



**FAIR CALGARY COMMUNITY VOICES
(FCCV)
Budget Readjustments Calgary
City Council
NOVEMBER 20, 2023**

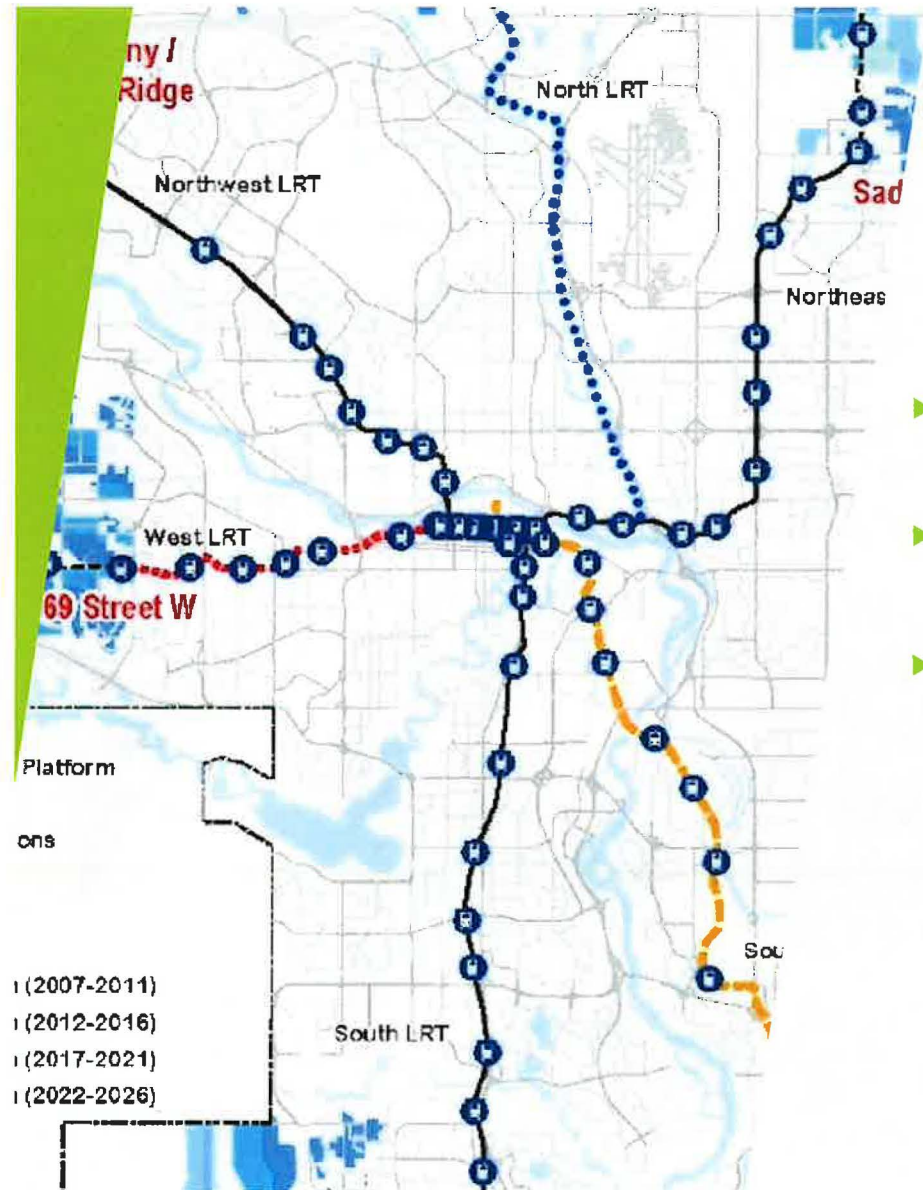
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FAIR CALGARY COMMUNITY VOICES

Affordable, Accessible, Connected, Convenient Transit

- ▶ **FCCV is a grassroots community committee. We have been in existence for over 15 years.**
- ▶ **We were pleased to assist the City of Calgary in creating the Low-Income Transit Pass, the Sliding Scale and Fair Entry.**
- ▶ **Our committee consists of people living with disabilities, people experiencing poverty, agencies, community advocates and the City of Calgary.**
- ▶ **We work with the City to ensure that marginalized groups and people living in poverty have a good customer experience when using Calgary Transit.**



FCCV Supports Calgary Transit's Budget Request to Implement the Directions and Strategies of the Route Ahead

- ▶ FCCV recently held community engagement conversations/surveys and which garnered 160 responses.
- ▶ The engagement resulted in practical ideas for implementing the Route-Ahead's strategies and directions.
- ▶ FCCV supports the establishment/expansion of Route-Ahead's "Customer Advisory Committee" which includes input and consultations with equity-deserving groups and non-profit organizations.



FCCV'S KEY MESSAGES FROM OUR COMMUNITY ENGAGEMENT

Transit Literacy is Essential to Equitable Access to Transit

- ▶ Transit information must be in accessible formats for customers with low literacy, language barriers, disabilities or those who don't have access to technology.
- ▶ Make printed material, braille, voice messaging or QR codes that can be used for translation available at bus stops, stations, bus shelters and hubs.
- ▶ Expand the "Train the Trainer" program to allow non profits to book sessions for their clients. This can increase people's understanding of routes and tackle literacy issues and language barriers. See CTA's Samah Elzahaby's "Train the Trainer" success story.
- ▶ Create a universal transportation app that integrates the "MyCalgaryID", "Calgary Transit EStore", "MyFare", "Calgary Transit Access" and Calgary's snow-clearing map (to show real-time snow removal at transit stops, bike paths, and pathways of the 5A Network.)

Route Ahead Direction C1 "Make it easier for customers to get the information they need in various formats quickly."



Improve Access to Affordable Fares

- ▶ **Expand Eligibility by adding “Extraordinary Expenses” to Fair Entry’s Proofs of Income.** “Extraordinary Expenses” such as increases in rent, food, and electricity decrease a person’s ability to purchase other necessities of life, such as the Low-Income Transit pass. This would be proven by a letter from a social worker showing the person’s budget.
- ▶ **Add letters from organizations to Fair Entry’s “Accepted proofs of income.” in order to decrease demand on social workers for more timely applications**
- ▶ **Introduce Band D (100% to 130% of LICO)**
- ▶ **Freeze the Low-Income Transit Pass at 2022 rates.**
- ▶ **Extend the household income exemption granted to seniors to all Fair Entry customers for an equitable policy approach.**

Route Ahead Direction C4 - “Ensure the eligibility process for Calgary Transit Access, low-income transit passes and other current and future Calgary Transit programs is uncomplicated, transparent, and accessible for all applicants.”

Driver Training

- ▶ **Create/expand customer-led training programs** that will offer disability and anti-racism training as well as diversity training in gender orientation to contracted drivers providing service to persons with disabilities as well as C-train drivers and drivers on fixed routes.
- ▶ **Train drivers in Crisis Prevention and Intervention (CPI)** so they can de-escalate a situation and deal with abusive and rude behavior from customers

Route-Ahead Direction: C7.1 Continue to improve the accessibility of conventional Calgary Transit services to remove barriers to access, provide customers with more excellent travel choices and dignity, and free up Calgary Transit Access resources to address the aging population and people most in need of specialized service. Page 31




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Routes - Strike a Balance Between Frequency and Connectivity

- ▶ Calgary Transit has changed some routes to a frequency model. Some people are now walking up to 40 minutes to get to their bus stop, have longer waits and some buses are more crowded
- ▶ **Hold customer focus groups** when considering a route change.
- ▶ Provide greater transparency about why routes are changing. Share data about route changes on an ongoing basis instead of just once a year or at seasonal changes.
- ▶ Create solutions to address food security with transit. Have longer continuous routes for people at the Food Bank/food hubs vs having to move from vehicle to vehicle. The Food Bank has heard that it can take hours to get to the Food Bank by bus and people are only allowed 2 bags on Calgary Transit Access

Route Ahead Direction C2.2 Continuously review bus route design to simplify routes and improve understanding of the system, page 28



Safety



Snow and ice clearing. Enforce the snow-clearing bylaw around bus stops, including win-rows and on-route to transit hub 5A network.



Train drivers to stop for people running for the bus.



Allow people to use priority seating for bulky items such as food hampers, strollers, and grocery bags when not in use



Safety could include health concerns, security, cleanliness on transit, and physical and mental health issues.



We received many positive stories about what transit allows people to do and the relationships people have with drivers.



Safety and security have improved, but it is still a concern. The East Village has many safety concerns and a sense of vulnerability. It is hard to know whether this results from actual incidents or is just perception. We must communicate these concerns and work towards creating a safer environment for everyone.

Links & Contact Information

- [Results Summary of Community Engagement, November 2023](#)
- [Interactive Data & Summary of Community Engagement Oct 16 to November 9th, 2023](#)
- [FCCV Community Recommendations alignment with Route Ahead](#)
- [Dan Pederson video \(recommendations\) as a paratransit user](#)

- Fair Calgary Community Voices (Email) fairfaresyyc@gmail.com
- Website <https://fairfaresyyc.wixsite.com/transit4all>

