



Meeting Minutes

Monday, January 26, 2026

6:00pm - 8:00pm Board Meeting Hybrid

Meeting No.26.01

Prepared by Andrew Cormier

Members Present:

Emily Batty (Chair), Rebecca Hardie (Vice Chair), Zohra Jabeen, Eugene Masahkwe, Bruce Hertz, Lexi McFarlane, Bailey Gerrits, Shalene Williams, Ken Kirk, Joshua Jackman, Brooke Leifso, Mudasser Seraj (Rafi),

Regrets:

R. Brar (President, ATU 569),
Douglas Rudolph (AAC).

City of Edmonton Staff:

Marc Lachance, ETS Staff Liaison Transit Planning, Ridership and Revenue

Andrew Cormier, Admin Assistant ETS BMO.

Devika Pandey, Director, Employee Experience, Talent and Organizations Development

Laura Aylsworth, Senior Lead Equity

Sonya Thompson, Equity Specialist

Materials & Attachments:

- Land Acknowledgement
- Meeting Agenda and ETS Branch Highlights Report
- DRAFT Meeting Minutes - November 2025

CALL TO ORDER 6:00 PM	
Land acknowledgement -	B. Leifso
Agenda Review <ul style="list-style-type: none"> • No additions, approved without objections 	
Nov 2025 Minutes <ul style="list-style-type: none"> • No additions, approved without objections 	

Presentations:	D Pandley, L Aylsworth, S Thompson
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- Inclusive Language
 - Introductions by Laura and Sonya
 - Inclusive Language Definition and Best Practises
 - IL definitions and how IL helps us particularly in public service
 - Discussion of how language changes over time, using DATS as an example
 - Using clear and plain language, idioms and potential miscommunication
 - Review of People-first Language as well as self-identification
 - Inclusive Language Resources links
 - Discussion of Call-in practises and the complications
 - Laura, Sonya and Devika conclude and depart

New Business/Updates:

a) Councillor Morgan Emerging Issues/Updates

E. Batty

- Cllr not present

b) Transit Accessibility Town Hall: March 21

E. Batty/J. Jackman/M. Goebel

- Additional details to be sent out via email to ETSAB members (has been sent to Councillors already)
- Joshua details some of the rescheduling processes and possible online options
- Focus of town hall will be deaf accessibility, proposal to rename to “Deaf Accessibility Town Hall”
- “D/deaf, Hard of Hearing centred accessibility”

c) Recruitment Ongoing

E. Batty

- Applications closed to public yesterday, Emily/Rebecca to review soon

d) Recap: AMA with Director of MOVEMENT (Vancouver Transit Riders Non-profit)

- Some members had issues with access/in person miscommunications
- They discussed partnerships with other agencies and benefits of “Sass Factor”, different groups can interact with other groups with different tones, eg. non-profits preserving status vs advocacy groups challenging administration
- Good advice about avoiding being pulled into discussions you don’t want to take part in
- Cllr Janz hosted and said they don’t often hear about transit, compared to snow/potholes for example
- Discussion of the conversations about safety and perceptions of safety particularly related to CBC reporting, as well as discussion of actual experiences at stations and by users
- Jump to topic F

e) Possibility for ‘ride alongs’ with TPOs?

- Marc mentions TPOs difficult to schedule and would need to prioritize events if they arose
- Discussion of potential liaison or non “TPO” but TPO like contact who could assist

f) Interest in group “site visit”

- Discussion of potential times and weekday/weekends all reflecting different information/experience
- Intention to do a social/collective review
- Weekends may be easiest to coordinate
- Ken flags that evening or “unsafe” times may be most usefully for learning
- Emily to send poll of options to help coordinate times
- Ken flags that ETSAB should reach out to corporate Edmonton for “Adopt a Station”
- Eugene asks if ETSAB could contact Old Strathcona Youth Society or Hope Mission to get their insights/experiences? Brooke flags options to do a focus group on this

g) Snow clearing

- Issues with sidewalks flagged and the challenges faced by people with disabilities and others getting around. Valley Line stations and Windrows impacting exiting buses brought up as Transit/Snow challenges
- Discussion of CUTA presentation on heated tactile sidewalk technologies
- Is there a benefit to these presentations we can bring/present to Council?
- Discussion of 311/windrows issues may be something ETSAB can impact
- ETSAB to prepare letter, follow up via email will be sent to members

Working groups/subcommittees:

a) Rapid Responses:

E. Batty

b) Sub Committees:

i: Fare Funding gap

E. Masahkwe

- Timelines for report
- Discussion of Marc’s impact on the report

ii: Arc Card Review

R. Hardie

- Thanks to Joshua for completing a survey with AAC board
- Discussion of when Tammy may be returning

External Updates:**a) ATU 569:****R. Brar**

- Nothing to report

b) Branch Highlights Report:**M. Lachance**

- Marc shares slides detailing ridership data, Ridership events, Arc Tap to Pay Launch, Paper Fare Discontinuation, Transit Safety and Security Update, 2025-26 Annual Service Plan, VLSE Update, 747 Fare adjustment, Transit App "Rate my Ride" Pilot
- Requests for additional data from admin from the pilot, Marc says he will look into what can be made available
- Brooke asks for more information about the advancing bus rapid transit and transit priority measure reports if possible

c) Accessibility Advisory Committee _ AAC**J. Jackman**

- Town Hall event already flagged earlier in meeting
- AAC board member posed question, for people with limited mobility accessing bus stops, sometimes the crossing times can be too short
- Walkthrough of some transit stations with CNIB team members provided some suggestions, such as bringing some visibility painting together as well as follow up on markers being refreshed after wear and tear
- Joshua has ongoing discussions/outreach with DATS, hopeful to have more updates
- Increased usage of DATS has lead to longer wait times for users

d) ETS Branch Manager/Chair**E. Batty**

- none

Topics of the night**R. Hardie**

- The meeting started with a presentation on Inclusive Language by members of the Equity, Inclusion, and Belonging team at the City of Edmonton. The presentation included avoiding idioms in the workplace, people-first language, and team practices for inclusive language.
- The transit accessibility (it is D/deaf, hard of hearing-centered) townhall is scheduled for March 21st at the Edmonton Association for the Deaf Community Centre from 10am-12pm.

- ETSAB engaged in a discussion around safety on transit, spurred on by a news clip, and the AMA Director of Movement event. ETSAB is planning to do “site visits” from downtown, north to Belvedere (LRT stations deemed unsafe) on a weekend evening to examine the stations and perceptions of safety.
- Both sub-committees continue to work towards finalizing their reports.
- ETS branch highlights included full year ridership for 2025 which were slightly increased over 2024. Outreach continues with festivals, rider appreciation, and the holiday train. Arc payment continues and research continues on the user data. All paper fare (tickets) is now discontinued. Transit Peace Officers have now replaced the Commissionaires and they are still being hired and implemented. The transit app has a new pilot entitled “rate my ride” and data will be collected when it wraps up.

Adjourn