

## ETSAB 2019 General Meeting Presentations and Topics of the Night

2019	ETSAB General Meeting Presentations
January	- The City of Calgary Transit - 17th Avenue Bus Rapid Transit, by David Thatcher from Stantec Consulting Ltd.
February	- City Auditor - ETS Revenue Management, by Leslie Glasbeek, Senior Audit Coordinator and Thomas Wong, Audit Coordinator
March	- Alberta Community Transit (ACT) Funding Allocations, by Eddie Robar, ETS Branch Manager
April	- ETSAB Mandate, Reporting, Roles, and Authorities, by Vickie Gunderson, Manager, Civic Agency Governance, Office of the City Clerk
May	- Status of the City Plan, by Howaida Hassan, General Supervisor, City Plan and Kalen Anderson, Director, City Plan, Office of the Chief Planner, City Planning - Status of Transit Fare Policy by Marc Lachance, ETS Staff Liaison - ETSAB
June	- ETSAB Bylaw Updates, by Vickie Gunderson, Manager, Civic Agency Governance, Office of the City Clerk - Edmonton's Bike Plan Update, by Dallas Karhut, P. Eng. Senior Engineer, Policy Development, and Angela Hobson, Ecological Planner, Urban Form and Corporate Strategic Development, City Planning
July	- ETS Ridership Survey Outcomes (Customer Satisfaction Survey) by Amber Fiaz, Research and Data Analyst, Business Strategy & Planning, ETS Business Integration
August	- n/a
September	- ETS' Customer Journey Mapping Project Engagement Session was led by Michelle Brown, Experience Architect, Akendi
October	- Transit Operator Safety and Security, by Mark Tettersington, ATU569 President
November	- n/a
December	- n/a

2019	ETSAB General Meeting Topics of the Night
January	<p>1) The Board heard a presentation from David Thatcher from Stantec about the 17th Avenue BRT in Calgary. David outlined the planning and construction considerations emphasizing the need for flexibility in the planning.</p> <p>2) The Board approved the final draft of the report from their wayfinding sub-committee and it will soon be presented to the Urban Planning Committee.</p> <p>3) The Board established the next sub-committee which will deal with methods of communication throughout Edmonton's transit system.</p> <p>4) Charles Kelly and Isabell Hubert were elected to the positions of Chair and Vice-Chair for the upcoming year and for the remainder of this year.</p>
February	<p>1) The Board received the presentation from the City Auditor's Office on ETS revenue management.</p> <p>2) The Board approved the 2019-2020 work plan, including sub-committees on Transit Safety &amp; Security, ETS' Marketing Strategies, and Vulnerable Users on Transit.</p> <p>3) The Board approved the Terms of Reference for the Transit Communications Sub-Committee.</p>
March	<p>1) ETS Branch Manager Eddie Robar provided an update on the recently announced Alberta Community Transit (ACT) funding, which will contribute to critical transit projects, such as the purchase of additional electric buses and the planning and design of a new transit garage.</p> <p>2) The Board approved its Annual Report for 2018-2019, which will be presented to Council on April 3.</p>
April	<p>1) The Board agreed to establish a subcommittee to review administration's proposals regarding the fare structure policy with a view to providing input on the matter when it returns to the Urban Planning Committee in October.</p> <p>2) The Board heard a presentation from Vickie Gunderson, Office of the City Clerk, regarding ETSAB's mandate, role, and liaisons.</p> <p>3) The Board recognized the service and contributions of three outgoing members: Sean Lee, Kouresh Lotfi, and Mariah Samji.</p>
May	<p>1) ETSAB approved the Transit Communications report, which presents a scan of transit agency-to-passenger communications practices in three cities.</p> <p>2) ETSAB heard two presentations, one from Howaida Hassan and Kalen Anderson on the City Plan, and the other on Transit Fare Policy from Marc Lachance.</p>
June	<p>1) The Board heard a presentation on Edmonton's Bike Plan.</p> <p>2) Councillor Knack won first place in the Council Competition category of the 2019 Transit Skills Roadeo.</p>
July	<p>1) The Board heard Amber Fiaz' presentation on ETS' Ridership Survey Outcomes.</p> <p>2) The Board approved the terms of reference for the ETS' Marketing Strategy sub-committee.</p>

<b>August</b>	<p>1) ETSAB approved its final draft of their Transit Fare Policy report, which includes findings from engagement sessions with seniors' groups, and recommends select special fare products.</p> <p>2) The Board approved the motion to participate in the University of Alberta's Professional Development Work Experience Program, which provides the opportunity for graduate students to be contributing members of the Board.</p> <p>3) The Board recognized the contributions of Brian Curry, and wished him all the best as he resigns from Board membership to focus on his Masters studies at the University of Alberta.</p>
<b>September</b>	<p>1) ETSAB approved the terms of reference for the Transit Safety and Security subcommittee, which will undertake a high-level study of challenges to safety and security on transit in Edmonton, and identify potential improvements.</p> <p>2) Board members participated in an engagement session on the ETS' Customer Journey Mapping project.</p> <p>3) Board members congratulated two of our members on their September weddings.</p>
<b>October</b>	<p>1) The Board heard a presentation from Mark Tetterington, President of the Amalgamated Transit Union (ATU) Local 569, on Transit Operator Safety and Security.</p> <p>2) The Board welcomed two University of Alberta graduate students, Ngoan Do and Mudasser Seraj, as new ex-officio board members. They join as part of their work experience program, and the Board is looking forward to working with them.</p>
<b>November</b>	<p>1) The Board held its Annual Social, and was very pleased to welcome several City Councillors, members of ETS Administration, and past ETSAB members at the event. The Board thoroughly enjoyed chatting with everyone about past and upcoming projects, and would like to thank everyone for their attendance.</p> <p>2) Two of ETSAB's members, Maurice Vincent and Isabell Hubert Lyall, were given the opportunity to attend the Canadian Urban Transit Association (CUTA) fall conference in Calgary earlier this month. They attended a number of interesting sessions, such as on transit safety, network redesigns, and how data can be used to improve public transit, and look forward to presenting the learnings in detail at ETSAB's spring retreat in early 2020.</p>
<b>December</b>	<p>1) ETSAB approved the ETS' Marketing Strategy - Communicating Bus Network Redesign and Smart Fare Changes report, which offers recommendations on different ways of communicating the significant changes coming to the transit system in 2020.</p> <p>2) ETSAB began exploring the possibility of remote/virtual meetings in order to facilitate attendance at Board or sub-committee meetings via video or phone call.</p>