

Accessible Transportation Advisory Committee (ATAC)

handyDART Centre, 2401 Burnside Road
February 9, 2026 | 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 Highstead; Suzan Jennings (*Vice-Chair*); Mohan Kang; Don Monsour (*Chair*); Tricia Pokorny; Sherry Cronk; Jerry Wang, Alfiya Battalova; Jennifer Van Es; Jasmine Parr

BC Transit:

Elise Wren, Government Relations Manager; BC Transit, Stephen Anderson, General Manager, Victoria Regional Transit System; Adam Bishop, Manager, Accessible Transit; Shane Moore, Manager, Digital Experience; Cara Weirmier, Executive Assistant and Divisional Coordinator for Operations (*Recorder*)

Victoria handyDART – Transdev Canada

Danton Pitt, General Manager, Victoria handyDART

Regrets:

Alison Cameron

1. CALL TO ORDER AND APPROVAL OF AGENDA

Chair Don Monsour called the meeting to order at 3:00 p.m.

Motion MOVED by J. WANG and SECONDED by S. JENNINGS to APPROVE the agenda as presented.

CARRIED

2. QUORUM ESTABLISHED.

3. APPROVAL OF MINUTES FROM DECEMBER 8, 2025

Amendment to the Minutes: Add Alfiya to the attendees for the meeting of December 8, 2025

Motion MOVED by S. JENNINGS and SECONDED by J. WANG to APPROVE the minutes with the amendment.

CARRIED

4. CHAIR'S REMARKS

5. OPERATIONS UPDATE – FOR INFORMATION STEPHEN ANDERSON AND DANTON PITT

Conventional Service

October to December 2025, saw 100.3% Service Delivered, up from 99.6% from the same period the previous year.

The new Pass-up policy in the Victoria Region has been a success. The target was set for a reduction of 65%, and at the end of December was closer to a 75% reduction.

Custom Service

Scheduled service delivered for Victoria handyDART hit 101.6%, exceeding the 99.6% target. There were 2,984 active users, including 244 new to the system.

There were 981 unmet trips, equating to 1.8% of requested trips, an increase in

A new phone system was implemented for handyDART, which had an impact on call wait times. Call times have improved over time, and clients no longer have to call 14 days out to change a ride, they can do so three days in advance now.

6. ATAC STIPEND REQUEST - FOR INFORMATION ELISE WREN

BC Transit would like to acknowledge the time and expertise the members of ATAC bring to the table. A review was completed regarding the paying of a stipend to the committee members, and unfortunately, it is not supported by the *BC Transit Act*.

If the Committee wishes to pursue it further, a letter can be written to the Victoria Regional Transit Commission requesting for them to petition for a change to the Province.

7. BC TRANSIT WEBSITE UPDATE – FOR INFORMATION SHANE MOORE

BC Transit is modernizing the website with enhanced accessibility. The advanced testing was approved and will be led by a company called LEADS, which specializes in accessible websites.

The website is looked at as a constant work in progress and will be updated and changing as better technology becomes available.

Improvements

Content governance will ensure that the content is useable and accessible including, images, plain language, closed captioning.

Engagement

Moderated user testing to receive feedback on accessibility and ease of use. Finding will be reported back to ATAC.

8. CUSTOM TRANSIT SOLUTION UPDATE – FOR INFORMATION

ADAM BISHOP

BC Transit announced a partnership with Spare Labs, the same company TransLink has just announced.

There are 28 handyDART systems across the province, with every system having their own dispatch system, from paper based to outdated online programs. This new program will allow online booking, call-in, or voice prompted. It will also have the ability for the customer to track their trip and see where their ride is.

There will be enhanced notifications, more access for the riders, and better technology for the handyDART service providers.

9. DELEGATIONS – NONE

10. ROUNDTABLE

11. MEETING ADJOURNMENT

Meeting adjourned at 3:55 p.m.

MOTION MOVED BY S. JENNINGS AND SECONDED BY J. WANG TO APPROVE THE MINUTES AS PRESENTED.

CARRIED

NEXT SCHEDULED MEETING

Monday, May 11, 2026, 3:00 – 4:30 p.m.