

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

March 6, 2024

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

Virtual Meeting

Minutes of the HandyDART Users' Advisory Committee (HDUAC) meeting held March 6, 2024 at 11:00 a.m. via videoconference.

### **PRESENT:**

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

Betty Liang  
Beth McKellar  
Chris Morrissey  
Pam Neuman  
Rob Sleath  
Bet Tuason

### **REGRETS:**

Lesley Telford

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

Glen Bott, Managing Director, TransDev  
Matt Craig, Director, System Planning, TransLink  
Dave Doney, Director, Access Transit Service Delivery, CMBC  
Erin Hopson, Manager, Access Transit Customer Care, CMBC  
Briana Ingram, Manager, Access Transit Planning, TransLink  
Fiona Liu, Program Lead, Access Transit Service Delivery, CMBC  
(Item 2.2.)  
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**

Carol MacKenzie called the meeting to order at approximately 11:00 a.m., welcomed all members to the HDUAC and reviewed the agenda.

## **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 March 6, 2024 HandyDART Users' Advisory Committee meeting was provided with the agenda material.*

**It was MOVED (Carol MacKenzie) and SECONDED (Bet Tuason)**

THAT the agenda of the March 6, 2024 HandyDART Users' Advisory Committee meeting was adopted, with the following additions:

- Item 4.2 – Refusal of Rides to Wheelchair Passengers with Wheelchairs Exceeding Specific Dimensions
- Item 4.3 – Call Centre Wait Times
- Item 4.4 – HandyDART Driver Training.

## **1.5. Adoption of Previous Minutes (December 20, 2023)**

*Draft minutes of the December 20, 2023 HandyDART Users' Advisory Committee meeting was provided with the agenda material.*

**It was MOVED (Carol MacKenzie) and SECONDED (Art Jonker)**

THAT the minutes of the December 20, 2023 HandyDART Users' Advisory Committee meeting be adopted, with the replacement of the word "weight" with "dimension" in Item 4.1.

**CARRIED**

## **2.0. REPORTS**

### **2.1. Committee Orientation**

*The following documents were provided with the agenda material:*

- *HandyDART Users' Advisory Committee Terms of Reference, dated March 2, 2023*
- *Committee Honorarium Policy, dated January 2023*
- *Document titled "Robert's Rules of Order Summary"*
- *Presentation titled "Proposed 2024 Agenda Items".*

B. Ingram reviewed the documents provided with the agenda material and responded to questions from HDUAC members.

Discussion ensued on:

- **Chris:** Suggestion that the taxi review be included as an HDUAC agenda item in 2024.

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

*Report titled "Access Transit Service Delivery Director's Report" dated March 6, 2024, was provided with the agenda material.*

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

- Key performance indicators (KPIs)
- HandyDART operational update
- Initiatives to address call queue complaints
- Updates on ATSD initiatives.

Discussion ensued on:

- **Art:** the Telus land lines to the call centre are overloaded, making it close to impossible to contact the call centre:
  - **Dave:** we are working with the telephone service provider to address the capacity issue
  - **Glen:** agree that online booking system would be a welcome relief
- **Beth:** there are many who cannot use online booking and must continue to book by telephone
- **Sarb:** extending the hours of the call centre would be beneficial, especially for those who are not able to use online booking:
  - **Dave:** agree that we must provide as many tools to as many users as possible.

## **2.3. HandyDART Structure Overview**

*Presentation titled "HandyDART Paratransit System Overview" was provided with the agenda material.*

Fiona Liu, Program Lead, Access Transit Service Delivery, and Erin Hopson, Manager, Access Transit Customer Care, CMBC, jointly

reviewed the presentation providing an overview of the HandyDART paratransit system.

Discussion ensued on:

- **Sarb:** what are the eligibility requirements for subscriptions for miscellaneous trips?
  - **Fiona:** it requires proof of a pattern of ridership for at least two weeks
- **Carol:** suggestion that the taxi saver program and payments be modernized:
  - **Erin:** the study was completed at the end of 2022, but I have had no updates since that time
  - **Rob:** the Users' Advisory Committee (UAC) is also advocating for the online purchase of taxi savers
- **Pam:** suggestion to permit users book for a maximum number of future rides, if they occur in a regular pattern, to reduce the demands on the booker and the call centre
- **Rita:** request that all options be available for taxi saver purchases
- **Betty:** also request that all options be available for taxi saver purchases.

## **2.4. Election of Chair and Vice-Chair**

B. Ingram reviewed the Chair and Vice-Chair roles and opened the floor for nominations.

### **2.4.1. Election of Chair**

Carol MacKenzie volunteered for the role of Chair.

B. Ingram called a second and third time for nominations.

#### **It was MOVED (Rob Sleath)**

THAT the HandyDART Users' Advisory Committee closes the nominations.

**CARRIED**

The HandyDART Users' Advisory Committee elects Carol MacKenzie as Chair, by acclamation, effective immediately.

### **2.4.2. Election of Vice-Chair**

Art Jonker volunteered for the role of Vice-Chair.

Avery Timm volunteered for the role of Vice-Chair.

B. Ingram called a second and third time for nominations.

In light of Avery Timm's agreement to serve as Vice-Chair, Art Jonker withdrew his self-nomination.

**It was MOVED (Rob Sleath)**

THAT the HandyDART Users' Advisory Committee closes the nominations.

**CARRIED**

The HandyDART Users' Advisory Committee elects Avery Timm as Vice-Chair, by acclamation, effective immediately.

**2.5. Draft Committee Code of Conduct**

*Presentation titled "UAC and HDUAC: Draft Code of Conduct" was provided with the agenda material.*

B. Ingram led the review of the presentation provided with the agenda material and highlighted:

- Purpose of developing a committee code of conduct
- Scope
- Input requested on the provisions of the draft Code of Conduct
- Provisions to be considered in future updates to the HDUAC Terms of Reference
- Next steps.

Discussion ensued on:

- **Sarb:** whether there is a need to state that participation on videoconferences must be conducted in a private environment
- **Bet:** suggestion that members not be permitted to record the meeting or take screenshots of photographs during videoconferences
- **Avery:** who receives the recordings of the meetings?
  - **Briana:** they only go to the Recording Secretary for the production of minutes
- **Betty:** where are the recording stored after the minutes are produced?

- **Briana:** I will check with the Recording Secretary regarding the process
- **Beth:** the role of the HDUAC is to collaborate to find solutions.

## 2.6. Update on HandyDART Application Project

*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 background
- Challenges and opportunities with respect to sustainability of service as the population grows
- Project components and schedule
- Project schedule and work in progress:
- Service design:
  - Future HDUAC engagement and involvement.

Discussion ensued on:

- **Avery:** suggestion that the application process consider invisible barriers to using conventional transit
- **Sarb:** whether there will be an opportunity for the HDUAC to provide feedback on the questionnaires to determine eligibility:
  - **Sarah:** it is being developed and we will be reporting back throughout the project
- **Betty:** how do we initiate and raise public awareness of travel training?
  - **Briana:** I will send you Chris Chan’s contact information
- **Avery:** will users be permitted to refuse to use the conventional system and travel training?
- **Sarb:** suggestion that TransLink fund the training that is offered by other programs.

#### **4.0. OTHER BUSINESS**

##### **4.1. Inclement Weather Protocols and Communications**

S. Basra expressed concern regarding the poor communication with HandyDART users regarding service cancellations during inclement weather.

***Action Item (01):** David Doney to investigate the failure to post HandyDART service level reductions during the last snowstorm, that was predicted the day before.*

##### **4.2. Refusal of Rides to Wheelchair Passengers with Wheelchairs Exceeding Specific Dimensions**

This item was not discussed.

##### **4.3. Call Centre Wait Times**

This item was not discussed.

##### **4.4. HandyDART Driver Training**

This item was not discussed.

#### **5.0 CLOSING REMARKS**

The Chair thanked all for attending the meeting.

B. Ingram noted that information for topics under Items 4.2 to 4.4 will be included in future meeting agendas.

#### **6.0 CONCLUSION**

The meeting concluded at approximately 1:10 p.m.