

RESULTS / MINUTES “FINAL”
(ETSAB) Edmonton Transit System Advisory Board
Monday, October 27, 2014
5:30PM – 8:00PM
Heritage Room, City Hall

Meeting No. 14.11

Results prepared by Carissa Campbell

Present:

Varinder Bhullar, Christopher Dulaba, Vaughan Hoy, Robert Macklon, Amy Mannix, Anand Pye, Bruce Robertson, Izak Roux, Mariah Samji, Vladislav Slavov, Shannah Sutherland, Steve Bradshaw (ATU 569).

Regrets:

N/A

ETS & City Staff:

Mike Trupish (ETS Security), Wayne Mandryk (Branch Manager), Cliff Hansen (Divisional Supervisor of Bus Operations), Patricia Waisman (ETS Staff Liaison), Carissa Campbell (Recording Secretary).

Materials & Attachments:

- **Material Package:**
 - Agenda
 - Metro Line Delay – General Info
 - Metro Line Delay – FAQ
 - Minutes from September 9, 2014 meeting
 - Transit Branch Highlights
 - Transit Centre Boarding Counts
 - Round Table Part 1 “The Way We Grow, The Way We Move”
 - Round Table Part 2 “ETS Review Presentation by J. Walker”
 - Round Table Part 3 “Edmonton Strategic Transit Plan Presentation by J. Walker”
- **Material Amendments:**
 - Park & Ride Policy & Supportive Documentation
- **In Meeting Hand-outs:**
 - Metro Line Delay FAQ
 - The Way We Grow Plan & The Way We Move Plan, November 2013
 - Report to ETSAB on Operator Safety

1. CALL TO ORDER

- B. Robertson called the meeting to order at 5:35PM.

2. AGENDA REVIEW	DECISION
<ul style="list-style-type: none"> • Budget will be moved from Section 6 to Section 5 for Fast Action. • Low Income Passes will be added to Section 5 for Fast Action. • Stikeout Park & Ride from Section 6 – carry forward to next meeting. • Strikeout Workplan from Section 6 – carry forward to next meeting. • Remove November 12th Budget meeting from the Agenda. Not to be listed as it is an internal meeting. • No objections were noted. Agenda is passed. 	

3. PRESENTATIONS, FOLLOWED BY Q&A SESSION	INFORMATION
Metro Line Delay	W. Mandryk
<ul style="list-style-type: none"> • As requested by the Board ETS has provided a presentation to discuss the reason for the Metro Line Delay. • Brief update – It is common knowledge that the Metro Line is delayed – the line will provide services from Health Sciences (University) to NAIT. • Upgrade the power system, and install a new signal system. The installation of the signalling system (Thales) is the core issue creating the delay. Thales' support and internal communications have seemed fragmented at times, and their performance is disappointing. • Overview of Thales: a major international company – Completed the Vancouver Canada Line signalling system, Ottawa LRT system, Singapore LRT, and are also redoing the NY subway line. During Public Tenure Process, Thales was selected out seven expressions of interest and of the five bids. Two previous delays in the systems: 1st December 2013 – Notified Council of the delay due to the signalling system with Thales. 2nd March 2014 – Notified Council with Talus' recent schedule with a proposed opening of end of 2014. • Most recent delay: End of September 2014, Thales notified us they wouldn't have the system complete by end of December 2014 as originally scheduled. Hand-off from Thales is scheduled for November 22-23. During hand-off ETS will need to receive all safety certification, applicable permits and approvals, or the system may be delayed further. End of November will be a very crucial time. From that point we generally need 4-6 weeks for operators and inspectors. Operations / inspectors need the line before opening to ensure proper signalling / systems. Controllers will need time as well to become comfortable with the system. Including all training / implementation we anticipate an opening of February 2014. • Further issues affecting the opening of the new line is the integration of two different types of systems. Need to ensure compatibility between the types. There was underestimating of the complexity of integrating the systems. • The software system from Thales is proprietary – The Thales system is also more advanced in terms of allowing ETS to use more cars (servicing higher populations) and increased service frequency. This will assist in growing the system for future projects/routes. • Mitigation of the issues/delay: ETS has elevated the City's oversight on this project. W. Mandryk is working directly on a continuous basis with the USA CEO of Thales. General Manager of Transportation Services D. Wandzura is also in communications 	

with the Canadian CEO. The Canadian CEO had also confirmed to Mayor D. Iveson of its hand-over by December 2014. Thales has also replaced their on-site Manager and added test teams as additional support. Important to note Talus does not receive full compensation until the system is finalized and works effectively (six months and 12 months post completion). This can be used as incentive to complete the project in a timely manner. ETS has also allocated resources from operation (training and testing) to ensure meeting the compressed timeline. Further shutdowns are anticipated for testing – ETS will be cognizant of major City events (sports, theatre, etc.) to ensure minimal disruption effects. Also, systems will be shut down to provide longer testing of the new track on weekends. Disruption of service has not been this substantial since the late 1970's for full system shutdowns.

- Budget adjustment done April 2014 – There are anticipated costs of the delay – ongoing consultants, overtime due supporting testing. Reduced the budget for the Metro Line by \$90 million during the initial proposal of the Valley Line. In keeping this as a consideration ETS is still below budget on the Metro Line. There is enough money in the budget to balance the delays.
- Question and answer period followed presentation.

Security of Transit Operators

S. Bradshaw

- The Board had asked for Security to provide an overview of the statistics and plans for improvements for Operator Safety.
- Mike Trupish to join in the discussion – he is a Transit Peace Officer and union member. He'll act as our in house expert.
- As requested, Security has created a report specific to assaults on operators and transit workers and the need for action.
- Affects heighten stress levels across the workforce. Issues are raised across unions. Security issues range from verbal harassment to physical violence.
- Each transit operator is required to go through on-boarding of five weeks, where security is discussed. Operators sign off as confirmation of training materials. Eighty per cent of disputes are regarding fares. Fare collection is part of the job description. Operators are taught how they can diffuse or escalate situations with their behaviour.
- Safety of our operators is of the highest value to ETS. Transit operators have a clear understanding of how to react and diffuse violent situations. There are even cases when an operator has been assaulted they can be reprimanded by ETS for not adhering to policies and procedures.
- Abuse/violence may occur for a variety of reasons: personal reasoning ability, fares, incidental, and crimes of opportunity. Not all occurrences of abuse are reported.
- ETS currently has a dispatch system in place for emergencies. Security can be called to arrive within minutes of an occurrence. Other times, passengers will step in as an attempt to diffuse a situation.
- The system is now currently designed to focus on more reactionary measures versus proactive measures to curb violence/security. Ongoing discussions to physically separate drivers using cages/plexiglas yet the response from drivers was overwhelmingly unwelcomed. Other deterrents discussed have also been proof of payment zones for buses (similar to the LRT system currently in place). ETS would like to move to a more proactive stance regarding security. Another measure to deter violence is the Rathgeber Bill which will create stiffer penalties under the Criminal Code regarding assaults on transit personnel. Currently in the Senate, passed the

third reading unanimously and on to Parliament. Security anticipates the approval of this Bill. These initiatives should create a deterrent effect. The idea that you are likely caught and then receive a stiffer penalty can be a way to modify the behaviour. Although these may be beneficial often times these events are considered opportunistic in nature. These initiatives are welcomed and important.

- Apprehension of assailants: In the past, 40 per cent of culprits were located. As part of a pilot project ETS employed a Transit Police Officer to solely review each transit incident (for a period of three months. During this time the rate of identification doubled to 80 per cent. This trial had a clear affect. After the pilot project ended the rate has levelled off to 65 per cent. ETS will be turning this pilot project into a permanent role and are currently in the interviewing process with selected candidates.
- A report has now been completed by ETS Security regarding the security of transit operators.
- Question and answer period followed presentation.

4. APPROVAL OF MINUTES	DECISION
Approval of September 29, 2014 Minutes	B. Robertson
<ul style="list-style-type: none"> • Will require changes –postponed to the next meeting. 	

5. ETSAB PRIORITY PROJECTS FOR 2014, PART 1	DECISION
Valley Line Request for Proposal (RFP) Comment	B. Robertson
<ul style="list-style-type: none"> • B. Robertson had a conversation with the Office of the City Clerk. There is no official public comment on the RFP. This is a follow up on the Valley Line comment piece. Try to get information to see if any of our recommendations are reflected in the RFP or how to our recommendations compare to the RFP – that detail has been redacted. Follow up on the comment submitted a month or so ago. November 7th, 2014 is the last day for submitting questions – they will come back and answer the questions in January 2015. Two options available to ourselves: Submitting questions to Councillors, or as a Board to Councillors. Second option is a FOIPP request for the pieces that were redacted. • First action should be to finalize the questions first. Ask questions specific to our comments. • Official deadline is Saturday November 6th, 2014. 	
<p><i>MOVED:</i> by B. Robertson & S. Slavov for the Transit Planning Subcommittee to submit questions to Council specific to the comments originally provided to the Valley Line RFP by November 7th, 2104.</p> <p><u>CARRIED</u> <u>MOTION CARRIED</u></p>	
Low Income Pass	B. Robertson
<ul style="list-style-type: none"> • Will the Low Income Pass be separate from the Budget? Important for ETSAB to be 	

present when it goes to Council to defend or support - need to register. The date is unconfirmed – anticipated for November 2014. In case the date is before the 17th fast action needed. Goes from the Clerk to the City Manager for the agenda. Report comes following request from Council. P. Waisman will confirm. Need a sense of when the report will be sent to Council for review.

MOVED: by B. Robertson & R. Macklin, the Low Income Pass may be separate from the Budget and may come before the November 17th, 2014 meeting, Low Income Transit Pass Subcommittee prepare to appear before the TC/Council to support or comment on Administrations response to the Low Income Pass.

CARRIED

MOTION CARRIED

6. ETSAB PRIORITY PROJECTS FOR 2014, PART 2		INFORMATION
Security		I. Roux
<ul style="list-style-type: none"> Arranged a presentation on his behalf today, regarding Operations Security. 		
Transit Planning (Escalator Maintenance)		C. Dulaba
<ul style="list-style-type: none"> Very good presentation during the Subcommittee Meeting. B. Robertson, one of the best presentations they've had from Administration. The Board will send a written thank-you to the members of administration who presented. Will put together a comment piece. Would like to have a presentation at the November 2014 meeting. B. Robertson would like to have it as a letter to TC and Administration or take it as an Agenda item to TC. Would like to have it ideally completed before the Budget meeting. V. Slavov will put together the comment – as he did a great follow up to the meeting. Need to be formally presented at the November 17th, 2014 meeting. 		
Budget		B. Robertson
<ul style="list-style-type: none"> Budget on November 12th and 24th meetings. A. Pye raised a capital infrastructure budget - have not commented on it in the past, yet it may be useful to speak on it this year. Also to speak on the Low Income Pass. The Smart Card according to the Branch Highlights Report will be included on this. B. Robertson will check to see if they can have multiple speakers to allow for more time to speak. Regarding the Low Income Transit Pass, have one person speak directly to that issue. If there is anyone present today who may be free who could act as a speaker or backup speaker please let B. Robertson know. 		
Marketing (747 Bus)		A. Mannix
<ul style="list-style-type: none"> Included reference in the Branch Highlights report. P. Waisman provided an update: the issue with the smoking area is not specific to ETS. Request was made to move the smoking area – the airport has come back stating they are working on the issue of shifting the location, yet have not confirmed where the new location would be. Airport 		

is aware of the issue, and is working to resolve.

- Field trip to the airport may be useful. We are also looking at a facility tour – which one should take precedent for next month? V. Hoy, M. Samji, showed interest in the tour depending on scheduling.
- A Pye to P. Waisman: How does the extension of that service occur if it's approved past the pilot – will there be a supplementary budget? - A partnership between the airport and transit. From P. Waisman's understanding ridership is building and there is an interest in continuing the service.
- B. Robertson to P. Waisman: Will this go to Budget as a service package or be included? – A question for Budget.
- P. Waisman – the Airport and ETS are in communication regarding the continuation of the pilot project – from there it may go to Council depending on the outline of the original pilot project. The 747 route can be further addressed at the Budget meeting by ETSAB.

Bus Rapid Transit (Terms of Reference)

A. Pye

- The draft terms of referenced will be circulated by A. Pye and ask for interest in being a part of the creation of the Sub-Committee. Also ask about a recommendation relating to analysis of transit in other cities and relation to our service. Once reviewed the Committee will be setup.

Governance (External)

V. Slavov

- Nothing to report to the board. V. Slavov will work with A. Mannix in the coming month to create a plan.

Park & Ride

B. Robertson

- Attachments are background to the original discussion.
- Need to start working on in the new year.
- Council has shown interest in the topic ETSAB investigated.
- Over the next month, please review the background materials, and be prepared to work on it.
- Policy 1554 (2009) is the only policy regarding Park & Ride. P. Waisman will confirm if there have been any amendments that have superseded the original copy by the next meeting.

Governance (Policy and Procedure, Code of Conduct)

A. Pye

- Had the concluding meeting with the Internal Governance Committee month. Thank-you for your input.
- Reviewed the one voice policy. Rewording the Fast Action section of the Policy – strengthened the language, all members are expected to respond to the emails.
- Clarified terms of Executives and Officers in relations to Chair and Vice-Chair.
- Need to define the different between Policy and Operations – to create a differentiation.

- Changes regarding subcommittee – powers, ability to consult, basics of business. Should be included in the orientation binder for new members.
- Revisions regarding limitations, privacy, and use of electronics.
- A. Pye will make reference to the original draft copy created by R. Macklon as an Appendix.
- Need a 2/3 majority to change the policies.
- B. Robertson – this will be postponed until December 2014 – then discussed in the January 2015 meeting.

7. TRANSIT BRANCH MONTHLY REPORT	INFORMATION
October 2014	P. Waisman
<ul style="list-style-type: none"> • Ridership – continuing to grow by three per cent over last year and two per cent to budget. • Smart Fare –we are going so people don't have to purchase passes, carry pass (one time purchase). More convenient, flexibility in pay – more adaptable to customer purchasing trends. • Working with the regional transit partners (St. Albert, Strathcona County) with Edmonton leading the discussion regarding Smart Fare solution and procurement. By including the local municipalities it would make it easier for people to travel between the suburbs and Edmonton, 80 to 90 per cent of transit commuters are coming into the city due to work or other activities. It will be beneficial to have all areas on the same system. The more multi-regional the better. Scheduled roll-out – full implementation would be 2018-2019 timeframe due to limited budget. Need to have the budget/funding commitment before proceeding with the RFP. A. Mannix has asked for the Board stay up to date by Administration. It was explained it would be best for ETSAB to ask Council to make this a priority. There are even new models being proposed for account systems as compared to a card system (it'd be a more intelligent and better system) for Smart Fare. • B. Robertson – Smart Card is already obsolete, as cell phones are being utilized in other areas. By 2019 the Smart Card will be even more obsolete – like funding a dinosaur. • A. Pye: What is the cost of implementation the system? – Approximately \$35 million including the upgraded cash fare collection. • New advertisements and creatives have taken the recommendations from ETSAB regarding the use of real people. These new ads look great. • The ridership and the customer satisfaction surveys are two different reports. • The new control centre is complete and it may be useful to schedule a trip to view the final product. • M. Samji to P. Waisman: Steps at Century Park – what will they do and when will they fix it? – It appears it has sunk over time; they will be getting it back to specifications. Do not have a timeline – its prioritized. P. Waisman will confirm the timeframe. 	

8. INFORMATION		INFORMATION SECTION
DAG Update		R. Macklon
<ul style="list-style-type: none"> On a lighter note: A case regarding a DATS rider who fell and could not get back up in her garage. DATS showed up the next morning and the client was not there, went looking for her, and found her, and called for an emergency assistance. Client's comments were that DATS was so reliable that she was confident that they would come and help and thus did not feel distressed. Director of DATS, Lorna Stewart is stepping down. Ralph Brokop will be accepting this position going forward. Look forward to meeting him at the DAG meeting coming up in the next few weeks. The Chair of the DAG, Noel Noran, missed the September meeting. DATS investigated by attempted to contact/check on him, and as a result he was found having passed away in his home. DATS open house just occurred – encourage everyone to attend the next year. They occur every two years. It occurred in early September. Would be beneficial to setup a tour to check out the new DATS facility B. Robertson has asked that P. Waisman and C. Campbell keep the Board informed of events such as the DATS open house going forward. B. Robertson – are DATS trips mainly booked as returned trips? – DATS trips are standardly booked as one way – yet they are asked if they would like to receive a return trip. 		
ATU 569 Update		S. Bradshaw
<ul style="list-style-type: none"> No update as S. Bradshaw has left the meeting. 		
New Board Member		B. Robertson
<ul style="list-style-type: none"> Regarding appointee of new member, we will know more after Wednesday's meeting. They have not yet decided on a new board member, they are in the candidate selection process. 		
ETS Facility Tour		A. Mannix
<ul style="list-style-type: none"> Need to look at a couple LRT stations, and transit centres and viewed the NAIT line as well. When do we want to do this? Next few months are quite packed. Will defer until 2015 and focus on the 747 as it's a higher priority. 		

9. ROUND TABLE		INFORMATION
Ridership vs. Coverage Debate		All
<ul style="list-style-type: none"> Was discussed at the last board meeting. What is the board's position? This is a big item – foundation of Edmonton's transit systems. 		

- Discussion / Comments:
 - Don't feel pressure to graduate to either ends of the spectrum. Some areas needs ridership focus, and other that need a focus on coverage, depending to customer's needs. Decision needs to come from an analytical approach.
 - We don't want to be limiting people to where they can live depending on ridership vs. coverage.
 - Some coverage in all areas is important, as we are all taxpayers.
 - We need to consider displacement of employment in the City. Greenfield / suburbs should have some form of coverage.
 - Edmonton is unique as it's difficult to get around in winter months, especially for disabled individuals. Consolidating the system may be a challenge. There are opportunities to consolidate, yet it will be difficult.
 - Complicated situation – it's a zero sum game. You can have both, yet you'd have to be prepared to increase the budget. Depends on how the system is funded. How much will it cost the customer, and how much will it cost the taxpayer to subsidize the service.
 - Need to choose between ridership, coverage and dollars. In some areas it's not worth it to take the bus due to the current route structure, when the route is based on coverage.
- There are enough ideas/opinions to put something together. To include at the retreat in January 2015 to discuss further.

10. TOPIC OF THE NIGHT DECISION

October 2014

A. Mannix

- Thank-you to C. Campbell for coming on-board and thank-you for the well-prepared materials.

APPROVAL

November 17th, 2014:
Minutes approved at ETSAB meeting.

Next Meeting Information:

Date: November 17th, 2014
Time: 5:30PM – 8:00PM
Location: Heritage Room, City Hall

Annual Meeting Dates:

~~January 18th, 2014~~
~~January 27th, 2014~~
~~February 24th, 2014~~
~~March 31st, 2014~~
~~April 28th, 2014~~

~~June 23rd, 2014~~
~~July 28th, 2014~~
~~August 25th, 2014~~
~~September 29th, 2014~~

December 15th, 2014
January 17th, 2015

~~May 26th, 2014~~

~~October 27th, 2014~~
~~November 17th, 2014~~