

**REGION OF PEEL
TRANSHelp ADVISORY COMMITTEE (TAC)**

MINUTES

The TransHelp Advisory Committee met on January 25th, 2019 in the Training Room, 2nd Floor, TransHelp Headquarters, at 2 Copper Road, Brampton.

Members Present: Steven Viera, Jeremy Harvey, Joanne Strang, Anu Missar, Mark Castro, Hassan Karkour, Azhar Karim, Maria Constantin-Evenson

Members Absent: Mary Ann Ninan

Other Attendees: Ana Hoffman, Ilijana Culjak-Nicolau, Maarit Varga, Aman Mahar

Chaired by Steven Viera.

1. CALL TO ORDER

Steven Viera, Chair of the TransHelp Advisory Committee (TAC) called the meeting to order at 10:08 a.m. No conflicts of interest.

2. APPROVAL OF AGENDA

- Added to Item #4 - Communication Items – *Region’s Website Portal*
- Added to Item #8 – Other Business – *“Information for drivers regarding accessibility needs of visually impaired passengers”*

Moved by: Maria Constantin-Evenson – Second: Joanna Strang

3. PREVIOUS MEETING MINUTES

It is noted the discussion on “Website Accessibility” was not represented in the minutes of November 28, 2018.

In addition, the spelling of “Jeremy” is incorrect on page 2, second paragraph.

Corrections will be made and minutes from November 28, 2018 will be re-circulated.

Minutes of the TransHelp Advisory Committee meeting held November 28, 2018 are approved with noted corrections – Meeting Chaired by Steven Viera.

4. COMMUNICATIONS

Minutes from GTA AAC Joint Meeting held August 3, 2018.

- Meeting was well attended. Dante Waechter represented TransHelp instead of Dominic Stuart - Jeremy will advise the Chair.
- Agreed that wider representation from Hamilton and Oakville is needed.
- Discussed if there is an opportunity to have one vehicle for cross-border trips.
- Eligibility requirements should be harmonized across the province to avoid clients applying to separate paratransit programs.
- It has been noted vendors are not always wearing their ID Tags. Mark shared that this item is listed first on the Inspector Audit Check List.
- If this Committee decides to continue, TAC would like to be informed and updated on what's going on.
- Jeremy will confirm if the Toronto ATAC provides driver training. The Committee will explore the opportunity to include drivers/vendors in future training.

Region of Peel Website Portal

- The Region is looking at refreshing the look of the resident portal, including compliance with AODA digital platforms and having a consistent user experience.
- Looking for four (4) volunteers from TransHelp for testing – Focus Group format; volunteers will be given \$100.00 VISA gift certificate.
- Mark will send email to TAC with details.
- If a TAC member is interested or knows someone else who is, they should notify Mark.

5. QUALITY AND ATMP

Campaign: Door-to-Door Service

- Staff will continue to monitor.
- Some of our passengers are stating they do not want to be walked to the door so driver will watch as the passenger walks through the access doors.
- After results tabulated, they will be presented to TAC.
- Azhar mentioned not all drivers come to the door and this causes problems for passenger with visual impairments.

6. OPERATIONS & MAINTENANCE

- There is an issue with people waiting too long on phone lines.

- Some of the reasons are i) staffing, ii) new system, iii) behind the scene issues.
- The Call Centre is aware and looking into solutions – could take a few weeks
- When calling in, Maria has asked that more time be given to type in ID number to avoid repetition when Operators answer the call due to insufficient characters. Jeremy also suggested having a verbal ID accepted rather than typing.
- Joanne said she has waited up to 20 minutes – 37 in queue.
- Passengers will call from their cell phones and the call drops.
- Suggested more staffing from the hours of 3:00 p.m. to 6:00 p.m.
- Azhar asked if there is a call back option.
- TransHelp meeting with CCC next week and will bring these issues up and Mark will share the outcome at the next TAC meeting.

Vendors:

- Ana Hoffman’s team now oversees vendor management.
- Planning numerous changes behind the scene.
- Goal is to increase Vendor Quality of Service.
- Ana will give an update at the next TAC meeting.

7. CLIENT SERVICES

Complaints Report:

- Main complaint type continues to be i) late, ii) no ride, iii) driver issue
- A vendor has lost work due to volume of complaints while another is showing improvement.
- TransHelp 3:1000, Vendor 5.4:1000 for an average of 4.68:1000

Cross-Boundary:

- Streamlining locations – now six transfer points
- Mark will share the locations with committee
- Notice will be given prior to removing locations

Fare Increase:

- Postponed, waiting for Regional Council approval
- Increase of \$0.25, Currently: \$3.50 Increase: \$3.75
- Monthly Pass would increase by \$7.00, Currently: \$118.00, Increase: \$124.00
- With the increase, TransHelp is still below conventional transit fares
- Implementing increase would happen after Council approves budget

On-line Booking:

- Key priority for 2019
- David Margiotta’s team developing the plan and will provide updates to TAC

8. OTHER BUSINESS

Client Experience – Azhar:

- Azhar said driver rings the bell and then leaves – Azhar cannot determine which way the TransHelp bus is
- Driver was not aware the passenger was visually impaired
- Suggestion to notify the driver when a passenger is “Visually Impaired”

- Some passengers do not want their disability known – note on their file if they opt in or opt out
- Client Services will investigate and have a solution implemented

Door-to-Door

- This service is not being done by all drivers – TransHelp nor vendors
- Drivers are not saying ‘hi’ or assisting with walking
- When picking up at a shopping centre the visually impaired are not easily recognized as they have no wheelchair, cane, etc.

9. NEXT MEETING

Next meeting is scheduled for Wednesday, February 27th, 2019 at 10:00am; Training Room, 2nd Floor, TransHelp office, 2 Copper Rd, Brampton.

10. ADJOURNMENT

Meeting adjourned at 12:00pm.