

**Accessible Transportation Advisory Committee (ATAC)
Minutes of the Meeting
Held at BC Transit
520 Gorge Road East
Friday September 27, 2019
10:30 AM**

MEMBERS PRESENT: Don Monsour, Chair
Suzan Jennings, Vice Chair
Chris Marks
John DeMarco
Jan Robertson
Riga Godron
Lorraine Collett
Linda Frodyma-Beaudet
Laurie Macleod

SUPPLEMENTAL PRESENT: Mohan Kang

MEMBER REGRETS: Mairi Chester
Deirdre Syms
Sharmarke Dubow, Victoria Regional Transit Commission Representative

BC TRANSIT STAFF PRESENT: Kevin Schubert, Interim General Manager Victoria Operations
Paul MacDonald, General Manager handyDART
Lisa Trotter, Senior Manager Government Relations
David McCoy, Manager Safety, Training & Wellness
Ian Rowden, Officer Safety and Training
Susan Sowden, Programme Manager, BC Transit Community Travel Training
Kayla De Puit, Operations Assistant (*Recorder*)

OPEN SESSION

1. **CALL TO ORDER AND APPROVAL OF AGENDA**
The meeting was called to order at 10:32 a.m. by Chair Monsour
Moved by Jan Robertson and seconded by Suzan Jennings to APPROVE the agenda as presented

CARRIED

2. **APPROVAL OF MINUTES – June 21, 2019**
Moved by Laurie Macleod and seconded by Suzan Jennings to APPROVE the minutes as presented

CARRIED

3. **BUSINESS ARISING FROM PREVIOUS MINUTES**
None

4. **CHAIR’S REMARKS**
None

5. UNMET handyDART SERVICE STATISTICS

Paul MacDonald

Presented a current handyDART service update including unmet trips. Paul referenced while they continue to manage unmet trips, the number of taxis available combined with a shortage in their current work forces, has affected their ability to reduce unmet trips further.

6. PARATRANSIT WHEELCHAIR LOADING SYSTEM

Ryan Drake

Presentation emphasized the goal of achieving a successful blended service with the implementation of the InQline Wheelchair Assisted Loading System.

The committee requests an increase in handyDART service in Sooke.

7. DISABLED CUSTOMER TRAINING AND EQUIPMENT STANDARDS FOR DISABLED CUSTOMERS

David McCoy and Ian Rowden

Transit operator training includes dealing with conflict between riders and other emergencies. Operators are trained to “choose to diffuse” and/or “inform not inforce” when a conflict over courtesy seating may arise. Operators are not to ask a rider to move in order to avoid escalating a situation. In the event of escalation among passengers, Operators are to call a Transit Supervisor for assistance if required.

Issues have arisen where a stroller surpasses the dimensions outlined in the BC Transit Rider’s Guide.

The increased use of strollers has also resulted Customers using strollers occupying the same space for customers using wheelchairs can result in pass ups. The same issue has come up on ferry and airport routes where luggage takes up space meant for wheelchairs.

The committee requests that:

- **BC Transit discuss training and policy, in conjunction with providing public education, and that BC Transit include more detailed training to transit operators for autism and invisible disabilities**
- **That BC Transit liaise with the BC Ferries Accessibility Advisory Committee on opportunities to amend the current passenger announcements aboard ferry’s to include a luggage on buses advisory and;**
- **BC Transit review opportunities to enhance signage on buses to educate the public regarding courtesy seating**

ACTION:

- A) Safety and Training will present an outline of the overall scope of conventional transit operator training, shared via email, before the next ATAC meeting scheduled for Friday October 25, 2019.**
- B) BC Transit staff to review current courtesy seating policy and opportunities to enhance awareness of courtesy seating with the aim of improving availability to those whom courtesy seating are intended to benefit.**

8. YOUTH BUS PASS PROGRAM

Susan Sowden

The City of Victoria has tabled an initiative that includes purchasing monthly passes for Victoria youth residents, but currently does not address youth unable to ride conventional transit (those utilizing handyDART services).

MOTION THAT THE VRTC REPRESENTATIVE ON ATAC PROPOSE TO THE VRTC EXTENDING THE YOUTH BUS PASS DISCOUNT TO YOUTH handyDART USERS

Moved by John DeMarco and seconded by Suzan Jennings to APPROVE the motion as put forward

CARRIED

9. ATAC MEMBERSHIP DEOMOGRAPHICS

Susan Sowden

Discussion about membership demographics and where new members should be represented from, such as Island Health, School Districts and post secondary institutions.

ACTION:

- A) BC Transit Operations Assistant provide name cards that distinguish ATAC Members and ATAC Supplemental Members**
- B) ATAC Nomination/Selection Committee meet and establish fair representation nomination criteria**

10. ATAC Chair Nomination Declarations

Kayla De Puit

A request was put forward for those Committee Members intending to run for Chair, for the January 2020 – December 2021 term, be declared as per the Guidelines for Effective Meetings. Committee Member and current Chair Don Monsour put a declaration forward.

11. NOMINATION AND VOTING TIMELINE ADJUSTMENT FOR ATAC GUIDELINES FOR EFFECTIVE MEETINGS

Kayla De Puit

Voting and nomination processes to take place ahead of the last scheduled VRTC meeting of the calendar year to provide results and nominations to the VRTC for approval before the commencement of a new calendar year (nomination term).

12. ATAC MEETING ATTENDANCE POLICY

Don Monsour

The Committee agreed to implement an ATAC Meeting Attendance Policy. In addition to this policy, a request to provide the ATAC meeting schedule for the year to all existing Committee Members and to potential Committee Members as part of the recruitment process.

MOTION TO IMPLEMENT AN ATTENDANCE POLICY STATING THAT IF A COMMITTEE MEMBER MISSES MORE THAN 30 PER CENT OF MEETINGS (PER ANNUM), THAT IT BE PRESENTED TO THE COMMITTEE FOR ACTION

Moved by John DeMarco and seconded by Suzan Jennings to APPROVE an ATAC Meeting Attendance Policy.

CARRIED

13. NEW BUSINESS

CARRIED

14. ACCESIBLE TAXIS AND INTRODUCTION OF TRANSPORTATION NETWORK COMPANIES

Mohan Kang

With the introduction of Transportation Network Companies (TNCs) to BC in the near future, there will affect accessible taxi service and the taxi industry. It is unclear if the \$0.30/trip fee in a non-accessible vehicle contribute towards subsidizing accessible taxis.

Mr. Mohan requests that ATAC members write individual letters to the Ministry of Transportation asking that service to those with disabilities be considered.

15. BC TRANSIT PUBLIC SERVICE ANNOUNCEMENT OPPORTUNITIES

Lorraine Collett

Proposal for Public Service Announcements (PSA) via the NextRide system; any opportunities be investigated to include courtesy seating and a disability awareness campaigns.

ACTION:

- A) BC Transit report back to Committee if there is a PSA opportunity via NextRide system**

16. ACTION ITEMS FOR ATAC MEETINGS GOING FORWARD

Don Monsour

ACTION:

- A. BC Transit Operations Assistant add standing agenda item to future meeting agendas: ACTION ITEMS REPORT**
- B. BC Transit Operations Assistant reiterate Action Items at end of ATAC Meetings**

ADJOURNMENT

**Motion to ADJOURN by Jan Robertson and seconded by Suzan Jennings
Moved by Jan Robertson and seconded by Suzan Jennings to APPROVE meeting adjournment**

CARRIED

Meeting adjourned at 12:32 p.m.

Next meeting scheduled for Friday, October 25, 2019 at 10:30 a.m.