

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

Video/Conference Call (Teams), 520 Gorge Road East

MINUTES For June 11, 2021, 10:30am – 12noon

In attendance: D. Monsour (Chair), S. Jennings, J. Robertson, K. Highsted, B. Pratt, I. Sommerville, M. Kang (Supplemental Committee Member)

Regrets: L. Collett, S. Sowden (Supplemental Committee Member)

1	Call to Order at 10:30am		Chair
2	Confirmation of Quorum <u>6 voting members:</u> Don Monsour, Suzan Jennings, Jan Robertson, Isabel Sommerville, Barney Pratt and Kelsey Highsted <u>Staff and Supplemental Members:</u> Christopher Welch (HandyDART), Mohan Kang, Danielle Harriott (BCT Staff) and Kelli-Ann Armstrong (BCT Staff)		Chair
3	Approval of the Agenda Motion: B. Pratt 2 nd : S. Jennings - Carried	Approval	Chair
4	Approval of Minutes from December 11, 2020 Motion: I. Sommerville 2 nd : K. Highsted - Carried	Approval	Chair
5	Chair’s Remarks Welcome Everyone.		Chair
6	Business Arising from Previous Meeting - Kelli-Ann will email the three (3) questions from Ryan Drake’s presentation to committee members (COMPLETED) - ATAC Charter – K. Armstrong will draft amendments for discussion at the next meeting (To be discussed under New Business)		
7	Standing Items <u>HandyDART Report</u> <ul style="list-style-type: none"> • Reported statistics for info to committee for January – March 2021 (since last ATAC meeting) • Reported that while total ridership is still approximately 50% from 2019, starting to see an increase in ridership (80% increase in March 2021 compared to March 2020) • Reported there was some missed service in Q1, but that is improving as well (Jan 2021 – 7, Feb 2021 – 8 and Mar 2021 - 5) <ul style="list-style-type: none"> ○ Also seeing this trend improving in Q2 • On time performance average 92.5% in Q1 • Questions and Comments from Committee: <ul style="list-style-type: none"> ○ Why are bookings made 2 weeks in advance? Can this be shortened? 	For Info	<ul style="list-style-type: none"> • Christopher Welch – Project Manager (First Group) HandyDART

	<ul style="list-style-type: none"> ▪ Answer: Combination between demand and optimization of schedules; best way to book the trip required/wanted is to book 2 weeks in advance ▪ However, customers can also book within the 2 week period and HandyDART will do their best to accommodate the request ▪ The 2 weeks booking window is also based on the sheer volume of requests ▪ Always looking for ways to improve efficiency and service levels <ul style="list-style-type: none"> • If a committee member would like to contact HandyDART to assist in any service level projects, feel free to contact Christopher Welch christopher.welch@firstgroup.com OR 1-403-827-9438 / current contact during the recruitment of a new GM • Committee members shared appreciation of the service • Chair advised Committee that plans for the new HandyDART terminal are going well 		
8	New Business		
	<p><u>Transit Custom Registration Program Update</u></p> <ul style="list-style-type: none"> - An update on the December 2020 presentation to ATAC was provided - Evaluations of the proposals for the RFP to accept and assess registrations in Victoria are being conducted - The Custom program is currently in 13 BC communities - An outcome of the registration program is a personalized service to maximize availability for those requiring specialized transit service - On track for implementation in Fall 2021 - Purpose is to provide 1:1 support to find the best transit solution for individuals <p><u>Committee Goal Setting – Strategic Objectives</u></p> <ul style="list-style-type: none"> - Vice Chair Jennings asked Committee if they would be interested in participating in a meeting to get to know one another's skill sets and interests, with respect to ATAC and to develop some goals that the Committee could work towards - Committee members unanimously supported the proposal and the first week of July was selected as the tentative date for session - A short survey to collect committee members' skill sets and interests will be developed, and the results shared with the Committee prior to the session to assist in determining goals; <ul style="list-style-type: none"> ○ K. Highsted volunteered to develop the survey ○ K, Highsted and BCT Staff member K. Armstrong will discuss how this could be developed and circulated within BC Transit's privacy and FOI requirements 	<p>For Info</p> <p>For Committee Discussion</p>	<ul style="list-style-type: none"> ▪ Danielle Harriott, Manager Specialized Programs, BC Transit ▪ ATAC Chair and Vice Chair

	<ul style="list-style-type: none"> - Kelli-Ann Armstrong advised that the work of the Committee must be within the Charter that is approved by VRTC, and that ATAC is first and foremost an advisory committee - Committee members committed to scheduling a meeting in July to discuss committee's goals and to get to know one another's interests and skill sets 		
	<p><u>Review of Proposed Changes to ATAC Charter</u></p> <ul style="list-style-type: none"> - Committee members reviewed the proposed amendments to the Charter that were included in the agenda package - All proposed changes were accepted by the Committee, with the addition of: <i>Charter will be reviewed every 2 years or as required</i> - Moved by S. Jennings / Seconded by B. Pratt that the Committee accept the revisions to the ATAC Charter as presented – Carried 	For Discussion and Approval	<ul style="list-style-type: none"> ▪ Kelli-Ann Armstrong, Service Delivery Manager, VRTS BCT
9	<p>Review of Action Items from Current Meeting</p> <ul style="list-style-type: none"> ○ K. Highsted and K. Armstrong will discuss parameters of a survey for committee members to complete in preparation for a goal setting meeting in July 		
10	<p>Adjournment Motion: B. Pratt ; 2nd: S. Jennings Meeting adjourned 11:52am</p>		