

ETS Branch Highlights Report

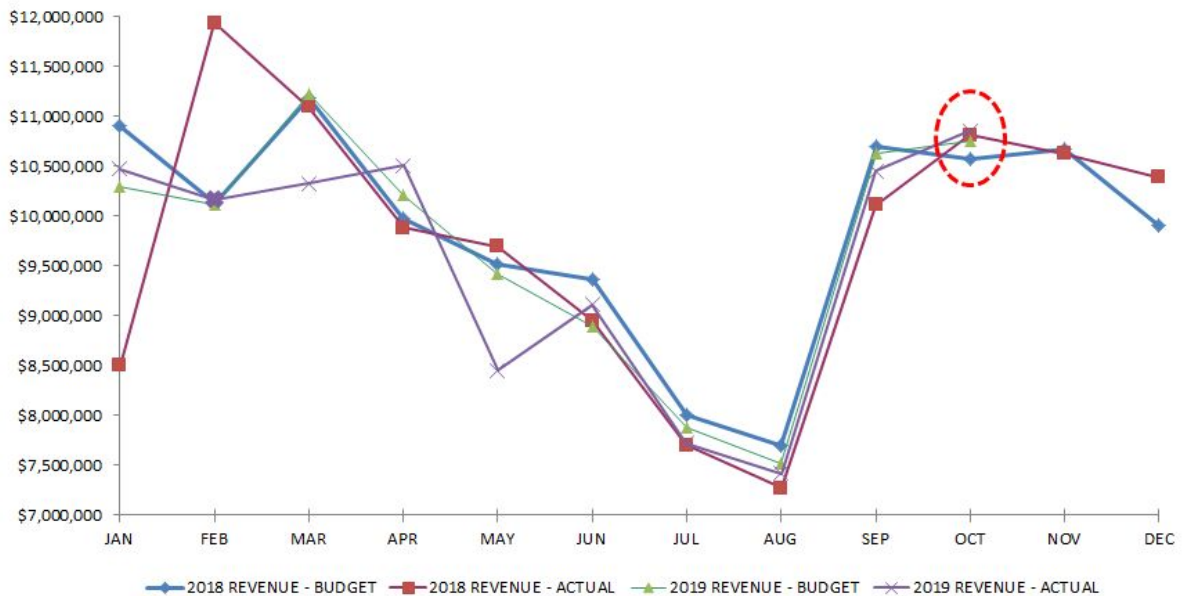
Date: December 16, 2019

1. RIDERSHIP

Bus and LRT Ridership – October 2019

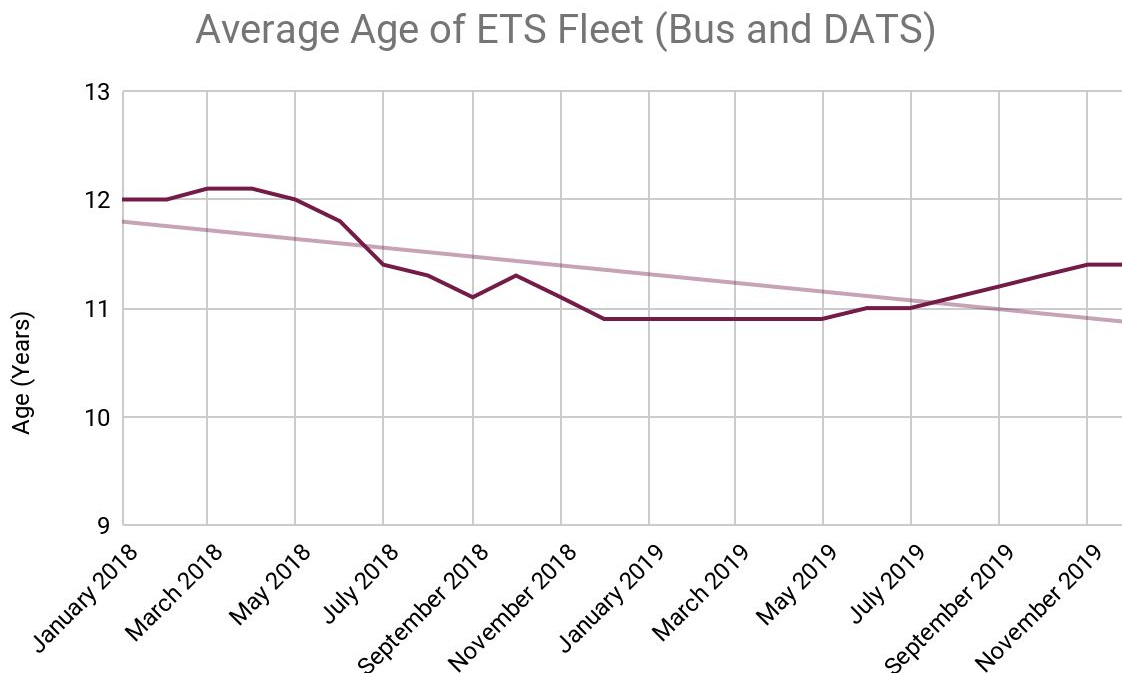
	Month	Year to Date
2018 Actual	8,298,276	70,607,598
2019 Budget	7,982,471	69,216,882
2019 Actual	8,384,847	70,417,653

Monthly Revenue Chart



Average Age of ETS Fleet

The City of Edmonton’s Fleet and Facility Services (FFS), a branch within City Operations, is working to reduce the average age of the ETS fleet to ensure greater reliability, reduced maintenance costs, and a reduction in the need for support buses that are in operation to assist in the event of a service disruption. Currently, ETS has 156 buses that are less than five years old and 681 that are over ten years old.



There is a replacement schedule for the ETS fleet which includes both DATS and conventional buses which includes the purchase of electric buses.

2. ETS UPDATES

ETS Annual Service Plan

The ETS is nearing the publication of the ETS 2020 Annual Service Plan (ASP). The ASP functions similar to an annual report and focuses on the key initiatives undertaken in 2019 and the areas of focus for 2020. It also outlines the ETS budget as well as some performance indicators.

For reference, the ETS 2018-2019 Annual Service Plan can be found [here](#).

City of Edmonton Budget Update

City Council completed three days of budget deliberations on December 13th and made adjustments to their multi-year budget.

Capital Budget

- Council approved moving forward with two transit related capital projects - the Stadium LRT Station and the Heritage Valley Transit park and ride.
- Council did not approve top-up funding for electric buses and an LRT station at 40 avenue. Funding for these were required following cuts in the provincial budget.

Operating Budget

- The ETS budget was increased to restore 50,000 service hours as planned for the redesigned bus network and decreased revenue expectations. These hours were cut in an earlier budget adjustment but were reinstated.

Overall, the 2020 tax increase will be 2.08%, down from the originally proposed 2.6%.

Stuff a Bus

On the weekend of November 30, ETS wrapped up the 25th annual Stuff a Bus event, collecting 24,470 kg of food and \$19,788 in cash. Many volunteers and employees participated in the event. Transit Peace Officers, Fleet and Facility Services showed great support for the event, and LRT staff participated through Stuff a Train. This year, a new record was set for Stuff a Cruiser donations with 2,475 kg of food and \$1,150 in cash, beating last year's total by 660 kg and \$150.

Outcomes of Major Transit Presentations to Council

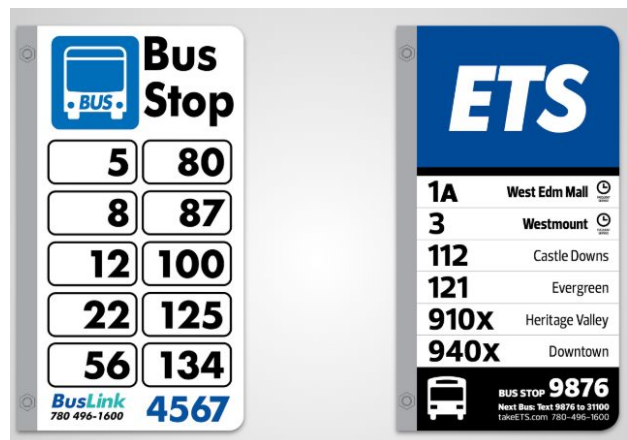
November 26, 2019 was a big day for Edmonton Transit! City Council approved some key milestones that will set a strong foundation for modernized transit service in Edmonton.

The new Fare Policy, transit service standards and Bus Network Redesign will help ETS deliver the type of service that customers want and also attract new riders. ETS will be making changes throughout 2020, starting with the new fare policy, and then new bus routes that are scheduled for launch on August 30. The map of the bus network redesign can be viewed at edmonton.ca/newbusroutes and is also attached **here**.

ETS will go back to Council in February 2020 with a more detailed analysis of options for neighbourhoods that will no longer have regular fixed bus service, or don't have transit service now. This additional information will help Council make an informed decision on how alternative transit could be operated and funded.

New Bus Stop Signs Designed

When the new bus routes are launched August 30, customers will see re-designed bus stop signs with a new route numbering system. ETS followed ETSAB's recommendation to improve wayfinding by adding route destinations to the signs, as



well the frequent routes will be denoted with a clock face symbol. Other sign changes to help customers on their journey include a phone number and text number for real-time service. The new design from City of Edmonton Creative Services meets universal design guidelines for readability. The City of Edmonton sign shop will produce and install nearly 7,000 new bus stop signs starting in spring 2020.

Congratulations

We at ETS would like to congratulate ETSAB Vice-Chair Isabell Hubert Lyall on the completion of her Ph.D. at the University of Alberta. No doubt this the culmination of a lot of hard work and dedication.

3. ETSAB INFORMATION REQUESTS

November Incident

A confrontation on the LRT near Belvedere Station occurred on November 13, 2019, with an individual striking another individual several times. The emergency button on the train was pushed by other customers and the call went directly to the LRT Operator who immediately contacted the LRT Control Centre who contacted EPS and EMS. The victim and the alleged perpetrator exited the LRT car at Belvedere Station. EPS took 15 minutes to arrive on scene. An operator from a train going the opposite direction stopped to help the victim. A woman was arrested on scene and charged with assault causing bodily harm and was also banned from ETS for a year.

ETS released a statement that stated that all procedures and protocols were followed.

Prior to this incident, ETS had initiated a Safety and Security project in partnership with the **City of Edmonton's UN Safe Cities Initiative**. The project focuses on supporting community partners to explore root causes, identify potential enhancements, action transit safety improvement projects, and provide transparent, and ongoing reporting. It will also be using a GBA+ analysis to look at how transit impacts different types of users and how it can be improved to meet the needs of those that perceive transit to be unsafe.

There two key objectives of this project:

1. Increased safety and security: Edmontonians are confident that public transit is safe, reliable and convenient.
2. Collaboration: The City of Edmonton works with partners across to improve trust that public transit is safe and desirable mode choice.

As part of this project, ETS will be looking beyond the physical ETS properties to assess and improve upon the safety and security of transit customers both while they are on public transit, and also on their trips to and from transit. The initial scoping of this project is underway.

4. ETS REPORT TRACKING - 2019/2020

SIRE	Report Title	Meeting Date	Committee
7354	DATS 20 Minute Pick-Up Window	January 13, 2020	Exec
7812	Further Analysis of Alternative Transit Solutions	February 25, 2020	UPC
6778	Update on Bus Network Redesign	March 17, 2020	UPC
7813	Transit Fare Fines	March 18, 2020	CPSC
7026	Current Policies - Transportation Services Users	March 18, 2020	CPSC
6994	Increased Safety Measures - Transportation Services	March 18, 2020	CPSC
7353	DATS Program Service Enhancements - Update and Next Steps	May 2020	TBD
5995	Regional Transit Commission*	TBD	TBD
TBD	Ridership Targets Plan	TBD	TBD

*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