



FINAL Meeting Minutes

Monday, January 27, 2020

5:15PM –7:45PM

Heritage Room, City Hall

Meeting No. 20.01

Prepared by Christy McKenzie

Members Present:

Charles Kelly (Chair), Isabell Hubert Lyall (Vice Chair), Bob Macklon, Bryan Shepherd, William Agbakoba, Jarret Esslinger, Philip Reid, Mudasser Seraj

Regrets: Steve Bradshaw (President, ATU 569), Jorge Arango, Ngoan Do, Giselle General

Guests:

Member of the Public, Observing

ETS & City of Edmonton Staff:

Grace Berry, Supervisor, ETS Safety and Security

John Bach, Superintendent, ETS Safety and Security

Eddie Robar, ETS Branch Manager

Carrie Hotton-MacDonald, ETS Director of Business Integration and Workforce Development

Councillor Andrew Knack, ETSAB Council Advisor

Marc Lachance, Manager, Business Strategy & Planning, ETS Business Integration

Christy McKenzie, Administrative Assistant, ETSAB and ETS Technical Services

Materials & Attachments:

- Meeting Agenda & Draft Meeting Minutes
- ETS Branch Highlights Report
- Draft Agenda for Work Planning Annual Retreat
- Invitation to Route Brochure Format changes public engagement session
- In Memoriam: Maurice Vincent

CALL TO ORDER 5:30 PM

AGENDA REVIEW

DECISION

MOVED: by I. Hubert Lyall to approve the January 27th, 2020 agenda.

CARRIED

APPROVAL OF PREVIOUS MEETING MINUTES

DECISION

MOVED: by I. Hubert Lyall to approve the December 16th, 2020 minutes.

CARRIED

PRESENTATIONS

INFORMATION

Increased ETS Safety Measures Consultation

C. Hotton-MacDonald

Carrie Hotton-MacDonald, Director of ETS Business Integration, presented the recent and upcoming improvements in ETS Safety and Security:

- Sept 2018 - LRT Station Security report
- UN Safe Cities Community Collaboration Committee
- UN Safe Cities Global Forum
- Oct 2018 - Safety & Security Enhancements report
- Oct 2019 - Safety & Security Update report
- March 2020 - Safety for Transportation Users report

- October 2020- Safety & Security Update report
- “Taking a holistic approach to safety, Administration will incorporate Gender-Based Analysis (GBA+), customer journey mapping, and community stakeholder engagement into the next phase of transit safety and security enhancements in 2020.” CR_6432, October 2019.
- Feedback from stakeholders collected to date from WAVE (The Women's Advocacy Voice of Edmonton Committee) and others include:
 - Apply rideshare app features to taxis (choose your driver, see the suggested route and leave online reviews/ratings)
 - GBA+ lens for first km/last km transit solutions (intersectionality of different factors that may present different needs such as age, gender, disability, income level, etc.)
 - Text alert option added as an additional way to discreetly alert administration to an issue in real time is being requested.
- Related resources:
 - [Understanding How Women Travel](#)
 - [How to Ease Women's Fear of Transportation Environments](#)
 - [Making Public Transit Fairer for Women Demands Way More Data](#)
- Carrie provided members with her contact information for further engagement in current and upcoming events related to safety and security improvements for ETS. An external contractor has been procured to conduct three to four workshops with stakeholders over the upcoming year. More details will be provided to the Board as they become available.
- Question and answer period followed, with input from Grace Berry, Supervisor, ETS Safety and Security, John Bach, Superintendent, ETS Safety and Security, and Eddie Robar, ETS Branch Manager, including discussion around:
 - A member inquiry about a recent incident that was highlighted on social media (Twitter) regarding a citizen who was asked to off-board an ETS bus at 118 Ave, and a recent campaign encouraging riders to talk to a uniformed employee when they feel unsafe. Carrie was able to speak to the process that administration undertook in this and similar incidents. Three operators involved were interviewed; the citizen was also interviewed and was provided with follow up information once the investigation was completed. In general, for incidents where it is determined that the operator didn't respond the way they were trained to respond, there is a progressive discipline process in place that would be initiated through the Corporate Human Resources Department.
 - A member inquired about the type of metadata that ETS will be collecting if they implement a text alert app option for safety and security incidents, and what will be included in the terms and conditions for the third party service provider regarding smart phone data of participating citizens. Marc confirmed that ETS will need to be transparent about the type of data that is being collected.
 - The concept of observers undercover (“ghost riders”) for monitoring was suggested. It was noted that instructors do ride along with Operators to provide and collect feedback.
 - A member inquired on behalf of an absent member what the protocol is for handling riders who are displaying erratic behaviour on board buses and the LRT cars, especially during cold weather protocols and peak times for travel to work and school. Members suggested that more engagement by security guards with citizens might encourage citizens to approach them to help bring emerging issues to the attention of appropriate resources for escalation.
 - Some responses by administration included:
 - Operators have separate training for how to handle difficult situations and how to handle dangerous situations.
 - If a situation requires escalation, the Operator is to call Control, who will connect with and coordinate the appropriate supports for the Operator. Superintendents and or the Safety and Security Supervisor may dispatch Inspectors, Transit Peace Officers, Security Guards, standby buses, and/or emergency personnel to assist. Video footage can be collected and reviewed as part of the incident investigations.
 - Staff members are trained to connect those who are at risk to the appropriate resources for support for physical and mental health for addictions, assault, etc., such as social workers, the PATH program with access to low income passes, and the Homeward Trust partnership for services such as transport to shelters with capacity.
 - Leveraging the data that exists with Corporate Security, Open City Technology and

<p>other departments can help with allocating the right resources at the right time. Routes with higher numbers of reported incidents have more transit peace officers and security guards assigned to be present, especially at peak times.</p> <ul style="list-style-type: none"> ▪ Campaigns educating the public about their options in situations where they feel uncomfortable with a situation are always being developed to raise awareness for users of public transit. ▪ The Text Alert option for reporting incidents discreetly will be a welcome improvement, as well as the accompanying access to Wi-Fi and/or cellular services on board LRT cars in tunnels, and on board buses when it is able to be implemented.

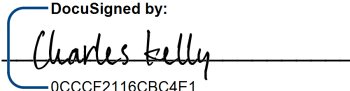
NEW BUSINESS	INFORMATION
Protocol Item – Remembering Maurice Vincent	C. Kelly
<ul style="list-style-type: none"> • Charlie, Isabell and Jarret presented tributes in memory of Maurice Vincent, who was an active Board member when he was involved in a tragic motor vehicle accident on December 21st, 2019. His presence and his contributions to the work of the Board will be greatly missed. 	
Administrative Items	C. Kelly
<ul style="list-style-type: none"> • An update regarding remote access option to attend sub-committee meetings was provided. Charlie noted that he received confirmation from Administration that access to a City facility after hours is not an option. Bryan will send information on meeting rooms for rent at his place of work with a minimum two hour booking. Until further notice, sub-committee meetings will continue to be arranged without the remote access option. • A recruitment update was provided. Applications are being accepted until February 2nd, 2020 for five new members for the upcoming 2020-2021 term. • Logistics for February 8th Annual Retreat were discussed, due to the new downtown location, and members were reminded to add to or bring ideas for the sub-committees for the work plan and suggestions for improvements, as well as things the Board is doing well. • Members were invited to express interest to represent the Board at the upcoming Route Brochure Format survey by ETS in the lobby of Edmonton Tower on January 30th at an open house public engagement session. The feedback gathered will be used to refine select aspects of the new route brochures, which will help customers more easily navigate the new bus network. 	

SUB-COMMITTEE UPDATES	INFORMATION
Transit Innovation	J. Esslinger
<ul style="list-style-type: none"> • The January meeting was cancelled due to extreme cold weather. 	
ETS' Safety and Security	P. Reid
<ul style="list-style-type: none"> • A meeting was held January 22nd. The scope has been reviewed and adjusted, with the planned deliverable changed to a high level letter format, with a more focused report to be considered for the following term's work plan. This will be confirmed at the Annual Retreat on February 8th. 	
Vulnerable Users	C. Kelly
<ul style="list-style-type: none"> • The first meeting of the sub-committee was held during the week of January 20th and the terms of reference were discussed. The scope of the report was being considered with a focus on recommendations that will provide a positive impact for users. 	
Standing Item Updates	I. Hubert Lyall
<ul style="list-style-type: none"> • Isabell noted that an active survey was recently posted on Twitter by Edmonton International Airport regarding ETS Route 747 service to and from Edmonton. The link will be shared so that members who have used the service may have the opportunity to participate. 	

INFORMATION SECTION	INFORMATION
ETS Branch Highlights Report	M. Lachance
<ul style="list-style-type: none"> The ETS Branch Highlights report was presented. Question and answers included discussion around the delay of Smart Fare implementation to 2021, as reported by CBC. They are mainly related to integration of multiple fare programs and three municipalities (Strathcona County, St. Albert, and Edmonton). The launch date for the U-Pass user testing this spring is still scheduled to proceed. 	
DATS Advisory Group (DAG)	C. Kelly
<ul style="list-style-type: none"> Charlie advised members that he will be connecting with the Manager of Paratransit Services for ETS to discuss how DAG members can interact and collaborate more effectively. 	
Councillor Emerging Updates	Clr. A. Knack
<ul style="list-style-type: none"> Councillor Knack reminded members to consider: Providing a response to the February 25th ETS report CR_7812 Further Analysis of Alternative Transit Solutions. This is the meeting at which a decision will be made about which option they will move forward with. CR_7974 Regional Transit Services Commission report. All Transit Authorities will vote to join or decline to join by February 19th. CR_7813 Transit Fare Fines report to Community and Public Service Committee will be held on March 18, 2020 in response to Councillor Paquette's motion on reducing the cost of fines for fare evasion. The Board may wish to review and prepare a letter or speak to this report. 	

TOPICS OF THE NIGHT	DECISION
	I. Hubert Lyall
<p>Topics selected to highlight:</p> <ul style="list-style-type: none"> The Board heard an ETS presentation on increased safety measures, and was given the chance to ask questions and provide feedback on this important topic. The Board remembered our board member Maurice Vincent, who suddenly and tragically passed away on December 21st, 2019. The Board will miss him greatly. The Board held Chair and Vice-Chair elections, with the result that there is no change in board leadership; both Charles Kelly (Board Chair) and Isabell (Vice-Chair) will continue to serve in their current positions. 	

MOTION TO APPROVE MINUTES OF THIS MEETING	DECISION
<p><i>MOVED:</i> by I. Hubert Lyall on February 24th, 2020 to approve these January 27th, 2020 minutes.</p>	
<u>CARRIED</u>	

CHAIR SIGN-OFF  DocuSigned by:
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