



**ACCESS TRANSIT USERS' ADVISORY COMMITTEE
Regular Meeting Minutes**

Wednesday, January 16, 2019 at 11:00am

Room 423, TransLink Offices, 287 Nelson's Court, New Westminster, B.C.

Attendees:

Amy Amantea

Caitlin Anderson

Sherry Baker

Sarah Cheung

Shayne De Wildt

Colin Emberson

Rachel Goddyn

Pam Horton (Chair)

Monty Lilburn

James Mann

David McGregor

Scott Ricker (Vice Chair)

Jocelyne Wong

Regrets:

Ron Bergen

Odette Brassard

Rob Sleath

Staff:

Chris Chan, Travel Training Manager, CMBC

Tessa Forrest, Manager, Access Transit Planning, TransLink

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

Tamara Tedesco, Coordinator, Access Transit Planning, TransLink

The Chair confirmed a quorum and called the meeting to order.

1. Welcome and Member Introductions – 11:00 - 11:20

Pam Horton, Chair

2. UAC Background Materials: Committee Discussion and Highlights– 11:20 - 11:40

Tessa Forrest, Manager, Access Transit Planning, TransLink

Pam Horton, Chair, UAC

3. TransLink 2019 Priorities and Initiatives 11:40 – 12:10

Tessa Forrest, Manager, Access Transit Planning, TransLink

- TransLink is governed by the Mayors' Council and the TransLink Board of Directors
- 23 representatives on the Mayors' Council
- Council appoints seven of the TransLink Board members
- TransLink Board is responsible for overseeing the management of TransLink
- Current 30 year plan is the RTS (Regional Transportation Strategy)
- TransLink plans far in advance in order to be proactive rather than reactive
- Also takes a considerable amount of time to secure funding, secure land, etc.
- Public consultation with members of the public, municipal staff, and elected officials
- Also develop plans on smaller areas and time ranges: ATPs (Area Transportation Plans)
- 10-Year Vision (Mayors' Vision) to implement the first 10 years of the 30-Year plan
- Investment Plans are developed every three years
- Get into even more detail about routes, specific amounts of funding
- All of this planning work culminates in what customers ultimately experience on transit (larger buses, more frequent service, new fleet)
- 5.7% increase in ridership in 2017 over 2016
- Highest growth in ridership anywhere in Canada or the U.S.
- As of November 2018, ridership was up 7% year over year
- Funding needs are now growing faster than funding sources
- Only recuperate about 52% of cost from fare revenue
- Funding is confirmed for the first two phases of the 10-Year Vision
- Three main objectives:
 - Keep things moving
 - Implement the 10-Year Vision
 - Improve the Customer Experience
- Access Transit Planning main projects:
 - CTSDR (Custom Transit Service Delivery Review) Implementation

- Bus stop accessibility for customers with sight loss
- Compass for HandyDART
- HandyDART in the TSPR
- Accessibility-related advice across the enterprise
- UAC

BREAK – 12:10 - 12:25

REGULAR UAC MEETING ITEMS

4. Adoption of the December 5 2018 Minutes – 12:25 - 12:30

5. Custom Transit Service Delivery Review:

Implementation Update – 12:30 - 1:00

Tessa Forrest, Manager, Access Transit Planning, TransLink
 Kathy Pereira, Director, Access Transit Service Delivery, CMBC
 Presentation for information (copy included in package)

Upcoming improvements:

- Improving reservation convenience
- Reducing wait times
- Reducing travel times
- Enhancing the taxi service (about 10% of HandyDART trips are delivered by taxis)
- Increasing availability of requested trips
- Ensuring that the HandyDART service is appropriately funded
- Examining the HandyDART service delivery model (what does the model look like; who is delivering the service?)
- Many of these pieces of work have a significant technology component to them
- Reservation convenience: implementing online booking this year
- Have already extended the booking deadline and are looking at potentially extending it even further
- Colin asked if there is talk of a real-time app for HandyDART customers to see exactly where their ride is at? – Action: Chris Chan to look into this.
- David expressed support for the app for customers who are deaf and unable to receive a phone call
- Customer wait times were added to the online Customer Experience Dash Board

- New version of Trapeze will allow for more customized pick-up windows to be specified according to individual customer preferences
- Goal for no HandyDART trip to exceed 1.5 times what the trip would take on the conventional system
- This is the standard outlined in the ADA for custom transit trips
- Each ride that is over 60 minutes long is getting analysed
- Taxi drivers have expressed concerns that they are required to provide door-to-door service, but they don't get paid extra for it
- Changes are being made to address this
- Service audits will be performed, and follow-up interviews with customers who have taken taxi trips will be conducted
- Taxi driver training is being re-visited and updated
- Current training includes many similar pieces as the Vancouver Taxi Association's "Ask, Listen, Act" training
- Establish a working group with customers and staff
- Working to learn more about the work that BC Transit has done regarding eligibility
- This aligns well with things that are being done across Canada and much of what is mandated by the ADA in the States
- Deliver sufficient HandyDART trips to meet customer demand
- In 2019 rolling out a 3.7% increase in service
- Develop an implementation strategy for the "family of services" approach
- Have struck a provincial custom transit committee with the Province and the Ministry of Infrastructure and Housing
- TransLink exploring establishing a HandyDART committee that will give TransLink a way to gather focused feedback on HandyDART issues from a group of users
- Sherry asked if the committee could be a sub-committee of the UAC. – Tessa replied that It could be a possibility.
- Pam suggested that an appropriate member of the UAC should sit on the committee and act as a liaison between it and the UAC.
- Rachel asked if the only focus of the committee would be eligibility. – Tessa responded that that will be a topic of discussion, but the goal is for the committee to extend past the implementation of the CTSDR recommendations.

6. New Business

7. Other Business

8. Adjournment

2019 Meeting Dates

Wednesday, February 13 2019: 11 a.m. to 2 p.m.

Wednesday, March 20 2019: 11 a.m. to 2 p.m.

Wednesday, May 8 2019: 11 a.m. to 2 p.m.

Wednesday, June 26 2019: 11 a.m. to 2 p.m.

Wednesday, September 4 2019: 11 a.m. to 2 p.m.

Tuesday, October 15 2019: 11 a.m. to 2 p.m.

Wednesday, November 13 2019: 11 a.m. to 2 p.m.

Wednesday, December 11 2019: 11 a.m. to 2 p.m.