

ETS Branch Highlights Report

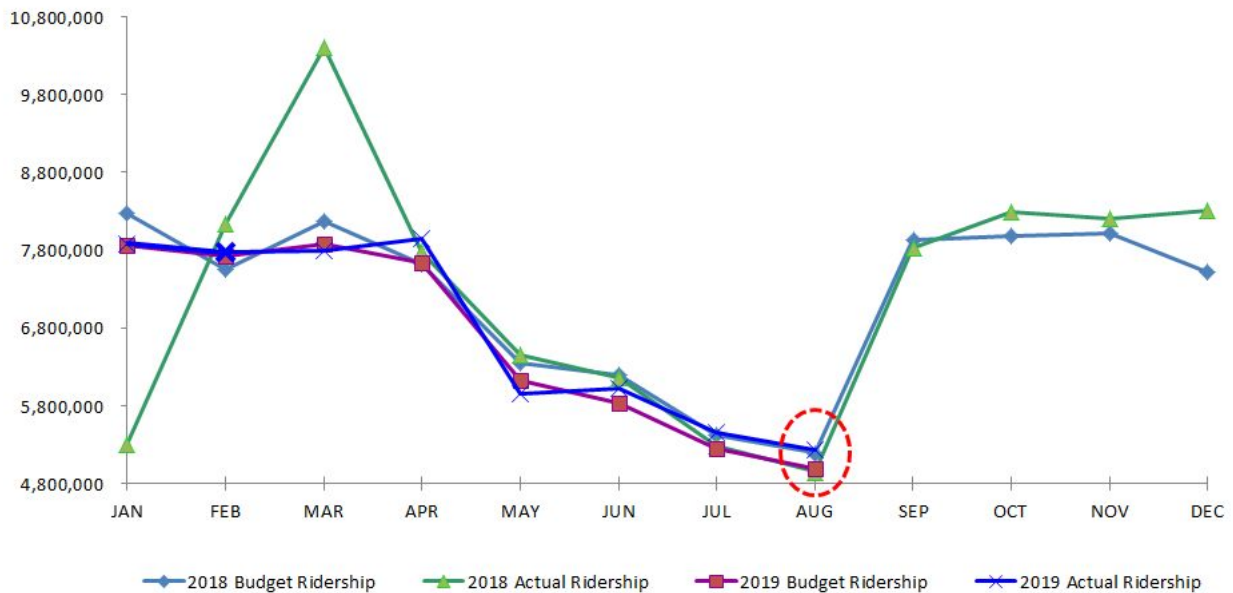
Date: Oct 28, 2019

1. RIDERSHIP

Bus and LRT Ridership – August 2019

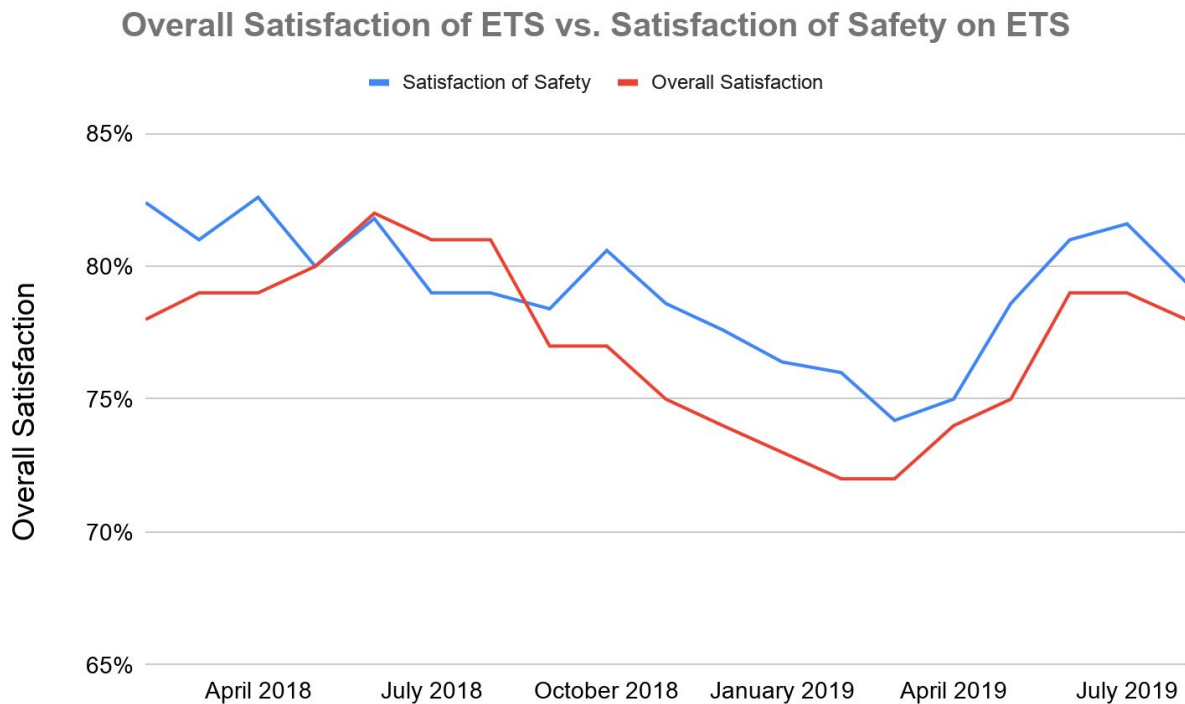
	Month	Year to Date
2018 Actual	4,946,504	54,475,991
2019 Budget	4,995,318	53,314,804
2019 Actual	5,224,082	54,038,675

Monthly Ridership



Satisfaction with safety; and how it relates to overall satisfaction

The satisfaction transit customers have with safety is linked to their overall satisfaction of public transit. The trend lines below indicate that as satisfaction with safety declines, so does overall satisfaction, and vice versa. However, there are other service factors that are shown to increase overall satisfaction, including cleanliness, comfort, frequency, value for money, communications, and the customer's brand loyalty to transit.



ETS has strengthened initiatives aimed at improving customer and Operator safety, as well as perceptions of safety, as a means to improve overall satisfaction with ETS.

2. ETS UPDATES

Transit Centres Reopen

Three of Edmonton's transit centres have reopened in past weeks as part of the Transit Centre Revitalization Project which aims to reduce greenhouse gases, operating costs, and shift to LED lighting, as well as provide modern facilities for ETS customers while they wait for their bus.

The Belvedere Transit Centre reopened October 2, with a new modern building featuring a viewing area, more space and improved safety features and amenities. The Castledowns Transit Centre reopened in late July after work was completed on a new building, new washrooms for customers and Operators, heating areas, and improved access for customers with mobility challenges.

The Jasper Place Transit Centre is also being upgraded with a new modern building that will be constructed on a wider platform with a heated waiting area. The intent is to allow more people to wait more comfortably than with the old structure. Jasper Place Transit Centre is expected to open in 2020.

Funding for the Transit Centre Revitalization Project was provided through the Public Transit Infrastructure Fund (PTIF). More information on the projects funded through PTIF can be found [here](#).

Smart Fare update

The Smart Fare project has reached a new milestone. Starting later this month, the installation of fare validators (digital screens near both sets of bus doors) will begin on all buses in Edmonton, St. Albert and Strathcona County. Validator installation is scheduled to be completed by spring 2020. Furthermore, the validators will be powered soon, so riders may see the screen illuminated, however, they will not be available for use yet. Validators are being powered for testing purposes only.

Work is also being done at LRT stations where fare equipment is located, which is needed to prepare for the installation of new fare equipment next year. The Regional Smart Fare Electronic Payment System roll out to customers (of all participating public transit systems in the Edmonton Metropolitan Region) is scheduled for the second half of 2020, making it easier for customers to obtain and pay for their rides on transit across the region.

The ultimate goal is for customers to be able to use a variety of payment methods including a reloadable fare card, credit or debit card, or other compatible device by 2021. Transit customers will be able to set up an account, which will allow them to purchase different fare products online, at retail outlets through a customer call centre, or at new Smart Fare vending machines located at LRT stations.

Funding Extended for Low-income Ride Transit Program

The Government of Alberta has committed \$9.5 million to extend funding to the low-income transit programs run by the City of Edmonton and City of Calgary. In Edmonton, this program is called the Ride Transit Program. The Ride Transit Program helps approximately 60,000 registered users afford to utilize public transit. In local media, the Minister of Community and Social Services indicated funding for the program would “likely remain in place for the duration of the UCP’s current four-year term”. There had been concerns the funding would not be extended, given the current provincial government’s messaging around fiscal restraint. The provincial government’s funding portion is combined with \$5.4 million allocated from the City of Edmonton to support the program.

Transit on Federal Election Day

The City committed to supporting community agencies in helping people get to the polls on election day. The City distributed free transit passes to social and cultural agencies to help more Edmontonians access their polling stations. Feedback from agencies was positive and ETS will follow up with Council about results in December.

Transit and Federal Election Platforms

With the Canadian Federal Election complete, a scan of federal party platforms reveals some details as they relate to public transportation and how the federal government may approach public transit in the next several years.

Party	Platform Commitments
Liberal	<ul style="list-style-type: none">• Increase in \$3 billion annually in transit funding from existing levels.• Transit funding to be tied to investment in zero-emission transit vehicles from 2023.
Conservative	<ul style="list-style-type: none">• Revival of a 15% public transit tax credit that was discontinued in 2017.
NDP	<ul style="list-style-type: none">• Electrification of municipal transit fleets by 2030.• Working with municipalities and provinces to implement fare free transit.• Allocate \$1.5 billion for “green transit and transportation” annually.
Bloc Quebecois	<ul style="list-style-type: none">• Shift towards electrification of all transportation including public transportation.
Green Party	<ul style="list-style-type: none">• All new vehicles on the market are electric by 2030 including public transit buses and trains.• Commitment to \$3.4 billion in annual transit funding post-2028 (when current programs expire).

For more information on the party platforms as they relate to transit, click [here](#).

Results of Transit Presentations to Council

Several transit-related city council reports were presented in October including:

- **[CR_6432: LRT Station Security Update](#)**

This report focused on transit safety enhancements made during the past year, and the results achieved to date. Enhancements included safety upgrades at LRT stations and transit centres, additional safety personnel, and further training for Transit Operators. This report was received for information by Council, and results were featured in the September ETSAB Branch Highlights report.

- **[CR_6930: Drive Happiness Business Case](#)**

The Drive Happiness Seniors Association is a non-profit organization that supports seniors with assisted transportation. This report was an update to a previous approval by City Council for \$180,000 in one-time funding to the Association to address a funding gap in service after the federal

government ended their funding commitment. Drive Happiness offers a complementary service to DATS. This report was accepted for information.

- **CR_6831: Assisted Transportation - Program and Funding Solutions**

This report was an update to a number of ongoing initiatives related to assisted transportation including ETS (through conventional transit and DATS), contracted service providers, volunteer groups, and other community organizations. This report summarizes the initiatives and indicates efforts to coordinate resources and service among the service providers. The report was accepted for information.

Transit-related Council Reports in November

As seen in the Report Tracking table below, there are a number of significant transit reports going to City Council in mid-November, which will provide direction and information on many major projects including the Bus Network Redesign, First KM/Last KM, Ridership Growth, and Fare Policy. These major projects are based on feedback from roughly 20,000 Edmontonians during public engagement for Edmonton's Transit Strategy.

3. ETSAB INFORMATION REQUESTS

Transit Peace Officer Training

Indigenous Awareness Training is mandatory for all City of Edmonton employees. Edmonton rests in the heart of Alberta's Treaty 6 territory. It is important that City employees understand the history of our Indigenous peoples, so we can better serve them and all Edmontonians. Part of this includes strengthening the City's ties with Indigenous citizens and the organizations that work on their behalf.

This [link](#) provides a summary of all the training Peace Officers currently receive in preparation for dealing with the public. We are continuing to build on our Vulnerable Sector training for all Peace Officers by working with our partner agencies, internal City partners, and other enforcement agencies.

4. ETS REPORT TRACKING - 2019

SIRE	Report Title	Meeting Date	Committee
7078	ETS Fare Policy	November 18	Exec
7128	Ridership Recovery and Growth	November 18	Exec
7354	DATS 20 Minute Pick-Up Window	November 18	Exec
6719	Bus Network Redesign and Transit Service Standards Policy	November 19	UPC
6788	First KM/Last KM Community Solutions	November 19	UPC
6778	Update on Bus Network Redesign	March 2020	TBD
7353	DATS Program Service Enhancements - Update and Next Steps	May 2020	TBD
5995	Regional Transit Commission*	TBD	TBD
7512	LRT Network Expansion Update	November 18	Exec

*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