

HANDYDART USERS' ADVISORY COMMITTEE MEETING

September 18, 2024
11:00 a.m. to 2:00 p.m.
Virtual Meeting

Minutes of the HandyDART Users' Advisory Committee (HDUAC) meeting held September 18, 2024 at 11:00 a.m. via videoconference.

PRESENT:

Carol MacKenzie, Chair
Avery Timm, Vice-Chair
Sarab Basra
Art Jonker
Beth McKellar

Chris Morrissey
Rob Sleath
Lesley Telford
Bet Tuason

REGRETS:

Rita Dilek
Trevor Harrison

Asifa Lalji
Betty Liang

STAFF AND RESOURCES PRESENT:

Emily Bardutz, Mott MacDonald (Items 2.2 and 2.3)
Sandie Berar, General Manager, Trip Coordination, TransDev
Glen Bott, Managing Director, TransDev
Matt Craig, Director, System Planning, TransLink
David Cooper, Leading Mobility (Item 2.2)
David Doney, Director, Access Transit Service Delivery, CMBC
Sarah Freigang, Project Manager, Access Transit Planning, TransLink (Item 2.3)
Yuval Grinspun, Left Turn Right Turn (Items 2.2 and 2.3)
Claire Hillman, Access Transit Service Delivery, CMBC
Erin Hopson, Manager, Access Transit Customer Care, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Emily Lengkeek, Access Transit Planning, TransLink
Fiona Liu, Access Transit Service Delivery, CMBC
Clayton Slight, Manager, Access Transit Service Delivery, CMBC
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
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 11:03 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 September 18, 2024 HandyDART Users' Advisory Committee meeting was provided with the agenda material.

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

1.5. Adoption of Previous Minutes (June 5, 2024)

Draft minutes of 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 minutes of the June 5, 2024 HandyDART Users' Advisory Committee meeting be adopted, as circulated.

CARRIED

2.0. REPORTS

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

Report titled "Access Transit Service Delivery Director's Report" dated September 18, 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.

Clayton Slight, Manager, Access Transit Service Delivery, CMBC, provided an update on the HandyDART Cancellation Policy review.

Discussion ensued on:

- **Rob:** does CMBC have a target number for the utilization of taxis?
 - **Dave:** Yes, CMBC does have an annual budget for taxis.
- **Art:** suggestion to distinguish the type of passenger in the customer satisfaction survey i.e. by wheelchair and non-wheelchair user; the wheelchairs can be further segmented by motorized and non-motorized chairs.

2.2. HandyDART Delivery Model Review

Presentation titled “HandyDART Delivery Model Review September HDUAC Update”, dated September 18, 2024, was provided with the agenda material.

Erin Windross, Senior Planner, Access Transit Planning, TransLink, reviewed the presentation titled “HandyDART Delivery Model Review” provided with the agenda material and highlighted:

- Evaluation accounts, criteria and objectives that will be utilized to assess the delivery model options
- Project timeline
- Numerous service delivery concepts will be considered
- Next steps.

Discussion ensued on:

- **Rob:** suggestion to engage dialysis clinics in the region in the review
- **Bet:** suggestion that CMBC reinitiate regular communication with groups that are involved in addressing scheduling issues for dialysis patients:
 - **Dave:** we will investigate the groups that were created in the past and consider reinstating them.

Emily Bardutz, Mott MacDonald, reviewed the presentation titled “HandyDART Delivery Model Review” provided with the agenda material and highlighted significant service issues identified from the engagement with customers, stakeholders and staff through workshops and a telephone customer survey:

- On-time performance
- Taxi service
- Trip length

- Call wait times.

Discussion ensued on:

- **Avery:** request that the requirement for transfers be reconsidered in a different service delivery model:
 - **Briana:** We will look at transfers within the implementation of a new service delivery model
- **Sarb:** the number of telephone survey respondents is inadequate to represent the HandyDART community in the entire region:
 - **Emily:** we agree the survey results are not statistically representative
- **Bet:** whether the survey results should be used as a tool in the evaluation when the findings are not representative of the HandyDART community.

David Cooper, Leading Mobility, reviewed the presentation titled “Peer Agency Delivery Models” provided with the agenda material and highlighted:

- Methodology
- Six peer agencies were considered
- Key findings:
 - Variation of eligibility categories related to the local needs of service
 - Supplemental trips provided by either taxi and/or transportation network providers was consistent amongst transit agencies
 - Potential connection between operator retention and on-time performance
 - Transition to a family of services model has been challenging
- Next steps.

Discussion ensued on:

- **Art:** interested in how the peer agencies were selected and whether the number of users in each agency was considered; suggestion that all agencies be rated against each other
- **Rob:** curious about how and what training was provided to Uber and Lyft drivers; how is the agency able to enforce training requirements?

- **Bet:** whether the population and size of the service area were considered in the selection of peer agencies:
 - **David:** it was a consideration to some extent, but the number of variations in agencies does not allow for a direct comparison
- **Chris:** do any of the other agencies own vehicles of various sizes?
 - **David:** the fleets of all agencies are generally comparable.

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 noted the project background, components and schedule.

E. Bardutz reviewed the presentation titled “Service Design for TransLink HandyDART Modernization” provided with the agenda material and highlighted:

- Key findings from the user testing of the new application form (Form):
 - Skip logic was not clear
 - Brand confusion (HandyDART, HandyCard) was persistent
 - “Temporary” disability should be defined and require approval from a registered professional
 - Conditional eligibility questions may still be too complicated
 - All wanted large font
- Next steps.

Discussion ensued on:

- **Sarb:** can the questions on the Form be shared with HDUAC members; would TransLink consider developing separate application forms for distinct groups?
 - **Matt:** we will be happy to share the questions with the HDUAC members.

E. Bardutz reviewed the presentation titled “Expedited Application Process” provided with the agenda material and highlighted:

- Implementation of a shorter application form where information from an approved authority or an in-person meeting is not required

- Exploration of opportunities for an accelerated application review process to ensure people who need access to HandyDART immediately can obtain access quickly once they have applied
- Next steps.

2.4. TransDev Update

Glen Bott, Managing Director, TransDev, provided an update on the labour disruption of the HandyDART service.

Discussion ensued on:

- **Carol:** HandyDART should be designated as an essential service
- **Art:** whether service will be impacted by TransLink's funding deficit.

3.0. OTHER BUSINESS

Discussion ensued on:

- **Bet:** how TransLink's funding deficit will impact HandyDART service and the cost to users

4.0 CLOSING REMARKS

The Chair thanked all for attending the meeting and noted that the next meeting has been scheduled for December 11, 2024

5.0 CONCLUSION

The meeting concluded at 1:55 p.m.