

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

Video/Conference Call (**TEAMS**), 520 Gorge Road East

Minutes

For October 3, 2022 3:30-5pm

1	Call to Order Meeting was called to order at 3:33pm		Chair
2	Confirmation of Quorum Committee members present : K. Highsted, M. Kang, S. Jennings, D. Monsour (Chair) and I. Sommerville BC Transit Staff: K. Armstrong Victoria handyDART Staff: W. Davey	Confirmed	Chair
3	Approval of the Agenda Moved by S. Jennings and Seconded by I. Sommerville to approve agenda. Motion Carried.	Approved	Chair
4	Approval of Minutes from July 21,2022 Moved by M. Kang and Seconded by K. Highsted to approve minutes. Motion Carried.	Approved	Chair
5	Chair's Remarks <ul style="list-style-type: none"> - Chair welcomed Committee Members and provided an update on the new HandyDART Facility. Update included the following information: - Site is the 1st certified "Salmon Safe" site on Vancouver Island - Site hosts 9 rain garden and supports tree removal / replacement ratio of 2:1 - Facility expected to be completed in 2024 		Chair
6	Action Items from Previous Meeting <ul style="list-style-type: none"> - K. Armstrong will confirm if VRTC received letter and if not received will then make arrangements with Chair for another letter to be sent (COMPLETED) - K. Armstrong to inform Committee Member Highsted of upcoming meeting dates (COMPLETED) - K. Armstrong to research how other Transit systems recruit new members to similar committees (IN PROGRESS) <ul style="list-style-type: none"> ▪ Committee Member S. Jennings volunteered to assist with research 		Chair
7	Standing Item		
	handyDART Report <ul style="list-style-type: none"> - 2022 has been very busy with the installation of a new phone system, a new computer system and a new public facing website 	For Info	W. Davey – GM, Victoria HandyDART

- The new phone system allows for the recording and reviewing of phone calls for both training and customer follow up purposes
- The use on new website is doubling each day
- Recruitment is still a priority and focus, with 6 new office staff and 11 new drivers recently starting
- A staff recruitment plan highlights the value and benefits of working for handyDART
- 14,300 trips January 2022 vs 18,400 trips in September 2022
- Averaging 850 trips/day
- Victoria is realizing a 58% recovery rate from pre- COVID levels; this is the highest recovery in the province
- 14 day booking window is still in place and 44% of demand trips are within 2 days (1 day in August 2022 had 158 demand trips)
 - o S. Jennings commented that the challenge of booking stand-by rides has never been so tight in their experience and that rides are often not being accommodated if not booked within 14 day window.
- Most unmet trips are at 2pm on weekdays
- Continuing to work with Victoria taxi companies providing training to drivers to meet customer service expectations and HandyDART safety vests for identification

- K. Highsted asked how notification of the new website was being shared with riders?
 - o W. Davey replied it was a soft launch for riders, but plans are in place for BCT to advertise the website more thoroughly

- K. Highsted asked if there was any thought into providing riders with a notification that a taxi vs a bus will be coming to pick them up? Or is taxi does not show up can rider text the company?
 - o W. Davey replied that he will look into these possibilities and report back to Committee

- I. Somerville asked if HandyDART rides could be booked on line?
 - o W. Davey replied yes
 - o Website: <https://booking.victoria.handydart.com>

- S. Jennings asked if HandyDART was still providing evening service as part of the agreed upon service extension in June 2018
 - o W. Davey replied that subscription service runs until 9:30-10pm, but not a lot of riders are using the service

	<ul style="list-style-type: none"> ○ S. Jennings shared a recent experience she had attending an event that ran until after 10pm and she could not get a handyDART ride back home ○ W. Davey advised that he was confident this service was being met, but that he would look into it 		
8	New Business		
	<p>HandyDART's new online booking site – Report</p> <ul style="list-style-type: none"> - New website for Victoria HandyDART has recently been launched with on-line booking capabilities - There are currently 110 active users - Since late August 2022, 173 trips have been booked and 326 trips have been cancelled - Using the website frees up customer service and dispatch staff, which decreases customer frustration of being put on hold - New website was developed as the old one had little usage, was not as user friendly and had security concerns - Recurring trips can be booked by choosing “Repeat” - Website: https://booking.victoria.handydart.com - Victoria is only city in province that has on-line booking - There is public access to the website – anyone can use it - S. Jennings commented that she had been one of the new website “testers” and found it was easy to use 	For Info	K. Sanders – BC Transit Staff
	<p>Potential impact on accessible service in Victoria with the possible operation of Uber</p> <ul style="list-style-type: none"> - M. Kang advised the Committee that should ride hailing be approved, then accessible service may be impacted as ride hailing vehicles will not have accessible equipment - M. Kang provided some history of ride hailing applications over time within the province - W. Davey advised that HandyDART has no intention of changing partnership with Victoria taxi companies to use ride hailing companies 	For Info	M. Kang – Committee Member
9	Review of New Action Items from current meeting		
	<ul style="list-style-type: none"> - K. Armstrong will contact S. Jennings and review and plan research how other Transit systems recruit new members to similar committees 	For Info and Follow Up	

	<ul style="list-style-type: none"> - K. Armstrong will send draft of letter to VRTC from Chair to D. Monsour for approval and direction - K. Armstrong will forward recommendation from ATAC that BCT Training Department use people with disabilities during their training program 		
10	<p>Adjournment Moved by I. Sommerville and Seconded by S. Jennings to adjourn meeting. Motion Carried.</p>		

