

HANDYDART USERS' ADVISORY COMMITTEE MEETING

March 5, 2025
11:00 a.m. to 2:00 p.m.
Virtual Meeting

Minutes of the HandyDART Users' Advisory Committee (H DUAC) meeting held March 5, 2025 at 11:00 a.m. via videoconference.

PRESENT:

Carol MacKenzie, Chair
Avery Timm, Vice-Chair
Sarab Basra
Rita Dilek
Russ Dolton

Art Jonker
Beth McKellar
Akshay Sachdeva
Bet Tuason

REGRETS:

Asifa Lalji

Rob Sleath

ABSENT:

Chris Morrissey

Adams Owen

STAFF AND RESOURCES PRESENT:

Matt Craig, Director, System Planning, TransLink
David Doney, Director, Access Transit Service Delivery, CMBC
Sarah Freigang, Project Manager, Access Transit Planning, TransLink
(Item 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, Planner, Access Transit Planning, TransLink
Fiona Liu, Senior Analyst, Access Transit Service Delivery, CMBC
Ken Ridgway, Non-dedicated Services Manager, TransDev (Item 2.8)
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 (from recording)

1.0. PRELIMINARY MATTERS

1.1. Call to Order and Land Acknowledgement

Carol MacKenzie, 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, conducted the roll call and led a round of self-introductions.

1.4. Adoption of the Agenda

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

It was MOVED (Bet Tuason) and SECONDED (Beth McKellar)

That the agenda of the March 5, 2025 HandyDART Users' Advisory Committee meeting be adopted.

CARRIED

***Action Item (01):** B. Ingram to report back regarding whether the hemodialysis working group is still active.*

1.5. Adoption of Previous Minutes (December 11, 2024)

Draft minutes of the December 11, 2024 HandyDART Users' Advisory Committee meeting was provided with the agenda material.

It was MOVED (Bet Tuason) and SECONDED (Beth McKellar)

The minutes of the December 11, 2024 HandyDART Users' Advisory Committee meeting was adopted.

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”
- Access Transit Users’ Advisory Committee / HandyDART Users’ Advisory Committee Code of Conduct, dated October 2024.

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

2.2. HandyDART Delivery Model Review Update

Presentation titled “HandyDART Delivery Model Review March Update to HDUAC”, dated March 5, 2025, was provided with the agenda material.

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

- Project overview, phasing and timeline
- Three options being assessed:
 1. Strengthen contract
 2. In-House
 3. Split structure
- Next steps.

Discussion ensued on:

- **Akshay:** what is the reason for the change to have access transit delivered by transit agencies?
 - **Erin:** I am not aware of the history of the decision
- **Beth:** why is there a necessity to use a for-profit contractor instead of using the savings to improve service?
 - **Erin:** that is the reason for the delivery model review
- **Beth:** are you taking the opinion of front-line workers and clients into account in analyzing the options?
 - **Matt:** we have received the input of front-line workers through focus groups held in late 2024; the recommendation on the service delivery model will focus on meeting customers’ expectations
 - **Erin:** we have engaged with advocates, including those in the healthcare sector and care homes, on the advantages and disadvantages of the three models

- **Bet:** will U.S. tariffs impact the recommendation that is presented to the Board?
 - **Matt:** finances are one of the factors that will be considered in developing recommendation.

2.3. 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:

- Project scope and objectives
- Proposed HandyDART application process changes
- Overall project schedule, with completion targeted for the end of 2027
- New Conditional Eligibility category will be introduced as part of the updated HandyDART application process
- Proposed appeal process and creation of an Appeals Panel
- Development of the draft application form
- Next steps.

Discussion ensued on:

- **Sarb:** is there a goal on the percentage of HandyDART users to be diverted to other services?
 - **Sarah:** no, there is no goal in place
 - **Briana:** the number of HandyDART users who can transition to the conventional system is dependent upon its accessibility
- **Sarb:** what is the budget for retaining occupational therapists (OTs) to evaluate applicants?
 - **Matt:** we are in the process of estimating the cost
- **Sarb:** there a possibility that the review of the applications will identify a greater need for HandyDART service than anticipated
- **Carol:** it may be necessary for both a physician and an OT to determine the applicant’s eligibility at an in-person evaluation
- **Bet:** how long is the application process expected to be?

- **Sarah:** that is still to be determined; the intent is to keep the process the same length or shorter than the current process
- **Beth:** who will provide the OTs?
 - **Sarah:** we are currently considering using a third party
- **Avery:** the Conditional Eligibility category will add a complication to the application process with no apparent benefit to the customer:
 - **Briana:** Conditional Eligibility is not the driver for implementing new software
- **Beth:** the need to update the software
- **Sarb:** what is the eligibility criteria for the expedited process?
 - **Sarah:** this information is included on the draft application form; we can present this at a future HDUAC meeting, if requested
- **Akshay:** what is the timeline for implementation of online booking?
 - **Brianna:** this is covered in the Director's Report.

2.4. Election of the 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

B. Ingram advised that Carol MacKenzie has been nominated for the role of Chair.

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

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

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

B. Ingram advised that Avery Timm has been nominated for the role of Vice-Chair.

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

It was MOVED (Carol MacKenzie)

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. HandyDART Structure Overview

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

Erin Hopson, Manager, Access Transit Customer Care, CMBC, and Fiona Liu, Program Lead, Access Transit Service Delivery, CMBC, jointly reviewed the presentation provided with the agenda material and highlighted:

- CMBC Access Transit Customer Care team responsibilities and commitment to the accessibility community
- Overview of HandyDART operations across the Metro Vancouver region.

Discussion ensued on:

- **Carol:** are there restrictions on cross-boundary trips?
 - **Dave:** boundaries exist to provide as much service as possible with limited resources
- **Carol:** will HandyDART service be provided to the Fraser Valley?
- **Dave:** requests for rides within the service area are not generally denied
- **Sarb:** what is the longevity of a HandyDART vehicle?
 - **Dave:** they are all replaced within a seven-year cycle; three electric vehicles will be piloted soon
- **Akshay:** can trips to medical appointments be made more directly in the future?
 - **Dave:** we will try to eliminate as many boundaries as possible in the future; direct trips may not be possible with limited resources
- **Avery:** trips for important appointments with specialists should be accommodated
- **Carol:** suggestion that smaller vehicles be used to increase the amount of service provided

- **Russ:** it is possible to allow trips that are not pre-booked?
 - **Dave:** this is not possible as the vehicle may be booked for subsequent trips; on demand access may be possible with the updated software
- **Rita:** concern that two taxis were dispatched to the same location for two passengers travelling to the same location
- **Art:** what is the timeline for the issuance of RFID cards to allow wheelchair users to enter fare paid zones:
 - **Erin:** the program is currently available.

2.6. **Proposed HDUAC 2025 Agenda Items**

Presentation titled “Proposed 2025 Agenda Items” was provided with the agenda material.

HDUAC members were invited to email B. Ingram with proposals for additional agenda items.

2.7. **Access Transit Service Delivery (ATSD) Director’s Report**

Report titled “Access Transit Service Delivery Director’s Report” dated March 5, 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)
- Updates on operational initiatives.

Discussion ensued on:

- **Beth:** the procurement of the online booking software should be a priority
- **Akshay:** what is the timing for the decision on the funding for the online booking software?
 - **Dave:** we expect a decision by April 30, 2024.

2.8. **TransDev Update: Taxi Overview**

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

Ken Ridgway, Non-dedicated Services Manager, TransDev, reviewed the presentation provided with the agenda material and highlighted the

process for engaging a taxi company to provide service and managing performance.

Due to time constraints, the presentation will be continued at the June 18, 2025 meeting.

3.0 CLOSING REMARKS

The Chair thanked all for attending the meeting and noted that the next meeting has been scheduled for June 18, 2025.

4.0 CONCLUSION

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