

# Edmonton Transit System (ETS)



## ETS Managers Report to ETSAB MAY 2011

### 1. ETS Promotions and Special Events

#### New Articulated Buses Rolling in this Summer

Twenty new articulated buses (artics) will join the Transit fleet this summer and will be housed at the Centennial Garage. Ten of the new artics will replace 15 current 40-ft buses. The remaining ten will be added to the fleet for growth. An artic can carry up to 114 people while a 40-ft bus can carry 76.

As the buses arrive from June to mid-August, Fleet Services staff will be inspecting and decaling them, and installing fare boxes and running boards to get them ready for service.

"Since this was a small order, we decided to test new features that weren't available when we made our last order in 2003. The new artics feature Voith Transmission, fogmaker fire suppression, OilMinder (to keep the engine oil at optimum level), alternative seat fabrics, leaning stanchions in the joint, and electric fans," explains Graden Dej, Fleet Services Project Engineer.

#### ETS Community Fair, Saturday, May 28, 2011, West Edmonton Mall

For the third consecutive year, ETS is hosting a Community Fair, this time at West Edmonton Mall, Phase 1, between Zellers and Centre Stage (in front of the Bay). It's just one of the ways that ETS provides information to the public on all kinds of Transit-related topics including service, safety and security, operations and training, LRT projects, accessibility, trip-planning, the new DATS I-book feature, and much more. The Community Fair provides an opportunity for the public to get information directly from the people in-the-know. In addition to the interactive information booths, the Fair will feature a display of ETS historical

vehicles (outdoors) and tours to the new Lewis Farms Transit vehicles (outdoors) and tours to the new Lewis Farms Transit Centre. The Fair runs from 1000-1500 hr and promises to be a fun and informative day for the whole family. By the way – it's free!

### **AIM2 Fueling System Launched for Transit Fleet**

In December 2010, Fleet Services launched AIM2 at all four Edmonton Transit fueling sites. AIM2 is a fuel dispensing system that works alongside the existing FuelMaster fuel stations throughout the city. AIM2 offers faster fueling for operators, and better data collection for Fleet Services' reporting and maintenance planning capabilities.

Wireless data collection modules were installed on over 850 Edmonton Transit buses to automatically transmit fuel transaction data, unit mileage, engine run and idle time, and ECM diagnostic trouble codes to Fleet Services.

"AIM2 offers better monitoring of fueling and vehicle data, and helps us find repair problems that may not have been evident otherwise. The benefit to operators is that they no longer have to input any information so the fueling process is quicker," says Cameron Bardas, Project Engineer.

### **Need an ETS Bus Pass? There's an App for that!**

Edmonton Transit System is currently testing a new digital bus pass. Launched in April, this bus pass will be used by students at Strathcona High School until the end of June 2011.

The digital bus pass is currently available on Apple devices only. Students using the pass must display it on the screen of their device and present it to the Operator as they would a regular bus pass. The digital bus pass has a built in grace period and will expire at the end of each month. When the pass expires it will no longer appear on the screen of the device and the student will be instructed to purchase another bus pass. We are currently exploring a system to enable electronic confiscation of digital bus passes.

The digital bus pass has a front and a back just like a regular bus pass. A customer must agree to the terms of use (conditions on the back of a current bus pass) to be able to download the digital pass. The digital pass displays a clock with the current time and the amount of time left on the pass. The digital pass will warn customers just before it expires.

The future looks bright for this approach to fare products. The opportunities for upgrading security and customer access to our fare products are many. Work will continue on the technology as the year progresses and we hope to bring you more positive news on this project.

### **Outreach – Bringing our Message Directly to the Public**

Schedule and route changes related to the opening of the Lewis Farms and Eaux Claires Transit Centres were implemented on May 1. To ensure that Transit customers in both these areas were aware of the service changes, ETS staff from Service Development and Community Relations were out at West Edmonton Mall and Northgate Transit Centres on April 12 and 13 respectively,

providing information and answering questions to crowds of interested ETS patrons. Outreach campaigns (where we connect directly with our customers) are a core component of our communication efforts with the public.

### **Take ETS to the AGA**

ETS has announced a new partnership with the Art Gallery of Alberta (AGA) giving Transit-users an incentive to visit the AGA. Visitors to the AGA who present a valid ETS fare ticket or bus pass will get a discount on their admission equivalent to the cost of a corresponding ETS ticket.

This promotion is an extension to The Every Day Way to Your Creative Destination initiative highlighting the 1 Year Anniversary of the Art Gallery of Alberta. The aim is to encourage visitors to choose ETS as their preferred choice of travel. Visit [takeETS.com/creativdestination](http://takeETS.com/creativdestination) for more about this initiative.

### **Team Prepares New Passport Buses for Service**

It takes a team of people to get a new bus on the road. As an example, Fleet Services and Edmonton Transit staff worked together to get 12 new Passport buses into service by mid-March. The new Passports arrived between December 21, 2010, and February 3, 2011.

Upon arrival, each bus requires a pre-delivery inspection (PDI) of the body and mechanical systems. First, the body shop staff inspects the body inside and out to ensure it is structurally sound and that the ramps and door are operationally safe. Then they install the running board pedestal, the fare box, decals, flag poles, brooms, scrapers, various holders, route books, and trash cans. This process usually takes 22 hours per bus.

Next, the mechanics check the electrical systems, components, computer codes, fluids, steering and brake systems, programs destination signs, torque tires and install the AIM2 fuelling system. The mechanical inspection takes approximately 45 hours.

Then, Edmonton Transit installs the Apollo Video Technology interior and exterior camera system and the M7100 radio system.

Thanks to the team at Paterson Garage, the first Passport bus went into service on February 16, 2011. All Passport buses were ready for service as of March 24, and the process of retiring the Elf buses has begun. The last six Elf buses will officially be replaced in 2012 by new Passport buses.

### **Leading the Way Youth Summit**

Fifty-four youth delegates, aged 18 - 28 years old, from across Alberta, Saskatchewan, Manitoba and Yukon gathered in Edmonton this past weekend to share ideas, discuss issues, and connect with peers and industry professionals at the ***Leading the Way Youth Summit on Sustainable Transportation***. This first-ever regional youth summit presented by the Prairie and Territories Chapter of the Canadian Urban Transit Association (CUTA) took place at Lister Centre at the University of Alberta and was hosted locally by ETS.

We received a lot of positive feedback from delegates who told us that they are inspired to promote sustainable transportation as a lifestyle choice in their own communities and some have said that they now want to explore careers in the field! Lecture sessions, group work, social activities and a Lion's Lair group project pitch session to a panel of industry experts rounded out this very busy, high-energy weekend in support of transit and sustainable transportation. We were all impressed with the calibre of young people who were selected to come to this event and the enthusiasm with which they participated in all aspects of the weekend.

Youth delegates worked throughout the weekend to come up with project ideas to pitch to our expert Lion's Lair panel based on key aspects of the Canadian Urban Transit Association's ***Transit Vision 2040***. Delegates were challenged to come up with ways that we can put transit at the centre of communities, revolutionize service, improve focus customers, ensure financial sustainability for transit to continue growth, strengthening knowledge and practice in the transit industry and how to green transit. Lion's Lair panelists included Simon Farbrother, City Manager, City of Edmonton; Truper McBride, Mayor of Cochrane, Alberta; Fred Wong, Manager Calgary Transit; Matthew Blackett, editor of *Spacing* magazine and John Vandenbeld, Edmonton Transit System Advisory Board.

In addition to lecture sessions, we provided the delegates behind-the-scenes technical tours of D.L. McDonald Garage and showcased the Leeds certified Centennial Garage. A Career Fair and Speed Meet activity at Centennial Garage allowed delegates to get a quick take on the wide range of rewarding careers that can be found within the transit industry and a chance to network with transit professionals.

The Leading the Way Youth Summit Steering Group would like to thank all at Edmonton Transit who made this event a success. Delegates and participants appreciated the warm welcome, great activities and many opportunities to learn and network. Summit proceedings are now on

[www.leadingthewayyouthsummit.com](http://www.leadingthewayyouthsummit.com)

### **New Positions - Eligibility Coordinator and Service Planner**

DATS is recruiting an eligibility coordinator to help us develop and implement an updated eligibility process. This change is based on a recommendation from the American Public Transportation Association Peer Review in April 2010. In-person assessments are becoming standard practice in the paratransit industry and Edmonton is working to adopt this approach. This update includes re-registering existing registrants as well.

DATS is also recruiting a service planner to work on service integration with conventional bus and LRT services. ETS 300 routes using community small buses provide door-to-door service to many seniors' facilities and many local activity centres, such as shopping malls. DATS is promoting these routes to registrants who live in these facilities and take trips to these activity centres. The

service planner will champion other initiatives to integrate persons with disabilities onto the low floor buses and fully accessible LRT in new and innovative ways while seeking to identify and mitigate barriers to access.

**Fare Notes**

DATS has made a few changes to the fare collection procedures in May 2011. Clients are now asked to have their fare and the fare of their companion (if applicable) ready before the trip starts (the operator is required to collect fares before the trip departs). Information on the new fare policy is included in the current May DATS Newsletter, online and on the booking line. Operators are also handing out “Fare is Fair” handouts to clients on the road.

**DATS Stats - March**

- DATS carried 86,007 trips in March with an overall productivity of 2.6 passengers/hour.
- As a percentage of scheduled trips, DATS decreased No Shows in March 2011 to 1.9% from 2.3% in March 2010.
- Overall productivity on the City Fleet increased to 2.5 passengers/hour, from 2.3 passengers/hour in March 2010.
- On-time performance in February 2011 was 89.47 per cent, and 87.01% year-to-date.

**2. MINUTES FROM COUNCIL AND COMMITTEES OF COUNCIL**

**Transportation and Public Works Committee Minutes – May 10, 2011**

**7.1 Information Regarding Approaching Federal Government for Funding support for LRT**

**Reports 7.1 and three attachments are attached to the Manager’s Report.**

**7.2 Unexpected LRT Service Disruptions**

**Report 7.2 is attached to the Manager’s Report.**

**3. 2011 ETS Highlights:**

| <b>Transit Ridership Information for 2011</b> |                           |
|---|---------------------------|
| <b>Ridership</b>                              | <b>Total Year to Date</b> |
| 2010  | 76,322,199                |
| 2011(end of April)                            | 29,689,544                |

|   |           |
|---|-----------|
| Change from 2010 to 2011 (Jan - Apr only) | 1,528,715 |
| Percentage Change                         | 5.15%     |