



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

Location: Zoom

Chairs: Jim Brown, Tonia LaRiviere

In Attendance:

Adam Kinney (Edmonton Transit)
 Autumn
 Chris Ryan (Community Advocate)
 Colleen McGann (Community Advocate)
 Dan Pederson (Fair Calgary Community Voices)
 Darren Garlough (City of Calgary)
 Doug Barns (Calgary Transit Access)
 Heena Thakur (Vivo)
 Jamie McCulloh (Rocky Mountain Adaptive)
 Jim Brown (Community Advocate)

Kayla Eichelt (Winder Inclusive Community Services)
 Margot Brunner (Voices of Albertans with Disabilities)
 Meri Topchieva (Alberta Ability Network)
 Mezaun Lakha-Evin (Alberta Ability Network)
 Paul Schmold (City of Edmonton)
 Sam Mason (Voices of Albertans with Disabilities)
 Tasha McMullan (Independent Living Resource Centre of Calgary)
 Shannon Mills (Developmental Disabilities Resource Centre of Calgary)

Meeting Minutes

Land Acknowledgement
Breakout Rooms

Discussion Items:

Snow Clearing Advocacy Letter

- More black ice has been around the bus stops and on sidewalks making it increasingly dangerous for wheelchair users.
- The City of Calgary doesn't have large agendas currently, making it an ideal time to submit an advocacy letter to City Councillors asking for accessible snow clearing.
- We will be submitting a letter advocating for the removal of black ice and snow to the City Councillors of Calgary.
- Edmonton had a Snow Angels program similar to Calgary's where they were looking for volunteers and had to cancel the process due to internal problems. There are currently 10 community organizations based in Edmonton that were able to find their volunteers for snow clearing.
- As Jim is no longer on the Accessibility Committee, he will inquire with other committee members to see if they can report back to us.
- The table will be re-formatting the advocacy letter we sent out last year to send a snow-clearing advocacy letter to City Council this year.
- We will be focusing only on one recommendation, so the second recommendation doesn't deter from the first. Having one recommendation is stronger.

Calgary Transit Access (CTA) November 2022

- Working on reducing slips and falls in the new year which has been very successful so far.
- Sending the information to Alberta Health Services and community partners.
- Total trips provided: 79,185
- On-time performance: 88.45%
- There were winter road conditions during the first week of November, leading to a lower OTP for 2022.
- Calls received were 48,597, calls answered were 39,921 and the average delay was 58 seconds
- Web bookings are increasing.
- At fault concerns are 31 for November, 6 higher than last month.
- At fault concerns are any incident reported to CTA by a customer through 311. These concerns are something that goes against CTA's policies or commitment to their customers and had a negative impact on the customer.
- A bus driver being late can be considered an at-fault concern if it was within CTA's control of that bus being late. These concerns are very case specific, and it would depend on the circumstances of that bus being late and why it was late.

Dedicated Accessible Transit Service (DATS) December 2022

- Trips were 55,035
- Unaccommodated trips were 1,561
- Overall on-time performance (OTP) was 87.17%
- On-board time was highest for 15 – 29.99 minutes at 32.47%
- Seeing good COVID recovery from last year's numbers.
- Put in new processes for advance trip requests to make them more flexible.
- OTP target is 90%
- OTP was below 90% for November and December due to winter weather conditions.
- DATS currently has a 90-minute trip maximum that will be reviewed and possibly changed. As the City of Edmonton continues to grow, transit times will increase as well.
- Average call wait time is 04:48, and the target wait time is around 2 minutes.
- Edmonton launched one of North America's largest on-demand transit systems 2 years ago. Neighborhoods that have less access to conventional bus service, can access on-demand transit.
- DATS is doing preliminary research to have a similar service to Edmonton's on-demand transit. Looking to potentially share the fleet or drivers of the on-demand service as both vehicles have similar designs and capabilities.
- Used to have an agreement with Sherwood Park where they can use Edmonton's transit services. They pulled out of this agreement years ago. However, with the regional discussions currently happening, there is going to be more of an emphasis on Edmonton Transit to start working with various regions.
- Edmonton Transit works with St. Albert and LeDuc and manages their trip bookings and their database. Could potentially look at expanding that to other cities.

Accessible Vehicle for all Cities

- Recommendation for every town and city over a population of 5,000 should have one accessible vehicle as taxis are inaccessible and unaffordable.
- FCSS has taken over a lot of the direction for transportation in smaller municipalities as non-profits aren't funded enough to have their accessible vehicle and governments don't have the budget for creating a transportation route.



- FCSS funds organizations to run an on-demand bus that is fully accessible.

Accessible Transportation Service Guide in Alberta

- The Alberta Inter-Community Public Transportation Guide was made in May of 2013 where it outlines all accessible transportation services throughout the province. This includes big urban centers such as Calgary and Edmonton and smaller cities as well.
- Some of the information within the guide is outdated, however, it is an extensive list of all accessible transit services which will be of use.
- This document was also used for this table's recruitment, where it was used to contact all agencies.
- The Alberta Inter-Community Public Transportation Guide will be shared with all members of this table.
- The regional municipality of wood buffalo's transit plan is renewing at the end of this month. Currently got the SmartBus extended for 2 months in the summer, but Sam is looking to get a permanent position for the SmartBus.

Action items:

- Will discuss accessible vehicles for all towns and cities in the next meeting as a potential advocacy point for the table.
- Follow up with Jodi for the next meeting to see if she has an update on using accessible vehicles for patient transfers.
- Support VAD's ask of getting the SmartBus extended to a permanent contract.
- Meri will contact RMWB and Grande Prairie representatives to join this table.
- Contact Medicine Hat and Red Deer for their paratransit report.
- Meri and Mezaun will edit the snow-clearing letter and send it to chairs and table members for approval.

Wrap-Up/Adjournment

Next meeting:

Date: February 8, 2023

Time: 11:00 AM – 1:00 PM

Location: Zoom