



**Date/Time:**  
December 9<sup>th</sup>, 2022 / 11:00 AM – 1:00 PM

**Location:** Zoom

**Chairs:** Jim Brown

**In Attendance:**

Adam Kinney (Edmonton Transit)  
Colleen McGann (Community Advocate)  
Dan Pederson (Fair Calgary Community Voices)  
Doug Barns (Calgary Transit Access)  
Jamie McCulloh (Rocky Mountain Adaptive)  
Jim Brown (Community Advocate)  
Kayla Eichelt

Meri Topchieva (Alberta Ability Network)  
Nada Djokic (Vehicle for Hire)  
Tasha McMullan (Independent Living Resource Centre of Calgary)  
Shannon Mills (Developmental Disabilities Resource Centre of Calgary)  
Tonia LaRiviere (City of Edmonton)

## Meeting Minutes

Land Acknowledgement  
Welcome and Introductions

Spotlight:

**Vehicle for Hire (Edmonton)**

- Vehicle for Hire is a program that oversees diverse and integrated features such as user accessibility and safety, alignment with City Transit, and licensing and public education.
- The VFH program issues licenses, responds to inquiries, researches, and engages with stakeholders, amends bylaws, develops policies, and has continuous improvements.
- In March, after presenting their annual report to City Council, Council asked them to prepare bylaw amendments to Council addressing cost/benefit analysis and options for mandatory enhanced driver training for all VFH drivers.
- They have been engaging stakeholders to better understand what their stakeholder's needs are and what needs further development. Currently developing an updated stakeholder relationship strategy.
- Currently developing service delivery and costing model options for centralized dispatch for presentation to Council.
- In the new year, they will develop a proposal outlining changes to VFH reserve model to support industry and user subsidies.
- Have researched the impact of recently revised provincial insurance regulations.
- Currently increasing enforcement activities through the addition of two enforcement vehicles to the fleet.
- Could create a subcommittee for all VFH in different cities across the country and make them meet quarterly to discuss common issues.

- If anyone has any recommendations on groups that need to be consulted or items that need further attention, please email [nada.djokic@edmonton.ca](mailto:nada.djokic@edmonton.ca).

## **Low-income transit pass across the Province**

- In Calgary the low-income transit pass is going up next year by \$1.25 a month.
- There is going to be a 2% increase annually over the next 4 years.
- Calgary Community Voices just did a presentation to City Council proposing a freeze for at least 2 years.
- Dan will update us if there are any updates on their decision.
- You can buy a transit pass via a phone application, making it not mandatory to carry a physical bus pass.

## **Snow Clearing campaign**

- As the winter months are still ahead of us, we need to create a social media campaign and advocate MLAs for better snow clearing.
- Last year, additional funding was approved for snow clearing, and producing advocacy letters to current MLAs will keep the topic pertinent.
- We will begin writing the advocacy letters after the winter break.
- CTA wanted their users to be aware of winter safety precautions and moved their safety guidelines to their initial landing page

## **CTA Report for October 2022**

- Total trips provided: 78,890
- On target performance: 94.03 %
- Calls received 45169,
- calls answered: 38139
- average delays: 0.45
- Colleen had a group booking where the group was split into 2 groups instead of being kept together. While separating the group is very uncommon, it happens when a vehicle breaks down or a driver must book off. The trips are put into software where it can find the solution and very rarely it separates people for group bookings.
- As the table keeps expanding, we will start asking transit groups for a one-page summary of their findings throughout the month.

## **Edmonton Transit Service**

- Running about 73% pre-pandemic service levels. There have been steady trip increases over the last two years and ETS is slowly getting back to pre-pandemic service numbers.
- Still seeing some challenges with resources; they hired a lot of new operators to help navigate that problem. Currently have 130 full-time operators with another 15 part-time.
- Currently updating their software.
- Moving towards CTA's operations with booking appointment times as they currently only have pickup requests.
- Looking to increase onboard times as some trips on transit would take over 2 hours whereas the current average is 90 minutes.

## **Transportation Minister**

- We invited all new minister to come and talk to the table about their current mandate and how they can support the community and vice-versa.
- We have received a letter of acknowledgment from the Transportation Minister but unfortunately due to the timing of holidays and the Provincial election, he will not be able to attend in the coming months.



**Action items:**

- Start the advocacy letters for the snow-clearing campaign after the holiday break in January.

Wrap-Up/Adjournment

**Next meeting:**

**Date:** January 11, 2022

**Time:** 11:00 AM – 1:00 PM

**Location:** Zoom