

ETS Branch Highlights Report

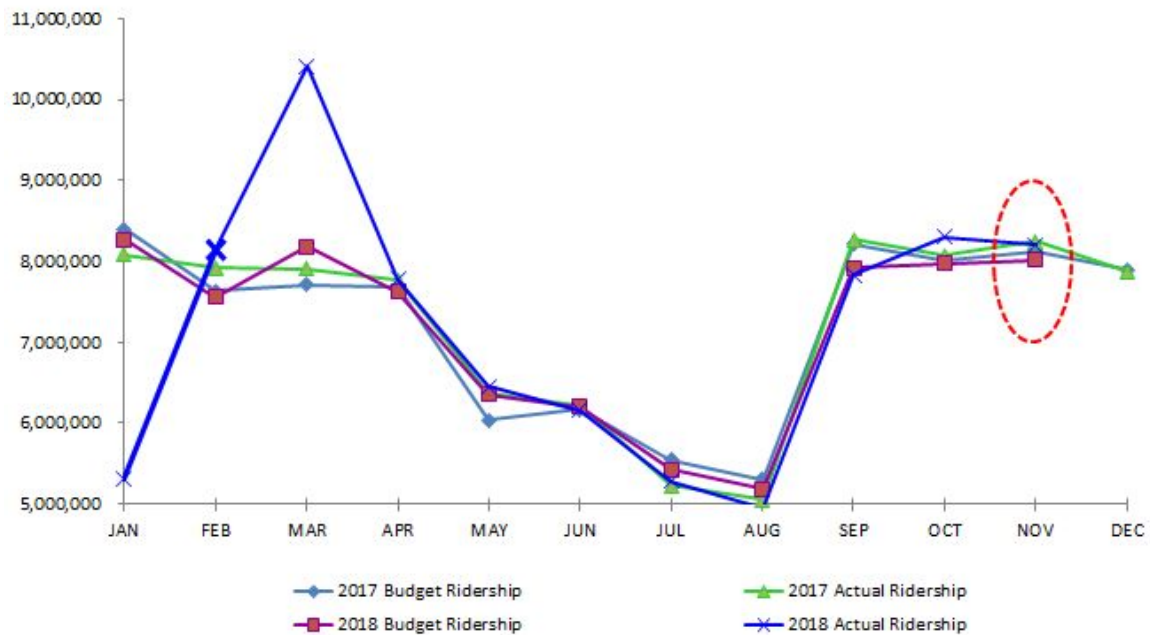
Date: January 28, 2019

1. RIDERSHIP

Bus and LRT Ridership – November 2018

	Month	Year to Date
2017 Actual	8,251,775	79,127,628
2018 Budget	8,014,382	78,702,550
2018 Actual	8,201,630	78,809,229

Monthly Ridership



2. ETS UPDATES

ETS 2019-2022 Budget

Administration recently participated in the City's four-year budget process. The operating and capital budgets were approved by Council in December. ETS highlights include:

- Council approved over \$20 million for additional safety improvements, including 24/7 onsite security guards at 25 selected transit centres and LRT stations, accelerated installation of retractable bus shields, additional operational staff and expanded operator training.
- Based on successful program evaluation results, the Ride Transit Program, for Edmontonians experiencing low-income, was further enhanced by:
 - The City's funding portion became a permanent addition to the ETS budget;
 - Program eligibility was expanded to those who have experienced income reductions during the year; and
 - Council adopted a sliding eligibility scale to better align with the Leisure Access Program.
 - Administration is currently working on an implementation plan to roll-out these changes and enhancements.
- Council approved approximately \$2 million to help increase DATS service during peak periods, as well as projected demand due to population growth and aging demographics. This funding will deliver additional contracted resources for roughly 90,000 additional trips by 2022.
- Council approved a 25-cent single cash fare increase for 2019 (from \$3.25 to \$3.50), which takes effect February 1. Additional information is included below.
- Council directed ETS to follow-up in advance of the fall Supplemental Operating Budget Adjustment process with the Fare Policy and recommendations about fare structure.

Bus Network Redesign Status Update

The public spent over 19,000 hours providing feedback through 70 public engagement activities held this spring and fall. More than 5,300 people attended the events and 7,800 people completed online surveys about the proposed Bus Network Redesign. A comprehensive What We Heard report is being written to supplement the final Bus Network Redesign report going to Council at the end of April. The updated [bus network maps](#) are posted online (edmonton.ca/newbusroutes).

First KM/Last KM Report Status Update

ETS' First KM/Last KM report went to Urban Planning Committee (UPC) on January 15. UPC passed a motion for ETS to return in November with further details that include:

- Analysis and redeployment options for community bus service resources to identify possible transit solutions for neighbourhoods;
- Additional analysis of neighbourhoods with walking distances greater than 600-800 metres to a bus stop or facility;
- A response to the recommendations presented by ETSAB; and

- Options that would increase the number of communities that can be served by various First KM/Last KM options.

LRT Signal Testing & Track Work

ETS anticipates there will be one and a half days of system-wide LRT closures per month in 2019 to test Thales' signalling system. During the closures, bus service will replace LRT service. Sundays are typically selected for LRT closures due to lower ridership compared to other days. Currently, LRT closures for signal testing are scheduled for January 27, February 10, 24 and March 10. In addition, ETS will be moving forward with essential track work in 2019. When possible, track work will be completed during a time that minimizes service disruptions for customers.

Operator Continuous Training Program (OCTP) Update

In late 2018, instructors from the Workforce Support and Development team started training operators how to de-escalate difficult and dangerous situations. The objective is to diffuse a situation before it becomes heated. Operators get the opportunity to learn from their peers while practicing responses to eight different on-bus scenarios, including fare evasion, mental health issues and physical assault. As of January 21, the team has successfully trained 610 operators. It is anticipated all operators will receive this training before the end of Q2 2019, and feedback from participants has been very positive to-date.

Regional Transit Services Commission

Following the partnership between the City of Edmonton and the City of St. Albert to develop a Memorandum of Understanding (MOU) for a Edmonton Metro Regional Transit Services Commission (RTSC), Councils for 11 additional municipalities have since confirmed the MOU and [signed on](#) to join the next phase of work.

The first RTSC meeting for the transition team was January 17. The transition team includes elected representatives from all 13 municipalities. The team's main focus is to establish the key planning and operational aspects of the commission, including service standards, funding model and other administrative and logistical decisions.

Single Cash Fare Adjustment Takes Effect February 1

Starting February 1, ETS will be adjusting the single cash fare by 25 cents (from \$3.25 to \$3.50). Prices will remain the same for all other fare products, including ticket booklets and monthly passes. ETS encourages passengers to purchase fare products other than single cash fare, since the cost savings per trip can be significant. For example, an adult book of 10 tickets costs \$26.25 (~\$2.60 per trip), while single cash fare will cost \$3.50 per trip.

ETS fares remain competitive, if not more competitive, than those in other Canadian municipalities of a similar size.

Cost Comparison (as of Feb. 1, 2019)	Monthly Pass (Adult)	Day Pass	Single Ticket (Cash Fare)	Book of 10 Tickets (Adult)
Edmonton	\$97	\$9.75	\$3.50	\$26.25
Calgary	\$106	\$10.75	\$3.40	\$34.00
Ottawa	\$116.50	\$10.50	\$3.50	N/A

3. ETSAB INFORMATION REQUESTS

N/A for this month

4. ETS REPORT TRACKING - 2019

SIRE	Report Title	Meeting Date	Committee
6753	Administration Response - ETS Workforce Development Investigation Report	January 31	AC
6614	Transit Ridership Recovery and Growth	March 5	UPC
6505	Safety of Future Transit Stations - Design and Site Activation	March	UPC
6719	Bus Network Redesign 2020	April 23	UPC
6432	LRT Station Security Update	September	TBD
6417	Shift Flexibility for Staff with Young Children	September	TBD
TBD	First Kilometre/Last Kilometre Follow-Up	November	TBD
TBD	Transit Service Standards	November	TBD
6537	Principles of Services for DATS - Contracted Service, Pickup Time and Impact of Snow and Ice Policy	December	Exec
6408	City Plan Phase 3: Framing the Plan*	February 12	UPC
6126	Gondola Feasibility Study* (moved to the same time as the Rosedale Business Advisory report)	March 19	UPC

5995	Regional Transit Commission*	TBD	TBD
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*Not an ETS 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