



HANDYDART USERS' ADVISORY COMMITTEE MEETING

Tuesday, December 1, 2020 – 11:00 a.m. to 1:00 p.m.

Virtual Meeting

Attendees:

Martin Aquino	Marjie Ross
Brian Gibney	Linda Tang
Wayne Leslie	Avery Timm
Tim Louis (Chair)	Bet Tuason
Laura Mackenrot (Vice Chair)	Brian Tucker

Regrets:

Justina Loh
Scott Ricker
Roseanne Shannon

Staff:

Chris Chan, Manager, Travel Training, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Liina Marshall, Manager, Access Transit Service Delivery, CMBC
Craig Maruyama, Sr. Analyst, Access Transit Service Delivery, CMBC
Kathy Pereira, Director, Access Transit Service Delivery, CMBC
Sarah Ross, Director, Access Transit Planning, TransLink
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC

Guests:

Rob Proctor, Managing Director, HandyDART Service, First Transit

MINUTES

1. PRELIMINARY MATTERS

1.1. Call to Order and Land Acknowledgement – 11:00 - 11:05

- Tim called the meeting to order.
- Briana read the land acknowledgement.

1.2. Opening Remarks– 11:05 - 11:10

- Briana summarized the Zoom meeting protocols.

1.3. Committee and Staff Roll Call – 11:05 – 11:10

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- Regrets were received from Justina Loh, Scott Ricker and Roseanne Shannon.

1.4. **Adoption of the Agenda – 11:10 - 11:15**

- Motion to adopt the agenda: moved by Laura, seconded by Avery, carried.

1.5. **Approval of September 16, 2020 Minutes – 11:10 – 11:15**

- Laura requested to be noted in the minutes when she arrived and was present for 25 minutes.
- Motion to approve the minutes: moved by Wayne, seconded by Linda, abstained by Laura, approved.

1.6. **CEO Year End Greeting – 11:15 - 11:30**

Kevin Desmond, Chief Executive Officer, TransLink

- Briana introduced Kevin Desmond, who will be stepping down from TransLink in February 2021.
- Kevin thanked HDUAC members for their continued participation on the committee and service, despite the challenges of COVID and the virtual meeting environment.
- Kevin expressed that in his five years at TransLink, the HandyDART and accessibility file has been a very important priority and piece of work for him.
- He will be advising the Board, in the search for his successor, of how important HandyDART and accessibility is.
- Laura – what further steps is TransLink taking to ensure that we are going to have multiple elevators in the new Broadway stations, as well as access to public washrooms?
- Kevin – the number of elevators in the designs for the Broadway stations has been set, and Broadway Subway is no longer a TransLink project but rather a Province of BC project. As far as washrooms are concerned, there are plans for installation at a number of stations, and options for the feasibility of operations are being investigated.
- Brian Tucker – voiced concerns with the amount of time HDUAC members had to prepare for this meeting and felt that, due to the meeting package containing a very lengthy report, it should have been sent out much further in advance.

2. REPORTS

2.1 **ATSD Director's Report – 11:30 – 11:50**

Verbal update for information (written copy included in package)

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

Briana Ingram, Manager, Access Transit Planning, TransLink

- Kathy summarized current HandyDART service levels.
- Could potentially see a dip in ridership as COVID case numbers rise in the region.

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- HandyDART recovery planning is continuing for when ridership does grow.
- Considering a plexiglass barrier between seats.
- Investigating the effectiveness of microbial disinfectants.
- Access Transit Customer Care is continuing to do wellness check phone calls to customers. Over 10,000 calls have been completed.
- Funding has been approved to implement Compass on HandyDART.
- Marjie – commented that when she was called about the HandyDART Customer Performance Survey, she was informed that she couldn't respond to the survey on behalf of her son.
- Briana – responded that this is being looked at for next year's survey.
- Initially looking to do engagement for HandyDART registration in November, but that was postponed due to rising COVID cases. Engagement is now planned for early 2021.
- Member appointments to HDUAC for 2021 are still awaiting approval from the TransLink Board and will be announced in mid-December after the Board meeting.
- Kathy – requested that discussion related to Brian Tucker's comment be put on an HDUAC agenda in 2021.

2.2 **Presentation of the Ryerson University Studio Project – 11:50 - 12:20**

Presentation for information (copy included in package)

Graduate Students from the Ryerson University School of Urban and Regional Planning

- The purpose of this project was to explore the potential for on-demand transit service to pair with paratransit.
- The Ryerson students who worked on the project gave a presentation to conclude their work and inform the HDUAC on their findings.

2.3 **HandyDART Trial Vehicle Viewing: Update and Next Steps – 12:20 - 12:35**

Presentation for information and feedback (copy included in package)

Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC

- Erin gave an update on where things are at with the vehicles being considered.
- Brian Gibney – commented that while on the Dodge ProMaster he had to bend down to look out the window as he is quite tall and uses a powerchair. Other than that, he was quite happy with the vehicle.
- Erin – will take window height into consideration as vehicles are being evaluated.
- Tim – commended Erin on doing a great job at gathering feedback on trial vehicles from users and is wondering if feedback from drivers is being collected as well.
- Erin – yes, drivers are being asked a broad range of questions.

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2.4 **2019 HandyDART Service Performance Review Update** – 12:35 - 12:55 Presentation for information and feedback (copy included in package) Gurtej Tung, Planner, Access Transit Planning, TransLink

- Gurtej presented an overview of the report and then requested feedback.
- Martin – would like to clarify the amount of time for wait-times, as 3 minutes does not seem accurate.
- Gurtej – clarified that the wait-times are pulled from First Transit call centre data. Perhaps a better way to capture the average would be to state a range.
- Wayne – stated that he was happy to see that the average call wait-time was only three minutes, as this is much shorter than other large call centres. He is also very pleased that since 2014, denials have dropped 86%.
- Laura – had trouble accessing the pdf with a screen reader. Also expressed that she would like to see a range for wait-times. She would like to see denials expressed in numbers rather than a percentage since rides are expressed in numbers. Also requested that members can email Gurtej feedback and questions once they have had time to review the lengthy report.

3. **OTHER BUSINESS**

- Laura – thanked everyone very much for their participation on the HDUAC over the past year and wished everyone Happy Holidays.
- Bet – wanted to follow-up with Rob on a recent complaint on a HandyDART issue he had. Is the issue he experienced common?
- Rob – apologized for not yet responding and will follow-up with Bet after the meeting.
- Avery – expressed her appreciation for the opportunity to serve on the HDUAC.
- Briana – requested that members send meeting package feedback if they have any further comments on the concerns raised by Brian Tucker.
- Tim – Requested that an email be sent out as a reminder for feedback to be shared.

4. **CLOSING REMARKS**

- Tim provided closing remarks.

5. **MEETING TERMINATION**

6. **INFORMATION**

2020 Meeting Dates:

Tuesday, December 1, 2020 11 AM - 1 PM