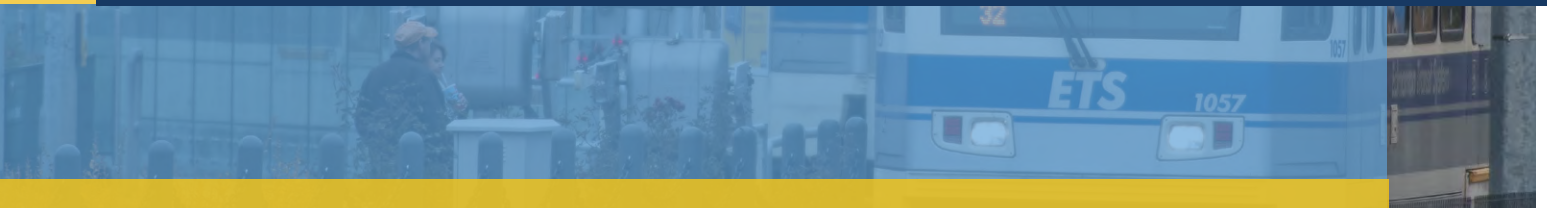


2022/2023

CITY OPERATIONS

# EDMONTON TRANSIT SERVICE

2022/2023 Annual Service Plan



## LAND ACKNOWLEDGMENT

Edmonton Transit Service acknowledges that our City operates within the traditional land of Treaty 6 Territory. We acknowledge this land as the traditional territories of many First Nations such as the Nehiyaw (Cree), Dene, Nakota Sioux (Stoney), Anishinaabe (Saulteaux) and Niitsitapi (Blackfoot). We also acknowledge this as the Métis' homeland and the home of one of the largest communities of Inuit south of the 60th parallel.

The City of Edmonton owes its strength and vibrancy to these lands and the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory, as well as settlers from around the world who continue to be welcomed here and call Edmonton home.

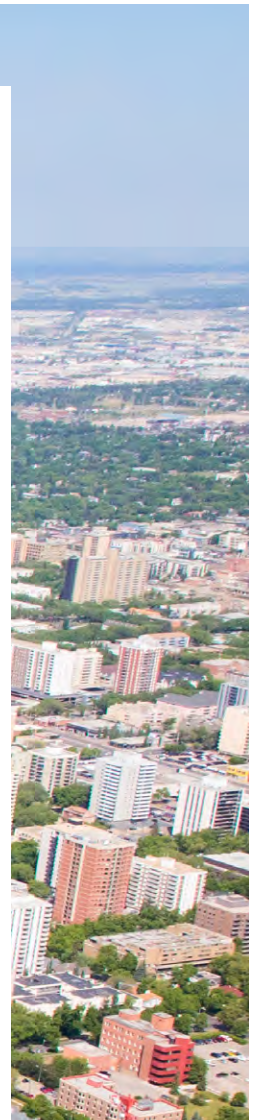
Together we call upon all our collective honoured traditions and spirits to work in building a great city for today and future generations.

Artwork by: Dawn Marie Marchand



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# CITY MANAGER'S COMMITMENT STATEMENT TO HEALTH AND SAFETY



ANDRE CORBOULD  
CITY MANAGER

## SAFE

We value, respect and protect the physical, mental and emotional well-being of each other and those we serve.

## HELPFUL

We care about people's experiences. We work with them and for them, to seize opportunities, address challenges and deliver outstanding service.

## ACCOUNTABLE

We are trusted and empowered to embrace our responsibility for our actions, decisions and behaviours.

## INTEGRATED

We get the best results when we align our diverse ideas, knowledge and efforts in shared purpose.

## EXCELLENT

We perform to the highest standard. We passionately pursue innovation and continuously improve ourselves, our teams and our city.

The City of Edmonton is committed to providing a safe and healthy experience for all employees and visitors (eg. contractors, volunteers, citizens). A workplace where employees feel valued, appreciated and are empowered to work safely.

Our workforce safety and employee health program informs how we keep our workplaces and employees safe, healthy and well. We conduct our business so that it meets or exceeds occupational health and safety legislation, industry best practices and City standards. We also strive to continuously align with *The National Standard for Psychological Health and Safety in the Workplace* along with other industry-leading best practices in mental health and wellness.

The responsibility for health, safety and wellness is shared by all employees throughout the organization, as well as those providing services on behalf of the City. All leaders have additional responsibilities to lead by example, promote health, safety and wellness and take action to implement practices that support the physical, psychological and social well-being of employees.

Working with stakeholders, including the public, we continuously improve our health and safety management systems to ensure the safest and healthiest environment for our employees. This dedication to employee safety and well-being is one way we bring our cultural commitments to life.

A handwritten signature in black ink, which appears to be "Andre Corbould". The signature is written in a cursive, flowing style.



## EXECUTIVE LEADERSHIP TEAM COMMITMENT TO SAFETY

The City of Edmonton has developed and implemented an Occupational Health and Safety (OHS) program which is independently audited every three years. The Executive Leadership Team supports the following recommended actions from the City's 2022 Certificate of Recognition (COR) Audit of our OHS system:

### **Completing our 2022 COR Safety Audit Actions**

- » Complete audit action planning
- » Monitor progress of audit actions
- » Ensure readiness for bi-annual Audit Leadership Review sessions

### **Advancing Health & Safety Committees**

- » Complete and record corporate training for all committee members
- » Monitor meeting attendance and meetings planned versus conducted
- » Include committees in audit actions
- » Enact committee consolidation recommendations

### **Improving Safety Inspection Performance**

- » Complete corporate training on inspections
- » Reconcile branch inspection requirements and communicate expectations
- » Review branch inspection performance quarterly
- » Conduct required number of inspections as per corporate standard

### **Enhancing Incident Investigations for Injury Prevention**

- » Monitor performance related to incident investigation closures quarterly
- » Focus on ensuring corrective actions are identified and completed
- » Apply new Incident Management Standard in the branch and provide resources to develop incident management procedures in applicable sections
- » Ensure supervisors and leaders are trained to the new Incident Management Standard requirements

## MESSAGE FROM THE BRANCH MANAGER



CARRIE HOTTON-MACDONALD  
BRANCH MANAGER



I am pleased to introduce this year's Annual Service Plan for ETS, highlighting work underway by Edmonton Transit Service (ETS) and our partners. Personally, I am inspired by transit's role in addressing climate adaptation and building an inclusive city. Public transit is a key component of the City Plan and the City of Edmonton's Climate Adaptation and Energy Transition plans. Our priorities for 2023 reflect our commitment to supporting mode shift to transit and active transportation; continuing plans to transition towards a zero emissions fleet; reducing barriers to ensure more equitable access to transit; and improving mobility for Edmontonians.

Ridership recovery from the pandemic is progressing well, with riders increasingly using transit again. In the last year, ridership grew by almost 30 per cent, bringing our ridership back to more than 80 per cent of pre-pandemic levels. Thank you to our riders – we delivered more than one million trips each week through the fall of 2022, an exciting milestone

for our service. I'd like to also thank the more than 2,200 employees who work with me for all of their contributions in the last year. From the Control Centre teams, Customer Care team, Schedulers, Training Instructors, Operators, Data Analysts, Engineers and our Track Crew – it takes all of us to keep Edmontonians moving.

To share a few highlights from this past year, ETS:

- » Implemented hundreds of service adjustments throughout the year, responding to rider feedback, data and community needs.
- » Initiated a transit equity analysis to find ways to improve the transit network and better meet the needs of equity deserving communities. This work is ongoing and will expand to include other groups this year.
- » Expanded the number of communities included in On Demand Transit service, with our partners at PWTransit and VIA, to connect more Edmontonians to the transit network.
- » Expanded Arc, our regional electronic fare payment system, by launching it for one of our largest rider groups, Standard Adult fare riders. This adds to our U-Pass riders who have been using Arc since 2021.
- » Partnered with iHuman Youth Society to make an Indigenous design featured on one of ETS' buses.
- » Continued to work with partners to improve safety and security in public transit. Dedicated Transit Peace Officers and Outreach Workers from the Bent Arrow Traditional Healing Society have been providing support in transit spaces for those in need of trauma-informed care and to improve safety and security for people in our spaces.

Looking ahead to 2023, it will be another busy year. We remain focused on providing a service that is welcoming, inclusive, responsive and reflects the needs of our riders. Arc will expand to include youth, seniors, individuals experiencing low income, as well as paratransit vehicles. We will continue to work with

our regional partners to provide robust public transit for our ongoing shared benefit.

The service ETS provides will also be expanding – we will be adding 500 more off-peak weekly bus service hours to the network across the city, which responds to increasing demand for transit service throughout the day and evening, and helps develop a more equitable transit service. We are also increasing On Demand Transit service by 25 per cent, which will help to reduce wait times and introduce the service to new neighbourhoods in need of connections to transit hubs. These changes will make transit more convenient and help us to serve more Edmontonians.

In addition, work related to transit safety and security will continue, including adding more Transit Peace Officers to the network. LRT expansion and renewal work will also continue, including preparing for service commencement for Valley Line Southeast service, continuing work on the Metro Line extension to Blatchford, procurement for the Capital Line South extension and constructing Valley Line West.

We are excited to continue to support special events, including service to Commonwealth Stadium with our recently completed Stadium LRT station redesign. Work to improve affordability for Edmontonians will continue to progress – fare prices will not change for 2023, and we have work underway to remove barriers to our low income transit pass programs.

Together with staff, our internal and external partners, I am excited for what we have planned and I look forward to seeing you as I take transit throughout the year!

## EXECUTIVE SUMMARY

Safe, convenient and reliable public transit is a fundamental pillar to achieving Edmonton's city building targets as envisioned in the City Plan. ETS is helping to enable a travel mode shift towards 50 per cent of all trips being made by public transit or active transportation, and also plays a key role in helping the City achieve its emissions reduction targets. The ETS Annual Service Plan offers an opportunity to evaluate the progress made towards these targets, as well as look ahead to the next year. The collective investments and efforts by Edmontonians, City Council, ETS staff and partners to improve public transit across the Edmonton region support the City of Edmonton's broader goals to advance community equity, economic prosperity, climate resilience and regional connectedness.

Overall, 2022 marked a year of significant pandemic recovery, and over the summer, the Rediscover ETS campaign was launched to welcome riders back to public transit. Numerous service adjustments were made throughout the year to refine and evolve the service to address shifting travel patterns related to pandemic recovery, including adding trips, adjusting routes, and refining schedules.

ETS and partner transit agencies launched Arc, a regional electronic fare payment system, to Standard Adult riders in November, providing a fully integrated regional electronic fare payment method to a key fare group. Advancing equitable access to transit was a key priority for ETS throughout 2022 and was embedded in several distinct initiatives. This included a Gender Based Analysis Plus (GBA+) engagement on transit safety and security, an anti-racism review of low income fare programs, and an initial equity analysis of the transit network.

Safety remained a top priority for transit, and numerous actions were completed to implement the Enhanced Transit Safety Plan. These actions included building on the success of Community Outreach Transit Team (COTT), adding Transit Community Action Teams among Transit Peace Officers, and development of the Safer Transit Washroom plan.

In 2023, ETS is excited to move forward with a variety of projects, initiatives and service improvements that will have transformational impacts on the city and Edmontonians.





## 1.0 INTRODUCTION

The Edmonton Transit Service Annual Service Plan 2022–23 provides an overview of service changes, major projects and infrastructure developments planned for 2023, while recapping a number of accomplishments from 2022.

### 1.1 STRATEGIC ALIGNMENT

This plan outlines priority actions that enable ETS to help realize the initiatives in Edmonton's City Plan and ultimately advance the four strategic goals of ConnectEdmonton, Edmonton's Strategic Plan 2019–2028, to achieve the vision of:



#### HEALTHY CITY

Edmonton is a neighbourly city with community and personal wellness that embodies and promotes equity for all Edmontonians.



#### REGIONAL PROSPERITY

Edmonton grows prosperity for our Metro Region by driving innovation, competitiveness and relevance for our businesses at the local and global level.



#### URBAN PLACES

Edmonton neighbourhoods are more vibrant as density increases, where people and businesses thrive and where housing and mobility options are plentiful.



#### CLIMATE RESILIENCE

Edmonton is a city transitioning to a low-carbon future, has clean air and water and is adapting to a changing climate.

These goals are advanced through three objectives:



1.

#### Strategic Objective:

Make transformational impacts in our community.

2.

#### Public Service Objective:

Deliver excellent services to our community.

3.

#### Supporting Service Objective:

Manage the corporation for our community.

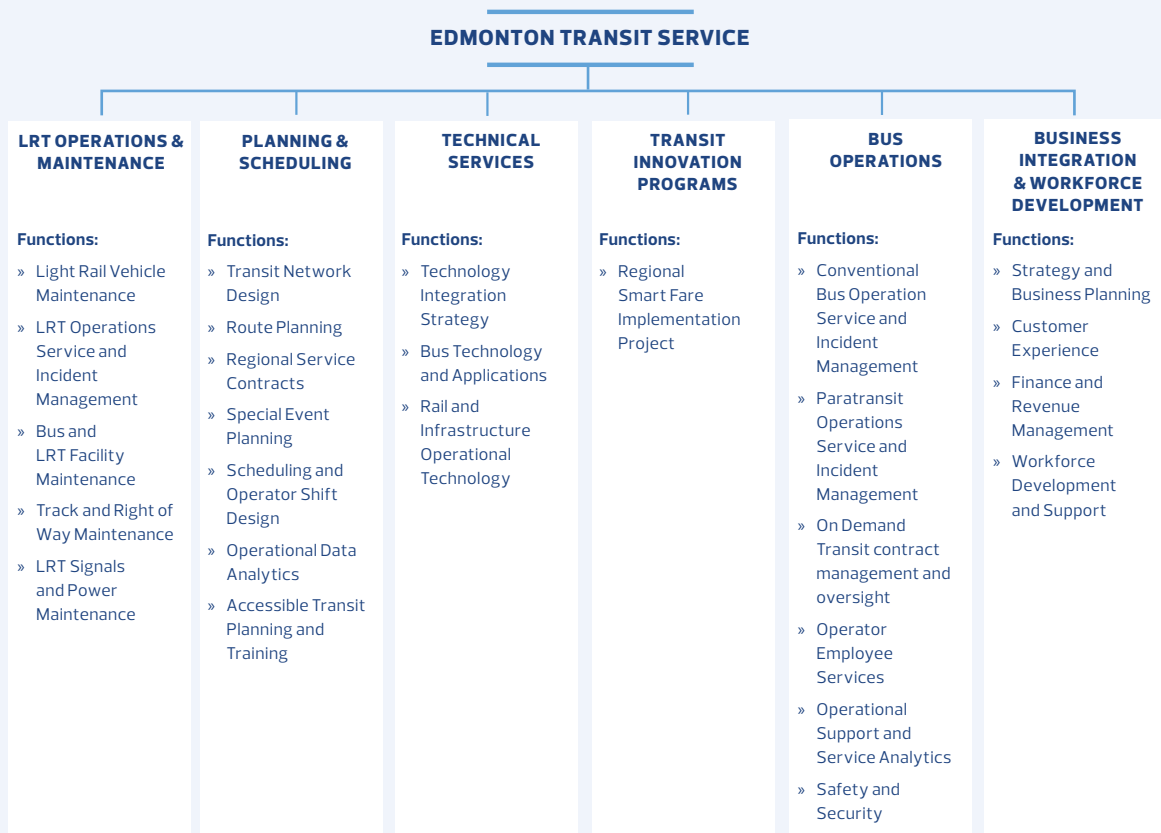
*"We received some extremely encouraging budget updates! On the operating budget side of things, the City is within 1% of its budget and on track to be under budget. That is in part thanks to @edmontontransit, which has seen ridership bounce back to 80% of pre-pandemic levels. A lot of hard work has gone into that recovery, and everyone at ETS, as well as partners like the Community Outreach Transit Team, deserve a round of applause."*

–@EDMONTON\_ANNE (COUNCILLOR ANNE STEVENSON, WARD O-DAY'MIN)



## 1.2 BRANCH STRUCTURE

ETS is a branch within the City of Edmonton's Department of City Operations. There are six sections within the branch which deliver all lines of service, including conventional bus and LRT service, Paratransit, and On Demand Transit.



**Transit Service – Delivering integrated public transit service to Edmontonians to enable mobility**



### **LRT Operations and Maintenance**

manages ETS' LRT service including the maintenance and renewal of LRT vehicles, tracks, LRT infrastructure (traction power, signals, and substations), transit facilities (LRT stations and transit centres), tunnels, LRT bridges and all bus stops and bus shelters across the city. LRT Operations and Maintenance is also responsible for managing the day-to-day LRT service, making schedule changes and reacting to planned and unplanned service impact events.

### **Planning and Scheduling**

is responsible for developing optimally designed transit routes and schedules guided by the Council-approved Transit Service Policy C539A, and planning service to deliver Mass Transit for a city of 1.25 million people. In addition, Planning and Scheduling manages activities related to special events and regional partnerships, including regional transit service delivery contracts and access agreements.

### **Technical Services**

manages ETS' specialized transit technology systems, applications and tools. This includes programming of route information into various apps used by riders, as well as the computers onboard buses that provide route information to operators. Technical Services also manages transit communications and infrastructure technologies utilized by the ETS Control Centres, LRT and bus transit centre facilities.

### **Transit Innovation Programs**

is responsible for implementing Arc, the regional electronic fare payment system. This includes the phased implementation of rider groups and future planning of the Arc system.

### **Bus Operations**

manages ETS' conventional bus service, Dedicated Accessible Transit Service (DATS), On Demand Transit service contract and transit security. Bus Operations administers and manages service on the road on all ETS bus routes within Edmonton and supervises transit Operators. Bus Operations also manages transit security and maintains the relationship between ETS, Community Services and Corporate Security.

### **Business Integration and Workforce Development**

includes managing revenue, budget and business planning, policy support, fare program management, customer care, workforce development and operator recruitment and training. The section supports the Branch Manager's office to develop the branch strategy and ensures branch plans are aligned with department and corporate goals.

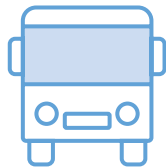
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*"My six year old put "ride the LRT" on his summer bucket list – we finally went today & his joy was over the top! Thank you for providing a safe & easy to use service."*

---



# YEARS OF TRANSIT SERVICE AS OF 2022



**44,679,536 KM**

Annual Vehicle kilometres (Bus)

**1,115 TRIPS AROUND THE WORLD**

completed by buses in 2022



**2,247,136 KM**

Annual Vehicle kilometres (LRT)

**56 TRIPS AROUND THE WORLD**

completed by LRT in 2022



**6**  
Garages



**24** Transit Centres



**2,235**  
Bus Shelters



**18** LRT Stations



**5,270** Bus Stops in Service

**1,716**

Conventional Transit Operators

**138**

DATS Operators



## Bus and LRT Service



**122**  
REGULAR  
BUS  
ROUTES

**83**  
SCHOOL  
BUS  
ROUTES

**840**  
40 foot buses *(including 60 electric buses)*

**55**  
60 foot  
articulated buses

**49**  
Community  
buses

**944**  
**TOTAL**



**94**  
TOTAL  
TRAINS

**27 KM**  
TOTAL LENGTH  
OF TRACK

*In service*

## On Demand Transit



**56**  
number  
of buses

**54**  
communities  
served

**15**  
transit  
centres

**19**  
senior residences  
served

**382,473**  
On Demand trips

**4.7/5.0**  
On Demand Transit  
satisfaction rating

## Dedicated Accessible Transit Service (DATS)



104  
DATS vehicles


311,364  
revenue hours (including  
contracted service)



12,320  
Registrants

663,297   
Trips

## ETS YEAR IN REVIEW

84%   
Satisfied ETS  
Riders

 94%  
overall on-time  
performance

92% % of Satisfied  
DATS Riders

94% DATS On-Time  
Performance

 **41,960,000**  
2022 RIDERSHIP

**2,045,819**   
REVENUE VEHICLE  
HOURS (BUS)

**90,168**   
REVENUE VEHICLE  
HOURS (LRT)

**49,092**  
ARC CARDS ACTIVATED  
(INCLUDING U-PASS)

## Fare Assistance Programs

**173,000+**

Ride Transit subsidized transit passes sold

**62,172**

Transit tickets distributed to community organizations (Donate A Ride program)

**68**

Donate A Ride Partner Agencies

**19,066**

Monthly passes distributed to Edmontonians experiencing homelessness (PATH program)

**7,014**

Unique recipients receiving monthly passes through the PATH program

**37**

PATH Partner Agencies

## Safety and Security



**10,053**

Security calls for service



**3,100+**

Community Outreach Transit Team (COTT) general interactions



**700+**

Community Outreach Transit Team (COTT) engagements



**5,297**

Text message conversations and 2,929 phone calls made to Transit Watch in 2022



**30+**

Agencies or services, including mental health resources, shelters, pharmacies and doctors COTT clients were physically connected to

### Notes:

- » Annual vehicle kilometres are the total of revenue passenger kilometres, deadhead kilometres, garage in/out kilometres, other non-revenue kilometres.
- » Trips around the world are calculated with the equatorial circumference of the earth (40,075 km).
- » COTT Interactions are instances where COTT connects with Edmontonians, including transit riders and other community members to check-in and/or share information about the program.
- » COTT engagements are more involved interactions that result in a referral or other support based on identified needs including transportation support to a community organization.

## 2.0 HIGHLIGHTS FROM 2022



### 2.1 RIDERSHIP RECOVERY

Although transit agencies across Canada are still experiencing reduced ridership levels compared to pre-COVID-19 levels, ETS' overall transit ridership saw considerable growth during 2022 as public health restrictions related to the pandemic were lifted and many workplaces and public settings reopened their doors. Bus and LRT ridership at the start of 2022 was approximately 56% of pre-COVID-19 levels and has gradually recovered to approximately 80% of pre-COVID-19 levels by the end of 2022.

On Demand Transit ridership also saw significant growth in 2022, climbing from 17,330 in January to 33,070 in December.

Finally, DATS ridership also made steady gains over the year. At the start of 2022, DATS ridership was at 46% of pre-COVID-19 levels. By the end of the year, DATS ridership had recovered to 86% compared to pre-COVID-19 ridership levels. Annually, DATS ridership climbed from 388,484 in 2021 to 663,297 in 2022.

The City of Edmonton first contemplated On Demand Transit in 2019 during discussions leading up to the Bus Network Redesign. The service was launched in 2021 with funding for the first two years of operations, and is provided through a partnership with Pacific Western Transportation (PWTransit) and Via. ETS is responsible for the service planning, while PWTransit supplies the fleet, ATU operators, maintenance and management of the operations. VIA produced and maintains the booking software, including the mobile app which provides operators with optimized vehicle routes, and which riders use to book trips and share feedback.

2022 was the first full calendar year of On Demand Transit operations, and the service has quickly become a key layer of public transit service provision in Edmonton. From an equity perspective, On Demand Transit helps provide service to areas that are underserved by the conventional transit network and where equity deserving groups reside. The On Demand Transit fleet is accessible for riders with limited mobility and includes child-friendly seats. On Demand Transit riders have shared stories about how the service has helped reduce social isolation and improve connections in communities, including work opportunities.

During the 2023-2026 budget process City Council approved ongoing funding for the service, as well as funding to grow the service in 2023. This provides assurance to riders that On Demand Transit will remain a permanent addition to ETS.



Figure 1: Conventional Bus and LRT Ridership 2022

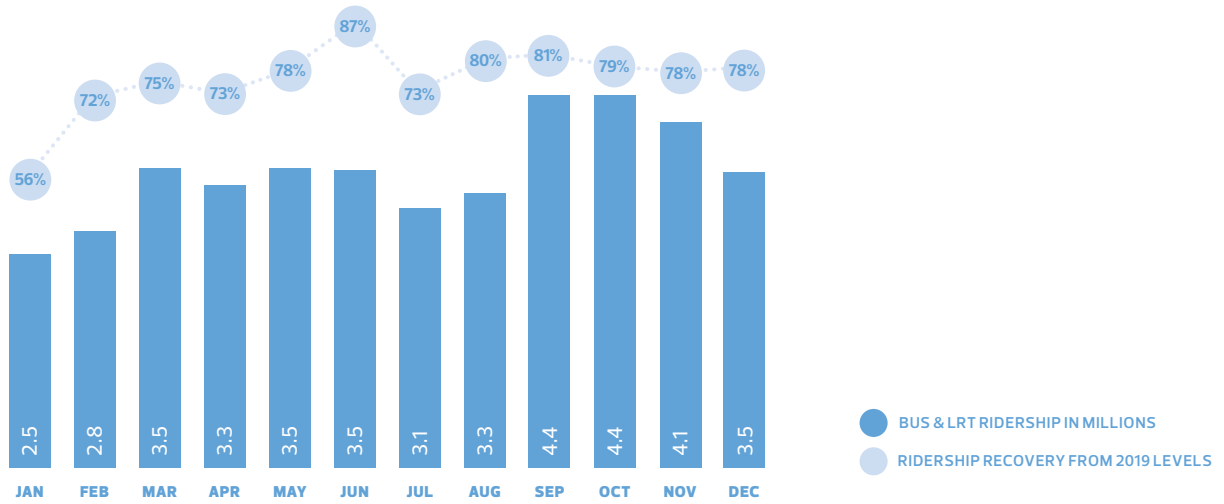


Figure 2: On Demand Transit Ridership 2022

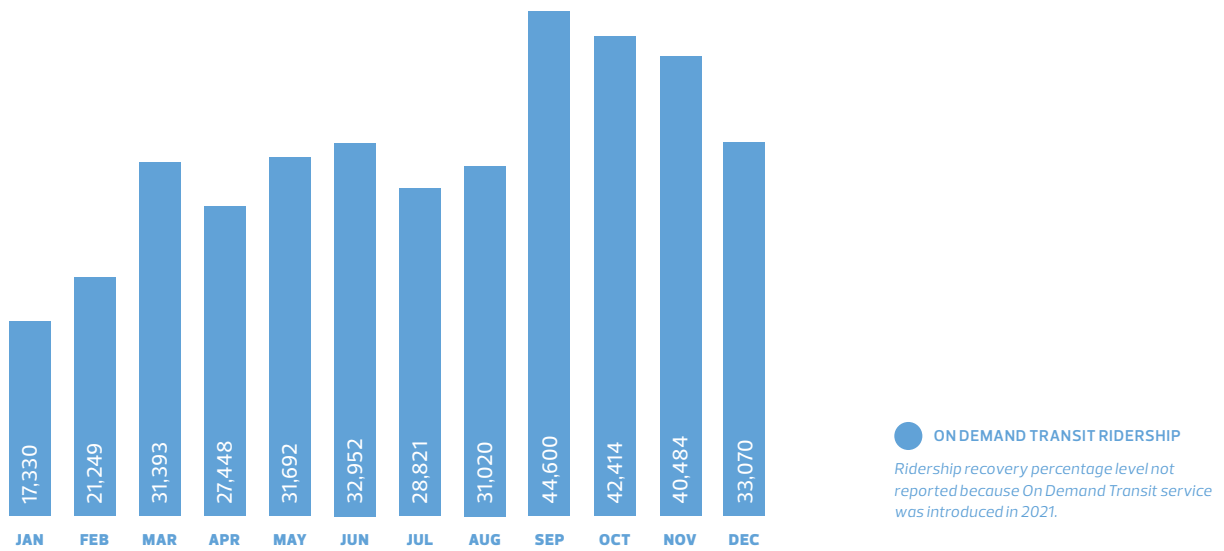
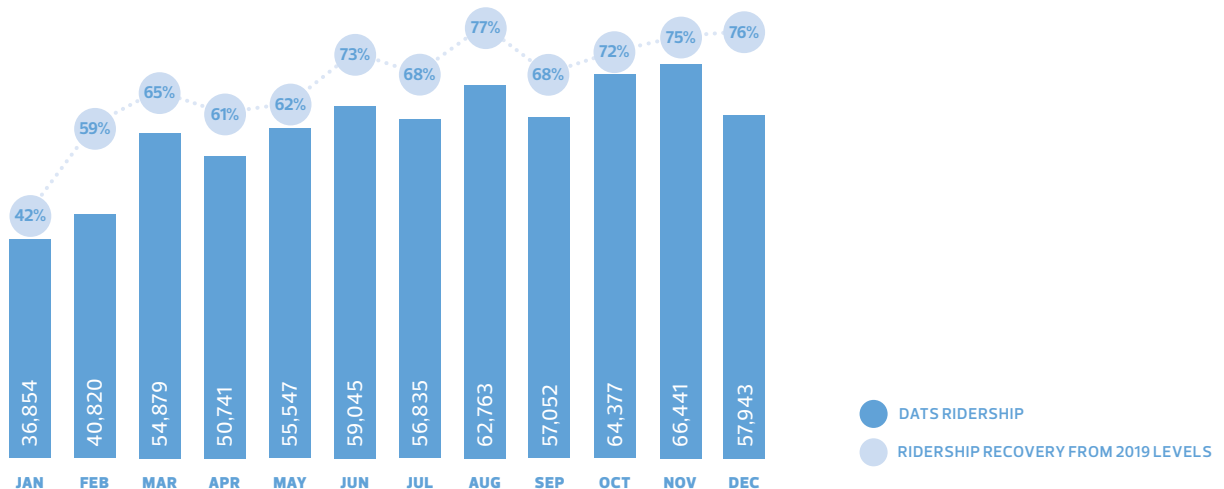


Figure 3: DATS Ridership 2022



## 2.2 TRANSIT SERVICE IMPROVEMENTS

### 2.2.1 Bus Route and Service Adjustments

Following the launch of the Bus Network Redesign in April 2021, ETS worked throughout 2022 to evaluate the performance of the bus and On Demand Transit network by closely monitoring ridership data, listening to Edmontonians about opportunities to improve the transit experience, and refining the service in response to community needs. In 2022, hundreds of service adjustments were made to address shifting travel patterns related to pandemic recovery. These included adding trips on popular routes, adjusting routes in response to community feedback, and refining schedules to accommodate increased trip times due to progressively higher traffic volumes and construction activity. ETS also observed increased ridership during off-peak periods and added some additional service during these times, within the existing budget.

In addition to these regular service adjustments, ETS conducted deeper engagement with several communities to address local concerns. The Bus Network Redesign changed a route serving Westview Village to end at Lewis Farms instead of Jasper Place. ETS heard from residents that the loss of direct service to the amenities on Stony Plain Road was inconvenient. After engaging with the community to collect feedback on preferred options, ETS implemented a route change to bring Route 921 to Jasper Place Transit Centre. In October, ETS conducted engagement with the Blackmud Creek neighbourhood to discuss routing concerns raised by residents, and receive feedback on potential changes. The feedback received will be used to determine the level of community support for a route change that could be implemented during the spring or summer 2023.

In 2022 ETS also launched Route 526, which is a new weekend-only service providing a connection from Mill Woods Transit Centre to 38 Avenue at 66 Street. This route provides hourly service to community, religious, and cultural assemblies in the Parsons Industrial area. The route was implemented

in response to community requests for transit service to destinations in this underserved area which are primarily active on weekends. As the first regular weekend-only service in the new bus network, ETS is excited to review ridership data and feedback to help improve service delivery and determine priorities for future service adjustments for other community, religious, and cultural groups that are primarily active on weekends.

The Stony Plain Road shuttle was introduced in 2021 to provide access along the Valley Line West corridor with a smaller vehicle that could travel on narrower lanes adjacent to construction. In 2022 the shuttle was added to trip planning apps for more convenient trip planning. The shuttle route was also permanently moved from Stony Plain Road to 100 Avenue in December. This change allowed ETS to replace several stops that were closed due to construction and add additional stops to make the shuttle more accessible.

The adjustments made throughout 2022 reflect ETS' ongoing commitments to listening, learning and adapting. All bus service adjustments in 2022 were accommodated within existing budgeted operating hours and fleet capacity constraints.

### 2.2.2 LRT Service Adjustments

ETS implemented a number of service improvements to the LRT service in 2022, including six-minute peak service frequencies on the Capital Line, and shifting from 15-minute to 12-minute midday frequencies on the Capital Line. ETS was also able to increase the number of LRT vehicles available above regular targets in order to support major special events at Commonwealth Stadium, and thereby move higher volumes of riders to and from events in a shorter amount of time. This enhanced special event service level will continue for major special events at Commonwealth Stadium in 2023.

### 2.2.3 On Demand Transit Expansion and Service Adjustments

To accommodate the growing need for transit service in newly constructed neighbourhoods, in 2022 On Demand Transit expanded from the original

37 neighbourhoods and 16 Seniors' residences to 54 neighbourhoods and 18 Seniors' residences. The expansion was done through strategic reallocation of existing service hours and vehicles, within the existing budget for the service.

During the fall of 2022, On Demand Transit ridership spiked upwards resulting in increased wait times and unavailable trips, especially in neighbourhoods with high levels of On Demand Transit ridership during peak periods. To accommodate this spike in demand, ETS reassigned On Demand Transit vehicles from neighbourhoods with lower demand to provide additional capacity in neighbourhoods with higher demand. Throughout the year, the strong working relationship that ETS has built with PWTransit and VIA, as well as the flexible nature of On Demand Transit, has allowed for highly adaptable and responsive service provision.

#### 2.2.4 DATS Service Enhancements

Dedicated Accessible Transit Service (DATS) is the ETS paratransit service that provides shared-ride, door-to-door service for 12,657 registered DATS riders who are unable to use conventional transit due to a physical or cognitive disability. Following an extensive program service review of DATS in 2019 which engaged various DATS stakeholders and riders, numerous improvements were implemented to enhance the DATS rider experience. In 2022 these actions included:

- » Training operators and taxi drivers to improve trip accommodation capabilities;
- » Updating trip cancellation policies and developing a process to support increased trip capacity that would allow DATS to accommodate more rides;
- » Implementing automated daily trip scheduling;
- » Implementing automated imminent arrival notifications;
- » Increasing engagement with DATS riders through outreach activities and rider satisfaction surveys.



### 2.3 SPECIAL SERVICE FOR EVENTS

With many festivals and events returning to Edmonton in 2022, ETS was proud to provide transit service to efficiently move Edmontonians to and from the following events:

- » Papal Mass at Commonwealth Stadium
- » Edmonton Heritage Festival
- » Monster Jam
- » Edmonton Folk Music Festival
- » Two Garth Brooks Concerts
- » Canada Day
- » K-Days Festival
- » Def Leppard concert
- » Edmonton Elks games
- » Big Air snowboard event
- » New Year's Eve

ETS also supported a number of other community initiatives such as the Sikh Parade, Cariwest Festival and the Edmonton Marathon, which involved rerouting many bus routes and bus stops to support these events. ETS also organized buses and routes for 36 nights of Extreme Weather Response in 2022.

### **Papal Mass at Commonwealth Stadium**

On July 26, 2022, Pope Francis delivered an in-person mass to thousands of Edmontonians in Commonwealth Stadium. In support of this historic event, ETS provided free Park & Ride service between Commonwealth Stadium and six Park & Ride locations across the city. ETS staff was positioned at high-volume LRT stations and Park & Ride locations and assisted with fare-related questions and directions to the mass. After the mass, staff was on location near the Stadium LRT station to assist with guiding movement of people for the takeaway service. ETS helped move over 60,000 attendees through the transit network for this event. In addition, transit fare was included with each Papal Mass ticket – the decision to provide free transit service recognizes the Papal Mass is a once-in-a-generation event, and represents an important milestone in the healing and reconciliation journey between the Catholic Church and residential school survivors, their families, and their communities.



### **2.4 LRT PANTOGRAPH COLLISION DETECTION SYSTEM**

In 2022, ETS completed the successful implementation of a Pantograph Collision Detection System. This system improves service reliability by identifying potential issues with the overhead catenary system (the overhead electrical lines that power the trains) and train pantographs (part of the train that connects to the overhead catenary and delivers the power from the overhead catenary to the train) to correct deficiencies before they result in a system failure. ETS staff have been using the data being collected to target maintenance and repairs to the overhead catenary system. This targeted maintenance and repairs will extend the life of the overhead catenary and train pantographs and help to prevent unplanned service outages caused from overhead catenary failures. The data will continue to be monitored closely

so that repair teams can be dispatched to take corrective action before a failure occurs. For transit riders, this improvement helps ensure the reliability of LRT service by reducing the risk of an unplanned catenary failure.

### **2.5 DAVIES TRANSIT CENTRE**

The new Davies Transit Centre opened in September 2022, replacing the decommissioned Millgate Transit Centre. Davies Transit Centre has ample indoor waiting areas, improved security, public washrooms, and over 900 Park & Ride parking stalls (1,200 once LRT construction is completed), all of which improve the overall transit experience. The ground level of the Davies LRT Station opened to provide a waiting area for transit riders, while the middle and upper levels will open when the Valley Line Southeast LRT opens.

## 2.6 ACTIVATING INCLUSIVE AND INVITING TRANSIT SPACES

### 2.6.1 Ridership Campaign: Rediscover ETS

From June to September 2022, the Rediscover ETS campaign inspired Edmontonians to explore and “rediscover” their city with transit. As part of the campaign, ETS partnered with local attractions and businesses to promote transit, showcase where transit can take riders, as well as offer incentives and discounts to transit riders.

The campaign also saw the launch of the ETS Street Team who connected with more than 22,000 Edmontonians throughout the city to promote ETS initiatives, assist transit riders and enliven transit spaces. The ETS Street Team attended many community events throughout the summer, including major events and popular destinations such as Heritage Festival, Edmonton International Fringe Festival, Old Strathcona Farmers' Market, Downtown Edmonton Farmers' Market and the Telus World of Science.

To promote the campaign and encourage positive conversation on ETS social channels, a social media strategy was implemented, including social media contests asking riders to share their favourite spots to visit and foods to eat around the city. Contest participants were rewarded with the chance to win prizes provided by Rediscover ETS campaign partners, including passes, tickets and gift cards to local attractions, museums, festivals and events. In total, 192 social posts were shared across the ETS Twitter, Facebook and Instagram accounts, receiving over 264,000 impressions, 8,900 engagements and 1,500 comments.

### 2.6.2 Pride Bus Wrap

To support the 40th Anniversary of the first Pride weekend in Edmonton and in recognition of the importance of inclusion and diversity, ETS' second Pride bus hit the streets in June 2022. As with the City's first Pride bus, which was launched by ETS in 2019, this bus will be in year-round circulation

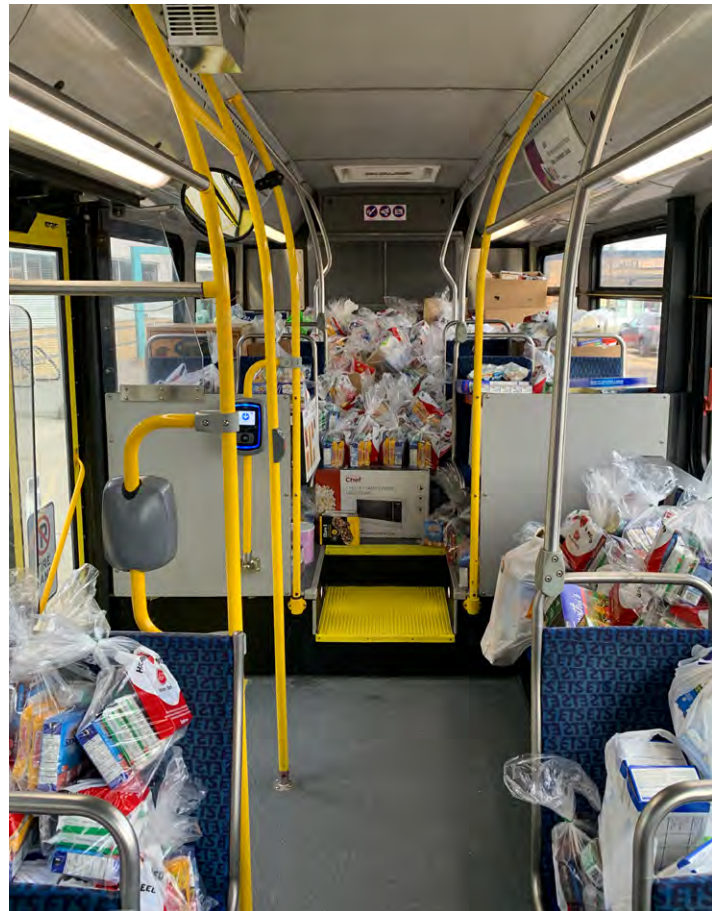


demonstrating support for the GSRM (Gender, Sexual, and Romantic Minority) community. The new bus was wrapped with celebratory pride artwork – the creative concept symbolizes diverse colours and identities coming together to embody uniqueness and inclusivity. The pattern does not repeat and has no hierarchy, representing the diversity and inclusion of all GSRM identities.



### 2.6.3 Indigenous-Designed Bus Wrap

In September 2022, the City partnered with iHuman Youth Society to wrap a bus in Indigenous artwork in recognition of the significance of the National Day for Truth and Reconciliation. The Indigenous bus wrap features submissions from young artists nestled within a sweetgrass braid. Sweetgrass symbolizes healing, peace, spirituality and strength. This partnership with young local artists demonstrates ETS' commitment to strengthening and building relationships with Indigenous Peoples in alignment with the City of Edmonton's Indigenous Framework. Similar to the Pride buses, this bus will be in year-round circulation, and will also be used to support special events.



### Stuff a Bus

The City of Edmonton and ETS were proud to participate in the 28th annual ETS Stuff a Bus campaign, which helps support those in need by providing non-perishable food items and financial donations to Edmonton's Food Bank.

The ETS Stuff a Bus campaign ran from November 23 to 27, where the public could drop off their donations inside LRT trains at Century Park and Clareview Stations, buses at various Save-On-Foods locations and Transit Peace Officer cruisers. Over five days, ETS collected over 20,200 kilograms of food and a total of \$9,931 in cash donations were collected at Save-On-Foods checkouts, by Edmonton's Food Bank volunteers on the LRT platforms, online and by text message.

To everyone who contributed or volunteered, thank you for your ongoing support of this important initiative.

*" Thank you @takeETSalert for helping a young lady at Churchill station this evening. The man on your emergency phone did his best to keep her engaged and close to the phone till community outreach officers could come and help."*

**-TREVOR KIRK**

## 2.7 TRANSIT EQUITY

### 2.7.1 Anti-Racism Review of Low Income Fare Programs and Action Plan

ETS offers three fare assistance programs to reduce financial barriers to accessing transit fare for Edmontonians experiencing low income:

- » The Ride Transit program provides a subsidized monthly transit pass to eligible Edmontonians experiencing low income.
- » The Donate-A-Ride program provides free transit tickets to non-profit organizations that support families and individuals experiencing low income.
- » Providing Accessible Transit Here (PATH) program works with partner agencies to distribute monthly passes to Edmontonians experiencing homelessness or who are at risk of homelessness.

Many Edmontonians rely on these programs to access transit to connect to employment, education, social services, recreation, and other daily needs. The programs support mobility independence and improve equitable participation in civic life.

Supported by external experts and policy advisors who work with racialized communities, an anti-racism review of ETS' fare assistance programs was conducted in two phases in 2021 and 2022. Program participants and community organizations were engaged to identify barriers and address gaps to accessing the programs. Following engagement in summer of 2022, an anti-racism action plan was developed to reduce barriers and increase awareness of the programs. Several action items will be implemented throughout 2023 (see section 4.3.1 below for more details).

### 2.7.2 Transit Network Equity Report

In 2022, ETS completed an initial analysis of the equity implications of the transit network. Academic and industry research<sup>1</sup> has found that providing convenient, reliable travel options during off-peak service hours is a key component of enabling mobility for equity deserving groups, as this helps to meet needs related to shift work, medical appointments, after-school activities, and recreation. As a starting point for conducting the equity analysis, ETS teams identified neighbourhoods with the highest prevalence of seniors, low-income populations, and Indigenous populations. These locations were compared with the distribution of off-peak transit service to determine if there were opportunities for higher frequency routes outside of peak service hours.

The initial analysis of these groups demonstrates that many senior, low income, and Indigenous Edmontonians, particularly those in the downtown and inner-city, are relatively well served with off-peak, high frequency transit. However, areas such as north-central and north-east Edmonton generally tend to have higher populations of individuals experiencing lower income levels and have higher Indigenous populations than most areas of the city, as well as slightly higher levels of seniors populations. The analysis found that increasing off-peak transit service frequencies in these areas may help improve access to transit, better meet the needs of all Edmontonians, and encourage more transit ridership. This equity lens is an additional layer of consideration that will inform how transit service is allocated across diverse communities to ensure transit is equitably distributed throughout the city.

<sup>1</sup> For further reading, see [\*Understanding and Responding to the Transit Needs of Women in Canada\*](#), Leading Mobility, 2022.



### 2.7.3 GBA+ Engagement on Transit Safety and Security

A Gender-Based Analysis Plus (GBA+) engagement on transit safety was completed in March 2022. Building on the perspectives of the diverse and intersectional experiences of community members, the purpose of the engagement was to ensure the City's approach to safety and security on transit advances in a way that is impactful to Edmontonians. Internal stakeholders, civic boards and community members were engaged during the process, with a focus on identifying the root causes for safety and security challenges while also considering the improvements made to transit over the years.

Based on the engagement findings, a set of recommendations were established in alignment with the Transit Safety Plan. The recommendations were centred around exploring additional infrastructure and operational changes to enhance safety and security; improving public awareness and education; and conducting further engagement and analysis on specific security approaches. These recommendations are currently being implemented through various activities, with a goal to continually assess improvements that would further advance this work.



### 2.8 SAFETY AND SECURITY ENHANCEMENTS

Transit safety and security is an ongoing priority for ETS. In February 2022, City Council approved the Enhanced Transit Safety Plan which identified many high level programming advancements, as well as specific actions to improve safety for transit riders, community members, City staff, and contracted service providers. Many actions were completed in 2022, including:

- » Recruitment of a Director of Transit Safety position to lead implementation of the Enhanced Transit Safety Plan.
- » An increase in the number of Transit Peace Officers (TPOs) and the deployment of the Transit Community Action Teams (TCAT), which are a team of TPOs who are highly visible and use a high-engagement deployment model to reduce crime and prevent disorder in specific hotspots.
- » An expansion of the Community Outreach Transit Team (COTT), which is a partnership between the City of Edmonton and Bent Arrow Traditional Healing Society. The goal of the COTT is to build relationships and connect individuals within the transit system to community support and resources to increase safety and reduce harm.



- » Continued use of contracted security guards at 21 transit locations to provide the first point of contact and initiate communication with the ETS Control Centre when security incidents do occur.
- » Development and implementation of a Safer Transit Washroom strategy, which includes safety measures such as: controlled access to washrooms; sharps containers; short term regular washroom checks with record logs; operation hours of washrooms; safety messages and signage; training on where sharps may get hidden; information on treatment services; and post-drug poisoning intervention procedures for staff.

Efforts to improve transit safety are strategically aligned with the City of Edmonton's overarching corporate strategies, including ConnectEdmonton, the City Plan, the Community Safety and Well-Being Strategy, and the Downtown Vibrancy Strategy. Through this alignment, ETS ensures safety and security efforts are working to address root causes with community partners.

ETS also continued the enhanced cleaning programs that were introduced during the COVID-19 pandemic, as well as installed Active Air Purification Systems on transit vehicles to sanitize air and provide a healthy environment for ETS riders.

## 2.9 REGIONAL ARC FARE PAYMENT SYSTEM LAUNCH

Following the initial launch of Arc to U-Pass post-secondary students in fall 2021 and a pilot for Standard Adult riders in January 2022, ETS rolled-out Arc to Standard Adult (full fare) riders in November 2022. Arc is an account-based electronic regional fare payment system that makes paying transit fare easier and more convenient for riders in the greater Edmonton region. As a result of the extensive work preceding the rollout to develop a fare system that accommodated all regional transit agency fare structures, Arc users across the region can use the same fare payment system on ETS, St. Albert Transit, Strathcona County Transit, Spruce Grove Transit, Beaumont Transit, Fort Saskatchewan Transit and Leduc Transit. As the first fare payment system to



offer regional fare capping in Canada, this launch enables transit riders in the Edmonton region to seamlessly travel throughout the city while ensuring their fare payments are capped appropriately as they transfer from one transit agency to another.

## 2.10 PLANNING FOR TRANSITION TO A ZERO-EMISSION BUS FLEET

ETS is committed to helping the City meet climate resilience goals and reduce carbon emissions by transitioning to a zero-emission fleet. As of 2022, ETS has grown its battery electric bus fleet to 60 buses – up from 40 in ETS' initial investment in 2020. In 2022, the ETS Fleet Storage and Maintenance Facility Strategy was approved by City Council. This strategy outlines a path to support the parallel goals for growing the conventional and paratransit fleets, while also advancing fleet electrification. City Council also approved funding to purchase land for the next transit garage. See section 4.1.1 for further updates on this work moving forward in 2023.

## RECOGNIZING ETS ACHIEVEMENTS – 2022 AWARDS

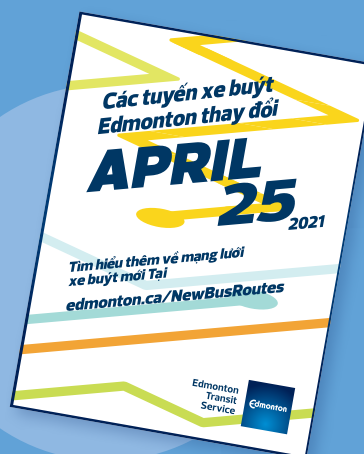


### APTA – BEST MARKETING AND COMMUNICATIONS EDUCATIONAL INITIATIVE

In October 2022, ETS won the American Public Transportation Association's AdWheel Grand Award for Best Marketing and Communications Educational Initiative. This award recognizes the work of ETS and the Communications and Engagement department for their work in implementing an award-winning marketing and awareness campaign for the launch of the new bus network and On Demand Transit in April 2021. The campaign was evaluated against other large transit agencies across North America, making this award particularly meaningful.

Since every bus route in the network was new and ETS was introducing a new layer of on demand service, a robust public education and awareness campaign was required to ensure transit riders knew changes were coming, and how to prepare for those changes. Due to COVID-19, the campaign strategy shifted and had to be continually evaluated as public health guidelines regularly changed.

This campaign wouldn't have been successful without the support from other branches and departments at the City of Edmonton.



### CUTA – EQUITY, DIVERSITY, AND INCLUSION AWARD

ETS was selected as the recipient of the inaugural Canadian Urban Transit Association's Corporate Leadership Award in the area of Equity and Inclusion. The award recognized ETS' efforts related to the launch of the Bus Network Redesign and efforts to include diverse audiences and perspectives. Launching in April 2021, implementation during a pandemic required a nimble approach and creative solutions.

The plan included online, print and direct marketing tactics in different languages and mediums that provided education and change management information. Street teams were also used to support riders through the change of all bus routes. Garage information sessions and written materials supported Operators through the change. Online engagement through interactive virtual town halls, YouTube videos and social media were used. Print materials included advertisements, bus shelter ads, user guides, posters, etc. Translation to languages other than English included Punjabi and Chinese languages. Translated print advertising focused on seniors including two ethnic community newspapers (Edmonton edition of the Punjabi National and the Edmonton Chinese Journal). Virtual and in-person workshops were also held with a variety of community organizations serving diverse populations including seniors, newcomers, persons with disabilities, Indigenous residents and Edmontonians experiencing low income.



### **CULTURAL COMMITMENT AWARD FOR “EXCELLENT” – STONY PLAIN ROAD SHUTTLE TEAM**

Each year, the City of Edmonton leadership receives nominations from City staff and awards Cultural Commitment Awards to employees, both groups and individuals, whose work embodies the City’s Cultural Commitments – Safe, Helpful, Accountable, Excellent, and Integrated. In 2022, the team who implemented the Stony Plain Road shuttle service was provided an award in the “Excellent” category.

Stony Plain Road Shuttle team put together a new shuttle service along Stony Plain Road from Jasper Place Transit Centre to Unity Square. The shuttle provides transit service to riders where there was a service gap due to construction of the new Valley Line West LRT, solving a problem for riders with limited mobility and giving them access to services within their community. Staff collaborated and pulled resources together in a short time frame to get the service up and running. Team members representing both paratransit and conventional service worked collaboratively to ensure the safest service possible for both operators and the passengers.



### **CULTURAL COMMITMENT AWARD FOR “SAFE” – COMMUNITY OUTREACH TRANSIT TEAM**

In 2022, the Community Outreach Transit Team (COTT) was provided an award in the “Safe” category.

COTT provides a person-centred and trauma-informed response to current social issues in Edmonton Transit Service stations and in public transit. Using a partnership model between Transit Watch, Transit Peace Officers, and Bent Arrow Outreach Workers, they jointly respond to issues arising on transit with an effort to connect marginalized Edmontonians with the support they may need from health or social services. The partners are committed to the central role that connections to culture, land and relationships must play, and are committed to using new, alternative approaches.

The teams had more than 2,000 interactions since launching in September 2021. They have reunited people with family, and connected people to support shelter and employment support.

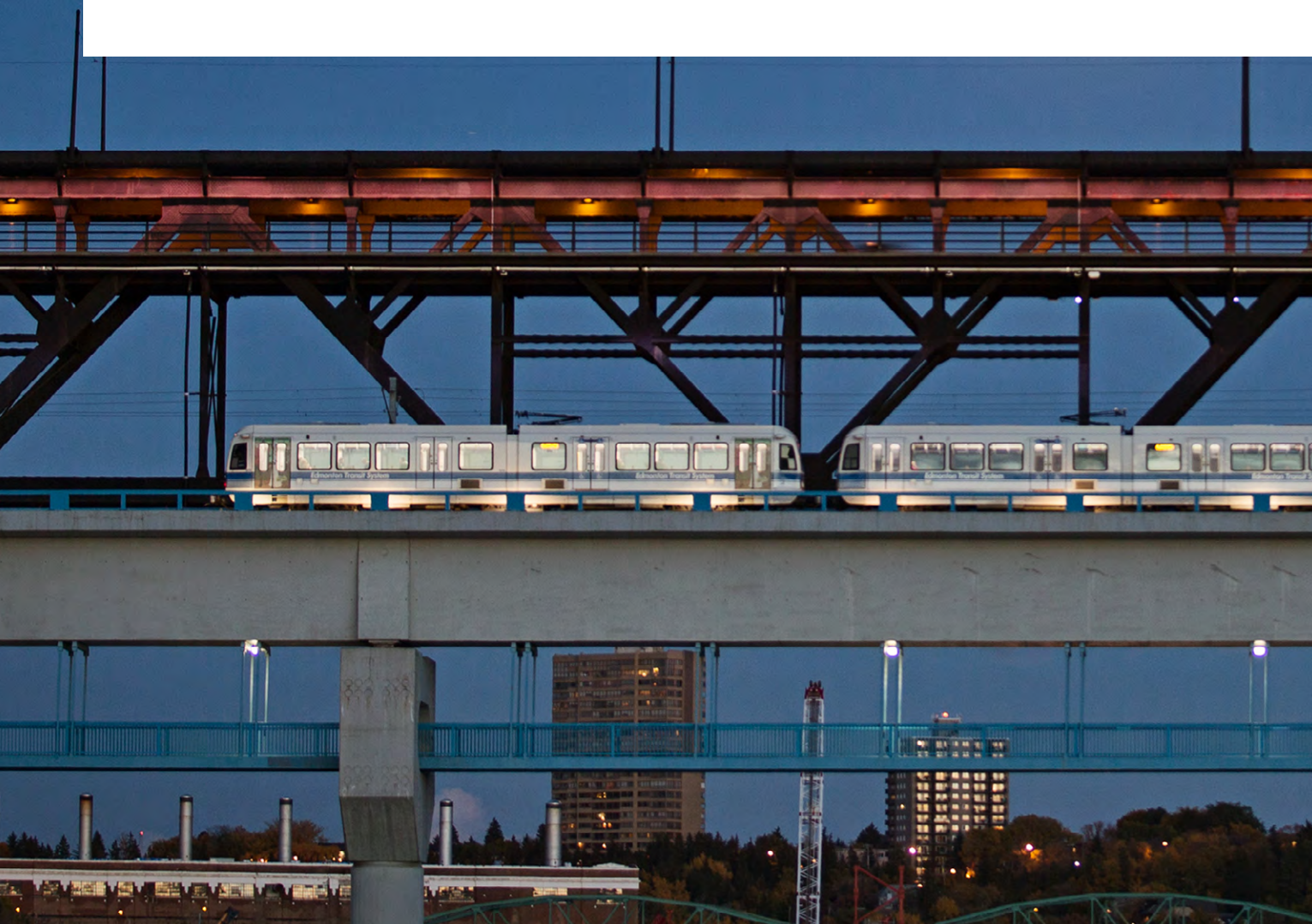
## 3.0 SERVICE PLAN FOR 2023

Throughout the year, ETS regularly reviews service in order to adjust to the evolving needs of riders, and to explore more efficient and effective ways to help Edmontonians move. These changes are guided by Transit Service Policy C539A and accompanying Transit Service Standards, feedback from riders, equity considerations and resource availability.

### 3.1 BUS SERVICE NETWORK

Service adjustments take place five times per year to reflect seasonal changes in demand (such as the school year cycle) and are aligned with the union agreements which require a new shift sign-up a maximum of every 12 weeks. Adjustments typically

take place in February, April, July, September, and December. Details of all service adjustments will be communicated to riders in advance through the ETS website, social media and notices at stops and transit centres.



As part of the 2023–2026 operating budget, City Council approved a budget service package to add 500 weekly service hours to improve off-peak service, maximizing the capacity of the current fleet. These additional service hours, as well as cost-neutral adjustments to ETS' conventional bus service will be implemented throughout 2023, guided by a combination of data, rider feedback, and equity considerations.

The examples below outline some of the planned service adjustments for 2023:

» Improving system-wide schedule adherence and on-time performance by adjusting bus schedules. As COVID-19 public health restrictions have eased and transit ridership and traffic volumes rise toward pre-pandemic levels, longer travel times were observed on some bus routes, adversely impacting schedule reliability. In addition, large construction projects along major transit corridors throughout the city caused higher incidences of late trips. In response, route schedules are being adjusted starting in February 2023 to address these issues. These schedule adjustments will result in a higher degree of schedule adherence, and a more reliable bus network.

The following service **additions** will begin in September 2023:

- » Improved frequency on Route 110X (weekday midday); this route serves many post-secondary riders and is expected to have lower ridership in spring and summer.
- » Additional school special service, which will be finalized in spring 2023 following a review of 2022 ridership and student enrollment trends for the current school year.
- » Additional service during the weekday midday, evenings, weekends will be provided to several routes, as well as frequency improvements in order to provide transit riders more flexible travel options. More off-peak service will help address the travel needs of youth, seniors and other equity deserving groups, since they tend to make a higher proportion of trips in the off-peak periods. These routes include: 51, 54, 56, 114, 500X, 516, and 901.

» New Rapid Express Route 31, which will provide service between Leger Transit Centre and University Transit Centre, with limited stops along Terwillegar Drive and South Campus. In late 2022, the portion of Terwillegar Drive from Rabbit Hill Road to Whitemud Drive opened to the public. Route 31 will operate on the new exclusive transit lanes on Terwillegar Drive and is a precursor to Bus Rapid Transit (BRT) service that will ultimately be extended to the future Ambleside Transit Centre and Park & Ride. The new service will allow students to travel to University from Leger without a transfer to the Capital Line LRT.

» New peak only Route 727 for west Chapelle. This route extends transit service to a part of Chapelle that is currently beyond 600 metres from existing transit service and will also serve west Desrochers once Desrochers Boulevard is extended to 141 Street. The route will terminate at Heritage Valley Transit Centre with trips continuing to and from Century Park Transit Centre as Route 700X.

» Additional service to Meadows Transit Centre on crosstown Routes 55 and 56. Ridership increased significantly on routes serving Meadows in fall 2022. Additional Route 55 trips will be extended to Meadows during peak times in response to crowding and to provide better connections to the Capital Line LRT. Route 56 will be extended to Meadows in the weekday peaks, midday and early evening, and weekend midday to provide a faster connection to Mill Woods, increased service for Laurel (one of the highest ridership neighbourhoods in the City) and the Meadows District Park.

» Additional service on peak-only Route 500X, which saw very high ridership and overloads in fall 2022. This includes additional service during the busiest time periods, and partial extension of trips into the midday to connect Meadows to downtown, which will benefit both downtown commuters and post-secondary students.

The following service **reductions** will begin in April 2023 (many routes experience seasonal reductions in April, the following refers only to permanent reductions that will not be restored in September):

- » Reduced peak service on frequent Routes 1 and 2, which both have very frequent peak service that is underutilized. Service is being reduced during time periods where ridership is at 36 boardings per hour or less, and will be reallocated to busier routes. Although these routes meet the minimum productivity standard of 30 boardings per hour in the peaks for frequent routes, they are below the system wide average rate of boardings. This change is expected to have minimal impact on riders as both routes will continue to operate every 12 minutes or better (every 20 minutes on each branch of Route 1).
- » Reduced peak service on local Routes 118, 702 and 917 which have very frequent peak service that is underutilized. These routes are operating at 31 boardings per hour or less during the periods being reduced. This meets the minimum standard of 25 boardings per hour in the peaks for local routes, but is also below the system average. This change is expected to have minimal impact on riders as both routes will continue to operate every 12 minutes or better.
- » Reduced peak service on rapid route 900X. This route has below average productivity at 36 boardings per hour in the a.m. peak, and 29 boardings per hour in the p.m. peak, even though it is one of the five most frequent routes in the system. Reducing service to every 7.5 minutes is expected to have minimal impact on riders, and most trips will continue to operate with articulated (i.e. longer) buses.
- » Reduced peak service on Routes 122, 904 and 921. Routes 122 and 904 are operating below, or close to, the minimum standard of 25 boardings per hour in the peaks for local routes. Route 921 has under 20 boardings per hour in both peaks. This change is expected to have a modest impact on riders as all routes will continue to operate every 20 minutes.



School special trips will be added to Route 904 to serve the large number of schools on the route.

- » Reduced service on peak only express Routes 130X, 140X and 150X. These routes are operating close to, or below, the minimum standard of 25 boardings per hour for rapid routes. Routes 130X and 150X will operate every 15 minutes, and Route 140X will operate every 20 minutes. This is expected to have minimal impact on riders as service remains frequent and there is alternate service on local routes.
- » Reduced off-peak service on Route 700X from 10 minute to 15 minute frequency. This route is operating below the minimum standard of 20 boardings per hour in the midday and evening for rapid routes. The change is expected to have minimal impact on riders as service remains frequent.
- » Cancellation of peak only express Route 940X from Jasper Place to Jasper Avenue and Downtown. This route was added to provide an additional connection to Jasper Place as other routes were detoured due to Valley Line West construction. Ridership on this route is less than half of the minimum standard of 25 boardings per hour, making this route unviable. Riders travelling between Jasper Place and Downtown will have alternate service on Route 901, which operates every 10 minutes. Riders travelling to Jasper Ave will need to make an additional transfer from Route 901 to the frequent Route 5.



### 3.1.1 Potential Adjustments (Pending Further Feedback)

Further to the above planned adjustments, ETS is considering network changes in two areas of the city to better serve riders in response to feedback received since the revised bus network launched in April 2021. In north Edmonton, ETS will explore bus network adjustments to improve service on 82 Street and connectivity between Castle Downs Transit Centre, Northgate Transit Centre, Eau Claire Transit Centre, and Capital Line LRT stations. In southeast Edmonton, ETS will explore bus network revisions to improve connectivity between Mill Woods Town Centre, Meadows Transit Centre, Meadows Recreation Centre and Davies Transit Centre, including network changes to bring more local routes to Mill Woods Town Centre and Davies. Feedback from riders will be considered before any changes are made, and changes that require additional funding will be implemented as resources become available.

Recent ridership trends indicate the afternoon peak may be shifting earlier as students make up a larger proportion of riders. ETS will continue to monitor ridership trends on the new network as travel patterns stabilize and will consider moving trips earlier if this trend persists.

### 3.1.2 Ongoing Transit Equity Analysis

As the City of Edmonton continues to grow, the window of time considered as peak travel demand becomes broader and less distinct as more people travel through the day and evening. Providing additional off-peak service provides more accessibility and flexibility to travel outside of conventional working hours and helps equity deserving groups (e.g., women, seniors, newcomers, low-income earners, etc.) who may rely on transit to meet their travel needs. Expanding service span into more time periods and increasing frequency of service on lower-frequency routes helps provide more flexibility to transit users who rely on transit as their primary mode of transportation. The 2023 Annual Service Plan includes offpeak service adjustments to Route 56, 110X, 500X, 516 and 901. ETS is committed to further analysis that identifies how transit serves diverse equity deserving communities such as racialized groups, newcomers, GSRM (gender, sexual, and romantic minorities), persons with disabilities, and the intersection of those with multiple experiences. Actively seeking to understand how these groups experience all aspects of transit is critical to helping ensure ETS is delivering a service that equitably serves the diverse needs of all Edmontonians.



### 3.1.3 Long Term Service Planning – Mass Transit Integration

The City Plan, and related transportation planning work for 1.25 million people, calls for a new approach to mass transit. The City Plan defines two types of mass transit routes: citywide routes and district routes. The citywide routes will require significant infrastructure investments, such as dedicated rights of way and additional stations, while district routes may run in mixed traffic and require targeted infrastructure investments, such as queue jumps, designated transit lanes, and transit signalling priority. Together these investments, combined with stronger regional planning and coordination, will improve speed, reliability and efficiency of transit service while also bringing mass transit options to more Edmontonians.

In 2023, the City's Urban Planning and Economy department will develop and share further details on the mass transit network for 1.25 million, including the necessary infrastructure investment for each route, corridor configurations and a staging plan. The project involves analysis in six key areas: land use; operations; GBA+; public engagement; mobility and accessibility; and environmental and greenhouse gas emissions. The planning work is anticipated to be completed in 2023, and will be followed by concept design for the two citywide routes, currently designated "B1" and "B2".

Route B1 will run north–south, connecting riders from Castle Downs, Downtown, Whyte Ave and Century Park, while route B2 will run west–east, connecting West Edmonton Mall Transit Centre to University of

Alberta, Whyte Ave and Bonnie Doon LRT Station. These routes will feature bus rapid transit (BRT) service, offering an innovative, fast and more reliable transportation option that supports travel mode shift towards transit. The implementation of the BRT routes will coincide with the implementation of transit priority measures in other areas citywide that will create dedicated transit lanes and signalling technologies to ensure more efficient and faster journey times for transit riders.

### 3.2 ON DEMAND TRANSIT

On Demand Transit is ETS' first–kilometre/last–kilometre transit solution in over 50 communities in Edmonton, providing vital, right–sized transit service to areas that do not meet ridership thresholds for conventional bus service. As part of the City's 2023–2026 budget, Council approved a 25 per cent increase in On Demand Transit service, adding approximately 15 vehicles to the service. Most service additions are expected to start in September or December 2023 due to vehicle procurement timelines.

To expand the service, ETS will create two new On Demand Transit zones, one of which could add service to newer neighbourhoods such as Aster, Maple and Tamarack, and the other serving mature neighbourhoods that are more than 600 metres from conventional service (for example, Belmont and Clover Bar Industrial/Aurum Road). In addition, through continued discussions with Enoch Cree Nation, an existing On Demand Transit zone may be expanded with likely stops near River Cree Casino and the Enoch 108 Building.

Additional On Demand Transit service will also reduce wait times for neighbourhoods that are experiencing high ridership demand, such as Aspen Gardens, Trumpeter, Blackburne, Cameron Heights, Glenridding Ravine, Graydon Hills, Keswick and Stillwater. Weekday service for seniors will also be expanded from 9:00 a.m. – 4:00 p.m. to 7:00 a.m. – 7:00 p.m.





### 3.3 LRT SERVICE

To enhance the experiences of transit riders and LRT staff, multiple LRT schedule changes are being implemented in 2023 for the Metro and Capital Lines.

In response to shifting LRT ridership trends, starting in February, Metro Line service will be reduced from 12-minute train frequencies to 15-minute frequencies during off peak hours, including mid day service.

12-minute train frequencies on the Metro Line will be maintained during peak operating hours. Midday LRT service for the Capital Line will be increased from 12-minute train frequencies to 10-minute frequencies, and evening service will be reduced from 12-minute frequencies to 15-minute frequencies. In addition, six minutes of additional time is also being added to the Capital Line train schedules to accommodate system delays and better support LRT staff working along the LRT right-of-way.

These service adjustments will be closely monitored to determine if further changes are required to match shifting LRT rider trends. Additional LRT cars and longer trains will also continue to be put into service to support major special events at the Stadium in 2023 to reduce transit rider wait times when travelling to and from the Stadium by LRT.

Valley Line Southeast LRT, once operational, will be a significant addition to the City's integrated transit network. The new 13-kilometre line, from Mill Woods to Downtown, includes 11 street-level stops and one elevated station at the new Davies Transit Centre. Valley Line Southeast will be Edmonton's first low-floor LRT system. This style of LRT is common in many other cities and does not include crossing arms, gates or bells at intersections. If you see tracks, expect a train.



### 3.4 DATS SERVICE IMPROVEMENTS

Dedicated Accessible Transit Service (DATS) is a door-to-door public transportation service for Edmontonians who cannot use regular transit for some or all of their travel needs, due to a physical or cognitive impairment. It is a service that ensures all community members can travel within the city to attend work, social events, recreation and entertainment, and everyday activities.

In 2023, DATS is implementing the following service improvements:

- » **Appointment times** – providing more options for DATS riders in how they book their trips, including allowing riders to book trips based on the time of an appointment to provide greater predictability for their arrival time.
- » **Proportional ride time** – implementing a more equitable approach for scheduling bookings which incorporates distance based ride times to improve consistency of predicted rides times, and allow for improved trip planning.
- » **Rider engagement for online booking tool** – conducting focus groups with DATS riders to solicit feedback for a new online trip booking model that will make the online booking system easier to use.
- » **New taxi service model** – a new process with technical enhancements that will allow for real-time scheduling of DATS trips with the various contracted taxi providers. This will allow for better same day service and improve service reliability.



### 3.5 SPECIAL SERVICE FOR EVENTS

ETS will proudly continue to support major events throughout Edmonton in 2023. This support will include a new transportation strategy for the relocation of the Heritage Festival to the Edmonton Exhibition Lands while its usual location, Hawrelak Park, is closed for rehabilitation. Commonwealth Stadium will also be hosting many major events, in addition to the usual Edmonton Elks home football games, which will require ETS special event support. So far, the major events planned for 2023 include, but are not limited to:

- » June 3: Luke Combs concert
- » July 22: Monster Jam
- » August 10–13: Edmonton Folk Music Festival
- » December: Big Air snowboarding event

Other major music and sporting events will also be announced for the summer of 2023. ETS will also continue to offer charter service for events to provide transportation for their participants and patrons, as well as implement detours to support many special events such as the Sikh Parade, Professional Triathlon Organization Canadian Open, and the Edmonton Marathon.

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*"I actually find it very comforting to wait out some rain at @EdHeritageFest and then make the most of a long weekend. Thank you to all the hardworking pavilions, Heritage Fest volunteers, @yegfoodbank volunteers, and @takeETSalert for making this happen!"*

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### The Civic Events Implementation Team: Making Edmonton's Festival City

Beyond transit planning, a great festival requires a vast amount of collaboration. The Civic Events Implementation Team (CEIT) is a cross-departmental group of skilled City employees who help ensure events and festivals are successful by arranging the necessary civic services. It's not uncommon for the group to support more than 650 events in a year, including popular major events such as the Edmonton International Fringe Theatre Festival and the Edmonton Heritage Festival.

CEIT members include representatives from Civic Events and Festivals, Communications and Engagement, Edmonton Transit Service, Parking Enforcement, Traffic Operations, Park Rangers, Corporate Security, Edmonton Fire Rescue Services and the Office of Emergency Management. External groups like Alberta Health Services (AHS), Alberta Gaming Liquor and Cannabis (AGLC) and the Edmonton Police Service (EPS) are also active members.

The City of Edmonton is believed to have been one of the earliest municipalities in the country to adopt a 'one-stop' events system. While CEIT continues to evolve, the model dates back to the 1990s. Over the years, other municipalities have adopted this approach to event planning and delivery. CEIT supports the City Plan guiding values of access, thrive, live, create and belong by ensuring festivals and events can flourish in Edmonton, and that everyone feels welcome and is able to participate.

## 4.0 PROJECTS AND INFRASTRUCTURE FOR 2023

Each year, ETS takes on a range of projects that support operations and service. Many of these projects and infrastructure improvements happen behind the scenes, unseen by transit riders but critical for ETS to innovate and strengthen transit service in Edmonton.

### 4.1 TRANSIT FACILITY IMPROVEMENTS

Several ongoing facility improvements will continue throughout 2023 to provide a safer and more convenient experience for transit riders. ETS will continue work to upgrade elevators and escalators at Central, Corona and University LRT stations. Riders arriving at a station with an elevator that is out of service may request assistance by calling 311 or using any of the available security features (Blue Emergency Phones, Direct Access Phones, Emergency Push Buttons) to communicate with ETS staff.

In addition, the renewed Stadium LRT Station will soon fully reopen. The new design was based on feedback from public engagement and features new accesses at each platform, pedestrian crossings, platform and overhead canopy. ETS will also continue accessibility audit work started in fall of 2022 to assess accessibility of the transit facilities and identify opportunities for improvements.

#### 4.1.1 Increasing Garage Capacity – Implementing the ETS Fleet Storage and Maintenance Facility Strategy

ETS operates six transit garages which enable fleet storage, operations and maintenance for the entire ETS fleet, and these facilities are currently operating at full capacity. In order to meet service demands for a population of 1.25 million and achieve GHG emissions reduction targets by 2030, the City is planning to build a new bus garage in the southeast quadrant of the city and expand some supporting facilities. The new and expanded facilities will support the transition to a fully electrified transit fleet.

During the 2023–2026 budget process, Council approved funding for the City's portion of the new bus garage design and construction, pending partner funding support. With the earliest possible completion estimated for 2027, the City will work on land acquisition and design for the new garage in 2023 while also seeking partner funding from other orders of government to support the construction.

A future phase of the ETS Fleet Storage and Maintenance Facility Strategy will see a series of upgrades, renewals and expansion projects within existing facilities to support fleet growth and electrification.

#### 4.1.2 Increasing Light Rail Vehicle Capacity

D.L. MacDonald Garage is the only operating and maintenance facility for the Light Rail Vehicles (LRV) that service the Capital and Metro Lines. The facility is currently over capacity for storage and maintenance, so a new LRV storage and maintenance facility is being constructed in South Edmonton as part of the Capital Line extension project to Heritage Valley. The new LRV Garage will expand capacity, enabling LRV fleet growth





to accommodate future extended LRT service on the Metro Line north to Castledowns, and the Capital Line south to Allard. Throughout 2023, ETS will be working closely with colleagues in LRT Expansion and Renewal on the garage functional requirements and facility design. The goal is to have preliminary design for the garage completed in 2023 so construction activities can begin thereafter. It is anticipated that the new LRT storage garage will be ready for service commencement in late 2028, alongside the Capital Line extension to Heritage Valley (see section 4.9 below).

#### 4.2 NEXT PHASES OF THE REGIONAL ARC FARE PAYMENT SYSTEM

Throughout the year, ETS will continue to promote Arc, the new regional fare payment system for Standard (full fare) Adult riders, helping to ensure a smooth transition from traditional fare media to the new payment system. In 2023, more schools within the Edmonton Public School Board, the Edmonton Catholic School Division and the Elk Island Catholic Schools will also begin transitioning their students to Arc. In addition, the next phases of Arc will gradually expand to other groups including youth, seniors, ETS@Work, Ride Transit, PATH and Donate A Ride, as well as paratransit vehicles. Prior to launching Arc to these groups, targeted outreach and education activities in partnership with the regional partners and community organizations will be conducted to support riders through this transition. The final phase of the rollout will include the implementation of open payment, which will allow riders to use any tap-enabled device (such as their debit or credit card) to pay their fare.

### 4.3 TRANSIT EQUITY IMPROVEMENTS

In addition to working towards equitable transit service delivery through transit network adjustments, ETS is also committed to improving equitable access to transit services through affordability and fare program enhancements. City Council supported freezing fare prices at 2022 levels for both 2023 and 2024, which supports continued affordability. In response to direction from Council's Executive Committee, ETS will also bring forward draft amendments to Transit Fare Policy C451H for Council's consideration that would allow riders 12 years old and under to ride free without a fare paying rider. Further improvements to ETS' low income fare programs are outlined in the sections below.

#### 4.3.1 Reducing Barriers to Low Income Fare Programs Action Items for 2023

ETS has developed an action plan for 2023 to reduce barriers to three low income fare programs: Providing Accessible Transit Here (PATH), Donate A Ride, and Ride Transit. These include:

- » Launching an online application for Ride Transit and the Leisure Access Program. This will improve access to the application process.
- » Working with PATH agencies to simplify the reporting process.
- » Increasing the amount of fare product available for PATH and Donate A Ride to help agencies better meet demand from increasing client volumes.
- » Donate A Ride will start having two application periods with the first starting in Q1 to allow agencies to better manage their inventory and anticipate client demand.
- » Providing day passes under the Donate A Ride program, rather than only single-use tickets.
- » Updating the eligibility criteria for Ride Transit – applicants will be able to obtain a letter of support from a community agency that confirms program eligibility (aligned with low income requirements) to get conditional eligibility for the program.



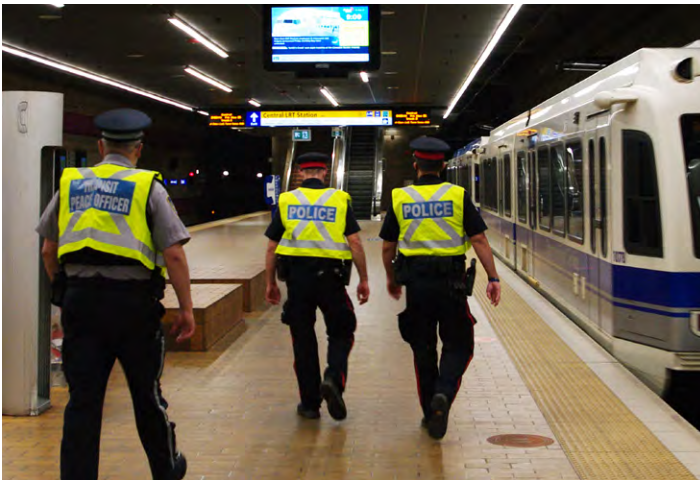
- » Administration will also re-introduce the Edmonton Service Centre pre-screening service to allow applicants to purchase a Ride Transit discounted monthly pass upon submitting their application.
- » Developing a process for undocumented Edmontonians to participate in Ride Transit in partnership with AWARE/Migrante Alberta Access. This will provide discounted transit passes to Edmontonians who are unable to participate in the regular Ride Transit program due to lack of immigration documentation.
- » Lastly, ETS will be enhancing program outreach and communication so that people and the agencies who support them are aware of the programs and how to access them. This includes updating communications materials and doing targeted outreach to agencies to increase their awareness of the three programs.

The actions listed above do not end here. This work is essential and ongoing, and requires an iterative process of engagement and action. ETS will continue to have conversations with communities about how these fare programs can be improved to better support equitable access and improve mobility for all Edmontonians experiencing low income.

#### 4.3.2 Travel Training and Outreach Programs

ETS offers transit travel training through the Mobility Choices and the Seniors on the Go programs. Travel training is geared to Edmontonians who need extra support to learn about ETS services, features and programs and gain practical skills needed to use transit independently. Group and individual transit orientation and training while using transit is available to Edmontonians with disabilities, seniors, newcomers, and agency staff serving these groups. In spring 2022, in-person travel training was relaunched after a two-year pause due to the COVID-19 pandemic. Since then, over 600 people have benefited from these training programs. In 2023, ETS will be increasing travel training capacity and expanding outreach to community organizations to support more Edmontonians in learning to use transit for their day-to-day transportation needs.

Building on the success of the Rediscover ETS campaign, in 2023 ETS will explore how it can further partnerships to support overall ridership. In the coming year, ETS will also increase its education and outreach programs for youth. This includes working with school boards to explore opportunities to engage with students beyond annual winter open houses and back-to-school activities.



#### 4.4 SAFETY AND SECURITY

In 2023, work will continue to implement the actions outlined in the three-year Enhanced Transit Safety Plan. This work will be led by the Director of Transit Safety, and includes formalizing the tripartite leadership committee between the Edmonton Police Service, the City of Edmonton and the Bent Arrow Traditional Healing Society. This tripartite committee will directly oversee a new unified command team to ensure enforcement and social support are properly integrated. Further, a joint analytics and evaluation working group will be created to develop collective outcomes, goals and evaluation measures.

To enhance integration, awareness and consistency across teams, the work areas will share communications channels, critical incident debriefs, data and other relevant information. A joint dispatch model will be explored to support this new integrated model. During the 2023–2026 budget deliberations City Council approved additional funding to expand the number of Transit Peace Officers. Recruitment efforts to fill these newly created positions will be underway in 2023.

In addition, the following actions on transit safety-related projects will also move forward in 2023:

- » Activities are underway to explore potential opportunities to improve safety for people using the downtown tunnels and pedways as part of their commute. Transit Peace Officers, security guards, EPS, and stakeholders will collaborate on common goals and share best practices. A Crime Prevention

Through Environmental Design (CPTED) audit of downtown pedways connected to LRT facilities is currently underway.

- » Adding washroom attendants at three facilities to continue supporting safety, reducing disorder and property damage in washroom facilities, as well as exploring additional measures to enhance safety in transit washrooms including the use of timers, motion detection technology, and intercom technology.
- » Building on the success of the community partnership model demonstrated through COTT, work will continue to develop policies, procedures, and protocols to provide Edmontonians who seek shelter in transit spaces with appropriate support, particularly during extreme weather events.

#### 4.5 REGIONAL COLLABORATION

Building on the success of the regional collaboration for U-Pass, longstanding regional service delivery, and the regional implementation of Arc, ETS will continue to explore opportunities to enhance collaboration with regional partners and work together on service planning. Through effective partnerships, Edmonton and regional municipalities can work together to improve intermunicipal connectivity, provide a positive rider experience, and ensure efficient service delivery.

## 4.6 TECHNOLOGY IMPROVEMENTS

### 4.6.1 Rider Information Improvements

Work continues on two technology projects started in 2022: enhancements to service alerts and updates to the ETS online rider tools. Service alerts relay notices regarding detours, delays, and disruptions to service, and improvements will increase the information available to riders. Updates to the online tools include replacing the ETS Live website and app with a new mobile responsive website for a better rider experience.

### 4.6.2 Systems Renewal

There are several lifecycle renewal projects to replace ETS technology in 2023, including mobile gateways on the bus fleet, destination sign controllers, bus radio handsets, facility CCTV cameras and emergency phones. These renewals will improve reliability, while limiting downtime and repairs.

## 4.7 LRT FLEET RENEWAL

After an impressive 44 years of service, the Siemens–Duewag U2 light rail vehicle fleet is reaching the end of its useful life. While the useful life of light rail vehicles is typically 30 years, ETS was able to extend the life cycle of the U2 light rail vehicle fleet with refurbishments and ongoing maintenance. To ensure safe and reliable LRT service that meets the needs of transit riders, ETS will begin replacing the 37 existing U2 light rail vehicles with brand new high-floor light rail vehicles in the near future. With our partners, ETS is updating the light rail vehicle specification and setting up a long-term procurement contract in 2023, with a target to have the 37 replacement trains ordered in early 2024. In the meantime, ETS will continue to maintain the older U2 light rail vehicles to provide reliable transit service. The first replacement light rail vehicle is expected to be put in service in 2027.



## 4.8 EXPLORING ALTERNATIVE LOW EMISSION BUS TECHNOLOGIES – HYDROGEN BUS PILOT

The City of Edmonton is engaged in a project as a part of the Alberta Zero Emissions Hydrogen Transit initiative with \$4.6 million in secured funding from Emissions Reduction Alberta. The project involves testing two hydrogen fuel cell electric buses in real world conditions in Alberta and compares their 'fit for purpose' with other low carbon alternatives. In 2022, ETS and Strathcona County Transit each received one hydrogen fuel cell electric bus. In 2023, both transit agencies will pilot these buses for 23 months to test the feasibility of the technology and learn more about using hydrogen as a fuel source.



#### 4.9 LRT NETWORK EXPANSION

In 2023 work will continue on the City's three LRT network expansion projects.

The Metro Line to Blatchford Extension project will extend the Metro Line LRT by 1.6 kilometres from NAIT Station to the newly developing sustainable community of Blatchford. In 2023, major construction will continue with projected completion in 2024. This project is the first step in expanding the Metro Line to Northwest Edmonton, with plans to eventually extend the LRT line to Campbell Road in St. Albert.

In the 2023–26 budget, Council also approved to move forward with land acquisition for the extension of the Metro Line to Castledowns. The Metro Line LRT extension supports the City's initiatives to create neighbourhoods that are livable, pedestrian-friendly environments and achieve environmental targets by increasing transit use.

The Capital Line South phase one LRT project will extend the Capital Line by 4.5 kilometres, from Century Park to Ellerslie Road. Early construction work started in 2022 and included drilling boreholes, tree removals, locating utilities and taking measurements and tunnelling work. Preparation work will continue throughout 2023, with major LRT construction for this phase of the project planned to start in 2024.

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*"@takeETSalert to the LRT operator who went to coliseum heading towards Century Park at 10:00AM, thank you for waving back to my daughter, you have made her day!"*

**-NICOLE WHITE**

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The second phase of the Valley Line LRT project – Valley Line West – is a low floor urban-style 13 km LRT line that will operate between downtown and Lewis Farms. In 2022, early construction work began along the corridor, including tree removals, bus stop relocation, sidewalk removals and utility work.

Construction for Valley Line West includes two new bridges: one crossing Groat Road on Stony Plain Road between 129 Street and Connaught Drive and another crossing Anthony Henday Drive at 87 Avenue. At the end of 2022, demolition of the existing Stony Plain Road Bridge began and will continue throughout 2023 for up to two years. The new bridge will be wider to accommodate the Valley Line West LRT, one lane of vehicle traffic in either direction, a sidewalk and a shared-use path on the south side of the bridge. Once completed, the mixed-use transportation corridor will improve access to and from the west end to downtown.



## 4.10 CITY OPERATIONS INITIATIVES

ETS supports the following department and corporate initiatives:

### **Enterprise Commons**

Enterprise Commons is the City's name for a new common online employee workspace currently under development.

A number of the City's aging technology applications like PeopleSoft need to be replaced. The Enterprise Commons online workspace will provide employees access to new applications using any internet enabled device.

Enterprise Commons will be the one place where all employees will go when they need to access forms, make changes to their personal information, view data and for some employees, perform their daily work when it's related to human resources, finance or supply chain tasks.

The new applications will reduce manual paper-based and redundant tasks, and improve corporate oversight, reporting capabilities and accessibility.

### **Employee and Community Experience**

The Employee and Community Experience, launched in 2022, is an initiative spearheaded by the Department Strategy Section (DSS) and is the first of its kind in the City. Its goal is to coordinate five City Operations Department committees working to enhance equity for diverse groups. As a Department, we saw an opportunity to elevate the profile of these committees, highlight leadership commitment, improve collaboration and integration among the committees and ensure diversity, equity, inclusion, anti-racism and reconciliation are core considerations when conducting our work in City Operations.

### **Accessibility Action Committee**

The City Operations Accessibility Action Committee helps staff apply an accessibility lens to their work and find ways to provide access and participation opportunities for people with disabilities.

Accessibility is fundamental to quality of life, well-being and engagement of people with disabilities throughout society.

The specific accessibility actions being worked on within City Operations include:

- » Expanding the City's Assisted Waste Collection Program
- » Performing accessibility audits on public transit infrastructure
- » Delivering travel training to ETS riders with disabilities and mobility challenges
- » Developing strategies to prioritize accessibility considerations in snow and ice removal
- » Developing user panels to provide input into transit vehicle accessibility
- » Developing and delivering disability awareness training for staff that provide direct service to the public

These City Operations actions are part of the [Corporate Accessibility Plan](#), which is the City's first three-year roadmap and includes 70 actions. This work also supports the City's commitment to accessibility outlined in the [Accessibility for People with Disabilities Policy C602](#). In 2023, the Committee will continue to focus on implementing these actions.

### **Diversity and Inclusion (D&I) Committee**

The City Operations D&I Committee supports implementing the pillars (Diversity, Equity, Skill and Growth) and the objectives and actions of the D&I framework. The committee contributes to corporate goals and establishes actions that meet the needs of the department contexts and realities. The committee helps connect D&I activities to the broader corporate strategy. Members act as change agents by championing D&I and promoting the City as an employer of choice.

In 2022, the committee participated in [The Art of Inclusion Framework](#), Anti-Racism Project, and the D&I Extravaganza. Other key elements the committee participated in, collaborated with and shared across the department included:

- » Inclusion Experience Week (March 2022): D&I Committee developed a Toolbox Talk, digital media panels and posters on the topic of Stop Racism with Allyship including what it means to be an ally.
- » Promoted Employee Resource Network Events such as Women@theCity: Break the Bias Lunch, Pride@theCity Awareness Session for International Transgender Day of Visibility, and Race&Ethnicity@theCity Leadership Q&A Forum on anti-racism and discrimination.
- » One World Festival (November 2022): Produced a virtual booth with a presentation on engaging front line workers in Diversity, Equity and Inclusion initiatives.

In 2023, the committee will focus on creating and implementing a D&I department action plan through its new committee structure while supporting corporate D&I initiatives.

#### **Gender-Based Analysis Plus (GBA+) Committee**

The Gender-Based Analysis Plus (GBA+) Centre of Excellence helps us build the mindset, heartset and skill set for employees to be more inclusive in their workplaces and in their work. We examine how our programs, services, policies and initiatives impact people of all genders, ethnic origin, race, religion, age and intellectual or physical disabilities so we can improve our inclusivity and responsiveness to the needs of our community and our employees.

In 2022, the GBA+ Centre of Excellence supported the completion of 47 GBA+ reports for Council. In 2023, the committee will focus on building awareness about the support they provide to work areas within City Operations and help build capacity among City Operations staff to conduct GBA+ in a thoughtful and intentional way.

#### **Indigenous Framework Implementation Committee**

The Indigenous Framework Implementation Committee supports the corporate [Indigenous Framework](#) which helps employees build positive and respectful relationships with Indigenous Peoples. In 2022, the committee focused on creating the department Indigenous Framework Action Plan in alignment with the seven commitments of the Indigenous Framework, and presented it to senior leadership for approval. From there, a communications and engagement plan was created, with several goals:

- » increase awareness and understanding of the Indigenous Framework and the City Operations Action Plan;
- » ensure staff have equitable access to information; and
- » ensure leaders feel comfortable delivering information and having conversations with staff.

In 2023, the Committee will refine and begin implementing the action plan and communications and engagement plan.

#### **Women@CityOps Committee**

The Women@City Ops Committee was created in 2022 to help promote and build a more diverse and inclusive culture. It is an inclusive committee, which means anyone can join. The committee aims to provide:

- » a space for all employees interested in focusing on supporting an environment to improve personal and professional growth;
- » a networking space for all to support and learn from each other;
- » capacity to develop young women with professional growth in various positions within City Operations;
- » close connections to other women encountering similar struggles and sharing those learnings with others to improve our operational work environments.

## 5.0 PERFORMANCE TARGETS

ETS is committed to providing a service that is safe, reliable, fast and convenient. To ensure accountability to City Council and Edmontonians, ETS has identified performance measures and ongoing targets related to both rider and operational performance.

### 5.1 RIDER PERFORMANCE TARGETS

ETS conducts regular surveys with riders to understand their perspectives and identify areas for service improvement. The following are select rider performance metrics:

| MEASURE   | MEASURE DESCRIPTION AND NARRATIVE   | TRENDING STATUS   |
|---|---|---|
| <b>Rider Satisfaction with Overall Transit Experience</b> | Rider satisfaction with the overall transit experience is an important measure of how transit riders feel about transit and quality of service. During 2022, satisfaction with the overall transit experience was relatively stable with an average of 83% of transit riders being satisfied with their transit experience.   |   |
| <b>Rider Satisfaction with Safety</b>                     | The safety and security of transit riders and staff is a top priority for ETS. A number of safety and security enhancements were implemented in 2021 and 2022 to help ensure a safer transit experience and improve perception of safety. Throughout the year, rider satisfaction with safety has ranged between 71% and 80% (target of 80%).   |  |
| <b>Rider Satisfaction with On-Time Performance</b>        | Rider satisfaction with on-time performance is a measure of rider perceptions of ETS' schedule adherence. While operational measurement of on-time performance is consistently high, the perception of on-time performance shows a larger variance throughout the year and is impacted by weather, trip purpose and other factors. On average, satisfaction with on-time performance was 83% in 2022. |  |

## 5.2 OPERATIONAL PERFORMANCE TARGETS

ETS also collects data on the operational performance of the transit network to identify service improvement opportunities.

| MEASURE  | MEASURE DESCRIPTION AND NARRATIVE  | TRENDING STATUS   |
|--|--|---|
| <b>Ridership</b>                               | While transit ridership continues to be impacted by the COVID-19 pandemic, during 2022 ETS has experienced significant growth in ridership as more Edmontonians returned to transit. Ridership recovery was over 80% of pre-pandemic levels in Q4 2022. ETS expects ridership to fully recover from the pandemic by Q2 2024. |    |
| <b>Operational On-Time Performance</b>         | Although On-Time Performance has decreased in 2022 due to higher traffic volumes and increased ridership, overall On-Time Performance of bus, LRT and DATS has averaged above the 90% target throughout the year.  |    |
| <b>Operating Cost Per Vehicle Revenue Hour</b> | The Operating Cost per Vehicle Revenue Hour indicates the cost to operate the conventional transit network per hour a transit vehicle is in service. The Operating Cost per Vehicle Revenue Hour slightly increased from \$160 in 2021 to \$171 in 2022 due to higher fuel and personnel costs in 2022.                      |  |
| <b>DATS Accommodation Rate</b>                 | The DATS accommodation rate refers to the number of DATS trip requests accommodated as a proportion of the total number of DATS rides requested. DATS accommodates over 98% of trip requests, while also ensuring service reliability standards are met.   |  |

## APPENDIX A: FINANCIAL SUMMARY

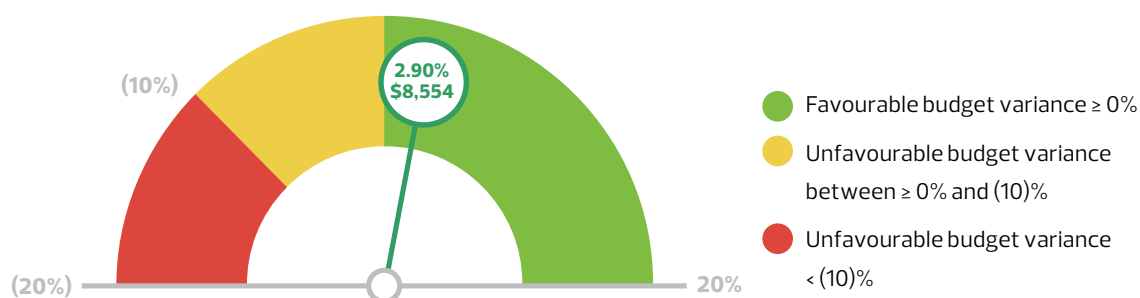
### 2023 BUDGET (000s)

|                        |              |
|------------------------|--------------|
| Expenses               | \$ 429,496   |
| Revenue and Recoveries | \$ (144,045) |
| Net Income/(Loss)      | \$ 285,451   |

### SERVICES

|              | Expenses   | Revenue      | Net        |
|--------------|------------|--------------|------------|
| Bus and LRT  | \$ 396,931 | \$ (143,010) | \$ 253,921 |
| DATS         | \$ 32,565  | \$ (1,035)   | \$ 31,530  |
| Total (000s) | \$ 429,496 | \$ (144,045) | \$ 285,451 |

### NET POSITION BUDGET VARIANCE (%)



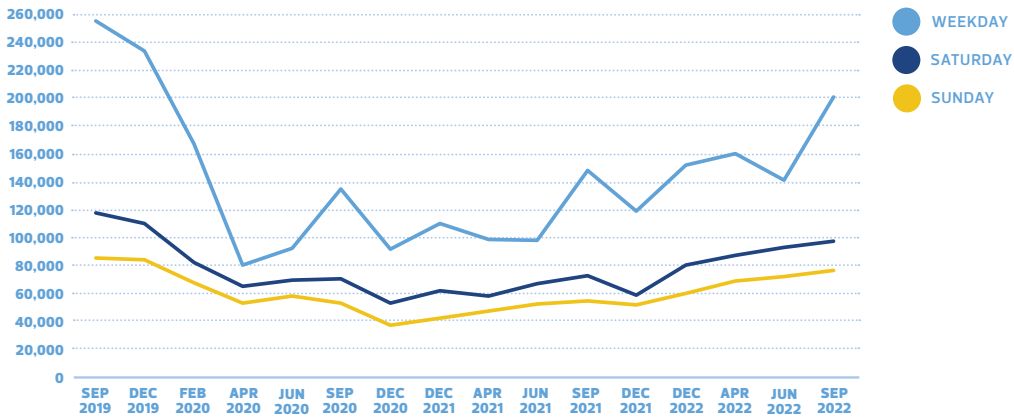
### YEAR END FINANCIALS (2022) (000s)

|                        | Budget       | Actual      | Year-end Variance |
|------------------------|--------------|-------------|-------------------|
| Expenses               | \$ 405,230   | \$ 383,587  | \$ 21,643         |
| Revenue and Recoveries | \$ (110,078) | \$ (96,989) | \$ (13,089)       |
| Net Position           | \$ 295,152   | \$ 286,598  | \$ 8,554          |

## APPENDIX B: SERVICE SUMMARY

In order to account for service adjustments which take place at regular time intervals throughout the year, service summaries are segmented using the same intervals. These intervals are referred to as 'sign up periods' and occur five times per year in February, April, June, September, and December. The following key metrics were selected to illustrate the overall performance of the service: average daily bus boardings by sign up period, average daily bus boardings per service hour, and on time performance.

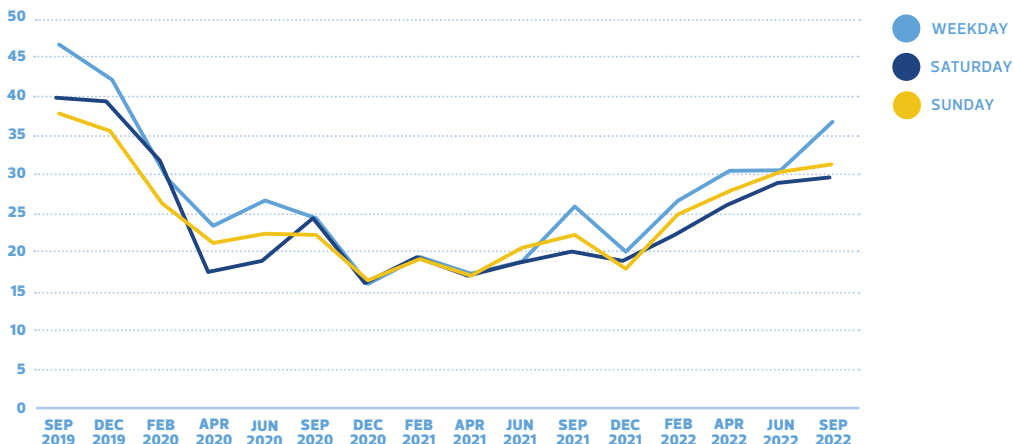
**Figure 4: Average Daily Bus Boardings By Sign Up Period**



To illustrate ridership recovery, the chart above shows the average daily bus boardings on weekdays, Saturdays, and Sundays during each sign up period from September 2019 (pre-COVID) to September 2022. Daily bus boardings refer to the total number of passenger entries onto all ETS buses during a given day. Boarding data is collected using automated passenger counters that count the number of passengers as they enter a bus.

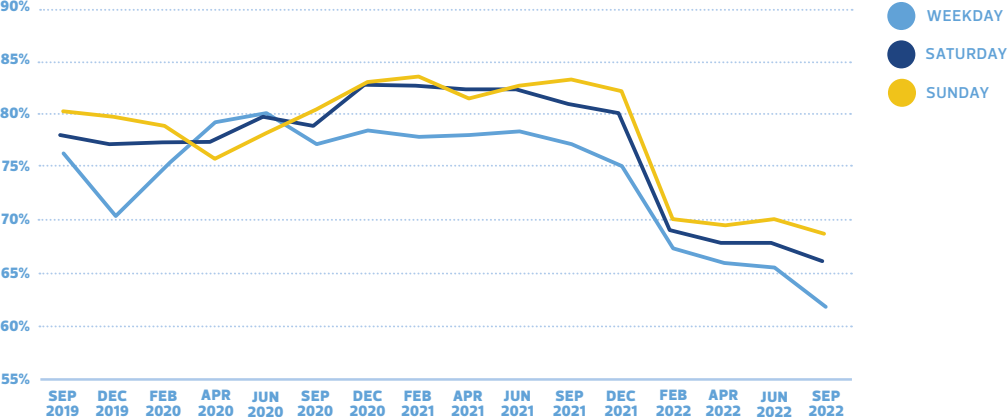
In 2022, the number of daily bus boardings continued to gradually recover to pre-pandemic levels. As of September 2022, the average number of daily bus boardings was at 80% of September 2019 (pre-COVID) levels. Recovery rates are slightly higher on the weekends, with weekday recovery at 79%, Saturday at 83% and Sunday at 89%.

**Figure 5: Average Daily Bus Boardings Per Service Hour**



The number of boardings per service hour illustrates the productivity (or efficiency) of the service and passenger usage. The chart above shows bus boardings per service hour from September 2019 to September 2022. During 2022 bus boardings per service hour have also recovered, in line with total boardings, but remain below 2019 levels. This means that in 2022 route productivity has been progressively increasing alongside ridership recovery.

**Figure 6: On Time Performance**



On time performance is a reliability measurement in terms of the service's adherence to printed schedules. The above chart shows that on time performance increased in 2020, and then decreased in 2022. On time performance was likely impacted by decreased vehicle traffic and ridership volumes from the onset of COVID-19, and subsequent increase in vehicle traffic and ridership volumes during the COVID-19 recovery period. To improve on time performance, ETS is adjusting schedules in February 2023 to improve adherence.

## APPENDIX C: ROUTE REPORT CARDS

ETS produces a Route Report Card for every route in operation which provides detailed route-specific performance data over a given sign up period. Due to the high volume of information, Route Report Cards are published in an external attachment.



Edmonton

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