



Transit User Experience

Purpose

The purpose of the Committee is to address matters which affect the User Experience of the Edmonton Transit System. The initial meeting has established the Committee's interest to be:

- Short-term changes which could be undertaken ('quick-wins' which can be undertaken in less than 12 months)
- Identifying these changes from available information, collected data, and the experience of ETSAB

Activities

- Meetings will be held monthly on a recurring basis.
- Determine what qualifies a 'good' and 'bad' experience for the transit user.
- Identify methods by which the most important short-term opportunities can be identified and taken advantage of.
- Main theme for the Report: How to shift the provision of transit from a 'system' perspective to a 'service' perspective which benefits the user.
- Topics within the Report:
 - Defining the "User Experience".
 - Why and when do transit agencies change focus from a 'system' to a 'service'?
 - The feedback loop: How are customer issues communicated to a transit service? How do effective transit services respond?
 - Improving public consultation and communication: shifting focus to proactive from reactive.
 - Codes of Conduct for transit.
 - Operator interaction with customers.
 - Payment interface/event partnerships/hotel partnerships.
 - Public safety

Outcome

Report to Community and Public Services Committee of Council.

Members

Chair: Sean Lee

Members: Robert Macklon, Mariah Samji, Vladislav Slavov, Charles Kelly, Syed Zaid, Brian Curry, Philip Reid

Heated Stations

Purpose

- Find ways to maintain and increase ridership
- Enhance public perception of transit system
- The purpose of the Committee is to explore the potential of heated shelters and stations in Edmonton.

Activities

- Meetings will be held monthly on a recurring basis.
- Provide rationale for exploring potential of heated shelters and stations in Edmonton
- Determine history of work, including current work being done on heated shelters/stations in Edmonton
- Find out if current case studies are suitable in an Edmonton context
- Research thresholds to determine potential areas for implementation (bus stops and LRT stations will have different criteria)
- Explore financial implications

Outcomes

Report and presentation to Urban Planning Committee

Members

Chair: Shaminder Parmar

Members: Mariah Samji, Vladislav Slavov, Shaminder Parmar, Sean Lee, Kristina Peter, Izak Roux

Transit and Tourism

Purpose

This committee will review and provide advice on methods to improve the accessibility and convenience of the Edmonton Transit System for tourists. Advice will consider the accessibility via transit to Edmonton destinations, as well as to Edmonton departure points for regional connections. Visitors to Edmonton for business or personal reasons (health, study, etc.) will not be specifically considered, with the exception of incidental tourist activities during their stay.

Activities

Meetings held November 2016 – January 2017

Outcomes

Report or letter to Council on study of Edmonton's:

- service availability and convenience to/from tourist destinations and points of interconnection
- convenience of the transit fare system in relation to tourist' needs, including payment methods and suitable fare structures for tourists, who tend to travel for short-term periods, on weekends, and at off-peak times

- wayfinding and general accessibility of ETS for tourists (i.e. tourist awareness of transit services, communication needs)
- opportunities for partnerships between ETS and various stakeholders with an interest in tourism

Members

Chair: Amy Mannix

Membership: Vladislav Slavov, Philip Reid, Mariah Samji

Autonomous Vehicles

Purpose

Explore what role and impact driver-less cars could play on Edmonton's transit system

Activities

Meetings to be held monthly

Develop Terms of Reference

Prepare letter or report to Urban Planning Committee of Council

Outcomes

This will be carried over to the next year's work plan.

Members

Chair: Izak Roux

Membership: TBD

Public Art

Purpose

Look at ways of promoting and advancing public art throughout Edmonton's public transit system.

As part of this work, the Committee will look at different mediums of art, funding sources and opportunities, as well as the existing policy that covers how public art is allocated.

Activities

Prepare of a report for submission to Transportation Committee of Council

Outcomes

Report to the Transportation Committee of Council was reviewed and discussed at the July 5, 2016 meeting of Council, resulting in motion "that ETS Administration work with Edmonton Transit Advisory Board, Edmonton Arts Council and other stakeholders to explore mechanisms for developing public art, including funding options for public art in transit infrastructure as an option to enhance security, safety, and ridership."

Membership

Chair: Mariah Samji

Members: Shaminder Parmar, Vlad Slavov, Izak Roux, Sean Lee, Syed Zaidi, Izak Roux

Transit Innovation

Purpose

A standing committee to focus is to foster open-ended discussions on how to improve transit. The committee looks at new technologies and trends, innovative approaches taken by other municipalities, and articles/ publications of what other transit authorities are doing.

Activities

- Meetings are open discussions, and all members are encouraged to participate
- The Committee may invite subject matter experts and outside stakeholders to share experiences, insights and ideas on bettering public transit
- The Committee may on occasion focus on a particular subject or topic to generate ideas and support the work of other ETSAB Committees
- The Committee may suggest to the Board that a recommendation be put forward to City Administration or Council (with Board approval)

Outcomes

- Generate a list of topics or subjects for the Board to consider in making its annual work plan
- An annual internal report on topics will be prepared, with support and input from all Committee members

Membership

Chair: Vlad Slavov

Members: All members of the Board

ETS Administration Budget Adjustments

Purpose

To comment on the fall 2016 proposed budget adjustments for the Edmonton Transit System.

Activities

- Review of ETS proposed capital and operating budget adjustments for 2016-2018.
- Meet with Administration (Ralph Brokop and Christopher Ryan) for Q&A session

Outcomes

Board opted not to provide comments to Council on proposed budget adjustments.

Membership

Chair: Izak Roux

Members: All members of the board

Bus Rapid Transit (Follow Up)

Purpose

Follow-up on ETSAB's previous work to advocate for BRT and do a more in-depth analysis into a potential route

- Report "A Case for Bus Rapid Transit in Edmonton" was approved by the board and submitted to Transportation Committee at October 7th meeting in 2015.
- At the October 7, 2015 Transportation Committee D. Iveson moved: "That Administration includes consideration of rapid bus and/or super express service as part of the Transit Strategy to serve transit avenue services, crosstown services and consideration for LRT precursor service."

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Activities

- Assign research points to team members, review progress to date, compile a draft letter.
- Review previous research for BRT in Edmonton, and identify what has changed
- Review costs and benefits with a special focus on TOD opportunities
- Review use and success of BRT in other municipalities / transit authorities

Outcomes

- A letter to ETS administration was submitted for follow up to the new Branch Manager of ETS (Eddie Robar) on January 17, 2017.

Membership

Chair: Kristina Peter

Members: Izak Roux, Charles Kelly

Transit Planning / Transit Strategy

Purpose

Monitor and review projects and future initiatives that may affect transit, as well as provide input and feedback into the Transit Strategy. This committee is a standing committee of the board during General meetings as applicable throughout the year.

Activities

- Input following presentations/updates from Sarah Feldman in the form of question and answer periods and workshops.

Outcomes

- Stakeholder input to strategic planning. Feedback recorded in ETSAB minutes of meetings and posted on the website. This project is ongoing to 2017 and beyond.

Membership All board members (at monthly general meetings)