations Accessibility Action Committee helps staff apply an accessibility lens to their work and find ways to provide access and participation opportunities for people with disabilities.

Accessibility is fundamental to quality of life, well-being and engagement of people with disabilities throughout society. Examples of accessibility actions being worked on within City Operations include:

- » Expanding the City's Assisted Waste Collection Program
- » Performing accessibility audits on public transit infrastructure and public engagement strategies to gather input on transit vehicle accessibility
- » Delivering travel training to ETS customers with disabilities and mobility challenges
- » Developing strategies to prioritize accessibility considerations in snow and ice removal
- » Developing and delivering disability awareness training for staff that provide direct service to the public

These City Operations actions are part of the [Corporate Accessibility Plan](#), which is the City's first three-year roadmap and includes 70 actions. This work also supports the City's commitment to accessibility outlined in the [Accessibility for People with Disabilities Policy C602](#).

Diversity and Inclusion (D&I) Committee

The City Operations D&I Committee supports implementing the pillars (Diversity, Equity, Skill and Growth) and the objectives and actions of the City's D&I framework. Members act as change agents by championing D&I and promoting the City as an employer of choice. In 2023, the committee focused on implementing its new action plan which was created with input from committee members and informed by corporate employee survey diversity data. Actions included:

- » Inclusion Experience Week (April 2023): hosted a Spring Festivals and Religious Traditions Speakers Panel

- » Developed a Community of Practice for Hiring Managers in City Operations to share best practices related to D&I in hiring
- » Developed a City Operations Onboarding Package with a D&I focus

In 2024, the committee will continue to implement its D&I department action plan, enhance communication of D&I events and resources to front line staff, build on the momentum of the community of practice, and support corporate D&I initiatives.

City Operations Gender-Based Analysis Plus (GBA+) Centre of Excellence Committee

The City Operations GBA+ Centre of Excellence Committee helps build the mindset, heartset and skill set for City Operations employees to be more inclusive in their workplaces and in their work. The committee examines how City Operations programs, services, policies and initiatives impact employees and Edmontonians of all genders, ethnic origin, race, religion, age and intellectual or physical disabilities so as to better understand how to improve inclusivity and responsiveness to the needs of community and employees. Four interconnected goals guide the committee's action plan:

- » Build out City Operations GBA+ capacity
- » Professional development for City Operations GBA+ Centre of Excellence Committee members
- » Socialize GBA+ and progress GBA+ maturity
- » City Operations support for corporate work

In 2023, key actions included: assessing GBA+ maturity in the department; presentations to branch leadership teams; internal communications tools to further socialize GBA+; establishing GBA+ measures to record and track the Department's GBA+ maturity, and participation in the corporate-wide GBA+ review, which provided feedback and insights into the use of GBA+ practices, tools, and reporting mechanisms.

Indigenous Framework Implementation Committee

The Indigenous Framework Implementation Committee supports the corporate [Indigenous Framework](#) by promoting and supporting greater understanding and positive and respectful

relationships with Indigenous Peoples. City Operations can make a meaningful contribution in several areas to implement the Indigenous Framework. The Committee is working on several actions including:

- » Exploring the potential of expanding the Indigenous Artist in Residence program in partnership with the Indigenous Relations Office
- » Ensuring land acknowledgments are posted in facilities and included in City Operations documentation
- » Exploring ways of educating employees about the Indigenous Framework, the Truth & Reconciliation Commission's 94 Calls to Action and other important information intended to authentically advance reconciliation

Women@City Ops Committee

The Women@City Ops Committee was created to help promote and build a more diverse and inclusive culture. The committee aims to provide:

- » A space for all employees interested in focusing on supporting an environment to improve personal and professional growth
- » A networking space for all to support and learn from each other
- » Capacity to develop women with professional growth in various positions within City Operations
- » Close connections to other women encountering similar struggles and sharing those learnings with others to improve our operational work environments

In 2023, the committee profiled 20 women working in City Operations to celebrate International Women's Day and held a Spring Fair event with keynote speakers and roundtable discussions around breaking down barriers and supporting women in all roles. In 2024, the committee will focus on implementing a pilot mentorship program for women within the City Operations department and providing Lunch and Learn sessions on topics important to committee members and women within the department.

6.0 PERFORMANCE MEASURES



The City of Edmonton continuously monitors and routinely reports on its performance through the Enterprise Performance Management (EPM) system. The EPM system aligns performance measurement to strategic goals and service standards to:

- » Enable a better life for Edmontonians by being accountable for results
- » Provide better service by understanding how we are doing and where we can improve
- » Make better decisions by managing our performance with frequent and more accurate data



ETS has identified the following performance measures to demonstrate the extent to which goals are being achieved, targets are being met, and we are building trust and confidence with City Council and the public through accurate reporting. Additionally, employees can see the positive impact their work has on these goals as well as the people we serve every day.

6.1 RIDER PERFORMANCE MEASURES

ETS conducts an online monthly transit rider satisfaction survey with transit riders to understand their experience and satisfaction with various aspects along the transit journey. In 2023, approximately 3,000 responses were collected through the transit rider satisfaction survey. The following are select rider performance metrics:




MEASURE	MEASURE DESCRIPTION AND NARRATIVE	TRENDING STATUS
Rider Satisfaction with Overall Transit Experience	Rider satisfaction with the overall transit experience is an important measure of how transit riders feel about transit and quality of service. It represents the percentage of survey respondents who indicated they were satisfied with their experience on transit. While satisfaction with the overall transit experience was slightly lower in 2023 compared to 2022, the measure was relatively stable throughout 2023 with an average of 73% of transit riders being satisfied with their transit experience.	
Rider Satisfaction with On-Time Reliability	Rider satisfaction with on-time reliability is a measure of rider perceptions of the reliability of transit vehicles in adhering to schedules. Reliability of service is one of the guiding principles for City Policy C539A, Transit Service Policy and a critical component of the rider journey. In addition to fleet reliability, there are several factors that influence rider perception of reliability, including weather, construction, traffic volumes, ridership volumes, driver behaviour, collisions, security disorder on buses and accuracy of published schedules. Satisfaction with on-time reliability ranged from 74% to 80% in 2023, averaging at 77% for the entire year compared to 82% in 2022.	

6.1 RIDER PERFORMANCE MEASURES CONTINUED





MEASURE	MEASURE DESCRIPTION AND NARRATIVE	TRENDING STATUS
Rider Satisfaction with Cleanliness of Transit Centres/ LRT stations	As part of ETS' commitment to enhanced cleaning of transit spaces and ensuring spaces feel welcoming to transit riders, starting in July 2023, ETS began to measure rider satisfaction with cleanliness of transit centres/LRT stations through the monthly rider satisfaction survey. ETS collected 1,500 responses on this measure in 2023. On a monthly basis, the measure was consistent with the majority of respondents being satisfied with cleanliness of transit centres/LRT stations. While results for this metric have remained relatively stable from July to December 2023, there is an opportunity to improve satisfaction with cleanliness of transit centres/LRT stations as this metric has been performing lower than the average satisfaction rate.	
Rider Perception of Safety	All transit riders deserve to feel safe in transit spaces, and ETS is committed to enhancing safety and security on transit through proactive initiatives. Rider perception of safety measures the percentage of survey respondents who indicated they felt safe throughout their last transit journey. Despite fluctuations in this measure due to seasons and other factors, over 60% of transit riders feel safe on transit, which is slightly lower than 2022.	

6.2 OPERATIONAL PERFORMANCE MEASURES

ETS measures operational performance of the transit service to identify trends and service improvement opportunities.

MEASURE	MEASURE DESCRIPTION AND NARRATIVE	TRENDING STATUS
Transit Ridership (Bus and LRT only)	In 2023, ETS witnessed a strong growth in ridership, with bus ridership fully rebounding to pre-pandemic levels. In addition to an increase in transit riders returning to transit, commuters, and occasional riders travelling to community events and local attractions, Edmonton experienced a growth in net migration during the year, further contributing to growth in transit ridership. Overall, annual bus and LRT ridership was 53.4 million in 2023, an increase of 27% from 2022.	
DATS Ridership (paratransit)	DATS provides a critical transportation service for Edmontonians who are unable to use the conventional transit network. In 2023, DATS ridership continued to climb, reaching over 850,000 trips by the end of the year. This represents a year-over-year increase of 30% from 2022. DATS ridership represents the number of trips using both City of Edmonton DATS dedicated services and contracted services. DATS ridership is counted separately from conventional transit (bus and LRT) ridership.	
Bus On-Time Performance	Bus on-time performance measures the percentage of ETS bus trips departing no more than five minutes late of scheduled departure time at each timing point. While factors such as weather, road construction, ridership volumes and others may impact on-time performance, ETS continually strives to adhere to posted schedules to maximize connections. On average, bus on-time performance has been relatively consistent with 2022 levels, averaging 77% in 2023.	

6.2 OPERATIONAL PERFORMANCE MEASURES CONTINUED

MEASURE	MEASURE DESCRIPTION AND NARRATIVE	TRENDING STATUS
LRT On-Time Performance	LRT on-time performance measures the percentage of LRT trains arriving to LRT station platforms no more than five minutes late of scheduled arrival time. Although performance marginally declined in the summer of 2023 due to construction projects before rebounding in the fall, this metric consistently meets the target of 90%.	
DATS On-Time Performance	DATS on-time performance measures the percentage of DATS trips arriving within the 30-minute time pick-up window provided to DATS riders. In 2023, DATS consistently met the on-time performance target of 90%. On average, DATS on-time performance was 93%, consistent with 2022 trends.	
DATS Accommodation Rate	The DATS accommodation rate refers to the number of DATS trip requests accommodated within one hour of initial request as a proportion of the total number of DATS rides requested. DATS accommodates over 98% of trip requests, while also ensuring service reliability standards are met.	
Fare Revenue	ETS generates fare revenue from a wide array of fare products, including tickets, day passes, monthly passes and the regional Arc fare payment system. From January to November 2023, year-to-date fare revenue amounted to approximately \$80 million, representing a 20% increase from \$66 million in 2022. The increase in fare revenue is attributed to strong ridership growth in 2023.	

APPENDIX: FINANCIAL SUMMARY

2024 BUDGET (000s)

Expenses	\$ 443,496
Revenue	\$ (151,734)
Net Position	\$ 291,762

SERVICES

2024 Budget (000s)	Expenses	Revenue	Net
Bus and LRT	\$411,357	\$ (151,629)	\$ 259,728
DATS	\$ 32,139	\$ (105)	\$ 32,034
Total	\$ 443,496	\$ (151,734)	\$ 291,762



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