

EDMONTON TRANSIT SYSTEM ADVISORY BOARD
MEETING #9, SEPTEMBER 24, 2012
HERITAGE ROOM, CITY HALL

PRESENT: Izak Roux, Gordon Smith (partial), John Hayes (partial), Leanne Landry, John Vandenberg, Christopher Dulaba, Bruce Robertson, Brian Marcotte, Jon Reay, May Lin, Stu Litwinowich

REGRETS: Vaughan Hoy

ETS AND CITY STAFF: Ron Gabruck, Director of Operational Support, Glen Dennis, Security Operations Coordinator, David Warhaft, Safety Operations Coordinator, Kerry Nisbet, Administration Operations Coordinator, Dennis Nowicki, Director of Community Relations, Vicki Luxton, Recording Secretary

1. CALL TO ORDER

- J. Hayes called the meeting to order at 5:30 pm.
- J. Hayes will be unable to attend the entire meeting and an interim Chair needs to be appointed.

MOVED: by L. Landry/C. Dulaba to allow B. Robertson to take over as Interim Chair for the remainder of the meeting and Board Process. **CARRIED**

2. NEW CONTROL CENTRE/SECURITY PRESENTATION (R. GABRUCK)

- Highlights:
 - Safety and Security name was changed to Operational Support which looks after three sections.
 - 1) *Security section* consists of 75 peace officers that patrol the transit network including peace officers that patrol this building.
 - 2) *Safety section* is all service inspectors and responsible of service continuity.
 - 3) *Control Centre*.
- Security Highlights:
 - The Bylaw 8353 Conduct of Transit Passengers was rewritten last year and unanimously passed by Council with a grace period by our transit officers. This was followed by a lot of public awareness and education campaigns before the bylaw went out.
 - The fines have increased from \$100.00 to \$250.00 which is par with the rest of the country.
 - G. Dennis went over the crimes and statistics from January 1 to August 31, 2012; there were 10,504 tickets issued in 2012 as opposed to 8,356 in 2011 with an increase of 25 percent. This was with an addition of 10 more peace officers in the third and fourth quarter of 2011.
 - In 2012 a CUTA award for the Corporate Leadership Award for Violence Prevention Initiative Program was given to Operational Support for exceptional security services for the public and it was presented at City Hall

as a protocol item.

- Questions/Answers:

- (BM) *What percentage of the tickets issued are actually paid?* About 93 per cent are paid; and the other 7 per cent either they are no shows in court or a warrant is issued, or withdrawn or it is found not guilty. These funds go into general revenues of the City and there is a 17 per cent surcharge paid out of the fine revenues to the Province to administer that process.
- (JR) *Question on operator safety and the physical barrier for the operators, is that in the works?* A comprehensive study was done with prototypes of shields which were found to be hot, having glare and rattle. There were two prototypes with doors that swung shut and back. At the end of the day the operators did not like the shields because they did not allow the operators to interact with their customers and it was very hot behind the shields.
- (IR) *Your increases in offences are they linked to any demographics?* No, we do have more problems on certain routes but the fact remains the offences were everywhere.

- Control Centre Highlights:

- Current location of our Control Centre is on the concourse of Churchill Station.
- Average approximately 6700 contacts per day in and out by way of radio transmissions and telephone calls (except for telephone calls for the washrooms throughout the system), some involve multiple transmissions. We have 900 requests per day to use these washrooms. The contacts are 320 contacts per hour coming into our Control Centre. We have a lot going on at once when these calls are coming into our Control Centre.
- There is an average of 26 transit calls per week on a separate line regarding security matters with an appropriate response from our Transit Peace Officers.
- We have approximately 100 cameras in our transit centres and a total of 2600 cameras on our vehicles that we have in the ETS system.
- All the LRT cars except the oldest ones that are currently being refurbished all have cameras. Depending on the year the LRT cars were made determines the number of cameras that are on board. On our newest cars we average ten cameras per LRT car and five cameras per bus.
- Our Control Room on an average shift is staffed with eight controllers. Four working the bus operations, two on the LRT operations and two on the security room monitors.
- Command and Control is very critical with the coordination of other areas of the City such as transportation when we have a full book out of 700-750 buses out on a weekday those are 700 information points that are out there that could be utilized by the City itself and used to check for traffic hotspots, snow clearing spots and other spots of that nature.
- We have a Business Continuity Superintendent to work the regular business hours in order that there is a familiar and standard contact for people to reach the Branch Manager, R. Gabruck or myself.
- Our current Control Centre is very small comparatively speaking and there are issues regarding the environment so we are looking to move our Control Centre to a new location to have more space in order to institute the new technologies we are bringing along such as Smart Bus and SMS texting of

security reasons. We are looking for a space that will allow us to operate essentially in the 21st century using the best technology.

- Late in 2011 an RFP was sent out to a consultant to provide us a report on what we needed in order to achieve our goal of the new Control Room.
- The first part was Phase I which was an audit of what we have, what we are doing well, and what can improve on. This phase has been completed and the consultants came in and spoke to all the employees, and spoke with management.
- Phase II is nearing completion which is the functional programming piece. That is the piece that gets put together to look like an instruction manual. What would we need, how much space would we need, what technologies are available, what are the ergonomic interfaces required now and the environmental conditions that are required to meet Control Room standards of the day.
- Phase II is nearing completion. There was a Jasper Avenue water testing as one of the proposed areas is the space in Corona LRT station but it had been noted some leakage from above into that space. We had to do some water testing to see the extent and the risk undertaken should the Control Room be built under there.
- Phase III is the full audit of the Control Centre. Phase III was meant to take what we learned in Phase II and place it where we think is the most logistical and efficient space to put the Control Room.
- Since we have been in this process and speaking and getting advice there has been a change of scope in Phase III.
- We have an opportunity for a much more efficient transit operations such as Smart Bus to understand the current state of our fleet as to whether they are on time or whether there is a mechanical issue which will allow for much more efficient transit operations. As well on the LRT side they are bringing a new automated train control system which will allow efficiencies and make for a human machine interface much more safely.
- We are very much aware that we are the northern most major metropolitan area in North America with one city more north than us and that is in Russia. This presents us with a unique set of challenges given the wide scope of environmental that we meet living here in Edmonton.
- The Corona LRT Station study has recently been concluded that the Corona LRT Station will not be suitable for the new Control Centre. The main driver is the North LRT Schedule given the times that we have to have the opening for the North LRT in 2014, there is now not enough time to build the new Control Centre and have the train control system in place in time. It has to be in place for a period of time prior to going operational so that it can be certified and verified and they would run it concurrently with our present system.
- Water leakage – we had the study and there are mitigation technologies available and some of the mitigation techniques affect the efficiency of the space and the use and the ergonomics for the staff using it so as a result of that a decision was made that we will be looking for an alternative site for the Control Centre.
- A new building on the main line is being looked at as an alternative and a new garage or division as well as Westwood Bus Garage has been slated for

change and the possibility we could build a new Control Centre with the Westwood Bus Garage or the South East line has also been considered.

- One more thing we are looking at is developing along the Churchill Concourse where there are a number of spaces along there that would allow us to temporarily move into these spaces with more ease to move the technologies and fibre optics to support the Control Centre. If we do short moves within the concourse along Churchill that is also a possibility.

3. AGENDA REVIEW

- The following items were added to the agenda:
 - Add Commuter Rail Report as Item no. 5.
 - Move the Transit Centre and Amenities Report as Item 6.

MOVED: by C. Dulaba/L. Landry to approve the amended agenda. **CARRIED**

Amended
Agenda
Approved

4. APPROVAL OF THE SEPTEMBER 5, 2012 MINUTES

- On Page 6 of 8, under Marketing Standing Committee where J. Hayes presented on behalf of J. Vandenbeld, it would be beneficial to include the itemized items from J. Vandenbeld's report in the minutes. Please add this draft report to the minutes.

MOVED: by B. Robertson/L. Landry to approve the amended September 5, 2012 minutes. **CARRIED**

Amended
Minutes
Approved

5. COMMUTER RAIL REPORT (J. HAYES)

- Report from 2011:
 - Motions were made and passed on August 22, 2011 and J. Hayes is putting this report in as a paper trail so it can be documented and placed on the web site.
 - J. Hayes went over the report with the members.

MOVED: by I. Roux/B. Robertson to accept the Commuter Rail Report for information. **CARRIED**

Motion
Approved

- Questions/Comments:
 - (BM) This is something the Capital Region Board (CRB) would need to look at and study as this would not be in the City of Edmonton's jurisdiction. The City should be asked to propose to the CRB that they consider commuter rail which would be important to have advocated by the City.
 - (DN) Right now there is the benefit of Councillor Iveson being the Chair of the Transportation Infrastructure Committee (TIC) and also the City representation on the CRB Transit Committee.
 - V. Luxton will send a cover letter attaching the Commuter Rail Report to Councillor Iveson.

6. TRANSIT CENTRES AND AMENITIES TASK GROUP (TCA) (J. HAYES)

- Report:
 - The first page of the report describes what the task members did and the

- report evolves into a discussion of specific points.
- Part of the Terms of Reference (TOR) was to look at visibility, security, washrooms, bicycle storage and escalators.
 - During the course of the tours the members thought art work and wayfinding signage should be mentioned.
 - The members discussed these points and made recommendations.
 - **Visibility:**
 - The members noted four particular negative locations which we hope will get priority: West Edmonton Mall and the access path from the shopping facility; Jasper Place in terms of ambient darkness and invisibility from the traffic streetscape; Abbotsfield for its invisibility from the traffic streetscape; and Grandin for the length, corners, loneliness and lack of ambient lighting in its corridors and above the station platform itself. Three of these identified as negative are bus transit centres and one is an LRT station. The five newest facilities – Century Park, Eaux Claires, Lewis Farms, Meadows, and Southgate – are excellent facilities and have few of the issues we identified in the earlier stations.
 - **Security:**
 - People in the facilities both staff and transit users are the best formula for security and both tours believe that keeping the small stores and kiosks open for longer hours even to the full extent of stations hours provide more security at lower cost than most other solutions.
 - Dark corners, lack of visibility and emptiness and shoulder hours are special concerns. It is not so much as safety concerns but a feeling of safety that needs to be addressed.
 - **Public Washrooms:**
 - The initiative to install public washroom facilities in new transit stations is a significant amenity improvement for transit users. We note positively the availability of facilities in all of the newer centres, although also note that on our visits two of the washrooms were out of service. If an older facility is to be used for the foreseeable future, we would hope that a washroom facility could be devised and added to the station.
 - **Bicycle Storage:**
 - There are small racks in or near most stations. There seemed to be no interest in secure bicycle storage lockers from Administration. We saw no evidence that there was any call for same from transit users.
 - **Escalators:**
 - Access in stations from floor-to-floor is good in the newest stations, but rather more limited in the older LRT stations. As they are refurbished, we recommend that single escalators be replaced with double escalators, thus allowing two-way flow. Newer, state-of-the-art escalators will provide transit users with a smoother experience in accessing and leaving stations.
 - **Art:**
 - The provision of art makes the experience of transit centres much more positive. We recommend that the artwork be more easily

accessible with signage and in addition a brochure of public art on the transit system might be made available would improve the user's experience.

- **Wayfinding and Signage:**

- The biggest issue we discovered when we toured these facilities was the wayfinding and signage. The report identifies that signage is inconsistent, hard to use, and not based on the novice users. We urge ETS to make novice transit users the operative group when designing wayfinding signage so as to attract newer and less experienced riders. We are aware that wayfinding is a significant challenge; bringing the design under one aegis and aiming at the above identified groups should mitigate this as much as possible. Also, we note that this is not an expensive fix, as many of the other issues identified above clearly are.

- **Minor Suggestions:**

- We made many minor suggestions on the tours. The TCA was pleased that the suggestions were accepted and, in many cases, have already been acted upon by administration. In general, we want to compliment ETS on their efforts to make the system amenable to users when faced with tight budgeting, and for their openness and cooperation with us on this task group.
- Thanks go out to D. Nowicki for arranging the tours which was a good experience and positive one for the members who took part in tours.

MOVED: by B. Robertson/J. Vandenbeld to accept the Transit Centres and Amenities Report for information. **CARRIED**

Motion
Approved

- V. Luxton will forward this report to the Directors in charge of these areas and copy C. Stolte.

J. Hayes vacated the Chair and B. Robertson stepped in as Interim Chair.

7. ETSAB'S BYLAW REVIEW AND PROPOSED 2013 WORK PLAN (L. LANDRY)

- Highlights:

- The Report for the Advisory Board Review has been distributed to all members of ETSAB.
- The report includes the suggested Bylaw Amendments and the proposed 2013 Work Plan.
- The summary has not been completed with V. Hoy being out of town. A meeting has been scheduled with D. Nowicki tomorrow afternoon with J. Hayes and L. Landry to complete this summary.

- Questions/Comments:

- (BR) *Noted that this report should reflect "The Ways" plans. Do we need to note this on the report?* It is noted in the Work Plan.

8. MANAGER'S REPORT (D. NOWICKI)

- Highlights:

- 1) *Fare Products at Community Services Facilities:* Community Services decided earlier this year to discontinue sales of ETS products at 12 of 14 of their recreation centres. They cited low sales and front line workload and inability to meet ETS requirements. Terwillegar and ACT Centre will remain sales outlets; the other sites will cease sales as of November 8. This is a business decision that Community Services made. We have been working with them with respect to communication of the changes. We've supplied them with posters and a leaflet to distribute to customers coming in to buy fare products at the recreation centres affected. The leaflet lists three closest outlets to each of the recreation centres no longer selling fare with a reminder that fare can be purchased at On-Line store as well.
- 2) *New Overhead Signs at Southgate LRT Station:* In addition to the two standard lines used for train arrival information, these signs have a third line that we're able to use for public messages. Messages about elevator and escalator status along the system, weather information and parking bans are possible topics for the third line. ETS plans to replace all existing signs, as well as install new signs for all of the LRT stations, by the end of 2013.
- 3) *Inappropriate Advertising on Transit:* Statement in Manager's Report provided in response to concerns expressed by a few members of the public. ETS is strictly governed by the Canadian Standards Council.

❖ *Questions/Comments:*

- *(BR) ETS is not obliged to provide advertising to anybody. The City of Edmonton should be able to apply standards to advertising. B. Robertson thinks the City is hiding behind the Federal regulation because the City could make a moral judgment on City public property.*
- *(DN) It is very difficult for ETS to eliminate advertising based on a perception of taste. Examples are types of ads seen in magazines, on television in prime time, and website banners and ads. The perception of acceptable community standards continually changes. Referencing the Advertising Council Standards provides a consistent base and would assist the City in avoiding litigation if we prevented specific types of ads.*
- *(JV) If I am a citizen that is walking down the street and I see a bus advertisement I do not think that is a Pattison advertisement, I think it is a City of Edmonton advertisement and I think it is representative of the City. I have seen this advertisement and I do not understand if there are advertising standards that are adhered to then how did this advertisement pass and become an ad in the first place? Did not Pattison drop the ball by letting this advertisement run and do you have any recourse? I think that the City needs to be held to a higher standard in their advertising and I think that from a citizen's perspective that they see something and they see it to be representative of the City and that is a problem. That is my view.*
- *(LL) There is a difference to an advertisement in a magazine and a public bus bench.*
- *(DN) If we get a large volume of complaints we can go to Pattison. If you think it would be useful to have a presentation D. Nowicki will request a presentation from Business Development. Members felt a*

presentation at a future meeting would be informative.

- 4) Accessibility Audit: This accessibility audit is used to prioritize any repairs and retrofits to improve accessibility at, to and from the bus stops, and the transit facilities. It was done in 1999 and ETS will be conducting another audit again.
- 5) TIC (September 18): Transit Smart Fare System and Joint Green TRIP Application – There was a very interesting discussion at the meeting. Motions made that Administration prepare a report to Council, through Committee, as soon as possible, including: 1) a possible regional business case for the smart fare system and a joint Green TRIP application; 2) opportunities identified for partner financing through the region, innovative procurement and Green TRIP funding; and 3) clear recommendations based on the business case, as to how to proceed expeditiously with implementation of the smart fare system.
- 6) TIC (September 18): Congestion Management Policy – The Transportation Planning Branch Audit included a recommendation that a congestion policy for all modes of transportation (pedestrians, cyclists, transit, auto, goods movement etc.) should be developed and used for planning and designing the transportation system. In order to manage congestion in a consistent and cost effective manner, Administration has developed a congestion management framework to guide decision making. TIC did not make a recommendation and this will go forward to Council next week.
- 7) Ridership Levels: August YTD 51, 132, 327 versus 49,695,602 in 2011, a difference of 1,496,726 trips or 3.02 per cent.
- 8) Poetry on Buses: On September 30th at 1:00 pm the Edmonton Poetry Festival will officially launch “Urban Beats”, our fall flight of poems on Edmonton Transit vehicles during Alberta Arts Days at Government House. “Urban Beats” features work by 4 inner city voices, writers from outside of the mainstream who don’t always have the opportunity to showcase their creativity. The Poetry Route is a project that puts poems by writers of all ages and nationalities into public transit vehicles in Edmonton. Poems selected for the project, funded primarily by the Edmonton Arts Council and in partnership with ETS and Pattison Signs, have the potential to be viewed millions of times by bus and LRT riders. The Poetry Route offers 3 different flights of poems each year.
- 9) Update on U-Pass: An enquiry came to V. Hoy regarding the U-Pass and was re-directed through the Department. ETS and other transit partners are in discussion regarding the recommended price point for the term rate. Student representatives have expressed concerns with this price point. The rationale for the price point has been presented to the student reps, and they will be coming back with a follow up proposal; discussions between the parties continue. Students are trying to get this item on the TIC agenda in October.
- 10) Fort Saskatchewan: Fort Saskatchewan completed a transit study, and have asked ETS to look at some service change proposals for them (route testing costing).
- 11) Route 747 Schedule Change: There will be a minor change to the Airport schedule in December – new trip leaving Century Park at 4:20

a.m.; cancel the 5:30 a.m. trip leaving Century Park; cost neutral change. The change is targeted to attract service industry workers whose shifts start at 5:00 a.m.

❖ Questions/Comments:

- *(JV) Initially ETS and the students were talking amongst themselves. Are you actively negotiating with student representatives?* Yes, still actively negotiating with students. The students had a presentation on the price point and the students came back with a proposal, and waiting for a counter proposal from the students. The students tried to take this to the politicians through TIC. Initially they approached ETSAB and we were puzzled why they came to ETSAB, but they may have been directed there by another City department. ETS is negotiating with a student group not individually by institution. *Is there a threat of the pass being rescinded?* Yes, there is always a risk that the students will not approve it in their referendums.
- *(BR) This Congestion Management Policy do you know what the framework would look like for this policy?* No, but where the policy is coming from is that in the past when they measured congestion, e.g. the number of vehicles per hour, then they would recommend intersection improvements by adding a lane, changing signals, that sort of thing. What this report is suggesting is there are three other things to consider such as role of cycling, pedestrian movement and transit, which is a more holistic view.

9. ETSAB'S PRIORITY PROJECTS FOR 2012

- Marketing Standing Committee (J. Vandenbeld)
 - J. Vandenbeld does not have anything new to report except to note to the members that he appreciated J. Hayes stepping in and providing the Board with the summary of the Airport transit tour. J. Vandenbeld found the tour to be quite useful and found the feedback to be very good. The revised letter which incorporated your suggestions on the tour has been sent to P. Waisman and C. Stolte.
 - This committee does not need to meet every month but meets on an “as needed basis”. If anyone identifies an issue please let this committee know and the committee will look into the issue.
- Transit Planning Committee (C. Dulaba)
 - C. Dulaba was aiming to get some information on the CRB transit study. Basically what is the scope and objective, just something for the members to keep in the back of their minds but were advised by the CRB representative that it is not a public study and that no information will be provided at this time.
 - The South East Open House was held on September 19th, 20th, and area four presentation this evening. Fairly general although they did go through some of the engagements and outcomes from the previous meetings. Getting an understanding of some of the materials and palettes at some of the stations based on their location. C. Dulaba plans to review this information and via

email with the task group members to get some of their ideas but will wait for area four presentations before preparing a comprehensive summary on where things are going and what things Administration should be aware of.

○ Questions/Comments:

- (BM) *B. Marcotte was involved in setting up the CRB. They do not have any mechanism for public input, which is really lacking. When ETSAB's Work Plan is presented maybe that is when V. Hoy will have an opportunity to flag that particular item and there are some issues that are regional in nature that the CRB has the mandate for and there appears to be no way for the CRB to take public input. Since Councillor Iveson is on the CRB Transit Committee it is important to see what Councillor Iveson has to say on this issue? It does not seem right that we should develop a transit plan without any public input.*
- (BR) *In the absence of the CRB giving ETSAB any information, is this something where ETSAB could be more proactive and say these are the things we think on Edmonton's point of view should be taken into consideration on the public record and devise a Capital Region Transit Plan? This request should go forward to TIC. This is an area where ETSAB can be proactive even if ETSAB does not do anything formally to do with it as opposed to waiting and being reactive. Even just do some background on it and come up with some ideas for when it does come up before the public so we can be prepared.*
- (BM) *If ETSAB wants to provide public input into the CRB's plan, according to the Bylaw ETSAB needs Council's support of that initiative before we can lobby that. They do not even want to share their Terms of Reference with us.*
- (DN) *A suggestion to be a bit more positive on this, is to put that request through to TIC either through Councillor Iveson stating ETSAB is aware of this study and ask for the TOR, or when ETSAB presents their work program to TIC and outline the public consultation plan. The CRB meetings are in-private and at this point in time the discussions are more negotiating and that is why they are in-private.*
- (JV) *The CRB is sort of a quasi order of government so there is some grey areas, but seeing how things are going down with the CRB from his perspective of Strathcona County employee, this is a substantial committee and in a real sense has an influence on how transit is planned and influenced. As a Transit Advisory Board if we are not able to comment on this very important piece of how transit is being planned and envisioned ETSAB is really missing a big chunk of how things are going in the future. So is there any merit to asking in the advocacy piece of our Bylaw that we do have some sort of presentations or comment on the CRB?*
- (BM) *At the very least ETSAB could stir up the other members of Council to probe a little more and if they do not take up the initiative then we are sunk but other members of TIC may say to Councillor Iveson that this needs to get out into the public realm.*
- (DN) *A couple of times a year Councillors report to each other on intergovernmental committees such as Councillor Sohi is liaison with CUTA and Mayor Mandel on the CRB. There was an opportunity a*

week or two ago when they did the most recent update and there were no presentations done at that time ETSAB knows there is a study going on but do not know the scope of the study and what the objectives are. So that is what ETSAB would like to hear about? What are they planning as part of the public consultation process? When the ETSAB Chair is before TIC in four weeks from now, this is a good time to be raising that question, but unfortunately it will be a different TIC composition.

- *(BM) Cannot understand if the discussion is around a transit plan, it needs to be public. A suggestion to put out an email to Councillor Iveson as soon as possible, as Chair of TIC and CRB Transit Committee, and asking for the TOR and the public consultation plan is a good idea.*
- *(CD) C. Dulaba will draft this email and vet it through the group and have J. Hayes send it off.*
- Low Income Transit Pass (J. Vandembeld)
 - This task group has not met but plan to meet in the next few weeks.

10. INFORMATION SECTION (V. HOY)

- ATU Local 569 Report(S. Litwinowich)
 - S. Litwinowich made a decision and is remaining as President of ATU Local 569. There were some unresolved issues that played into his decision. On September 29th ATU Local 569 are having their annual Retirement Banquet which is sold out at 600 attendees. We are honouring 56 new retirees, collectively putting on 37 million miles in their careers. 384,000 miles to the moon which is a trip back and forth 48 times and NASA did it six times.
- Budget Meeting (D. Nowicki)
 - City Council updated the budget process this year. The budget will be released on the web on November 8, 2012. Administration and Council meet on November 14 at which time hard copies will be provided to Council; Council can start asking questions. Public hearings scheduled for November 26, and if needed the evening of November 27th. Council budget deliberations start December 4th. The Manager of ETS is offering to hold a special meeting with ETSAB; suggested dates November 20 or 21st.

11. TOPIC(S) OF THE NIGHT

- C. Dulaba's letter regarding the Capital Region Board.

MOVED: by J. Vandembeld/M. Lin to adjourn the September 24, 2012 ETSAB Meeting at 8:05 p.m.

CARRIED

Motion
Approved

Next meeting: Monday, October 29, 2012 in the Heritage Room of City Hall.