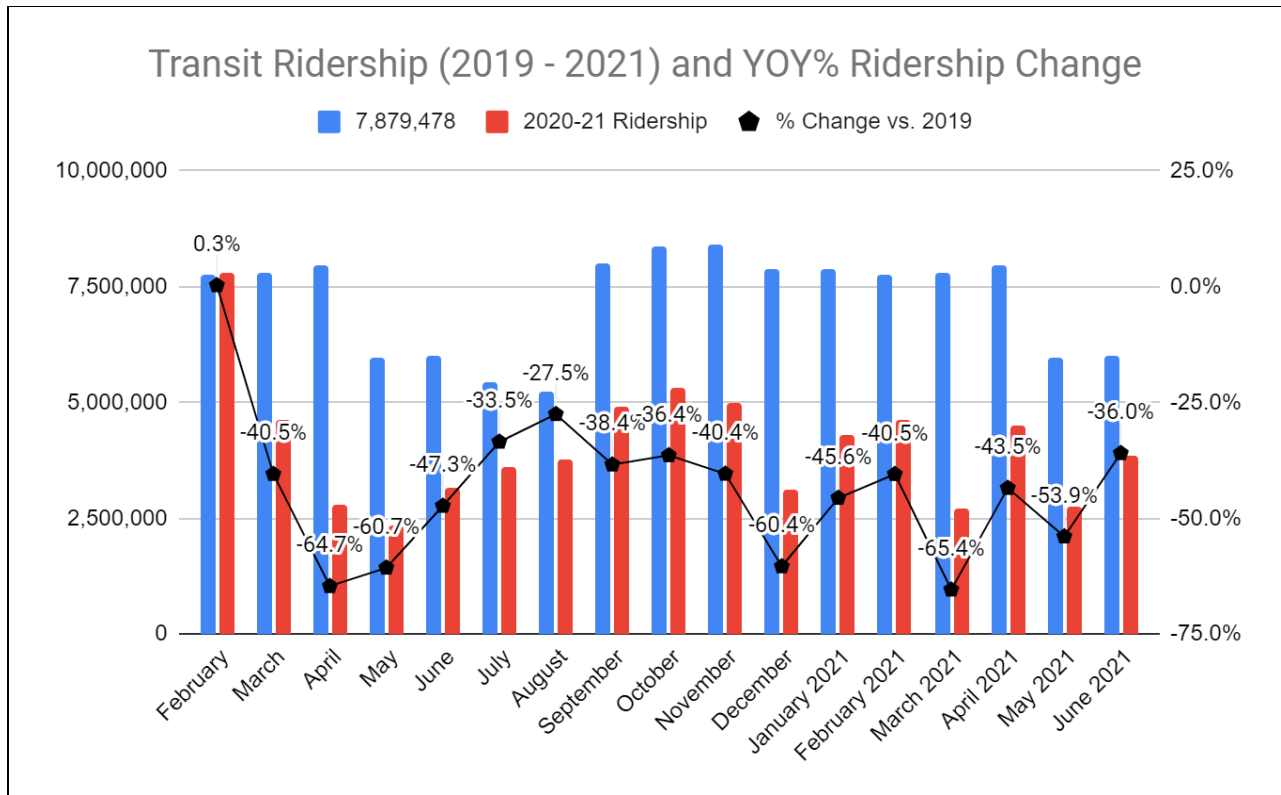


# ETS Branch Highlights Report

Date: July 26, 2021

## 1. RIDERSHIP



Ridership continues to be impacted by the behavioural shifts associated with Covid-19. June saw ridership growth and is growing closer to expected levels for this time of year. We are navigating the provincial re-opening phase related to COVID-19 and the return of riders to transit. Ridership has been in the 40-49% range of normal over the last few months. In our paratransit service, DATS, we're also seeing an increase in demand. The latest statistics about vaccinations look promising, as do the figures related to active COVID-19 cases; vaccinations are increasing and case numbers are decreasing. The next 9-12 months will be really important to understanding recovery from the pandemic and our ridership levels.

## 2. ETS UPDATES

### **LRT Operations and Maintenance:**

This could be ETS' busiest summer yet for LRT related projects. Some of the major projects that are being worked on over the summer include: South Campus Station platform warning tile replacement, Government Station track drainage replacement, Stadium Station renewal, Stadium area track replacement, 125 Avenue grade crossing installation, and 66 Street tunnel area track replacement. Many of these projects require single tracking so you may notice reduced LRT service through the summer compared to what we normally run.

### **Community Outreach Transit Teams Launching in August**

In addition to maintaining our safety and security measures, we will be launching the Community Outreach Transit Team program in August, for a two-year pilot. It will provide a person-centred and trauma-informed response to social challenges we're seeing in transit, working with our colleagues in Citizen Services. The program uses a partnership model between Transit Peace Officers (TPOs) and Outreach Workers from Bent Arrow to respond jointly and more effectively to challenges arising on transit. The program will be guided by values of dignity and respect, provide a coordinated response, and will be delivered through a compassionate, trauma-informed, and human-centred lens. Ultimately, it's about assisting individuals, through referral, to access the supports and services they require which could address concerns such as housing, mental health, substance use and financial assistance.

### **Mask Update**

With Stage 3 of the Open for Summer Plan having come into effect on July 1, a new public health order for mask rules on public transit came into effect. This meant that both Operators and the public were required to wear masks while in a transit vehicle.

The province has updated the public health order to include a mask exemption for Operators provided the Operator is in the Operator's seat with the shield up (in the closed position). If shields are down (in the open position) or the Operator is out of their seat in the vehicle, masks need to be worn. The City has maintained all other COVID-19 protection measures within City facilities for staff. For Operators this means that masks are to be worn while inside the garage. This mask exemption does not apply to DATS Operators as there is no shield in DATS buses, and due to the close proximity required when assisting clients.

### 3. ETSAB INFORMATION REQUESTS

#### Air conditioning on ETS fleet

Currently 914 of 949 (93.6%) of ETS buses in the fleet have air conditioning. Of the remaining 35 buses without air conditioning, 13 are waiting for a retrofit to be designed by the manufacturer, seven will be retrofitted within the next month, and the other 15 buses will be decommissioned in the fall.

### 4. ETS COUNCIL REPORT TRACKING - 2020-21

SIRE	Report Title	Meeting Date	Committee
EXT CO00535	Edmonton Transit Advisory Board Report: Transit and Vulnerable Populations	August 10	UPC
CO00598	Administration Response: Vulnerable Populations	August 10	UPC
CO00605	Bus Network Redesign - Interim Review	Oct 1	EC
CR 8198	Bus Network and On Demand Service Implementation Update	Oct 1	EC
CO00607	Mass Transit System - Sustainable Funding and Service Growth	Q1 2022	EC
CO00574	Access to Supports and Services Within Transit Stations - Program and/or Delivery Proposal(s)	Q1 2022	CPSC
COXXXX	Transit Annual Safety & Security Update	2022	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