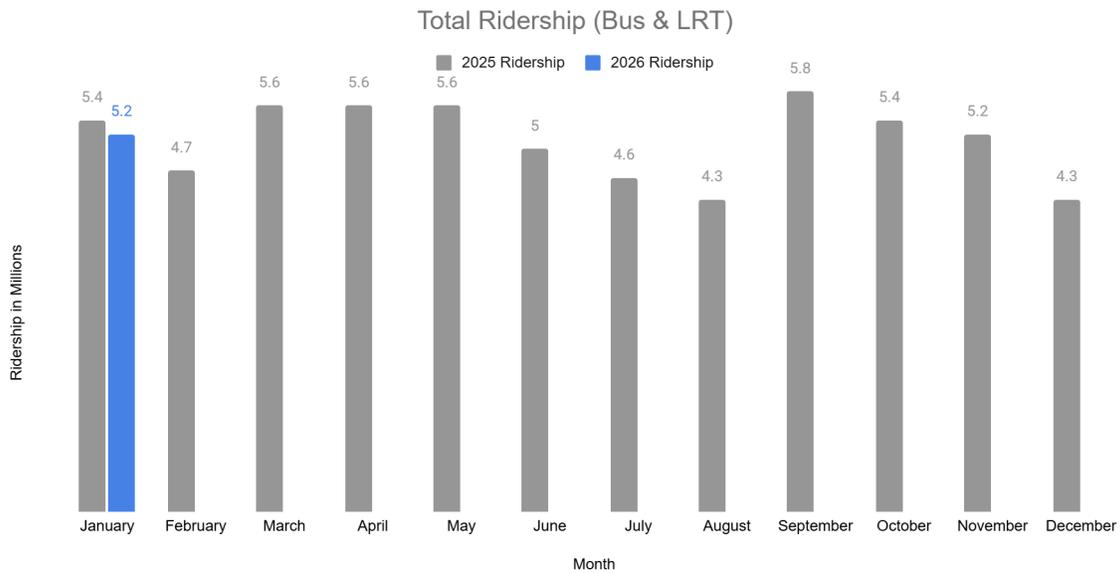


ETS Branch Highlights Report

Date: February 23, 2026

1. RIDERSHIP



In January 2026, ETS recorded 5.2 million riders, representing a nearly 4% decrease from January 2025. Bus ridership followed a similar trend, decreasing roughly 3.5% from 3.73 million in 2025 to 3.60 million in 2026. The Valley Line Southeast (VLSE) recorded 245,619 riders, a 3.6% decrease from the 254,934 riders carried in January 2025.

ETS will continue to monitor ridership trends throughout February to evaluate the impact of mid-winter service adjustments, car length changes on the VLSE, and recent updates to regional fares.

2. ETS UPDATES

Rider Engagement

Coronation Park Sports and Recreation Centre Grand Opening

On January 30, ETS participated in the grand opening of the Coronation Park Sports and Recreation Centre. The City's newest recreation centre is conveniently located near Westmount Transit Centre. A team from ETS was on site to talk to patrons about how easy it is to use transit to access the facility.



North Central Edmonton Family Resource Network 4th Annual HUB Youth Summit

On February 5, a team from ETS participated in the 4th annual HUB Youth Summit. This event was hosted at the Castle Downs YMCA and provided an opportunity to engage with youth about transit. It was also a chance to talk to families experiencing lower incomes who could benefit from ETS' discounted fare programs.

Junior/Senior High School Open House Nights

Until mid-March, ETS is participating open house nights at junior and senior high schools around the city. These events are opportunities for families to explore options and ask questions before registering their children in a junior or senior high school. Transportation often factors into their decision-making, and ETS teams are available to answer questions about trip planning, fares and other general information. ETS is supporting just under 60 schools by either attending in person or by providing transit information for distribution.



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LRT Rail Safety Student Art Collaboration

ETS' Rail Safety section is collaborating with art students at Louis St. Laurent School and Harry Ainlay to increase awareness about staying safe around the tracks. The goal is to get students thinking about the importance of rail safety, and to create artwork to communicate these messages to their peers and the public. Students will spend the winter term creating the artwork, and with the assistance of their peers, will recommend which pieces should be displayed. The selected pieces will be printed on metal panels and installed at the 43 Avenue and Whitemud Drive LRT crossings in May.

Engaging Edmonton's Youth: ETS Career Day Success

On February 20, 2026, Edmonton Transit Service successfully hosted an online presentation, "Edmonton Transit Service: Steer the Wheel to your Career," for Edmonton Public Schools' Career Day. ETS had the opportunity to reach 200 to 300 grade 7 to 12 students across all Edmonton Public Schools.

Nathalie Feehan, Outreach and Engagement Associate, and Transit Operator Woren Donatelli spoke about the importance of the Transit Operator role, the importance of public service, and the practical steps students can take to pursue a career in transit. The presentation proactively engaged youth and showcased ETS as an exciting career option.

Perception of Safety Research

To better understand the perceptions of safety on transit, ETS is conducting qualitative research to gain insights into rider experiences. This study consists of two phases: the first phase, consisting of focus groups and interviews, was completed in December 2025. The second phase will take place in late February with guided transit ride-alongs. Researchers will accompany participants on their transit trip and conduct an interview throughout the journey to capture perceived real-time experience feedback along the way.

The findings from the overall study will be integrated into the broader ETS Rider Research Program to provide a holistic understanding of how safety perceptions impact transit use and to identify priorities for enhancements. The study's findings will also be supplemented by quantitative data from the monthly rider satisfaction survey and Transit App Rate-My-Ride Pilot referenced in the [January 2026 ETSAB Branch Highlights Report](#).

Arc Tap To Pay Update

In December 2025, the Arc system successfully expanded to include "Tap to Pay" functionality across the entire Edmonton region. This launch allows riders to pay their fares by tapping a physical or digital debit or credit card directly on any Arc validator. Adoption has grown steadily since the launch, with 16,675 adult users recorded in December 2025, representing roughly 7% of total system users. By January 2026, usage increased to 29,769 taps, accounting for approximately 11% of total users.

Standard adult fares account for over 99% of Tap to Pay users, as the system defaults to adult profiles and caps. While most early adopters fall into this category, users on discounted fare structures can now transition to Tap to Pay by linking their debit/credit cards to their Arc profiles. Detailed instructions for this process are available at myarc.ca.

A communication campaign was implemented in conjunction with the launch, including traditional and social media, and digital and transit space advertising across the region. [MyArc.ca](https://myarc.ca) remains the primary repository for detailed information on all aspects of Arc.

Procurement of High Floor Light Rail Vehicles

On February 3, [City Administration announced](#) that the City has officially entered into a \$220 million USD contract with Hyundai Rotem Company (HRC) to purchase 32 high-floor light rail vehicles (LRVs). Phased replacement of the aging Siemens U2 fleet begins with this critical procurement, which also serves to support the Phase 1 expansions of both the Metro Line Northwest and Capital Line South. Designed to withstand Edmonton's extreme -40°C winter temperatures, these new vehicles will feature advanced safety technology, including collision warning systems. Design and manufacturing are slated to begin in 2026, with the first vehicles expected to arrive between 2029 and 2030.

Transit Safety and Security Update

ETS continues to advance its multi-layered transit safety approach with significant personnel transitions and enhanced response capabilities. In January 2026, 15 new Transit Peace Officers (TPOs) were deployed in a roaming patrol model across the network, and the remaining static Commissionaire Security Guards were phased out. An additional 15 TPOs are currently in training and expected to be active by July 2026, which will bring the City's total TPO complement to 126 TPOs. These teams work in close daily collaboration with Edmonton Police Service (EPS) TRACS teams who have also added additional police members to provide proactive, data-driven monitoring.

Performance data from 2025 indicates that the City's efforts on transit safety are yielding results, with TPOs responding to two-thirds of high-priority calls within five minutes and over 80% within ten minutes. Furthermore, the Community Outreach Transit Team (COTT) has been expanded to include an outreach worker in every patrol squad, ensuring 24/7 outreach support is available for vulnerable individuals within the transit system.

Beyond personnel, ETS is addressing safety through infrastructure and technology. Work is underway to install LRT tunnel connectivity to address telecommunications gaps for staff and riders, and plans are advancing to co-locate bus and LRT control centres with the transit security operations team. Additionally, ETS is hosting information centres at various transit garages throughout February and March to engage staff directly on many topics, including safety, and continues to provide quarterly safety memos to City Council to ensure transparency and accountability.

3. ETS COUNCIL REPORT TRACKING 2026

Report Number	Report Name	Committee / Council	Council / Committee Meeting Date
CO02980	Advancing Bus Rapid Transit and Transit Priority Measures	UPC	March 23, 2026
CO03421	Edmonton Transit Service Conventional Bus Renewal Needs	UPC	May 12, 2026
CO03345	Northwest Quadrant Transit Service Improvement Options	UPC	June 29, 2026
CO03344	On Demand Transit Service Expansion	UPC	September 22, 2026

Note: New reports will be added once a report number has been assigned.

*Subject to change

CC = City Council

CPSC = Community and Public Services Committee

Exec = Executive Committee

UPC = Urban Planning Committee

Audit = Audit Committee