

ETS Branch Highlights Report

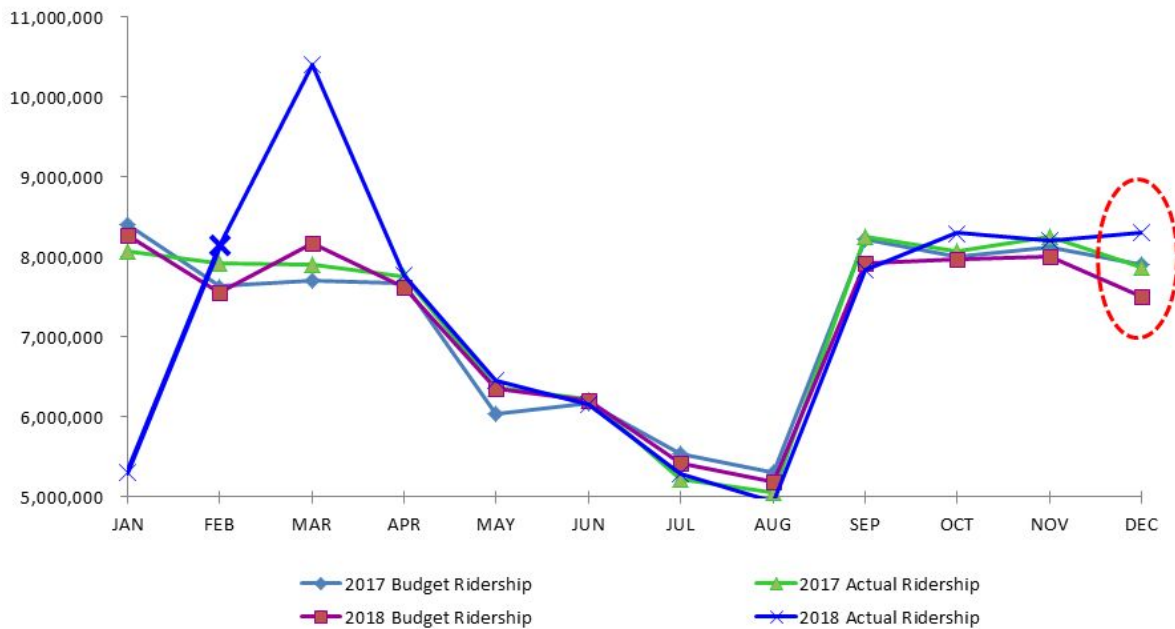
Date: February 25, 2019

1. RIDERSHIP

Bus and LRT Ridership – December 2018

	Month	Year to Date
2017 Actual	7,869,838	86,997,466
2018 Budget	7,510,925	86,213,475
2018 Actual	8,312,306	87,121,534

Monthly Ridership



2. ETS UPDATES

Bus Network Redesign Implementation Planning

Detailed planning continues for the implementation of the Bus Network Redesign project, which is on schedule for July 2020. From a customer perspective, key elements for a successful rollout include an extensive education program for customers and frontline staff, the online trip planning tools, updated bus stop and transit centre signs, a new route identification system, launch day operations plan, and ongoing analysis of route performance and customer experience once the new network is in operation.

ETS Cold Weather Emergency Response Protocol

ETS, along with Homeward Trust, are members of the Winter Emergency Response (WER) Committee. When needed, this group coordinates additional emergency shelter space. The WER Committee has established procedures that are triggered when temperatures dip below -20C (with windchill) and when shelters approach 90 per cent capacity. Transit staff are trained to alert appropriate services to best assist those in need using stations as shelters.

Due to consistent and dangerously low temperatures, Homeward Trust, the lead agency that coordinates cold weather response, recommended that Central LRT Station remain open 24 hours a day from February 5-26 so people can escape the cold. The number of people staying overnight has ranged from a low of 16 to a high of 51, and over 500 visits in total. Since homeless shelters have access to a network of resources, they are still the first, and best, option.

ETS Staff Saves Lives

Inspector Chuck Pearson

On the evening of Friday April 27, 2018, Chuck Pearson responded to an emergency situation. He was working as a relief inspector within LRT Operations. As he was walking through the parking lot at DL MacDonald LRT Operations and Maintenance Facility (also known as DLM), he witnessed a trespasser who jumped off of a CN Train and ran inside of the facility. Chuck followed and yelled for him to stop as he was entering. As Chuck approached the trespasser, it was evident that he was in need of medical intervention. Although Chuck instructed him to leave, the trespasser made his way through several barriers, up a set of stairs and onto parked LRT trains. This was a deadly place to be, as the high voltage lines were right beside his head. With quick thinking and past experience as an LRT mechanic, Chuck knew to turn a specific key that would shut the high voltage lines off, eliminating the hazard. Immediately after the lines were powered down, the trespasser grabbed the overhead catenary wires with his hands. Had they still been energized, he would have been killed. Chuck saved the trespasser's life. Emergency responders arrived shortly after.

Since this event, an evaluation of procedures, training and engineering controls were conducted. A number of safety enhancements were made to eliminate the possibility of a trespasser being able to find their way into a situation like that again. The additional training

has taken place, and now all employees at DLM know how to shut off power in the manner that Chuck did that day. Additional gates and locks were installed as well. Chuck has been nominated for a 2018 OH&S Award for his actions.

ETS repairmen Howard Bootsma & Michael Pawlivsky

Two ETS maintenance repairmen with LRT Operations, Howard Bootsma and Michael Pawlivsky, were working on New Year's Eve and New Year's Day. A passenger on the train told them he had stopped a woman from jumping in front of the train. Howard and Michael immediately got off the train, and found a distraught woman who had recent injuries to her arms. Together, they were able to encourage her to move to a safe place. Then they contacted LRT Control and stayed with the woman until first responders and Transit Peace Officers arrived.

Howard and Michael's actions helped save this woman's life. They acted professionally by contacting LRT Control quickly, and their communication was clear and to the point. They acted as leaders by going above and beyond their assigned technical duties. Howard and Michael have said that this feat would not have been possible without the professional support of Michelle and Richard at LRT Control, and help from Constable Darrel of the Edmonton Police Service.

Transit Operator Derek Bailey

While driving Route 151 on February 10th, Transit Operator Derek Bailey saved a man's life. Derek noticed a man slumped over in a bus shelter during extremely cold weather and decided to check on him. The man was unresponsive and suffering from severe hypothermia. Derek's quick thinking and previous medical training, prompted him to help the freezing man onto the bus. Derek quickly called ETS Control because the man's pulse was extremely weak. ETS Inspector Ross Cruthers received the call and alerted first responders to assist the man. ETS deeply appreciates and recognizes the efforts of those employees who go above and beyond for the people in the communities we serve.

Wayfinding: Next Steps

ETS discussed ETSAB's recommendations to adopt consistent wayfinding practices and a universal design policy and bylaw. Administration values ETSAB's input and will continue to engage with ETSAB on improving the customer experience, including discussing short-term solutions and providing an update on longer-term plans to the Urban Planning Committee in May.

It should be noted that ETS wayfinding will be part of a larger City-wide initiative to provide more effective, consistent and accessible wayfinding throughout the city. Facility Design Guidelines will also be developed to better align with transit industry standards and bring consistency to wayfinding, as well as assess safety and security standards in transit facilities. Facility Design Guideline details will be included in the Safety of Future Transit Stations - Design Guidelines and Site Activation report scheduled to be discussed at Urban Planning Committee on September 3.

Metro Line Disruption

During the morning of February 8, Metro Line signalling system issues resulted in an unplanned Metro Line service disruption. ETS staff offloaded Metro Line passengers at stations, and bus replacement service operated between Churchill and NAIT. Crossing gates were also activated as a result of the signalling system issue, which resulted in delays for some motorists, pedestrians and buses. Regular LRT service resumed around noon.

Upcoming Track Work

On Saturday March 2 and Sunday March 3, all Capital and Metro Line trains will run every 20 minutes from 5 a.m. until the end of service, instead of the typical 15 minute frequency. Regular LRT service is scheduled to resume on Monday, March 4.

Century Park Parking Update

As of March 1, the Developer of Century Park will take possession of land currently used as surface parking as the development of Century Park area progresses. The phased return of land to the landowner has been established in lease agreements between the City and the Developer as they prepare to develop Century Park into a Transit Oriented Development opportunity. The City will only manage 390 free parking Park & Ride stalls at Century Park Transit Centre. The remaining 870 reserved paid stalls will be managed by the Developer. The change means that some Park & Ride customers will need to re-apply for parking services directly through the Developer. The total number of Park & Ride stalls remains unchanged at 1,260 stalls.

Alberta Community Transit (ACT) Fund Application

The City has worked collaboratively with the Government of Alberta to submit an application for funding to ultimately help expand Edmonton region's transit system, greening transit's fleet, and increasing transit ridership. Projects are reviewed and evaluated based on regional collaboration, environmental benefits, economic benefits and social benefits. The City has submitted applications and awaits for the final decision from the province.

Alignment of Upcoming ETS Reports

Administration is seeking deferrals on four reports at the next available committee meeting in order to provide City Council with a complete approach on transforming transit in the city. It's important to discuss, and make simultaneous decisions on new transit standards, first km/last km solutions and the Bus Network Redesign. Since separating each report could have unintentional consequences, the preference is to discuss them in this order at the November 19th Urban Planning Committee:

1. Transit Service Standards (CR_6854)
2. First KM/Last KM community solutions (CR_6788)
3. Bus Network Redesign 2020 (CR_6719)

and, only if the approach is endorsed at the March 5 meeting, Administration will be requesting that the following report is set for November 19 as well:

4. Transit Ridership Recovery and Growth (CR_6614)

3. ETSAB INFORMATION REQUESTS

N/A

4. ETS REPORT TRACKING - 2019

SIRE	Report Title	Meeting Date	Committee
6614	Transit Ridership Recovery and Growth- Study Approach	March 5	UPC
6869	Edmonton Transit Service Fare Policy	March 19	UPC
6901	Options to Implement Wayfinding	May 21	UPC
6537	Principles of Services for DATS – Contracted Service, Pickup Time & Impact of Snow & Ice Policy	June 24	Exec
6432	LRT Station Security Update	September	TBD
6505	Safety of Future Transit Stations - Design Guidelines and Site Activation	September 3	UPC
6417	Shift Flexibility for Staff with Young Children	September 30	Exec
6854	Transit Service Standards	November 19	UPC
6719	Bus Network Redesign 2020	November 19	UPC
6788	First KM/Last KM Community Solutions	November 19	TBD
6778	Update on Bus Network Redesign	March 2020	TBD
6126	Gondola Feasibility Study* (moved to the same time as the Rosedale Business Advisory report)	March 19	UPC
5995	Regional Transit Commission*	TBD	TBD

*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