



Date/Time: Mar 9, 22 / 11am-1pm

Location: Zoom

Chairs: Christopher Gordon, Jim Brown

**In Attendance:**

Mezaun Lakha-Evin (AAN)  
Jim Brown (Comm. Adv.)  
Dan Pederson (Comm. Adv.)  
Ash Mithani (CTA)  
Christopher Gordon (CNIB)  
Jon Lea (Calgary Transit)  
Amber Staples (Vantage Enterp.)

Paul Schmold (DATS)  
Nikki Stevens (Between Friends)  
Colleen McGann (Comm. Adv.)  
Ermira Kusari (AAN)  
Brittany McFarlane (DDRC)  
Jonathan van Heyst (Bike Calgary)  
Tonia LaRiviere (City of Edmonton)

## Meeting Minutes

Land Acknowledgement  
Welcome and Introductions

Review/Approval of previous meeting's minutes

Topics of Discussion:

**On Demand Transit – Calgary**

- Calgary Transit On Demand is a new way to provide transit service to communities that currently don't have traditional bus service. The service allows customers to book travel as needed, to be picked up and dropped off at any of the existing stops in the community and other major locations. CTA also utilizes an on-demand system that is different.

- Trips can be booked via phone, the website and the app. How it works: <https://www.calgarytransit.com/content/transit/en/home/plans---projects/on-demand.html>

- A relatively new way to provide services. The service is available in the southwest communities of Aspen Woods, Christie Park, Strathcona Park,

Signal Hill, Springbank Hill and Discovery Ridge, and the northwest communities of Carrington and Livingston.

- Benefits: operational efficiency, continuing service for elderly Calgarians and persons with disabilities, equity and economic opportunity.

## - Carrington/Livingston: Background

\* Developing community, previously without transit access

\* Service began in August 2019, initially for one year. Extended to 2022 August 31.

\* Service area: approx.. 4km<sup>2</sup>

\* Most customers using the service to connect with fixed-route services at North Pointe Terminal

\* Service delivered by contracted transportation providers (Southland and RideCo).

## - Springbank Hill Background

\* Developed community, previously with fixed-route services

\* In response to lower ridership due to COVID pandemic, On Demand implemented in 2020 October

\* Eight routes previously served the area. Four routes were replaced with On Demand.

\* Service provided by Calgary Transit forces (with RideCo technology)

The first time the customer uses the system, the technology in place will detect it and also inform the operator in case the rider has any questions. It can also track a lot of information such as: passenger getting on the bus or off the bus, number of trips per hour or day, riders can also provide their feedback.

## **CTA Updates - January 2021**

- Trips provided: 46,188 trips.

- On-time performance: 94.89% (snow and icy conditions on several days).
- Cost per trip: remained steady.
- On Board times: (see pie chart attached).
- Call times: Average delay was 0:21 with 97.93% of the calls being answered under 3 minutes. Calls received: 30,049.
- Web bookings: slight increase.
- 26 commendations and 32 concerns.
- Driver training: 50 (refreshers and training)
- Planning to hire more drivers with CT. Working with other providers to increase capacity as demand increases.
- No pushback to far regarding the mask rule.
- Training for drivers: CTA provides their own training and accessible taxi falls under Livery Transport and they have their own training.

### **DATS stats – February 2021**

- 24000 trips in February – an increase from last year.
- On-time performance: 94%
- Trip cancellations up due to the weather mostly.
- Accommodation rates: 99.91%
- Registration increase in the number of active users.
- Calls received: 25,000, average 2-minute hold time.
- DATS paratransit overhauled all of the contractor training materials with a focus on disability awareness, experiential training (partnered with Rick Hansen Foundation).
- Bill 41: no fault insurance - impacting a lot of the private providers in terms of prohibitive costs to get insurance for no fault collisions. City vehicles are exempt from it.

### **National Accessibility Awareness Week project (May 29-June 4, 2022)**

- Inviting e-scooter company representatives to attend the April Transportation table meeting to discuss e-scooters and the challenges around them.
- AAN as an entity to launch a letter writing campaign to reach out to the community and elected officials to support Barrier-free Alberta, followed by an event with invitation to be sent to the Minister of Transportation.

- Follow up on the webinar from last year on safe and accessible pathways – potentially look at the situation now or a reminder to the community at large on making pathways safer.
- Bike Calgary has been invited by Calgary Library to join a presentation on sharing pathways around Calgary. AAN could join the presentation as a partner.
- Raising awareness about programs like WAV that is in place in Calgary and its importance and adoption across Alberta.
- Edmonton is looking at putting together a video that shows what an accessible and visitable home should look like that would not only raise awareness in the community but also for builders.

### **Recruitment for the table**

- If you are interested in being part of the recruitment subcommittee, please fill out this quick form by February 28:  
<https://forms.gle/U8AGAGVSB9uWDn48>

### **Link to the AAN Transportation table folder on the Shared Google Drive:**

- <https://drive.google.com/drive/folders/1IJPDPH9IXeWoinn2KIIgKc9iP1isatse?usp=sharing>

### **Action items:**

- If you are interested in being part of the recruitment subcommittee, please fill out this quick form by February 28:  
<https://forms.gle/U8AGAGVSB9uWDn48>

Wrap-Up/Adjournment

### **Next meeting:**

**Date:** April 13, 2022

**Time:** 11am – 1pm

**Location:** Zoom