

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

BC Transit Boardroom, 520 Gorge Road East

MINUTES

For February 21, 2020, 10:30am

1	Call to Order at 10:30am		Chair
2	<p>Confirmation of Quorum – Suzan Jennings, Lorraine Collett, Don Monsuier, Chris Marks, Isabel Sommerville, Linda Frodyma-Beaudet, Sharmarke Dubow, Mohan Kang, Susan Sowden, Jan Robertson, Paul MacDonald, Kevin Schubert</p> <p>Chris Marks had to depart at 11:00am</p> <p>Regrets – Riga Godron, Laurie MacLeod</p>		Chair
3	<p>Approval of the Agenda Motion to Approve by Jan Robertson 2nd by Susan Sowden Carried</p> <p>Additions to the Agenda Mohan – Accessible services in Taxi Industry Susan - Bus stops and shelters Susan - Open houses by BCT Lorraine – Communications of meeting material</p>	Approval	Chair
4	<p>Approval of Minutes from October 25, 2019 Motion to Approve by Suzan Jennings 2nd by Jan Robertson Carried</p>	Approval	Chair
5	<p>Chair’s Remarks Spoke to the new term of the committee Reviewed nomination process and status, going before VRTC for approval at upcoming meeting</p>		Chair
6	Business Arising from Previous Meeting		
	<p>Staff will present an outline of the overall scope of conventional transit operator training, shared via email, before the next ATAC meeting</p> <ul style="list-style-type: none"> Staff Update: An outline was developed and shared to the committee for review and comment. Committee members were asked to review report and direct questions/ comments to Kevin 	For Info	BCT Staff
	<p>BC Transit report back to Committee if there is a PSA opportunity via NextRide system; and, 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.</p> <ul style="list-style-type: none"> Staff Update: A meeting was held with marketing to discuss the objectives. They are prepared to meet further and develop options and add to their workplan for 2020. They believe a social media campaign they are developing could include education on this and PSA could also be considered. 	For Info	BCT Staff

	<ul style="list-style-type: none"> • Action: Committee requested inclusion in that discussion or a means for further consultation. • Discussion: Loraine referred to pictures shared at last meeting with images from other agencies which reflected multiple considerations to various disabilities including hidden 		
	<p>Staff to come back with further information with regard to the handyDART fare structure and considerations for including a DayPASS for handyDART users.</p> <ul style="list-style-type: none"> • Staff Update: Discussions are ongoing, and while some progress has been made as part of other discussions to equitable fare products, there remains some operational challenges • Discussion: <ul style="list-style-type: none"> • Question with regards to challenges of introducing <ul style="list-style-type: none"> ○ Logistics ○ Auditing ○ VRTC endorsement • Concerns as result of how many may be turned down as a result of increased demand • Considered a discount fare product which technically isn't accepted by handyDART. Concern is added demand particularly from agencies with vehicles who say it is cheaper to send their clients via handyDART • Consideration to how many are able to use conventional service • Group homes provide a significant discount • Action: Provide update of recommendation to VRTC • Response to proposal for expansion of Bus Passes for Students <ol style="list-style-type: none"> a. Staff Update: Was brought to the last VRTC meeting, staff were directed to review and provide a recommendation. A recommendation will go to VRTC at next meeting (25th) 	For Decision	BCT Staff
	<p>Staff to confirm if the new buses have individual flip up seats or if they are in a bank.</p> <ul style="list-style-type: none"> • Staff Update: Virtually all new builds come with single flip up seats 	For Info	BCT Staff
7	Standing Items		
	<p>handyDART Statistics</p> <ul style="list-style-type: none"> • Staff Update: <ul style="list-style-type: none"> ○ January was good, focus on reducing unmet ○ Difficulty of taxi companies to meet the volume of requests, as many as 150 trips can be put to taxis, ie Valentines Day ○ This still left over 70 unmet on that day ○ Explanation of what an unmet trip is ○ Challenge particularly occurs on poor weather days when taxis are at heightened demand 	For Info	handyDART Staff

	<ul style="list-style-type: none"> ○ Struggling with illness of operators and staff ○ Questions was asked when will we enable on-line booking? Kevin shared vision for holistic view of transit which includes the ability to book a trip on-line. 		
8	New Business		
	<p>Seniors Task Force - City of Victoria on Transportation</p> <ul style="list-style-type: none"> ● Don provided update on task force ● Draft recommendations were distributed by Don, specifically those on Transportation 	For Info	Don Monsour
	<p>Handy Dart facility working group update.</p> <ul style="list-style-type: none"> ● Don provided overview of discussion of first meetings of task force. Task force was established in response to the community concerns to new facility. Challenges were reviewed including concerns related to noise and traffic. 	For Info	Don Monsour
	<p>Mohan – Accessible services in Taxi Industry</p> <ul style="list-style-type: none"> ● Mohan wanted to correct misinformation communicated in the media by Mr. Galus on Global regarding serving people with disability. ● Concerns, however, remain that drivers don't want to drive mini-vans that are accessible because of the cost to operate which is having an impact on the availability of accessible taxi vans. ● There was question as to whether this fits in the mandate of our committee, however, there was acknowledgement to the potential impact on Taxi-Saver riders <p>Susan - Bus stops and shelters</p> <ul style="list-style-type: none"> ● Susan identified some confusion as to who to contact with complaints/suggestions related to accessibility of stops, distance between bus stops. Noted new housing society was built where there was no routing. ● Kevin acknowledged potential confusion between location of stops, maintenance of stops and information at stops. ● Action: Staff to follow up with process to record and inform bus stop information ● Action: Staff were also requested to confirm who paints the curbs <p>Susan – people camping out in stops</p> <ul style="list-style-type: none"> ● Stop locations outside Our Place being used as shelters. Causing challenges for riding public to use stops. Can we discuss with them solutions. Encourage users if possible to call Busline so a TS can be dispatched <p>Susan - Open houses by BCT</p> <ul style="list-style-type: none"> ● Susan asked if committee could be included in upcoming open house dates so participating in them and possible use to better educate support communications. ● Action: Staff to confirm that pre-notifications for future open houses can be sent to the committee for their for awareness <p>Lorraine/Susan Communications</p> <ul style="list-style-type: none"> ● Confirm that materials for meeting be sent in the mail with sufficient time to review 		

9	Review of New Action Items	For Info	
10	Motion to Adjourn Moved by Jan Robertson 2nd by Linda Frodyma-Beaudet Carried		

Next Scheduled Meeting May 22, 2020 10:30am

Transportation



Can older persons travel where they want to go in the community, conveniently and safely?

DRAFT RECOMMENDATIONS

1. Repair and maintain sidewalks to reduce tripping hazards and remove mobility obstacles
2. Ensure sidewalks are the minimum accessible width
3. Create Sidewalk Mindfulness public outreach program
4. Build visual aids into sidewalks / textured surfaces to assist the visually impaired
5. Increase crossing time for timed crosswalks
6. Review streets for potholes in areas of new construction
7. Add medians in the middle of roads to provide safe space to wait where appropriate
8. Add shelters and seating at all bus stops
9. Create an awareness program for seniors transportation services - transit pass, Handy Dart, taxi vouchers etc.
10. Improve Handy Dart service
11. Advocate to the province to review eligibility requirements for low income seniors for transit passes. Add a second level income test for annual bus pass program
12. Enforce bicycle, skateboard and power scooter rules and create an education program to improve sidewalk safety
13. Create engaging handout using humour on being a responsible transit rider
14. Advocate to BC Transit to improve seating for lumbar support in the reserved seating section of the bus