



HANDYDART USERS' ADVISORY COMMITTEE MEETING

Wednesday, March 3, 2021 – 11:00 a.m. to 1:00 p.m.

Virtual Meeting

MINUTES

Attendees:

Martin Aquino	Sherry Baker
Brian Gibney	Wayne Leslie
Tim Louis (Chair)	Laura Mackenrot (Vice-Chair)
Jeriah Newman	Marjie Ross
Roseanne Shannon	Avery Timm
Bet Tuason	Brian Tucker

Regrets:

Linda Tang

Staff:

Chris Chan, Travel Training Manager, CMBC

Briana Ingram, Manager, Access Transit Planning, TransLink

Albert Lau, Manager, Access Transit Customer Care, CMBC

Liina Marshall, Manager, Access Transit Services, CMBC

Craig Maruyama, Sr. Analyst, Access Transit Service Delivery, CMBC

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

Rob Proctor, Managing Director

Sarah Ross, Director, System Plans, TransLink

Tamara Tedesco, Coordinator, Access Transit Planning, TransLink

Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC

1. PRELIMINARY MATTERS

1.1. Call to Order and Land Acknowledgement – 11:00 - 11:05

- Tim called the meeting to order.

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- Briana read the land acknowledgement.

1.2. **Opening Remarks**– 11:05 - 11:10

- Briana provided opening remarks and summarized the virtual meeting protocol.

1.3. **Committee and Staff Roll Call** – 11:10 - 11:15

- Briana conducted the committee and staff roll call.

1.4. **Adoption of the Agenda** – 11:15 - 11:20

- Briana requested additional time be added to item 2.3 in order for questions regarding the cyber security
- Laura – requested an update regarding HandyDART customers becoming inactive due to customers not taking rides for the past year.
- Kathy – will address this under the Director's Report.
- Laura – also requested an update on the status on committee meeting agendas and minutes on the website.
- Bet – requested that an item be added under "Other Business" in order to clarify some questions he has around COVID protocols.
- Laura – recommended it be discussed under the Director's Report.
- Motion to adopt the agenda: moved by Laura; seconded by Bet and carried.

1.5. **Approval of December 1, 2020 Minutes** – 11:15 - 11:20

- Tim request for errors or omissions in the December 1 minutes.
- Motion to approve the minutes: moved by Roseanne; seconded by Avery and carried.

2. REPORTS

2.1 **ATSD Director's Report** – 11:20 - 11:40

Verbal update for information (written copy included in package)

Liina Marshall, Manager, Access Transit Services, CMBC

Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC

- Laura – raised the issue that all of the agendas and minutes for the HDUAC, and the UAC, meetings are no longer on the TransLink website.
- Briana – clarified that she has contacted the Digital Marketing team to find out what has happened, and it will be rectified as things are migrated over to the new website and mended after the damage caused by the cyber security attack.
- Laura – also mentioned that one on the links to the UAC Terms of Reference is broken, and there is no link to the HDUAC Terms of Reference at all.
- Kathy highlighted the items outlined in the ATSD Director's Report:

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- HandyDART in the times of COVID-19
 - Bet – commented that being screened for a fever when booking a ride can cause challenges for patients who have just received kidney transplants, as these people often experience fevers and temperature fluctuations post-surgery. He is concerned that this would result in a trip denial and make it not possible for these patients to travel to their dialysis appointments multiple times a week.
 - Rob – responded that HandyDART continually works with the health authorities to ensure they're aware of these common side effects that are non-COVID related, and that this would not result in a trip denial.
- Safety Enhancements for HandyDART Vehicles
 - Laura – raised questions around the positioning of plexiglass barriers between seats and is wondering if there will still be sufficient space, if the barriers will be difficult to detect for people who are blind, and if they would cause concerns for people who experience anxiety in enclosed spaces.
 - Kathy – responded that there is currently a vehicle in testing

2.2 **Compass on HandyDART: Customer Adoption Strategy** – 11:40 - 12:00

Presentation for information and feedback (copy included in package)

Emma Yee, Compass Operations, TransLink

Julia Balsillie, Planning Project Management Specialist, TransLink

- Emma presented on the customer adoption plan for implementing Compass on HandyDART.
- Martin – raised concerns about the fare structure being changed when Compass is introduced, as well as the FareSaver program ending, as it provides significant cost savings for people.
- Sarah – clarified that Compass provides the same fare discounts that paper FareSaver tickets do. The introduction of Compass will not change people's access to the discount.
- Laura – had recommended that Compass Cards be available for purchase on-board HandyDART vehicles and is disappointed to learn that this is not going to be an option. Why is this not feasible? Also, it is important to ensure that communications mailed out to this customer group be easy to understand and in large print (size 14 point font).
- Emma – responded that having Compass Cards available on HandyDART vehicles was considered as an option, but there were several risks and challenges associated with this. Customers will be able to phone the Compass Customer Service Centre and order a card over the phone, which will then be mailed directly to their home.

2.3 **Interim CEO Introduction** – 12:00 - 12:15

Verbal update for information

Gigi Chen-Kuo, Interim CEO, TransLink

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- Gigi introduced herself and summarized her extensive background working for BC Transit and then TransLink.
- It is estimated that this interim CEO role will last at least a few months until the permanent CEO is recruited and secured.
- Gigi mentioned experience taking HandyDART rides with her grandmother and mother.
- Continuing to attend President's Group meetings. The President's Group is a network of business leaders who are champions for more accessible, inclusive workplaces.
- Laura – mentioned that she had spoken with some members of both the HDUAC and UAC, and they expressed concerns about not receiving the cyber security breach notification letters in a timely manner, as well as the print letters not being in an alternate format that was accessible to committee members with vision loss.
- Martin – asked how simple it is to sign up for the credit monitoring service that is being offered? Also, is there anything that he can do to further protect himself through his bank?
- Jennifer – responded that the credit monitoring service can be signed up for by either using the access code, included in the letter, online, or by calling the call centre, which was also referenced in the letter. Contacting your financial institution is also recommended.
- Gigi – added that there is a recording available of a TransLink information session in which further details of the breach are discussed. Briana will re-circulate the link.
- Tim – four questions: is it possible that a false account could have been opened under someone's name in the time between when the breach first happened and when people were notified? What was the date of the breach? What, if anything, could have been done to decrease the amount of time until when people were notified? Why was the recommendation for those impacted to contact their financial institutions not included in the notification letter?
- Jennifer – it is possible, and the best way to check would be to contact your bank or Transunion. The breach happened on December 1, 2020.

2.4 **HandyDART Modernization Program: Upcoming Engagement** – 12:15 - 12:35

Presentation for information and feedback (copy included in package)
Briana Ingram, Manager, Access Transit Planning, TransLink

- Briana presented
- Marjie – recommended a presentation on the new registration process to a group that meets monthly at George Pearson.
- Briana – will be in touch with Marjie to gather more details.

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- Laura – requested presentations at both the City of Vancouver Persons with Disabilities Advisory Committee and the Seniors Advisory Committee. She flagged that there will be questions regarding which specific disabilities and conditions will trigger automatic HandyDART approval, and also if there will be parameters that will allow customer's eligibility to be grandfathered.

2.5 HDUAC Agenda and Meeting Package Logistics – 12:35 – 12:45

Discussion for information and feedback

Briana Ingram, Manager, Access Transit Planning, TransLink

- Briana summarized the current process that is followed when preparing agendas and meeting packages for HDUAC meetings.
- Laura – commented that it would be very helpful if, when there is an extraordinarily lengthy items in the package to draw attention to the extra time that may be required
- Tim – recommended that perhaps the page counts of each item be included on the agenda.
- Laura – clarified that in the body of the email would be preferred, and this is only a request for unusually long items and reports.

2. OTHER BUSINESS

4. CLOSING REMARKS

5. MEETING TERMINATION

6. INFORMATION

2021 Meeting Dates:

Wednesday, March 3, 11 a.m. to 1 p.m.

Wednesday, June 2, 11 a.m. to 1:30 p.m.

Wednesday, September 15, 11 a.m. to 1:30 p.m.

Wednesday, December 1, 11 a.m. to 2 p.m.