

**Accessible Transportation Advisory Committee (ATAC)
Minutes of the Meeting
Held at BC Transit
520 Gorge Road East
Friday June 21, 2019
10:30 AM**

MEMBERS PRESENT: Don Monsour, Chair
Suzan Jennings, Vice Chair
John DeMarco
Deirdre Syms
Jan Robertson
Mairi Chester
Lorraine Collett
Linda Frodyma-Beaudet

SUPPLEMENTAL PRESENT: Mohan Kang

MEMBER REGRETS: Riga Godron
Chris Marks
Laurie Macleod
Dallas Perry, Service Delivery Manager
Susan Sowden

BC TRANSIT STAFF PRESENT: David Guthrie, General Manager Victoria Operations
Paul MacDonald, General Manager handyDART
Sharmarke Dubow, City of Victoria Councillor
Kevin Schubert, Director Regional Transit Systems
Kaelyn Sanders, Manager Transit Operations
Kayla De Puit, Operations Assistant (*Recorder*)

OPEN SESSION

1. CALL TO ORDER AND APPROVAL OF AGENDA

The meeting was called to order at 10:30 a.m. by Chair Monsour

Moved by Mairi Chester and seconded by Jan Robertson to APPROVE the agenda as presented

CARRIED

2. APPROVAL OF MINUTES – May 31, 2019

Moved by Mairi Chester 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

Paul presented current handyDART service statistics:

- May 2019: 926 unmet trips – half of what was unmet in April 2019
- June 2019: 601 unmet trips

handyDART is strategically utilizing taxi services to meet unmet handyDART service.

6. OPPORTUNITY FOR SEIZURE EDUCATION AND TRAINING FOR BC TRANSIT

Deirdre Syms

Seizure and epilepsy education and seizure response training offered to both the Committee and to BC Transit's Safety and Training department.

Suzan Jennings offered her presence at future Transit Operator training sessions.

ACTION:

- A. Deirdre Syms provide seizure education and training information with David Guthrie and Paul MacDonald**
- B. David Guthrie discuss Committee members attending training sessions regarding accessibility with Safety and Training department**
- C. BC Transit invite a Trainer to attend next Committee meeting September 27, 2019**

7. handyDART BUS IN SOOKE

Mairi Chester

Request for increased handyDART service to Sooke.

The committee was informed that at this time there is not capacity to increase handyDART service to Sooke; however, it is a prominent issue that the Victoria Regional Transit Commission is aware of.

8. DISABLED CUSTOMER TRAINING FOR OPERATORS

Mairi Chester

Issues regarding requests made to Operators for ramp lowering, lack of courtesy seating signage on some buses, and denied service due to strollers brought forward to committee.

Training for Transit Operators and community education discussion included:

- Education at pre-natal clinics and classes recommended to better assist customers utilizing strollers
- Invisible disabilities
- Further integration and recognition training for specific customer disabilities (autism, epilepsy, mental health etc.) and the difficulties customers encounter
- BC Transit's potential to lead awareness and education for disabilities
- Committee can bring forward input and advice for Transit Operator training with accessibility issues and disabilities for BC Transit to apply
- Policies recognizing disabilities

ACTION:

- A. Customers are encouraged to communicate any requests to the Operator, and if these requests are met with concerning responses to contact Busline at 260-382-6161**
- B. Customers requiring courtesy seating can request the Operator to ask for seats to be made available; however, an Operator cannot enforce customers to move. Customers are encouraged to refer to the BC Transit Rider's Guide for the Courtesy Seating and Baby Strollers guidelines.**
- C. BC Transit send meeting invitation to Safety and Training Representative for next Committee meeting September 27, 2019 to discuss training process and potential adjustments**

9. LUMINATOR WHITE LED DESTINATION SIGN VALIDATION

Matt Heywood

Committee viewed the pilot bus with white LED destination signage:

- Positive feedback from the committee included that there would be better visibility during both the day and night.

10. NEW BUSINESS

CARRIED

11. TAXIS

Mairi Chester

Reports of rude taxi service presented to Committee.

ACTION:

- A. Customers are encouraged to report problems directly to the taxi company first or with Consumer Protection BC by phone at 1-888-564-9963 or online at consumerprotectionbc.ca**
- B. Customers experiencing pressing safety issues should call 911 immediately**

12. HIGH FLOOR handyDART BUSES FEEDBACK REVIEW

Jan Robertson

Concerns regarding high floor handyDART buses presented for Committee feedback at May 31, 2019 meeting:

- Concerns expressed about stairs inhibiting accessibility
- Conventional transit will still have kneeling feature and the goal for handyDART is to have a mixed fleet, buses with both step entry and ramp only entry. The needs, mobility and disability awareness of the customer will determine the correct equipment is dispatched

13. ACCESSIBLE TAXI STATISTICS

Mohan Kang

Mohan presented current accessible taxi statistics within the Capital Regional District:

- 35 accessible taxis
- 345 taxis granted

14. ATAC MEETING ATTENDANCE

Suzan Jennings

ACTION:

- A. BC Transit Operations Assistant create attendance record and include with each ATAC meeting agenda.**
- B. BC Transit Operations Assistant add ATAC Meeting Attendance Policy as agenda item for September 27, 2019 meeting.**

15. MOTION TO ADJOURN

Moved by Jan Robertson and seconded by Mairi Chester to APPROVE meeting adjournment

CARRIED

ADJOURNMENT

Meeting adjourned at 11:30 p.m.

Next meeting scheduled for Friday, September 27, 2019 at 10:30 a.m.