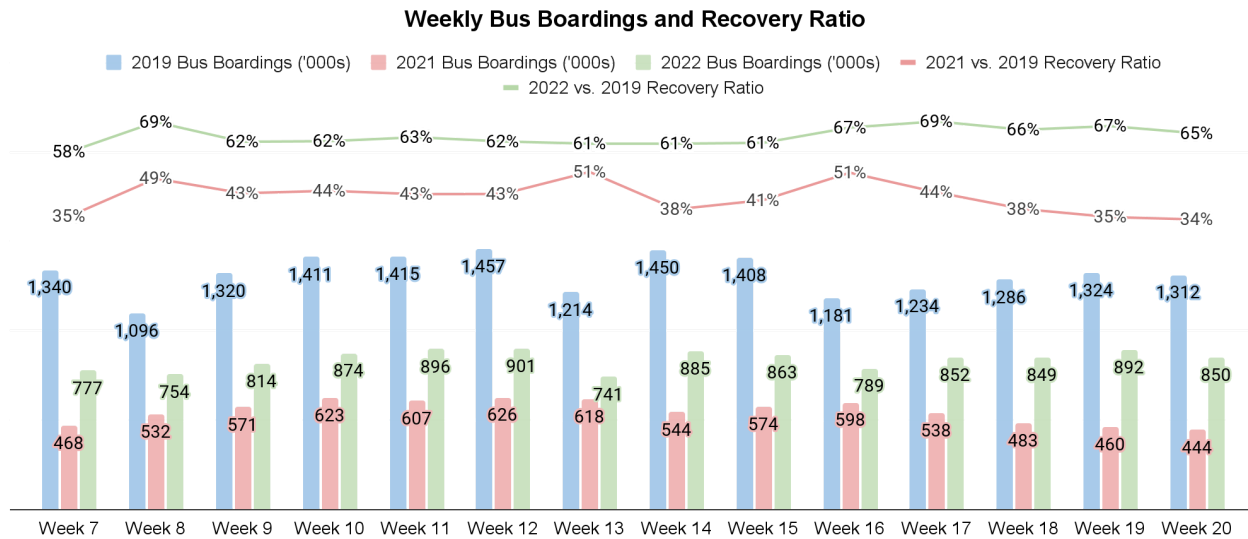


# ETS Branch Highlights Report

Date: May 30, 2022

## 1. RIDERSHIP



Note: Weekend ridership is not included.

\* Week 7: February 10, 2019 to February 16, 2019 / February 7, 2020 to February 13, 2021 / February 13, 2022 to February 19, 2022

\* Week 20: May 12, 2019 to May 18, 2019 / May 9, 2021 to May 15, 2021 / May 15, 2022 to May 21, 2022

Ridership hovered between 66% and 69% of pre-pandemic levels over the past few weeks, with a slight dip to 65% during the week of May 15 - 21, as many commuters took additional days off with the long weekend. The third week of May saw 850,000 bus boardings - nearly double that of the same week in the previous year, which had approximately 444,000 bus boardings.

The ridership recovery rate continues to be among the highest among large transit systems in Canada, suggesting a promising outlook for the remainder of 2022. As part of the ridership recovery plan, ETS is encouraging people to take transit to special events including the recent Oilers hockey games. While the economy continues to reopen and community events return, more Edmontonians are choosing transit.

## 2. ETS UPDATES

### **Transit Safety and Security Update**

On May 27, Administration will provide an interim update on the implementation of the enhanced Transit Safety Plan approved by Council on February 24. Actions to implement the plan include:

#### Staff Hiring and Resourcing

Administration is in the process of hiring a Director, Transit Safety position as well as additional COTT members to be filled by July 2022. Hiring is also underway to add staff to the Transit Control Centre to support the Transit Watch program and provide greater oversight of camera surveillance.

An unfunded capital profile to install fare payment gates as access control for LRT platform areas is also being prepared for the 2023-26 budget cycle.

#### Washroom Update

On May 2, 11 out of 18 transit washrooms reopened using a phased approach. Administration will monitor and evaluate the situation before reopening the remaining washrooms on May 30.

Washroom safety measures include increased oversight, cleaning and signage for drug poisoning supports and resources.

#### Transit Peace Officer and Security Guard Deployment Model

The Transit Peace Officer deployment model is being reviewed to ensure the most effective coverage of Transit Peace Officer teams, focused in areas they are needed most. Starting May 22, there will be a more consistent presence of Transit Peace Officers conducting foot patrols, referred to as Transit Community Action Teams (TCAT), on the LRT and platforms throughout the transit network.

#### Education and Outreach

Administration will be undertaking a number of education and outreach activities, including drug poisoning prevention teams, safety information boards and communications in transit spaces. A transit staff and rider bystander awareness campaign will also be implemented before the end of 2022.

#### Marketing and Communications

ETS will be launching a marketing and communications campaign to help boost ridership. Starting in June, the Rediscover ETS campaign aims to promote ETS as a preferred transportation mode to travel around the city. The campaign will see an ETS street team attending community events to connect with riders at transit centres and LRT stations and build positive relationships with both riders and non-riders. The Rediscover ETS campaign will also be promoted via social media and

partnerships with various local attractions, including Edmonton Valley Zoo and Royal Alberta Museum.

### **Occupational Health and Safety**

Over the last two years, the increase in security disorders in transit spaces has contributed to significant occupational health and safety concerns for employees and contractors working in these spaces. Administration has been reviewing and updating hazard assessments and controls to ensure the physical and psychological health and safety measures are effective. Employees working in transit spaces are also engaged to discuss safety-related issues. Further control measures to support employee health and safety are needed. These include eliminating open drug use, active hazard management, reinforcing proof of payment on transit, revisiting security guard duties, continual employee engagement, and the establishing performance metrics to monitor Occupational Health and Safety.

### **Summer Special Events Service**

ETS will be providing special event service for various civic events and festivals throughout summer 2022. Between June and August, ETS will provide park and ride service and charter buses to various events, including but not limited to:

#### Stadium Station

- Edmonton Elks football games (June 3, June 18, July 7, July 22, August 14, and August 27)
- Garth Brooks concerts (June 24-25)
- Monster Jam (July 30)

#### Hawrelak Park

- Heritage Festival (July 30 - August 1)

#### Gallagher Park

- Edmonton Folk Music Festival (August 4-7)

## **3. ETSAB INFORMATION REQUESTS**

### **Dead Zones in the LRT**

Edmonton Transit has recognized the need for cellular coverage in the LRT tunnel and is currently working with a partner to accomplish this. While no timeline has been established, we can share future updates to the project as we receive them.

### **Transit Accessibility**

There is a third party transit score calculator that quickly reports a transit accessibility score, base service levels and walking distance. Although the output does not provide any specific trip planning details that potential riders are looking for, it can be used as a useful comparison tool when choosing a location to host an event where access to convenient transit service is important

for your patrons and customers. This can be accessed at:  
[walkscore.com/transit-score-methodology.shtml](http://walkscore.com/transit-score-methodology.shtml)

#### 4. ETS COUNCIL REPORT TRACKING - 2022

Report #	Report Title	Meeting Date*	Committee*
<b>Reports being led by ETS:</b>			
CO01229	Transit Safety and Security Update	May 24, 2022	City Council
CO00576	Transit Fare Fines - Repayment Options	Oct 26, 2022 (rescheduled to align with CO)	Exec
CO01179	Edmonton Metropolitan Transit Services Commission - Phase One Service Plan Implications	Sep 26, 2022	CPSC
TBD	Evaluation of On Demand Transit service delivery	Fall 2022	Exec
CO01192	Ride Transit and Leisure Access Programs review	October 26, 2022	Exec
<b>Other reports of interest:</b>			
CO00778	Snow and Ice Control - Options to Increase Service Standards	Apr 25, 2022	CPSC
CS00751	Amendments to Bylaw 14614 Public Places Bylaw - Restorative Justice Practices	April 25, 2022	CPSC
OCM01136	Amendments to Bylaw 8353 Conduct of Transit Passengers	August 22, 2022	CPSC

\*Subject to change

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