

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

MINUTES

The TransHelp Advisory Committee met on June 19th, 2019 in the Training Room, 2nd Floor, TransHelp Headquarters, at 2 Copper Road, Brampton.

Members Present: Mark Castro, Steven Viera, Hassan Karkour, Jeremy Harvey, Joanne Strang, Azhar Karim, Mary Ann Ninan

Members Absent: Maria Constantin-Evenson, Anu Missar

Other Attendees: Ana Hoffman, Rachelle Brown, Ilijana Culjak-Nicolau

Chaired by Steven Viera.

1. CALL TO ORDER

Steven Viera, Chair of the TransHelp Advisory Committee (TAC) called the meeting to order at 10:07 a.m. No conflicts of interest.

2. APPROVAL OF AGENDA

- Added to Item #8 - Other Business – *Feedback from CANES driver – from Mary Ann Ninan*
- Added to Item #8 - Other Business – *IVR Messaging – from Joanne Strang*
- Moved up discussing #6 Operations and Maintenance prior to item #4

Moved by: Mary Ann Ninan – Second: Hassan Karkour

3. PREVIOUS MEETING MINUTES

Minutes of the TransHelp Advisory Committee meeting held May 15th, 2019 are approved – Meeting Chaired by Steven Viera with the correction of Mary Ann's name throughout the document.

Accepted by: Mary Ann Ninan – Second: Azhar Karim

4. OPERATIONS & MAINTENANCE

- Ana discussed how the new changes to booking have been going with the flexible rides. Statistics handed out.
- Before the change, about 30% of standby rides were accommodated. Currently 70% of the rides are accommodated with 30% of the passengers declining the time offered.
- The aim is to have the 3-hour window eventually reduced to 2 hours.

5. COMMUNICATIONS

- **Follow up items** from May 15th, 2019 meeting discussed:
 - (1) On-Line Portal needs to be corrected, however, the issue cannot be resolved until the system upgrade on July 26th. Staff will then identify which modules need to be corrected to ensure all the accessibility features work correctly on the on-line portal.
 - (2) On-Line Booking Plan – the advisory group will test and provide feedback on the plan. An update to be provided at the next meeting in September.
- **Customer Contact Centre Statistics** discussed:
 - As per stats (January to March 2019), 65,000 calls were handled, 2,000 more than last year during the same 3-month period.
 - Statistics show that the percent of transferred calls have decreased, however wait time and time to answer are below the minimum target. Furthermore, there are challenges with staffing. The call centre is staffing additional staff and adjusting hours to meet the demand. For example, new staff will be required to work weekends and start at 7am to meet new demands.
 - Discussion about direct line to dispatch however the group acknowledged TransHelp and the Region are not able to add additional resources at this time.
 - Requests to obtain large sample sizes while conducting customer satisfaction surveys. Rachelle explained the summer students are completing a customer satisfaction survey with a goal of 300 participants. Mark mentioned we are looking at rolling-out a larger customer satisfaction survey next year. The committee would like to participate in the development of the survey.

6. QUALITY AND ATMP

- Discussed **On-Line Booking** in more detail.
 - Intentions to have both phone booking and online booking options available.
 - More information will be available in September.
 - Discussion on the communication plan to notify clients about the upgrade. Clients will be required to book rides by the Friday before since the system will be unavailable for booking during the weekend. Notices will be available via email, IVR and On-Line.
- Discussion about **Travel Training** and next stages. The project is scheduled to roll-out in the fall and Medisys will be the travel training provider.

- Group requested more detail about the project. Further details to be provided at the September meeting.

7. CLIENT SERVICES

- Mark went through the complaint data.
 - The top 5 complaints remain the same however numbers have decreased in the last 4 months.
 - A high volume of complaints was related to Bramcity, some trips shifted to Blue and White who have been showing better quality.
 - Due to the learning curve and volume, Blue and White's complaints have increased however they typically stabilize between 3 to 4 months. Staff will assess their performance thereafter.
 - Steven discussed two specific vehicles that are too tight for booking. Mark will reach out to Operations to discuss them.
 - The committee wants to recognize that most drivers from Bramcity are great and the complaints aren't related to the drivers, rather the management.

8. OTHER BUSINESS

- **Joint ACC-GTHA Updates** – Second meeting resulted in creation of sub-groups: (1) Communication/Promotion; (2) Vehicle & Facility Design; (3) Cross Boundary Travel. The group requires more service provider participation. Mark will ensure TransHelp reps attend the next meeting.
- **CANES Driver Feedback** – Request for townhalls to provide feedback. TransHelp to consider as part of its Public Education and Outreach Strategy.
- **IVR Messaging** – Joanne provided feedback about the IVR messaging, specifically the call wait times and long wait times messaging since they don't reflect great customer service. Mark will look to see if that messaging is still required.

9. NEXT MEETING

Next meeting is scheduled for September 20th, 2019 at 10:00am; Training Room, 2nd Floor, TransHelp office, 2 Copper Rd, Brampton.

10. ADJOURNMENT

Meeting adjourned at 12:05 pm.