Edmonton Transit Service
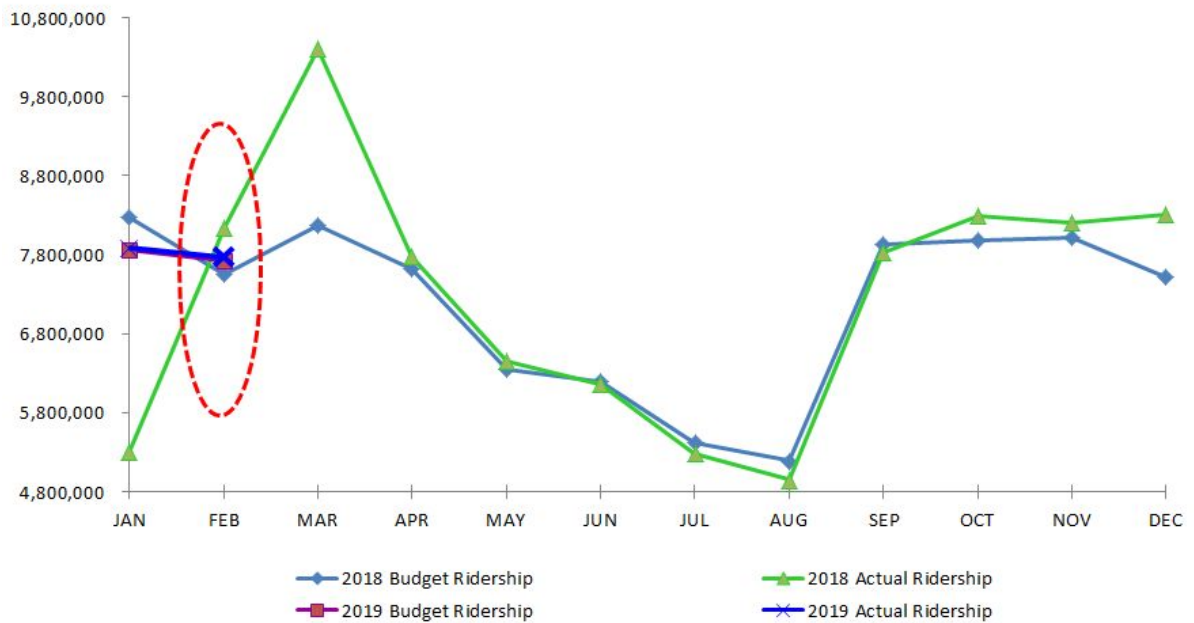City Operations

ETS Branch Highlights Report

Date: April 29, 2019

1. RIDERSHIP

Bus and LRT Ridership – February 2019

	Month	Year to Date
2018 Actual	**8,142,872**	**13,445,660**
2019 Budget	**7,730,873**	**15,590,794**
2019 Actual	**7,773,662**	**15,653,140**

Monthly Ridership

2. ETS UPDATES

Smart Fare Status Update
Between April 4 and April 12, the first visible step in the implementation of the Regional Smart Fare Electronic Payment System will take place. Fare validators will be installed on five ETS buses in order to confirm design, installation and wiring requirements for the different types of buses in our fleet. These fare validators will not be activated at this time. The five buses include an articulated bus and conventional bus operating from Centennial Garage, and a Vicinity bus and two conventional buses operating from Mitchell Garage.

Installation of fare validators on the remaining buses in our fleet will start later this year and will be completed on all buses by spring 2020. For DATS buses, Operators will be issued handheld units for validating fares of paratransit customers. Starting in late 2020, fare validators will be used by customers to tap fare payment cards when boarding and alighting.

The Regional Smart Fare Electronic Payment System will be rolled out to customers of all public transit systems in the Edmonton Metropolitan Region in the second half of 2020, making it easier for customers to obtain and pay for their rides on public transit across the region. Customers will be able to use a transit fare card, or tap a credit or debit card or other compatible device. Transit customers will be able to set up an "account", which would allow them to purchase different fare products online, at retail outlets, through a customer call centre or at a new Smart Fare vending machine in LRT stations.

Thales Update Metro Line
The City terminated its contract with Thales, the Metro Line signalling system contractor. The Metro Line will continue to operate as normal without disruptions using the existing signalling system. ETS will now focus on the alternative signalling plan to replace the Thales system. The Metro line is used by over 34,000 passengers every day. Now is the time to move forward and deliver an LRT line that Edmontonians will be proud of. For more details, please visit the [Transforming Edmonton blog](#), and see the [FAQs](#) document.

Customers Line Up for Cookies from ETS
ETS handed out swag, cookies, coffee at Churchill, MacEwan, Kingsway, and NAIT stations to thank customers for taking the Metro line. ETS wanted to thank customers for choosing the LRT during maintenance and construction projects, which will continue until August 2019. Branch Manager Eddie Robar was present and said it was a great opportunity for some genuine face-to-face time with customers.

Closure of 95 Ave for TransEd's Valley Line LRT Construction

From April 28 until approximately late November, Routes 112, 322 and 965 will detour off 95 Avenue between 85 Street and 92 Street to accommodate TransEd's Valley Line LRT construction. During TransEd's work, all bus stops on 95 Avenue from 85-92 Street will be temporarily closed. Bus Stop #2841 outside Central Baptist Manor, Bus Stop #2383 for Route 112 (Connors Road and 95 Avenue westbound) and Bus Stop #2011 (92 Street and 95 Avenue westbound) will also be temporarily closed.

TransEd will provide free shuttle service from Montgomery Place to the intersection of 95 Avenue and 85 Street where passengers can board Route 112 for travel to Capilano Mall or downtown, and Route 322 to Bonnie Doon Mall. There will be TransEd teams on-site at the intersection to assist customers in making connections to these routes.

Passengers can also take Route 322 from Bus Stop #2382 on the east side of Connors Road at 95 Avenue, which will take them to the same intersection as the free shuttles. From there, passengers can board Route 112, if needed. Passengers can also use Bus Stop #2066 (94 Street and Connors Road southbound) to board Route 8 to the Bonnie Doon Mall.

Annual Service Plan Launch

ETS has launched its first [Annual Service Plan](#) that includes key transit projects and branch priorities. It is a trusted source of information for ETS staff and customers about what the branch is focusing on in 2019. The plan aligns with the Corporate Business Plan and the City Operations Business Plan. It focuses on three buckets: Strategy, Infrastructure and Technology.

3. ETSAB INFORMATION REQUESTS

ATMs at Transit Centres

The City has a contract with Cardtrornics (non-bank ATM operator) to provide ATM service at various ETS facilities/locations. There are currently 9 ATMs available. Locations are determined by the vendor and based on factors such as security, ridership and competition (nearby banks or convenience stores).

Current ATM locations: Belvedere, Central, Churchill, Stadium, University (East), Century Park, Clareview, Coliseum, and Southgate

4. ETS REPORT TRACKING - 2019

SIRE	Report Title	Meeting Date	Committee
6537	Principles of Services for DATS – Contracted Service, Pickup Time & Impact of Snow & Ice Policy	June 24	Exec
7029	Interim Update on Transit Ridership Growth and Recovery Report	June 24	Exec
6432	LRT Station Security Update	July 10	CPSC
6505	Safety of Future Transit Stations - Design Guidelines and Site Activation	September 3	UPC
6999	Ride Transit Program Update	September 19	UPC
6417	Shift Flexibility for Staff with Young Children	September 30	Exec
7128	Ridership Recovery and Growth Strategy	October 15	UPC
6854	Transit Service Standards Policy	November 19	UPC
6719	Bus Network Redesign 2020	November 19	UPC
6788	First KM/Last KM Community Solutions	November 19	UPC
7078	Edmonton Transit Service Fare Policy	November 19	UPC
6778	Update on Bus Network Redesign	March 2020	TBD
5995	Regional Transit Commission*	TBD	TBD
6901	Options to Implement Wayfinding*	May 21	UPC

*Not an ETS lead report
AC = Audit Committee
CC = City Council
CPSC = Community and Public Services Committee
Exec = Executive Committee
IRCD = Inter-municipal and Regional Development Committee
UPC = Urban Planning Committee