

## HANDYDART USERS’ ADVISORY COMMITTEE

### TERMS OF REFERENCE

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#### 1.0 PURPOSE

The HandyDART Users’ Advisory Committee (hereinafter known as the “Committee”) provides advice and guidance on HandyDART plans, programs and other initiatives and advises TransLink, Coast Mountain Bus Company (“CMBC”) and service contractors on matters to improve HandyDART service for customers.

- 1.1 The Committee will advise TransLink, CMBC and service contractors on how to improve the quality and availability of HandyDART service.
- 1.2 The Committee will discuss and provide input to TransLink, CMBC and service contractor staff on HandyDART plans, programs and other initiatives.
- 1.3 The Committee will provide a forum for the exchange of ideas, the provision of input and advice, and allow TransLink, CMBC and service contractors to hear directly from HandyDART stakeholders and customers regarding systemic issues and not individual customer complaints.
- 1.4 Incorporate awareness of the importance of reconciliation and understanding of potential Indigenous perspectives, opportunities, and concerns as it pertains to HandyDART.

#### 2.0 TERMS AND MEMBERSHIP

2.1 *Appointment.* Members of the Committee are appointed by the TransLink Board of Directors after a public recruitment process.

##### 2.2 *Composition*

- 11 members of the public – Voting members
- 1 member of the HandyDART Riders’ Alliance – Voting member
- The Chair or appointed delegate of the Access Transit Users’ Advisory Committee (UAC) – Voting member
- Director, Access Transit Service Delivery – Non-voting member
- Manager, Access Transit Planning – Non-voting member
- Managing director (or designate), Service Contractor – Non-voting member

To the extent possible, voting members are selected in accordance with the following goals:

- At least half of the voting members are:
  - HandyDART customers;
  - Individuals who support, or are from organizations that support, persons with disabilities;
- At least one of the members is an Indigenous person or a representative from an Indigenous organization;
- The Committee reflects the diversity of persons in British Columbia.

2.3 *Length of Term.* Members will be appointed for a three year term and are eligible to serve a maximum of two consecutive terms. Retired members may re-apply following a minimum one year absence from the Committee.

2.4 *Secretariat.* TransLink or CMBC may fulfill the role of HDUAC Secretariat. A staff member will be designated as the lead contact for Secretariat duties, including organizing and circulating agendas, organizing meeting logistics, minute taking, recording of resolutions and vote outcomes, action item follow-ups and reminders, and circulation of items to Committee members.

2.5 *Remuneration.* Committee members are entitled to an honorarium and reimbursement for all reasonable expenses required to participate in Committee activities, subject to the current Committee Honorarium Policy.

### **3.0 DUTIES OF COMMITTEE MEMBERS**

3.1 All Committee members are working members of the Committee.

3.2 Committee members will be required to participate as independent members without a particular bias in favor of or toward a particular community or agency to which they may be associated.

3.3 Alternate representation at meetings is not permitted.

3.4 Committee members are expected to promote accessibility awareness within disability/senior organizations with which they are associated and to work toward solving accessibility issues through creative, open-minded and inclusive thinking.

3.5. Committee members will be required to participate in an annual orientation, to be held each year, on Committee history, structure and procedures.

3.6. Committee members may be required or selected to chair or serve on select working groups and/or ad hoc committees.

#### **4.0 ELECTION OF OFFICERS**

- 4.1 At the first meeting of each calendar year, Committee members will elect two members through an open nomination process; one to serve as Chair and the other to serve as Vice-Chair of the Committee for a one year term. The vote for the new Chair and Vice Chair will be administered by the Secretariat. The same voting quorum and procedures outlined in Section 6.0 shall apply. Such terms of office will commence immediately following the election.
- 4.2 Each candidate will be asked to present briefly on why they are suitable for the position prior to the vote.
- 4.3 Should the office of the Chair or Vice Chair become vacant during a term, an election to fill the position will take place unless the Committee deems otherwise. A person elected to office mid-term will serve only until the end of the original term of that office.
- 4.4 In the event of a tie vote during an election, the vote may be re-administered until one nominee has a majority vote. It is not appropriate to drop a nominee from the ballot unless they withdraw voluntarily.

#### **5.0 DUTIES OF OFFICERS**

5.1 *Chair Role.* The Chair plays a critical role by leading the Committee and managing the affairs of the Committee, in accordance with these terms of reference and in a manner which results in a properly constituted Committee that operates effectively.

The Chair will:

- a) Liaise with the Manager of Access Transit or their designate on matters relevant to the Committee;
- b) Establish an annual meeting schedule in collaboration with the Access Transit Secretariat and/or call special meetings of the Committee;
- c) Establish meeting agendas in collaboration with the Access Transit Secretariat;
- d) Chair Committee meetings;
- e) Act as spokesperson for the Committee as required;
- f) Seek approval by resolution and vote for the adoption of the agenda and the previous meeting minutes;
- g) Adhere to the items and time allotments as per the approved meeting agenda;
- h) Administer votes when resolutions are proposed;
- i) Ensure that there is fulsome participation by all attending Members and during the course of the meeting;
- j) Ensure that meeting decorum and an environment of professionalism and mutual respect are maintained at all times.

In the absence of the Chair, the Vice Chair will administer the meeting and fulfil the duties of the Chair. In the absence of both the Chair and the Vice Chair, the meeting attendees will select by consensus at the start of the meeting an attending Member as Acting Chair for the duration of the meeting.

- 5.2 *Vice-Chair Role.* The Vice Chair is responsible for carrying out the duties of the Chair if the Chair is unable to act and to carry out additional leadership duties relating to the functioning, responsibilities and effectiveness of the committee as needed. While not mandatory, the Vice-Chair is considered as the primary potential successor to the chair to support Committee succession planning.

The Vice Chair of the Committee will:

- a) Carry out the duties of the Committee Chair when the Committee Chair is absent or unable to fulfill the role for any reason;
- b) Perform any of the Committee Chair's duties when requested by the Committee Chair;
- c) Perform such other functions as may be reasonably requested by the Committee or the Committee Chair.

## **6.0 PROCEDURES**

- 6.1 *Meeting Format.* The Committee will conduct its business by following Robert's Rules of Order. Meetings may occur in person, virtually, via teleconference, or in hybrid formats, to be determined by the Chair, Vice-Chair, and TransLink/CMBC staff.
- 6.2 *Meeting Dates and Locations.* The committee shall meet four times a year, quarterly. Special additional meetings can be called by the Secretariat to discuss urgent, extraordinary, or other important matters.
- 6.3 *Agendas.* Agendas shall be prepared by the Secretariat in consultation with the Chair, Vice Chair and designated Members. All agendas and supporting documents shall be in a format accessible to members of the Committee and circulated approximately one week ahead of the meeting date.
- 6.4 *Meeting Quorum.* Meetings can proceed without a quorum, but no votes other than the adoption of the meeting agenda and meeting minutes will be considered valid in the absence of a quorum.
- 6.5 *Resolution and Voting Quorum.* For the purposes of discussing resolutions and conducting votes a quorum is required. A quorum is considered achieved if a majority (more than half) of the 13 voting members are represented by a designated member present at the meeting. The Chair or the Secretariat shall conduct a count and declare the presence / absence of a quorum when a resolution is put forward for discussion.

- 6.6 *Resolutions and Votes.* If quorum exists, resolutions can be proposed and seconded by Members who are physically present at the meeting. The resolution should specify the intended recipients, which could include TransLink or CMBC staff, TransLink or CMBC Executive, the TransLink Board, or the Mayors' Council, and any required follow-up actions. Once seconded, a resolution shall be discussed and then voted upon. The resolution is passed if a majority (more than half) of the quorum vote in favour.

Ahead of the vote (other than adoption of the agenda meeting minutes) the Chair or the Secretariat shall:

1. Confirm and announce the presence of a quorum;
2. Declare the required number of votes for the resolution to pass.

Voting is administered by the Chair. Depending on the format of attendance, voting members can vote by:

- Verbal indication if attending in-person, virtually, or by phone;
- Via teleconference software (e.g. chat function, hand raise, poll);
- Raising a voting card or hand if attending in-person or virtually.

- 6.7 *Tie votes.* If a resolution does not attain majority support, it does not pass. In the event of a tie vote, the Chair may choose to call subsequent votes or defer the item to a future meeting.

- 6.8 *Meeting Minutes.* The meeting minutes shall be compiled by the Secretariat, reviewed by the Chair and Vice-Chair, and circulated to the Members for review and comments. Every meeting will include the approval of the minutes from the previous meeting. Minutes will be distributed in an accessible format and available in print (if the meeting occurs in-person) to Committee members and appropriate officers of the participating TransLink subsidiaries and service contractors. Every meeting will include a reporting out on any action items recorded in the previous meeting minutes and not yet addressed. The Secretariat shall keep a record of all HDUAC meeting minutes and publish them on the TransLink website upon Committee adoption.

- 6.9 *Member Absence.* Members will advise the Committee Chair, via the Secretariat, of their anticipated absence prior to a scheduled meeting. Any member of the Committee who fails to attend two (2) consecutive meetings without leave from the Chair is deemed to have resigned from the Committee and will be advised accordingly. Members who miss three (3) consecutive meetings with leave will be required to request a temporary leave of absence with the Chair and Vice-Chair, or reminded of their option to resign.

- 6.10 *Subcommittees.* HDUAC may form special purpose subcommittees to provide advice to the Committee on specific issues of interest. HDUAC may refer items to these subcommittees for more detailed discussion and review. The subcommittees may form time-limited and/or task-specific Working Groups to address issues in further detail.

- 6.11 *Reporting.* The Committee will issue an annual report to the TransLink Board describing its accomplishments for the year. The annual report shall be compiled by the Secretariat, reviewed by the Chair and Vice-Chair, and circulated to the Members for review and comments.

## **7.0 CONFLICT OF INTEREST AND CONFIDENTIALITY**

- 7.1 *Conflict of Interest.* Committee members must act honestly and in good faith. Decisions should not be influenced in any way, or appear to be influenced in any way, by the opportunity for personal gain or conflicting fiduciary obligations owed to other organizations. Committee members who may be in a perceived position of conflict on an item must declare so, prior to any discussion on the agenda item and leave the meeting room while the item is discussed.
- 7.2 *Confidentiality.* Members will be required to maintain confidential all TransLink and subsidiary information identified as confidential that is not in the public domain and is supplied during the course, or as a result, of a Committee meeting. Members will be required to sign a Confidentiality Statement to indicate understanding of confidentiality expectations.

## **8.0 REVISIONS AND AMENDMENTS**

These terms of reference will be reviewed every three years, and they may be amended at any time by a two-thirds (2/3) majority of voting members present at a Committee meeting, and endorsement of the TransLink Access Transit Steering Committee.