



**HANDYDART USERS' ADVISORY COMMITTEE MEETING**  
**Wednesday, December 1, 2021 – 11:00 a.m. to 1:00 p.m.**  
**Virtual Meeting**

**MINUTES**

**Attendees:**

Sherry Baker	Brian Gibney
Laura Mackenrot (Vice Chair)	Marjie Ross
Roseanne Shannon	Linda Tang
Avery Timm	Bet Tuason

**Regrets:**

Martin Aquino  
Tim Louis (Chair)  
Wayne Leslie  
Jeriah Newman

**Staff:**

Chris Chan, Travel Training Manager, CMBC  
Briana Ingram, Manager, Access Transit Planning, TransLink  
Liina Marshall, Manager, Access Transit Services, CMBC  
Kathy Pereira, Director, Access Transit Service Delivery, CMBC  
David Doney, Incoming Director, Access Transit Service Delivery, CMBC

Glen Bott, Managing Director, First Transit

Sarah Ross, Director, System Plans, TransLink

Richard Marion, Coordinator, Access Transit Planning, TransLink

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

### **Staff Doing Presentations:**

Emma Yee, Project Manager, TransLink

Chelsea Craig, Assistant Planner, TransLink

## **1. PRELIMINARY MATTERS**

### **1.1. Call to Order and Land Acknowledgement**

- Laura called the meeting to order at 11:03.
- Briana read the land acknowledgement.

### **1.2. Opening Remarks**

- Laura provided opening remarks. She acknowledged that December 3 will be the international Day of Persons With Disabilities. She thanked the staff for their work with people with disabilities and improving accessibility.
- Briana mentioned that Social media will be doing a posting on this day as well.

### **1.3. Committee and Staff Roll Call**

- Briana conducted the committee and staff roll call.

### **1.4. Adoption of the Agenda**

- Laura requested any additions or changes
- Laura suggested some items.
- Bus Stop Balancing
- Washrooms and Elevators at Broadway Subway
- Travel Training and Videos
- Motion to approve the agenda moved by Sherry seconded by Brian.  
Carried.

### **1.5. Approval of September 15, 2021 Minutes**

- Laura asked if there were any amendments or changes

- Laura requested that the questions and letter from Tim with the answers from TransLink regarding the cyber attack be attached to the minutes as requested at the meeting.
- A clarification was made in Kevin quins remarks regarding his discussion after the incident regarding the elevator at Stadium-China Town Station.
- Motion to approve the minutes with amendments moved by Linda seconded by Avery. 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 provided her report
- She introduced her replacement. David Doney
- He has a wealth of experience that will drive HandyDART forward. He has worked in many different areas at CMBC. Kathy congratulated and welcomed David.
- David wants to leverage the experience on the conventional side to benefit HandyDART.
- Kathy provided a personal note. She didn't know lots about the issue. She feels the work of the committee is important.
- We are still seeing progressive ridership. Over 3300 trips now. It is good to see everyone back online. The vast majority are for day programs in the community.
- With All trips coming back, we are still over the 90% target.
- There are fewer denials in trips. Complaints are still low compared to the number of trips. Operator behaviour is still at the top. First Transit has put together some refresher training so we have improved performance.
- When free fares for children 12 and under was introduced, this has had very little impact on the service. Less than half a dozen new children. Has not been negative. But a positive impact for the families.
- The new application form is fillable with a number of cosmetic changes.
- There is some travel training. We are maintaining relationships with the established partners. We will provide training when doors open again.
- Taxi saver sales is on the uptick.
- **Laura: I want to see an increase for what is being done to provide more one on one travel training for seniors** so they may not have to use HandyDART. We need peer to peer senior or person with disability training.

- Briana The board provided direction to expand travel training. Some of the issues that were flagged include one on one as well.
- Chris. We continue to work with stakeholders but with covid demand is going up and down. There is an over arching need for information for seniors and people with disabilities. Still working on training taylered to the needs of specific individuals. It will depend on the requirements of the community.
- Kathy the idea of one on one training is an ideal opportunity to connect with the committee. They would actually get perspective going on the system with families or individuals. You may want a presentation at the next meeting next year.

## 2.2 **Compass for HandyDART Program Update** – 11:40 - 12:00

Presentation for information and feedback (copy included in package)

Emma Yee, Project Manager, TransLink

- The launch happened on October 1. The teams have all been working to support HandyDART clients on compass. All the complaints were addressed.
- Customers were direct mailed letting people know fare saver sales have ended. Sales were really low.
- Please keep the information for internal reference at this time. 71% trips paid by compass.
- Will continue to provide support through the different teams. There was no big need for the workshops. There still may be a couple of sessions available this month.
- We are transitioning from a project to ongoing operations.
- Linda indicated for seniors it is a bit confusing. The taxi ride is still a bit of confusion. It is a bit of a complicated process for using taxis.
- Laura This dovetails with one of my issues. The first trip was on a taxi. Each time there was confusion about showing my compass card. We are actually required to pass the pass to the driver. I had to pull it out. It took several minutes. They are having to write the information on a form.
- How is this safe. Is there an actual need to do this?
- Emma: at the end of the day, it would be flagged with the HandyDART team. It is proof that you did take the right person.
- Avery also indicated that the taxi driver did not do this. They asked for a 3 digit number to verify her information. The process is not consistent.
- Roseanne. HandyDART is providing taxi service. They write the last four digits and the CVM. Most of the time they have the number written down.
- Emma thanks for providing your experience. We recognize we need to do some work to ensure that all the drivers know what to ask for. Maby they

can ask the client to read out their number. Taxi drivers is a big pool of drivers with different companies.

- Laura: Need instructions for the customers as well. It does add extra time to the trip.
- Laura commented on the training and the videos. She wanted to point out that this was red flagged because of doing workshops on teams. Zoom is what people are used to.
- Laura indicated the video is not correct. That is not true. The reality is not that easy. It is more complex than the video is indicating.
- The phone number should be done multiple times. Did the person actually use the handyDART. It would have been better if that it would have been an actual HandyDART user.
- Emma: When you see the slides, read it thoroughly and if you have any feedback, send it to the compass project.
- Glen did mention the training provided to the taxis. Unfortunately, it is not good to hear that people are having bad experiences.
- Chris The actors are actually handyDART users. Chris does not know about the voiceover. It was done by the marketing team. The person is not present on the screen.
- Linda will usually call the day program when she gets a taxi.

### 2.3 **HandyDART Service Performance Review – 12:00 – 12:20**

Presentation for information and feedback (copy included in package)

Chelsea Craig, Assistant Planner, TransLink

- Chelsea presented the HandyDART Service Performance Review. The report will be available in the coming days. Customers were pre-screened during the pandemic.
- Made 300 food deliveries and 9000 wellness calls.
- Impacts began in march of 2020 and ridership dropped.
- Still needed as many vehicles and drivers. 55% drop from 2019
- 39 to 75. ON time performance improved during 2020. 94%
- Reduced demand improved the call centre's customer satisfaction.
- Denials went down in 2020 as well.
- Trip refusals were higher in 2020.
- Average trip Length was 12.5 km verses 8.5 km.
- Majority of trips were south of Fraser.
- Training programs were interrupted in 2020.
- The next report will speak to the compass rollout and the children on HandyDART as well.
- Laura indicated that when the link comes out, please send any questions or comments to Richard in Access Transit Planning.

## 2.4 HandyDART Key Performance Indicators – 12:20 – 12:50

Presentation for information and feedback (copy included in package)

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

- This is an overview on how we manage the contract. Are there things that we need to show you during the committee meetings.
- Key performance indicators that are the contract.
- Service is delivered at 100% on what is agreed on.
- We deliver the trips that are requested and even if it is not in the contract because it is on-demand.
- Excessively late trips at 0.1%
- We want a response within 3 business days. We look at different types of reporting as well. The reports are on time. Expect 0 onboard injuries.
- The monthly meeting goes over the entire contract requirements. How can we fix things or celebrate things that are going right. Need to have actions or activities to deal with issues.
- We do a review of the last year and talk over the results. There is a monthly report to the CMBC president. Kathy attends the CMBC board meeting. A report is also sent to the TL board.
- There is also the annual customer service review with ipsose.
- Laura indicated if anyone had comments.
- Laura thanked Kathy for the report. Tim has raised the issue already. It would be good if we can get some of the metrics as part of the meeting. People would have time to read it before the meeting. It is a bit hard to understand on the fly. It may help you if there are trends. We should be setting aside time at every meeting to go over the metrics. Translating percentages is really hard to understand for some people. What the actual value is based on numerical numbers.
- Briana Many numbers are provided in the directors report. There is little comment. What did you actually want?
- Laura has not really thought of it. Would have to discuss this with Tim.
- The formatting of the report was hard to understand for Laura. Laura mentioned she was up to a 50% denial rate prior to the pandemic.
- Kathy said we could use the report that is sent to the board as a starting point. Then say do we want more or less. It is interesting to see the numbers as well. HandyDART is a custom service. HandyDART operates on 300 unique routes per day. The customer facing numbers are the most relevant.
- Laura agreed that this would be a great starting point. The committee can give feedback after the first report is given.

- Laura commented that it is nice seeing the complaints and then we can see any developing trends. Effects people on their pain levels.
- Linda it is nice to see the metrics and the fluctuations that change over time. How does the team manage the challenge.
- Kathy. Said that maybe we can co-present with first transit. We are delivering more trips than budgeted. There is a story behind the numbers.
- This would help get to something that works for everyone.
- Laura. There is a very diverse group of people. Check to see if the graph helps. people understand the trends.
- Dave indicated that it would be good to include business objects on the end as well.

### **3. OTHER BUSINESS**

- Bet asked about service feedback from the drivers
- Glen talked about the customer code of conduct. We are rolling out training about driver behaviour. We are looking at ways on how to deal with bad complaints. We are getting feedback from the drivers as well about training.
- Kathy indicated that customers want a taxi even though it is a shared ride service.
- Bet indicated that people think they would have to be reviewed and this traumatized people in his community.
- Perhaps something from the committee in the newsletter as well about registration. We need to understand the broader community.
- The idea of being inclusive is very important.
- Briana we are aware that this is a concern. Current active users would not have to go through the registration process.
- Kathy as the rollout is happening, we will be coming to the committee. It will be an inclusive customer engagement.
- Laura will it be on the agenda for march? It has to be done for 2023 for implementation.
- Laura will we be introducing a customer code of conduct
- Glen: It is not rolled out yet.
- Liina indicated that it is currently published in the rider's guide. We are sending the guide to new registrants. Not many people actually look for it.
- Kathy indicated that the report could be sent with the minutes.
- Laura indicated that it would be great to mention the newsletter on the booking line.
- Next year there will be six members that will be retiring from the committee.
- Broadway Subway about the double elevators and the washrooms.

- Sarah There is no further information. You all know that the Broadway Subway stations are already under construction. Those designs are done. We can get back to you on the elevator situation in each station. The stations are being designed to have customer washrooms. Still require an operating model to operating the washrooms. The financial situation is making it more difficult to implement.
- Laura who do people have to write to about the operating cost for the washroom.
- Sarah we want to be doing what we can to keep people using the conventional transit system. So HandyDART continues to be a high quality system for the people that use it.
- Sarah Translink needs to keep the budget in mind with the dramatic loss in ridership. We are also talking about long term funding solutions. Washrooms have been a long identified issue for people with disabilities and seniors.
- Sherry commented that seniors have a short window to go
- Will there be washrooms at Burrard station.
- Sarah said she would look at Burrard and the advocacy is important.
- Roseanne thought it might be needed to approach the mayors' council as well.
- Sarah a delegation to the mayors' council could be useful at some point. Framing the issue around funding. Request they could be supportive to increase funding for operating washrooms.
- Sarah indicated that there is a process for speaking to the committee.
- Laura brought up the bus stop balancing issue.
- How will this be budgeted for in the case of HandyDART. Concerns about the removal of bus stops.
- Sarah responded. We have been to the seniors' advisory committee and the transportation advisory committee. No stops have been closed. Still at the hearing feedback stage. This is the make bus service better. HandyDART is not an approach. We are doing everything we can to make sure people with disabilities and seniors can travel independently. There is an alternative stop one block away. We have made changes to the proposal. We have reinstated bus stops after changes have been implemented.
- It can't be too far of a walk. The issue of 400 metres from a bus stop is not changing. Between 2 and four blocks. We are listening to improve the service overall.
- Sarah Locating bus stops is not easy. The experience starts at your front door. It is a tricky balance.
- Sarah announced her move to the Vice-President of Transportation Planning and Policy roll after the Christmas break.



- Laura thanked Sarah for letting the committee know.

#### **4. CLOSING REMARKS**

- Laura thanked the committee members. She asked if anyone had additional comments.
- Brian commented that he is not commenting at this time.

#### **5. MEETING TERMINATION**

- There being no further business, the meeting terminated at 2 PM.

#### **6. INFORMATION**

##### **2022 Meeting Dates:**

- **Wednesday, March 2, 2022 11 AM – 2 PM**
- **Wednesday, June 1, 2022 11 AM – 2 PM**
- **Wednesday September 21, 2022 11 AM – 2 PM**
- **Wednesday December 14, 2022 11 AM – 2 PM**