



**Date/Time:**

September 14<sup>th</sup>, 2022 / 11:00 AM – 1:00 PM

**Location:** Zoom

**Chairs:** Christopher Gordon, Jim Brown

**In Attendance:**

Abdul Rafih (The City of Calgary)  
 Andrea Sereda (Calgary Epilepsy)  
 Ashraf Mithani (Calgary Transit Access)  
 Brittany McFarlane (Developmental Disabilities Resource Centre Of Calgary)  
 Christopher Gordon (Community Advocate)  
 Colleen McGann (Community Advocate)  
 Dan Pederson (Fair Calgary Community Voices)  
 Darren Garlough (City of Calgary)  
 Douglas Barns (Calgary Transit Access)  
 Jim Brown (Community Advocate)

Jodi Hughes (The City of Calgary)  
 Kayla Eichel (Winder Inclusive Communities Service)  
 Margot Brunner (Voices of Albertans with Disabilities)  
 Meri Topchieva (Alberta Ability Network)  
 Mezaun Lakha-Evin (Alberta Ability Network)  
 Morine Rossi (Autism Edmonton)  
 Teresa Jackson (Voices of Albertans with Disabilities)  
 Trina Cameron (St. Pauls Abilities Network)

## Meeting Minutes

Land Acknowledgement  
 Welcome and Introductions

Topics of Discussion:

**Update on table recruitment**

- We have 11 new transportation table members.

**Update from Fair Calgary Community Voices**

- Will potentially meet with City Councilors to explain the detrimental effects the Calgary low-income bus pass has on vulnerable populations to keep it in place.

**Rural Low-Income Transportation**

- St. Paul has no public transportation, instead, they have an action bus that runs Monday to Friday from 8 AM to 4:30 PM and charges \$5 for a one and \$10 for a return trip.
- Okotoks has a subsidized transportation system.
- Red Deer has an action bus which costs about \$3 one way.

**Driver appreciation day planning**

- Started in 2017 between AAN and VAD. This will be our 6<sup>th</sup> year hosting this event.
- The purpose is to show appreciation for transit-access bus drivers and dispatchers to increase awareness about the need to support accessible transportation.

- Will run from November 6 to 12.
- Previously worked on a scan to see who has accessible transportation in the province, currently contacting them to see if the information needs updating.
- Deadline for community members to submit their posters is October 14<sup>th</sup>.

## **Affordable and Accessible Transit**

### **Environmental Scan**

- Identified 54 agencies throughout Alberta that offer accessible transportation and advocacy services.
- Contacted all agencies and personally called 20 of them. Some agencies were interested and contacted us back, we are in the middle of booking some meetings with them.
- Finding insurance providers to insure accessible vehicles from smaller cities is challenging as insurers don't want to take additional risk.
- Roam transit provides an accessible and affordable transportation system between Calgary and Banff for \$10 one way from May to September.
- Margot discussed with Drive Happiness about expanding from seniors' services to seniors and people with disabilities transit services. Might contact them with an advocacy group to help them with the logistics of expanding their services.

### **E-scooter experiences**

- Some e-scooter users aren't appropriately trained on how to watch for pedestrians and steer clear of causing accidents.
- Multiple complaints regarding improper parking, intoxicated users, and accidents with pedestrians.
- Need to raise awareness for users as to how to properly use them.
- Darren will reach out to both of his contacts for Bird and Neuron to see if they can talk at the next table meeting.
- E-scooters have been in Europe for a longer time than in Canada and they do not experience as many complaints regarding irresponsible users. Sharing space on the road is a very common thing there as the roads are smaller and everyone is forced to accommodate each other.

### **Accessible Taxis (availability and safety)**

- Wheelchair Accessible Vehicles (WAV) Calgary provides safe, efficient on-demand taxi service to customers requiring a wheelchair-accessible taxi through a centralized dispatch system.
- Launched on December 4, 2019.
- The first 8 months of 2021 compared to the first 8 months of 2022; they have seen an increase of 67% in the number of trips taken.
- Average monthly trips completed is a little under 1600 trips, pre-COVID was an average of 1200 trips.
- Improving the service by A-TIP (Accessible Taxi Incentive Program) where drivers get up to \$3000 a year for their service.
- Per-trip driver incentive is a new incentive service where drivers get \$10 from 4 am to 6 pm and 6 pm to 4 am is \$20. This is not automatic, if there is a complaint the driver does not get the incentive.



- If anyone has had a negative experience with any taxi, limousine, or ride-share service, please call 311. This is the City's main complaint line which goes directly to the Vehicle For Hire enforcement team platform.
- Wait times are getting lower the more vehicles are available.
- Calgary's Vehicle For Hire team has liaised with their Edmonton counterpart regarding the WAV Calgary platform. Margot will check where they are at.

### **Educational awareness about epilepsy**

- Some people experiencing epilepsy do not have their seizures often enough to use Calgary Access Transit, thereby having to use regular transit. Bus drivers do not have enough knowledge to differentiate between a drug overdose and an epileptic seizure,
- There was previously a driver that brushed off an epileptic seizure as a drug overdose.
- There needs to be an increase in capacity for seizure response.
- Previously done an educational awareness campaign for paramedics to tell the difference between epilepsy and drug overdoses.

### **Action Items:**

- Meri will contact Roam transit, Care Bears, and Drive Happiness to see if they're interested in joining the table.

Wrap-Up/Adjournment

### **Next meeting:**

**Date:** October 12<sup>th</sup>, 2022

**Time:** 11:00 AM – 1:00PM

**Location:** Zoom