

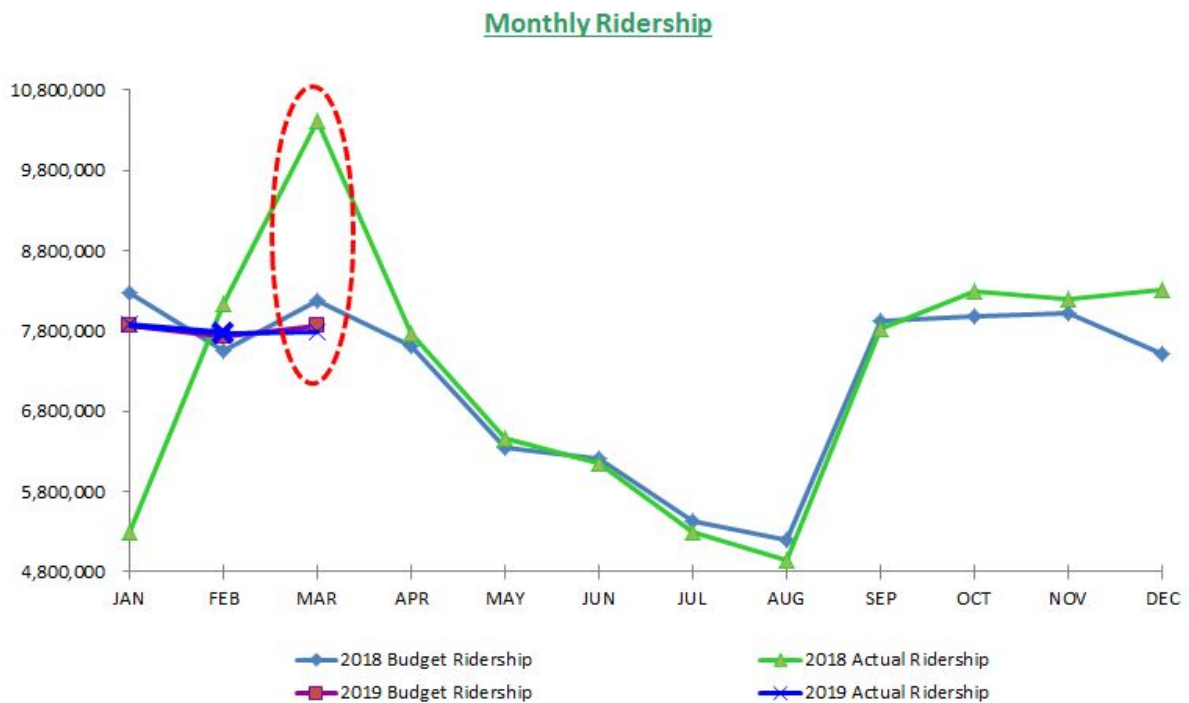
ETS Branch Highlights Report

Date: May 27, 2019

1. RIDERSHIP

Bus and LRT Ridership - March 2019

	Month	Year to Date
2018 Actual	10,413,619	23,859,280
2019 Budget	7,874,847	23,465,641
2019 Actual	7,787,312	23,440,452



2. ETS UPDATES

Retractable Bus Shield Installation

In mid-May, Transit Fleet Maintenance installed retractable bus shields on 4 ETS buses in order to determine installation requirements on the different bus models within the fleet. By the end of June the installation requirements and build the installation packages for each model will be confirmed. Transit Fleet Maintenance plans to begin installation of the retractable shields at a rate of approximately 30 shields per week starting in July.

After installation is complete on the 159 air conditioned buses, retractable shields will be installed across the remainder of the fleet, which will also be upgraded with air conditioning for the Operator's compartment. The anticipated completion date for retractable shield installation on the entire ETS fleet is April 2020. The project is being funded with a portion of the approved \$20 million funding for improved safety and security. This funding includes the 24/7 contracted security guards and the new Operator safety training courses.



Customers have been informed of the installation of retractable bus shields through social media, a public service announcement and website update. The retractable shields are accessible for viewing on this [Facebook interview](#) with Eddie Robar, ETS Branch Manager

Operator Recognition

Operator Chad Marak

ETS Operator Chad Marak made a difference in an elderly passenger's life last week. Chad carried her groceries to her door, then ran back to the bus to make sure it left on time. His act of kindness was captured by another passenger. It quickly gained attention on Twitter and led to several media interviews including Global, CTV, City TV, Edmonton Sun, Edmonton Journal and, of course, on the City of Edmonton Facebook page. Chad went above and beyond demonstrating helpfulness and care for our ETS customers.

Inspector Chuck Pearson

Inspector Chuck Pearson was awarded the Health & Safety Champion/Emergency Responder award at the 2019 Mayor and City Manager's Occupational Health & Safety (OHS) Awards. Chuck was recognized for his actions in February 2019 when responding quickly to an emergency situation while he was working as a relief inspector within LRT Operations. Since this event, an evaluation of procedures, training and engineering controls were conducted. A number of safety enhancements were made to eliminate the possibility of a recurrence.

Seasonal Shuttles to Edmonton Valley Zoo and Hawrelak Park

The new Route 596 will provide service between University Transit Centre and the Hawrelak Park entrance. Trips will run every 20 minutes from 9am - 9pm on weekends and holidays.

Route 594 is a seasonal route that travels between West Edmonton Mall Transit Centre (stop #5219- 175 St and 87 Ave Eastbound) and the Valley Zoo. Route 594 will run on weekends and holidays only from May 18 to June 30. Weekday service of Route 594 will start on July 1.

Regular ETS fares apply to both Route 596 and Route 594.

Transit Skills Rodeo

ETS representatives participated in the 2019 American Public Transportation Association (APTA) International Bus Rodeo from May 17 to 21 in Louisville, KY. The International Bus Rodeo is a learning opportunity for Operators to take part in seminars, engage with other transit agency professionals and compete in a bus operating skills competition. As part of the Bus and Paratransit Conference with APTA, there are multiple training sessions for operators, maintenance teams, and supervisors. ETS Operator Len Scherger, the winner of ETS' Transit Skills Rodeo, placed 33 out of 78 participants. Len placed the highest out of all other Canadian transit agencies competing in the international competition.

ETS Park & Ride Options

ETS is adding Football Park & Ride service from Eaux Claires Transit Centre and NAIT D Lot (109 Street and 118 Avenue) for the 2019 Edmonton Eskimos season, starting Sunday, May 26. Due to operational challenges and ongoing construction, bus service is cancelled from Burns City Lot and temporarily suspended from Kingsway Mall.

For every Eskimos home game, customers can board regular ETS buses or LRT for free using their game day ticket, which is valid for free travel up to two hours before, during and after the game. Football Park & Ride service begins 90 minutes before each game and operates until the stadium is deemed clear. Regular ETS fares apply for customers purchasing a game ticket at the stadium.

May Long Weekend LRT Outage

From May 18 - 20th, ETS shutdown the LRT service in the North East portion of the Capital Line (from Belvedere to Churchill) in order to allow construction to continue on the new road and pedestrian crossings being built just south of Stadium station. These crossings are a part of the new Muttart development taking place across the LRT tracks from Commonwealth Stadium. The construction work is driven by the developer, and led by PCL. ETS accommodated their work by shutting LRT Service for the long weekend. Work such as track realignment, signal cabling, concrete pouring, tie replacement is all a part of building these new crossings.

While the LRT Service was shutdown to accommodate the developer's project, ETS, Facilities Maintenance Services, Traffic Operations and other branches within IIS took advantage of the service outage opportunity to complete other maintenance and construction projects. Those projects included:

- 66 st Tunnel Rehabilitation Project
- Track Level Signage Maintenance and Cleaning
- Clareview Station Cleaning
- Clareview Concrete Repairs
- Clareview Roof Maintenance
- Clareview Warning Strip Tiles
- Clareview Station Painting
- Clareview TPSS Maintenance
- Belvedere Station Window Cleaning
- Belvedere Station Concrete Repairs
- Belvedere Station Painting
- Belvedere Station Cleaning
- Coliseum Station Window Cleaning
- Coliseum Station Painting
- Coliseum Territory Signal Testing of Field Cables
- LRT Line impedance Bond Move at Different Locations
- Stadium replacing rails on the Northbound Track -LRT Track Crew
- Stadium Station Window Cleaning
- Stadium Station Painting
- LRT Line Adjust OCS at Different Locations
- Coliseum Station Cleaning
- 82 Street Crossing Removal of Overhead Wire of COE Traffic

ETS Pride Bus

June 7th to June 16th marks Pride Week in the City of Edmonton. ETS will be wrapping a bus with large, colourful decals to celebrate Pride Week. Pride Week serves to show recognition and support for the Lesbian, Gay, Transgender, Queer/Questioning, Two (2) Spirit, plus other identities (LGTBQ2S+) community. The Pride bus will be used in service in the month of June and will be visible around the City on bus routes. The unveiling of the Pride Bus will be coordinated to align with the start of Pride Week.

3. ETSAB INFORMATION REQUESTS

N/A

4. ETS REPORT TRACKING - 2019

SIRE	Report Title	Meeting Date	Committee
6537	Principles of Services for DATS – Contracted Service, Pickup Time & Impact of Snow & Ice Policy	June 24	Exec
7029	Interim Update on Transit Ridership Growth and Recovery Report	June 24	Exec
6432	LRT Station Security Update	July 10	CPSC
6505	Safety of Future Transit Stations - Design Guidelines and Site Activation	September 3	UPC
6999	Ride Transit Program Update	September 19	UPC
6417	Shift Flexibility for Staff with Young Children	September 30	Exec
7128	Ridership Recovery and Growth Strategy	October 15	UPC
6854	Transit Service Standards Policy	November 19	UPC
6719	Bus Network Redesign 2020	November 19	UPC
6788	First KM/Last KM Community Solutions	November 19	UPC
7078	Edmonton Transit Service Fare Policy	October 15	UPC
6778	Update on Bus Network Redesign	March 2020	TBD
7021	Regional Transit Services Commission Update*	June 18, 2019	CC
6930	Drive Happiness Business Case*	October 2	CPSC
6931	Assisted Transportation - Program and Funding Solutions*	October 2	CPSC

*Not an ETS lead report

AC = Audit Committee

CC = City Council

CPSC = Community and Public Services Committee

Exec = Executive Committee

IRCD = Inter-municipal and Regional Development Committee

UPC = Urban Planning Committee