ETS Branch Highlights Report
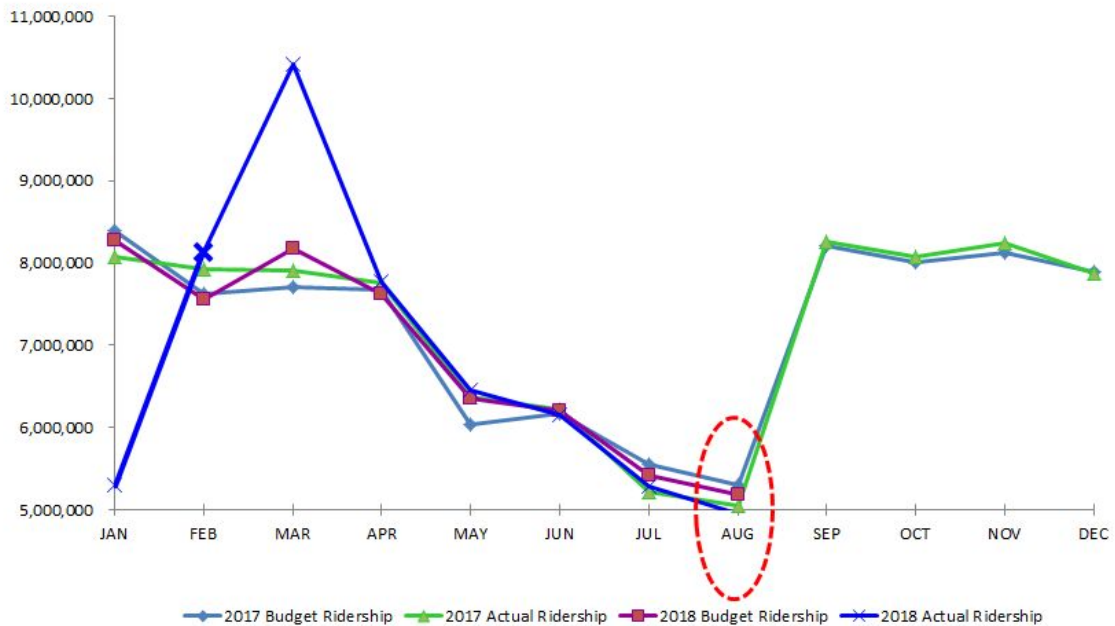
Date: November 5, 2018

1. RIDERSHIP

Bus and LRT Ridership – August 2018

	Month	Year to Date
2017 Actual	**5,054,488**	**54,540,081**
2018 Budget	**5,188,590**	**54,789,958**
2018 Actual	**4,946,504**	**54,475,991**

Monthly Ridership

Actual ridership was marginally above budget projections for April to June 2018. Courtesy pass sales (e.g passes negotiated with convention organizers and ETS) have been favourable in comparison to budget projections prior to July, favourably impacting the variance. Despite ridership numbers closely aligned to projections, the composition of products purchased has resulted in lower-than-anticipated revenues for ETS.

2. ETS UPDATES

Safety and Security Measures

Early in October, Administration presented CR 6489 Transit Safety and Security to Council in response to recent incidents at transit centres and LRT stations. In the report, Administration recommended the following measures to improve safety and security for employees and customers:

- Deploy 24/7 contracted private security at 25 transit stations that have had incidents in the past five years. This deployment starts November 12, 2018 and will be phased in over the course of two weeks. A communications plan is being developed to support the rollout.
- Install retractable bus shields on all buses, starting with the procurement of new buses, and installation on current buses with air conditioning. Following these installations, the plan is to retrofit older buses with retractable shields and heating and air conditioning units for operator comfort.
- Enhance continuous operator training by implementing the following modules (deploying Transit Ambassador modules from CUTA):
  - How to manage difficult & dangerous situations (Operators started to receive this training the week of October 22. It is anticipated all operators will have it completed by the end of April 2019).
  - Defensive driving
  - Customer relations/advanced customer service
  - Emergency first aid/mental health supports
- Add more Inspectors and Transit Peace Officers to improve response times and operator support.
- Retrofit remaining buses with on-board cameras (to be completed by March 2019).

These items will be discussed as part of the 2019-2022 budget deliberations and are being presented as funded capital profiles and service packages.

Capital Budget Update

The 2019-2022 Capital Budget was presented to Council on October 23, 2018. The process was led by the Finance Department and included many rounds of peer review and evaluation to select capital profiles to move forward for consideration. Given the limited amount of capital spending available, only some ETS items received support to move forward. Capital profiles fall into one of two categories: growth items or renewal items.

The capital growth profiles being brought forward for ETS include:
- **Safety**
  As outlined above, a capital profile for Bus safety and security enhancements ($12.2M) is recommended for funding in 2019-2022.
- **Non-Growth Transit Scenario**
  Bus safety and security and transit Smart Fare are being recommended to Council. Stadium LRT Station Upgrade has been identified as potentially funded by debt.

- **Smart Fare**
  The Smart Fare system is included in the report as recommended for growth. However, this is only a $570,000 adjustment to reconcile between the original ask and the funding provided by the province.

None of the other ETS capital growth requests are recommended for funding including a new transit garage, Integrated Traffic/Transit Control Centre (formerly Unified Control Centre), Ferrier tent replacement, electronic fareboxes, and train-to-wayside communications.

The capital renewal profiles moving forward are:

ETS Renewal Profiles	2019-2022 Total
Bus Fleet & Equipment Rehab	$158.2M
LRT Signals and Electrification	$15.0M
Transit Communications*	$11.4M
Bus Equipment	$5.8M
Transit Facility and ROW	$4.9M
LRV Fleet & Equipment	$4.9M

(Note: Transit Communications is not corporate communications and engagement; it is referring to communications technology related to network infrastructure, LRT communications, etc.)

Rail Replacement
Throughout October, a number of rail replacement maintenance projects took place. About 2,000 feet of end-of-life rail was replaced, the majority of which took place near 111 Street.

Pictures from the weekend of Oct 20-21 rail replacement work.

LRT Pantograph Damage
Throughout the early hours of Wednesday, October 24, damage to 40 LRT pantographs was discovered. This is the part of the train that connects an LRT car to the overhead catenary line that powers the train. The decision was made to ground the 40 LRT cars, which is almost 40 per cent of the fleet, conduct a thorough investigation and carry out the repairs. Replacement buses largely mitigated the LRT service loss. The root cause was an issue with the catenary system that had been identified and repaired, but had already caused damage to the pantographs. Engineering and maintenance crews worked continuously to repair the damage, and were able to gradually bring vehicles back into service throughout the day. The Operations teams worked to coordinate resources to mitigate service impacts, while Communications and Technical Services worked to communicate the status of mitigation to the public. Full LRT service resumed the following morning. Several lessons were learned, but it was an excellent example of teamwork and incident management.

ELA Launch
The City of Edmonton's Corporate Strategy branch is leading an autonomous vehicle pilot project as an action of the Smart Transportation Action Plan which was approved by City Council on September 11, 2018. The City is partnering with Pacific Western Transportation (PWT) to bring ELA (an electric autonomous vehicle) to Edmonton.

The goals of the pilot are to provide Edmontonians the chance to see and experience an autonomous vehicle, to garner feedback on citizen readiness and perception to inform future City planning and building, and to facilitate cold-weather and cybersecurity testing. ELA is available for five weeks so the public can take a test ride at various locations throughout the city. In partnership with the University of Alberta, ELA will operate on the University's connected testbed for cybersecurity testing, cold-weather testing and connected vehicle research. The City of Calgary also conducted a similar public pilot with PWT in September.

After pilot completion, findings will be summarized and reported to Urban Planning Committee as part of the Smart Transportation Action Plan. Additionally, results will contribute to the future Transportation Master Plan as part of the development of the City Plan.

Ride Transit Program Evaluation Results Report - EndPoverty Edmonton Presentation
On October 24, Administration provided the EndPoverty Edmonton Stewardship Roundtable with an update about the program. In the presentation, Administration highlighted results of the recent pilot program evaluation and discussed next steps for determining the program's future. On November 28, 2018 a report will be shared with Council as part of the budget process, to request on-going support for making the program permanent and expanding eligibility to include a sliding-scale model.

ETS Twitter

The @takeETSalerts is managed by the Communications and Engagement team. Depending on the nature of the tweet, there may be an immediate response, however, tweets are evaluated on an individual basis. If the tweet is a complaint, inquiry or more complex request, it may be directed to the specific section to develop a response, or it may not be responded to at all. With respect to the specific inquiries from ETSAB:

- **Tweet regarding Customers Signalling Bus Operators**
  The intent of the original tweet (below) on takeETSalert Twitter and ETS Connect was to remind bus customers to pay attention when their bus is approaching. It was intended to supplement the "Using the Bus" web page on takeETS.com.

  From takeETSalert Twitter on August 30, 2018:
  "Waiting for a #yegtransit bus? Remember to watch attentively for your approaching bus & signal the operator that you'd like to board. Otherwise, the operator may presume you're waiting for a different bus and not stop."

  From September 2018 ETS Connect:
  "A friendly reminder about catching the bus: When you're waiting at a bus stop, be sure to pay close attention for your approaching bus and show the oncoming operator you want to board his/her specific bus. Step out of the bus shelter, face the oncoming bus and make eye contact with the operator, otherwise the operator might assume you're waiting for a different bus and not stop. Keep in mind that one bus stop can often serve multiple routes, therefore it's important that customers give the operator a signal that they'd like to board that specific bus."

- **ETS Reporting through 311 App**
  The 311 App is an easy way for the public to report concerns related to City services. Currently, there are 32 services available to report via the app.

  Specifically for transit, the public can report:
  - Overflowing garbage at transit stations and bus stops
  - Graffiti on benches, shelters, stations, buses, LRT cars, LRT stations
  - Bus shelter vandalism and damage
  - Encampment

  ETS and 311 are examining the customer assistance experience. The journey of reporting concerns (using such methods as email, phone, applications) is being evaluated through to resolution.

4. ETS REPORT TRACKING - 2018

SIRE	Report Title	Meeting	Committee
5074	Transit Priority Measures Feasibility Study Phase 1*	Oct 30, 2018	UPC
5353	First KM/Last KM Transit Challenge	Nov 13, 2018	UPC
6508	Single-Source Transit Safety and Security*	Nov 13, 2018	EC
6556	DATS Service Levels - Increased Demand and Alternative Service Providers	Nov 28, 2018	City Council
5804	Permanent Ride Transit Program - Transition	Nov 28, 2018	City Council
5931	Fare Policy	Nov 28, 2018	City Council
6417	Shift Flexibility for Staff with Young Children	Jan, 2019	TBD
6505	Future Transit stations - Facility Design and Activation for Safety	Mar, 2019	TBD
6432	LRT Station Security Update	Sept, 2019	TBD

*Not an ETS report

CC = City Council
CPSC = Community and Public Services Committee
Exec = Executive Committee
IRCD = Inter-municipal and Regional Development Committee
UPC = Urban Planning Committee