Meeting Minutes "FINAL"

Monday, August 29, 2016
5:30PM –8:00PM
Heritage Room, City Hall
Meeting No. 16.08
Prepared by Christy McKenzie

Members Present:
Izak Roux (Chair), Vlad Slavov (Vice-Chair), Sean Lee, Mariah Samji, Bob Macklon, Charles Kelly, Brian Curry, Syed Zaidi, Steve Bradshaw (President, ATU 569)

Regrets:
J. Philip Reid, Shaminder Parmar, Amy Mannix, Kristina Peter

Guests:
n/a

ETS & City Staff:
Ray Au, Team Lead, ETS Brand Management and Creative
Margaret Dorey, ETS Accessible Transit Coordinator
Justin Townell, ETS Staff Liaison and ETS Strategic Marketing Officer
Christy McKenzie, ETSAB Recording Secretary

Materials & Attachments:
- Meeting Agenda
- Draft Minutes from June 27th and July 25th, 2016
- ETS Branch Highlights Report
- Copy of E-mail from Citizen to the Board, re: Public Art Report to Council

1. CALL TO ORDER

Call to order at 5:30PM

2. AGENDA REVIEW — DECISION

MOVED: *by B. Macklon & seconded by M. Samji to approve this August 29th, 2016 agenda*
CARRIED

3. APPROVAL OF PREVIOUS MEETING MINUTES — DECISION

MOVED: *by M. Samji & seconded by S. Zaidi to approve the June 27th, 2016 minutes*
MOVED: *by C. Kelly & seconded by B. Macklon to approve the July 25th, 2016 minutes*
CARRIED

4. PRESENTATIONS — INFORMATION

Downtown Edmonton Wayfinding Committee Update — **R. Au**

- Background information presented included the initiation of the project with a third party audit in 2013 reporting on a suggestion for improvements. Funding was not in place until 2015, and the project is now in the detailed design stage for standardized system identity including iconography.
- ETS alignment will be ongoing, due to an extensive list of non-compliant signage throughout the system
- One type of output that will be ETS specific is the ETS beacon – a pillar with four panels that is backlit.

- Two additional pieces of the design set are maps to two scales; identified as “visitor view” which is zoomed out, and “finder view” which is zoomed in and has “you are here” labels.
- A new form of output that will be installed are exit/entrance identification signage in the form of building maps for each building that contains a section of the pedway system.
- A guidelines document for Downtown Pedway has been developed as an output as well, to assist with clear communication between the City and owners of buildings with pedway. This aims to address some challenges that exist with opening hours and security issues in sections of the pedway.
- For Roger’s Place Arena, a temporary signage solution is being rolled out because of the number of changes that are planned and still pending completion in the downtown infrastructure.
- Plans are also ongoing for changing hard copy signage to electronic when and where possible, for more efficient and timely updates as required.
- Question and Answer period followed:
    - A systemic plan for updating and maintaining this new signage (terms of reference) and the City staff responsible for this, as well as ongoing funding is still pending.
    - The color schemes provided have been selected by a third party vendor, and ETS’ current branding was not specifically considered when building their proposal. It is based on their successes in other cities with similar system schemes. It was noted that the colors may be selected to reduce the potential of overpowering visibility of more primary signage. It was acknowledged that this color scheme may be problematic for individuals with visual impairments.
    - It was suggested that QR codes on signage may be one way to point pedestrians to the updated online version of the maps/wayfinding information.
    - The project leader is the City’s Program Coordinator for Walkable Edmonton and they have designed the communications plan around the launch of the new signs and news coverage to inform the public.
    - Consideration of options such as augmented reality was discussed, and it was noted that this would be ideal, once the basics are in place.
    - The downtown core is the primary focus for this project launch, but the intention is to extend it as a City-wide application, especially in areas of high pedestrian concentration such as transit centers, provided funding is available.

ETS Mobility Choices Travel Training Program	**M. Dorey**

- The City opted to retire all non-accessible buses in favour of a fully accessible transit system in the late 1990’s, and this project was completed in 2010.
- Edmonton Transit System offers bus, light rail transit and disabled adult transit service, which offer many easy access features, including:
    - Flip up seats, fold-out ramps and kneeling bus feature
    - Wider doors and entrances with no posts (LRT)
    - Accessible stop request buttons on buses
    - Audio and visual announcements
    - Accessible bus shelters
    - Priority boarding and priority seating
    - Real Time information as of September 1st, 2016 for shorter waits out in the cold
    - Communication tools such as ETS mobility cards, bus hailer kits, and communication cards
- Community buses offer ETS service to new and developing neighbourhoods, neighbourhoods with narrow streets, and senior’s community bus routes.
- Senior’s community bus routes are available between many senior centres and seniors recreation centres, banks, grocery stores, and malls to take them closer to where they need to go.
- ETS Mobility Choices Customer Travel Training program is also available to orientate new users. This includes training for travel in a “charter” situation, or bus buddy orientations including trip planning and landmarks for their required route and schedule.
- ETS Senior Fares for 2016 were presented, as well as an overview of the Seniors on the Go program.
- DATS offers a disabled adult transit service on a full or conditional basis with a required pre-registration system, and encouragement to make use of the regular system whenever possible to free up service to others when possible.

- Other age friendly Edmonton transportation initiatives and partnerships were presented as well:
  - LIFT drivehappiness.ca
  - Senior Friendly Taxi Project
  - Age Friendly Edmonton Initiative
  - Alberta Committee on Aging
  - Driving and Beyond Workshops in partnership with AMA
- Question and Answer period followed:
  - The senior specific routes are available upon request, and the general community bus routes are the 300 series.
  - The status of replacement of bus shelters with accessible shelters was requested.
  - There is currently no formal process for following up with DATS customers who transfer to the regular system.

5. REQUEST FOR APPROVAL	DECISION
N/A	

6. SUB-COMMITTEE UPDATES	INFORMATION
Transit Innovation	**V. Slavov**

- Two members attended the meeting held on the August 8th and the ETS facilities tour was discussed, and draft google doc for gathering members' feedback was distributed. The next meeting will be held on the 12th of September.

Heated Shelters	**S. Parmar**

- The report from the sub-committee has been drafted, and a summary of the meeting with the Winter City team can be expected to be distributed as well prior to the September General meeting.

BRT	**K. Peter**

- BRT references are in the process of being assembled. This includes any documentation that has been forwarded regarding Administration/Council decisions, and recent decisions by other municipalities regarding BRT. Kristina is hoping to develop an initial Terms of Reference for BRT, and put out the call for sub-committee members to join in September.

User Experience	**S. Lee**

- All committee members attended the August 15th meeting, and a draft report is planned to be distributed for review prior to the September General meeting for approval at the meeting.

7. NEW BUSINESS	INFORMATION
ETSAB/Council Committee Luncheon	**I. Roux**

- All four Councillors on the Urban Planning Committee have accepted the luncheon invitation for an informal discussion with ETSAB about the status of the 2016-2017 work plan for October 25th.

July ETS Facilities Tour Debrief	**V. Slavov**

- The Board expressed appreciation for the format of the tour, and the ETS staff present to provide information and answer questions. Also, the presence and input of the peace officers was valuable.
- The Board expressed disappointment that access to the MacEwan LRT station was not included in the arena design. It was noted that the lack of integration with public transit may be a long term disadvantage for the arena.
- Other observations and suggestions were:

- The new terminals are a significant improvement over the older ones, but there is still room for improvement in the area of public consultation.
- For the next tour, adding a facility planner from ETS staff would be of interest to members.
- It was noted that future integration of multi-modal transportation does not appear to have been considered when designing stations.
- The Board requested to pass on to the staff involved in the tour appreciation for the learning experience.

Citizen Message regarding Public Art Report to Council — **I. Roux**

- A message from a citizen was forwarded to the Board in response to the CBC new article following the presentation to Council, and the Board formally acknowledged receipt of the email.

Public Art Report – Presentation to EAC/PAC — **I. Roux**

- The Board has accepted an invitation to present their report to Council at the Public Art Committee meeting of the Edmonton Arts Council on September 21st with discussion to follow on the report recommendations, and the related motion from Council. This opportunity to engage is regarded as a positive direction.

8. TRANSIT BRANCH MONTHLY HIGHLIGHTS REPORT — INFORMATION

J. Townell

- Presentation of the Transit Branch Monthly Highlights Report.
- Question and Answer period followed:
  - The board inquired about the timeline for marketing the real time information, now that Smart Bus is fully installed in all buses. Justin confirmed that it is scheduled for October, to allow focus on Service Reallocation changes, Rogers Place opening, and Back to School outreaches in September.
  - Izak requested the ETS Budget Process timeline, including a date when ETSAB can expect to have insight into the planned budget submission to council for next year by September 20th.

9. INFORMATION SECTION — INFORMATION

ATU Update and Presentation — **S. Bradshaw**

- Updates on Amalgamated Transit Union activities were provided:
  - ATU has been busy with issues submitted by members throughout the summer, and planning for upcoming events, including:
    - the Tri-Annual Convention
    - participation in lobbying effort in Ottawa
    - attendance and training at CUTA 2016 fall conference
    - support for an issue with City of Saskatoon that has been ongoing for four years
    - working with ERUPT (Edmontonians for Responsible Urban Public Transit) group
- Presentation on bus operator expectations for support to accessibility for riders with limited mobility while using the system.
  - Members received a copy of the ETS Operator's Manual with reference to page 100-101 which provide related guidelines for expectations for customer assistance.
  - Question and Answer period followed:
    - Operator training includes role play support for mobility challenged customers.
    - For operators who receive multiple complaints, sensitivity/refresher training may be included.
    - Recruitment does include an emphasis on customer service skills as well as driving skills.

DATS Advisory Group Update	B. Macklon

- DATS Advisory Group does not meet in the summer months, the next meeting will be held in September.
- Reminder to consider attending DATS Open House between 10 AM and 2 PM on Thursday, September 15, 2016 at Percy Wickman Garage.

10. TOPIC OF THE NIGHT	DECISION
	V. Slavov

- Accessibility and modes of transportation were the main themes, including the way finding update for downtown.
- Roger's Place lack of integration with public transit is likely to cause commuter challenges, and was noted as a concern.

11. MOTION TO ADJOURN	DECISION

MOVED: *by B. Macklon & seconded by M. Samji to adjourn the meeting*

CARRIED

12. MOTION TO APPROVE MINUTES OF PREVIOUS MEETING	DECISION

MOVED: *by S. Lee & seconded by M. Samji on September 26th, 2016 to approve these August 29th, 2016 minutes*

CARRIED

Next Meeting Information:

Date: Monday, September 26, 2016
Time: 5: 30PM – 8:00PM
Location: Heritage Room, City Hall