



HANDYDART USERS' ADVISORY COMMITTEE MEETING

Wednesday, December 17, 2025 – 11:00 a.m. to 2:00 p.m.

Virtual Meeting

(meeting dates for 2026 can be found at the end of this agenda) *

Join Zoom Meeting

<https://translink.zoom.us/j/89923793252?pwd=Aahdx7yJ1AKzYgTrkGE1iz6ebpUW7Z.1>

Meeting ID: 899 2379 3252

Passcode: 216704

AGENDA

1. PRELIMINARY MATTERS

- 1.1. Call to Order and Land Acknowledgement – 11:00 - 11:05
- 1.2. Opening Remarks – 11:00 - 11:05
- 1.3. Committee and Staff Roll Call – 11:05 - 11:10
- 1.4. Adoption of the Agenda – 11:10 - 11:15
- 1.5. Approval of October 15, 2025 Minutes – 11:10 - 11:15

2. REPORTS

- 2.1 **ATSD Director's Report** – 11:15 – 11:35
Dave Doney, Director, Access Transit Service Delivery, CMBC
Verbal update for information and feedback (written copy included in package)
- 2.2 **HandyDART Application Project–Appeals** – 11:35 – 11:55
Sarah Freigang, Project Manager, Access Transit Planning, TransLink
Presentation for information (copy included in package)

Health Break – 11:55 – 12:10

- 2.3 **HandyDART Customer First Plan** – 12:10 – 12:40
Dan Freeman, Senior Consultant, Planning, TransLink
Presentation for information and feedback (copy included in package)
- 2.4 **TransLink Accessibility Plan 2026** – 12:40 – 12:55
Erin Windross, Senior Planner, Access Transit Planning, TransLink
Presentation for information and feedback (copy included in package)
- 2.5 **TransDev Operations Update: Cancellation Policy** – 12:55 – 1:05
Surindra Sugrim, Manager, Customer, Community + Stakeholder Experience, TransDev
Presentation for information (copy included in package)

3. OTHER BUSINESS – 1:05 – 1:10

4. CLOSING REMARKS – 1:10 – 1:15

5. MEETING ADJOURNMENT – 1:15

6. INFORMATION

2026 Meeting Dates:

- Wednesday, March 4, 2026, 11 AM – 2 PM
- Wednesday, June 17, 2026, 11 AM – 2 PM
- Wednesday, October 7, 2026, 11 AM – 2 PM
- Wednesday, December 9, 2026, 11 AM – 2 PM