

City of Edmonton
Accessibility Advisory Committee
(AAC) Meeting Minutes
February 8, 2021
 Google Meet
 4:30 pm – 6:30 pm

Present: S. Amer K. Boyd C. Brenneis
 J. Caza J. Davies-Davies C. Jones
 S. Klassen C. Knack P. Kocon
 T. Rice T. LaRiviere J. Pisesky
 P. Reeves V. Van

Guests: S. Feldman V. Gudelj

Regrets: C. Bakshi N. Sunderji

Staff: H. Craig C. Lamoureux A. Szafranski

Notes	Action
<p>1. Call to order</p> <p>At 4:33 pm</p>	
<p>2. Approval of agenda</p> <p>Agenda of February 8, 2021</p> <p>Moved by T. LaRiviere</p>	Carried
<p>3. Approval of minutes</p> <p>Minutes of January 11, 2021</p> <p>Moved by S. Amer</p>	Carried
<p>4. <u>Bus Network Redesign and On Demand</u></p> <p>1) Project Overview</p> <ul style="list-style-type: none"> i. There are two major projects that will be launching on April 25, 2021: New Bus Network and On Demand Transit. ii. Due to COVID-19 - Edmonton Transit is looking to recover ridership and grow in the future. iii. These two projects came out of the Transit strategy after extensive public engagement from Edmontonians. iv. In 2017, the City Council approved Transit strategy. In 2018, Edmonton Transit started the Bus Network Redesign process. Public engagement started in 2018, which resulted in a twenty 	

percent change in routes and schedules. For new neighbourhoods and neighbourhoods losing Transit options, an on demand transit solution was developed. In 2019, Council approved the New Bus Network Redesign and On Demand service.

- v. Rollout was to occur in September 2020, but due to COVID-19, Edmonton Transit decided to postpone both projects until 2021.
- vi. There are five new routes: frequent, cross town, local, community and rapid.
- vii. There is a reduction in the amount of transit, but the new plan adds more frequent service to the remaining routes.
- viii. On demand service is being contracted out by Via and Pacific Transit for the two year pilot. It looks to improve the right amount of service to levels of demand in the city. Then they will bring passengers to the main hubs to transfer..

2) Communication Plan

- i. In the Fall of 2020, there were announcements of the partnership with contractors for On Demand services. City of Edmonton employees started the installation of over 7000 new/updated bus stop signs in October. Discussions started with school boards and post secondary institutions.
- ii. In February and March of 2021, the full rollout communication plan is starting, including (but not limited to) public ads on buses and transit stations; how to use videos, Social media campaign and trip planning will be available.
- iii. There will be detailed step by step videos on how Edmontonians can use the on demand service.
- iv. There will be more targeted presentations in the upcoming months: for newcomers, low income, persons with disabilities and seniors on the upcoming changes. These will be virtual at the moment, but possible in-person in the Spring.
- v. In September, there will be another communication rollout for the beginning of the school term.

3) Key information

- i. There are 4 new Bus stop signs - Bus stop that is used now and will be used in the new network; new bus stop signs for new routes; closing bus stop; and final bus stop closing, but stop will have on demand in the neighbourhood.
- ii. The new signage has: more contrast, readable, bus logo on top, pertinent information still at the bottom, a clock, and indicates final destination.
- iii. Bus route numbers: for routes 1 - 9 will be frequent routes (less than 15 mins for pick up); routes 50 - 59 will be crosstown; and the rest of the routes will have 3 digits, which will be based on logic of a clock (i.e. north will be 100s, south

east 500s etc). St. Alberta and Strathcona route numbers did not change.

- iv. Express routes (travel non stop to the destinations) will be marked with an X. Routes with A and B will be branches of the same route which will split.
- v. To book On Demand, it will be available through the app, website or call centre. You are able to book up to 1 hour in advance (guarantee never will take longer than 30 minutes for a pick up, during mid day weekend service). When you booked the trip, it will indicate where to walk to the designated pick up point. During the pilot for On Demand, fares will not be collected until transferred to another route.
- vi. There will be three different types of vehicles for the On Demand and each vehicle will have space for wheelchairs to be secured. During the pilot, Admin will monitor where mobility requests come from.
- vii. For the On Demand buses there will be the safety features as other Transit services For example: cameras and the ability to request a specific stop in the neighbourhoods during evening hours.
- viii. Post launch
 - a. No changes will be done immediately for Edmontonians to get used to the new system.
 - b. Data will be collected during the pilot.
 - c. Will be reporting back to Council every six months.
 - d. Looking to build up ridership, and will implement changes in twelve to eighteen months.

4) Questions/feedback

- i. Will the Bus Redesign and On Demand service improve DATS service?
 - a. There will be no subscription bookings being taken at this time (will bog down the service). Admin will reevaluate during the pilot.
 - b. Could be used as a third pillar of service to reduce demand on DATs who need the service during winter months. For example it will allow seniors to be out more (seven days a week, compared to five days previously). However, seniors still may require DATS due to needing to be out and about after 4:00 pm. This could be considered in the future.
- ii. QR codes will not be used on signage due to the fast technological changes. QR codes can be used in the transit stations.
- iii. The Smartfare system is close to being implemented and may change how fares are being processed.

- iv. What are the COVID-19 precautions on the On Demand service?
 - a. Admin will review ridership levels. At the moment ridership is down by 40 to 50 % physical distancing cause ridership is low. Vehicles will be shifted for the more in demand areas.
- v. Have your online tools been reviewed with a GBA+ lens recently ?
 - a. There are no new tools being used, but Admin is not sure the last time it was reviewed.

5. City Council update

- 1) Reimagine questions to consider
 - i. How can we operate with less money and how? What should we be doing differently? What should we be continuing?
- 2) Election
 - i. AAC to consider how they want to or do not want to be involved in the election process
- 3) Accessible housing
 - i. A request from a citizen came in that wants to build a house in Edmonton to be fully accessible.
 - ii. There are still issues building/renovating houses to be accessible.
 - iii. There is some stigma with the word accessible versus universal.

Admin to request a meeting with the Reimagine team to ensure an accessibility lens is built in.

6. Member Recruitment

- 1) Member recruitment
 - i. AAC is recruiting for 3 new members in May.
 - ii. There were a diverse group of applicants for the shortlisting.
 - iii. The AAC Chair provided a shortlist of new applicants. The AAC Chair is going to City Council on February 25, 2021 for discussion.

7. Old Business

- 1) Subcommittee survey update
 - i. AAC members chose which subcommittee they wished to be part of. AAC subcommittees will start up following the February 8, 2021 AAC meeting.
- 2) Communications review
 - i. There was positive feedback (AAC videos and webpage) for the AAC in the Social Identity and Social Inclusion communications review.

<ul style="list-style-type: none"> ii. However, engagement is low: Community Engagement to review how to garner more engagement with Edmontonians. <p>3) AISH</p> <ul style="list-style-type: none"> i. No updates, <p>8. New Business</p> <ul style="list-style-type: none"> 1) Chair nominations <ul style="list-style-type: none"> i. T. LaRiviere will be stepping up to be the AAC Chair in May 2021. ii. Nominations for Subcommittee Chairs will occur at the next subcommittee meetings. <p>9. Administrative/Executive Update</p> <p>10. Other Committee Work</p> <p>11. AAC Calendar</p> <ul style="list-style-type: none"> i. Upcoming event/tasks to do <p>12. Round Table/Social Media</p>	
<p>13. Adjournment The meeting adjourned at 6:05 pm.</p> <p>Next Accessibility Advisory Committee meeting will be held on March 8, 2021.</p>	