

ETS Branch Highlights Report

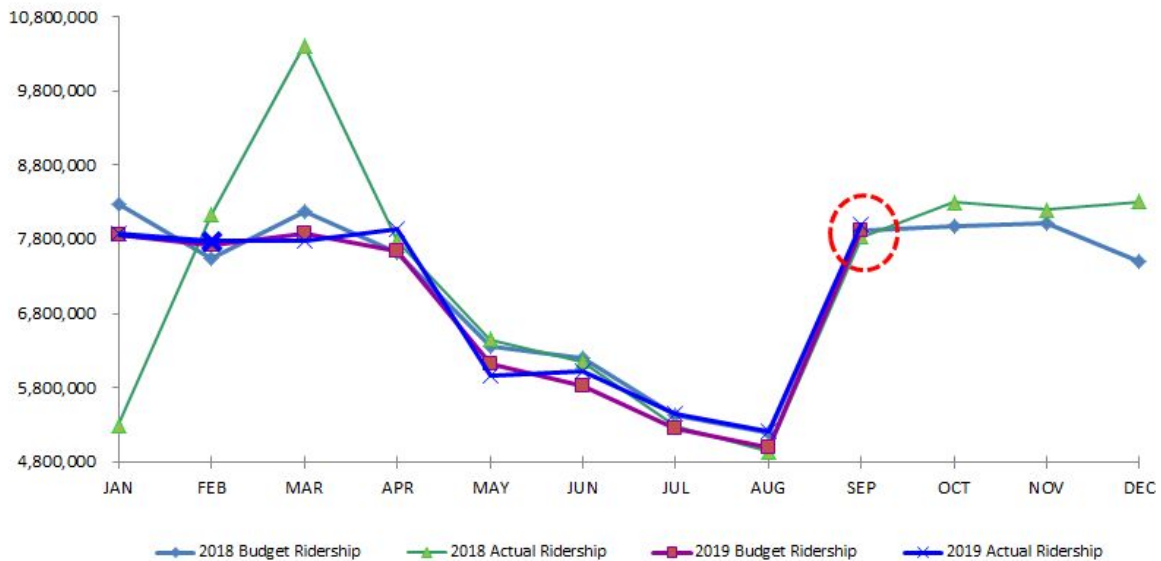
Date: November 25, 2019

1. RIDERSHIP

Bus and LRT Ridership – September 2019

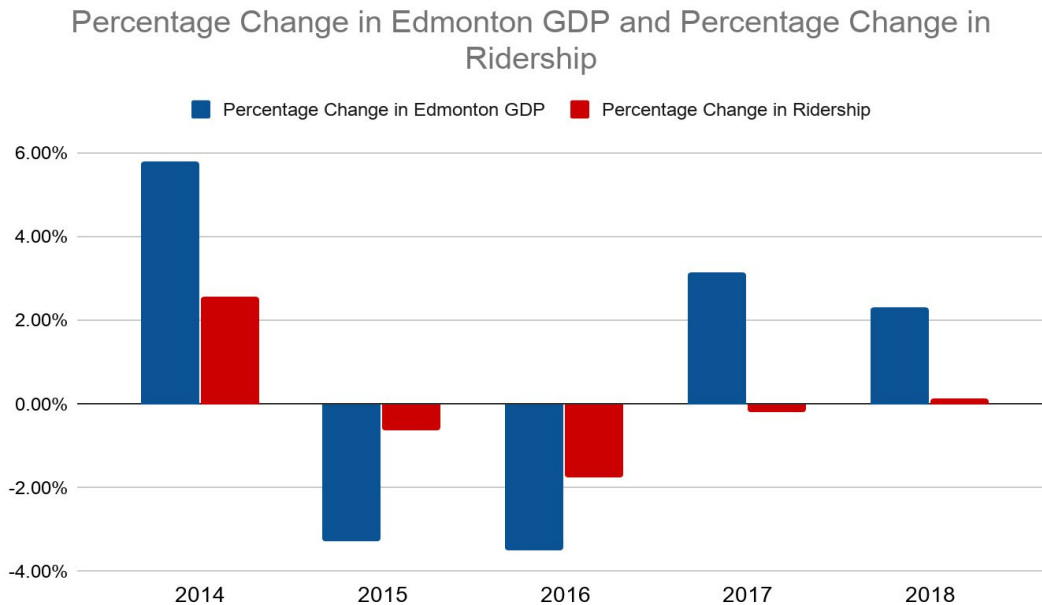
	Month	Year to Date
2018 Actual	7,833,331	62,309,322
2019 Budget	7,919,607	61,234,411
2019 Actual	7,994,130	62,032,805

Monthly Ridership



Transit Ridership Levers

As part of recent reports to Edmonton City Council, ETS discussed key levers that affect transit ridership. Some levers are within the control of ETS, while others are not. This graph shows the relationship between the local economy (GDP) and ridership, as an example.



The key levers ETS controls are things like service-related items (design of our network), fare policy, land use and transit-oriented development decisions. For this reason, ETS is supporting the development of the next **City Plan**. Service-related items that relate to growing ridership include:

- High-frequency corridors
- Minimizing wait times
- Network coverage
- Safety & security
- Removing barriers to access (physical, financial, etc.)
- Composition of fleet
- Easy fare payment options
- Amenities/care & comfort

To achieve the best ridership outcomes, policy decisions need to be integrated and multiple levers need to be considered together.

2. ETS UPDATES

Budget Process

The City of Edmonton's budget operates on a four-year operating budget approved in 2018 for 2019-2022. Each year the budget is adjusted to respond to changing needs and circumstances through Supplemental Operating Budget Adjustment (SOBA) and Supplemental Capital Budget Adjustment (SCBA). The fall's budget adjustment reports and related data will be released near the end of November and a public hearing is scheduled for December 5.

Outcomes of Major Transit Presentations to Council

On November 18 and 19, ETS presented major transit reports that will modernize transit in Edmonton. These reports, received by Executive Committee and Urban Planning Committee, included a ridership recovery and growth plan, an updated fare policy, a more frequent bus network, new transit service standards and options for alternative transit service (First kilometre/Last kilometre). Together, the proposals will modernize transit and grow ridership in Edmonton.

The Mayor, City Councillors, members of the Amalgamated Transit Union and the public shared their perspective on the proposed modernization. The Mayor and Council acknowledged the high quality research and information provided for them to make decisions, so a big thank you goes out to all who provided feedback, information and support for these reports. During Mayor Iveson's closing remarks, he extended kudos to all those who worked on these projects and emphasized the courage and innovation demonstrated by ETS staff to make our city better.

ETS will adjust the fare policy to ensure increasing mode shift is in the policy. The policy will go to Council for further discussion on November 26. The revised bus network and transit service policy also goes to Council for approval on the same day. Further analysis of alternative transit options (First kilometre/Last kilometre) will be brought back to Council in February 2020. If approved, ETS will begin the work of implementing the changes throughout 2020, starting with implementing the new fare policy on February 1, 2020. The new bus routes and alternative transit service are scheduled to launch August 30, 2020.

3. ETSAB INFORMATION REQUESTS

Automated LRT Transfer Announcements at Churchill Station

On many LRT cars, new automated verbal announcements at Churchill Station have now replaced manual announcements that LRT Operators used to make. These announcements improve communication with passengers who might need to transfer from the Capital Line to the Metro Line, or vice versa. ETS has programmed the newer SD-160 fleet (57 of the 94 cars) to make this announcement automatically, however, the older U2-fleet (37 of the 94 cars) would require more complex software/hardware updates to accomplish this.

As an example, on Capital Line trains heading north into Churchill, the train will announce that it is a Capital Line train heading to Clareview and anyone wishing to go to NAIT will need to transfer to a Metro Line train at Churchill. Similar announcements can be heard heading south into Churchill from either MacEwan or Stadium. These automated announcements eliminate this task for the LRT Operators, and help inform the public in a timely manner.

LRT Metro Line Destinations

The Metro Line was originally intended to operate between Health Sciences and NAIT. Since the Metro Line opened in 2015, due to challenges with the Thales signalling system, it has never operated on that planned route during weekdays. Instead, the Metro Line has been operating from NAIT to Century Park as part of the temporary "Plan B" solution, until the signalling system challenges are resolved.

Additional work has been completed to support this major project, with the ultimate goal of operating the Capital Line from Clareview to Century Park on a 5-minute frequency during weekday peak hours, while weaving in the Metro Line on a 15-minute frequency between Health Sciences and NAIT.

Testing will continue throughout 2020, with the goal of operating the Metro Line between Health Sciences and NAIT as early as the fall/winter of 2020. Once transitioned, the LRT will operate according to the printed maps inside the LRT cars (near the ceiling), and the maps on the walls of LRT stations. Ultimately, this work will improve service for many LRT customers:

- increased service (more train capacity) between Clareview and Churchill
- increased service (more train capacity) through the downtown core
- increased service (more train capacity) between Century Park and Health Sciences because there will no longer be 3-car Metro Line trains along this part of the track

LRT Door Mechanism Issues

LRT door issues cause service delays on a regular basis. There are multiple reasons for door issues, but the most common is passenger interference. The doors have a sensitive edge safety feature that prevents them from closing, locking and allowing the train to move if there is an obstruction in the door's path. If the sensitive edge is triggered (e.g. if someone sticks their arm in the closing door) several times in a row, the door will remain open, requiring the LRT Operator to try to resolve the door issue. Typically resetting the door and asking the passengers not to interfere with the closing door will resolve the issue, however, this can cause a 5-7 minute delay to that particular train, sometimes creating a ripple effect to subsequent trains.

To help mitigate LRT delays and improve operational schedules:

1. Programming of the doors has been adjusted to increase the number of times the door's sensitive edge needs to be hit before it alarms and remains open.

2. Procedures have been adjusted so the LRT Operator can now put the door “out of service” if the issue cannot be resolved by a simple reset, and they can investigate further at the next end-of-line station (or requesting assistance from an onsite inspector, or even calling in a mechanic if needed). The intent is to prioritize the schedule, minimize the impact of the door issues and remove the problematic door from operation (excluding the one door that has the accessible ramp) if it can be fixed at a more appropriate time.
3. The ETS vehicle engineering team is also reviewing the door mechanisms to investigate potential options to improve reliability.

4. ETS REPORT TRACKING - 2019/2020

SIRE	Report Title	Meeting Date	Committee
7078	ETS Fare Policy	November 26	CC
7128	Ridership Recovery and Growth	November 26	CC
6719	Bus Network Redesign and Transit Service Standards Policy	November 26	CC
6788	First KM/Last KM Community Solutions	November 26	CC
7354	DATS 20 Minute Pick-Up Window	January 13, 2020	Exec
7026	Current Policies - Transportation Services Users	March 2020	CPSC
6778	Update on Bus Network Redesign	March 2020	TBD
7353	DATS Program Service Enhancements - Update and Next Steps	May 2020	TBD
5995	Regional Transit Commission*	TBD	TBD

*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