

ETS Branch Highlights Report

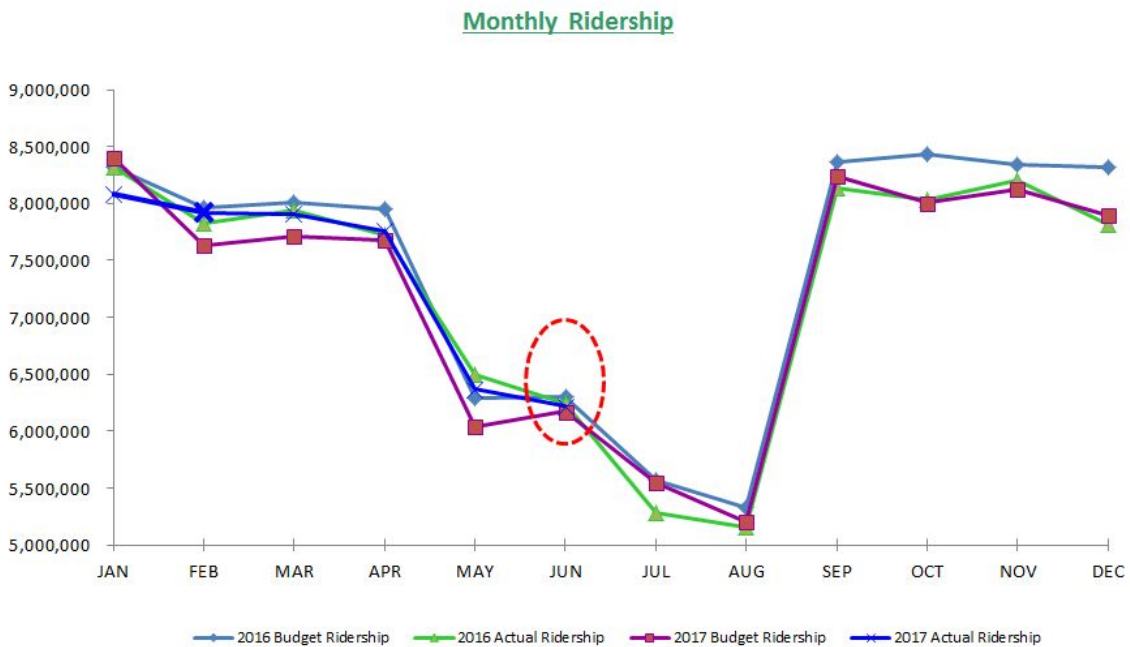
Date: August 28, 2017

1. RIDERSHIP

Bus and LRT Ridership – June

	Month	Year to Date
2016 Actual	6,243,112	44,560,032
2017 Budget	6,170,337	43,627,748
2017 Actual	6,216,357	44,257,470

2017 Bus and LRT Monthly Ridership



2. ETS UPDATES

September Service Changes

Seasonal service reductions from the summer will be restored on September 5 to accommodate increased fall demand. Also, service hours from specific time periods and trips that were selected from underused routes in July will be moved to improve schedule reliability and on-time performance as part of the 2017 Transit Service Reallocation Plan. This includes adding hours to full-time standby buses to ensure service continuity and schedule adherence during unplanned events.

EIA Service

Recognizing transit service between the regions and destinations may attract and support business and tourism opportunities, ETS has continued to provide full Route 747 service since April 2017 without a partner subsidy. However, continuing to do so independently presents the City of Edmonton with budget and resourcing implications. An Administration report goes to Council September 12, reviewing options and costs.

“Respect Them” Campaign

The campaign runs July 31 to September 30, 2017 and includes a variety of communications activities including ads and social media. The timing was selected to capture occasional users who take transit to Edmonton’s summer festivals, as well as the many riders returning to school and work in September.

Ride Transit Sales

Ride Transit Program began sales on August 15 at 11 locations throughout the city. Enrollment into the program is steady. Based on ETS historical frontline sales, most of our customers purchase their monthly pass in the last few days of the month. Sales are expected to have a large peak August 28- Sept 1. Information on enrollment and sales for August will not be available until mid September.

3. ETSAB INFORMATION REQUESTS

Bus Stop Renewal Process

ETS is transitioning from the modular shelters that were installed in the 1980s to the current Vangarde standard for transit shelters. Currently there is funding to replace approximately 90 end of life shelters per year. Shelter replacements are also coordinated with large neighbourhood renewal projects. MOD shelters can no longer be repaired as parts are no longer available, and many are starting to require significant work. There are currently about 310 modular bus shelters left in service, that should be replaced within the next four years. Replacements are prioritized based on the condition of the shelter and the scope of work required.

Our current bus shelter standard includes requirement for a concrete foundation and has a large footprint. When a MOD shelter is being replaced the accessibility requirements are also addressed. The bus stop is brought up to current accessibility standards or improved as much as possible within the available budget and restrictions. Some limitations at existing stops include limited Road Right of Way, or conflicting objects such as fire hydrants, utility boxes, street lights, and mature trees.

Bus Stops without shelters are not reviewed for accessibility proactively. Administration will review the accessibility of any bus stop if a complaint or concern is received. If the accessibility concern is valid, a project will be initiated to improve the accessibility of the bus stop. Capital funding is available to carry out 15 to 20 bus stop improvements on an annual basis.

4. ETS REPORT TRACKING

SIRE	Report Title	Meeting Date	Committee
5109	LRT Parts: High-Value Non-Competitive Open-Order Agreements	Aug 23	UPC
5072	ETS Service to Edmonton International Airport - Options and Costs	Sep 12	CPSC
4841	Edmonton Metro Region Commuter Service - Memorandum of Understanding (MOU) to Establish a Regional Transit Services Commission	Sep 12	CPSC
4503	ETS Administration's Response to ETSAB (User Experience) Recommendations	Deferred to Feb. 1, 2018	UPC