

# ETS Branch Highlights Report

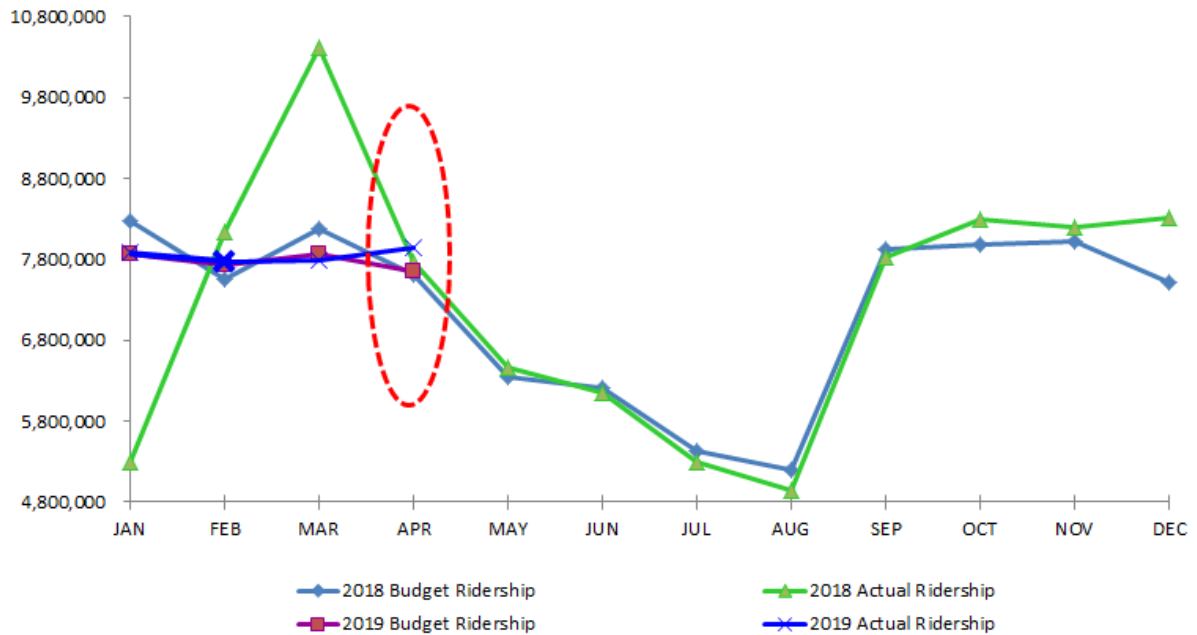
Date: June 24, 2019

## 1. RIDERSHIP

### Bus and LRT Ridership – April 2019

	Month	Year to Date
2018 Actual	7,775,837	31,635,117
2019 Budget	7,644,802	31,110,443
2019 Actual	7,945,074	31,385,526

Monthly Ridership



## 2. ETS UPDATES

### **Bus Network Redesign Project Update**

Engagement with staff and the public is the cornerstone of how ETS refines major transit projects. The [What We Heard and Did summary report](#) includes the results from last year's spring and fall Bus Network Redesign engagement efforts with the public. The Bus Network Redesign project team also captured many suggestions about routings from employees, noted their preference for face-to-face, pop-up sessions with planners, and their requests for tools to address customer questions when the new network is launched in late summer 2020.

The Bus Network Redesign is complemented by the First Kilometre/Last Kilometre project that will identify alternative transit options for communities with walking distances of more than 600 metres to fixed transit service. ETS began hosting public engagement sessions June 17 for neighbourhoods that would benefit from alternative transit options. A total of six sessions will be held for 17 neighbourhoods throughout June. The project team will also present the First Kilometre/Last Kilometre project and collect Operators' feedback at the Operator focus group in June. Additional public workshops will be hosted in the fall for another 13 neighbourhoods. Residents will be asked to help refine the alternative transit options based on their community's needs. ETS will put a First Kilometre/Last Kilometre What We Heard and Did report online in the fall.

The ETS Leadership Team will be present in the garages in June and July for further opportunity to discuss the projects and collect feedback from employees. The next major milestone in the project implementation is the presentation of the proposed new bus network, First Kilometre/Last Kilometre service, and new transit service standards to City Council in November 2019. If approved by Council, the project team will go back to the garages with information sessions to present the final bus network plan and supporting alternative transit solution.

### **ETS Pride Bus**

ETS is a proud supporter of the entire Pride community and fully embraces diversity and inclusion. As a visual representation of its support, ETS wrapped a new 7000-series bus in vibrant pride colours. The Pride Bus was included in the Pride flag-raising ceremony and proclamation on June 7 at City Hall and has been in regular service since. The Pride bus was also featured at the annual Transit Skills Competition (Bus Roadeo) on June 15 and 16 at Centennial Garage. An ETS video on the Pride Bus is available [here](#).

### **ETS Leadership Garage Visits**

The ETS Leadership Team continues to visit ETS garages as part of their ongoing commitment to establish and maintain two-way communications between leadership and front-line staff. Garage visits are scheduled four times a year, and ETS Branch Manager Eddie Robar and Directors attend.

## **Paint the Rails**

On May 27, an unveiling ceremony was held for the third Paint the Rails mural series at the Kingsway/RAH Transit Centre. This particular **mural** features stories of three Edmonton faith communities: Temple Beth Ora, Shiloh Baptist Church, and Al Rashid Mosque. This mural was created by artists AJA Loudon and Carla Rae Taylor.

The Paint the Rails initiative has been a collaboration between ETS and the John Humphrey Centre for Peace and Human Rights since 2017. The goal of the initiative is to transform public spaces through public art, community engagement and a celebration of local history. Other murals have been featured at the University and Churchill Square transit centres.

## **Partial closure of 100 Street in downtown for Valley Line LRT construction**

From June 10 until approximately July 20, 100 Street at 102 Avenue is closed so TransEd can build Valley Line LRT tracks across the intersection, resulting in several ETS bus detours. Bus routes 7, 8, 15, 52, 70, 81, 82, 85, 87, 112, 512, 856, 965 and Strathcona County routes 401 and 411 detour onto 101 Street between Jasper Avenue and 104 Avenue. Bus routes 60, 61, 62, 63, 66, 68, 69, 72 and 90 detour onto 97 Street between Jasper Avenue and 104 Avenue. ETS staff are available at bus stops on 100 Street to assist passengers in finding their new temporary stops. Later this summer, the intersection at 97 Street and 102 Avenue will be closed for LRT construction.

## **3. ETSAB INFORMATION REQUESTS**

### **Bus and LRT Cleaning**

LRT trains are cleaned each night which involves mopping and removing garbage. Trains pulled out of service following morning peak hours are also cleaned mid-day; however, there are exceptions. The mid-day cleaning is dependant on capacity and priorities.

When there is a major spill or bio-mess, the operator calls LRT Control and the train gets put out of service, and brought back to D.L. MacDonald Garage where it is replaced with another train. If the cleaning can be handled by the cleaning crew, the train is put back in service the following day. For more robust cleaning, there are several companies on contract who can respond on an as-needed basis.

Buses are also cleaned nightly, as well as on a time-based schedule for a more thorough interior cleaning, which would involve seat cleaning or seat insert replacements. In addition to cleaning, there are a number of design features that have been implemented to assist in the cleanliness of bus and LRT interiors, including composite plastic seats. The composite plastic seats are anti-bacterial, anti-fungal, anti-stain and more wear resistant.

#### 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
6505	Safety of Future Transit Stations - Design Guidelines and Site Activation	September 3	UPC
6432	LRT Station Security Update	September 18	CPSC
6999	Ride Transit Program Update	September 19	UPC
6417	Shift Flexibility for Staff with Young Children	September 30	Exec
7078	Edmonton Transit Service Fare Policy	October 15	UPC
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
TBD	ETS Response to ETSAB Communications Report	TBD	TBD
6788	First KM/Last KM Community Solutions	November 19	UPC
6778	Update on Bus Network Redesign	March 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

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