

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

Minutes (UNAPPROVED)

For December 4, 2023 3:30-5pm

1	<p>Call to Order Meeting was called to order at 3:32pm</p>		Chair
2	<p>Confirmation of Quorum (5 voting members required)</p> <p>Committee members present: D. Monsour (Chair), S. Jennings (Vice-Chair), K. Highsted, M. Kang, C. Brennan, J. Wang, and T. Pokorny, D. Young, I. Sommerville</p> <p>Regrets: N/A</p> <p>BC Transit Staff: S. Anderson, K. Armstrong, C. Mossey, S. Stevens, S. Phillips, R. Dennis. N. Le, N. Graves</p> <p>VRTC Members: Mayor M. Little</p> <p>handyDART GM: W. Davey</p>	Confirmed	Chair
3	<p>Approval of the Agenda Moved by C. Brennan and seconded by S. Jennings to add to the following items to the Agenda: Item I – Motions to be presented by Committee Member C. Brennan Item J – handyDART Assessment Process Motion Carried</p> <p>Moved by I. Sommerville and Seconded by J. Wang to accept Agenda with the above noted additions. Motion Carried.</p>	Approved Approved	Chair
4	<p>Approval of Minutes from September 25, 2023 Moved by S. Jennings and Seconded by J. Wang to approve Minutes. Motion Carried.</p>	Approved	Chair
5	<p>Chair’s Remarks No remarks</p>	For Info	Chair
6	<p>Action Items from Previous Meeting</p> <ul style="list-style-type: none"> - S. Stevens will follow up and report back if handyDART or Taxi company could inform the customer when a taxi is being sent instead of a handyDART vehicle so that customer is aware of what vehicle to look for UPDATE: This cannot be done with current system, but handyDART GM W. Davey hopeful that when new booking/dispatch system is implemented this service may be available (COMPLETED) - S. Stevens will provide a copy of the report for the new website when it is ready (CARRY FORWARD) 		

	<ul style="list-style-type: none"> - Committee Members encouraged to ride the system, and bring back suggestions that can be included in the buses to December 4th ATAC meeting that will support and promote accessibility. Suggestions will then be forwarded to VRTC for their consideration UPDATE: Committee Members provided the following information <ul style="list-style-type: none"> - Signage on the buses for accessible seating needs to be larger - Announcements about accessible seating needs to be louder - Ensure all buses have accessible seating signage; it was reported that some do not - On Routes 70 and 72, accessible seating area is used for luggage as riders are going to or from ferry; offer a ferry only service with luggage area so regular commuters are not impacted - Visually impaired riders do not know which bus has pulled into zone as there is no audible announcement - Have a specific place for people with disabilities to wait in busy bus zones (eg: Douglas and Fisgard), so they do not miss their bus (CNIB is a great resource) ACTION: S. Anderson will do some research into how other transit systems address this challenge and report back to Committee. New Next Ride system is scheduled to launch in January and will have some better communication capabilities. - S. Anderson will provide a copy of relevant pages from Training Manual regarding expectations of Transit Operators when dealing with problems on the bus and will ask Marketing Department for a summary of marketing collateral that is posted on buses UPDATE: Relevant sections of BC Transit Operator Training Manual were distributed to Committee Members for awareness (COMPLETED) - K. Armstrong will determine if BCT facilities are available after 5pm for ATAC meetings starting in the new year - UPDATE: Facilities are available (COMPLETED) <li style="padding-left: 40px;">D. Monsour asked Committee Members if they would prefer to change start time of meeting to 5pm or stay at 3:30pm. Majority of Committee Members indicated they would prefer to stay at 3:30pm. 		
7	Standing Item		
	<p>handyDART Report</p> <ul style="list-style-type: none"> o New email for Bill Davey William.davey@transdev.com o Still transitioning with new operating company Transdev Canada o 3 new drivers are going through training to help with service needs o 11 new buses being added to fleet 	For Info	W. Davey – GM, Victoria handyDART

	<ul style="list-style-type: none"> ○ Feedback from customers indicates that the information on these posters is important to riders ○ The technology that creates the poster has changed, so information on the posters will now look a bit different to provide more access to and consistent information across all communication channels ○ T. Pokorny advised they were curious how sight impaired riders would know the schedule was posted at the bus stop and encouraged BC Transit to take visually impaired riders into consideration when planning Marketing material ○ S. Phillips advised that VRTS will be trialling braille signs along Gorge Rd, and in addition to continuing to consult with customers, will engage with CNIB ○ K. Highsted suggested that people with disabilities wait for buses at a specific platform at stops so drivers are aware they are waiting for a bus and will not get passed up or overlooked ○ T. Pokorny suggested a GPS beacon could be picked up by an app to inform a visually impaired customer that their bus had arrived (BLIND SQUARE App) ○ T. Pokorny shared info about GPS based system in downtown Toronto that supports visually impaired residents with location information ○ J. Wang advised that the printing of the bus stop schedules is very small, hard to read, and info is easier to read on Transit App ○ S. Phillips advised that BC Transit is investing in more map posters that will show the entire system ○ S. Jennings asked if braille could be included on these new maps <ul style="list-style-type: none"> ▪ S. Phillips advised that the marketing team will investigate this suggestion <p>C. handyDART Fare Product Sales</p> <ul style="list-style-type: none"> ○ R. Dennis advised that the electronic fare system – UMO - was a project that he was responsible for ○ R. Dennis made a presentation to the Committee concerning new ways handyDART users would need to purchase fares once UMO was fully implemented in Spring 2024. Highlights of the presentation included: <ul style="list-style-type: none"> ▪ Current retailers of BC Transit fare products may not continue when UMO fully implemented, so important to be prepared ▪ New locations that fares can be purchased would include municipal facilities, as well as on-line ▪ A custom transit strategy review is being conducted ▪ When confirmed, the new ways to purchase fare products will be shared with riders when they book a handyDART ride and drivers will also have this information for customers ▪ Will still be able to purchase a fare on a handyDART bus ○ J. Wang advised that there have been validating challenges with the UMO app on Fixed Route, and that handyDART 	<p>For Info and Feedback</p>	<p>R. Dennis – Director of Revenue Development</p>
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<p>riders are seniors/disabled people with impairments making the app even harder to use for them. Noted that selling passes on-line will also be challenging for this demographic</p> <ul style="list-style-type: none"> ○ R. Dennis noted that the feedback about the app validating challenges has been received and that there does not appear to be any issues with the UMO cards ○ S. Jennings advised to “Keep It Simple”, that many handyDART users do not have cell phones, are juggling mobility equipment, service animals, and have caregivers to provide assistance – complicating fare payment does not serve these customers ○ R. Dennis asked Committee Members to contact him directly if they have any additional feedback or questions (RDennis@bctransit.com) <p>16:50 – Chair Monsour advised Committee that there were still several agenda items that had not been discussed and asked if anyone could stay past 17:00. Several Committee members had booked handyDART rides home, so it was agreed to end meeting by 17:15 or until handyDART buses arrived. C. Brennan suggested that Agenda Items D, E, F, G and I be carried forward to the next meeting. The Committee supported this suggestion. The Chair thanked C. Brennan for their flexibility and suggestion.</p> <ul style="list-style-type: none"> ○ C. Brennan asked how much fares will increase <ul style="list-style-type: none"> ○ R. Dennis advised that the VRTC is currently reviewing fares and Committee Members are encouraged to send feedback to the VRTC (Victoria_Commission@bctransit.com) <p>- C. Brennan asked Chair that since Committee was discussing handyDART, if discussion could move to Agenda Item J. – <i>handyDART Assessment</i>. Chair Monsour approved.</p> <p>J. handyDART Assessment</p> <ul style="list-style-type: none"> ○ S. Jennings advised that their spouse recently went through the handyDART eligibility assessment, and they were very surprised at the experience <ul style="list-style-type: none"> ▪ 5 pages of questions, ▪ The assessor did not have correct information about ride booking window or subscription bookings ▪ It takes considerable time and effort ○ C. Brennan asked if Committee Members could get a copy of the application form and then review it and bring comments back to a future meeting <ul style="list-style-type: none"> ○ ACTION: S. Stevens advised they would provide Committee Members with the application package ○ Committee Members agreed this would be a worthwhile experience ○ C. Mossey suggested that an overview of the assessment process be presented to the Committee at a future meeting <ul style="list-style-type: none"> ○ Committee Members supported this suggestion 	<p style="text-align: center;">For Discussion</p>	<p style="text-align: center;">S. Jennings – ATAC Committee Member</p>
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	<ul style="list-style-type: none"> ○ ACTION: C. Mossey to schedule a presentation of handyDART assessment process for an upcoming ATAC meeting <p>H. 2024 Meeting Schedule</p> <ul style="list-style-type: none"> ○ Chair noted that Committee Members have requested more frequent meetings in 2024. Chair assured Committee members that if there are agenda items, then meetings will be scheduled. ATAC Charter supports meeting a minimum of four (4) times per calendar year. ○ S. Stevens suggested that a meeting be scheduled in January 2024 to conclude the carry forward items from today's meeting. ○ Committee Members agreed ○ ACTION: Chair Monsour and K. Armstrong will report back to the Committee with a date to meet in January 2024. 	For Info	D. Monsour - ATAC Chair and K. Armstrong - BCT Staff
9	<p>Review of NEW Action Items from current meeting</p> <ul style="list-style-type: none"> - ACTION: S. Anderson will do some research into how other transit systems address serving visually impaired riders - ACTION: W. Davey to contact K. Highsted directly and address issue of being able to log into new booking system - ACTION: S. Stevens advised they would provide Committee Members with the handyDART application package - ACTION: C. Mossey to schedule a presentation of handyDART assessment process for an upcoming ATAC meeting - ACTION: Chair Monsour and K. Armstrong will report back to the Committee with a date to meet in January 2024. 		
10	<p>Adjournment</p> <p>Moved by K. Highsted and Seconded by C. Brennan to adjourn meeting. Motion Carried.</p> <p>Next Meeting: TBC - 2024 January (Hybrid – in person and TEAMS) 3:30-5pm</p>		