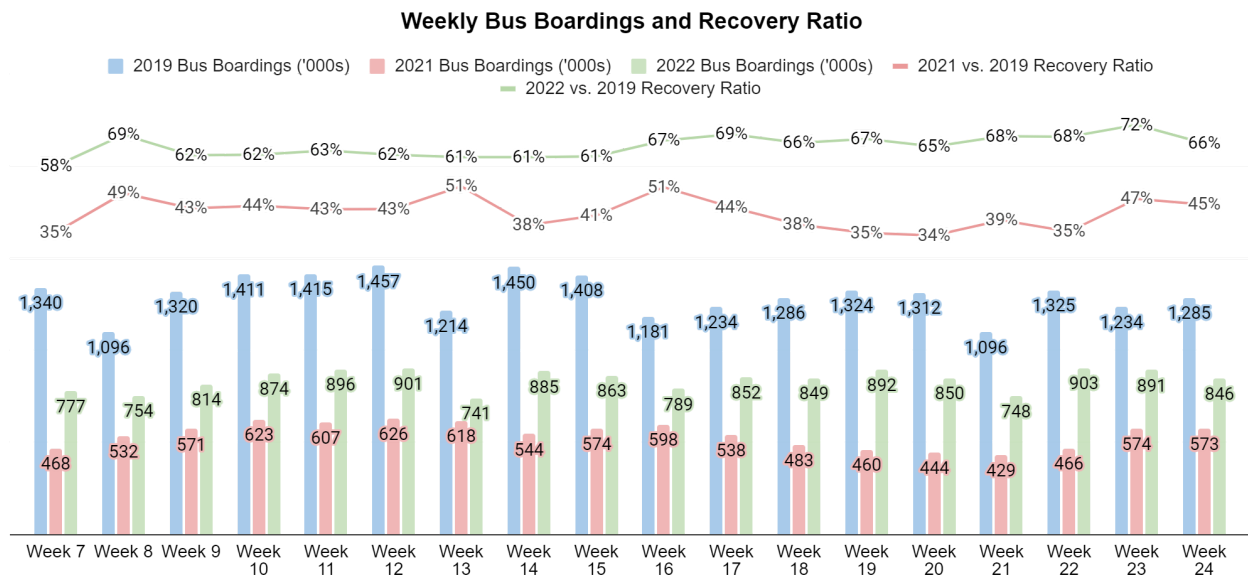


# ETS Branch Highlights Report

Date: June 27, 2022

## 1. RIDERSHIP



Note: Weekend ridership is not included.

\* Week 7: February 10, 2019 to February 16, 2019 / February 7, 2020 to February 13, 2021 / February 13, 2022 to February 19, 2022

\* Week 24: June 9, 2019 to June 15, 2019 / June 6, 2021 to June 12, 2021 / June 12, 2022 to June 18, 2022

June 12-18 weekday bus boardings totalled 846,131, representing 66% of pre-pandemic levels. Bus boardings decreased by 5% from the previous week (June 5-11), which saw a total of 891,437 weekday bus boardings at 72% of pre-pandemic levels.

The slight decline in bus boardings during week 24 may be attributed to the end of spring term classes for post-secondary students, leading to a decrease in student ridership. Additionally, as summer break approaches, more people are traveling given the easing of COVID restrictions globally.

With an average recovery of 68% of pre-pandemic levels between May and June, ETS ridership recovery from 2019 levels remains higher than many Canadian transit agencies.

## 2. ETS UPDATES

### **Mask Use on Transit**

In light of the continuing decline of the COVID-19 hospitalizations rate, Alberta entered Stage 3 of its Reopening Plan effective June 14, 2022. Masks or face coverings are no longer required in settings such as public transit, AHS-operated and contracted facilities, and continuing care settings across Alberta.

While some transit riders continue to wear masks on transit, the majority have stopped wearing masks. According to a Transit App survey which asked app users if “most”, “some” or “few” people are wearing masks during their trip, the percentage of ETS trips where most riders were wearing masks fell from 40% on June 14 to 19% as of June 21.

### **Conduct of Transit Passengers Bylaw Amendment**

On June 8, Council approved an amendment to the Conduct of Transit Passengers Bylaw 8353 to add an additional offence dealing with the inappropriate and unsafe behaviours on transit property that are unrelated to, or interfere with, the intended use of transit services. The amended bylaw is one of several actions being taken by Administration to improve safety for riders and employees in transit facilities. The amendment confirms that remaining on transit for long periods of time for purposes unrelated to the use of transit services is not permitted. It also prohibits the use of illicit substances on transit property as it interferes with the safety and comfort of transit riders. The fine for the additional offence will be \$250, consistent with the existing offence for inappropriate behaviour.

### **Rediscover ETS Campaign and Street Team Update**

As part of the Rediscover ETS campaign, we launched the ETS Street Team to connect with Edmontonians throughout the city. They will be onsite at many summer festivals, events and attractions promoting ETS initiatives and engaging with riders and the public, answering questions about ETS and helping to plan their trips. The Street Team’s presence will also help to activate and enliven transit spaces to deliver a positive experience and create connections on transit while reinforcing the perception of ETS as a community-minded service. In addition to connecting with transit riders and residents, the Street Team will also support special services by helping riders get to major events, such as Elks football and concerts at Commonwealth Stadium. They will also be available to support other ETS initiatives as they come up through the summer.

The Rediscover ETS campaign runs from June 13 to September 5, to encourage residents to use transit to “rediscover” attractions, museums, festivals and events that may have been shut down due to the COVID-19 pandemic. Starting on June 20, ETS will be launching social media contests to engage riders and help promote local attractions throughout the City. They will be rewarded with a chance to win prizes provided by our partners, which include passes, tickets and gift cards to attractions, museums, festivals and events around the city.

Figure 1: ETS Street Team



Joshua Hui, Kyra Mack, Claire Frazer and Robin Hunter

### Transit Safety Information Boards

Administration will be posting transit safety information boards in LRT stations to raise awareness of key safety procedures in transit facilities. The posters will be present in most LRT stations by June 30. The safety information boards were inspired by a Grant MacEwan University student project that recommended design changes that could make Edmontonians feel safer on transit. They have been included as part of the safety education and outreach activities outlined in the Transit Safety Plan. Information will also be handed out by the ETS street team to riders who are interested in learning more about safety and security on transit. The goal is to educate more riders on the resources and tools that provide security and emergency assistance, including how to report harassment on a bus, train, or at a transit centre or LRT station.

Figure 2: Safety Information Board

## Safety on Transit

The City of Edmonton has **zero tolerance** for harassment, violence, discrimination or racism.

**How to report a safety concern**

**Call 911 in an emergency**

Safety tool/resource	Support provided
<p><b>Text or call Transit Watch at 780-442-4900</b> to report harassment, disorder or suspicious behaviour.</p> <p><b>Blue emergency phones</b> are on all LRT platforms and transit centres.</p> <p><b>Red emergency buttons</b> are at all transit public washrooms and also at the entrance of Winspear Centre and these pedways: Winspear, Edmonton City Centre and the Westin Hotel.</p>	<p>Connect you directly with ETS security personnel who are here to help and dispatch officers, if needed.</p>
<p>LRT cars are equipped with <b>red alarm buttons, red alarm pull handles and yellow alarm strips</b>.</p> <p><b>Red alarm buttons</b> are located on all LRT cars at multiple locations.</p> <p><b>Red alarm pull handles</b> are located on some LRT cars above the door. Pull on the red handle to activate the alarm.</p> <p><b>Yellow alarm strips</b> are located inside the LRT cars over the windows. Press the yellow strip to activate the alarm.</p>	<p>Connect you directly with the LRT operator who is there to help and reach out to ETS security personnel, if needed.</p>
<p>With <b>security cameras</b> in place throughout the system, ETS personnel are monitoring the network 24/7.</p>	<p>When someone uses a blue emergency phone or red emergency button, a camera will automatically monitor the area. ETS security personnel then connect with the person in need of help.</p>
<p><b>Uniformed persons</b> are here to help you if you see safety concerns.</p>	<p>Reach out to operators, transit inspectors, security guards, transit peace officers or police for help.</p>

Edmonton Transit Service

## **June Special Events Service**

During June, ETS provided special events service to support the following major events:

- Friday, June 03 - Football game, Elks vs. Calgary
- Saturday, June 18 - Football game, Elks vs. Saskatchewan
- Friday, June 24 and Saturday, June 25 - Garth Brooks Concerts

To help riders get to the events, Capital Line LRT service frequency increased and over 90 Park & Ride buses provided direct service to Commonwealth Stadium from parking lots across the city. For the Garth Brooks concerts on June 24 and June 25, ETS ambassadors were stationed at high-volume LRT stations to help answer questions and direct individuals to ensure efficient movement of riders to and from the events. Transit Peace Officers were also present to manage fare collection and security.

## **Capital Budget Update**

Council approved a \$135 million addition to the City's capital budget to support new projects and changes to existing projects. The additional budget includes the \$45 million land acquisition cost required for the new transit garage in southeast Edmonton. The land acquisition is a crucial factor for the implementation of the Fleet Storage and Maintenance Facility Strategy that calls for investment into new and expanded facilities required to meet transit service demands and fleet electrification needs through to 2040.

## **Sole Source Transit Technology**

On June 29, Administration will bring forward that Council approve a sole source agreement with Trapeze Software ULC (Trapeze) for a term of up to 10 years starting July 27, 2022 to ensure ongoing support of the Smart Bus system, as the current contract expires on July 26. The Smart Bus system provides real-time information directly to riders and to third-party app developers, improving the transit experience for riders. It is essential for accessibility, transit rider information, safety, security, planning, scheduling and transit operations. As the system is integrated into Arc, the Smart Fare system, the technology support provided by Trapeze to the Smart Bus system is critical for the successful implementation of Smart Fare. The new contract will also allow for additional planned future upgrades to the Smart Bus system that will improve operational efficiency.

### 3. ETS COUNCIL REPORT TRACKING - 2022

Report #	Report Title	Meeting Date*	Committee*
<b>Upcoming reports being led by ETS:</b>			
CO01274	Sole Source Transit Technology	June 29, 2022	Exec
CO01179	Edmonton Metropolitan Transit Services Commission - Phase One Service Plan Implications	Sept 28, 2022	Exec
CO00576	Transit Fare Fines - Repayment Options	Oct 26, 2022	Exec
CO01192	Ride Transit and Leisure Access Programs	Oct 26, 2022	Exec
TBD	Evaluation of On Demand Transit service delivery	Fall 2022	Exec
<b>Other upcoming reports of interest:</b>			
OCM01136	Amendments to Bylaw 8353 Conduct of Transit Passengers	Aug 22, 2022	CPSC
FCS01246	Revenue Source for Transit - Potential, Risk and Implementation and Intergovernmental Advocacy	Aug 24, 2022	Exec
CS00751	Amendments to Bylaw 14614 Public Places Bylaw - Restorative Justice Practices	Nov 28, 2022	CPSC

\*Subject to change

AC = Audit Committee

CC = City Council

CPSC = Community and Public Services Committee

Exec = Executive Committee

IRCD = Inter-municipal and Regional Development Committee

UPC = Urban Planning Committee