

## **HANDYDART USERS' ADVISORY COMMITTEE MEETING**

December 11, 2024  
11:00 a.m. to 2:00 p.m.  
Virtual Meeting

Minutes of the HandyDART Users' Advisory Committee (H DUAC) meeting held December 11, 2024 at 11:00 a.m. via videoconference.

### **PRESENT:**

Carol MacKenzie, Chair  
Avery Timm, Vice-Chair  
Sarab Basra  
Rita Dilek  
Art Jonker

Betty Liang  
Beth McKellar  
Chris Morrissey  
Rob Sleath  
Bet Tuason

### **REGRETS:**

Asifa Lalji

Lesley Telford

### **STAFF AND RESOURCES PRESENT:**

Emily Bardutz, Mott MacDonald (Items 2.3 and 2.4)  
Sandie Berar, General Manager, Trip Coordination, TransDev  
Matt Craig, Director, System Planning, TransLink  
Russ Dolton, Guest  
David Doney, Director, Access Transit Service Delivery, CMBC  
Sarah Freigang, Project Manager, Access Transit Planning, TransLink  
(Items 2.3 and 2.4)  
Yuval Grinspun, Left Turn Right Turn (Items 2.3 and 2.4)  
Graham Hauptman, Left Turn Right Turn (Item 2.3)  
Erin Hopson, Manager, Access Transit Customer Care, CMBC  
Briana Ingram, Manager, Access Transit Planning, TransLink  
Megan Johnson, TransLink  
Adams Owen, Guest  
Kevin Quinn, Chief Executive Officer, TransLink (Item 2.2)  
Janany Ragunathan, Left Turn Right Turn (Item 2.4)  
Clayton Slight, Manager, Access Transit Service Delivery, CMBC  
Surindra Sugrim, Customer, Community, and Stakeholder Experience  
Manager, TransDev (Item 2.5)  
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink  
Alicia Wallis, Mott MacDonald (Item 2.4)

Erin Windross, Senior Planner, Access Transit Planning, TransLink  
Carol Lee, Recording Secretary, Mosaic Writing Group

## **1.0. PRELIMINARY MATTERS**

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

Carol MacKenzie, Chair, called the meeting to order at 11:02 a.m.

### **1.2. Opening Remarks**

Briana Ingram, Manager, Access Transit Planning, TransLink, read aloud a land acknowledgement.

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

B. Ingram reviewed the meeting protocols and conducted the roll call.

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

*Draft agenda for the December 11, 2024 HandyDART Users' Advisory Committee meeting was provided with the agenda material.*

The agenda of the December 11, 2024 HandyDART Users' Advisory Committee meeting was adopted by consensus.

**Action Item (01):** *David Doney to request that TransDev provide an update on taxi driver training at a future HDUAC meeting.*

### **1.5. Adoption of Previous Minutes (September 18, 2024)**

*Draft minutes of the September 18, 2024 HandyDART Users' Advisory Committee meeting was provided with the agenda material.*

The minutes of the September 18, 2024 HandyDART Users' Advisory Committee meeting was adopted by consensus.

## **2.0. REPORTS**

### **2.1. Access Transit Service Delivery (ATSD) Director's Report**

*Report titled "Access Transit Service Delivery Director's Report" dated December 11, 2024, was provided with the agenda material.*

David Doney, Director, Access Transit Service Delivery, CMBC, reviewed the report provided with the agenda material and highlighted:

- Key performance indicators (KPIs)
- Operational updates.

Discussion ensued on:

- **Rob:** was access to the online booking system tested on a screen reader?
  - **Dave:** I will look into that
- **Rob:** offer to assist in providing input on the use of the screen reader at the appropriate time
- **Avery:** volunteered to assist with testing; when will the online booking system be released?
  - **Dave:** we expect the system to be operational in 12 to 18 months

### **Agenda Varied**

The order of the agenda was varied to consider Item 2.3 at this time.

### **2.3. HandyDART Application Project Update**

*Presentation titled “HD Application Project” was provided with the agenda material.*

Sarah Freigang, Project Manager, Access Transit Planning, TransLink, reviewed the presentation provided with the agenda material and highlighted project objectives, components, phases and timelines.

Discussion ensued on:

- **Sarb:** whether there will be future integration of the TransLink and BC Transit HandyDART system:
  - **Brianna:** we will be looking at ways to work more closely together and to achieve integration in the long term.

### **Agenda Varied**

The order of the agenda was resumed.

### **2.2. TransLink Chief Executive Officer (CEO) Year-End Greetings**

Kevin Quinn, CEO, TransLink, joined the meeting, offered greetings for the holiday season and expressed gratitude for the input provided by the committee to TransLink to improve the HandyDART delivery model.

### **Agenda Varied**

The order of the agenda was varied to return to consideration of Item 2.3.

### 2.3. HandyDART Application Project Update (continued)

S. Freigang continued with the presentation provided and noted:

- Engagement approach for the service design work
- Community Roundtables:
  - Objectives
  - Anticipated timing
  - Meeting format
  - Focus of the engagement.

Discussion ensued on:

- **Avery:** there will be many concerns regarding conditional eligibility
- **Sarb:** expect that there will be many concerns about conditional eligibility; the need to communicate the message in the most positive manner; the need for the questions on the application form to be written in plain language
- **Bet:** will physicians and specialists that are associated with the application be invited to attend the Community Roundtables?
  - **Sarah:** yes, medical professionals will be invited to participate
- **Sarb:** concerns regarding the ability to apply a conditional eligibility policy:
  - **Yuval:** conditional eligibility pushes TransLink to become a more customized transit solution
  - **David:** many of the new online booking systems have tools to address the concerns regarding conditional eligibility.

Yuval Grinspun, Left Turn Right Turn, reviewed the presentation titled “Service Design for TransLink HandyDART Modernization” and highlighted:

- Project objectives
- Recent activities to refine the new application form and develop the eligibility key to evaluate applications
- Amendments to the application form
- User testing highlights
- Next steps.

Discussion ensued on:

- **Bet:** whether any difficulties with the English language were encountered during testing:

- **Yuval:** the use of plain language and explanation of terms simplifies the completion of the form
- **Bet:** is it necessary to include the legal disclaimer in the form?
  - **Yuval:** it is necessary due to the personal information that the applicant is sharing with TransLink
- **Avery:** suggestion that the application forms be translated into major languages used in the region:
  - **Brianna:** the challenge would be in the knowledge and capacity of staff to understand the responses provided in other languages
- **Rob:** whether the question on the application form asks if the individual is “comfortable” or “capable of” using the conventional transit:
  - **Yuval:** this is determined through the responses to a series of questions about the skills of the applicant
  - **Briana:** the TransLink Board approved the expansion of the Travel Training Program as part of the Application Project
  - **Avery:** concern that some applicants possess specific skills but may be negatively impacted by exercising the skill
- **Art:** recommendation that the application form be provided in a fillable pdf that can be translated using a software application
- **Betty:** suggestion to provide a space on the application form for additional information to be considered in the evaluation of the application.

## 2.4. HandyDART Delivery Model Review

*Presentation titled “HandyDART Delivery Model Review”, dated December 11, 2024, was provided with the agenda material.*

Erin Windross, Senior Planner, Access Transit Planning, TransLink, and Janany Ragunathan, Left Turn Right Turn, jointly reviewed the presentation provided with the agenda material and highlighted:

- Project overview
- Four high-level accounts and criteria established for the evaluation of nine service delivery model options developed for evaluation
- Shortlisted options:
  1. Baseline + strengthen contract
  2. In-house
  3. In-house operations + single contractor trip delivery

- 4. In-house operations + multiple contractor trip delivery
- Feedback on the options can be provided via email following the meeting

Discussion ensued on:

- **Betty:** multiple contractor trip delivery will allow customers to compare their experience with different operators
- **Carol:** need more information before I can comment on the shortlisted options
- **Art:** suggestion that a survey be created to gather HDUAC members' opinions on the shortlisted service delivery options; the need to consider costs and the customer's need for flexibility when evaluating the options
- **Rita:** concern with the use of multiple contractors
- **Sarb:** concern with the use of multiple contractors
- **Bet:** should this project be proceeding at this time as there is a potential that HandyDART service will be provided in-house?

## 2.5. TransDev Operations Update

*Presentation titled "Customer Service Overview", dated December 2024, was provided with the agenda material.*

Surindra Sugrim, Customer, Community, and Stakeholder Experience Manager, TransDev, reviewed the presentation provided with the agenda material and highlighted:

- Overall downward trend in the number of HandyDART and taxi complaints since January 2022
- Feedback on taxi service received from the 2023 Customer Service Report and identification of improvements needed
- Highest HandyDART and taxi service complaint categories in 2022 and 2024
- Corrective measures to be implemented.

Discussion ensued on:

- **Rob:** is additional compensation given to drivers who receive commendations?
  - **Surindra:** that is an idea that will be considered.

## **2.6. Outgoing Member Recognition**

The Chair thanked Betty Liang and Leslie Telford, whose terms are ending, for their efforts on the HDUAC to ensure TransLink hears the voices of people with lived experiences.

## **2.7. Committee Code of Conduct: Final Version**

*Access Transit Users' Advisory Committee / HandyDART Users' Advisory Committee Code of Conduct, dated October 2024, was provided with the agenda material.*

B. Ingram reported that the final version Code of Conduct took effect in October 2024 and will be reviewed in detail with the HDUAC at the March 5, 2025 meeting. Returning HDUAC members may review and sign agreement to abide by the Code of Conduct prior to March 2025.

## **3.0 CLOSING REMARKS**

The Chair thanked all for attending the meeting and noted that the next meeting has been scheduled for March 5, 2025.

## **4.0 CONCLUSION**

The meeting concluded at 2:00 p.m.