

HANDYDART USERS' ADVISORY COMMITTEE MEETING

June 5, 2024

11:00 a.m. to 2:00 p.m.

Virtual Meeting

Minutes of the HandyDART Users' Advisory Committee (HDUAC) meeting held June 5, 2024 at 11:00 a.m. via videoconference.

PRESENT:

Avery Timm, Vice-Chair
Sarab Basra
Rita Dilek
Trevor Harrison
Art Jonker

Beth McKellar
Chris Morrissey
Rob Sleath
Bet Tuason

REGRETS:

Carol MacKenzie, Chair
Asifa Lalji

Betty Liang
Lesley Telford

STAFF AND RESOURCES PRESENT:

Emily Bardutz, Mott MacDonald (Item 2.1)
Sandie Berar, General Manager, Trip Coordination, TransDev
Matt Craig, Director, System Planning, TransLink
David Doney, Director, Access Transit Service Delivery, CMBC
Sarah Freigang, Project Manager, Access Transit Planning, TransLink (Item 2.1)
Yuval Grinspun, Left Turn Right Turn (Item 2.1)
Erin Hopson, Manager, Access Transit Customer Care, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Clayton Slight, Manager, Access Transit Service Delivery, CMBC
Surindra Sugrim, Manager of Customer, Community and Stakeholder Experience, TransDev
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
Erin Windross, Senior Planner, Access Transit Planning, TransLink
Carol Lee, Recording Secretary, Mosaic Writing Group (from recording)

1.0. PRELIMINARY MATTERS

1.1. Call to Order and Land Acknowledgement

Avery Timm, Vice-Chair, called the meeting to order at approximately 11:00 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 and invited new member, Trevor Harrison, to introduce himself.

1.4. Adoption of the Agenda

Draft agenda for the June 5, 2024 HandyDART Users' Advisory Committee meeting was provided with the agenda material.

It was MOVED (Sarab Basra) and SECONDED (Avery Timm)

THAT the agenda of the June 5, 2024 HandyDART Users' Advisory Committee meeting was adopted, with the addition of Item 4.1. – Size Restrictions on Wheelchairs.

CARRIED

1.5. Adoption of Previous Minutes (March 6, 2024)

Draft minutes of the March 6, 2024 HandyDART Users' Advisory Committee meeting was provided with the agenda material.

It was MOVED (Avery Timm) and SECONDED (Beth McKellar)

THAT the minutes of the March 6, 2024 HandyDART Users' Advisory Committee meeting be adopted, as presented.

CARRIED

2.0. REPORTS

Agenda Varied

The order of the agenda was varied to consider Item 2.2 prior to Item 2.1.

2.2. Access Transit Service Delivery (ATSD) Director's Report

Report titled "Access Transit Service Delivery Director's Report" dated June 5, 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).

Agenda Varied

The order of the agenda was resumed.

2.1. 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:

- The rationale for updating the application process
- HandyDART Application Project components and schedule.

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

- Key objectives
- Proposed methodology
- Phase 1: Discover steps
- Engagement findings:
 - Confusion regarding application form and information
 - Customer dissatisfaction with policies, processes, staff and training and technology
- Phase 2: Design and Refine.

Discussion ensued verbally and through the videoconferencing platform’s chat function during and following the presentation:

- **Trevor:** suggestion that applicants be permitted to send a photo of the location that they wish to be picked up
- **Bet:** will user testing be done?
 - **Emily:** we intend to conduct user testing on the new form and processes when they are implemented

- **Bet:** whether an active HandyDART user is included in the team interpreting the engagement findings to provide the perspective of an experienced user:
 - **Brianna:** if any of the interpretations are incorrect, we would appreciate hearing that from the HDUAC
 - **Yuval:** the focus of the current phase is the development of processes for new applicants, not existing HandyDART users
- **Sarb:** there is an entire cohort of youth who will need HandyDART to access their day programs when they leave the school system:
 - **Matt:** students will be considered as a potential source of future engagement participants
- **Avery:** suggestion that potential HandyDART customers be informed that Compass cards can be used for payment
- **Bet:** whether monthly meetings with dialysis patients are still being conducted; suggestion to contact the patient's social workers to obtain an update regarding when a ride is required to fulfill clinical requirements; suggestion that HandyDART be permitted to contact pre-transplant social workers and clinicians at the dialysis centre to determine when rides are required:
 - **David:** we can consider how to incorporate these suggestions at a future meeting.

Agenda Varied

The order of the agenda was varied to continue with the discussion of Item 2.2.

2.2. Access Transit Service Delivery (ATSD) Director's Report (continued)

D. Doney continued with the review of the ATSD Director's Report and noted:

- KPI(s)
- HandyDART operational update
- ASTD initiatives update
- Funding has been confirmed for extended HandyDART hours.

Discussion ensued on:

- **Bet:** suggestion that individual dialysis patient return trips be accommodated:
 - **David:** we will incorporate this into the dialysis scheduling and analysis
- **Chris:** request to provide additional information on taxi training at a future HDUAC meeting.

Agenda Varied

The order of the agenda was resumed.

2.3. TransLink Chief Executive Officer (CEO) Introduction and Question and Answers

This item was deferred to a future meeting.

2.4. HandyDART Delivery Model Review

Presentation titled “HandyDART Delivery Model Review”, dated June 5, 2024, was provided with the agenda material.

Erin Windross, Senior Planner, Access Transit Planning, TransLink, reviewed the presentation provided with the agenda material and noted:

- Project overview
- Engagement plan and timeline
- Intention to provide a recommendation for the consideration of the TransLink Board of Directors in December 2024
- Next steps.

Discussion ensued on:

- **Rob:** the issue of accessibility must be top of mind when developing the various aspects of service delivery e.g. booking
- **Bet:** suggestion to consider including a user partner on the project team
 - **Erin W.:** our engagement will include a broad range of perspectives
- **Trevor:** the need to make the system easier for people with language, cognitive and other challenges.

2.5. TransDev Update: Customer Wait Times

Presentation titled "Customer Wait Times" was provided with the agenda material.

Sandie Berar, General Manager, Trip Coordination, TransDev, led the review of the presentation provided with the agenda material and highlighted:

- Customer wait times have been longer than usual between January and April 2024
- Status of initiatives to improve wait times:
 - Performance management
 - Hiring and staff schedule review
 - Reconstruct subscription trips
 - Technical updates
 - Online booking feature.

Discussion ensued on:

- **Sarb:** what is the target wait time?
 - **Sandie:** the KPI goal is an average of 2 minutes or less to answer a call
- **Trevor:** suggestion to enable call back to reduce the inconvenience of long wait times
- **Beth:** why is the wait time to complete a subscription request for a dialysis patient 60 to 90 days?
 - **Sandie:** the wait times have been reduced as the subscriptions have been rebuilt
 - **David:** we acknowledge the concern; we are in discussions with the social worker with respect to the specific situation to which you are referring
- **Chris:** suggestion to include information on the median wait time, in addition to the average wait time
- **Art:** the need to consider that there are land line users and people with disabilities that cannot press a button to receive a call back; suggestion to use artificial intelligence (AI) to receive the initial call.

4.0. OTHER BUSINESS

4.1. Size Restrictions on Wheelchairs

Art Jonker advised of a situation where he was prevented from using HandyDART for six weeks, including for transportation to medical appointments. A. Jonker suggested that a protocol be established, which includes consultation at multiple levels, before new equipment is deployed on vehicles that will place limitations on the size of wheelchairs. It was further recommended that information on wheelchair size limitations be publicized widely.

Trevor Harrison shared the emotional distress that was caused to him as a result of being refused a ride on HandyDART due to the size of his wheelchair.

5.0 CLOSING REMARKS

The Vice-Chair thanked all for attending the meeting and noted that the next meeting has been scheduled for September 18, 2024

6.0 CONCLUSION

The meeting concluded at approximately 2:00 p.m.