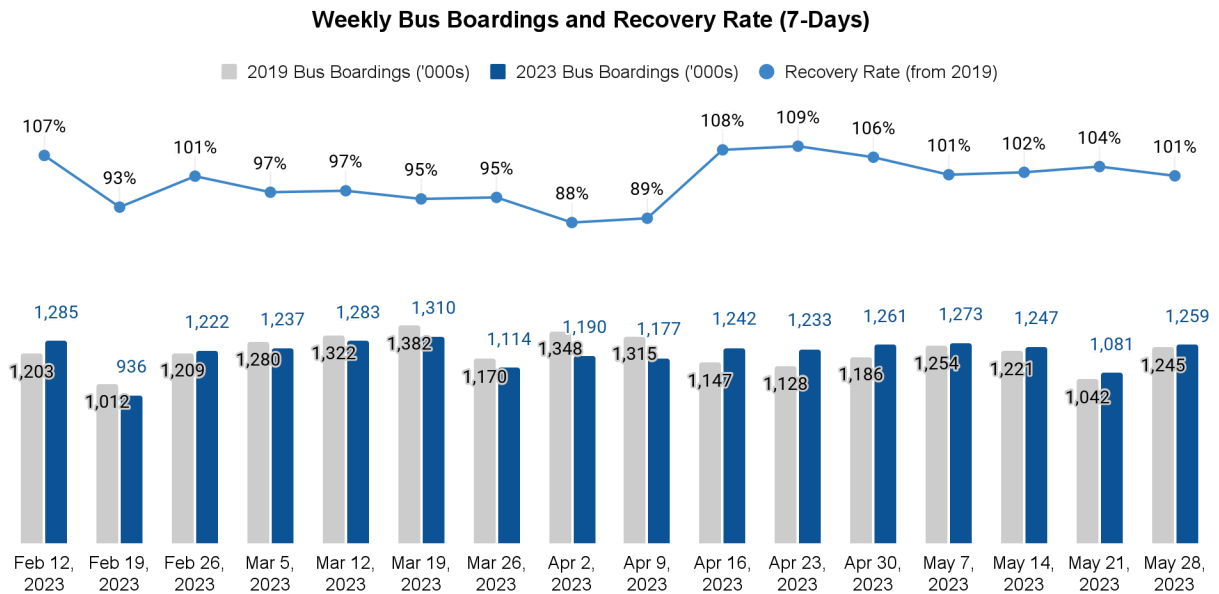


ETS Branch Highlights Report

Date: June 26, 2023

1. RIDERSHIP



The week of May 28 - June 3 saw a total of 1.26 million bus boardings, representing 101% of bus boardings for the same week in 2019. This week witnessed an increase of 16% in bus boardings from the previous week (May 21-27) which saw a total of 1.08 million bus boardings due to the Victoria Day statutory holiday.

In May 2023, there were a total of 5.49 million bus boardings, representing a year-over-year growth of 28% from 4.21 million bus boardings in May 2022. Overall, bus ridership recovered to 101% of 2019 levels in May. While overall ridership is expected to decrease during the next couple of months as generally happens during the summer, ETS will be supporting several civic events during the summer and ridership recovery is forecasted to continue to perform at 2019 levels.

2. ETS UPDATES

Transit Safety Plan Update

On June 14, City Administration delivered a verbal update to City Council on the progress on the Enhanced Transit Safety Plan - the first of what will become regular monthly verbal updates. The intent of these updates is to increase transparency and better communicate the efforts the City and partner organizations are undertaking to improve safety and security within the transit system. Some key updates on transit safety from the Council discussion are outlined below:

- Joint Operations: The City of Edmonton and Edmonton Police Service (EPS) are actively working together to respond efficiently with teams such as the Healthy Streets Operation Centre (HSOC), coordinated deployment between EPS, Transit Peace Officers (TPOs) and Community Outreach Transit Teams (COTT), EPS Beat team and Transit Community Safety Teams (TRACS) under EPS.
- Recent Federal and Provincial Announcements: There have been recent investments from the federal and provincial governments to improve transit safety which include a partnership with provincial Sheriffs and EPS focused on increasing enforcement presence in the downtown core and transit spaces; a commitment from the province to provide 100 new police officers to Edmonton and Calgary for transit safety; additional Police and Crisis Response Teams (PACT) and Human-centred Engagement and Liaison Partnerships (HELP) units; and a \$5 million grant from the province to enhance cleanliness and infrastructure improvements throughout the transit system. The City will continue to advocate to higher orders of government for ongoing commitments to address the root causes of crime and disorder in transit spaces.
- Encampments: The City's encampment response also supports improved safety within the downtown transit system. A total of 15 actions and five prototypes are being undertaken this year with key outcomes being facilitating access to resources for people experiencing unsheltered homelessness and encampment safety. To support this work, a steering committee and four working groups have been established with City Administration, EPS and community organizations, including advisors with living experiences and Indigenous communities.
- Community Outreach Transit Teams (COTT): Since the launch of COTT 18 months ago, teams have reported over 6,000 interactions, 1,000 in-depth engagements and 400 instances of providing supplies such as clothing, food and water. Recently, the teams have been hosting bi-weekly connection booths and have partnered with Alberta Health Services Opioid Dependency and Enhanced Addictions Clinic to connect people in transit spaces with addiction supports and social services.
- Southgate LRT Station Pilot Project: An update on the pilot project at Southgate LRT Station and Transit Centre which saw integration of staff and resources from the City, EPS, Southgate Mall and the neighbouring Malmo community was provided. Data and feedback on the Southgate pilot project demonstrated that increased integration of

resources and strong partnerships can improve safety outcomes. The Enhanced Transit Safety Plan aims to scale up this approach across the entire transit network.

- **Key Measures, Targets and Outcomes:** City Administration identified the four pillars of work to push the Enhanced Transit Safety Plan forward, including safety, perceptions of safety, wellbeing, and integration. Each pillar has short, medium and long term outcomes with key activities and indicators to measure progress within each pillar.

Several proactive initiatives were identified as next steps. These include implementing enhanced cleaning and safety-related activities through the \$5 million Alberta Transit System Cleanup Grant; the launch of a real-time survey and an ethnographic research study in transit spaces to better understand riders' perceptions of safety; the launch of both enforcement and outreach 'hubs' at Central and Churchill LRT Stations; further transit facility animation and programming (e.g. Churchill LRT Station "Mother Earth" mural); collaborative data reporting efforts; and public communications.

July Service Adjustments

Five times a year, ETS implements service adjustments to make service more efficient and effective for riders. On July 3, ETS will implement regular summer service adjustments to various bus routes and On Demand Transit. A summary of some of the changes riders will experience is outlined below:

Bus Service

- All School Special routes will be cancelled until September 3.
- Route 56, which currently serves West Edmonton Mall (WEM), Leger, Century Park and Mill Woods Transit Centres, will extend service to Meadows Transit Centre. This will improve connections from the Laurel, Tamarack and Meadows neighbourhoods to the Capital Line LRT, WEM and Meadows Rec Centre.
- Route 727 will be added as a new route which will take riders from Chappelle to Heritage Valley Transit Centre. At the transit centre, it will turn into Route 700X and provide a transfer-free trip to Century Park. On the way back, it will turn from Route 700X to 727 and provide a transfer-free trip to the Chappelle neighbourhood. This route will only run during peak periods.
- Route 516 will see increased early morning/evening frequency to 30 minutes on the weekends.
- Route 900X will be adjusted to run on 107 Ave to avoid West Valley Line LRT construction and to achieve improved schedule reliability. When construction has been completed, the route will return to its original routing.
- Route 901 will see an increase in frequency during early mornings on weekdays, midday and Sunday evenings.

On Demand Transit

On Demand Transit service hours for seniors residences will now be permanently extended during weekdays. The service will be available from 7 a.m. until 7 p.m., instead of from 9 a.m. to 4 p.m.

Detours and Construction

Due to construction projects taking place in the Duggan area, 132 Avenue, 122 St. and Fox Drive and 51 Ave, some routes will experience detours and temporary stop changes. Routes that will be impacted during the July service adjustments include routes: 660, 709, 106, 150X, 55 and 706.

More information on service adjustments and detours is available on edmonton.ca/ETSservicechanges.

DATS Q2 Update

DATS highlights from the second quarter of 2023 include:

- DATS trip volume has recovered to 84% of 2019 levels on weekdays and 92% of 2019 levels on weekends.
- A review of the prototypes for the latest round of replacement buses was conducted at the factory, with 33 new buses to be delivered to Percy Wickman garage over the summer.
- The DATS Advisory Group has created a new Innovations sub-committee that will be providing input on a number of planned technology initiatives, including the planned upgrade of the online booking platform, Arc rollout, and real-time trip information options via web or interactive voice response.
- Preliminary Arc validators and locking cases were delivered for operational review by staff.
- Many trip scheduling enhancements were implemented, including a mapping upgrade, road speed optimization, minimum trip time refinements, and an optimized parameter set for initial scheduling of trips at the booking stage.
- Community outreach visits were made to Elves, Louis St. Laurent Catholic Junior/High School, Nina Haggerty Centre for the Arts and Special Olympics this spring.
- Additional community outreach visits are being coordinated with Winnifred Steward, Chrysalis, Excel, Mira, CNIB, Villa Marguerite, Adaptabilities and others to schedule meetings with staff, caregivers and clients when available.

Churchill LRT Station Mural

Tuesday, June 27, is [Canadian Multiculturalism Day](#) and June is [National Indigenous History Month](#). To celebrate these, the City, in collaboration with John Humphrey Centre for Peace and Human Rights (JHC), will unveil a 127 foot artist mural in the pedway underneath Churchill Square between Churchill LRT station and Edmonton City Centre East. This artwork is the collaborative effort of 15 artists, led by Carla Rae Taylor. The Mural has a central theme of "Mother Earth". Mayor Amarjeet Sohi has been invited to say a few words at the event.

Below is a picture of the in-progress mural at Churchill LRT station. Watch the artists discuss their contributions to the YEG Dignity Mural [here](#).



Bike Storage at Century Park

Edmontonians need safe and convenient transportation options — whether they are walking, cycling, wheeling, taking public transit, riding e-bikes or scooters, or driving. On June 6, the new security bike storage facility opened at Century Park Transit Centre. The facility provides convenient and secure bike storage access for transit riders who commute to the station.

While there is no fee for using the bike storage, users will be required to register for a scan card which will provide access to the storage area. The card can be obtained at the Edmonton Service Centre and requires a \$10 deposit, which will be refunded upon its return.

The new bike storage facility is a pilot project and is expected to last one year. Based on the outcome of the pilot, the City will consider expanding bike storage facilities at Century Park and/or other transit centres. As of June 19, there has been a limited number of registrations for the bike storage facility, however the City is working on expanding communications to increase awareness among transit riders. The City of Edmonton is also hosting Bike Month events at a number of locations and has partnered with the organizers to create a pop-up event at the bike storage facility to inform transit riders about the program and encourage them to register.

3. ETS COUNCIL REPORT TRACKING - 2023

Report #	Report Title	Meeting Date*	Committee*
Upcoming reports being led by ETS:			
CO01908	Monthly Update on the Transit Safety Plan and the Downtown Core - Verbal Report	July 4 & 5, 2023	CC

CO01834	Implementation of the Edmonton Transit System Safety Plan	July 4 & 5, 2023	CC
CO01922	Monthly Update on the Transit Safety Plan and the Downtown Core - Verbal Report	August 22, 2023	CC
CO01337	Edmonton Transit Services in Newer Developing/Developed Communities	August 29, 2023	UPC
CO01551	Developer-funded Transit Service Options to Support Early Adoption of Transit in New Neighbourhoods	August 29, 2023	UPC
CO01562	Bus Service for Youth After School Hours - Approach and Work Plan	August 29, 2023	UPC
CO01923	Monthly Update on the Transit Safety Plan and the Downtown Core - Verbal Report	September 12, 2023	CC
CO01885	Metro Line to Blatchford Operating Options	September 20, 2023	Exec
CO01580	Fare Policy Amendment - Children Under 12	October 13, 2023	Exec
OCM01136	Bylaw XXXXX - Amendments to Bylaw 8353 - Conduct of Transit Passengers	TBD - Fall 2023	CPSC
CO01552	Commingle Paratransit and On Demand Services	November 28, 2023	UPC
CO01632	Direct Downtown to Airport Bus Route	December 6, 2023	CC
Other upcoming reports of interest:			
FCS01246	Revenue Source for Transit - Potential, Risk and Implementation and Intergovernmental Advocacy	September 4, 2023	Exec
FCS01893	Bylaw 20401 to amend Revised Bylaw 19161, as amended by Bylaw 20210, to authorize the City of Edmonton to undertake, construct and finance Integrated Infrastructure Services Project, New Transit Bus Garage	July 4, 2023	CC

*Subject to change

CC = City Council

CPSC = Community and Public Services Committee

Exec = Executive Committee

UPC = Urban Planning Committee