

September 11, 2012

SUBJECT

Accessible Transportation Advisory Committee (ATAC) Report

PURPOSE

The purpose of this report is to provide the draft minutes of the June 19, 2012 meeting of the ATAC committee for **INFORMATION**.

BACKGROUND

The purpose of the Accessible Transportation Advisory Committee is to provide advice to the Commission and to BC Transit on transit for persons with a disability in the Victoria region, including review and comment on plans, projects and operating policy/guidelines. The committee consists of nine members appointed for two year periods in staggered terms with a Chair selected annually.

RECOMMENDATION

It is recommended that the Victoria Regional Transit Commission receive the draft meeting minutes for the June 19, 2012 meeting **FOR INFORMATION**.

Respectfully,



Manuel Achadinha
President and Chief Executive Officer

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE (ATAC) Minutes

Tuesday, June 19, 2012 – 10:00 – 11:30 A.M.

BC TRANSIT BOARDROOM, VICTORIA

Attendance:

Members:	Pat Danforth (Vice Chair), Jan Robertson, Susan Gallagher, Margaret Sylvester, Virve Hultaine, Chris Marks, Dave Douglas, Trevor Matthews, Councillor Marianne Alto, Joanne Neubauer, Susan Sowden, Mohan Kang, Bob Allen,
Regrets:	Marnie Essery (Chair), Mary Kay Kennedy
Others:	Shawn Ridout, Linda Moss (recorder)

1.	<p>Welcome & Introductions</p> <ul style="list-style-type: none"> Everyone was welcomed to the meeting. Marnie Essery, Chair, will not be in attendance today as she has laryngitis. Pat Danforth, Vice Chair, will chair the meeting in her absence.
2.	<p>Call to Order</p> <ul style="list-style-type: none"> The meeting was called to order at 10:07 am by Pat Danforth (Vice Chair).
3.	<p>Approval of Agenda</p> <p>MOVED BY CHRIS MARKS AND SECONDED BY SUSAN GALLAGHER that the agenda be approved as circulated.</p> <p style="text-align: right;">CARRIED</p>
4.	<p>Approval of November 22, 2011 Meeting Minutes</p> <p>MOVED BY SUSAN GALLAGHER AND SECONDED BY CHRIS MARKS that the minutes be approved as circulated.</p> <p style="text-align: right;">CARRIED</p>
5.	<p>Goals for 2012</p> <p>The Vice Chair noted that at the last meeting in November 2011, it became clear that there was a need to discuss some winnable goals for 2012. Discussion was opened to the table and the following goals were identified:</p> <ol style="list-style-type: none"> Implementation of website accessibility Conventional Driver Training TComm Customer Complaint Tracking (disability related concerns) Conventional Transit – needs to be useable by all <ol style="list-style-type: none"> Information campaign encouraging feedback Customer survey including a section for users with disabilities (in a broad sense – without definition of what disability is) <p>Discussion raised the following item that Shawn Ridout will follow up on and report back on at next ATAC meeting:</p> <ul style="list-style-type: none"> Possibility of tracking customer service issues with riders with disabilities as well as seniors. <p>It was requested that BC Transit report on these goals at each meeting.</p>

6.	RO EX (Royal Oak Exchange) Update
	<p>Shawn Ridout noted that he has had 2 onsite inspections of the Royal Oak Exchange accessibility issues since November with Pat, Susan and Mary Kay. The second meeting included Saanich and MOTi representatives due to confusion on jurisdiction. MOTi has jurisdiction and has assigned a gentleman to that project. Timeline has not been defined as yet and whether or not the project will be completed in fragments or in total depending on provincial funding. The crosswalk may be a quick fix but BC Transit has not received response to email at this time. Shawn will follow up with Pat. An update will be provided at the next ATAC meeting.</p> <p>Discussion followed regarding Route #70 which included: poor travel across the bridge, lack of seating on #70, link between #6 and #70, and limited hours in customer service to deal with these issues when we call in.</p> <p>Shawn Ridout confirmed signage is BC Transit's responsibility and he will follow up on whether signage has been updated. It was also noted that service levels are a separate issue and the Commission has recently made a decision which will reinstate some of the hours that were removed last year. The committee was encouraged to call in so BC Transit knows where people would like service to increase. In response to the question raised of drivers contacting other staff when a customer is planning to transfer so they don't miss their connection, Shawn noted that BC Transit is in the process of transition to TComm. The intention is that TComm will make these types of calls more efficient and improve customer service. If there is an issue with a particular driver not assisting a customer, please report that to Shawn and he will make sure that is followed up on.</p>
7.	Seat Belt Policy Review
	<p>Bob Allen responded to the questions raised about a letter that was sent to all custom transit users stating that they would be required to be seat belted in their mobility device between the pickup door and the vehicle when riding custom transit. A copy of the letter was distributed to the committee members. It was noted that there have been a couple of serious injuries to passengers throughout the province. Passengers will still be secured within the vehicle with a three part seatbelt. The operators of the Victoria custom service have directed that this seatbelt policy be enforced. Central Fraser Valley has had it in place for 7 years already with very little feedback from customers.</p> <p>Discussion followed including:</p> <ul style="list-style-type: none"> • that it is not always in the person's best interest to be strapped into the mobility device they are in as the device can land on top of them or trap them in a more dangerous situation. • Cost was also raised and Bob Allen noted that if the customer cannot afford one the company has helped in the past and transportation will not be refused if the customer does not have one. They will not leave anyone stranded. We will note that they don't have a seatbelt and follow up on it. • Is it a human rights issue? • Possibility of insurance implications. • in some cases the person pushing the chair needs more training. <p>Bob Allen offered to update the committee on this in future.</p>
8.	TaxiSaver Update
	<p>It was noted that this was more of a preemptive item given recent events with TransLink's announcement that they intend to eliminate the Taxi Saver Program there. BC Transit wanted to inform the committee that there are no current changes happening with TaxiSavers at this time.</p> <p>The point was raised that there is a lot of talk among customers about it as there is confusion with those who do not recognize that BC Transit is not TransLink.</p> <p>It was noted that TransLink has put this on hold as well given the large amount of feedback they received and are revisiting it at this time.</p>
9.	Bus Stop W/C Signage
	<p>Vice Chair noted that Municipalities are responsible for shelters and BC Transit is responsible for signage at bus stops. Shawn Ridout has been working with the Vice Chair on this and some changes are in progress. BC Transit's safety department is developing a Return to Work Program for operators to audit bus stops so signage may be</p>

	<p>monitored on a more regular basis. In the meantime, if there are any stops in question, please report them to Shawn so he can follow up on them.</p> <p>Discussion followed regarding accessibility stickers on bus stop signs which sometimes results in a driver refusing to allow person on the bus. Shawn responded that a driver cannot refuse when there are accessible bus stops and a ramp that lowers to allow entrance to the bus. Committee was asked to please report such events when and if they happen in future. Questions were raised about leaving the bus and whose choice it should be to decide on accessibility of bus stop for individual. In the past there was a yellow sign but it is no longer being used. Shawn will follow up on this with Safety and Training department and report back at the next ATAC meeting.</p> <p>Vice Chair noted that there was a survey taken over 2 years ago when they upgraded 170 bus stops. They are still not marked and this is unacceptable. Shawn Ridout was not aware of this.</p> <p>It was raised that a possible solution would be to put forth a motion to the Commission that the customer can decide if they can get off at the stop if they choose to. Councillor Alto suggested that the logical thing to do would be for her to raise it at the next VRTC meeting. Councillor Alto noted she will look to Shawn Ridout for information with respect to accessibility signage and will raise this at the next Commission meeting.</p> <p>It was noted that there was a report at a past meeting with ATAC that was presented and that might be helpful to look back to. Linda will provide the report given to Shawn Ridout and Councillor Alto.</p> <p>Vice Chair noted this item will remain on the next agenda and encouraged members to update with their Municipality and see if it is within their policies to contact BC Transit when they make changes with the bus shelters so signage can be properly updated in a more timely fashion.</p>
10.	Senior Ridership
	This item will remain on the agenda for next ATAC meeting.
11	New Business
	<p>Future meetings were discussed. It was decided that 2 – 4 pm is the preference and the 2012 meeting dates are as follows:</p> <ul style="list-style-type: none"> • September 18th • October 30th • November 27 <p>Shawn Ridout distributed minutes from the presentation held at CUTA conference recently to committee. It was requested that Danielle Harriott attend the next ATAC meeting for an update and report on recommendations regarding the eligibility policy for custom transit riders.</p>

Meeting adjourned at: 11:45 am

Next meeting: September 18th (Rescheduled from September 4th)