

# ETS Branch Highlights Report

Date: January 30, 2017

## 1. RIDERSHIP

### Bus and LRT Ridership - November

	Month	Year to Date
2015 Actual	8,220,953	80,804,482
2016 Budget	8,344,596	80,870,832
2016 Actual	8,208,592	79,357,444

### 2017 Bus and LRT Monthly Ridership



## 2. ETS UPDATES

### a. Engineering and Maintenance

- Reliability numbers for December 2016 are escalators 85.80% and elevators 98.98%.
- For 2016 as a whole, the annual reliability numbers are:
  - Escalators - 88.72%
  - Elevators - 98.01%

### b. Business Integration

- The Edmonton Service Centre is tentatively scheduled to open its doors to the public in February 2017. Intended to be a one-stop-shop for City of Edmonton public-facing services, the Edmonton Service Centre will be located in the new Edmonton Tower and will integrate multiple City services, including the Edmonton Transit Customer Service Centre. As part of the preparations for the closure of the ETS Customer Service Centre, the pamphlet rack in the Churchill Pedway (across from Control) will be emptied and dismantled between January 6-9. The ETS Customer Service Centre will remain in its current location in City Hall until the Edmonton Service Centre opens early next year. Click here for more details: [Edmonton Service Centre](#)
- The 21st annual DONATE A RIDE campaign officially kicked off with a media event at City Hall on Monday, December 19. DONATE A RIDE helps thousands of low-income families improve the quality of their lives by helping them meet basic transportation needs like getting to work, school, medical and social services. ETS contributes tickets each year based on the overall population of Edmonton. This year we will contribute more than 55,400 adult tickets to kick start the campaign which will run until January 31, 2017. During the free New Year's Eve service, money collected in the fare box goes to the DONATE A RIDE program. Donations can be made:
  - through the farebox using the special envelopes on all ETS buses
  - through the ETS Online Store at [takeETS.com](#)
  - at the DONATE A RIDE kiosk on the platform of Churchill LRT Station
  - online through the DONATE A RIDE website ([donatearide.ab.ca](#))
- [2017 ETS FARE SCHEDULE](#)

As part of the 2016-2018 budget approved by Edmonton City Council in December 2015, there will be adjustments to many of the ETS fares in 2017. The new fare structure is effective for all February fare product except for:

- Youth Monthly Pass (increase effective with the September 2017 pass)
- Senior Annual Passes (increase effective with the 2017/2018 pass – available for sale in March).

Beginning February 1, 2017, all ETS senior fare products (including senior tickets, senior monthly passes, and senior annual passes) will be accepted on DATS. This change gives seniors who are eligible for DATS greater flexibility with affordable fares. (Note: eligibility requirements still apply and clients must be registered for travel on DATS).

### c. Customer Service Development

- Transit Planning has been monitoring the ridership and is planning on reallocating service from routes and corridors that attract low ridership address schedule adherence issues and routes experiencing growing ridership and overloads

**d. DATS**

- On February 1st, DATS will integrate existing ETS Senior fare products (Senior tickets, monthly passes, and annual passes) as a step towards fare parity.
- A full DATS Annual Review is being compiled and will be circulated in February, but here are a few positive highlights:
  - DATS closed 2016 with a record-breaking trip count of 951,658 trips (~5,000 more than 2015), record-breaking on-time performance (96.62%, compared to 95.5% for 2015), and an Accommodation Rate of 98.78%.
  - OH & S reports only one lost-time incident for the 2016 calendar year, a result of better reporting, communication and improved service coverage.

**e. Special Projects**

- Six proposals for the Regional Smart Fare System were received, and the initial evaluation of vendor proposals has been completed. Two proponents have been shortlisted, and will make presentations to the evaluation team in early February. Selection of a preferred vendor will take place following the vendor presentation, followed by contract negotiations. The project is on track for full implementation of the system in 2019.

**3. ETS REPORT TRACKING**

- Enhanced Express Bus Strategy - Century Park and Heritage Valley Park and Ride (Bill Sabey, Director of Customer Service Development) postponed to Q2 of 2017. Information required for this report is contingent upon the development of the Transit Strategy, which is still being defined, and the Park & Ride strategy and the plans for park and ride at Heritage Valley and Century Park, which are still being determined.

**4. City Planning, Sustainable Development, Transportation Strategies (Sarah Feldman)**

- The Transit Strategy Strategic Direction Report was presented to Urban Planning Committee on December 7. The report was covered by multiple media outlets.
- Work is currently underway to develop a transit network concept and elaborate the complete strategy document.