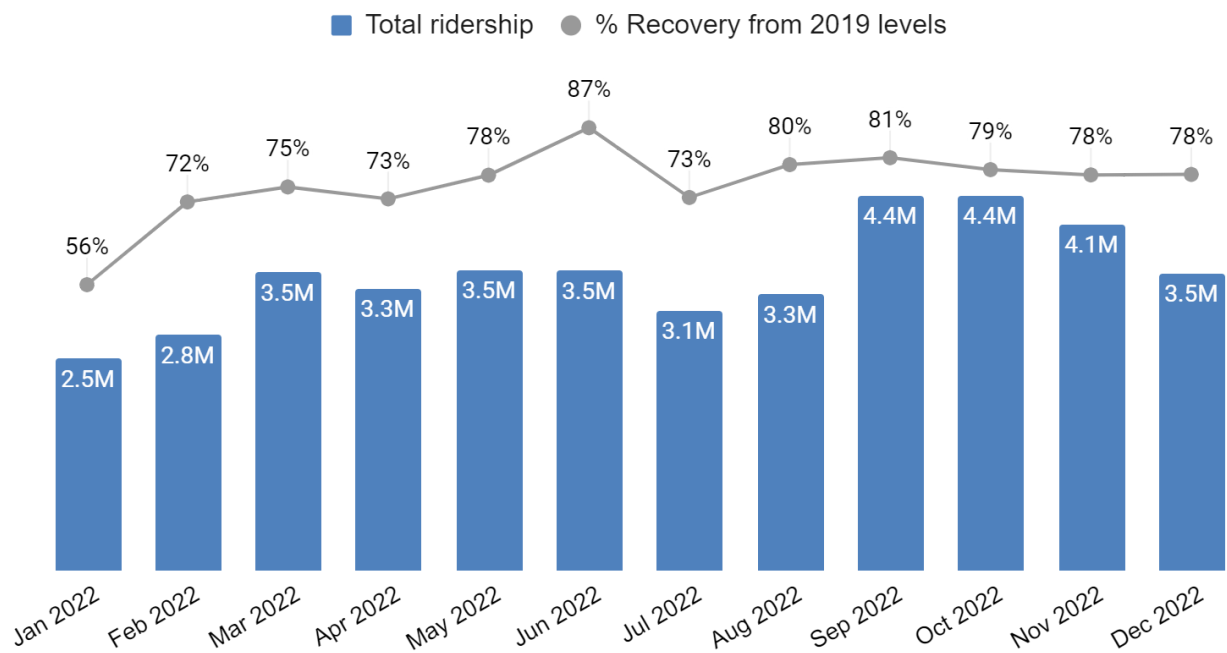




ETS Branch Highlights Report

Date: January 30, 2023

1. RIDERSHIP



Ridership has continued to recover to approximately 78% of 2019 levels as of December 2022. Overall ridership was approximately 42 million in 2022, representing a 39% increase from 30.2 million in 2021.

With many downtown offices updating workplace policies to encourage more in-office work, there has been an increase in transit ridership stemming from office commuters. Furthermore, increased ridership during September 2022 was driven by the return of students to classes for the fall semester.

2. ETS UPDATES

2023-2026 Budget Update

On December 16, the 2023-2026 budget deliberations for the operating, capital and utility budgets concluded. The transit budgets focused on improving and increasing service for Edmontonians. As part of the process, Council made amendments to motions that were brought forward by Administration for Council's consideration. The following key transit items were approved by Council:

Capital Budget

- LRV Replacement - Funding to replace the U2 LRVs that have been in operation since the late 1970s. This will help improve the overall trip experience and service reliability for our riders. It is estimated that the replacement LRVs will arrive sometime in 2027.
- New Transit Garage - Support for continuing plans for a new transit garage to support future growth in conventional bus service, pending funding from other orders of government. The new garage is tentatively planned for the south side of the city.
- Bus Rapid Transit (BRT) routes B1 and B2 Planning - Support for advancing Bus Rapid Transit concept designs of two BRT routes from the Mass Transit Plan approved by Council in 2022. BRT provides infrastructure support to enable bus corridors to improve speed and reliability for bus service.
- Transit Priority Measures - Implementation of measures that will provide faster and more reliable service such as signal priority and dedicated bus lanes.
- Other Renewal Profiles - Capital renewal budgets across the city were reduced to approximately 24 percent of normal levels due to a constrained capital budget for 2023-2026. These include bus fleet and equipment rehabilitation and replacement, bus equipment renewal, transit facility and ROW renewal, LRT signals and electrification renewal, LRV fleet and equipment renewal, and transit communications renewal.

Operating Budget

- On Demand Transit Service Permanent Funding - On Demand Transit Service was approved for permanent funding and will continue to connect thousands of Edmontonians to our transit network each day.
- Transit-Off Peak & On Demand Service Growth - This service package funds an increase in off-peak bus service hours by 500 hours per week as well as an increase in On Demand Transit service hours by 25% to help improve service availability.
- Public Washroom Strategy - Washroom attendants will be added to three transit washroom facilities to help increase safety and reduce disorder.

- Maintenance of Active Air and Surface Purification Systems - This funding will support the ongoing maintenance of the active air and surface purification systems on transit vehicles that were acquired in 2022.

In addition to the above ETS-led service packages, there will be an increase in the number of Transit Peace Officers (TPOs) under the Community Standards and Neighbourhoods branch to provide additional support in furthering the Transit Safety and Security Plan approved by Council in February 2022. Approximately 28 additional TPOs will be hired over 2023.

The user fee schedule was approved as presented with the Arc single trip price reduction to \$2.75 maintained, fare prices frozen for the next two years and the price of youth fares dropping in 2025 to further affordability for Edmontonians. The next fare increase for other fare categories is scheduled for 2025.

Mid-Winter Service Adjustments

Starting February 5, mid-winter service changes will be in effect. These changes are part of the regular service adjustments ETS makes five times a year based on transit rider feedback and seasonal changes in ridership. Due to higher traffic volumes and construction activity, the City is adjusting 41 route schedules to improve travel times and service reliability. Other changes riders will see include:

- LRT service adjustments, such as increasing Capital Line frequency from 12 minutes to 10 minutes on weekdays from 5-6 a.m. and 9 a.m. - 2 p.m. as well as reducing frequency after 6 p.m. from 12 minutes to 15 minutes. Metro Line trains will run every 12 minutes during weekday peak hours and 10 minutes on weekdays midday hours.
- Route 561 will be cancelled and replaced with Spruce Grove's On Demand service.
- Temporary relocation of bus stops for routes 512, 513 and 661 due to construction.
- Additional bus stops for routes 110X and 120X along 97 St. and 127 Ave.
- Route 73 frequency will be reduced to every five minutes during peak hours.

Arc Fare Payment System Update

The roll-out of the Arc electronic fare payment system is underway as more standard adult fare riders opt for Arc cards for a more convenient way of paying their transit fare. Since November 21, 2022, the number of Arc cards activated with standard adult fare increased from 500 during the initial pilot phase to 11,612 as of December 31, 2022. Over 162,700 taps were recorded by standard adult fare riders in December, increasing from 24,700 in November 2022. Moving forward in 2023, ETS will continue to roll-out Arc for other fare groups with outreach and education activities planned to support the transition of riders to the new fare payment system.

3. ETSAB INFORMATION REQUESTS

Accessibility Support for Out-of-Service LRT Elevators

ETS provides information on LRT elevator and escalator outages through the [Elevator & Escalator Maintenance webpage](#), the @takeETSalert Twitter account and the LRT messaging boards installed at LRT station platforms. For planned outages, on-site signage will also be posted near the elevator. Transit riders who require assistance when an elevator is out of service can call 311 or use blue emergency phones located throughout the transit system to initiate communication with ETS staff. While for some stations, riders are able to travel to the next station and take an accessible low-floor bus, ETS provides shuttle service for riders when an elevator is out-of-service at the following LRT stations:

- Belvedere Station - shuttle service is arranged from Clareview Station
- Coliseum Station - shuttle service is arranged from Stadium Station
- Southgate Station - shuttle service is arranged from Century Park Station
- Century Park Station - shuttle service is arranged from Southgate Station

While there are multiple elevator options at University and Government Centre stations, should the platform become inaccessible, a shuttle will be arranged. For University Station, the shuttle will travel between Health Sciences/Jubilee and University stations. For Government Centre Station, the shuttle will travel between Corona and Government Centre stations.

While shuttle service tracking statistics are not available for the last two years, during the last week of December there was one instance of shuttle service from Southgate station to Century Park station. A total of 10 riders were transported between December 27 and December 28.

4. ETS COUNCIL REPORT TRACKING - 2022-2023

Report #	Report Title	Meeting Date*	Committee*
Upcoming reports being led by ETS:			
EXTXXXX	ETSAB Report: Youth and Their Perception of Safety on ETS	March 21, 2023 (TBC)	UPC
COXXXX	Administration Response: ETSAB Youth and Their Perception of Safety on ETS	March 21, 2023 (TBC)	UPC
CO01562	Bus Service for Youth After School Hours - Approach and Work Plan	Apr 14, 2023	Exec
CO01337	Edmonton Transit Services in Newer Developing/Developed Communities	Jun 20, 2023	UPC
CO01551	Developer-funded Transit Service Options to Support Early Adoption of Transit in New Neighbourhoods	Jun 20, 2023	UPC
CO01552	Commingle Paratransit and On Demand Services	Nov 28, 2023	UPC
CO01632	Direct Downtown to Airport Bus Route	Dec 6, 2023	CC
CO01580	Fare Policy Amendment - Children Under 12	TBD	CC
Other upcoming reports of interest:			
OCM01136	Amendments to Bylaw 8353 Conduct of Transit Passengers	TBD	CPSC
FCS01246	Revenue Source for Transit - Potential, Risk and Implementation and Intergovernmental Advocacy	March 2023	Exec
CS01566	Community Outreach Transit Team	Mar 20, 2023	CPSC

*Subject to change

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