

ETS Branch Highlights Report

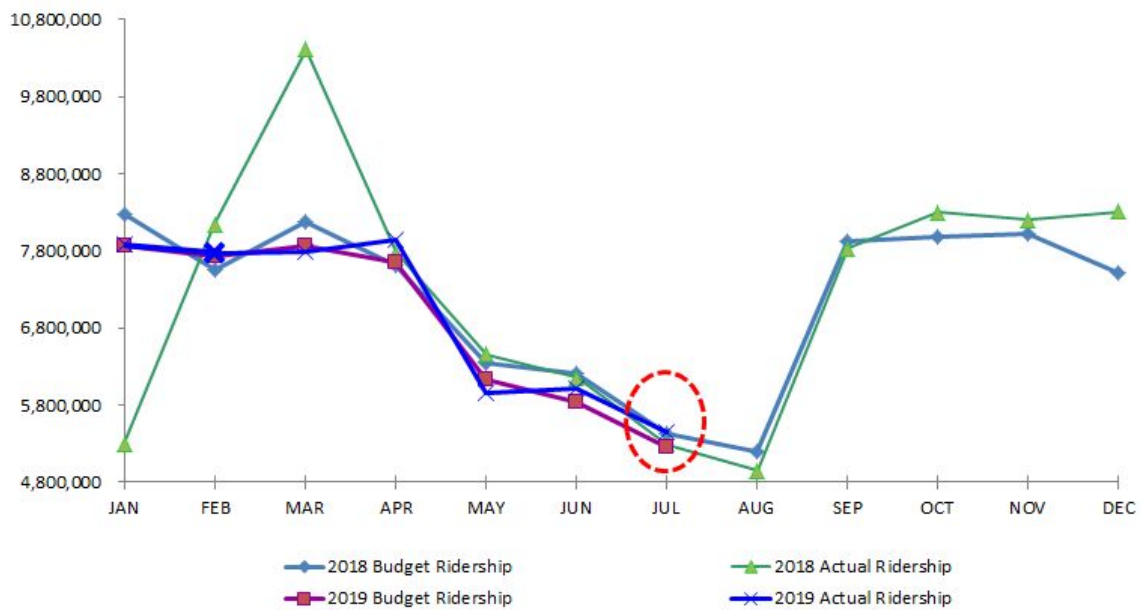
Date: Sept 30, 2019

1. RIDERSHIP

Bus and LRT Ridership – July 2019

	Month	Year to Date
2018 Actual	5,285,158	49,529,487
2019 Budget	5,247,886	48,319,486
2019 Actual	5,451,139	48,814,593

Monthly Ridership



Cost per ride is operating cost divided by ridership. When ridership decreases, cost per ride increases.

	July 2019	July 2018
Cost per ride	\$4.49	\$4.30



2. ETS UPDATES

Transit Safety Enhancements Are Showing Positive Results

In October 2018, Council approved roughly \$20-million in enhancements for transit safety and security. In early October 2019, ETS will return to Council with an update on how these enhancements are performing. While there is still work to do to further enhance safety on transit, results since last fall show Council’s investment is making a difference.

Since last fall, ETS has:

- Deployed onsite security guards at 25 selected transit centres/LRT stations
- Deployed 18 additional Transit Peace Officers (will be fully deployed by the end of 2019)
- Deployed 20 additional Operations staff (Superintendents, Transit Inspectors & Security Room Monitors who support enhanced safety & customer service)
- Enhanced police presence on transit (focused on key transit centres & bus routes)
- Fully equipped the entire bus fleet (roughly 1,000 buses) with on-board security cameras
- Upgraded to LED lighting in all transit centres (will be in all LRT stations by end of 2019)
- Provided continuous training for 90% of Transit Operators regarding managing difficult and dangerous situations (to be completed by end of 2019)
- Made progress on retractable bus shield installation (full installation will begin in early October; to be completed in fall 2020)

- Continued mental health & critical incident training for supervisors & staff

Since these safety enhancements were deployed, security data is showing positive results:

- 52% reduction in mischief incidents (vandalism, graffiti, etc) at transit centres/LRT stations
- 25% reduction in crime on transit property reported to Edmonton Police Service
- an increase in the perception of safety from 76% (Fall 2018) to upwards of 80% (Aug 2019) (measured through our quarterly Customer Satisfaction Survey)

Electric Test Buses Arrive in Edmonton

The City of Edmonton's Electric Bus Program has reached another milestone as two electric test buses arrived at Centennial Transit Garage in southwest Edmonton last week.



The electric test buses, manufactured by Proterra, will be used to test new facility infrastructure and charging equipment at Centennial garage. The electric buses, which produce zero tailpipe emissions and are much quieter, will also be test driven throughout Edmonton during the fall to

provide training for operators and fleet staff. However, the test buses will not be deployed in regular service. ETS customers, and the general public, will start to see electric buses in regular service by Q2 2020.

The City anticipates publicly deploying 40 electric buses in 2020, and 10 more in 2021, for a total of 50 in regular service. This purchase of 50 electric buses is one of the single largest purchases in Canadian history.

Electric Scooters Launch

E-scooters are here in Edmonton. There are two approved vendors operating e-scooters: Bird Canada Inc. and Lime Technology Inc. Customers can create an account with a vendor and download an app which allows them to unlock an e-scooter. Each company charges a flat fee to unlock a scooter, then there is a time-based fee after that.

E-scooters (& bicycles) are not allowed on the LRT between 7:30-9:00am, and 4:00-5:30pm. E-scooters must be walked through a transit centre or on a LRT platform. E-scooters are not allowed on the bike racks on the front of buses.

In San Francisco, it has been shown that one-third of scooter trips are linked to public transit. It may be too early to tell if this is the case in Edmonton, but this will be something ETS will be considering going forward. For more information on e-scooters in Edmonton, click [here](#).

ETS Revenue Management Audit

The ETS Revenue Management Audit was presented to City Council in September. The audit highlighted a growing gap between operational spending and fare revenue, which means a greater portion of each fare is being subsidized from the City's general revenue. Administration highlighted a number of initiatives that are underway which will improve revenue management and ridership, including Smart Fare and the Bus Network Redesign.

Return to Fall Hours and Routes

At the start of each September, ETS makes changes to the schedule and routes to account for increased ridership in the fall. Changes include new route numbering for School Specials, and minor changes to the frequency and timing of routes. For more information on fall service changes, click [here](#).

Alternative Transit Engagement

The City of Edmonton is exploring alternative transit options in communities where residents will need to walk further than 600 metres to the nearest regular transit stop in the proposed bus network redesign. These communities typically have low ridership and/or are difficult to serve because of road design and location. The alternative transit service would connect residents in these communities to the regular bus network.

ETS planners identified about 30 communities that could benefit from an alternative transit option. For engagement purposes, these communities were grouped by those losing transit service in the new network and communities that do not have service today. These communities were engaged June-October 2019 through eight community workshops and two online surveys. Respondents were asked to provide feedback on four alternative transit options. They favoured limited peak-hour service and the on-demand passenger van option. There was little appetite for using taxis, uber-style service, or multi-modal options. The full survey results will be posted online in early November, to align with the First KM/Last KM Community Solutions report going to Urban Planning Committee on November 19.

LRT Major Projects

There are a number of major LRT projects either underway or recently completed as part of the 2019 work plan.

Project	Description
Muttart Crossing	Construction of a new road and pedestrian crossing south of Stadium Station. These crossings will help accommodate new development south of the stadium. These two new crossings are expected to open this fall.
Central LRT Station - Ceiling Tile & Lighting Upgrades	Old ceiling tiles and lights were upgraded on the Central LRT Station platform. The platform is now much brighter, with improved sightlines.
66th Street Tunnel - Track Rehab	Due to aging, the LRT track along the 66th Street tunnel was replaced throughout the summer. This improvement allows trains to travel 60 km/hr through this stretch, rather than the

	previous restricted speed of 30 km/hr.
LED Lighting Upgrades	Replacing the lighting in the tunnels from the 95th Street portal to University Station. This will take two years.
Platform Warning Tile Replacements	To enhance safety and improve consistency across the LRT network, platform warning tiles (the yellow rumble strips at the edge of the platform) were replaced at Clareview, Health Sciences, Southgate, MacEwan, and Kingsway.
Rail Grinding	Rail grinding was performed on many different sections throughout the network. This improves the profile of the rail and extends the life of the rail and track components. Rail grinding also provides a smoother ride for passengers.
Escalator Replacements	Ongoing escalator replacements continue at Corona and Bay Enterprise Square Station.
Rail & Frog Replacements	Replaced 3,440 feet of rail, along with nine frogs (rail way switches at key transition points).
Rail work for South Extension of Capital Line	Some preliminary work has been completed to prepare the rail bed for the south LRT expansion.

3. ETSAB INFORMATION REQUESTS

N/A

4. ETS REPORT TRACKING - 2019

SIRE	Report Title	Meeting Date	Committee
6417	Shift Flexibility for Staff with Young Children	September 30	Exec
6432	LRT Station Security Update	October 2	CPSC
6505	Safety of Future Transit Stations	October 2	CPSC
7078	ETS Fare Policy	October 15	UPC
6999	Ride Transit Program Update	October 28	Exec
7128	Ridership Recovery and Growth Strategy	October 28	Exec
6854	Transit Service Standards Policy	November 15	UPC
6719	Bus Network Redesign 2020	November 19	UPC
6788	First KM/Last KM Community Solutions	November 19	UPC
7354	DATS 20-Minute Pick-Up Window	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
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