

**ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**Minutes (APPROVED)**

**For September 25, 2023 3:30-5pm**

1	<p><b>Call to Order</b> Meeting was called to order at 3:36pm</p>		Chair
2	<p><b>Confirmation of Quorum</b> (5 voting members required)</p> <p><b>Committee members present:</b> D. Monsour (Chair), I. Sommerville, K. Highsted, M. Kang, C. Brennan, J. Wang, and T. Pokorny</p> <p><b>Regrets:</b> S. Jennings (Vice-Chair), D. Young, B. Davey (handyDART)</p> <p><b>BC Transit Staff:</b> S. Anderson, K. Armstrong, C. Mossey, S. Stevens</p> <p><b>VRTC Members:</b> R. Windsor (Commission Chair), M. Little</p>	Confirmed	Chair
3	<p><b>Approval of the Agenda</b> Moved by I. Sommerville and Seconded by J. Wang to accept Agenda. Motion Carried.</p>	Approved	Chair
4	<p><b>Approval of Minutes from June 26, 2023</b> Moved by M. Kang and Seconded by J. Wang to approve Minutes. Motion Carried.</p>	Approved	Chair
5	<p><b>Chair's Remarks</b></p> <ul style="list-style-type: none"> <li>- Welcome to Commission members Windsor and Little; your attendance is appreciated</li> <li>- Thank you all for being willing to share your time and experience</li> <li>- Construction of new handyDART facility in View Royal is progressing well</li> </ul>	For Info	Chair
6	<p><b>Action Items from Previous Meeting</b></p>		
	<ul style="list-style-type: none"> <li>- <b>M. Kang</b> will reach out to Yellow Cab and determine if they or who would like to meet with BC Transit about their participation in the Taxi Saver program             <ul style="list-style-type: none"> <li>o UPDATE: As the link between the BC Taxi Association and ATAC, M. Kang reached out to Yellow Cab. Yellow Cab advised that they would like to see a pre-paid system established to eliminate long delay of receiving payment for Taxi Saver service. If BCT had a pre-paid system then Yellow Cab would be pleased to discuss</li> </ul> </li> <li>- <b>S. Stevens</b> will provide the revenue value for taxi companies who are participating in the Taxi Saver Program             <ul style="list-style-type: none"> <li>o UPDATE: Yellow Cab stopped supporting Taxi Saver Program in January 2023. For April 1, 2022-March 31, 2023 BCT fiscal year breakdown of revenue was:                 <ul style="list-style-type: none"> <li>▪ Overall revenue - \$365,000</li> </ul> </li> </ul> </li> </ul>	For Info	

	<ul style="list-style-type: none"> <li>▪ Bluebird Taxi - \$103,000</li> <li>▪ Yellow Cab - \$81,000</li> <li>▪ Victoria Taxi –</li> <li>▪ Westshore Taxi –</li> <li>▪ Sidney Taxi –</li> <li>○ C. Mossey provided context and background information on Taxi Saver Program and Yellow Cab’s withdrawal to Commission Members Windsor and Little</li> <li>○ S. Stevens advised that a new agreement/contract for Taxi Saver Program has not been finalized yet, but BCT has met with Victoria Taxi and Sidney Taxi who are keen to support Program</li> <li>○ K. Highsted asked if handyDART or the 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 out for <ul style="list-style-type: none"> <li>▪ <b>ACTION:</b> S. Stevens will follow up and report back</li> </ul> </li> <li>- <b>K. Armstrong</b> will send an e-mail to Committee Members asking them to send any ideas about survey questions or locations for accessible transportation presentations for forwarding to S. Stevens (COMPLETED 2023 AUG 04)</li> </ul>		
<b>7</b>	<b>Standing Items</b>		
	<p><b>handyDART Report</b></p> <ul style="list-style-type: none"> <li>- B. Davey, GM of Victoria HandyDART was unable to attend, but did provide following report in absentia: <ul style="list-style-type: none"> <li>○ New email for Bill Davey <a href="mailto:William.davey@transdev.com">William.davey@transdev.com</a></li> <li>○ Transition with new operating company Transdev Canada is going well</li> <li>○ 3 new operators are going through training to help with service needs</li> </ul> </li> </ul> <p><b>Custom Transit Updates Report</b></p> <ul style="list-style-type: none"> <li>- Customer surveys <ul style="list-style-type: none"> <li>○ Customer surveys of services throughout the province are progressing</li> <li>○ Surveys are specific for each community and are intended to identify gaps in service to assist in creating action plans to be shared with local governments for long term planning</li> <li>○ Every system will be covered within 1 year – Comox/Campbell River system is first community</li> </ul> </li> <li>- BC Transit Website Review <ul style="list-style-type: none"> <li>○ It has been noted that handyDART info is difficult to find on the current BC Transit/VRTS website, so how to improve this access is being reviewed</li> <li>○ A wholesome review of the website is being conducted with goal of providing clearer info</li> </ul> </li> </ul>	For Info	<p>W. Davey – GM, Victoria handyDART</p> <p>S. Stevens – Custom Transit Manager</p>

	<ul style="list-style-type: none"> <li>○ J. Wang asked if a separate handyDART website could be implemented <ul style="list-style-type: none"> <li>▪ S. Steven advised that since every community is different, one handyDART site would not work, instead working towards making info more accessible on the BCT website</li> </ul> </li> <li>○ S. Stevens advised that when the project has something to share with ATAC, it will be brought forward so Committee can provide feedback on proposals</li> <li>○ C. Brennan asked if a copy of the report for the new website could be shared with ATAC <ul style="list-style-type: none"> <li>▪ <b>ACTION:</b> S. Stevens will provide copy when it is ready</li> </ul> </li> <li>- Dispatch System <ul style="list-style-type: none"> <li>○ Victoria system is quite old and inefficient</li> <li>○ Looking at implementing a province wide solution</li> <li>○ A Project Manager and budget have been allocated for this project</li> <li>○ Timeline for implementation is dependent on whether or not solution needs to go through RFP process or if it can be directly awarded</li> <li>○ A decision note is being created for BCT Sr. Leadership approval</li> <li>○ If direct award is approved a pilot project could start as early as March 2024, otherwise could be 8-9 months</li> </ul> </li> </ul>	For Info	S. Stevens – Senior Regional Transit Manager (BCT)
<b>8</b>	<b>New Business</b>		
	<p><b>Marketing Collateral</b></p> <ul style="list-style-type: none"> <li>- C. Brennan advised that VRTS conventional service has been primary mode of transportation for 2 years</li> <li>- Suggested that some attention and focus on bus interior signage for accessible seating and other accessible features and processes be prioritized</li> <li>- Provided Committee with an example of signage that is currently on some buses as a good example of what this type of signage could look like</li> <li>- Suggested some new announcements – “Please give up your seat to someone who needs it more than you”</li> <li>- Others suggestions included some flashing lights at bus stops to let people know a bus is coming</li> <li>- Committee members discussed other challenges and made following suggestions – add accessibility seating availability on Next Ride, carts not allowed in accessible seating areas, announcement a Transit Operator can play or say to support making room for customers who require accessible seating areas, audible announcements at bus stops when bus pulls into stop informing customers the route # for visually impaired customers</li> </ul>	For Info	C. Brennan – ATAC Member

- **ACTION:** Committee members asked and encouraged to ride the system, and bring back suggestions that can be included in the buses to December 4<sup>th</sup> ATAC meeting that will support and promote accessibility. Suggestions will then be forwarded to VRTC for their consideration.
- Committee members T. Porkorny and K. Highsted also suggested that an Express bus to the ferry be added to the schedule as most days luggage takes up accessible seating area; customers living in Sidney have very few options to get home after work from downtown. Committee Members regularly pick up buses to Sidney at Douglas and Fisgard
  - o J. Wang also noted that buses can be full at Douglas and Fort (North) as well with luggage
- S. Anderson thanked Committee Members for their open and honest feedback and made following comments:
  - o Will ask the marketing Dept to provide a summary of what signage is placed on each bus with respect to accessibility
  - o Marketing (signage) is a provincial program, so standards have been developed to provide consistency
  - o Next Ride is undergoing a new system change; new system in place in January 2024 that will provide opportunity for better communication to customers, more options for Transit Operators to make announcements (current system very limiting)
- C. Brennan asked if there is a policy on how Transit Operators react or not react to problems/inappropriate behaviour on the bus
  - o S. Anderson advised that Transit Operators are trained to address all kinds of situations on buses and that Standard Operating Procedures guide how situations are addressed
  - o S. Anderson advised that Transit Operators are expected to remain in their seats
  - o C. Brennan asked if ATAC could have a copy of the policy
  - o **ACTION:** S. Anderson will provide a copy of relevant pages from Training Manual at next meeting

**Scheduled time of ATAC Meetings**

- S. Steven advised Committee that they had received feedback from a community member who would like to be an ATAC member, but the time of meetings did not work for them and asked Committee if they ever considered an evening or after 5pm start time
- D. Monsour advised that in the new year the time of the meetings can be confirmed with the new Committee

	<ul style="list-style-type: none"> <li>- Some considerations will be availability of facilities and staff after 5pm</li> <li>- ACTION: K. Armstrong will determine if room is available after 5pm.</li> </ul>		
9.	<p><b>NEW Action items from current meeting</b></p> <ul style="list-style-type: none"> <li>- <b>S. Stevens</b> will follow up and report back if 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 out for</li> <li>- <b>S. Stevens</b> will provide copy when it is ready of the report for the new website</li> <li>- <b>Committee Members</b> encouraged to ride the system, and bring back suggestions that can be included in the buses to December 4<sup>th</sup> ATAC meeting that will support and promote accessibility. Suggestions will then be forwarded to VRTC for their consideration</li> <li>- <b>S. Anderson</b> 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</li> <li>- <b>K. Armstrong</b> will determine if BCT facilities are available after 5pm for ATAC meetings starting in the new year</li> </ul>		
10	<p><b>Adjournment</b>  Moved by M. Kang and Seconded by C. Brennan to adjourn meeting.  Motion Carried.</p> <p>Next Meeting: 2023 December 4 (Hybrid – in person and TEAMS)  3:30-5pm</p>		