

ETS Branch Highlights Report

Date: July 31, 2017

1. ETS UPDATES

Transit Strategy - Update from Council

The Transit Strategy was approved at City Council on July 11th, 2017 (debated at Urban Planning Committee on July 5th, 2017). Nineteen individuals/delegations spoke at the committee meeting, representing a diversity of organizations and perspectives. Key themes from the discussion were:

- Concerns over the perceived move towards privatization of public transit service, and the potential impacts to customer service, safety, and service quality.
- Discussion about potential options to support the first mile/last mile of travel.
- Support for the level of engagement undertaken to develop the strategy.
- General support from Council for the Guiding Principles.
- Support to investigate transit priority measures and BRT sooner.
- Desire to speed up implementation timelines.

Council approved four motions (as paraphrased below):

1) That the Transit Strategy be approved;

2) That ETS Administration prepare a service package for the fall Supplemental Operating Budget Adjustment for a bus network redesign project;

3) That Administration provide a high level analysis by April 2018, including order of magnitude costing of various options to better support the first mile/last mile on the transit system. These options would include, but not be limited to:

- A service similar to Dial-a-Bus (offered by ETS temporarily in the past)
- Partnerships with vehicle manufacturers to develop a fleet of connected automated vehicles/buses
- Partnerships with Edmonton Seniors Coordinating Council as well as seniors not for profit and for profit transportation companies
- Transfer of some reduced conventional local service hours to DATS
- A combination of the above

4) That Administration provide a first phase transit priority measure feasibility study and report back to Committee by May 2018. This work is to include the infrastructure needs for possible ongoing BRT and express bus routes for core routes in the Primary Transit Network.

Re-allocation of Service

Beginning July 2, some Edmonton Transit Service (ETS) routes were reduced or changed in lower demand areas. Although these changes are expected to affect less than one per cent of riders, the City is reminding customers to check schedules carefully as over 70 routes were affected.

Some routes changed where or how far they go, and on some routes, an additional transfer may be required. While service times for a number of low-used routes were discontinued (e.g., late evening), some customers can use other transit routes to get to the same destination. Only six underused routes (42, 73, 96, 157, 316 and 338) were cancelled altogether. A full list of service changes is [online](#).

The changes were made during the summer because many people are on vacation and schools are on break. The reduced service hours from the summer will be added back in the fall to routes that need adjustments to improve on-time performance.

Smart Fare Approval

On June 29, the City of Edmonton, on behalf of partners City of St. Albert and Strathcona County, signed an agreement with Vix Technologies Inc. to officially initiate the Regional Smart Fare System.

The contract with Vix Technology includes \$31.4M to design and build a Regional Smart Fare solution. Over the next year, Vix will work with Edmonton, St. Albert and Strathcona County on the design of the system. Pilot trials of the system are planned for 2019, with full system rollout anticipated in 2020. Vix Technology was also awarded the contract to operate and maintain the system for a twelve year period after full implementation. This includes the setup and operation of a call centre to handle Smart Fare customer inquiries for all three municipalities, as well as the deployment of a network of retailers across the region to create and refill Smart Fare accounts.

Also in June, the City Councils for Edmonton, St. Albert and Strathcona County considered and approved requests for additional project funding, increasing the overall Smart Fare project budget from approximately \$42 million to \$51.1 million. Budget increases are associated primarily with changes in exchange rates, project scheduling and the addition of program management expertise.

Second Round of PTIF

- The Federal government has announced in the last few weeks that it will begin negotiating bilateral agreements with the provinces for PTIF funding.
- Alberta expects to get just over \$2 Billion in funding. Funding is being distributed based on a combination of ridership and population (with with a higher weighting on ridership). Early estimates project that Edmonton's share of funding would be in the range of \$850 million.
- More information is available [here](#).

Electric Bus Contract

The City of Edmonton's Electric Bus NRFP was posted to the Alberta Purchasing Connection (APC) on June 30th at 4 PM/MDT. The City expects to award an electric bus contract by the end of the year, with electric buses delivered by mid-2018 to begin the system testing.

Additional Highlights

- **DATS Fare Parity**
 - Effective September 1, 2017, all ETS fare products will be honoured on DATS. This includes seniors passes and the new Ride Transit pass (replaces the former AISH pass), which is \$35 per month after subsidy for eligible low income adults and youth . Acceptance of all ETS fare products on DATS ensures clients have access to all Edmonton transit services at a consistent rate.
 - In addition, DATS clients who have a CNIB card will be able to ride DATS (and all other Canadian municipal transit systems) at no additional charge, starting September 1, 2017.

- **Staff Relocation for Consolidated Edmonton Service Centre**
 - The Edmonton Service Centre processed 21,931 customer transactions during the month of June, or about 1000 transactions per day:
 - 5,094 for taxation,
 - 3,561 for ETS fare products,
 - 5,925 for ISC permits and licenses, and
 - 3,234 for other ISC services.
 - In addition, other departments processed:
 - 1,465 for Building
 - 2,474 for Development, and
 - 178 for Drainage.

- **ETS Passenger Safety Awareness Campaign**
 - ETS is running a *Let's Keep Each Other Safe* campaign from July 31-September 25 to ensure riders are fully aware of all their safety and security options. It focuses on having riders support one another, especially the more vulnerable groups. The campaign supports the City's commitment to the UN Women Safe Cities and Safe Public Spaces Initiative, as well as the Council Initiative on [Gender-Based Violence and Sexual Assault Prevention](#).



Service	Volume in June	Target Service Level %	Actual Service Level %	Average Wait in minutes
Counter Services	11,603	80% less than 15 mins	75%	10:50
Payment Counter	10,328	80% less than 4 mins	72%	6:00

- The [Paint the Rails: Reconciliation Project](#) is part of the Canada 150 Legacy projects. The [locations](#) for the art installations have been selected.
- A Task Force has approved MOU (Edmonton Metro Region Commuter Service) to be presented to both Councils for approval in September.

2. ETS REPORT TRACKING

SIRE	Report Title	Meeting Date	Committee
4841	Edmonton Metro Region Commuter Service - Memorandum of Understanding (MOU) to Establish a Regional Transit Services Commission	Sep 12	CPSC
4503	Administration's Response to ETSAB Recommendations	Aug 23	UPC