



Edmonton Transit System Advisory Board

FINAL Meeting Minutes

Monday, November 5, 2018

5:30PM –8:00PM

Heritage Room, City Hall

Meeting No. 18.10

Prepared by Christy McKenzie

Members Present:

Sean Lee (Chair), Charles Kelly (Vice-Chair), Bob Macklon, Isabell Hubert, Giselle General, Maurice Vincent, Brian Curry, Mariah Samji, Philip Reid, Jorge Arango, Stewart Smith, Mark Tetterington (President, ATU 569), Kouresh Lotfi

Regrets: N/A

Guests:

Lindsay Skillings, Strategic Planning Analyst, ETS Business Integration

ETS & City of Edmonton Staff:

Councillor Andrew Knack, ETSAB Council Advisor

Eddie Robar, ETS Branch Manager

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

Marc Lachance, ETS Staff Liaison to ETSAB, and Senior Strategy and Planning, ETS Business Integration

Christy McKenzie, Administrative Assistant, ETSAB and ETS Technical Services

Materials & Attachments:

- Meeting Agenda
- Draft Meeting Minutes – September 24th, 2018
- ETS Branch Highlights Report
- DRAFT Terms of Reference for Integrating Land Use and Transit Policies Sub-Committee

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

2. AGENDA REVIEW	DECISION
<p><i>MOVED: by M. Samji & seconded by B. Macklon to approve this November 5th, 2018 agenda, with the addition to 5.c. of discussion on December General Meeting agenda.</i></p> <p style="text-align: right;"><u>CARRIED</u></p>	

3. APPROVAL OF PREVIOUS MEETING MINUTES	DECISION
<p><i>MOVED: by I. Hubert & seconded by G. General to approve the September 24th, 2018 minutes.</i></p> <p style="text-align: right;"><u>CARRIED</u></p>	

4. PRESENTATIONS	INFORMATION
Overview of ETS Budget Proposals for 2019-22 Budget Cycle	E. Robar & C. Hotton-MacDonald
<p>ETS budget information provided included:</p> <ul style="list-style-type: none"> • Budget process overview: <ul style="list-style-type: none"> • The City of Edmonton has about 14,000 employees, eight departments, and a \$3 billion total budget. The budget process is led by Chief Financial Officer and gets approved by City Council. Funding for ETS comes from fare and non-fare revenue, tax levy support, and government funding. 	

- The Corporate direction is to keep base budgets the same from 2018 through to 2022 to reduce tax levy burden on residents.
- The strategic plan from Council gives a framework to help guide the work, and includes four key goals: healthy cities, urban places, regional prosperity, and climate resilience. ETS needs a long-term strategic plan for transit, with a corresponding investment plan to support it. Past work that guides this includes the Transit Review (2013-2014) that showed a need to develop a more strategic approach, and the Transit Strategy (2015-2017) which confirmed transit as a priority for citizens and Council.
- It will be a challenging four years, with more demand for service and limited resources, and external economic factors that impact budget decisions including factors such as uncertain grant funding from other levels of government, oil and gas prices and tariffs on steel and aluminium imports in NAFTA/USMCA negotiations, and GDP (Gross Domestic Product) trends. Ridership levels have plateaued in most Canadian communities over the past three years, a trend that is closely associated with GDP trends. When GDP (or employment growth) drops, ridership tends to drop as well.
- **Key dates:**
 - November 7 - Operating budget presented to Council
 - November 15 - Public Hearing provides an opportunity for the public to present and provide input on the proposed Capital and Operating budget
 - November 28 to December 14 - Budget deliberations will follow Civic agency presentations on both Capital and Operating budgets
- **Budget related motions**
Each Branch in the City has been asked to submit service reduction options to support these two Council motions:
 - “That Administration provide a list of possible services that could be reduced, changed, or eliminated in order to further reduce any proposed tax increase. This list is to include options that would allow us to achieve budget reductions equivalent to 1% of the tax levy (\$16.1 million), a 2% reduction (\$32.2 million), a 3% reduction (\$48.3 million), and a 4% reduction (\$64.4 million). This list to be provided with the budget package.”
 - “That Administration provide a report on the following:
 1. The historical trend of FTEs/capita for the City of Edmonton and any known municipal benchmarks or metrics of FTEs/capita for other Canadian cities i.e. (Toronto, Vancouver, Montreal, Calgary, Ottawa).
 2. Based on the programs and services identified within the Program and Services Review, identify which are predominantly in the jurisdiction of another order of government and to which of those the City of Edmonton currently allocates operating funding.
 3. A productivity analysis of the earned days off (EDOs) and how that affects efficient and effective provision of City services and employee attraction and retention.”
- **ETS operating budget approach and highlights**
Approach:
 - “Deep dive” to understand budget components, cost drivers, history of expenditures.
 - Invest in fleet renewal to help reduce maintenance costs.
 - Explore ways to generate more non-fare revenue.
 - Be transparent about impacts of budget decisions such as fare increases, service reductions and the bus network redesign.
 - Upcoming Council reports that have budget info and impacts are the First Km/Last KM report, the DATS follow-up report, the Ride Transit Program status report, and the Fare Policy (fare structure).
 Highlights:
 - Tax levy reduction required several scenarios to be presented related to service reductions and fare increases, in addition to overall efficiency measures for ETS. Submitted service reductions for ETS cost efficiency initiatives resulted in the removal of 15,000 hours in 2019, while maintaining current service standards. As part of balancing the base budget, ETS is proposing a reduction of 50,000 service hours in June 2020. These reductions would focus on the stops and routes with the lowest boardings. The majority of the reductions will come from the late night Owl (1:00 am to 4:00 am) service.
 - Funded service packages submitted for the Operating budget are:
 - Heritage Valley Park & Ride

- Valley Line SE Operating Impacts
 - Transit Security
 - Smart Fare Operating Impacts
 - Ride Transit
- Unfunded service packages submitted are:
 - Ride Transit
 - DATS Service Demand
- **ETS Capital budget proposals**

Growth:

 - Bus safety and security enhancements (\$12.2M including the purchase and installation of retractable bus shields on all current fleet, HVAC retrofits, and the purchase of support vehicles for transit inspectors and peace officers.
 - Stadium LRT Station Upgrade (\$1.5M) has been identified as potentially funded by debt.
 - Transit Smart Fare System requires a \$570K increase to fund the additional regional transit system integrations.

Renewal:

 - Bus fleet and equipment rehab (\$158.2M)
 - LRT signals and electrification (\$15.0M)
 - Transit communications (network infrastructure, LRT communication, signal systems) (\$11.4M)
 - Bus equipment (\$5.8M)
 - Transit facility and ROW (\$4.9M)
 - LRV fleet and equipment (\$4.9M)
- **Next steps**

The current budget cycle funding focus will be on improving existing service reliability, the bus network redesign and smart fare implementations. Administration is hopeful that this will result in higher ridership numbers, so that expansion investments may be proposed in the following four year budget cycle.

Question and Answer period followed:

- It was confirmed that the final network redesign when approved and Smart Fare when implemented are anticipated to increase ridership.
- It was noted that 0% budget reductions are not included in the motion, and the scenarios being worked on will speak to the requested percentages. The report will be presented November 28th to Council and ETS response is only one component.
- Training for operational staff is competency-based as per industry standard and will be refreshed at regular intervals. Additional funding was provided to include a course on “How to Manage Difficult and Dangerous Situations” which began two weeks ago for operators. Office staff complete annual professional development plans based on training provisions through the City’s School of Business.
- The \$4 cash fare by 2020 is a progressive increase leading up to the implementation of the Smart Fare payment system which is a deterrent for use of cash as a method of payment. Council will decide if this proposal goes forward as an option to help relieve base budget pressures.
- The Ride Transit Program is being recommended to become a permanent program in a report going to Council on November 28th. Additionally, the PATH program makes about 600 passes per month available, and severe weather protocols are provided as well as part of the City’s social responsibility. All of these options for low income riders also potentially support the reduction of operator assaults (increase safety and security).
- A user experience strategy for moving away from cash fares has begun with a Customer Journey Mapping Project which is focus on Smart Fare first. This is being facilitated by an external resource. Access to cards and loading will be available through a mobile account based program, and also through outlets that are currently selling fare products.
- The fleet renewal program will be a continuous program if approved. The ask is to budget for 45 or more new (replacement) buses per year, which will help spread the budget more evenly in future years, and avoid high maintenance and repair cost and reduced reliability. It was noted that electric buses require less maintenance because of their design. LRT vehicles are included in the renewal plan. The U2 vehicles are 40 years old, and are being replaced by an SD model.
- The status of bike share was requested, and it was confirmed that this is a consideration in the Facility Design Guidelines that will be in place in 2019 for all new stations and transit centres going

forward, as part of addressing the first and last kilometre challenge.

- It was noted that Route 747 may be affected by the service reductions to meet the base budget targets, as they fall into the range of service routes with the lowest boardings, and the goal is to minimize customer impacts. Discussion around balance between increasing ridership with increased service, and service reductions to help keep citizen taxes lower.

5. FOR APPROVAL	DECISION
Integrating Land Use and Transit Policies Terms of Reference	M. Samji
<ul style="list-style-type: none"> • The terms of reference were reviewed. The objective for the sub-committee is “to undertake a high level study to identify how ETS and other departments can better integrate Land Use and Transit policies when approved.” • All members voted in favour of approving the terms of reference with no changes. <p style="background-color: #90EE90; padding: 5px;">MOVED: by B. Macklon & seconded by K. Lofti on November 5th, 2018 to approve the terms of reference for the Integrating Land Use and Transit Policies Terms of Reference.</p> <p style="text-align: right;"><u>CARRIED</u></p>	
6. NEW BUSINESS	INFORMATION
Upcoming Board Meetings	S. Lee
<ul style="list-style-type: none"> • Proposal to move the Annual Social from December 17th to the November 26th General Meeting was acceptable to members, as well as arranging for the Social to precede the meeting. • Proposal to cancel the December 17th General Meeting due to low attendance and light agenda was acceptable to members. • Members were encouraged to watch the Gondola Feasibility Study discussion and the presentation to the Urban Planning Committee of the Board's First/Last KM report on November 13th. 	
Councillor/ETSAB Bi-Annual Luncheon Debrief	S. Lee
<ul style="list-style-type: none"> • Five of the Councillors were able to stop by the Luncheon held on Tuesday, October 16th, and the Board Chair and Vice Chair met with Councillor Henderson at a separate time to discuss BRT in Ward 8. Safety and security on transit in Edmonton, Board sub-committee statuses, Councillor Paquette's motion, and Fare Policy were other topics discussed. Some items may be brought forward at the Board's Annual Spring Retreat for consideration in the next terms work plan. 	
OCC Board and Committee Training Session Debrief	C. Kelly
<ul style="list-style-type: none"> • Charlie, Isabell and Giselle attended the session offered by the Office of the City Clerk, and passed on the topics of discussion and related key upcoming dates to the members: <ul style="list-style-type: none"> • The feedback from the online survey about the recruitment process and related forms and letters is being considered and/or implemented. Participation was appreciated. • Boards and Committees that have an introductory or promotional video will have the link included in the postings that will be active in early January to recruit for vacancies. • An overview of the expectations of members was provided, and ETSAB is mainly on track with this. A reminder to members that email is not to be used as a discussion forum for debating issues. • An evaluation form is filled for each Board member by the Chair (and optionally Vice Chair as well) to present at Chair Interview with Council for recommendations to reappoint. It was noted that some Boards and Committees meet individually with each member to go over. • For 2019 ETSAB Annual Report is due to be presented to Council on the evening of April 3. 	
Subsidizing Transit Fares Motion – October 23	S. Lee
<ul style="list-style-type: none"> • The motion was reviewed by members and it was confirmed that the related letter from the Board to Council had been sent out. Members were encouraged to follow the continuation of the Council discussion on November 6th. 	
ETSAB Twitter Account Pitch	I. Hubert
<ul style="list-style-type: none"> • Discussion around social media use by the Board to convey information about the Board's work to citizens. Isabell presented a proposal to members for the purpose, uses, guidelines, cost, and 	

<p>effort:</p> <ul style="list-style-type: none"> • The purposes would be to increase diversity (i.e. engage younger Edmontonians), raise awareness to more citizens about what the Board does, and increase outreach during recruitment for new members. • Agenda highlights, topics of the night, and site visits including pictures would be tweeted. Only public information would be shared, and there would be an emphasis on keeping the discussion and posts positive. • Twitter accounts are free of charge, and Isabell volunteered to monitor the feed and send out tweets on a regularly biweekly or monthly basis. • The Edmonton Youth Council Twitter Account was cited as an example, which Councillor Knack endorsed as the Council Advisor. Two members expressed interest in involvement in assisting to document a communications strategy for the Board, and coordinate Facebook if it is added as well. • Marc and Christy to help gather information on the City set up and maintenance process. 	
Board Recruitment	S. Lee
<ul style="list-style-type: none"> • Options for expanding reach during recruitment were discussed by the Board. • Giselle will be liaising with members of WAVE to learn about diversity in recruitment from their experience. • Marc offered to check into posting on ETS Social Media for ETSAB request recruitment to make the public aware of it. 	
Safety & Security	P. Reid
<ul style="list-style-type: none"> • Phil will be drafting a letter to circulate to the Board for contribution related to Transit safety and security. 	

7. SUB-COMMITTEE UPDATES	INFORMATION
Transit Innovation	M. Vincent
<ul style="list-style-type: none"> • No meeting was held in October. Maurice has sent a doodle poll to members to select a date for December. 	
Wayfinding	J. Arango
<ul style="list-style-type: none"> • First draft of the report will be circulated soon for sub-committee member's contributions. 	
Standing Items	S. Lee
<ul style="list-style-type: none"> • Autonomous Vehicle Update: Charlie, Giselle, Mark and Councillor Knack have ridden the City's ELA and commented on their experience. 	

8. INFORMATION SECTION	INFORMATION
ATU569	M. Tetterington
<ul style="list-style-type: none"> • The extra funding that has been allocated for Safety and Security for Transit for shields and air conditioning for the operator compartment on buses, increased security presence at stations and transit centres, and focused training options are long anticipated and are high value improvements for operators from the Union's perspective. • The adjustments to the bus network redesign (BNR) to address the accessibility concerns brought forward is also positive. • Bargaining is underway for the renewal of the collective agreement. 	
DATS Advisory Group (DAG) Update	B. Macklon
<ul style="list-style-type: none"> • Bob noted that he will be ending his full term as a DAG member this December, and discussed possible options for continuity/liasons with ETSAB from DAG. 	
ETS Branch Highlights Report	M. Lachance
<ul style="list-style-type: none"> • The ETS Branch Highlights report was reviewed by members. • Question and answer period followed, and included discussions around: <ul style="list-style-type: none"> • ETS handling of the LRT pantograph damage on 24 October was discussed in more detail. 	

<p>Members were very impressed by the speed and efficiency with which the repairs were performed and the system restored and also the timeliness and multiple methods of communicating the status to citizens via Transit App (outage push), LRT display board messages, and radio traffic announcements.</p> <ul style="list-style-type: none"> • The difference in ridership on LRT versus Bus ridership is not reflected in the monthly reports. There was a shift in the type of pass sales between this month's report and last month. • Members requested policy on response time for tweets in ETS and as compared with other City departments. 	
Councillor Emerging Issues Update	Clr. A. Knack
<ul style="list-style-type: none"> • Councillor Knack reminded members of the November 15th public hearing and encouraged member involvement in the conversation. 	
Accessibility Advisory Committee (AAC)	C. Kelly
<ul style="list-style-type: none"> • Charlie connected with members at the OCC Board Training session and reported that there were no transit related topics under consideration by AAC at this time. 	
Edmonton Arts Council (EAC)	M. Samji
<ul style="list-style-type: none"> • Nothing new to report. 	

9. TOPIC OF THE NIGHT	DECISION
	C. Kelly
<ul style="list-style-type: none"> • Highlights of the meeting selected as the topics of the night to share with Councillors: <ul style="list-style-type: none"> • ETSAB postponed its usual October monthly meeting by one week to receive information about the ETS budget after it became public on November 1st. Budget information provided, including details about the budget proposals over the next four years and related considerations. • The Board approval of the terms of reference for an upcoming report on integrating land use and transit policies. • ETS handling of the LRT pantograph damage on 24 October. • Discussion around social media use by the Board to convey information about the Board's work to citizens. 	

10. MOTION TO APPROVE MINUTES OF THIS MEETING	DECISION
<p>MOVED: by M. Samji & seconded by I. Hubert on November 26th, 2018 to approve these November 5th, 2018 minutes.</p>	
<u>CARRIED</u>	