



**Date/Time:**  
February 8, 2023 / 11:00 AM – 1:00 PM

**Location:** Zoom

**Chairs:** Jim Brown, Tonia LaRiviere

**In Attendance:**

Adam Pawlak (City of Calgary)  
Chris Ryan (Community Advocate)  
Chris Witkowski (City of Lethbridge)  
Colleen McGann (Community Advocate)  
Dan Pederson (Fair Calgary Community Voices)  
Fiona Lowes (CIWA)  
Jamie McCulloh (Rocky Mountain Adaptive)  
Jim Brown (Community Advocate)  
Jon Van Heyst (Bike Calgary)  
Kayla Eichel (Winder Inclusive Community Services)  
Margot Brunner (Voices of Albertans with Disabilities)

Meri Topchieva (Alberta Ability Network)  
Mezaun Lakha-Evin (Alberta Ability Network)  
Morine Rossi (Autism Edmonton)  
Nada Djokic (City of Edmonton)  
Paul Schmold (City of Edmonton)  
Rebecca Aspden (Healthy Living Alberta)  
Sam Mason (Voices of Albertans with Disabilities)  
Shaun Kruger ( Calgary Transit Access)  
Tasha McMullan (Independent Living Resource Centre of Calgary)  
Taylor Bauer (Canadian National Institute for the Blind)  
Tonia LaRiviere (City of Edmonton)

## Meeting Minutes

Welcome  
Land Acknowledgement  
Breakout Rooms  
Meeting Considerations  
Review of meeting minutes

**Acknowledgment of Alberta Ability Network’s members and stakeholders for 2022**

**Number of participants on all AAN tables - 235**  
**Number of volunteer hours – 5985**

**Thank you everyone for your efforts and continued support.**

Spotlight Presentation:

**City of Calgary’s Snow and Ice Control Policy– Adam Pawlak**

- The biggest service change for Calgarians this winter season is the removal of snow during snowfall and 18 hours after snowfall ends on major roadways. Some major roads are Crowchild Trail, Memorial and Macleod Trail, and Downtown.
- Last winter the policy stated cleanup to be done during snowfall and up to 24 hours after, but that changed when City Council requested an increased snow-clearing response time.

- Priority 2 routes that need to be completed 18-36 hours after a snowfall are major community and transit routes, intersections and crosswalks, emergency routes, bus routes, and roads with bike lanes. Some of these roads are Kensington Road and Acadia Drive.
- 3-7 days after a snowfall is when the remaining major routes will be plowed alongside designated hills, stop/yield signs, bus stops, playground zones, and other residential streets.
- The Snow and Ice Control Policy was created in 2011. Lots of changes have occurred over the last 12 years such as Council direction, infrastructure, and service changes.
- The City of Calgary is updating its policy to ensure that the policy is effective and efficient to reflect the needs of citizens and communities.
- There have been lots of changes to snow cleaning over the last 5 years. In 2018, 18 million was funded to improve accessibility and enforcement, in 2021 there was permanent accessibility funding and in 2023 the policy will be updated.
- Expecting to report back on the policy update at the end of 2023 or early 2024.
- Last March they initiated the consultation process to receive feedback from Calgarians. The online engagement lasted a month, and they created a survey with specific and open-ended questions. Please click the following link to view the survey questions: [https://hdp-ca-prod-app-cgy-engage-files.s3.ca-central-1.amazonaws.com/8216/4607/0478/Snow and Ice program survey.pdf](https://hdp-ca-prod-app-cgy-engage-files.s3.ca-central-1.amazonaws.com/8216/4607/0478/Snow%20and%20Ice%20program%20survey.pdf)
- Some feedback they received is having more accessibility, assistance, equitable services, resources, and ensuring safety.
- A formal engagement report was shared with the public 4 months ago.
- Some issues that need further review are windows (snow pushed to curbs), engineered walkways, lane crossings, and more.
- Some next steps are taking feedback received to develop policy options for Council, engaging with internal groups to ensure policy gaps are addressed, and reviewing further engagement opportunities with the public.
- Please reach out to Adam Pawlak for any questions at [adam.pawlak@calgary.ca](mailto:adam.pawlak@calgary.ca)
- For corner houses, it is the house owner's responsibility to clean the snow adjacent to their house. Once an unclean sidewalk is reported to the City of Calgary, they first educate the homeowner on their responsibilities before ticketing them.
- For sidewalks, lane paths, and bike paths, the city will come and clear pathways, and afterward, the plow will come and create windows. To solve these issues, the city has had a corporate re-alignment by bringing in shared functions in those areas. A pathways team has been brought in to mitigate those issues.
- More quality control has been added to ensure the review of clean locations meets the city's standards.
- The City of Calgary will review recommendations from this table.
- There are specific guidelines and standards for snow clearing regarding accessibility.
- The City of Lethbridge has a lot of the same issues as Calgary and is always open to recommendations. Created a snow-clearing plan a couple of years ago to address accessibility. They are currently planning to put in place a proactive program for quality control and inspection.
- There has not been much education for businesses regarding their snow-clearing responsibilities. Adam will take this recommendation back to his department and find possible solutions.
- Calgary cannot employ people to clean personal sidewalks however some provinces such as Nova Scotia and parts of Ontario employ this policy.

## **Snow clearing campaign update.**

- Submitted a snow-clearing advocacy letter to all municipalities throughout Alberta advocating for the removal of snow and ice and highlighting the importance of accessibility and barrier-free transportation.
- Received responses from 12 municipalities which are: Edmonton, Devon, Medicine Hat, Spruce Grove, Calgary, Morinville, Leduc, Cold Lake, Canmore, Beaumont, Okotoks, and Lethbridge.
- The City of Calgary and Lethbridge representatives attended today's meeting to share their snow-clearing policies and discuss ways to incorporate further accessibility.
- Received more responses than previously expected and received many positive emails about how municipalities are including accessibility and inclusion in their snow-clearing procedures.

## **\$15 Million investment in low-income transit programs**

- The table would like to know how the money is going to be used throughout the municipalities and what benchmarks are going to be used to ensure the success of the project.

## **Update from Fair Calgary Community Voices**

- In 2022, 304,000 passes were sold, 52,000 unique users and which is a 25% increase from 2021.
- People are going out and traveling more compared to last year.
- Fair Calgary is drafting a letter thanking the Government of Alberta for extending the funding for the low-income transit pass as it helps thousands of residents find affordable transportation.
- Instead of writing an independent letter, the table can collaborate with Fair Calgary and sign onto their letter.
- the province is giving 4.5 million each to Calgary and Edmonton with the remaining 6 million being distributed to the other municipalities.
- After giving the money to the municipalities, the province has no control over how they distribute the funding or use it. The challenge is how to get into other communities and find out how they're distributing the funding.
- Healthy Aging Alberta (HAA) reached out to VAD to discuss how to improve rural transportation if they receive provincial funding. HAA isn't currently aware if they will receive funding from the province. However, there is potential for a very small portion of the \$15 million to be given to them. The province made them a proposal for improving rural transportation, it will be clear in the coming weeks whether HAA has received the funding.
- The City of Calgary RouteAhead is moving towards a system hub versus equitable busses throughout residential areas. They want to focus on hub areas and increase the frequency in those areas.
- Fair Calgary's concern is what the impact will be on routes for Calgary Transit Access. For example, some people with disabilities that choose to take the train will not have access to buses as frequently and will essentially be forced back into CTA to accommodate their needs.
- CTA's purpose was not to compel everyone to use the LINK service but to give options to those who need them. For example, if you were going from Tuscany to the south side of the city, you would typically have to take a bus with lots of stops down to the

city. With LINK, you get a bus to the train (for those who are able), get on the train, and take it straight down to the south, making it faster for residents.

- There are situations when using the train isn't suitable. This is currently a pilot project, and nothing has been finalized.

### **CTA Update: 2022 Year To Date Statistics**

- Trips requested – 1,087,200.
- Cancelled – 265,582
- Unaccommodated – 5,374
- Trips provided – 816,244.
- On board times under 15 minutes – 12.7%, 15-29 minutes – 37.7, 30-44 minutes – 24.9%, 45-59 – 13%, 60-74 – 6.6%, 75-89 – 3.1, more than 90 minutes – 2.1
- Average wait time under 3 minutes 95.21%, 3-5 minutes – 2.48%, over 5 minutes – 2.31%

### **DATS update: 2022 Year To Date Statistics**

- Registered trips – 618,600
- Unaccommodated trips advance – 319, same day – 15,804
- Overall on-time performance 93.06%
- On board time under 15 minutes – 15.55%, 15-29 minutes – 33.74%, 30-44 minutes – 19.58%, 45-59 minutes – 13.35%, 60-74 minutes – 7.51%, 75 – 89 minutes – 7.10%, more than 90 minutes – 3.17%
- Numbers of registered trips have been increasing similarly to Calgary.
- For the upcoming year they are planning to update their system and add more functions such as clarifying a pickup, making web bookings easier to navigate, cancellations and arrival notifications, and more.
- Edmonton and Calgary accessible transportation units have a two-way relationship in terms of information sharing.

### **Rural municipality involvement**

- Gaining traction with other agencies through recruitment, and referrals throughout table members' various networks.
- If you know anyone that can make a positive contribution to this table, please encourage them to come and sit in at a meeting to share the work that the committee does.
- With increasing numbers of referrals and the recruitment of agencies, hopefully over time it will lead to broader representation across the province.
- If anyone would like to join this table, please email [mtopchieva@cpalberta.com](mailto:mtopchieva@cpalberta.com)

### **Accessible taxis in smaller centers – Edmonton and Calgary Update**

- In some smaller municipalities, accessible taxis are the only transportation for residents.
- Last month we asked for an update about the use of accessible taxis as a stand-in for ambulances when people don't need urgent care and only need to go from point A to point B.
- Currently, Jodi from Taxi and Limousine Advisory Committee does not have an update but will keep us updated if anything changes.
- The table needs to ensure each municipality has accessible taxis.

**Action items:**

- As we are aware most of the snow-clearing policies throughout the province, the table will put together an advocacy letter highlighting the best accessible policies with recommendations on how to incorporate them. This document should be ideally done around June, leaving enough time for municipalities to incorporate the recommendations.
- The article regarding the low-income transit passes will be shared in next month's agenda. An advocacy letter with recommendations on how the program can be successful will be incorporated and sent to the Minister of Transportation.
- Invite the Minister of Transportation to speak about the low-income transit pass investment on this table.
- Ask Jodi from Taxi and Limousine Advisory Committee if she has any updates regarding accessible taxis.
- A potential project can be mapping all areas that provide accessible taxis and figuring out what our advocacy efforts can be.
- There has been some theft on CTA. Requesting for Calgary and Edmonton representatives to look into this issue and report back next meeting.

Wrap-Up/Adjournment

**Next meeting:**

**Date:** March 8, 2023

**Time:** 11:00 AM – 1:00 PM

**Location:** Zoom