



Chair: Christopher Gordon, Colin Cantlie

Present:

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| Colin Cantlie (CHHA) | Ashraf Mithani (Calgary Transit Access) |
| Colleen McGann (Community Advocate) | Dan Pederson (Community Advocate) |
| Ermira Kusari (CAN) | Karen Munro (CART services) |
| Jim Brown (Community Advocate) | Mezaun Lakha-Evin (CPA/CAN) |
| Eghosa Ejegi (U of C) | Karly Brittany McFarlane (DDRC) |
| Brittany McFarlane (DDRC) | Jonathan Van Heyst (Bike Calgary) |
| Christopher Gordon (CNIB) | |

Minutes of the Meeting	
1.	Land Acknowledgement Welcome and Introductions
2.	January meeting minutes - Approved
	<p><u>1.CTA Updates – December 2020</u></p> <ul style="list-style-type: none"> - Trip demand is increasing. Provided 25,135 trips. The low number of trips is due to the lockdown. Provided less trips than expected, therefore there were some cost savings. - On-time performance: 95.10 %, despite the snow accumulation and poor road conditions (including struck vehicles). - Cost per trip: cost went up a bit due to restrictions and customers travelling and still using the same fleet. - On Board times: similar to 2019. See attachment for details. - Call times: Average delay was 18 seconds with 98.53% of the calls being answered under 3 minutes. Calls handled: 15,220. - Web bookings: not progressing as expected however continues to be steady. - 17 commendations and 36 concerns. - Driver training: did a number of refreshers for drivers. <p>Discussion:</p> <p>1. City of Calgary has agreed that a snow time can be called by the foreman. Have you seen any improvements on the road situation based on this new policy?</p> <p>* It is difficult to tell at this time because there has not been a situation similar to December in terms of snow. The yard was not cleaned up on time in December during</p>

the snowstorm but in January they cleaned it overnight. The road conditions were not too bad in January but is not comparable to the snowstorm in December.

* There are also less vehicles on the road due to restrictions and there are floaters available therefore there is not much an affect on the customer.

2. With CTA coming under the budget due to the pandemic, does this affect the 2021 budget?

* That has not had an impact on the budget.

3. With cases currently trending, are plans to increase the number of passengers per trip?

* Have not heard anything yet in that regard. Managing well right now so there is not a need to increase the number.

E-scooter pilot project

- The final report from the Pilot went to the City on December 16, 2020. City Council approved in late January the plan and they have noted that e-scooter will be here permanently for the foreseeable future. The number of scooters was cut back to 1,500 in total and will have that tendered out to 2 companies only (viable for the companies and not running over the City). Scooters will be allowed on residential streets that do not have lane markings to keep them off the sidewalks.

- An individual from the community is working on creating a sounding device to warn people that a scooter is coming their way.

* Suggestion: Transport Canada is a good venue to explore when developing this device.

- Any concerns regarding the scooters should still be reported to 311. Scooter companies will be applying fines to users that improperly used and parked.

- The project manager from the City of Calgary working on the project has shared a sample of the Braille signage, the number, in the scooters and feedback has been funneled through for a tactile number as not everyone is a Braille reader and that it be in a larger print.

- It has been recommended by the City that each scooter have an identifying number so that it can be tracked to the last user to address any issues such as improper use or parking.

Questions:

- People using the scooters do not need to be licensed.

- Will the scooter be of visible color and will they have reflecting tape for nighttime use? **Christopher will reach out to the City and share with the table the answer.*

Calgary Transit – Green Line

- CNIB is working with the City to hopefully work together on the accessibility piece of the Green Line.
- Planning on doing information sessions to discuss the accessibility being built into the Green Line. CNIB has requested that during the information sessions be well-described plans and be ASL and closed captioned.
- ACA and Access Design will be involved in the accessibility around the Green Line as well.
- The goal is to address potential accessibility issues before the building of the line. The concern is that a significant portion, especially the downtown area, of the Green Line has already been planned.

Snow Clearance

- Considering Calgary is a snow city, the issues with snow and ice continue to be a barrier for people with mobility issues. In some areas of the City, while the bus stops are cleared, the path leading to the bus stop is usually blocked.
- The topic of snow clearing is current with the ACA and a number of requests have been forward to be included in the report to Council on snow clearing.

New public transit investments to build strong communities, fight climate change, and create new jobs across Canada

The Prime Minister, Justin Trudeau, has announced \$14.9 billion for public transit projects over the next eight years, which includes permanent funding of \$3 billion per year for Canadian communities beginning in 2026-27. This announcement provides cities and communities the predictable transit funding they need to plan for the future and is part of the plan to create one million jobs, fight climate change, and rebuild a more sustainable and resilient economy.

- CAN should look into

Advocacy:

- With municipal elections taking place this year, CAN should consider starting an advocacy letter writing campaign to bring forth to politicians our requests and suggestions.

WAV feedback survey:

- In November of 2020 WAV circulate a survey to collect feedback from the users.
* Ermira has reached out to the representative and they have noted that the report has not been released yet. The survey is however closed.

February 10, 2021

Wrap-Up/Adjournment

Next meeting:

Date: March 10, 2021

Time: 11:00 AM – 1:00 PM

Location: Zoom