



# Meeting Minutes

Monday December 19, 2022

6:00pm - 7:30pm Remote/Virtual Meeting

Meeting No. 22.12

Prepared by Mag Leung

## Members Present:

Giselle General (Chair), Serena Tang (Vice Chair), Joshua Jackman, Mudasser Seraj, Madeleine Stout, Zohra Jabeen

## Regrets:

Emily Batty, Bob Turner

## ETS & City of Edmonton Staff:

Councillor Erin Rutherford, ETSAB Council Advisor - Regret

Marc Lachance, ETS Staff Liaison

Mag Leung, ETS P&S Admin

## External Liaison:

Steve Bradshaw (President, ATU 569) - Regret

## External Presenters:

Paul Schmold, Manager Paratransit (DATS)

## Materials & Attachments:

- [Meeting Agenda](#)

<b>Land acknowledgement - G. General</b>	
<b>CALL TO ORDER 6:00 PM</b>	
<b>AGENDA REVIEW DECISION</b>	
<i>MOVED: by S. Tang to approve the December 19, 2022 agenda.</i>	<b><u>CARRIED</u></b>
<b>MOTION TO APPROVE MINUTES OF THIS MEETING DECISION</b>	
<i>MOVED: by Z. Jabeen to approve the November 28, 2022 minutes.</i>	<b><u>CARRIED</u></b>

<b>An Overview of Dedicated Accessible Transit Service (DATS), Edmonton's paratransit service</b>
<b>DATS Presentation - P. Schmold</b>
<u>DATS</u> <ul style="list-style-type: none"> <li>• Mission - To provide customer focused, safe and reliable door to door shared ride service for those who are unable to use conventional transit</li> <li>• Vision - To provide industry leading and sustainable specialized transportation solutions that connect people, resources and communities</li> <li>• Values - Safety * Respect * Customer Service * Compassion * Teamwork</li> </ul> <p>It is a Door - to - door paratransit service for registered, pre-booked passengers who cannot use fixed route</p>

transit. it is a shared ride service that operates in parallel to conventional bus and LRT services offered by ETS.

Paul presented on the following topics:

- DATS Customer Service
- DATS Technology
- DATS Service Standards - maximum 90 minute travel time, 30 minute pick up window
- DATS Key performance Indicators - on-time performance target 90%, accommodation rate target 98% overall booking and target 100% advanced booking
- DATS Client services - Call centre, registration, Community relations, online booking, general inquires & research and monitor Transit best practices
- DATS Planning & Service Deployment
- DATS Operations
  - Operations Team:
    - COE owned and maintained lift-equipped vans (100)
    - Operator Pool (130 DATS Operators, full and part time)
    - Operates out of Percy Wickman Garage (PWG)
    - Responsible for: operator team (training and supervision), health and safety, and service monitoring
- DATS Coordinators
- DATS vehicles operate in service:
  - Monday to Thursday - 6:00 to 23:00
  - Friday - 06:00 to 24:00
  - Saturday - 06:30 to 24:00
  - Sunday and Holiday - 06:30 to 23:00

#### Q&A

How does one apply to be a client for DATS: basic info online, call DATS # to be connected for eligibility, complete registration form. medical documentation. In person assessment with occupational therapist are arranged sometimes. Some passengers are assigned conditional eligibility eg) winter, night time only.

How much time does it take for a regular application to be processed: within a couple weeks, will need medical documentation and filling forms, eligibility assessments.

Cost - will need to pay ETS fares, phase 3 for arc cards in the new year.

Liaison with DATS Advisory Group (DAG), what should be the working relations between ETSAB and DAG?  
G.General will reach out to stay connected and get updates

#### **New Business/Updates:**

#### **Recruitment for 3 vacant position**

- Annual recruitment for ETSAB's 3 vacant positions is now open through January 15, 2023. Please share this opportunity, more information can be found on [edmonton.ca/Boards](http://edmonton.ca/Boards)

#### **Sub Committee Updates**

##### **Youth Safety and Security**

**G. General**

- Report has been finalized and forwarded on to the Office of the City Clerks (OCC)
- Waiting to present to Councillors at a future date. M. Peters-Jones is interested in presenting if she is available

##### **Budget**

**J. Jackman**

- Next phase will be looking at the budget results
- Subcommittee will be targeting to have 3-5 critical points to look into
- Aiming to have the report completed by early January/February

- J. Jackman would like to attend the spring sessions with Council

**Mobility and Accessibility in Edmonton winter****S. Tang**

- S. Tang will plan a meeting for this subcommittee (how to start collecting data)
- Will be reaching out to the following external partners: AAC, DATS (Paul Schmold), Edmonton Youth Council and WAVE (Women's Advocacy Voice of Edmonton)

**External Updates****ATU 569****S. Bradshaw**

Not available to update

**ETS Branch Highlights Report****M. Lachance**

Council budget deliberations was completed on Friday December 16, 2022

Capital budget Council approved the following transit items:

- Replacement of the old U2 LRV's
- Support for a new transit garage
- Support for advancing Bus Rapid Transit
- Moving forward with plans for Transit Priority Measures, which includes signal priority and bus only lanes
- The renewal capital profiles were not adjusted so remain at the reduced amounts for this budget cycle

Operating budget Council approved the following:

- Permanent funding for On Demand Transit service
- Increase in off-peak conventional bus service hours by 500hrs per week
- Increase in On Demand Transit service hours by 25%
- Increase in the number of Transit Peace Officers (TPO)
- Adding washroom attendants at three of ETS facilities

Regional Transit was not approved along with Service metro line to Blatchford extension not supported

Q&A

Shuttling service - The following stations Belvedere, Coliseum, Southgate and Century Park passengers are shuttled when elevators are down and also when the platform is inaccessible between University and Government Centre station. This is a contracted service M. Lachance will get back with actual numbers in the new year

ARC card distribution - 25,000 cards were handed out

Board requesting the approved list from budget deliberations

**Councillor Emerging Issues Update****E. Rutherford**

Not available to update

**Accessibility Advisory Committee - AAC****Z. Jabeen**

- Z. Jabeen will be attending AAC meeting in January

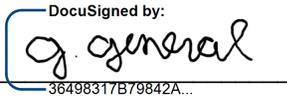
**Monthly Branch Update with Carrie****G. General**

- No new update. G.General intends to follow up in January to discuss the implications of the budget decisions by City Council.

**Topics of the Night****S. Tang**

- LAIS presentation
- ETS related budget items
- Subcommittee timeline council feedback
- Update Mobility and Accessibility Committee to finalize how to collect data

**Motion to Adjourn 7:30pm**

**CHAIR SIGN-OFF**  36498317B79842A...