



Date/Time:
September 13th, 2023 / 11:00 AM – 1:00 PM

Location: Zoom

Chairs: Jim Brown, Tonia LaRiviere

In Attendance:

Anne Eichmann (Airdrie Disability Centre)
Chris Ryan (Community Advocate)
Curtis Maile (City of Grande Prairie Transit)
Colleen McGann (Community Advocate)
Dan Pederson (Fair Calgary Community Voices)
Diane Kreuger (ILRCC)
Dominic Shaw (PCSPD)
Douglas Barns (Calgary Transit Access)
Heather Craig (City of Edmonton)
Jayson Toews (Red Deer Transit)

Jim Brown (Community Advocate)
Joanne Dorn (CP Alberta)
Maria Serrano (Vantage)
Meri Topchieva (Alberta Ability Network)
Morine Rossi (Autism Edmonton)
Paul Schmold (City of Edmonton)
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

Spotlight Series:

Airdrie Disability Centre

- Anne, a mother of two children with disabilities (autism and FASD), has resided in Airdrie for a decade, facing challenges in accessing support in smaller municipalities.
- Families with disabilities experienced heightened difficulties during COVID, seeking online support groups but still grappling with isolation.
- Recognizing the need for in-person connections, Anne and other parents established the Airdrie Disability Centre.
- With secured funding, the center offers support groups, workshops, and plans an upcoming Resource Fair.
- Accessible transportation from Airdrie to Calgary remains a major barrier, demanding a solution.

- Community links refer families to them if they need help.
- Autism Alberta offered for Family resource centres to start referring to Airdrie Disability Centre as well.
- Anne Eichmann's email is AirdrieDisabilityRC@gmail.com if anyone has any other questions.

CTA Update July

- Trips provided – 76,636
- All trips that are unaccommodated are same day requests, they did schedule and provide for all advanced bookings.
- Unaccommodated – 1307
- ACE Trips – 906
- On-board times – under 15 minutes – 12.7%
- 15-29 minutes – 37.4%
- 30-44 minute – 25.7%
- 45-59 minutes – 13.3%
- 60- 74 minutes – 6.5%
- 75 – 89 minutes – 2.9%
- 90 minutes or more – 1.6%
- Average wait times under 3 minutes – 87.79%, 3-5 minutes – 5.32% and over 5 minutes – 6.88%

Blue tactile strips

- A community advocate collaborated with CNIB staff to provide valuable feedback on the tactile strips program, which has been relayed to Doug for further input as he can contact the project lead.
- This pilot initiative, slated until 2024, aims to enhance wayfinding for customers with low vision or vision loss by implementing changes in texture on the tactile strips.
- Textured paths, discernible by foot or cane, offer valuable guidance for customers experiencing vision loss, including raised lines as warnings and smoother lines denoting safe walking paths.
- The pilot study, led by Calgary Transit, is currently underway at City Hall and Bridgeland Memorial C train stations. Collaborations with groups, including CNIB, ensure the project's accuracy, with opportunities for public feedback in place.
- In-person focus groups, tailored for individuals with vision loss, will be conducted from summer to fall 2023, in consultation with accessibility experts and committees.
- The study comprises two stages: an online survey launched in May, followed by the focus groups.
- Interested participants for the focus groups may contact Doug at douglas.barns@calgary.ca.
- Taylor will liaise with Doug for further project involvement.
- Dan and Colleen will reach out to Doug to discuss improvements in communication between clients and drivers, particularly concerning the Saddledome construction.

DATS Update August

- Registration trips carried – 63,147
- Unaccommodated trips same day – 1,449
- Overall, on time performance – 93.09%
- On board time OBT less than 15 minutes – 14.69%
- 15-29 minutes – 34.34%
- 30-44 minute – 19.88%
- 45-59 minutes – 13.27%
- 60- 74 minutes – 7.73%
- 75 – 89 minutes – 7.07%
- 90 minutes or more – 3.02%
- Currently refining and improving current features such as texts and phone calls for arrivals to help people plan their trips better, updated imminent arrival calls when the vehicle is approaching and more.
- Rolling out an electronic fare payment system to all users, this will be coming early 2024. There will be a transition period while this gets rolled out, people will still be able to use their current transit fare while the electronic version gets finalized.
- This has been rolled out to students and seniors, such as the UPass and seniors passes.
- An open house event in Edmonton is scheduled for September 20th. This marks the first occurrence since 2018, as COVID restrictions have now permitted the resumption of such gatherings.
- CNIB passes will remain valid as fare concessions, without transitioning to electronic payment.

Calgary Fair Community Voices

- The committee was off during the summer and just started their meetings again this September, similar to this table.
- Met for the first time yesterday morning. Currently having discussions on having community engagement about striking a balance between frequency-based systems, to ensure that every neighbourhood is accounted for.
- An additional meeting is slated in the upcoming weeks for in-depth deliberations on this matter, with further updates to be presented at the subsequent meeting.
- Calgary Transit is implementing frequency adjustments, elevating service on mainline routes while reducing frequency on less-utilized routes in select neighborhoods.

Congratulatory letters to Alberta Ministers

- There was a shuffle in Alberta's cabinet and many Ministers were shuffled on June 9th.
- There are 20 new cabinet Ministers and letters were sent to all of them congratulating them and inviting them for a meeting.
- Currently received one response and waiting for more in the coming weeks.

Snow Clearing Campaign

- Most municipalities do their budgeting around October or November, thereby this being the best time to address snow-clearing concerns.
- Tonia is spearheading an educational campaign focused on snow and ice control. She is collaborating with Edmonton's communications team to develop targeted materials for both neighborhoods and businesses pertaining to snow and ice removal.
- If there are any specific issues stakeholders would like to address in our advocacy letter, please contact co-chairs Tonia and Jim at tonia@shaw.ca and brownjim@shaw.ca .

Action items:

- Dan will provide an update on what community engagement their committee will do for frequency-based transit systems.
- Continue planning for the snow and ice advocacy letter.

Wrap-Up/Adjournment

Next meeting:

Date: October 11th, 2023

Time: 11:00 AM – 1:00 PM

Location: Zoom