



Date/Time:
June 14, 2023 / 11:00 AM – 1:00 PM

Location: Zoom

Chairs: Jim Brown, Tonia LaRiviere

In Attendance:

Adam Kinney (Dedicated Accessible Transit Service (DATS))
Allyson Szafranski (City of Edmonton Transportation)
Chris Ryan (Community Advocate)
Curtis Maile (City of Grande Prairie Transit)
Colleen McGann (Community Advocate)
Dan Pederson (Fair Calgary Community Voices)
Douglas Barns (Calgary Transit Access)
Jim Brown (Community Advocate)

Kayla Eichelt (Winder Inclusive Community Services)
Margot Brunner (Voice of Albertans with Disabilities)
Meri Topchieva (Alberta Ability Network)
Paul Schmold (City of Edmonton)
Sam Mason (Voices of Albertans with Disabilities)
Shannon Mills (Developmental Disabilities Resource Centre)
Taylor Bauer (Canadian National Institute for the Blind)
Toni Freimark (City of Medicine Hat)

Meeting Minutes

Welcome
Land Acknowledgement
Breakout Rooms
Meeting Considerations
Review of meeting minutes

Spotlight Presentation:

IncluCity Calgary

- IncluCity Calgary is a new not-for-profit in Calgary which was the result of a couple of meetup groups that got together in a hackathon and brainstormed this project which grew into this organization.
- The organization found that technology-enabled solutions, services, and processes are too often created without getting input from the people who use them.
- Their goal is to create a diverse community of testers to improve the usability of solutions and services for everyone through paid testing sessions. Currently have over 300 diverse testers in Calgary.
- They first get in touch with community organizations and recruit testers through them.
- Some agencies they work with are Vecova, Kerby Centre, and The Social Impact Lab at United Way.

- Main goal is establishing trust before any usability testing occurs. All testing sessions are paid.
- Share key learnings by helping foster a community, Initiate education sessions, share knowledge, publish key learnings and compile learnings.
- Currently working with Included by design (ibd), Pedesting and Vecova within the disability community. If you would like to sign up as a tester, please click here: <https://www.inclucitycalgary.ca/become-a-tester>
- No testers have come with a support worker to a testing session yet as the organization is quite new. However, IncluCity will be able to accommodate support workers and encourages everyone to be involved.
- You do not need any qualifications to become a tester. Testing sessions are first one on one between the tester, the facilitator and a note-taker. Online and in-person sessions are available.
- If you want to know more, please reach out to Sydney here at sydney@inclucitycalgary.ca .

CTA Update

- Total trips provided: 80,803
- On-time performance: 93.85%
- On board times: under 15 minutes:12.2%, 15-29: 36.3%, 30-44: 25.3%, 45-59: 13.9\$, 60-74:7%, more than 90 minutes: 2%.
- Average centre wait time: delay under 3 minutes: 93.47%, delay 3-5 minutes: 2.84, delay over 5 minutes: 3.69%

DATS Update

- 91.5% of pre-COVID ridership has returned.
- May 2023 trips: 66,090
- Overall on time performance: 93.39%
- On board time: under 15 minutes: 15.23, 15-29:33.98, 30-44: 19.39, 45-59: 13.19%, 60-74: 7.78, 75-89: 7.21%, over 90 minutes: 3.22%
- Average call wait time: 3:17 minutes.
- Started online trip booking module, making it easier to use the service.

DATS Negotiations

- They are currently under active negotiations.

Vehicle for Hire Bylaw changes

- Bylaw report was approved by council yesterday, one of the bylaws changed was to have mandatory driver training for all drivers.
- This training includes training for accessibility, service, and more.
- Next steps are to develop the training modules.
- This is for all drivers including ones that just entered the market such as Uber and Lyft.

- Drivers are incentivized to be more available by providing them with extra funds for their vehicle's maintenance.

Action items:

- If you haven't already, please sign up as a supporter at the following link <https://www.barrierfreeab.ca/support>
- Once we start our meetings again in September, we will revisit our ask for the snow-clearing campaign.

Wrap-Up/Adjournment

Next meeting: No meetings for July and August. Happy Summer!

Date: September 12th, 2023

Time: 11:00 AM – 1:00 PM

Location: Zoom