

EDMONTON TRANSIT SYSTEM ADVISORY BOARD
MEETING #3, MARCH 28, 2011
HERITAGE ROOM, CITY HALL

PRESENT: Vaughan Hoy, Masood Makarechian, Elizabeth Johnston, John Doucette, John Hayes, John Vandenberg, Leanne Landry, Gordon Smith, Ryan Orchard, Christopher Dulaba, Bruce Robertson, Brian Marcotte, Stu Litwinowich

ETS AND CITY STAFF: David Warhaft (Safety Operations Coordinator), Dennis Nowicki, Vicki Luxton

1. CALL TO ORDER

- V. Hoy called the meeting to order at 17:30 hr.

2. CONTROL ROOM TOUR (DAVID WARHAFT)

- Statistics
 - We provide coverage to the entire metropolitan area.
 - 23 Transit Centres.
 - 400 bus routes and over 6,000 bus stops.
 - Fleet is 100% accessible.
 - Security and surveillance is provided 24/7.
 - Over 76 million rides and traveled over 41 million kilometers which is approximately one thousand times around the earth.
 - Provided over 2 million service hours.
- Control Centre
 - Operate 24/7.
 - Field over 2400 calls per day.
 - During peak hours, eight controllers are on staff.
 - Four work the surface/bus side of the control room, and two LRT controllers managing on the LRT side with two security room monitors providing coverage on the security aspects and working with our transit security officers and dispatchers.
- Bus Operations
 - Make sure the Bus Operators have a link to the Control Centre with respect to safety or operational. Make sure the Control Centre can be as responsive as possible in a quick manner.
 - This is manned by controllers/inspectors who take in the calls, determine what the aspects of the calls are and try to mitigate whatever issues may arise in terms of the operators.
 - There are service related delays and requests, so inspectors/maintenance vehicles are sent out to investigate these issues.
 - Investigate collisions, vehicle damage and passenger mishaps. All of the inspectors are level two investigators who are able to fully investigate accidents and mishaps.
- LRT Control
 - There is a large screen that gives instant access to what is currently going on

- in the LRT system.
 - Monitor signals, alarms and tracks. Help address any delays and mechanical failures.
 - Provide surveillance of the LRT platforms and stations with our security monitors.
 - Respond to customer service concerns.
 - Security room monitors that provide 24/7 surveillance.
 - Respond to emergency phones and fire alarms throughout the system.
 - Make public announcements on all LRT platforms.
- Other Initiatives Underway
 - Recent implementation of new radio system. Have dedicated emergency channels such as emergency button so the operators can open a channel immediately into control.
 - Have automated vehicle control and GPS.
 - Trial of Safety Shields for the operators to protect the operators while still being engaged with the public.
 - Have CCTV and PTV cameras, Pen Tal zoom cameras throughout the system.
 - Planning to have another 2300 cameras installed with advanced image quality and audio, as well as more detailed analysis access to the recordings.
 - This number does not include the number of cameras on the buses.
 - There are 825 cameras in the stations and centres, over 2600 cameras on our vehicles.
 - Have a very high demand for our videos and our investigation to determine what happened with slips/falls, accidents.
 - In 2010 there were over 1600 requests for our videos and is increasing daily.
 - 20% of the requests come from the Police as our cooperation continues with them in their investigations. The other 80% comes from our bus operations or from our investigators which are internal.
- Future Plans
 - New Transit Centres are being planned and retrofitted and ETS facilities to meet CPTED (Crime Prevention Through Environmental Design). To make sure that landscaping and fencing are done correctly to enhance safety.
 - Smartbus technology that is just starting to allow real time management of the bus fleet.
 - Feed into the SMS text messaging where there will be real time information to people at their bus stop with their Smart Phone to determine exactly when their bus will arrive.
 - Looking at establishing a new Control Centre as technology wise we have outgrown the space.
- Questions
 - *There is a request for ten additional peace officers, what is the status of that?* That decision has not yet been made by Council but R. Gabruck would have more direct knowledge on that. *Installing turnstiles in LRT Stations to help with the fare evasion that is going on?* Council has asked that turnstiles be looked at and studied, and brought back to Council.
 - *On the bus recovery video is that mostly dealing with passenger issues on some of the routes.* ETS is the largest single CCTV system in the City, so a lot of information is captured. We use it as adjuncts to the investigations

that are done internally whether it is slip and fall inside a bus or an accident at 101 Street and Jasper Avenue. As there is growth within the system there is a growth for the videos.

- *Do you get any requests for video from the public?* None at this point. The video is regulated by FOIP regulations.
- *Have you done any studies on the ethicality of the various security systems? Is there one more effective in terms of prevention of issues rather than risk management after the fact?* We do regularly crime hot spot forecast and we look at what the information that is used to do that with such as video or the reporting of our Peace Officers/Inspectors.
- *One of the reports in the package that the members received said a lot of the complaints are for nuisance kinds of things. How many of those actually end up with a fine that is actually paid?* Anecdotal – some do and some don't. They are recorded and assessed within our system.
- A tour of the Control Centre followed this presentation and question/answer segment.

3. AGENDA REVIEW

- Add Gehl Lecture under Information Section.

MOVED: by V. Hoy/ J. Hayes to approve the agenda. **CARRIED**

Agenda
Approved

4. REVIEW OF FEBRUARY 28, 2011 MEETING MINUTES

- There were no changes made to the February 28th, 2011 Minutes.

MOVED: by G. Smith/J. Vandenberg to approve the February 28th, 2011 minutes.

CARRIED

Minutes
Approved

5. TASK GROUP PRESENTATIONS

- *DATS Efficiency Task Group (G. Smith)*

- Questions were provided to all members that were prepared by G. Smith to send to DATS.
- L. Stewart said to send the questions directly to her so that answers could be provided by DATS.
- Questions/Comments:
 - ❖ *When will these questions be submitted to L. Stewart?* Middle of April.
 - ❖ *Any questions that are hot buttons?* Some about the vehicles and performance of the drivers.
 - ❖ J. Doucette - *A lot of these questions read as complaints. Can these questions be rephrased to look at objective numbers? Instead of using anecdotes, can you ask for specific information? See if you can come up with a test or number that refute or validate that concern and ask them that number or ask them to run that test.*
 - ❖ Comments from J. Vandenberg. First comment is Customer Satisfaction survey states that 94% of customers are satisfied with DATS. Second comment is these are good questions and these are largely deliverables but thinks there might be too many of them and would encourage picking the top three or five questions. *Once you get the answers to these questions, what is your next step going forward?* G. Smith will present the results to this group and a decision can be

- made whether in fact the members can form an action on it from there.
- ❖ J. Hayes commented that if you look at the questions numbers 4/8 and 5/7 could be added together. No. 10 question, J. Hayes feels uncomfortable about this question coming from ETSAB. The way it is phrased. Word it like - Are all complainants who leave contact information replied to and how long does it take? Is there a percentage that is not replied and are they followed up with Satisfaction Surveys to see if they were satisfied with the response they received.
 - ❖ S. Litwinowich suggested taking a tour of how DATS dispatches its trips which maybe very helpful as to why there are only one passenger in the vehicles on some of the trips.
 - ❖ R. Orchard commented that managing DATS must be very challenging and a difficult job to do for anyone. What about a broader statement like, despite the Customer Satisfaction Survey some observation and anecdotal evidence says there are some service concerns. More to raise this with DATS and allow them to know that and manage it as needed as opposed to listing the management challenges which sounds a bit critical of their management.
 - ❖ B. Marcotte thinks the first question would be can we see the survey instrument that was used to generate this. B. Marcotte would prefer to have this task group have a face to face meeting with L. Stewart. The survey results seem to suggest that DATS is a very good service. The clients seem to think very highly of this service. However there are some areas in the survey results that should be flagged. For example, 70% of the operators assure mobility aids are secure. 30% do not, that is not good. There are some issues here that need to be followed up on and the need to get the survey is important. We could give these questions to L. Stewart in advance of the meeting so she will have an opportunity to prepare. ETSAB is looking for data to validate some of these questions. The members of ETSAB did have a tour of the DATS facility about a year ago. DATS is very approachable and an excellent facility. B. Marcotte does not want the members to get too hung-up on the word-smithing of these questions.
 - ❖ D. Nowicki agrees with B. Marcotte to not spend too much time on things perceived as over sensitive. D. Nowicki looks at these questions as an opportunity to educate with examples of situations. Comparison with other industry standards is important to have something to build on.
 - ❖ M. Makarechian commented that ETSAB has seen Satisfaction Survey results before and those often do not reflect efficiency and they really reflect how you match expectations so people may be delighted by the service because their expectations are quite low and are glad to have this service at all, does not actually reflect whether their trips take three hours across the city or an hour. M. Makarechian thinks they can be a bit deceptive in describing the nature of the service.
- Marketing Standing Committee (J. Vandenbeld)
 - Highlights of the March 7th Marketing Standing Committee Minutes
 - ❖ This group is attempting to establish regular meeting times. It was

envisioned to meet on the second Monday of the month - April 11, May 9, and June 13th. These are fixed times and open to Administration to join in when they are able to.

- ❖ This group had a very good talk about inter-modal transit. How can we harmonize Strathcona County and St. Albert Transit with ETS from a mapping perspective?
 - ❖ D. Nowicki had invited the group to present some comments regarding the Smartbus initiative in June.
 - ❖ In the future this group is going to be reviewing the Marketing Plan adopted three years ago to determine what ETSAB's involvement in the Community Fair is.
 - ❖ Look at the Website Navigation Review and provide comments by the end of this week.
- Fare Policy Task Group (M. Makarechian)
 - This group was inactive this month with the exception of the report, the backgrounder which was sent out by D. Nowicki after the last ETSAB meeting. Members, J. Doucette and L. Landry have been invited to plan on two meetings this month to look at the backgrounder, make notes, and then develop thoughts to share with J. Davidson. Then hopefully book another meeting time with J. Davidson this month and forward this group's thoughts on the backgrounder.
 - LRT Task Group (B. Robertson)
 - This group was also inactive this past month due to members being out of town.
 - B. Robertson would like to organize a group meeting early in April to set a plan or a decision to disband this group if nothing presents itself.
 - Questions:
 - ❖ *This report about costs for LRT Tunnel, what prompted this?* There was an enquiry at Council to go underground for portions of West and parts of Southeast LRT. This is a response to this enquiry.
 - ❖ *Was there an indication on whether this was actually tunneling versus cut and cover?* Not specific in the notes. There were some concerns about impact on traffic. Until there is a funding commitment there are going to be questions from people about the details.
 - ❖ *Where is the new maintenance facility going to be?* In the Southeast.
 - ❖ There was further discussion around what ETSAB could comment on in the near future on LRT.
 - ❖ The members requested a clarification update from Administration as to what details are open and when they are coming forward.
 - Commuter Rail Task Group (J. Hayes)
 - A meeting was held on March 7th and it was decided to change the direction of this task group to do a shorter term broader macro level presentation. An appendix will be supplied by this group which will be a review of the three Canadian systems that are operational. The group will come back to the main Board meeting for consideration if a pilot project is suggested. Most certainly this task group will come back recommending track routes be

preserved for future use. A future meeting has been scheduled for April 11th.

○ Questions:

- ❖ *Have you tracked down that report?* I located two reports which were of interest.
- ❖ *Did the Capital Regional Board look at the issue of commuter rail?* Yes, it was almost exclusively on a line south from downtown. It may have gotten sidetracked by consideration that LRT would be going to Southgate and not down the old CP rail. There are still two reasonable options for commuter rail that exist now. Run a train that went Sherwood Park/Mill Woods/Airport on line that exists right now. The other one is East/West line, Fort Saskatchewan out to Spruce Grove is interesting as well.
- ❖ *South to Downtown to cross the high level bridge?* The idea was Millet/Leduc/Airport/Nisku/South Common/Old Strathcona, although the Millet/Leduc population is not that high. All trains can run on all tracks in North America except for a few exceptions as the tracks are all the same width.

• Bylaw and Mandate Review Task Group (V. Hoy)

- No tabulation was done from information received from Board members.
- Thursday, April 14th was picked for the committee as a whole to discuss this important issue.

6. MANAGER'S REPORT

• Highlights:

○ LRT Funding Concepts Report

- ❖ Report will present some concepts on how the project could be phased based on the costs associated with certain segments and the various funding strategies. The Board can have a presentation on May 2nd. The option is the members could send questions, and the questions could then be forwarded to the two authors followed by their response, or arrange for a presentation at the May 2nd meeting. This will be taken up at the Board Process at the end of this meeting. What areas are open for further reviewing?

○ Highlight:

- ❖ CUTA offers some scholarships to individuals attending post-secondary institutes. There are five scholarships available, one for each region. For the Prairies and Territories there is one scholarship in the amount of \$2,000.00. The due date is August 26th and the reason this is brought to your attention is post-secondary students are attentive now and not in the summer months. If you know of any please pass this information onto them and encourage them to apply before August 26, 2011.

○ Newcomers Guide

- ❖ There is a prototype guide which is ready to roll out in April. That project has been postponed until the end of June due to other priorities. This will be resurrected in the fall.

○ Advisory Committee Review – June 21, 2011.

○ CUTA Annual Conference in Regina

- ❖ Administration is able to fund one member to one conference this year. The spring CUTA Conference is in Regina, Saskatchewan from May 28 – June 1, 2011 and the fall CUTA Conference/Trade Show is in Toronto from November 5-9, 2011. ETSAB members prefer attending the Fall conference when the trade show is held. D. Nowicki will approach the members in July or August regarding the fall CUTA Conference.
- Questions:
 - ❖ *On the Newscamer's Guide, is there a presentation done as well?* Yes, we work with the community group so they would have their translators. An electronic version is now being worked on, so these groups can input their own language. A different approach was taken with this versus the caricature style used before - this version uses digital photography and we are able to enhance images. This part of the pilot puts things into a more real setting which is harder to do with caricatures.

9. INFORMATION SECTION

- DAG Report (E. Johnston) – No report.
- TPW Luncheon – This will be deferred to after the next meeting.
- ATU Report (S. Litwinowich)
 - S. Litwinowich was in Ottawa on March 9, 10 and 11th with the ETS operator that was assaulted on December 3, 2010. On the 10th Brent Rathgeber, who is a MP for Edmonton and St. Albert and sits on the Federal Justice Committee presented Bill C637, *an Act to Amend the Criminal Code (Public Transit Operators)*. This Bill is also known as Bregg's Bill and is named in honour of Tom Bregg, a constituent and Edmonton Transit Operator who was viciously attacked while performing his duties as an operator in December of 2009. Under the amendment of the law they recognized that a victim of an assault includes a public transit operator. The amendment addresses assault, assault with the intent to cause bodily harm, assault with a weapon and aggravated assault. Now with the upcoming Federal Election this bill will need to be presented again after the election. There is a lottery system and this bill is Number 637 but the MPs can trade up the lottery.
- ETSAB Social Debrief (M. Makarechian)
 - It was a general feeling this format worked better.
- Youth Summit (M. Makarechian)
 - An email was sent out asking members to contact D. Nowicki if you were interested in volunteering for the Youth Summit. G. Smith, J. Vandenberg and M. Makarechian volunteered to help with this event.
- TOD Invitation (V. Hoy)
 - Highlights:
 - ❖ V. Hoy participated in this forum for the last draft of the TOD guidelines. The consultants were from Portland and were finishing their report.
 - ❖ Most of the attendees had been through the first two drafts. The second draft was the one with the most content and the third was the second draft revised.
 - ❖ V. Hoy thought the draft was generally very good. Most of the comments repeated that the draft was too descriptive and that they did

not offer any caveat clause for a general section on how to treat special circumstances of TOD. Transit Integrated Development (TID) was not included.

- ❖ There was nothing on CPTED (Crime Prevention through Environmental Design). Report looked like it was based on LRT 101 expectations. For example one of the lines could get to one of its station locations without traditional TOD guidelines being applied.
- ❖ This was ETSAB's fourth invitation to participate. This is complete now.
- ❖ Questions:
 - (1) *Was there any increase or decrease in potential TOD locations along these LRT lines?* They did not talk about alignments; it was a guideline for TOD.
 - (2) *Was it focused more on filling empty space or redevelopment of low density?* It covered both.
- 2010 ETSAB Annual Report (M. Makarechian)
 - The 2010 Annual Report was finalized which will be submitted to the Office of the City Clerk as soon as possible.
 - A new section called Challenges was included in the annual report. Four paragraphs were written describing some of the challenges to ETSAB's work. M. Makarechian encouraged members to look at these paragraphs with discussion that followed.
- Jan Gehl Round Table Invitation (V. Hoy)
 - On the livability and aesthetics of Shared Urban Spaces on Monday, April 11, 2011 starting at 8:30 am to 9:00 am for breakfast and then 9:00 until noon. Two seats are available for ETSAB members to attend this round table discussion.

10. TOPIC(S) OF THE NIGHT

- ETSAB's 2010 Annual Report.

MOVED: by L. Landry/B. Robertson to adjourn the March 28, 2011 ETSAB Meeting at 20:20 hours. **CARRIED**

Motion
Approved

Next meeting: Monday, May 2, 2011 in the Heritage Room, City Hall

Note: This meeting is being held on Election Day. Check www.elections.ca for etails on hours of operation of polling stations and advance polls.