

# ETS Branch Highlights Report

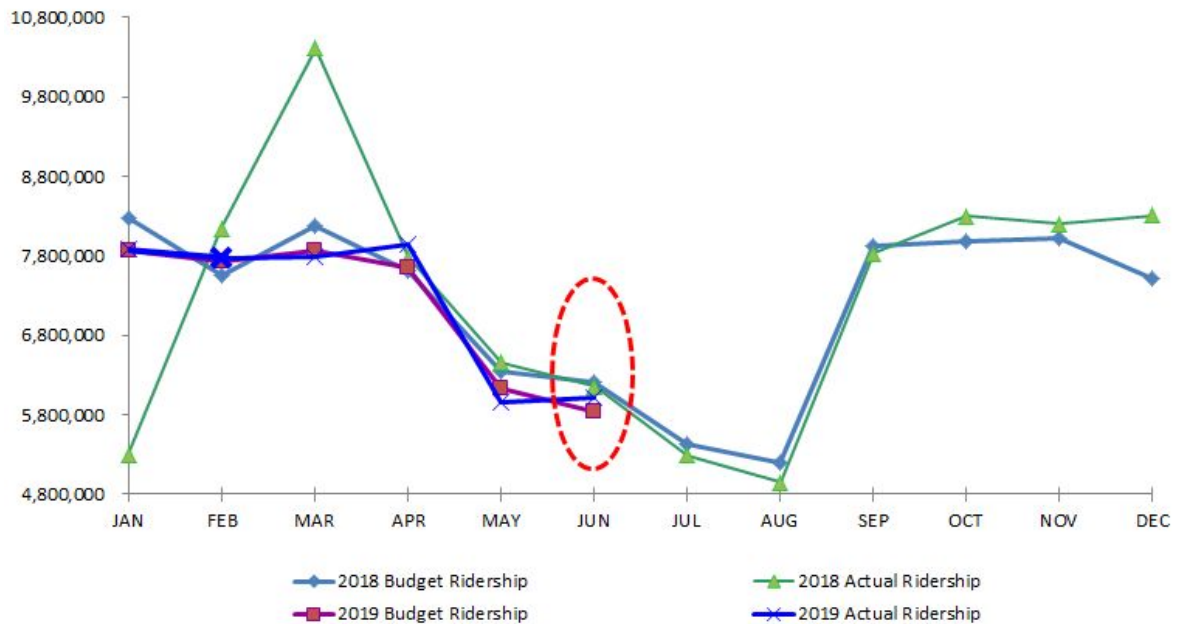
Date: Aug 26, 2019

## 1. RIDERSHIP

### Bus and LRT Ridership – June 2019

	Month	Year to Date
<b>2018 Actual</b>	<b>6,153,490</b>	<b>44,244,329</b>
<b>2019 Budget</b>	<b>5,834,038</b>	<b>43,071,601</b>
<b>2019 Actual</b>	<b>6,020,062</b>	<b>43,363,454</b>

Monthly Ridership



## 2. ETS UPDATES

### **Heritage Festival - ETS Service**

Throughout the Heritage Festival, ETS operated Park & Ride service from a variety of locations throughout the city. The service ran continuously from all sites on all three days between 9:30 am and 10:00 pm. ETS customers paid a \$6 cash fare for a round trip, which was collected on the initial boarding, but all ETS passes were accepted (two ETS tickets, a valid ETS transfer plus \$3, or a valid LRT ticket plus \$3). No payment was required for customers to board ETS when leaving the festival. Over the three days, 250,000 customers took advantage of the service.

### **Bonnie Doon traffic circle converting to 4-way intersection**

As part of the ongoing construction of the Valley Line LRT, the Bonnie Doon traffic circle has been converted to a 4-way intersection. This change is permanent and will allow the LRT to travel through the intersection at grade.

### **ETS is updating the School Special bus route numbering system**

The majority of School Special bus routes will now operate as a branch of a regular ETS route that serves the same area as a former School Special. Some routes have multiple branches that service different schools. New route branches will be identified with an "S" next to the route number on the destination sign, along with the name of the final school it services in its trip. These trips will also be identified by an "S" in route brochures and transit planning apps. ETS will continue to operate 29 School Specials under the 600 and 800 series route numbers.

### **ETS is Transforming Transit: a 3-part blog series**

ETS recently contributed a 3-part blog series titled "[Transforming Transit - Tackling a Changing Transit World](#)" to the Canadian Urban Transit Association (CUTA), one of Canada's most respected trade associations. This blog series discusses how ETS is transforming Edmonton's transit system and the challenges that come with major change. Resetting the transit system is a massive undertaking and it means going back to basics. Late next summer, ETS will introduce a new bus network that will focus on high-frequency service along major corridors. Travel on a high-frequency network will make connections easier, reduce wait times and buses will come sooner. In addition to resetting the transit system, the blog series discusses our commitment to a culture of continuous improvement. If we find something that needs to be fixed, we'll work to fix it. We will always strive to improve our service for Edmontonians.

## 3. ETSAB INFORMATION REQUESTS

### **Audio capabilities and messaging for LRT service disruptions**

In the event of an LRT service disruption, ETS has several options available to communicate with customers. Transit Operators can communicate directly with on-board customers through the use of audio announcements. These announcements can communicate the

reason for the delay and whether any action is required by customers. Operators can also choose from a list of pre-recorded messages that will generate an automated announcement on the train. Depending on the nature of the disruption, the ETS Control Centre can communicate with the Operator to pass along any messages that are required, and when and how they should be communicated (e.g. delay at Century Park).

For customers on an LRT platform, the ETS Control Centre can communicate important disruption details via the platform speakers, either directly through the microphone or through a list of pre-recorded and automated messages. The Operators and the ETS Control Centre have the authority to determine the most effective communication method, depending on the circumstances. The more unique the disruption, and the required action by customers (if any), the greater the likelihood that a direct communication would occur via the platform speakers.

### **Pass-ups on overloaded buses**

When a bus is too full to accommodate additional passengers, Transit Operators may “pass-up” or continue past a stop with passengers anticipating to board. There are, however, certain conditions that must be met. First, Operators must ensure customers are not passed up when space is available. When customers crowd the front of the bus, the Operator must ask them to move towards the back of the bus. If the Operator is confident there is no additional space toward the back of the bus, a pass-up can occur. If pass-ups do occur, Operators are required to complete a Pass-up/Overload Slip and hand it into Dispatch at the end of their shift. This data is analyzed when assessing routes and schedules.

For citizens with ambulatory challenges, children, seniors, people with physical mobility challenges, and individuals with children in strollers, there is a more detailed procedure. In addition to the steps outlined above, the Operator must perform a visual check for additional space on the bus. The Operator must then inform the customer of why they are being passed up and provide the customer with an explanation that the bus is full. If possible, the Operator can provide the customer with additional route information such as when the next bus will arrive, alternative routes or options, and answer any questions the customer may have. Operators are required to notify the ETS Control Centre if the customer has a disability and/or there is any of the following conditions:

- Inclement weather (e.g. rain, hail, snow, extreme cold, etc.)
- Time of the day (e.g. dusk or dark)
- Isolated area (or at that time isolated)
- Customer’s condition (i.e. if their mobility is highly challenged)
- If the next bus is more than 30 minutes
- Customer indicating they are in need of assistance (e.g. crying, afraid, etc.)
- There is no shelter at the bus stop
- Or anything else that may be important for the ETS Control Centre to know

Following these steps, the Operator may then carry on with the service.

#### 4. ETS REPORT TRACKING - 2019

SIRE	Report Title	Meeting Date	Committee
7331	Options to Implement Communications Improvements Report Plan	September 3	UPC
7359	Administration Response - ETS Revenue Management Audit	September 6	AC
6417	Shift Flexibility for Staff with Young Children	September 30	Exec
6505	Safety of Future Transit Stations - Design Guidelines and Site Activation	October 2	UPC
6432	LRT Station Security Update	October 2	CPSC
7128	Ridership Recovery and Growth Strategy	October 15**	UPC
7078	ETS Fare Policy	October 15**	UPC
6999	Ride Transit Program Update	October 30**	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
7354	DATS 20-Minute Pick-Up Window	November 19	UPC
6778	Update on Bus Network Redesign	March 1 2020	TBD
7353	DATS Program Service Enhancements - Update and Next Steps	May 1 2020	TBD
5995	Regional Transit Commission*	TBD	TBD
6930	Drive Happiness Business Case*	October 2	CPSC
6931	Assisted Transportation - Program and Funding Solutions*	October 2	CPSC

\*Not an ETS lead report

\*\* Dates are under review; a request has been made to have all three reports presented together October 28th.

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