



ETSAB Presentation

VULNERABLE TRANSIT USERS

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Subcommittee Focus

- **Timeline:** Subcommittee established in 2019
- **Membership:** 5-member subcommittee included Jason Pisesky- Chair of Accessibility Advisory Committee
- **Objective:** Review usage of transit among members of vulnerable communities:
 - Seniors, newcomers to the city, post-secondary students, visually impaired, and indigenous
- **Scope:** Helping members of community overcome their fear of using ETS due to a lack of understanding

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Report Content

- Jurisdictional Scan
- Stakeholder Consultation
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Jurisdictional Scan

In order to conduct a robust investigation and have a wider spread peer to peer analysis, the subcommittee reviewed initiatives in other cities

Regina, Sask.

- Currently have a program conducted through a third party (not for profit organization).
- Services people with disabilities (with the intent to expand to Seniors/newcomers).
- Program pairs a disabled person with a Trainer that has a similar disability. Training continues till Student is confident to use transit.
- Training is very comprehensive and is free.

York Region, Ont.

- Currently have a program called “MyRide”.
- Built a bus with recycled parts and have it in a Transit garage.
- Bus is used to teach people with mobility challenges how to get on/off bus and familiarise them with using the bus.
- Program Manager is a hands-on Coach who gives lectures on how to use bus: also takes school classes and meets with people who need one on one coaching.

Stakeholder Consultations

- **Visually impaired group:** 1 on 1 program for clients.
- **Indigenous community:** 1 on 1 program for Members.
- **Seniors:** 1 on 1 program for Seniors.
- **Post-Secondary Students:** Upass offered in many institutions for Students.
- **Newcomers to Edmonton:** No formal programs for this group.

Recommendations

We recommend that:

- ETS Administration set up a **training course for community volunteers** at which representatives from seniors and newcomers' organizations can become fully versed in the use of ETS services so that they can confidently convey the information to clients who require it.
- The course should include **information on all aspects of ETS service** including trip planning, getting on and off the bus, fare products and how to acquire them as well as information on fare subsidy programs.

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Recommendations cont

- **Trainers and students** under such a plan **should not be charged** for use of the service while participating in the program.
- Once the program is established it can be **expanded to include other groups** or organizations who serve vulnerable populations.

Appendix

Organizations who have expressed an interest in assisting with the type of program suggested in the report;

- ASSIST Community Services Centre: Cindy Chen Cindy.chen@assistcsc.org. Their main office is in downtown Edmonton and their other location is nearby Southgate LRT station. This organization offers LRT tours to clients
- Edmonton Mennonite Centre for Newcomers: Suzanne Gross sgross@emcn.ab.ca
- Catholic Social Services: Biviana Velez Perez biviana.VelezPerez@cssalberta.ca
- Action for Healthy Communities: Suraj Kathiwada suraj.khatiwada@a4hc.ca

Other organizations suggested by some of the above organizations are;

- Pakistan Canada Association (South Side)
- Nepalese Canadian Society of Edmonton
- Sierra Leone Association of Alberta

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Thank you

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