

HANDYDART USERS’ ADVISORY COMMITTEE

TERMS OF REFERENCE

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.

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
 - 1 member of the HandyDART Rider’s Alliance
 - The Chair of the Access Transit Users’ Advisory Committee (UAC)
 - Director, Access Transit Service Delivery – Non-voting member
 - Manager, Access Transit Planning – Non-voting member
 - Managing director (or designate), Service Contractor – Non-voting member
- 2.3 *Length of Term.* Members will be appointed for a two-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 *Renumeration.* Committee members are entitled to reimbursement for all reasonable expenses required to participate in Committee, Sub-Committee and related Working Group meetings and activities.

3.0 **ORGANIZATION**

- 3.1 *Chair and Vice Chair.* A Chair and Vice Chair for the Committee shall be elected from among the Committee Members for a 2-year term, starting in January. The vote for the new Chair and Vice Chair will be administered by the Secretariat and will occur at the December meeting, every other year. The same voting quorum and procedures as outlined in Section 4 shall apply.

- 3.2 *Subcommittees.* HDUAC may be directed by TransLink or CMBC to 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.

- 3.3 *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

4.0 **PROCEDURES**

- 4.1 *Meeting Format.* The Committee will conduct its business by following Roberts Rules of Order.

- 4.2 *Meeting Dates and Locations.* HDUAC shall meet four times a year, generally on the first week of March, June, September and December. Special additional meetings can be called by the Secretariat to discuss urgent, extraordinary, or other important matters.

- 4.3 *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.

- 4.4 *Chairing.* The duties of the Chair include:
- Seeking approval by resolution and vote for the adoption of the agenda and the previous meeting minutes.

- Adhering to the items and time allotments as per the approved meeting agenda.
- Administering votes when resolutions are proposed.
- Ensuring that there is fulsome participation by all attending Members and during the course of the meeting.
- Ensuring 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.

4.5 *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.

4.6 *Resolution and Voting Quorum.* For the purposes of discussing resolutions and conducting votes a quorum is required. A quorum is considered achieved if at least 50% (rounded up if needed) of the 13 voting members are represented by a designated Member physically 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.

4.7 *Resolutions and Votes.* If a 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 **50% +1** (rounded up if needed) 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 through the show of hands or voting cards provided for the purpose by the Secretariat. The Chair shall then announce the results of the vote (numbers for, against, and abstentions), and these numbers shall be recorded by the Secretariat in the minutes along with the resolution wording and the quorum.

4.8 *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. 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.

- 4.9 *Member Absence.* Members will advise the Committee Chair 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.

5.0 CONFLICT OF INTEREST AND CONFIDENTIALITY

- 5.1 *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.

- 5.2 *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.

6.0 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 the voting members of the Committee and endorsement of the TransLink Access Transit Steering Committee.