



HANDYDART USERS' ADVISORY COMMITTEE MEETING

Wednesday, September 16, 2020 – 11:00 a.m. to 12:30 p.m.

Virtual Meeting

Attendees:

Martin Aquino	Roseanne Shannon
Brian Gibney	Linda Tang
Wayne Leslie	Avery Timm
Justina Loh	Bet Tuason
Tim Louis (Chair)	Brian Tucker
Marjie Ross	

Regrets:

Laura Mackenrot
Scott Ricker

Staff:

Briana Ingram, Manager, Access Transit Planning, TransLink
Liina Marshall, Manager, Access Transit Service Delivery, CMBC
Ross McFarland, Sr. Planner, Access Transit Planning, TransLink
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**
 - Tim called the meeting to order, and Briana read the land acknowledgement.
- 1.2. **Opening Remarks– 11:00 - 11:05**
- 1.3. **Committee and Staff Roll Call – 11:05 – 11:10**
 - Tim approved leaves of absence for both Scott and Laura
- 1.4. **Adoption of the Agenda – 11:10 - 11:15**

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- Approval of the agenda: moved by Marjie; seconded by Brian Gibney; carried.

1.5. **Approval of July 23, 2020 Minutes** – 11:15 – 11:20

- Approval of the minutes: moved by Linda; seconded by Marjie; carried.

2. **REPORTS**

2.1 **ATSD Director's Report** – 11:20 – 11:40

Verbal update for information (written copy included in package)

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

- Kathy reviewed the topics covered in the Director's Report.
- Bet – will you consider including patient partners in consultation, in addition to the Health Authorities you are already speaking to?
- Liina – we are talking with renal Social Workers and Managers, but not directly with patients.
- Bet – social workers and medical professionals would be good ways to get in touch with patients.
- Linda – regarding masks, when it is possible to maintain 2 metres of physical distancing, is it okay to take off your mask?
- Kathy – no, the expectation is for masks to remain on at all times on transit.
- Tim – has the trip “turn down” rate dropped any further, or has it remained the same?
- Rob – yes, the denial rate has gone down drastically. As an example, through September to date, there have been no trip denials. I believe in the entire month of August, there were only four. Any trip denials now require a Manager to approve them.
- Tim – expressed his appreciation of this improvement.
- Tim – regarding the buses with Lamar advertising, 17 out of a fleet of how many in the total fleet?
- Kathy – a fleet of 100 out of the Vancouver depot.
- Tim – I am assuming that the revenue from Lamar will go to TransLink and not First Transit?
- Kathy – yes, it is a TransLink contract.
- Tim – what is the amount of revenue that will be generated from this contract?
- Kathy – that is unknown at this time.

2.2 **COVID-19 Update** – 11:40 – 12:00

Presentation for information and feedback (copy included in package)

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

- Currently about 0.5% of trips are being delivered by taxi. Pre-COVID it was about 15%.

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- Demand is growing, all be it slowly.
- Renal and cancer trips have remained constant.
- Growth is currently in other medical and miscellaneous trips.
- Trips to day programs are growing, but in pre-COVID times, day program trips would have been much higher than renal trips, so there is a long way to go to return to normal levels.
- Have requested a two-week notice from day programs before they re-open in order to properly plan for the sudden increase in demand.
- Other things we are watching as the region is re-opening are will virtual consultations with doctors remain permanent, or will things move back to in-person.
- Will staggered start-times for day programs be happening?
- Currently still have a 2-metre physical distancing protocol on buses, but will this continue to be necessary if all passengers are wearing masks?
- When demand increases, having the ability to decrease the minimum distance to maybe 1 metre would greatly increase capacity on the system.
- This is not imminent; it is just being investigated.
- Linda – what I've heard from drivers in the past few months is that they sometimes don't have any trips for a few hours or even an entire day. How are resources being managed?
- Rob – I'm not sure if that is currently the case. Certainly, there were instances of drivers having slack time back in March and April. Currently, because of social distancing on vehicles, and an increase in trips, that isn't the case any longer.
- Brian Tucker – do we have a special financial arrangement with the day programs to help fund those trips?
- Kathy – day program trips are managed and booked individually like all other customer trips. There is no financial arrangement.
- Wayne – how are drivers coping with stressors surrounding COVID? How is the team doing, and how are drivers managing the added stress and empathy required during this time?
- Rob – thank you for that consideration. The team is healthy and doing well, and we are trying to provide as much as possible for drivers. We are making sure drivers have required PPE, as well as scheduling as best we can.
- Kathy – early on, First Transit organized town hall calls with the Health Authorities and doctors, where staff could call in and connect directly with medical professionals to answer questions and address concerns.
- Wayne – are there any emerging issues on how drivers are being treated due to client stress?
- Rob – so far customer and driver relationships have remained very good.

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- Kathy – mentioned proactive communication that has been done to help alleviate customer stress as much as possible: update messaging on the IVR, newsletter, wellness check phone calls.
- Brian Tucker – Can you verify 13 out of how many care homes in the Lower Mainland have had instances of COVID? What is the source of that information?
- Kathy – don't know the total number of care homes in the Lower Mainland, but out of the 31 that have had COVID outbreaks, there are currently 13 with active cases. Went from just one to 13 in a matter of a couple of weeks.
- Roseanne – Fraser Health tracks current instances of COVID outbreaks on their website.

2.3 **Ryerson University Studio Project** – 12:00 – 12:15

Presentation for information and feedback (copy included in package)
Erin Windross, Manager, Access Transit Service Delivery Improvements,
CMBC

- This project has in part come out of the 2017 Custom Transit Service Delivery Review.
- Recommendation 5.2: Management recommends an implementation strategy for the Family of Services approach be developed and include a phased, multi-year rollout.
- Currently, trip provision is mostly separated into either HandyDART trips or conventional transit trips.
- There is not currently a lot of cross-over, but in the future, “family of services” would allow for more trips that involve both HandyDART and the conventional system.
- An on-demand pilot was done on Bowen Island in 2019.
- In the future, a family of services approach could include the integration of on-demand shared ride transit with custom transit.
- Currently in ongoing communications with the studio group and will be having meetings every two weeks.
- Final report back out in November.
- Linda – I am excited and look forward to this project.
- Tim – in the future, might we see a day where a transit user, who is not a HandyDART user, might be able to book a ride on HandyDART if there was space, in order to provide increased revenue and take advantage of unused seats?
- Erin – HandyDART is a very specific and customized service that might not be appropriate for everyone, but perhaps an in between solution of shared ride service would work.
- Tim – when will you report back to HDUAC?
- Erin – hoping to have a report back in December.
- Laura – clarifying if this would only serve customers who need a ride to a bus stop or SkyTrain, or if it would be door-to-door like HandyDART?

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- Erin – looking to see what other agencies are doing, but no, not just for transferring to the conventional system.
- Justina – suggested that travel training be a component of this and the importance of considering the variety of disabilities customers have and how people may need and/or prefer different options because of this.
- Avery – want to reiterate that the importance of it being well understood that peoples' ability to use the conventional transit system really depends on their particular disability and experience.
- Kathy – this is well understood, and one of the goals of the new registration process is to be able to explore and customize options for people as we go through the registration process in order to maximize peoples' flexibility and abilities to travel more spontaneously.

2.4 **Van Pilot Update** – 12:15 – 12:30

Presentation for information and feedback (copy included in package)

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

- Laura – Caitlin Anderson from the UAC has seen both trial demos of the vans, and has a lot of comments on issues they may pose for passengers with mobility challenges. Could it be arranged for some on-site trials of the vans be arranged for committee members to assess?
- Avery – looking at the pictures of the vehicles, I have concerns on having a lot of difficulty getting in and out. It would be especially difficult for people like me with dwarfism, because I am only four feet tall and I would have a very hard time. Also, the blue strap to hold onto looks like it needs to be much more secure.
- Kathy – the purpose of this pilot is to assess what would work with these vans, and what things need to be changed. Smaller vehicles like vans could be much more useful when maneuvering in busy and tight areas in Vancouver. What types of trips will vans be useful for, and what types will they not? What adjustments would need to be made to the step to make it better?
- Avery – clarified that she is in favour of vans. Handrails being made more secure and running boards wider and yellow for visibility are just some recommended improvements.
- Erin – viewing with HDUAC members will be done with Frank Chiarizia, and there will need to be considerations to keep everyone safe in light of COVID.

3. OTHER BUSINESS

4. CLOSING REMARKS

5. MEETING TERMINATION

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6. INFORMATION

2020 Meeting Dates:

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

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