

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

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

MINUTES (Unapproved)

For December 17, 2021, 10:30am – 12noon

In attendance: D. Monsour (Chair), S. Jennings, K. Highsted, I. Sommerville, M. Kang (Supplemental Committee Member), Bill Davey (HandyDART), Kelli-Ann Armstrong (BCT Staff Liaison)

Regrets: L. Collette, I. Sommerville

Guests: R. Drake (BCT Staff); L. Mullins (BCT Staff); D. Harriott (BCT Staff); S. Brice (VRTC- Chair)

1	Call to Order at 10:30am		Chair
2	Confirmation of Quorum <u>4 voting members:</u> D. Monsour, S. Jennings, I Sommerville, and K. Highsted		Chair
3	Approval of the Agenda The following ADDITIONS to New Business were included and approved by the Committee: D. Temporary Removal of Schedules to Bus Stops E. Adding Braille to Bus Stops F. Electronic Fare Collection Project Request for ATAC Engagement Motion: K. Highsted 2 nd : S. Jennings - Carried	Approved	Chair
4	Approval of Minutes from September 10, 2021 Motion: I. Sommerville 2 nd : S. Jennings - Carried	Approved	Chair
5	Chair's Remarks ATAC Chair Monsour welcomed and introduced VRTC Chair Susan Brice. Chairperson Brice acknowledged Committee Members Collette, Sommerville and Robertson attending the last meeting of their term with the Committee, thanked all Committee Members for their efforts to pivot and continue to meet virtually and reviewed the work the Committee had accomplished in 2021. Chairperson Brice shared the Commission's appreciation of the Committee, as volunteers contribute important value added benefit to the community.	For Information	Chair
6	Business Arising from Previous Meeting Nothing to Review		
7	Standing Items Handy DART Presentation A verbal report from HandyDART GM, B. Davey was presented to the Committee. Highlights of the presentation include: <ul style="list-style-type: none">- The number of trips continues to increase over time, but not to the pre-COVID rates yet (approx. 75% of pre-pandemic service levels)- Victoria HandyDART is experiencing best recovery in BC	For Info	Bill Davey, GM, (First Transit) HandyDAR T

	<ul style="list-style-type: none"> - 19,000 trips were scheduled in November 2021 and 75% of stand-by trips were accommodated - 2-4pm weekdays continues to be the most challenging time to meet demand for service, primarily due to increase in rides for participants in Adult Day Programs - Staffing has increased in both office positions and drivers to support service demands - Discussions with and support from BC Transit continue and are very positive - Reviewing booking procedures with BC Transit <p>Questions and comments from the Committee included:</p> <ul style="list-style-type: none"> o Is it possible to call Customer when a taxi has been sent instead of a bus?; GM Davey will speak to Office Staff about this suggestion o Challenging to book service for medical appointments that are not 14 days in advance o When a taxi is scheduled by HandyDART instead of a bus, they often arrive early <p>D. Harriott advised Committee Members that service does not/cannot prioritize trips as per Human Rights legislation and that finding the right balance of subscription and standby trips is a challenge throughout the province</p> <p>Discussion was held about HandyDART providing training for taxi companies who support the Taxi Saver program and HandyDART. Committee Member S. Jennings offered her time and expertise should HandyDART develop a program for taxi drivers.</p> <p>B. Davey thanked Committee Members for their continued support.</p>		
8	New Business		
	<ul style="list-style-type: none"> • <u>A. Light Duty Fleet Update Presentation / Follow Up</u> • Committee Members received a presentation on light duty vehicle initiatives • ATAC had provided feedback to the Fleet Department in 2019 on these vehicles with the incline wheelchair assisted loading system (a pulley system) • The presentation acknowledged the value of ATAC’s participation, as the final product took into consideration the Committee’s shared information • One of the project’s guiding principles was to eliminate the idea of having one type of bus do everything but nothing well, to have specialized vehicles to better meet the needs of customers • The new vehicles will be put into service over 2022 • Comments/suggestions from Committee Members on the presentation included: <ul style="list-style-type: none"> o Strongly advertise/promote the improved functionality of the new buses 	For Info	Ryan Drake – BC Transit <i>Project Manager, Fleet Capital Projects</i>

<ul style="list-style-type: none"> ○ Include on the website that changes to bus stops are the responsibility of the municipality ● The Committee appreciated the information and was pleased to know their input positively influenced the decisions and outcome of the project <p><u>B. Update on Committee Member Recruitment</u></p> <ul style="list-style-type: none"> ● Committee received an update on new committee member recruitment ● With the exception of 3 Committee Members, the terms of all other members finish at end of 2021 ● Advertisements in the TC and NewsGroup publications were printed in late November and early December ● A new initiative this year included distributing posters and letters advertising the opportunity to 21 community organizations ● Application forms are available on the BC Transit website or by mail ● Application deadline will be extended to January 14, 2022 ● Comments from Committee Members included: <ul style="list-style-type: none"> ○ Applicants should demonstrate their willingness to be involved and have access to virtual meetings ○ Encourage appointed VRTC ATAC liaison to attend Committee meetings <ul style="list-style-type: none"> ▪ MOTION: ATAC Chair will send a letter on behalf of ATAC welcoming VRTC ATAC liaison to attend ATAC <ul style="list-style-type: none"> ● Motion - S. Jennings, 2nd D. Monsour ● CARRIED 	For Info	Kelli-Ann Armstrong, ATAC Staff Liaison
<p><u>C. Brainstorming agenda Items for 2022</u></p> <ul style="list-style-type: none"> ● In consideration of time, Committee Members were asked to email their ideas for upcoming agenda items to BC Transit Staff Liaison, K. Armstrong ● A special meeting with Marketing and Communications will be scheduled in early 2022 	For Committee Participation	Chair
<p><u>D. Temporary Removal of Schedules to Bus Stops</u></p> <ul style="list-style-type: none"> ● S. Jennings shared their disappointment that ATAC was not consulted about the temporary removal of schedules to bus stops before the decision was made ● S. Jennings advised Committee that they had spoken to Victoria Operations, GM K. Schubert to get a better understanding of the rationale ● K. Armstrong shared with the Committee the following: <ul style="list-style-type: none"> ○ Removal of schedules was a temporary measure for the December 2021 schedule ○ Like many other industries, BC Transit is experiencing a labour shortage, so service has been impacted and instead of having incorrect info at the bus stops this measure was taken ○ The decision to do so had to be made very quickly and was not intended to avoid getting input from ATAC ○ Feedback has been received from the overall community about this measure and lessons have been learned ● No further follow up required 	For Discussion	S. Jennings

	<p><u>E. Adding Braille to Bus Stops</u></p> <ul style="list-style-type: none"> • S. Jennings shared with the Committee that Braille has been added to bus stops • Committee supportive of this addition and would welcome a presentation by BC Transit staff responsible for bus stops • ACTION: K. Armstrong to ask BC Transit Bus Stop staff to attend a meeting in 2022 • MOTION: ATAC is supportive of adding Braille to bus stops in the VRTS <ul style="list-style-type: none"> • Motion - S. Jennings, 2nd I. Sommerville • CARRIED <p><u>F. Electronic Fare Collection Project (EFCP) Request for ATAC Engagement</u></p> <ul style="list-style-type: none"> • Committee Members were invited to attend an engagement and feedback session with the BC Transit project team responsible for the new Electronic Fare Collection Project • Committee Members were keen to attend if their schedules permit • ACTION: K. Armstrong will email invitations to Committee Members when received from the project team 	For Discussion	S. Jennings
9	<p>Review of Action Items from Current Meeting</p> <ul style="list-style-type: none"> ▪ D. Monsour to draft letter to VRTC on behalf of ATAC ▪ K. Armstrong to ask BC Transit Bus Stop Department to attend a meeting in 2022 ▪ K. Armstrong will email invitations to Committee Members when received from the EFCP project team 		
10	<p>Adjournment</p> <p>Motion: K. Highsted ; 2nd: S. Jennings - Carried</p> <p>Meeting adjourned @ 12:01pm</p>		