

ETS Branch Highlights Report

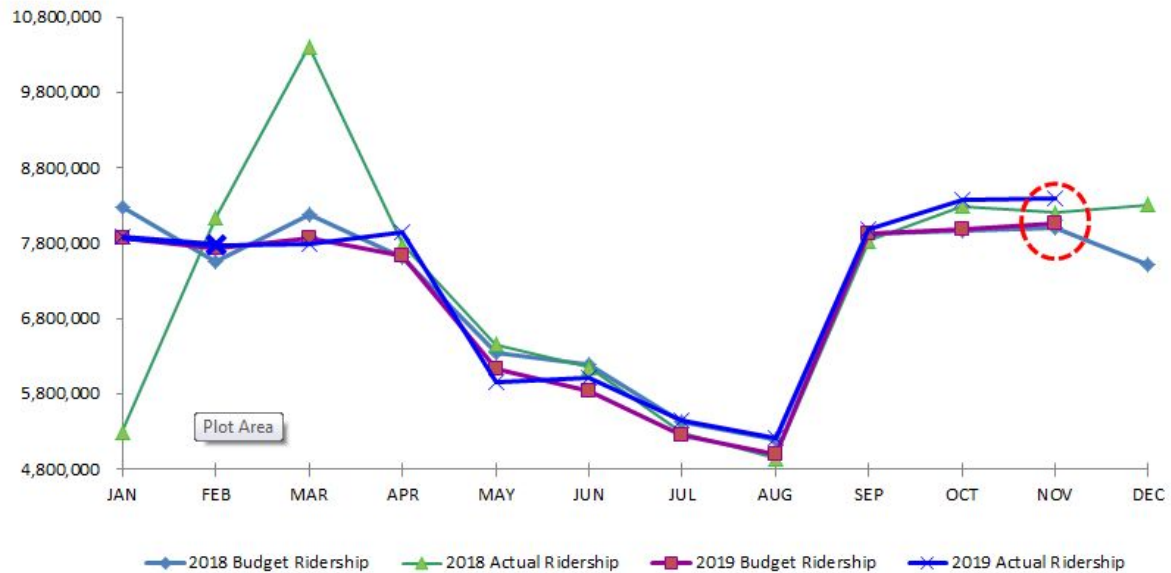
Date: January 27, 2020

1. RIDERSHIP

Bus and LRT Ridership – November 2019

	Month	Year to Date
2018 Actual	8,201,630	78,809,229
2019 Budget	8,058,504	77,275,386
2019 Actual	8,405,438	78,823,091

Monthly Ridership



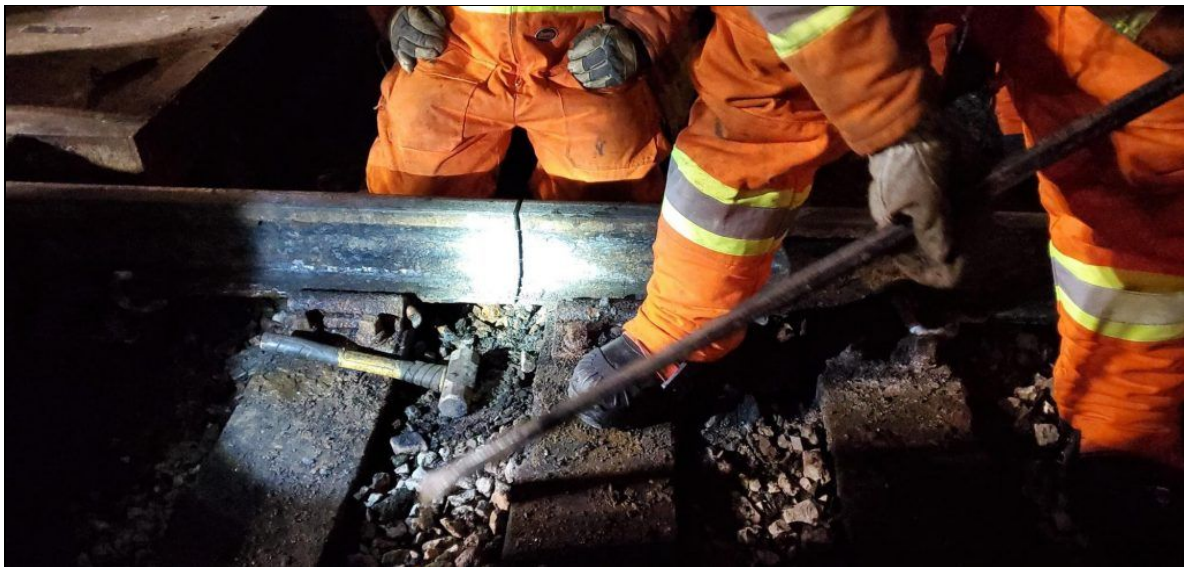
2. ETS UPDATES

ETS Operations in the Uncommon Cold

The bone-chilling cold in the middle of January brought some unique challenges to the operations teams of the City of Edmonton and ETS. The temperatures activated the City of Edmonton's extreme weather protocol, which among other things, opens up additional spaces for those seeking shelter. To help facilitate the transportation of people to and from shelters, ETS provides a dedicated shuttle bus, free of charge, between shelters and select Transit Centres.

Track Repairs in -50 Degree Weather

The cold temperatures also caused the LRT tracks to crack in two locations, and required ETS crews to work overnight for two nights in temperatures around -50C with the wind chill. The impacted tracks were closed while north and south bound trains alternated use of the other set of tracks.



The first cracked rail occurred on the South bound track in the 51 Avenue grade crossing. The rail was safe and stable to operate the LRT on but the signal system for the grade crossing, which travels through the rail, had become disconnected. When this occurs, the default position for the grade crossing is down, which is why ETS employees had to manually operate the crossing arms until the repair could be completed. If the signal system was not impacted there actually would have been no reason to conduct this repair until the spring.



In addition to the cold, the most difficult part of the repair was the removal of the concrete road crossing panels which were frozen in place. Once the panels were removed, the cracked rail was bridged with "joint bars" which stabilized the rail and bridged the signalling system. This is a temporary repair and a permanent solution will be conducted in the spring. Needless to say, this was a truly unique experience for ETS staff.

DATS Service Review and Service Improvements

In 2019, DATS undertook an extensive review of its service to identify improvements in the service to better meet the needs of DATS users. This month, Edmonton City Council's Executive Committee provided direction that DATS move towards the recommendations that were prioritized during the public engagement before moving towards a 20-minute pick-up window. The current pick-up window is 30 minutes. The rationale is that the 20-minute will be difficult to achieve without addressing more pressing challenges in the DATS system and that, once other improvements are completed, the 20-minute window will be easier to achieve. The improvements that will be prioritized are:

- Moving towards a drop-off booking system that provides bookings according to when users want to be dropped off as opposed to when users want to be picked up.
- Greater integration with conventional transit.
- Scheduling improvements to improve ease of online booking.

December was the busiest month on record for DATS usage, with the highest number of trips ever requested. During this busy time, DATS was able to maintain a 98% accomodation rate.

Regional Transit Service Commission in the Edmonton Region

On January 22, 2020, the thirteen members of the RTSC released a report examining the possibility of delivering integrated transit services through a potential Regional Transit Service Commission. The team responsible for this examination released its report [Accelerating Transit in the Edmonton Metropolitan Region: Building a Regional Transit Services Commission](#).

This is the business case that will be considered by municipal councils around the region before future steps are taken toward the creation of a regional service commission. Municipalities who choose to join will jointly sponsor a proposal to the Government of Alberta to establish the Commission in Provincial Regulation. Public engagement activities will be undertaken at that time. The Government of Alberta must approve the new Commission before it can begin operation, tentatively by 2022.

Route Brochure testing in support of the New Bus Network

ETS will be doing customer research testing of a new route brochure design on January 30 at Edmonton Tower. Representatives from ETSAB, WAVE, and the Accessibility Advisory Committee are invited to participate.

Transit customers at Edmonton Tower will be asked to participate in a 20 minute one-on-one interview to provide comments about the customer-friendliness of the map design and schedule format in the new route brochure. The feedback will be used to refine these materials, which will help customers more easily navigate the [new bus network](#) launching on August 30.

3. ETSAB INFORMATION REQUESTS

N/A

4. ETS REPORT TRACKING - 2019/2020

SIRE	Report Title	Meeting Date	Committee
7812	Further Analysis of Alternative Transit Solutions	Feb 25, 2020	UPC
6778	Update on Bus Network Redesign	March 17, 2020	UPC
7850	Temporary Park and Ride Locations on City Lands	March 17, 2020	UPC
7813	Transit Fare Fines	March 18, 2020	CPSC
7026	Increased Safety Measures - Transportation Services	March 18, 2020	CPSC
7353	DATS Program Service Enhancements - Update and Next Steps	May 19 2020	EC
7974	Regional Transit Services Commission*	Feb 19, 2020	Council
7810	Transit Mode Share (follow up re ridership targets)	March 17, 2020	UPC

*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