



Date/Time:
November 9th, 2022 / 11:00 AM – 1:00 PM

Location: Zoom

Chairs: Jim Brown

In Attendance:

Ashraf Mithani (Calgary Transit Access)
Andrea Sereda (Epilepsy Calgary)
Brandy Gassner (ATB Wealth)
Brittany McFarlane (Developmental Disabilities Resource Centre of Calgary)
Colleen McGann (Community Advocate)
Dan Pederson (Fair Calgary Community Voices)
Fiona Gagnon (Roam Transit)
Jamie (Rocky Mountain Adaptive)
Jodi Hughes (Taxi and Limousine Advisory Committee)

Mezaun Lakha-Evin (Alberta Ability Network)
Meri Topchieva (Alberta Ability Network)
Melissa Vande Scoot (Independent Living Resource Centre of Calgary)
Morine Rossi (Autism Edmonton)
Nada Djokic (City of Edmonton – DATS)
Taylor Bauer (CNIB)
Terrilynn Regnier (Community Advocate)
Toni Freimark (Community Advocate)
Tonia LaRiviere (City of Edmonton)

Meeting Minutes

Land Acknowledgement
Welcome and Introductions

Spotlight:

Roam Transit

- Offers services from Canmore to Banff and Lake Louise. Service is year-round and service levels do increase during summer as there is more demand.
- Calgary to Banff service began in 2017 through the Calgary Regional Partnership and has been operated by Roam since 2018. This service costs \$10 one way and runs through Friday, Saturday, Sunday, and Statutory holidays throughout the summer, with the intent to move to 7 days a week in the future.
- There are 32 vehicles for the Bow Valley area where the fleet consists of Coaches, Nova, E-Busses, Cutaway, and Vicinity. All busses have kneel-to-curb capabilities, ramps, and wheelchair-assigned seating
- Roam also offers CNIB Card Holders them to travel free of charge, assistance animals are allowed free of charge, and a Support Person Assistance Card is also available to those who need aid with them while riding transit. The Card is transferrable if the aid changes.
- The Town of Banff has an Access Program where they discount classes, programs, and transit passes. This program is dependent on your income.
- The Town of Canmore also has an Affordability Program where they offer services and community supports for free or a discount.

- Roam Transit gets its insurance from Alberta Municipalities. They haven't experienced any difficulties receiving insurance through them.
- During our recruitment process, we heard a lot of agencies having a difficult time getting insurance for their accessible busses, we will recommend they go through Alberta Municipalities for their insurance needs.
- Currently they only provide generalized training for drivers with no specialized disability training.
- As there is only one ONIT-accessible bus from Calgary to Banff, there is going to be an expansion, but it is uncertain when it's going to happen.
- Fiona will tell the ONIT representative that accessibility is an area in need of improvement and ask about their expansion plans.
- They will be expanding to the Kananaskis/Grassi Lakes area in 2024. Martin Bean, the CEO, is currently looking for all possible ways to expand as fast as possible to meet the needs of individuals living there.

Topics of Discussion:

Calgary Transit Access September

- Total trips provided: 69,811
- 96.07% of calls are answered under 3 minutes and the average wait time is 30 seconds.
- On-time Performance: 94.68
- Current actual cost per trip is \$36.34 and the budgeted cost per trip is \$34.55
- There are no formal cleanings of the busses in between the bus rides however the driver can wipe the seat down if they suspect someone's sick. If there's a concern that the bus has been contaminated, the entire bus will be sanitized.
- As Checker bought Mayfair, if Mayfair drivers want to pick up CTA customers, they need to go through the appropriate 2-day training first.
- In one of the SW CTA stops, there are stairs making it an inaccessible stop for those using access. Ash will review the concern that was put forward.
- Last trips of the night for CTA are around 11:40-11:45. Might not be able to book the latest time if they already have a trip for that time.

Taxi and Limousine Advisory Committee

- As Checker bought Mayfair, most drivers will work for Checkers now. The Mayfair vehicle is white while the Checkers vehicle is yellow. There will be some mismatched vehicles with a white exterior and a Checkers logo until those vehicles need replacement.
- Every new CTA driver must be approved by Checker and receive the appropriate training.
- Need to let agencies know that a white cab could be coming to pick up their CTA clients instead of a yellow cab.

Budget meeting update

- Through the Calgary Alliance for the Common Good, Mezaun got to attend Calgary's Budget meetings.
- Asked Councillors to secure funding for more busses and increase the frequency of busses and taxis. Council members were very aware of CTA, budget lines, and the current issues with transportation. They promised that transportation is a priority for them.
- Strongest advocate for Transportation is Evan Spencer, which is also AAN's Ward 12 Councillor.
- Very encouraging to see Council members set transportation as their priority.

Driver Appreciation Week

- VAD and AAN are collaborating for the 7th Annual Accessible Driver Appreciation Week on the second week of November.
- This is a way to let the drivers who ride accessible transportation know that they are appreciated by their clients and organizations. Without accessible vehicles and drivers, many individuals wouldn't be able to see family, friends, and get to do daily chores.
- Medicine Hat is also doing a similar campaign thanking the drivers for their service.
- If you would like more information, please go to <https://vadsociety.ca/annual-accessible-driver-appreciation-week-november-6-12-2022/>

Edmonton LRT Denial of Service

- Edmonton LRT denied the service for a person with a disability using a guide dog. The driver of the LRT publicly announced "The person with the black dog. Dogs can't be on the train unless it's a service dog." The service dog had guide dog labels all over them making it obvious he was one. This announcement drew attention to the person with the service dog and other riders started harassing them and forced them to get off the LRT.
- Since then, a complaint has been submitted to Edmonton's transit service and a request for an official apology has been submitted.
- Christopher has been following up on the status of the complaint, and it has been a while since transit representatives replied however they are taking this issue seriously.

Alberta Hate Crimes Committee Collaboration with AAN

- The Alberta Hate Crimes Committee (AHCC) and the Organization for the Prevention of Violence have been funded by the Province of Alberta to research the scope and impact of hate-motivated crimes and incidents in Alberta.
- AHCC is partnering with AAN to host a StopHate Conversation on November 14th.
- If interested in this study, please register for the upcoming event here <https://forms.gle/QeD9ne92YMNZ38v38>

Agency Updates

Epilepsy Association of Calgary

- Getting ready to pause programs for December, they will be resuming in January again.

Rocky Mountain Adaptive

- Due to CTA not coming to the Canmore area, they have just bought their first accessible vehicle to offer transportation for people in urban areas. It can fit 7-10 wheelchair users.
- William Watson Lodge is a fully accessible and affordable lodge that people can use if coming towards the Banff area. Rocky Mountain Adaptive programs are also available there.

Taxi and Limousine Advisory Committee

- Trip volumes are increasing, there's also a steady increase in trips through WAV Calgary
- Ensuring accessible training stays consistent for CTA and taxis.

City of Edmonton – Vehicle for Hire

- As per the Council motion, they were asked to expand accessible driver training to all vehicle-for-hire drivers in the City of Edmonton including uber and taxis.
- They have been putting together training options for Council to consider in the next year.

**DDRC**

- Started reminding people to stay home if sick and wash hands more often as it is flu and cold season.

CNIB

- Looking to connect with people to discuss accessibility gaps throughout Alberta. If anyone is interested in the research Taylor is doing, please contact her at taylor.bauer@cnib.ca.

Medicine Hat

- Recently got the automated transit system for stops, added electronic fares, and started accepting CNIB cards.

2022 Alberta International Day of Persons with Disabilities (IDPD) Celebration

- Cerebral Palsy Alberta, Easter Seals Alberta, Voice of Albertans with Disabilities, and other community organizers were selected by the Premier's Council on the Status of Persons with Disabilities to host a virtual, province-wide, International Day of Persons with Disabilities event on December 3rd.
- Please register here if interested
https://us02web.zoom.us/webinar/register/WN_jB7u2KXpRs-Uhw6z-Zw7qA

Action items:

- Meri and Mezaun will draft a thank you letter to Medicine Hat Councillors for making public transit more accessible.

Wrap-Up/Adjournment

Next meeting:

Date: December 14, 2022

Time: 11:00 AM – 1:00 PM

Location: Zoom