



Chair: Christopher Gordon, Jim Brown

Present:

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|--------------------------------------|-----------------------------------|
| Ash Mithani (Calgary Transit Access) | Nicole Lord (Community Advocate) |
| Colleen McGann (Community Advocate) | Dan Pederson (Community Advocate) |
| Ermira Kusari (CAN) | Nikki Stevens (Between Friends) |
| Jim Brown (Community Advocate) | Mezaun Lakha-Evin (CPA/CAN) |
| Christopher Gordon (CNIB) | Nate Currey (Superpedestrian) |
| Josh Holzman (SPIN) | Hasneet Punia (Superpedestrian) |

Minutes of the Meeting	
1.	Land Acknowledgement Welcome and Introductions
2.	April meeting minutes - Approved
	<p><u>1.CTA Updates – March 2020</u></p> <ul style="list-style-type: none"> - Trips provided: 37,788 trips, an increase from previous months but under the forecasted trips. - On-time performance: 95.49 % despite some challenges with the phone system and a City-wide outage. - Cost per trip: steady, slightly up. - On Board times: similar to 2020 (see pie chart attached). These are expected to change as the number of trips increase. - Call times: Average delay was 30 seconds with 97.08% of the calls being answered under 3 minutes. Calls received: 24,237. - Web bookings: mirrors what the call center experience. There are a few of new users using web booking. 348 users in February who requested almost 4,500 trips and took over 3,000 trips. - 46 commendations and 20 concerns. - Driver training: 128, most of it related to the new program, LINK. Checker is training their drivers through YouTube videos. <p>Discussion:</p> <p>1. Is CT still looking for riders to test the pilot?</p> <p>Utilizing employees to test the project, e.g. intentionally missing the bus to see how control manages the situation and other scenarios. Once they are done testing the system with the employees, they will be looking into the community for people who are willing to test the project.</p>

CAN Update and Next Steps

- Can is proceeding with the expansion to Alberta Ability Network (AAN) and as such the network will be relying more on its members to carry the work forward.
- Will be looking into inviting partners to the table and assistance from Calgary Transit to identify how to best support their asks.
- Letter of awareness and intent: The Federal Government announced \$14.9 billion for public transit projects over the next eight years to address the needs of Canadians living in remote communities. Proposed that this committee writes a letter to Minister McIver. Look into forming a subcommittee that takes on writing the letter and bring representatives from rural communities to ensure equal representation of needs and issues and have on board a representative from Calgary Transit such as AJ be involved and conduct a mini environmental scan prior to reaching out to Minister McIver.

National Accessibility Awareness Week

- A virtual event is being organized to talk about safety and accessibility on shared pathways – please refer to the separate email from Ermira with more information and ways to assist in spreading the word about the event. Info and registrations available at:
<https://www.eventbrite.ca/manage/events/153700609661/basicinfo>

E-scooter project

- The City has not announced the companies that have been approved to provide the service in Calgary yet.

Superpedestrian – Link

- Micromobility technology company, spun out of MIT in 2013 where they developed a proprietary software intended to work for the “Copenhagen Wheel”, a wheel that you can put into any bike and turn it into an e-bike with a motor in it.
- Company is focused on designing on high quality and tech advanced scooters.
- Have a three-pronged approach:
 1. Vehicle Safety
 2. Rider safety: If a user is riding in a zone where they are not supposed to be in or coming up on a slow-down zone, the vehicle itself notifies the user (without the need to access the phone)
 3. Pavement safety: Link scooters have industry leading geofencing and GPS accuracy which helps ensure parking compliance, leaving the rest of the pavement accessible for the general public. Zones they can implement: no parking zones, required parking zones, slow ride zones, no ride zones, sidewalk riding alert zones. This notifies the user of the restrictions in the zone and slows down the scooter.
- Calgary is unique as a City in that it requires that e-scooter be ridden on sidewalks only which increases chances of collisions with pedestrians on pathways rather than with cars.
- Link scooters have issue detection in under 1 minute to anticipate malfunctions in real-time
- Onboard OS includes 5 CPUs and 73 sensors.
- Monitors 140 components per second where it can diagnose if it is not parked properly, if something is wrong and have a 3-4 times longer lifespan.
- This design allows the company to focus on rider behavior and work with groups such as AAN to bring about new approaches.

- Community Focus: have already met with members of the disability community to discuss what is working, what is now and how to best improve. Plan on doing the same in every community in Canada where they operate. Willing and open to work closely with the City and groups to best integrate into the community.
- Hire locally and have a high retention rate.
- More info: <https://www.superpedestrian.com/en>

SPIN

- In addition to the design, focusing on educational opportunities for user and non-users alike that share and navigate the pathways alongside the e-scooters.
- Focusing on safety – Spin Safe Campaign. During the pandemic have had to shift it into a digital campaign which includes rider etiquette. Currently working with the City of Edmonton and that provides the opportunity to help educate the broader community regarding e-scooters.
- Spin Insight Level 2 technology – provides real-time location data analysis through a camera that looks down on the path and detects where people are riding, how fast they are going, understand if they are riding on a sidewalk which prompts the scooter to make a noise and alert people that a scooter is coming.
- Spin Hubs: looking at ways to ensure the pathways are kept clear of scooters or pedestrians. Looking into incentivising users to return and park the scooters in the designated areas. They will also be equipped with sensors that detect if a scooter has been rolled over and that sends an alert to the local operations team. The response time has been 20 minutes so far (the agreement dictates a 2 hours window)
- Spin Access program offers discounted rates for low-income users and programs that provide opportunities for cash payments and text feature for those who do not have a smartphone.
- In Calgary, are looking to launch adapted vehicles – already operating them in a number of cities in the United States.
- More info: <https://www.spin.app/>

Discussion:

1. Can the scooters be set up in such a way that the user cannot close their chargeable account until they park it appropriately?

- Spin it is possible through the Insight Level 2 technology. The scooter will tell the user that the location is not appropriate for parking.
- Superpedestrian: It is possible. The non-docked system such as these scooters have presented challenges and it is a matter of finding the happy medium. Can certainly set them up in a way that requires them to be parked in a certain location.

2. For the presentation to City Council, it was recommended that scooter be allowed to ride on roads that do not have lane markings. These streets tend to be the ones where the narrowest sidewalks are. Have you had these conversations and thoughts around geofencing those sidewalks and guiding people towards the streets?

- Superpedestrian: have had the conversation with the City. Looking into other opportunities for road riding when safe. The technology can go down to 1 meter as far as geofencing is concerned.

- Spin: have similar capabilities as well. In support of riding on the road when safe as well as the pathways.

3. In the education component, is there a mention do persons with disabilities specifically and creating that awareness?

- Superpedestrian: before someone signs up for the app, they have to go through a tutorial on the screen and there is information on the different ability in the public realm. On the vehicle itself, it reminds people of where they park for particularly that reason. It is also being discussed in in-person educational activities in the community. Have brought scooters to events and engagement with persons with disabilities so they can check the scooters and have a feel of what they are about in case they come across them in the community
- Spin: taking a different approach of cause and affect to people can better understand how it affects them and other members of the community.
- Education takes time and can use the advancements in technology to bring it about soon and quicker.
- There are opportunities to send reminders to users from time to time.

3. Where is your company on the idea of scooters emitting a sounds when in use or parked?

- Spin: the scooter can detect when it needs to make a sound which does not always have to be on.
- Superpedestrian: The City of Calgary takes a serious interest in the scooters specially to ensure that pathway users are made aware of he presence of the scooters.
- The cities where the scooters are working best are the ones that have invested in bike infrastructure that is separated from cars and pathways.
- With scooters being in Calgary for the third year now, the social norms around them are starting to level out.

Wrap-Up/Adjournment

Next meeting:

Date: June 9, 2021

Time: 11:00 AM – 1:00 PM

Location: Zoom