



HANDYDART USERS' ADVISORY COMMITTEE MEETING

Wednesday, June 2, 2021 – 11:00 a.m. to 1:00 p.m.

Virtual Meeting

MINUTES

Attendees:

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

Regrets:

Wayne Leslie

Brian Tucker

Staff:

Chris Chan, Travel Training Manager, CMBC

Briana Ingram, Manager, Access Transit Planning, TransLink

Liina Marshall, Manager, Access Transit Services, CMBC

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

Rob Proctor, Managing Director

Sarah Ross, Director, System Plans, TransLink

Richard Marion, Coordinator, Access Transit Planning, TransLink

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

Ross McFarland, Senior Planner, Access Transit Planning, TransLink

Gurtej Tung, Planner, Access Transit Planning, TransLink

1. PRELIMINARY MATTERS

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

- Tim called the meeting to order.
- Briana read the land acknowledgement.
- Tim paid tribute to the 215 children found in unmarked graves at the Kamloops Residential School and asked for a moment of silence.

1.2. Opening Remarks– 11:05 - 11:10

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

- Tim requested any additions or changes
- Motion to approve the agenda by Laura. Seconded by Martin. Carried.

1.5. Approval of March 3, 2021 Minutes – 11:15 - 11:20

- Tim asked if there were any amendments or changes
- Motion to approve the amended minutes Moved by Laura seconded by Roseanne. Carried.
- Briana mentioned that the minutes can be sent to the general public when they are approved.
- Avery enquired about external storage of the minutes until the website versions are available again.
- Briana indicated she would investigate this as well.

1.6. Approval of April 21, 2021 Workshop Minutes – 11:15 – 11:20

- Tim requested if there were any amendments or changes to the minutes
- Motion to approve the amended minutes moved by Laura, seconded by Brian. Carried.

2. REPORTS

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

Verbal update for information (written copy included in package)

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

- Kathy and Erin presented the ATSD Director's report.
- Highlights included HandyDART trips going over 2200 on a single day in a while.
- Changes to the mask mandate may be coming soon
- Still looking at issues about when day programs will be restarting again.
- We are still working on increasing vehicle ventilation, so people get more fresh air on the vehicles.
- Laura enquired why a dietitian is listed as one of the medical professionals on the form.
- Liina indicated Digestive issues can be one of the reasons people might apply for HandyDART.
- Liina also indicated that weight could also affect the requirement for a dietitian.
- Laura enquired about the child height issue. How would this affect adults of similar height?
- Kathy indicated the child height issue with the car seat is a legal requirement.

2.2 Update on Compass Role-out for HandyDART – 11:40 - 12:00

Presentation for information and feedback (copy included in package)

Emma Yee, Project Manager, TransLink

- Emma gave an update on the status of Compass for HandyDART.

- Virtual training will be taking place to assist people in learning how to use the Compass card.
- Welcome packages will be sent to HandyDART customers.
- November 15 will be the last day for FareSaver sales.
- Laura: Can you do an overview of the photo and video shoot?
- Emma: the photo shoot went very well some great shots and the participants were great. The video shoot will be in the next week. Details are being finalized.
- Briana: Some photos are in the DRAFT welcome package material.
- Laura: I'm not sure what a breakaway lanyard is.
- Sherry: Will everyone be required to wear the lanyard?
- Emma: No people don't have to use the lanyard.
- Emma: People will be able to use the blue or orange card on HandyDART.
- The CNIB and MSDPR cards can't be used on HandyDART.
- Tim thanked Emma for her presentation and thanked everyone for the progressive step to bring HandyDART in line with the conventional transit system.

2.3 HandyDART Modernization Program Update – 12:00 - 1:30

Presentation for information and feedback (copy included in package)

Briana Ingram, Manager, Access Transit Planning, TransLink

- Majority of engagement participants were 65 and over.
- Some felt the survey was too long and complicated.
- There will be a debriefing on successes and lessons learned. This will help us do better in the future.
- Still reviewing the findings from the report.
- Developing new support material for Compass. We will be distributing material later in the summer.
- Online booking may be in 2022.
- Sarah: We have a sense of shared objectives. If people, ask we need to look at ways to support them.
- Sarah indicated that there would not be a mandatory in-person component.
- Avery: The part of the survey dealing with registration was too specific. There was no option to oppose the suggested options provided. Some of the answers were just obvious. It was not really collecting a proper

opinion. The options were minimal for people. The survey was poorly written.

- Laura thought Avery's comments were on the mark and beautiful. She did not fill out the questions because she was just opposed to the options presented. Laura requested that staff clarify that there would not be a mandatory process for people, and that there would be Track A with the longer medical form or Track B with the in-person interview. The committee will be talking about this further at some point today.
- Sarah: Acknowledged the weaknesses of the survey. The results will not figure prominently in the final report. Sarah feels that the comments accurately reflect comments given by members of the committee. The recommendation to the Board will be to have a longer form used by the applicant and the medical professional of their choice or a shorter form with the in-person interview.
- Voluntary is the word that Laura is looking for.
- Sarah: We will be engaging with the committee to provide more input. If we do another survey, we can work it through with the committee. Some of the questions will be helpful in how we design things moving forward. It was only one piece of the proposal.
- Tim: In any large organization there is inertia. Tim complemented Sarah and her team for making the changes. We have worked together cooperatively on a motion. Tim is hoping that there will be no amendments to the motion.
- Laura: We have come so far, and she thanked Sarah and her team for coming to this cooperative solution. The motion encompasses everything we were trying to say. It allows for the paper application as well as a voluntary in-person process.

Motion: Moved by Laura and seconded by Brian.

The HandyDART Users' Advisory Committee requests that TransLink

1. ensures that applying for HandyDART is a dignified and customer-centric experience that provides a more complete picture of applicants' needs and abilities, and that any in-person component is not mandatory;

2. continues to expand HandyDART service, and requests that the provincial government increase funding for HandyDART, in recognition that 2/3rds of trips are to access medical services; and
3. continues to improve the accessibility of the conventional system and supports customers to use conventional transit when they are able.

Motion carried.

- Laura: Do you need for the Chair or Vice-Chair to attend the board meeting in two weeks?
- The motion will be part of the public board agenda. Delegates will be able to speak to the motion. It would be appropriate for the Chair or Vice-Chair to speak at the meeting. A request form will have to be filled out.
- Committee members agreed that the Chair or Vice-Chair should speak at the meeting.

3. OTHER BUSINESS

4. CLOSING REMARKS

- Tim thanked everyone for attending the meeting and the staff for their great work.

5. MEETING TERMINATION

- The meeting was terminated at 12:25

6. INFORMATION

2021 Meeting Dates:

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

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