

ETS Branch Highlights Report

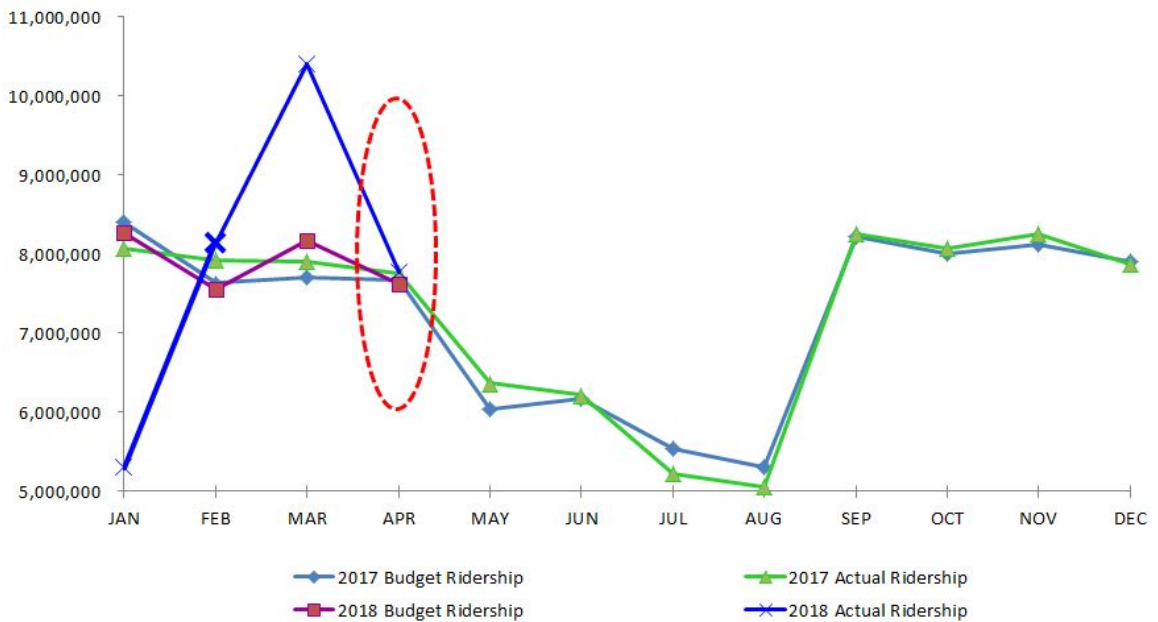
Date: June 25, 2018

1. RIDERSHIP

Bus and LRT Ridership – April 2018

	Month	Year to Date
2017 Actual	7,762,090	31,675,696
2018 Budget	7,621,698	31,622,839
2018 Actual	7,775,837	31,635,117

Monthly Ridership



2. ETS UPDATES

DONATE A RIDE

DONATE A RIDE is a City of Edmonton initiated charity led by City Council, with co-chairs Councillor Andrew Knack and Councillor Aaron Paquette. Since it launched in 1996, DONATE A RIDE has provided more than 1.5 million transit tickets valued at over \$3 million. More than \$238,000 was raised during the 2017 campaign for the City's DONATE A RIDE program. This money was used to purchase 93,330 Edmonton Transit Service (ETS) tickets, which were presented to 71 social agencies across Edmonton communities on May 17, 2018 during an event at City Hall. These agencies hand out the tickets to Edmontonians who require assistance to get to and from school, work, social services and other appointments.

Donations are securely accepted year-round at donatearide.ab.ca.

Bus Network Redesign - Public Engagement

The new bus route network, rolling out in 2020, will be shaped by Edmonton's Transit Strategy and insights from the public, stakeholders and City staff. During the first phase of public engagement from April 12 until June 14, approximately 5,700 citizens provided feedback via public workshops and online surveys. Several targeted stakeholder workshops were held, including one with ETSAB and DATS Advisory Group on June 21. ETS planners will use the feedback from the public and stakeholders to further refine the bus network during the summer. A second round of public engagement is planned for late fall on the revised network plan and addition of school and community bus routes.

First/Last KM Study

In parallel with the Bus Network Redesign project, a study is underway to examine solutions to the [first/last kilometre](#) challenge in Edmonton. It will address providing shared mobility solutions in areas where there is low demand for service or geographic constraints. An initial report will be developed for Council and is scheduled to be presented in November 2018.

Airport Transit

Changes introduced in May to airport transit included extending Route 747 service to the new outlet mall, introducing new service on Leduc Transit Route 10 and adding a fare-free shuttle service within the airport lands. Additional changes in June allow transferability of fares between ETS Route 747 and Leduc Transit Route 10. ETS continues to work collaboratively with the City of Leduc, Leduc County and City of Edmonton on a long-term plan for regional service to the airport.

AISH (Assured Income for the Severely Handicapped) Mail-Out Update

At the end of May 2018, Council confirmed ETS would reinstate a pre-authorized bank withdrawal and transit pass mailout option for AISH recipients in the Ride Transit Program Pilot. On May 25, 2018, information was mailed to these current AISH recipients. To date,

approximately 1,000 completed forms have been received for the August pass distribution. The debiting will take place six weeks in advance to allow time for distribution and mailout. The passes will be mailed out no later than the second last Friday of each month to ensure the recipient receives the pass in time to use for the first of the month.

Public engagement for Smart Fare and Fare Policy

ETS is currently undertaking market research regarding the development of a new [Fare Policy](#), as well as innovative [faring options](#) (e.g., distance-based, Pay-As-You-Go, fare caps) made possible with the new Smart Fare technology. Public input has been gathered through focus groups and an online survey will be available in July, 2018.

LRT 40th Anniversary Event

On June 16, 2018, the D.L. MacDonald garage opened its doors to the public to celebrate 40 years of LRT in Edmonton, and 1,134 visitors attended. ETS received many positive comments from visitors about how great it was to learn about the train, honk the horn, and talk to the staff. Over 70 volunteers, both current employees and retirees, dedicated time and substantial effort to make this a successful event. The hard work was noticed and appreciated by the ETS leadership team, City Manager, Mayor and Council, along with the local media. There were positive stories from Global, City News and CBC along with a number of appreciative tweets from the public and even some accolades received through 311. Overall, the event was a great success.

Celebrate Transit & Transit Rodeo Skills Competition

On June 23rd and 24th, 2018, Centennial Garage hosted the annual Transit Rodeo skills competition and Celebrate Transit event. The Transit Rodeo skills competition (a.k.a Bus Rodeo) is an opportunity for bus and Disabled Adult Transit Service (DATS) operators and maintenance personnel to showcase their talent and professionalism. The skills competition will encompass two event categories - conventional bus (40') and community service/DATS bus (30'). The field course will include a variety of challenging components and is American Public Transportation Association (APTA) certified. Awards are given in each competition category and there is an overall grand prize for the highest combined score. There will also be non-competitive categories where members of the media, Edmonton City Council, and transit staff get the opportunity to operate a bus while being accompanied by a certified training instructor.

As part of Celebrate Transit there will be a special wall recognizing ETS staff for perfect attendance, long-term service and ETS Operators who achieved a Safe Drive Award for 2017. Heritage buses along with some of our newer fleet of buses will be on display. Celebrate Transit is a family friendly event with activities such as the bus wash tour, face painting, a photo booth, DJ services and a bouncy castle. Over 100 volunteers aim to make 2018 another fun-filled Celebrate Transit event and successful Rodeo skills competition.

3. ETSAB INFORMATION REQUESTS

Fall Guided Tour

Proposed plan for the ETSAB fall guided tour will include stops at Ferrier Garage, Percy Wickman Garage, and Southgate Transit Centre. This mix would allow members to see a functional garage (which also houses the training centre), DATS and a bus / LRT station. All training and other administrative functions at Ferrier/Percy Wickman occur during regular work hours.

Metro Line Signalling System

Resolution of the signalling system issues is being managed through ETS, with the ETS Branch Manager as the lead, and support from LRT Delivery and Engineering & Maintenance.

4. ETS REPORT TRACKING - 2018

SIRE	Report Title	Meeting Date	Committee
5773	Transit Smart Fare System - Fare Approaches	July 4, 2018	CPSC
5968	Transit Service to Enoch First Nation	August 14, 2018	UPC
5823	DATS Service Delivery	August 27, 2018	Exec
6145	Edmonton Transit Service Data	Sept 11, 2018	UPC
5903	LRT Station Security	Sept 12, 2018	CPSC
5931	Fare Policy	Sept 12, 2018	CPSC
5353	First/Last KM Transit Challenge	Nov 13, 2018	TBD
5804	Permanent Ride Transit Program - Transition	Nov 28, 2018	CC
5253	Park & Ride Strategy*	July 3, 2018	UPC
5074	Transit Priority Measures Study *	Oct 30, 2018	TBD

*Not an ETS report

CC = City Council

CPSC = Community and Public Services Committee

Executive = Executive Committee

IRCD = Inter-municipal and Regional Development Committee

UPC = Urban Planning Committee