



## Edmonton Transit System (ETS)

MARCH 2013

### **1. ETS Promotions and Special Events:**

#### **Taking ETS at Easter**

We've modified transit service for the Easter Holiday, March 29, 30 & 31 and April 1. You'll find our special Easter service hanger available on the buses and LRT in mid March.

On Good Friday, March 29, all ETS routes will be running on regular Sunday schedules. Regular weekend schedules apply on Saturday and Easter Sunday. On Easter Monday, April 1, we'll be operating modified service schedules. Both the a.m. and p.m. peak period schedules have been adjusted to address the travel requirements of customers who will be working on Easter Monday.

Easter transit information is available by calling BusLink at 780-496-1600, texting 31100, checking [www.takeETS.com](http://www.takeETS.com) or calling 311. The ETS Customer Services Centre, including Lost & Found will be closed for the holiday.

#### **Service Changes for Student Holidays**

ETS is providing regular weekday service during Teachers' Convention, February 28 and March 1 and Spring Break, March 25 to 28. The extra service ETS provides for students to get to junior and senior high schools will be cancelled for both events (the 600, 700, 800 and 900 series of school special routes).

Additional cancellations have been made for Spring Break. Routes 46, 165, 166, 167, 186, 187 and 188 will not be operating, as well as the school loops on Routes 11 and 145.

For travel details check [www.takeETS.com](http://www.takeETS.com) or call BusLink at 780-496-1600.

### **2013 Senior Passes**

The new 2013 ETS Senior Citizen Annual Pass goes on sale Monday, March 4 at the ETS Customer Services Centre located on the main floor of City Hall. Cost for the Annual Pass has increased to \$125. The Low Income Annual Pass now costs \$54.

We're mailing out renewal packages for the annual passes in early March. You can continue to use your 2012 Annual Pass until March 31, 2013.

### **More Customers Are Riding Transit**

Following a trend that started in 2002, we're pleased to tell you that ridership increased by 3.1% in 2012, with the number of bus and LRT trips jumping from 80.3 million in 2011 to 82.8 million last year.

Improvements in 2012 included enhanced service in off-peak hours on busy bus routes and the addition of new routes, including cross-town bus service between Mill Woods and West Edmonton Mall.

LRT boarding's were up by 1.8% in 2012 and have more than doubled since 2002.

"Getting more people to travel actively and sustainably is one of the City's highest priorities," says Bob Boutilier, Transportation Services General Manager. "Transit is a reliable, efficient and environmentally-friendly transportation option. We definitely see a positive change with more people taking the bus and the LRT."

ETS' marketing programs also contributed to increase the popularity of transit. ETS@Work grew by nearly 20%. Currently, 82 local companies partner with ETS to provide a discount on transit passes for their employees and encourage commitment to transit.

The U-Pass also helped consolidate transit as a preferred option for students, providing 54,000 students from the University of Alberta, MacEwan and NAIT access to regular transit services on ETS, St. Albert Transit and Strathcona County Transit.

### **New Digital Transit Network on LRT**

Edmonton Transit System and Pattison Outdoor are partnering to bring digital television into the LRT system.

The Digital Transit Network will provide messaging in 10 LRT stations through a total of 34 digital screens. These digital screens are 55 inch LCD monitors, which look very much like large televisions.

The initial series of screens has been installed at platform level in Clareview, Belvedere, Coliseum, Stadium, Churchill, University, Southgate and Century Park stations. The "go live" date is Friday, March 1, 2013.

Local and national advertisers will be promoting their brands, products and events to customers on the LRT system. As well, ETS will be delivering transit information to customers through the system.

## **CNG Buses Tested in Regular Service**

Two New Flyer Compressed Natural Gas (CNG) buses are now in regular service on Route 6 (Mill Woods to Southgate) and Route 33 (Meadows to West Edmonton Mall).

They're being tested for the next two years with the focus on how well they perform in cold weather conditions.

The CNG buses have the same look and feel as the diesel buses except for the compartment on the roof that holds seven CNG tanks.

## **2. DATS News**

### **New Phone System Successfully Implemented**

The new phone system was successfully installed and activated at DATS on Feb. 21, 2013. The system, based on the Internet Telephony or VoIP platform, has already resulted in a more streamlined process of managing calls, shorter wait times and better Customer Care Centre performance analysis.

We have asked some staff members to share their first impressions of the change and here are some of the responses:

- "It's 100% better in the sense that you don't need to manually switch people between the queues in the Customer Care Centre."
- "So far, the new phone system is fantastic. I'm looking forward to getting more familiar with it. Our clients love it! They've said that they love the message telling them how long the wait is and they feel that they don't have to wait as long to reach an agent."
- "The phone system is working great. I love the new features, including the call history display and the new convenient directory system that allows you to view phone numbers of missed calls."

### **Shoe Ice Grippers**

To improve the safety of DATS operators and clients, shoe ice grippers that were tested by DATS staff health and safety committee members have now been approved for distribution to all operators and service coordinators. These shoe grippers that fit over the heel of the persons footwear have been shown to reduce the number of slip and fall incidents.

### **Change in Late Cancellation Policy**

Work continues to prepare DATS staff and inform clients of the upcoming change in the definition of a late cancellation from 30 minutes before the trip to 2 hours or less before the trip. The change is to take effect in September 2013.

### **Change in No-Show Policy**

Another change in policy to be implemented this year is the procedure that operators and dispatchers follow when a 'no-show' occurs. In order to minimize unnecessary waiting and idling of vehicles, the new approach will make use of the five-minute wait time maximum. DATS operators, as before, will make every

effort to locate the client that has booked a trip from the location during the five-minute waiting period. Operators will no longer be required to obtain Dispatch approval prior to departing a location. This change is expected to reduce the amount of waiting time for clients already on a vehicle. It is intended to streamline the 'no show process

### **Key Performance Indicators**

- DATS carried 79,309 trips in January with an overall productivity of 2.5 passengers / hour.
- There was a decrease in the cancellation rate this month (19.21 per cent of scheduled trips) as compared to January 2012 (20.2 per cent of scheduled trips).
- In January 2013, DATS maintained an overall on-time performance of 91.62 per cent.

The number of customer service focused activities increased as compared with 2012 (410 in 2013 versus 206 in 2012).

### **3. Minutes from Council and Committees of Council:**

#### **Executive Committee Minutes – March 11, 2013**

- 6.7 [Expropriation of Residential Lands - Southeast of West LRT \(Valley Line\) Stage 1](#) (Report No. 2913SC0780 and attachments are attached to this Manager's Report).

Items 6.7, 6.8 and 6.9 were dealt with together.

D. Piecowye, Corporate Services (Law); and N. Alampi, Transportation Services, made presentations.

W. Brown and S. Morganson, made presentations and answered the Committee's questions. Copies of a document provided by W. Brown and S. Morganson, were distributed to Members of the Committee, and a copy was filed with the Office of the City Clerk.

N. Alampi, Transportation Services; and D. Piecowye, Corporate Services (Law), answered the Committee's questions.

#### **Moved K. Leibovici:**

That Executive Committee recommend to City Council:

1. That the commencement of the expropriation process to acquire the properties shown on Attachment 1 and legally described in Attachment 2,

of the March 11, 2013, Sustainable Development report 2013SCO780, be approved.

2. That Administration be authorized to enter into agreements pursuant to Section 30 of the *Expropriation Act* (Section 30 Agreement) with the owner or owners of any property or interest in property, as described in Attachment 2 of the March 11, 2013, Sustainable Development report 2013SCO780, where the owner is willing to consent to the expropriation.

**In Favour:**

K. Krushell, K. Diotte, K. Leibovici

**Carried**

**Absent:**

S. Mandel, L. Sloan

**Special Transportation Committee Minutes – March 13, 2013.**

5.1 **Edmonton Transit System Advisory Board  
Bylaw 12454 – Suggested Amendments**

**Moved B. Anderson:**

That the revised due date of August 21, 2013, be approved.

Transportation Svcs.

**Due Date:** Aug. 21, 2013

**In Favour:**

A. Sohi, D. Loken, B. Anderson, E. Gibbons, S. Mandel

**Carried**

6.1 **Edmonton Transit System Advisory Board -  
2012 Activity Report** (Report No. 2013DDB001 and  
attachments are attached to this Manager's Report).

V. Hoy, Edmonton Transit System Advisory Board, made a presentation and answered the Committee's questions.

**Moved E. Gibbons:**

That the March 13, 2013, Edmonton Transit System Advisory Board report 2013DDB001, be received for information. Edmonton  
Transit System Advisory Board

**In Favour:**

**Carried**

A. Sohi, D. Loken, B. Anderson, E. Gibbons, S. Mandel

6.2 **Study to Reduce 112 Avenue Traffic Lanes**  
(Report No. 2013TS1056 and attachments are attached to this Manager's Report).

D. Mullen and A. Jones, Transportation Services, made a presentation and answered the Committee's questions. D. Ferretti, Newton Community League; L. Trevelyan; and N. Iwata; made presentations. G. Enders; G. MacKenzie, Renew 1.1.2.; S. Petrina-Prettie, Highlands Community League; J. Lawrence; and H. Lawrence, made presentations and answered the Committee's questions.

Documents provided by D. Ferretti; and N. Iwata, were distributed to Members of the Committee and a copy of each was filed with the Office of the City Clerk.

B. Latte and K. Koropeski, Transportation Services, answered the Committee's questions.

**Moved B. Anderson:**

That the March 13, 2013, Transportation Services report 2013TS1056, be received for information. Transportation Svcs.

B. Latte, Transportation Services, answered the Committee's questions.

**In Favour:**

**Carried**

A. Sohi, D. Loken, B. Anderson, E. Gibbons

6.3 **Late Night Transit Service Package - One-year Pilot Source of Funding** (Report No. 2013TS1940 and attachments are attached to this Manager's Report).

B. Van Alstine, Transit Riders' Union of Edmonton; and

F. Slessor, Central Area Council of Community League, made presentations.

K. Koropeski, Transportation Services; R. Brokop, Financial Services and Utilities; and C. Mackenzie, Office of the City Clerk, answered the Committee's questions.

**Moved A. Sohi:**

**Transit Service Needs - Prioritization**

That Administration provide a report to City Council prioritizing transit service needs and that the report be brought to the April 10, 2013, City Council meeting for consideration prior to setting the mill rate.

Transportation Svcs

**Due Date:**

City Council Apr. 10, 2013

**In Favour:**

**Carried**

A. Sohi, D. Loken, B. Anderson, E. Gibbons, S. Mandel

**Moved B. Anderson:**

That the March 13, 2013, Transportation Services report 2013TS9084, be postponed to the April 3, 2013, Transportation Committee meeting. Transportation Svcs.

**Due Date:** Apr. 3, 2013

**In Favour:**

**Carried**

A. Sohi, D. Loken, B. Anderson, S. Mandel

**Absent:**

E. Gibbons