



Edmonton Transit System Advisory Board

Meeting Minutes “FINAL”

Monday, April 25, 2016

5:30PM –8:00PM

Heritage Room, City Hall

Meeting No. 16.04

Prepared by Christy McKenzie

Members Present:

Izak Roux (Chair), Vlad Slavov (Vice-Chair), Anand Pye, Amy Mannix, Sean Lee, Mariah Samji, Kristina Peter, Shaminder Parmar, Bob Macklon, Steve Bradshaw (President, ATU 569)

Regrets:

Syed Zaidi

Guests:

Paul Godsmark, Chief Technology Officer at CAVCOE
Charles Kelly, Brian Curry, J. Philip Reid

ETS & City Staff:

Councillor Andrew Knack
Justin Townell, ETS Staff Liaison
Christy McKenzie, ETSAB Recording Secretary
Sarah Feldman, Transit Strategy Project Manager
Erin Toop, Senior Engineer, Transportation Policy
Bill Sabey, Director of ETS Customer Service Development

Materials & Attachments:

- Meeting Agenda
- Draft Minutes from March 29th, 2016
- ETS Branch Highlights Report
- DRAFT Final 2015 Annual Activity Report to TC
- Handout of highlights from Transit Strategy
- Heritage Valley Route Restructuring Proposal

1. CALL TO ORDER	
Call to order at 5:30PM	

2. AGENDA REVIEW	DECISION
MOVED: by K. Peter & seconded by B. Macklon to approve the April 25 th , 2016 agenda	
CARRIED	

3. APPROVAL OF PREVIOUS MEETING MINUTES	DECISION
MOVED: by V. Slavov & seconded by M. Samji to approve the March 29, 2016 minutes with the following changes: remove B. Macklon from agenda approvals.	
CARRIED	

4. PRESENTATIONS	INFORMATION
Transit Strategy Updates	S. Feldman
<ul style="list-style-type: none"> • Questions submitted after last meeting to Transit Strategy were addressed in a written response distributed to members via e-mail. Sarah provided opportunity for further questions or comments related to the written response. ETSAB members acknowledged receipt of responses. 	

- A handout was provided that outlined updates to the project status, including the upcoming final Trade Offs Workshop for this phase of public engagement to be hosted at Terwilligar Rec Center on May 17. ETSAB members were invited to attend and participate, if they were unable to attend the ETSAB-specific workshop that ran on April 12, 2016. Related videos are now available on the [website](#).
- Changes to the project team will take effect soon, as Sarah has accepted the role of Supervisor of the Transportation Policy section, but will still be overseeing the Transit Strategy Project.
- Question and Answer period followed, with comments around timelines for deliverables, maps that show distribution of locations for hosting public engagement sessions around the City. There was also a discussion around the weight of consideration in the project of future technology trends. Sarah confirmed that the project contains a technology component but it is not the focus, as the strategy is geared to the next ten years only.

Address to further questions from the Board regarding ETS Service Reallocation	B. Sabey
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- In addition to the transit strategy project, feedback from the public collected, stored, and tracked for response/action through customer relations management software tickets (CACTIS) that are internally assigned and response times and action/resolutions are recorded. Customer feedback surveys are sent out prior to major service changes, and data collected by operations is reviewed and acted on as required (scheduling adjustments)
- Service reallocation decisions are based on reactions to customer usage data, services to low demand areas must be reallocated to high demand areas and support for peak period services, therefore, public engagement like open houses (intended to impact citizen’s decision making about usage) are not considered for service reallocations.
- ETS does regularly provide design input prior to construction of LRT stations. LRT engineering has input from many sources to take into consideration. The trade-offs in design sometimes results in operational challenges ETS has to deal with the after construction is complete.
- ETS measures route performance by passenger boardings/hour of service. Doubling frequency of service does not double ridership, but it does increase it.
- Transit Strategy is involved with processing Household Travel Survey results and the results report is due this fall. ETSAB can be provided with a presentation.
- GPS tracking is becoming an industry standard, as most municipalities are working towards it. The report provided from CUTA on on-time performance was based on voluntary responses. The cities included are the cities that responded to the survey.
- Pass ups average 20-25 per day at the highest point each year in September, with back to school and new route schedules. The majority of these resolve themselves as riders adjust their schedule, and acceptable pass ups are included in this number (where riders are waiting for the bus behind it) The persistent pass up issues are addressed by adding an extra trip if resources are available. Only 275 buses are equipped with passenger counters, and records of pass ups will not be automated with the move to Trapeze. Even if the information collected is not an exhaustive capture, it does help flag problem areas for closer monitoring, and service levels are adjusted accordingly. Having the operator press a counter for pass ups may be an improvement for consideration as suggested, over filling out a card.
- Discontinued routes are not necessarily permanent. ETS will increase service to the neighbourhoods if the remaining routes show growing ridership.

Autonomous Vehicles Presentation - CAVCOE	P. Godsmark
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- Paul Godsmark of Canadian Automated Vehicles Centre of Excellence (CAVCOE) presented a [whitepaper](#) on autonomous vehicles (December 2015), which is posted on the website. The focus was on how this disruptive technology is challenging the assumptions of conventional public transit planning. The latest developments and trends were presented. TaaS (Transportation as a Service) was presented as a “compelling business case”. It was noted that the suburbs were not included in the research, as not enough funding was available.
- The company’s website provides an invitation to subscribe to newsletters, ask questions, and offers services related to research, advocacy, consulting and public speaking.
- The transit specific section of the whitepaper includes a quote in response to automated vehicles from CUTA on page 11:
 - “It is not just CAVCOE that is predicting disruptive changes in the transit industry. The

Canadian Urban Transit Association wrote: "Highly or fully automated vehicles have the potential to radically transform transit in the longer-term. It is possible to imagine publically-owned, or shared, self-driving vehicles (akin to taxis) acting as part of an urban mobility system. The transit industry must pay particular attention to these trends and develop the strategies which will enable transit systems and municipalities to take advantage of them. While automated vehicles will not become the only form of transit, their position within a network of modes and services must be taken into consideration."14"

- Question and Answer period followed, with further discussion around CAVCOE conversations with Canadian Transit Systems, whether it will be public or private industry moving this initiative forward, Public Transit Strategy's role as provider or regulator of services, and competition between cities for higher rating levels influencing decisions to adopt the initiative.

5. REQUEST FOR APPROVAL	DECISION
2015 ETSAB Annual Activity Report to Transportation Committee	I. Roux
<ul style="list-style-type: none"> • Members of the board noted the following changes required prior to submission of the 2015 ETSAB Annual Activity Report: <ul style="list-style-type: none"> ○ Rename Attachments 3, 4, and 5 to reorder them so the 2016-17 Work Plan is last ○ Adjust report references in report to reflect revised order of attachments ○ Remove activity and outcome from the Governance Sub-Committee Activity report (Attachment 1), and added if and as required to the purpose statement, as no activities were required in 2015 ○ Remove "(unsuccessful)" from the Low Income Pass section in the report 	
<p>MOVED: by A. Pye, and seconded by M. Samji to approve the 2015 ETSAB Annual Activity Report to Transportation Committee, with the above noted changes.</p>	
CARRIED	

6. UPDATES	INFORMATION
Transit Innovation	V. Slavov
<ul style="list-style-type: none"> • The April meeting was well attended, with good informal exchange of ideas around purchase versus lease of buses and autonomous vehicles. • Second Monday of May will be the next meeting • Vlad requested members to send ideas for guest speakers for these meetings 	
Public Art	M. Samji
<ul style="list-style-type: none"> • Report is being finalized for review, and approval by the board has been postponed to the May meeting. • Next meeting will be held second week of May to trim down the report and send out to members for review one week prior to next general meeting. 	
User Experience	S. Lee
<ul style="list-style-type: none"> • The first meeting was held earlier this month and four members have committed. • The terms of reference were drafted, and new members will be invited to sign up. • The next meeting has not yet been set, and Sean invited comments on draft terms of reference. 	
Heated Shelters	S. Parmar
<ul style="list-style-type: none"> • The first meeting was held earlier this month. Shaminder will forward the invitation to the new members. Izak reminded all members to commit to this sub-committee or the User Experience one. 	

7. NEW BUSINESS		INFORMATION
CUTA conference attendance update	I. Roux	
<ul style="list-style-type: none"> Izak confirmed that ETS Administration had reinstated the approval for one member of ETSAB to attend the CUTA conference in the fall. Vlad Slavov or Mariah Samji will be selected to attend. 		
Orientation Session, Office of the City Clerk	I. Roux	
<ul style="list-style-type: none"> The members were encouraged to attend the upcoming session with a presentation by OCC on the Role of the Board as whole and member expectations, relevant Bylaws and Policies, recent changes to Standing Committees of Council, how to submit reports and letters, how to approach engaging Councillors, etc., followed by question and answer period, as well as items from Chair/Vice Chair/Members as needed, including a brief orientation to ETSAB Google Drive. 		
TC Luncheon debrief – April 19	I. Roux	
<ul style="list-style-type: none"> The experience of lunch with TC on April 19th was discussed briefly. Overall, those members that attended felt the informal exchange was useful and informative. 		
A. Pye – Acknowledgement of Service	I. Roux	
<ul style="list-style-type: none"> Izak acknowledged Anand for his three years of service to the board. Anand was commended for his knowledge of policy and asking good questions at the right time, as well as his service as Vice Chair during his final year. 		

8. TRANSIT BRANCH MONTHLY HIGHLIGHTS REPORT		INFORMATION
		J. Townell
<ul style="list-style-type: none"> Presentation of the Transit Branch Monthly Highlights Report Question and Answer period followed: <ul style="list-style-type: none"> Requested justification for cost of Day Pass (set at \$9) versus parking during events. Requested decision process for selection for LRT space rentals. Requested details on West Ed Mall and ETS agreement? Is it ETS property? Has there been public consult regarding the design? Are there pictures/diagrams/schematics available for ETSAB review? Requested re: Officer Harassment response training: <ul style="list-style-type: none"> Have all officers been trained in harassment response now? Is this training a standard mandatory training now for new officers? Was the training developed in-house, or by external consultants? 		

9. INFORMATION SECTION		INFORMATION
ATU Update	S. Bradshaw	
<ul style="list-style-type: none"> ATU is currently involved in negotiations with St. Albert Operator group, the official opening of the Valley Line, and labour relations process statement/agreement. ATU is closely following the regionalization of transit between Edmonton and St. Albert, and acknowledged the departure of Dorian Wandzura as General Manager of City Operations, and the assignment of Linda Cochrane as permanent City Manager. ATU acknowledges the potential effect of automated vehicles on the future of transit. 		
DATS Advisory Board Update	B. Macklon	
<ul style="list-style-type: none"> DATS open house has been confirmed for this September, and Bob will forward the invite to members when available. 		

<ul style="list-style-type: none"> Bob noted that the operator code of conduct is predictable on DATS services, but not on the wider system. Accessibility dependent riders have lower expectations for service when using ETS. Bob will bring this perspective to the User Experience sub-committee, and Izak requested a presentation from ATU on the ETS operator code of conduct for accessibility at the May general meeting. 	
Transit Strategy Update	I. Roux
<ul style="list-style-type: none"> Izak formally acknowledged the board's receipt of the letter from Transit Strategy in response to questions posed by the board. 	

10. TOPIC OF THE NIGHT	DECISION
	V. Slavov
<ul style="list-style-type: none"> Automated Vehicles (AVs). ETSAB received a presentation from the Canadian Automated Vehicles Centre of Excellence (CAVCOE) which highlighted some of the implications of AV technology on conventional transit planning. A committee of ETSAB will be exploring this subject near the end of this term. Anand was appointed in 2013 and has been a key contributor on many ETSAB projects, including low income transit pass, 747 EIA bus service and BRT. This is his last meeting as a member of the Board. 	

11. MOTION TO ADJOURN	DECISION
<p>MOVED: by K. Peter & seconded by M. Samji to adjourn the meeting</p>	
<u>CARRIED</u>	

12. MOTION TO APPROVE MINUTES OF PREVIOUS MEETING	DECISION
<p>MOVED: by K. Peter & seconded by V. Slavov on May 30th, 2016 to approve these April 25, 2016 minutes</p>	
<u>CARRIED</u>	

Next Meeting Information:

Date: Monday, May 30, 2016
Time: 5: 30PM – 8:00PM
Location: Heritage Room, City Hall