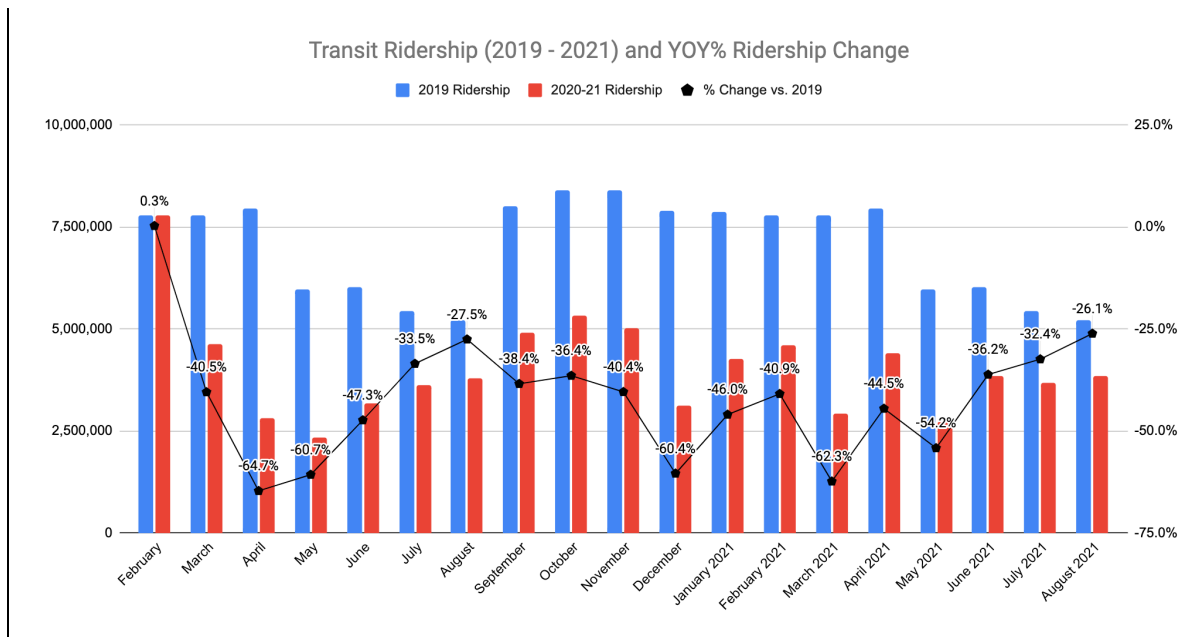


ETS Branch Highlights Report

Date: Sept 27, 2021

1. RIDERSHIP



July and August of 2021 ridership remained fairly consistent when compared to the previous year.

Preliminary September ridership trends indicate that there was a slight increase in September, to 55% of normal ridership levels, but due to the fourth wave of the COVID-19 outbreak it wasn't to the extent that we anticipated. This will continue to put pressure on our budget and keep fare revenues below the anticipated COVID-adjusted level for 2021. Further updates on ridership trends through the fall will be provided.

2. ETS UPDATES

COVID-19: Update on Transit Implications of New Provincial Restrictions

The health and safety of staff and transit riders remains our top priority. The City of Edmonton is participating in the province's Restriction Exemption Program, which requires people to show proof of vaccination or a negative COVID-19 test to access many city services and facilities. This exemption does not extend to public transit as transit needs to be accessed by the public for daily living purposes. Any person may board a bus, LRT, On Demand Transit or DATS as long as they are following all other public health guidelines.

Physical distancing of two metres (between households or two close contacts for those living alone) is now required in transit centres and LRT stations. Wearing a mask or face covering continues to be mandatory across public transit, including on all public vehicles, such as buses, LRT, taxis, motorcoaches, shuttles and ride-share services. Transit riders have shown a high rate of mask compliance throughout the pandemic and Peace Officers and the Edmonton Police Service use education and awareness to gain mask compliance.

Arc Card Distribution

All U-Pass institutions have received their full allotment of fall Arc cards and NAIT has completed applying the Smart Fare application directly to their One@NAIT student ID. As of September 17th, approx 35% of students have registered their Arc cards and have begun using the system across all four institutions and across all seven regions.

In addition, work continues in preparation for the launch of the adult pilot this fall. More details will be shared in October.

Secure Bike Storage Options

ETS is currently testing out some new updated bike lockers at Century Park and Belvedere Transit Facilities. Six lockers (one bike per locker) are available at each location, on a first come first served basis. There is no fee to use a locker. After receiving public feedback we are modifying the bike lockers to make them more secure. Some of the modifications include strengthening the doors, adding a secondary lock point inside the locker, and placing a cover over the door locking point to make tampering more difficult. ETS is also researching other secure bike storage options and is considering testing these other options next spring.

LRT Frequency and Metro Line Route Changes

To provide more service for transit riders, ETS will also increase LRT service in the downtown core and northeast Edmonton starting August 30. That became possible due to the successful implementation of an alternate signaling system.

Transit riders will be able to board a Capital Line train downtown every 5 minutes during weekday peak hours (6 - 9 a.m. and 3 - 6 p.m.), including between Churchill and Clareview.

To enable increased frequency in the downtown core and northeast Edmonton, Metro Line trains will only run between NAIT and Health Sciences/Jubilee stations, as was originally planned for Metro Line. Transit riders boarding Capital Line trains south of Health Sciences/Jubilee station will need to transfer to Metro Line if they need access to MacEwan, Kingsway/Royal Alex or NAIT stations.

Bikes on LRT and Improved Access to Drinking Water

To help integrate active modes of transportation and make the rider experience more convenient, starting August 30, transit riders can now bring their bikes on LRT at any time, and using their own padlock, secure their bikes inside new metal storage lockers at Century Park and Belvedere LRT stations, as described above. New refillable water bottle stations will also be installed at major transit centres and LRT stations by the end of September giving transit riders and the broader community more access to drinking water. In total, 23 locations across Edmonton will have the stations installed. The style of the water station is similar to those used in airports.

3. ETSAB INFORMATION REQUESTS

On-Demand Service

Infrastructure from some on-demand stops has been moved to high-use stops as part of the bus network redesign. The approach was implemented in part because on-demand customers are able to track their shuttle's location through the app, which should reduce wait times.

Snow removal and all other maintenance standards are being maintained at the on-demand service pick-up locations.

WEM temporary Transit Centre - Future upgrades

Include information on future infrastructure installments at the temp location -- Despite the facility being operational since August 29, construction of the temporary West Edmonton Mall Transit Centre is still ongoing with IIS LRT. Outstanding construction items include:

- Power connection and set-up,
- security connections and set-up (incl. Camera installations),
- mobilization and installation of 5 heated shelters,
- completion of installation of 8 unheated shelters (7 regular + 1 extra large shelter),
- installation of remaining benches salvaged from old transit centre,
- fabrication and installation of at-stop information stands,
- installation of Ticket Vending Machine, and
- fabrication/installation of more centralized information boards.

Installation of heated shelters, security systems and Ticket Vending Machine, as well as power coordination, are managed by IIS LRT and subject to their timelines.

ETS is completing (in-house) the following:

- 8 unheated shelters (scheduled for completion week of Sep 20),
- benches (scheduled for completion week of Sep 27),
- Fabrication of 7 information boards, consisting of 1 board for each stop and 3 supplemental central display boards (estimated completion October).

Will snow clearing occur to ensure people can pass easily between stops? The facility will have the same snow clearing and removal level of service as all other transit centres.

4. ETS COUNCIL REPORT TRACKING - 2020-21

SIRE	Report Title	Meeting Date	Committee
CO00605	Bus Network Redesign - Interim Review	Oct 1	EC
CR 8198	Bus Network and On Demand Service Implementation Update	Oct 1	EC
CO00607	Mass Transit System - Sustainable Funding and Service Growth	Q1 2022	EC
CO00803	Bus Network Expansion Opportunities	Q1 2022	EC
CO00574	Access to Supports and Services Within Transit Stations - Program and/or Delivery Proposal(s)	Q1 2022	CPSC
CO00576	Transit Fare Fines - Repayment Options	Q1 2022	CPSC
COXXXX	Transit Annual Safety & Security Update	2022	TBD

*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