



HANDYDART USERS' ADVISORY COMMITTEE MEETING

Thursday, September 26, 2019 – 11:00 a.m. to 2:30 p.m.
Rooms #427/428 – 287 Nelson's Court, New Westminster

MINUTES

Attendees:

Laura Mackenrot	Martin Aquino
Justina Loh	Wayne Leslie
Brian Tucker	Brian Gibney
Bet Tuason	Tim Louis
Avery Timm	Marjie Ross
Linda Tang	Roseanne Shannon
Pam Horton	

Staff:

Sarah Ross, Director, System Planning, TransLink
Kathy Pereira, Director, Access Transit Service Delivery, CMBC
Tessa Forrest, Manager, Access Transit Planning, TransLink
Liina Marshall, Manager, Access Transit Service Delivery, CMBC
Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC
Gurtej Tung, Planner, Access Transit Planning, TransLink
Richard Marion, Coordinator, Access Transit Planning, TransLink

Guests:

Rob Procter, Managing Director, First Transit

1. PRELIMINARY MATTERS

1.1 Call to Order and Land Acknowledgement

Tessa Forrest called the meeting to order at 11 AM. She read the land acknowledgement to signify that we are on the traditional territories of the Coast Salish peoples.

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1.2 **Opening Remarks and Official Welcome**

Kevin Desmond, Chief Executive Officer, South Coast British Columbia Transportation Agency (TransLink)

Michael McDaniel, President and General Manager, Coast Mountain Bus Company (CMBC)

Kevin Desmond and Michael McDaniel welcomed everyone to the first meeting of the HDUAC on behalf of TransLink and Coast Mountain Bus Company. They are looking forward to productive discussions with this committee to continue to improve the HandyDART service.

1.3 **Committee and Staff Introductions**

Committee members and staff present introduced themselves. They talked a bit about their experience and what they hoped to get out of this process.

1.4 **Safety Briefing**

Dorit Mason, Sr. Manager, Emergency Management and Safety Verbal Presentation

Dorit outlined the safety procedure for the building. She provided details about the refuge areas and receiving assistance from the floor wardens. Some concern was expressed about ensuring that people with the types of disabilities many of the committee members have would not be able to safely evacuate or protect themselves in the event of an earthquake. Further discussion on emergencies and people with disabilities will have to take place in the near future.

1.5 **Adoption of the Agenda**

It was moved and seconded that the agenda be approved as circulated. There being no further discussion the motion was approved.

2. **REPORTS**

2.1 **Overview of Committee Mandate**

Tessa Forrest, Manager, Access Transit Planning, TransLink
Draft Terms of Reference Included in Package

Tessa went over the committee terms of reference. The committee will be a forum to discuss customer facing initiatives. It will be a forum to exchange ideas.

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She also went over committee appointments. Half of the committee will be selected at random to serve an extra year to allow for some continuity after each committee appointment period.

The committee will file a report with the board each year outlining committee activities and achievements.

The process of the meeting will generally follow Roberts Rules of Order when it comes to taking votes and passing motions. There will be times when the process allows for greater interaction between members of the committee. Confidentiality forms will be signed by everyone as well.

There was a brief discussion about the COMPACT history document and "Words Matter".

2.2 **Outline TransLink Organizational Structure**

Sabrina Lau Texier, Manager, Strategy and Plan Development, TransLink

Presentation for Information (copy included in package)
Sabrina was filling in for Sarah Ross who had to leave the meeting. The presentation outlined the structure of TransLink and how it relates to the other parts of the enterprise such as CMBC and third-party contractors like First Transit. Some discussion occurred about why HandyDART is a contracted service. It was felt that having a more stable contract would lead to a better service as the contractor would gain a better understanding of the needs. Peer custom transit services do not provide service in as large of an area as TransLink.

BREAK

A 15-minute break occurred.

2.3 **HandyDART: A Little Bit of Context**

Kathy Pereira, Director, Access Transit Service Delivery, CMBC
Liina Marshall, Manager, Access Transit Service Delivery, CMBC

Presentation for Information (copy included in package)

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Kathy and Liina went over the history of HandyDART and the primary purpose for this service. Their presentation focused on the increasing need for this service and some of the challenges facing this service as the population ages and grows. The demand continues to exceed supply. The Phase 2 and 3 portions of the 10-Year Vision will add more service to HandyDART. But we still need to look at ways to improve the efficiency and quality of the service as well.

2.4 **Challenges, Opportunities and What We're Working On** *Tessa Forrest, Manager, Access Transit Planning, TransLink Presentation for Information (copy included in package)*

The primary purpose of this presentation was to go over upcoming projects and to continue the discussion on continued challenges for HandyDART.

- It was noted that weekend demand for the service is increasing at a much higher rate than weekday demand.
- Even with increased investment, there are concerns about the potential increases in demand and their service impacts.
- Spontaneous service is not possible with HandyDART. Laura thought we could look at a mixture of fixed route and door to door service for HD.
- Have been trying to look at increasing the use of taxis to manage increased demand and a lack of HandyDART drivers.
- 65% of all trips are health related.
- Currently on time performance is 88%. The target is 90%.
- Currently developing a demand forecasting model to help inform future plans and initiatives for HandyDART.
- Increased demand primarily driven by aging population.
- Looking at provincial funding for services like day programs, and other health related programs.
- Online booking is planned for Q2 of 2020 if there are no implementation issues.
- New technology will allow HandyDART to better measure trips against the conventional transit system.

3. OTHER BUSINESS

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- 3.1 Questions from committee members sent ahead of time
The questions sent ahead of time were answered within the context of other reports. This time was used to also develop a list of items for the next few meetings.

4. CLOSING REMARKS

Tessa and Kathy thanked everyone for a very successful first meeting of the HDUAC.

5. ADJOURNMENT

The meeting was terminated at 2:35

6. INFORMATION

2019 Meeting Dates:

Thursday, December 5, 2019