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## Major ETS service changes improve bus performance in 2016

May 10, 2017

To improve customer service, Edmonton Transit System (ETS) reallocated over 50,000 hours in the fall of 2016 - the most in two decades. By transferring service hours from very low-demand routes to high-demand routes, ETS addressed schedule reliability and overcrowding issues.

Last year's reallocated hours have effectively improved on-time bus performance, addressing many of the observations released in the [2015 City Auditor's Annual Report](#).

- On-time weekday arrivals at transit centres have increased from 57.9 per cent in December 2014 to 65.4 per cent in December 2016.
- On-time weekday departures also increased from 77.5 per cent in December 2014 to 81.4 per cent in December 2016.

The trips that were added to address overcrowding have better ridership than the previous trips that were cancelled.

- Cancelled trips had an average of nine passenger boardings per hour while the trips that were added have an average of 42 passenger boardings per hour.
- Frequency improvements on Route 3, 33, 133 and 322 resulted in increased ridership of 27, 9, 136 and 34 per cent respectively in the affected time periods.

ETS makes service adjustments five times a year in order to improve customer service based on customer feedback and ridership patterns. Another major reallocation is scheduled for fall 2017 in order to further improve customer service.

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### Media contact:

[Jennifer Badry](#)  
Communications Advisor, Edmonton Transit System  
Office: 780-496-5751  
Mobile: 780-690-1605

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3rd Floor, City Hall  
1 Sir Winston Churchill Square NW  
Edmonton, AB  
T5J 2R7  
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