

# Accessible Transportation Advisory Committee (ATAC)

BC Transit 520 Gorge Road East  
May 12, 2025 | 3:00 – 4:30 p.m.

## DRAFT MINUTES

*The Accessible Transportation Advisory Committee conducts its business on the homelands of the Songhees and Esquimalt First Nations.*

### Committee Members Present:

Kelsey Highsted, Suzan Jennings (*Vice-Chair*), Mohan Kang, Don Monsour (*Chair*), Tricia Pokorny, Jerry Wang, Sherry Cronk, Alfiya Battalova, Alison Cameron, Jasmine Parr, Jennifer Van Es

### Delegation

Heather Stewart, Executive Director, Passenger Transportation Board

### handyDART – Transdev Canada

Danton Pitt, General Manager, Victoria handyDART

### BC Transit:

Chelsea Mossey, Director, Communications, Stephen Anderson, General Manager, Victoria Regional Transit System, Cara Weirmier, Executive Assistant and Divisional Coordinator-Operations (*Recorder*)

### VRTC

Mayor Marie-Terese Little

### Regrets:

Mayor Ryan Windsor

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## 1. CALL TO ORDER AND APPROVAL OF AGENDA

Chair Don Monsour called the meeting to order at 3:01 p.m.

**Motion MOVED by S.Jennings and SECONDED by J.Wang to APPROVE the agenda.**

**CARRIED**

## 2. APPROVAL OF MINUTES FROM FEBRUARY 10, 2025.

**Motion MOVED by J.Wang and SECONDED by M.Kang to APPROVE the minutes.**

**CARRIED**

## 3. CHAIR'S REMARKS

So nice to see so many members in attendance. We look forward to the ATAC 101 presentation today.

**4. CORRESPONDENCE – *FOR INFORMATION***

None

**5. ATAC 101 – *FOR INFORMATION***

STEPHEN ANDERSON

Stephen Anderson presented ATAC 101 explaining the Victoria Regional Transit Commission and the relationship with the ATAC, funding and composition.

The presentation will be shared with the ATAC members for information.

**6. DELEGATIONS**

HEATHER STEWART, EXECUTIVE DIRECTOR, PASSENGER TRANSPORTATION BOARD

Ms. Stewart presented on behalf of the Passenger Transportation Board (PTB).

Points of discussion from the presentation were:

- Confirmation that the Taxi Bill of Rights program is voluntary and Yellow Cab will not be returning
- There are Wheelchair Accessible Vehicles (WAVs) approved by the PTB that are not being utilized by the local taxi companies
- If poor service, or long waits times, are an issue, individuals may lodge a formal complaint through the PTB and it will be added to the providers file

**7. ATAC CHARTER – DEFER TO NEXT MEETING**

**8. RIDERSHIP CONCERNS – *DISCUSSION***

SUZAN JENNINGS

Recently, the new handyDART facility opened. ATAC members were pleased to be at the Grand Opening as they saw it as new opportunities with more buses, drivers and service. Unfortunately, services appear to have dropped off rather than increase. The media has been reporting on the perceived drop-in service and ATAC members would like to know why there are so many issues booking trips or even getting through to the office.

Transdev is working to correct the issues that have come up recently by reviewing process. They have tightened up parameters

BC Transit representative, Chelsea Mossey, explained that the accrued hours from earlier in the year that were used at the end of the year giving the perception of more

service. Once those accrued hours were used up, the service went back to the regularly budgeted hours which made it seem as though the service had been cut.

The other misconception is that when the new handyDART facility opened there would be an immediate increase in the number of buses and service. However, that is not the case. It gives the ability to expand the fleet and service, but expansion is not expected until next year (fiscal 2026/27).

## **9. MEETING ADJOURNMENT**

**Motion MOVED by M.Kang and SECONDED by S.Jennings to ADJOURN at 4:35 p.m.**

**CARRIED**

## **NEXT SCHEDULED MEETING**

3:00 – 4:30 p.m. Monday August 11, 2025