

HANDYDART USERS' ADVISORY COMMITTEE MEETING

June 18, 2025

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

Virtual Meeting

Minutes of the HandyDART Users' Advisory Committee (HDUAC) meeting held June 18, 2025 at 11:00 a.m. via videoconference.

PRESENT:

Avery Timm, Vice-Chair
Rita Dilek
Russ Dolton (arrived at
11:11 a.m.)

Art Jonker
Beth McKellar
Akshay Sachdeva
Bet Tuason

REGRETS:

Carol MacKenzie, Chair

Rob Sleath

ABSENT:

Sarb Basra
Chris Morrissey

Adams Owen

STAFF AND RESOURCES PRESENT:

Sandie Berar, General Manager, Trip Coordination, TransDev
Glen Bott, Managing Director, TransDev
Chris Chan, Manager, Travel Training, TransLink
Matt Craig, Director, System Planning, TransLink
Michael Coulson, Senior Planner, Transit Network Management, TransLink
(Item 2.2)
David Doney, Director, Access Transit Service Delivery, CMBC
Sarah Freigang, Project Manager, Access Transit Planning, TransLink
(Item 2.4)
Emily Hong, Planner, Access Transit Planning, TransLink
Erin Hopson, Manager, Access Transit Customer Care, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Megan Johnson, TransLink
Richard Marion, Contractor, TransLink
Ken Ridgway, Non-dedicated Services Manager, TransDev
Clayton Slight, Manager, Access Transit Service Delivery, CMBC

Surindra Sugrim, Customer, Community, and Stakeholder Experience
Manager, TransDev
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

On behalf of Avery Timm, Vice-Chair, Briana Ingram, Manager, Access Transit Planning, TransLink, called the meeting to order at 11:05 a.m.

1.2. Opening Remarks

B. Ingram read aloud a land acknowledgement.

1.3. Committee and Staff Roll Call

B. Ingram reviewed the meeting protocols, conducted the roll call and led a round of self-introductions.

Member Arrived

Russ Dolton joined the meeting at 11:11 a.m.

1.4. Adoption of the Agenda

Draft agenda for the June 18, 2025 HandyDART Users' Advisory Committee meeting was provided with the agenda material.

It was MOVED (Art Jonker) and SECONDED (Avery Timm)

That the agenda of the June 18, 2025 HandyDART Users' Advisory Committee meeting be adopted, as presented.

CARRIED

Action Item (01): B. Ingram to include the following topics on the agenda of future HDUAC meeting(s):

- *Designation of HandyDART as an Essential Service*
- *Introduction process for new equipment on HandyDART vehicles.*

1.5. Adoption of Previous Minutes (March 5, 2025)

Draft minutes of the March 5, 2025 HandyDART Users' Advisory Committee meeting was provided with the agenda material.

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

The minutes of the March 5, 2025 HandyDART Users' Advisory Committee meeting was adopted, with the amendment to the date in Item 2.2.

CARRIED

2.0. REPORTS

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

Report titled "Access Transit Service Delivery Director's Report" dated June 18, 2025, 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)
- Phased enforcement of the HandyDART cancellation policy commenced on May 1, 2025
- Expectation that the request for proposal (RFP) for the dispatch software upgrade will be issued by June 30, 2025
- The implementation of service hour expansion for HandyDART services has been delayed.

Discussion ensued on:

- **Art:** whether the lengthy explanations regarding KPI results add value to the meeting
 - **David:** appreciate the feedback
- **Beth:** do you consider the specific circumstances before enforcing the cancellation policy?
 - **Clayton:** yes, we do
 - **David:** we understand that cancellations are part of the business; we are enforcing the policy against chronic abusers.

2.2. HandyDART Service Delivery Review Overview

Presentation titled "2024 HandyDART Service Performance Review", dated June 18, 2025, was provided with the agenda material.

Michael Coulson, Senior Planner, Transit Network Management, TransLink, reviewed the presentation provided with the agenda material and highlighted insights gained with respect to customer experience and operational performance. The key finding from the

HandyDART Service Performance Review (HDSPP) is that operations and trip levels remained steady from 2023 to 2024, while customer satisfaction remains high.

2.3. HandyDART Delivery Model Review Update

Presentation titled “HandyDART Delivery Model Review Project Update”, was provided with the agenda material.

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

- The review will encompass all elements of a custom transit service
- Criteria that will be utilized to evaluate the three shortlisted delivery model options
- Taxis and non-dedicated vehicles will continue to be used to support dedicated trip delivery
- Project engagement
- Next steps.

2.4. HandyDART Application Project

The following documents were provided with the agenda material:

- *Presentation titled “HD Application Project”*
- *Working draft of HandyDART and HandyCard Application”.*

Sarah Freigang, Project Manager, Access Transit Planning, TransLink, reviewed the presentation provided with the agenda material and highlighted:

- Recommended changes to the HandyDART application process are being refined
- The purpose of proposed new application questions and sample responses
- Development of a new process to integrate the opinion of a third-party professional to further confirm transit skills that reduces barriers for applicants
- Next steps.

Discussion ensued on:

- **Akshay:** has there been any progress on conditional eligibility since the last HDUAC meeting?

- **Sarah:** there has been no progress since the last HDUAC meeting; conditional eligibility would be included in the second phase of the rollout, if a decision is made to proceed with conditional eligibility
- **Avery:** concern that applicants will not be forthcoming in the information provided on the application form to avoid being designated as conditionally eligible; concern that conditional eligibility will sow distrust between HandyDART users and TransLink; the implementation of conditional eligibility will have a negative impact on TransLink's reputation
- **Russ:** will travel training be provided for those who are conditionally eligible and must use the conventional transit system?
 - **Sarah:** yes, travel training for conventional transit options will be included in the application process
 - **Chris:** we could provide one-on-one tailored training, but our resources are currently limited
 - **Russ:** I know individuals that would be willing to volunteer to be trainers
- **Beth:** suggestion that travel training occur on the system to provide real life experience
 - **Chris:** field training is currently offered; we are considering how to provide tailored one-on-one training
- **Rita:** HandyDART users are often required to use conventional transit as part of longer distance HandyDART trips; suggestion to have SkyTrain attendants at every station to assist people with disabilities.

Discussion ensued on the application questions:

- **Beth:** good start; well done
- **Akshay:** concern with applicants being forced to use conventional transit if they indicate that they are able to do so; concern that written responses will not convey the nuances of the challenges faced by the applicant
- **Art:** the term "conditional eligibility" is judgmental; I have used both conventional transit and HandyDART for many years and my need for a HandyDART ride has never been questioned
- **Beth:** request that the consultants provide a definition of the choices of "yes", "no" and "sometimes"

- **Sarah:** we will ask for that information; there is space on the application form to allow the applicant to provide additional context to their response
- **Briana:** the decision on the application will be made through consideration of a number of factors, not just the responses to the questions
- **Avery:** the existence of conditional eligibility will be felt as a threat to applicants
- **Beth:** suggestion that unoffensive language be used to replace the term “conditional eligibility”
- **Art:** suggestion to emphasize that the questions and details are not intended to disqualify an applicant; suggestion to allow for online completion of the form; online applications will allow TransLink to gather data on passenger needs.

Discussion ensued on personal consultation:

- **Art:** I like the idea of providing a personal consultation over the phone
- **Avery:** I agree with providing personal consultations at multiple sites; phone consultations are not appropriate for all people; having the choice of a phone personal consultation will allow persons with disabilities to feel less judged; personal consultations should also be provided via home visits
- **Akshay:** whether it is possible to request taxi service only
- **Beth:** the need to consider the barriers that some applicants may have; agreement with having multiple sites to increase convenience and access to users.

2.5. TransDev Update: Taxi Overview

Presentation titled “Taxi Overview”, was provided with the agenda material.

Glen Bott, Managing Director, TransDev, reviewed the presentation provided with the agenda material and highlighted:

- Management of the relationship with taxi companies
- Existing taxi dispatch process
- Implementation of annual competency testing of drivers.

Discussion ensued on:

- **Bet:** whether a curb cutaway can be constructed when there are long distances between bus stops to allow taxis to drop off passengers safely closer to their destination
 - **Briana:** we can have a future discussion on safe locations for taxi and HandyDART vehicles to drop off passengers
- **Art:** I am always concerned about whether my wheelchair will fit into the taxi; the need for more training for taxi drivers about the correct protocol for handling of wheelchairs
- **Beth:** there is a need for taxi drivers to receive additional training about serving HandyDART passengers.

3.0 CLOSING REMARKS

The Chair thanked all for attending the meeting and noted that the next meeting has been scheduled for October 1, 2025.

4.0 CONCLUSION

The meeting concluded at 2:01 p.m.