

## ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE (ATAC)

Monday, August 27, 2018 10:30 AM – 12:30 PM

BC TRANSIT BOARDROOM, VICTORIA

### Attendance

<b>Members:</b>	Don Monsour (Chair), Lorraine Collette, Mairi Chester, Riga Godron, Suzan Jennings and Jan Robertson
<b>Regrets:</b>	Chris Marks (Vice Chair), Miles Motture, John Erskine, John DeMarco,
<b>Supplemental Members:</b>	Mohan Kang
<b>BC Transit Staff:</b>	Dave Guthrie, Dallas Perry, Susan Sowden, VRTC Chair Susan Brice Recorder: Kayla De Puit

	<b>Call to Order</b> The meeting was called to order at 10:35 am
	<b>Welcome &amp; Introductions from the Chair</b> <b>Don Monsour</b> welcomed everyone to the meeting. Introductions were made around the table
1.	<b>Approval of the Agenda</b> <b>Motion for Approval</b> by Don Monsour - Approved by Jan Robertson and seconded by Suzan Jennings <b>Agenda approved</b>
2.	<b>Reviewed the Minutes from March and May 2018</b> <b>Motion for Approval for March</b> by Don Monsour – Approved by Suzan Jennings and seconded by Jan Robertson <b>March minutes approved</b> <b>Motion for Approval for May</b> by Don Monsour – Approved by Suzan Jennings and seconded by Jan Robertson <b>May minutes approved</b>
3.	<b>Victoria Regional Transit Commission presentation update – Suzan Jennings</b> Reviewed Suzan Jennings presentation of June 19, 2018 on behalf of ATAC to the VRTC 1. Taxi Saver Program 2. BC Bus Pass 3. handyDART service hour extension request - evenings
4.	<b>Victoria Regional Transit Commission update</b> <b>Dave Guthrie</b> – Stated that the VRTC has directed BC Transit to investigate adding

additional evening and late night service hours for both conventional and handyDART services. BC Transit will report back to the VRTC with the findings and cost projections.

BC Transit has added 10,000 more annual service hours starting in September 2018. This will expand our fleet, assist in new routing and increases service from MacTavish exchange to the airport. Ridership capacity has also been increased with the replacement of 7 low floors buses for 7 double deckers in an effort to alleviate pass ups.

BC Transit is in the process of updating to new 'Next Ride', automated vehicle location (AVL) hardware and installing Passenger Information Display's offering real time service information on buses and at frequently used bus stops and exchanges.

**Suzan Jennings** – Expressed concerns and personal experience with power chairs and scooters becoming stuck while boarding double deckers. Some bus ramps have sharp edges and can result in flat tires.

**Susan Sowden** – Stated that BC Transit has a Travel Training Program where there are opportunities for customers buying mobility equipment to make purchases that are compatible with BC Transit buses. BC Transit customers can receive training through the Travel Training Program around to how to use their mobility equipment on buses.

**Jan Robertson** – Stated that there are many great training opportunities offered out of senior centers and diverse locations around region.

**David Guthrie** – Explained that later series of double deckers allow more space than earlier versions and BC Transit is always looking at ways to improve the customer experience. BC Transit takes note of customer concerns in order to make recommended improvements as BC Transit purchases newer buses. Dave will enquire with other BC Transit departments regarding the sharp edges concern on BC Transit ramps.

**Riga Godron** – Asked regarding the increased service from MacTavish. Will there be appropriate service for UVic?

**Dave Guthrie** - Explained that UVic and Camosun receive a lot of service. Dave explained the route numbers and frequency of what goes to UVic and Camosun.

**Suzan Jennings** – inquired if a member of ATAC can sit on the VRTC

**Susan Brice** – Stated that the VRTC membership is laid out in provincial legislation. Communication between ATAC and VRTC is maintained by having a member of the VRTC at ATAC meetings. ATAC can also send delegates to the VRTC on an as and when needed basis in order to make specific presentations.

**Riga Godron** – Asked about Double Decker stairwell safety

**Dave Guthrie** – Explained that the driver has a camera view of the stairwell and upper deck to maintain the safety of customers. If there is a concern about drivers not giving enough time for customers to travel the stairwell safely, passengers are requested to report this information and BC Transit will work with drivers to help them stay as safe as possible. BC Transit endeavors to build in enough schedule time to ensure safe loading and unloading of customers.

**Riga Godron** – Asked about seatbelts on buses

**David Guthrie** – Explained that BC Transit buses are exempt from this requirement. Dave stated that BC Transit vehicles only average a speed of around 18 to 20 KMH so

	the risk of injury is much lower than in a personal car.
<b>5.</b>	<p><b>Courtesy Seating Discussion</b></p> <p><b>Mairi Chester</b> – Stated that she has noticed teenagers sitting in courtesy seating areas and she also expressed concerns that at times, the bus begins moving before people are seated</p> <p><b>Dave Guthrie</b> - Presented a recent Safety Alert reminding BC Transit drivers to use their professional judgement in allowing riders who may be unsteady on their feet, carrying children or with a disability to be seated before the bus is put in motion. If a customer is concerned with this, it is recommended that they report it to Busline.</p> <p><b>Susan Sowden</b> – Reminded everyone that there are young adults who have hidden disabilities as well. They are also taught to use the courtesy seating if they require it. Sometimes it is difficult to discern who is entitled to the seating so we need to be careful in how this message is delivered.</p>
<b>6.</b>	<p><b>Ferry Terminal Passengers with Luggage</b></p> <p><b>Susan Sowden</b> – Stated that she is noticing a trend of increased luggage being brought on the bus along routes to and from ferry terminals and airport.</p> <p><b>Dave Guthrie</b> – Explained that efforts are being made at the ferry terminal to advise passengers around luggage loading. There is a need for support staff at terminals and certain exchanges. It is difficult for BC Transit to enforce luggage restrictions at this time, however, they are looking into ways around making this process better.</p> <p><b>Susan Sowden</b> – Suggested a sign for how many pieces of luggage to be allowed and for BC Transit to work with BC Ferries to have announcements made prior to the ferry docking that states the policy and process regarding safe handling and stowage of luggage.</p> <p><b>Riga Godron</b> – Suggested luggage under seats</p> <p><b>Dallas Perry</b> – Noted that customers coming from the Translink system are used to seeing specific space for luggage stowage on buses may not know that there is not the same stowage room on Victoria buses.</p>
<b>7.</b>	<p><b>Colwood Exchange</b></p> <p><b>Lorraine Collette</b> – Noted that the crosswalk at the Colwood exchange is not visible.</p> <p><b>Dave Guthrie</b> – Explained that the Colwood Exchange is on land owned by the City of Colwood but BC Transit enquire about having one painted.</p>
	<p><b>Next ATAC Meeting will either be,</b></p> <p>Wednesday November 7, Wednesday November 14 or Monday November 19 - 10:30am – 12:30 pm in the BC Transit Boardroom at 520 Gorge Rd. East.</p> <p>Meeting times will be confirmed</p>

	<b>Meeting adjourned</b>
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