

# ETS Branch Highlights Report

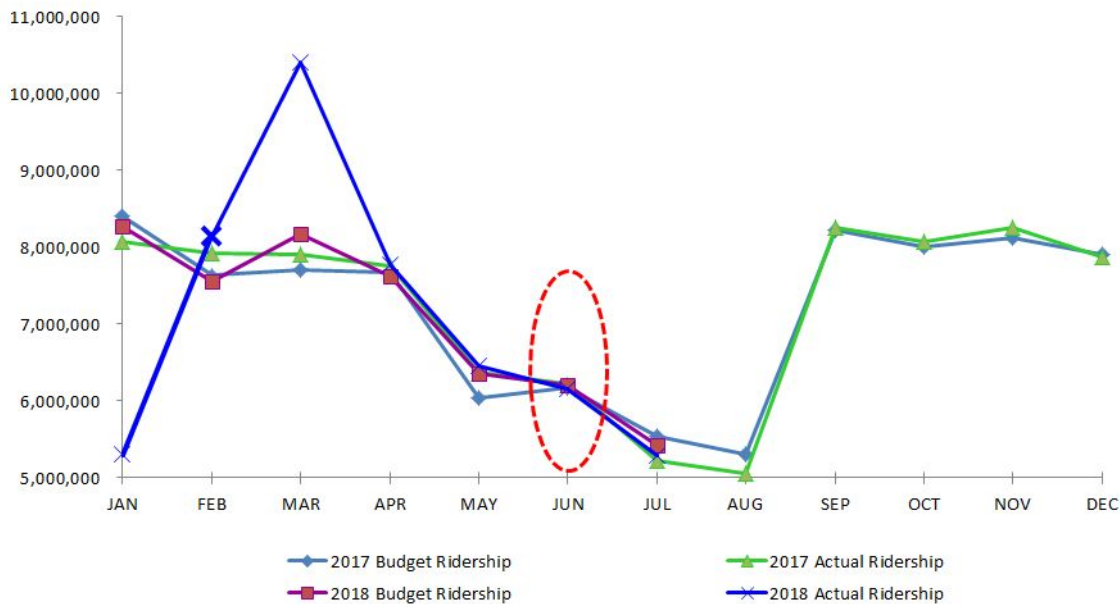
Date: September 24, 2018

## 1. RIDERSHIP

### Bus and LRT Ridership – July 2018

	Month	Year to Date
2017 Actual	5,228,122	49,485,593
2018 Budget	5,425,195	49,601,368
2018 Actual	5,285,158	49,529,487

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

### **United Nations Safe Cities and Safe Public Spaces**

The City of Edmonton is taking part in the United Nations Safe Cities and Safe Public Spaces Global Flagship Initiative. Collaborating with the Citizen Services department, ETS is supporting the UN Safe Cities Conference, taking place October 16-19 in Edmonton. Like many events, ETS is providing charter buses to support travel for conference attendees. Several ETS staff will also participate in a “Living Library” event during the conference to share a transit perspective. Transit is also proceeding with a marketing campaign focused on education highlighting safety features, as well as reinforcing a zero tolerance for harassment. In October the primary message will highlight security features and safety tools (e.g. how to get help). “ETS has zero tolerance for harassment” will be the secondary message. A combination of <https://itstimeyeg.ca/> ads and zero tolerance ads will be placed on various ETS channels.

### **LRT Shutdowns**

A successful LRT service outage took place the weekend of September 15-16, 2018 to support the Muttart development pedestrian crossing being constructed just south of the Stadium LRT Station. The pedestrian crossing will support increased vibrancy around Stadium Station in collaboration with the development industry to encourage Transit Oriented Development (TOD) opportunities. Further details regarding TOD at Stadium Station can be found in the [project overview](#).

Bus replacement service was provided for this portion of the Capital Line while LRT service was shutdown between Churchill and Clareview over the weekend. The Metro Line was not impacted. During this outage, ETS was able to strategically move forward with 19 other maintenance projects, which are critical to the sustained operations on the oldest portion of the LRT system. The LRT service disruptions for Q4 2018 have been planned with the next major outage scheduled for November 10 to support the Thales Signal System project completion.

### **Thales Update**

Subsequent to the December 5, 2017 Council meeting, Administration advised Thales of Council’s April 30, 2018 deadline to deliver full functionality of the CBTC system. This deadline was based on the schedule Thales provided at that time. Thales failed to meet their schedule commitment and, as a result, did not meet Council’s April deadline. In response, Administration issued a Notice of Default to Thales on May 1, 2018. This triggered a contractual requirement for Thales to develop a plan to rectify the default.

Thales provided a plan indicating they will achieve full CBTC functionality by December 4, 2018. Administration has accepted that plan. Thales continues to work toward this objective. Should Thales provide a final product by that time, Administration would begin testing to verify the product meets the contractual requirements. Testing would likely carry over into Q1 2019.

### **Transit Priority Measures Study**

In response to a motion made by the Urban Planning Committee in July 2017, and as an outcome of the Transit Strategy, City Planning and ETS have been advancing work on a Transit Priority Measures Study. A report back to the Urban Planning Committee on the initial findings is scheduled for October 30, 2018. The report will provide an overview of the methodology used to develop a long list of potential locations along the Primary Transit Network which will be further evaluated for a final report.

### **Bus Network Redesign Project Status Update**

Based on initial feedback received from thousands of Edmontonians, the transit planning team has further refined the draft bus network over the summer. Some bus routes were realigned to reduce walking distances where appropriate, and to ensure route origins and destinations better matched customer feedback. The updated bus network maps will be posted online ([edmonton.ca/newbusroutes](http://edmonton.ca/newbusroutes)) in mid-October and everyone will have a chance to compare them to the draft maps ETS provided in the spring. The revised maps now include the small community routes and the Late Night Owl routes. Before finalizing the revised network, ETS will confirm the changes reflect the spirit of Edmontonians' earlier feedback. From October 25 to December 9, 2018, there will be 13 public workshops and another online survey. As well, a What We Heard results summary from the bus network redesign spring engagement will be posted online in October.

### **First/Last KM Report**

ETS is finalizing its First/Last KM consultant study and preparing the Council report for the November 13, 2018 Urban Planning Committee meeting. The Council report will provide an overview of industry trends and case studies, discussion of service delivery models, an evaluation of the draft network redesign, and recommendations for next steps. As part of the bus network redesign project, Administration has identified several neighbourhoods that could potentially benefit from First/Last KM solutions.

### **School Service**

On September 2, 2018 full service returned to routes that saw seasonal service reductions and school service routes were restored. ETS currently provides a substantial component of school transportation, with 206 custom school routes providing approximately 50,000 hours of service annually. More details can be found in the [Edmonton Transit Service Data report](#), for discussion at the Urban Planning Committee on October 2, 2018.

### **Text-To-Speech (TTS) Announcement Trial**

Over the course of the next few weeks, ETS will be testing a new set of Smart Bus announcements on-board the new community service Vicinity buses (2000 series out of Mitchell and Ferrier garage) using the text-to-speech engine. This new announcement format will provide higher quality audio for our customers, improved clarity and more consistent volume for each announcement. The switch to this format also allows us to create and adjust new batches of stop announcements more quickly and easily.

### 3. ETSAB INFORMATION REQUESTS

Not applicable for the month of August

### 4. ETS REPORT TRACKING - 2018

SIRE	Report Title	Meeting Date	Committee
6145	Edmonton Transit Service Data (Esslinger) - School Service Report	Oct 2, 2018 (deferred from Sept 11)	UPC
5823	DATS Service Delivery	Oct 15, 2018	CPSC
5353	First/Last KM	Nov 13, 2018	UPC
5804	Permanent Ride Transit Program - Transition	Nov 28, 2018	City Council
5931	Fare Policy	Nov 28, 2018	City Council
TBD	ETS and ATU Shift Flexibility	Jan 2019	TBD
5074	Transit Priority Measures Study *	Oct 30, 2018	UPC

\*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