

Minutes of the HandyDART Users' Advisory Committee Meeting
December 5, 2019



HANDYDART USERS' ADVISORY COMMITTEE MEETING

Thursday, December 5, 2019 – 11:00 a.m. to 2:30 p.m.
Rooms #427/428 – 287 Nelson's Court, New Westminster

MINUTES

Attendees:

Laura Mackenrot
Justina Loh
Brian Tucker
Bet Tuason
Avery Timm
Linda Tang
Pam Horton

Martin Aquino
Wayne Leslie
Brian Gibney
Tim Louis
Marjie Ross
Roseanne Shannon

Staff:

Tessa Forrest, Manager, Access Transit Planning, TransLink
Liina Marshall, Manager, Access Transit Service Delivery, CMBC
Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC
Craig Maruyama, Senior Analysts, Access Transit Service Delivery, CMBC
Richard Marion, Coordinator, Access Transit Planning, TransLink

Guests:

Bill Davies
Kathy Barge

1. PRELIMINARY MATTERS

1.1 Call to Order and Land Acknowledgement

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

1.2 Opening Remarks

Tessa Forrest thanked everyone for attending the meeting. She indicated this would be the last meeting she would be chairing as the day's agenda included the election of a chair and vice chair.

1.3 Committee and Staff Introductions

Those present introduced themselves.

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1.4 **Safety Briefing**

Erin Windross went over the revised safety briefing. Tessa indicated that Dorit Mason would be returning to another meeting to have a broader discussion about evacuation procedures and staff training.

1.5 **Adoption of the Agenda**

It was moved and seconded that the agenda be adopted as circulated. Approved.

1.6 **Approval of September 26, 2019 Minutes**

It was moved and seconded that the September 26, 2019 Minutes be approved as circulated. Approved.

2. **REPORTS**

2.1 **Overview of Expectations from First Meeting**

A discussion occurred about the list of expectations generated at the first meeting. This list will be used to assist with generating ideas for future agendas. It was noted that the list was partly individual expectations as well as committee expectations. Brian Tucker indicated he was interested in cancellations of health-related trips.

2.2 **Director's Report, Access Transit Service Delivery & Access Transit Planning**

- Erin Windross gave the directors report on behalf of Kathy Pereira.
- There were some effects on HandyDART with increases in bookings and call volume during the strike action; with the settlement between CMBC and the union, it was expected that things would return to normal at HandyDART.
- Martin mentioned that with the increase of calls, more people were getting busy signals. He was concerned about this. Avery agreed.
- Laura mentioned she had issues calling HandyDART as well. She ended up not taking rides for the next day. She enquired if they did track service denials during this time.
- Liina mentioned that if people did not get trips for things like medical appointments, they were counted as denials.
- Tim commented that it is harder to get through since the labour dispute. Has there been an overall increase in calls?
- Liina said they have noticed an overall increase over the last couple of months. They are looking at solutions to address this in the short and long term. We will be adding a web booking option in the future.

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- Tim asked when web booking would be happening? **Answer:** Erin indicated it might be in the third or fourth quarter of 2020.
- Marjie mentioned that the 10-minute warning often happens at six minutes quite consistently. **Answer:** Erin indicated that the new software will be able to track the 10-minute warning no answers as well.
- Craig responded to the comment regarding using different numbers. The outbound number is only outbound calls. The inbound number is the same for everyone. There is only one queue.
- Laura would like a separate number for dispatch.
- Brian Gibney mentioned an app as something he would like to see.
- Wayne indicated he would like to look at the efficiency of the meetings. We need to develop a way of moving discussion to the parking lot when necessary.

2.3 **Endorsement of HDUAC Terms of Reference**

- Before endorsing the terms of reference some discussion occurred about the title of the committee.
- The committee is a direct way to hear from customers. It is also a direct way to communicate with TransLink.
- Brian Tucker was concerned about the title of the committee. He said it would affect the terms if we used different words like customers or clients.
- Tessa indicated this discussion could occur in the future and we need to balance the need to endorse the terms so the committee can start its work, with ensuring the language is appropriate.
- Erin did mention this is the HandyDART User's Advisory committee which is aligned with other advisory committees.
- Marjie liked the word users as it is universal and includes the committee with other stakeholders.
- We can change the name without seeking approval of the board. It would go to the Access Transit Steering Committee. This could be a parking lot issue for now.
- It was moved and seconded to endorse the terms of reference. Carried with 1 abstention.
- Pam reminded Tessa that the UAC terms of reference will need to be changed to reflect that the UAC chair is a member of the HDUAC.

2.4 **Overview of Cancellations Data**

- Liina Marshall discussed the main types of cancellations data that is kept track of. Most of the cancellations are less than two hours' notice, no shows or cancel at the door.
- Brian asked about cancellations by HandyDART? Those are usually sent back as a priority standby booking and a ride is usually found for the person.

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- Wayne asked who decides that the missed trip is a no show? The driver can make that decision in some situations. **Answer:** If the driver misses a trip and calls it a no show, the person that was waiting may be able to book a trip.
- Brian Gibney indicated that if there was a confusion with the pick-up time, the person may be sent back into the queue and could be waiting a long time for a new dispatched trip.
- Liina indicated she would investigate this. Weather related site closures and user error are another big factor in scheduling as well.
- Martin asked about cancelations with overall service. **Answer:** Liina stated that about 20% of overall service is affected with cancellations.
- Tim mentioned there is a misunderstanding in the call centre about suspending vs canceling subscription trips. Can only be for up to 90 days.
- Laura mentioned she is strictly an on-demand user. It is easier to work with staff on her trip bookings this way. Generally, people cancel because of other appointments, not feeling well or have other transportation.
- Brian Gibney wanted to know how new people find out what is okay for HandyDART?
- Liina mentioned the rider's guide is sent to all new customers. This outlines the critical HandyDART policies. The cancellation project will have a large educational component. We want them to think about their impact on other customers. We will be looking at issues on the phone as well. We will look at making cancelations easier, so people are encouraged to cancel earlier.
- Laura mentioned calling in seven days can be harder. It is easier three days out though. More education would help with the booking process.
- Martin mentioned that a cancelation does free a space on the bus. But this is only useful with early cancelations.
- Martin indicated he would like to be part of the ongoing discussion.
- Liina said that both types of late cancellations have the same effects on the system. There is a demerit system. However, this could cause concerns as some people may not remember when booking a trip.

BREAK

A 15-minute break occurred.

2.5 **HandyDART Performance Report Outline Review**

Representatives from the consulting firm McElhanney provided an overview of the process for updating the performance review report. They had eight meetings, including discussions with TransLink staff. They heard several issues including;

- Low awareness of existing reporting.
- Generally, people trust the data, with some qualifications.
- Difficult to make comparisons with the fixed route system.

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- Need measurements to reflect the customer experience.
 - Should not manipulate data to shine in a good light. Need performance measurements over time to establish trends.
 - Definitions are not always clear in the data.
 - Most reporting has an operational focus.
 - New data will be available from software upgrades.
 - Look at opportunities to have engagement with different groups.
 - New reports may be pushed out to customers in specific formats.
 - Customer focused report may better reflect the HandyDART experience.
 - Continuous improvements needed throughout existing reports.
 - There's a need to clarify the difference between refusal and denial.
 - Could prepare reports in different formats to meet the needs of customers.
 - Should look at all relevant aspects of the conventional system.
 - Work with other organizations to improve the process.
 - The final report will be delivered in the spring.
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- Brian Gibney wanted to know if the booking system is widely used.
Answer: Yes, it is widely used and can be used by large transit organizations for their conventional transit systems as well.
 - Marjie commented that with collecting data the conversation should be part of the practice.
 - Avery stated that the big survey could be mailed to all users and this could help develop richer data. Need to look at all the data and find out why people choose one service over another at different times. For example, taxis.
 - Rosanne indicated that questions are developed to get a specific response. Should enquire about more than just the last trip. People can call in to access the taxi survey.
 - Wayne asked if the survey looks at the role of caregivers for people with cognitive issues. This could give a voice to those people.
 - Laura did not answer the survey. It was not user focused. Could involve consultations with the committee in the design to ensure that the committee's concerns are flagged.

2.6 **Compass for HandyDART and HandyDART Registration: Service Design Project Update**

- The committee received an update on the Compass for HandyDART project. This looked at the reviews that had been done to date including the different customer engagements that have been occurring. This also included interviews with First Transit staff and HandyDART ride alongs to look at how the process currently works. This service design process is looking at customer needs and how to better tackle problems and develop

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solutions. There will be a final report in a couple of weeks on the project deliverables.

- Customers are excited about the idea of Compass for HD. Would eliminate issues like purchasing fares on the weekend. People are ready for the change.
- Wristbands or lanyards would be useful.
- People thought the card reader would work well.
- Need to identify a solution for day programs.
- Currently taxi integration would not be possible. Also, not currently looking at a solution with Uber.
- Laura expressed concerns with paying later for taxi trips and how to keep track of fares. Tessa described how the machine could keep track of the cards and automatically take the funds off when the card is tapped.
- Brian Gibney asked about the in-person interview process as part of a new approach to registering HandyDART customers.
- Toronto currently conducts in person interviews for their paratransit system. It was felt that the Toronto process may not be exactly what we would need or want here as well.
- People don't want any surprises. Need trust and two-way communication. Question on what it would look like at the beginning? **Answer:** We would have travel training to show people how to use the new system.
- Laura wanted clarification on the live interviews. She thought people would assume that this will lead to a refusal of getting services. She is hoping there is broader discussion on the live interview issue. Need more data from other agencies. Tessa indicated that the committee would receive an overview of what other agencies are doing before the next meeting.

2.7 Overview of Health-Related Trips Data

- Liina give a summary of the health-related trips. Many of the day programs start and end at the same time which puts increased pressure on HandyDART.
- Brian Gibney did ask about day program transportation if family help with transportation. **Answer:** Because of the number of day programs, does this mean the potential for denials for medical appointments.
- Marjie wanted more details on the peak times.

3. OTHER BUSINESS

3.1 Election of Committee Chair

Tessa Forrest conducted the election for committee chair. After closing nominations, she declared Tim Louis elected as chair by acclamation.

3.2 Election of Committee Vice-Chair

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Tessa Forrest conducted the election for committee Vice-Chair. After nominations closed, Laura Mackenrot was declared elected by acclamation.

Tessa thanked Tim and Laura for agreeing to serve in these positions.

4. CLOSING REMARKS

5. ADJOURNMENT

The meeting was terminated at 2:00

6. INFORMATION

2020 Meeting Dates:

Wednesday, February 19, 2020

Wednesday, May 13, 2020 10:30 AM - 2 PM

Wednesday, September 16, 2020 10:30 AM - 2 PM

Tuesday, December 1, 2020 10:30 AM - 2 PM