

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

MINUTES

The TransHelp Advisory Committee met on January 27th online via Microsoft Teams

Members Present: Joanne Strang, Steven Viera, Azhar Karim, Hassan Karkour, Jeremy Harvey, Maria Constantin-Evenson, Ana Hoffman, Maarit Varga, Tracey Hill

Members Absent:

Other Attendees: Rhiannon Oliveira, Rachelle Brown

Chaired by Steven Viera

1. CALL TO ORDER

Steven Viera called the meeting to order at 10:01am. No conflict of interest.

2. APPROVAL OF AGENDA

Agenda approved.

Moved by: Maria Constantin-Evenson *Second by:* Hassan Karkour

3. PREVIOUS MEETING MINUTES

Minutes of the TransHelp Advisory Committee meeting held on November 25th, 2021 was approved.

Moved by: Maria Constantin-Evenson *Second by:* Azhar Karim

4. CLIENT SERVICES

Ana:

survey was shared with the committee ahead of the roll out for feedback

- received some suggestions and feedback
- some feedback was implemented
- other feedback has been noted and may be used for future surveys
- current survey's focus is on general service
- plan is to have survey done every 6 months or so
- future surveys will focus on other topics

Survey Progress Update - Caesar:

- survey was launched on Monday January 24th
- as of today, received 262 replies
 - 222 – completed surveys
 - 40 - partially completed
- goal is to receive 800+ responses

Joanne asked how many surveys were sent out and how were they shared?

Answer: 4000 active passengers who have email addresses and who have had rides during the past 2 years received the survey

- Survey team will be exploring other methods to get the survey out to others

Azhar: thank you Caesar for sharing the survey in advanced. The options for the question about social media and internet use were very limiting. Suggestion to keep the lower option but also add a higher option for the future

Jeremy: we have had several customer satisfaction surveys, are these surveys going to be used as well to get a benchmark?

Ana: the past surveys were with lower numbers as a summer student use to call passengers. The past questions/answers were brought to meetings to compare

Jeremy: we may see some trends in this information

5. OTHER BUSINESS:

Ana - Cancellation policy:

- On March 1st, the new cancellation policy will be launched
- Communication is coming
- Previously cancellation and arrears were all done manually, we will now have a process for these to be done

Rachelle: on February 15th, passengers will receive the communication which is 2 weeks before it comes into effect

Ana – will send email to Tracey who will share with the committee

Ana – Call for Interest

- 19 resumes have been received
- they are currently in the hands of Mark
- the communication plan worked very well as they did not receive this much interest in the past

Question: How many positions do we have to fill?

Answer: There may be 6

Azhar asked: are we going to have preferences for specific disabilities?

Answer: this will be discussed with Mark

Azhar: currently have one member with visual impairments, would be important to have more representation

Jeremy: it would be very beneficial to have a diverse committee with quality candidates

Joanne: at times it can be hard to get us all together even virtually. If the committee was larger (i.e., 9 instead of 6) and more diverse the better

- Ana will be meeting with Mark to share the committee's perspective
- May have to set up some meetings with the committee members and do more of an interview if needed

Jeremy: Would like to wish everyone a very Happy Tet. As many know, my wife is Vietnamese, and our family will be celebrating the New Year on February 2nd. This involves lots of food and drinks! Best Wishes for the Lunar New Year!

NEXT MEETING:

February 24th 10:00 – 11:00

ADJOURNMENT

Meeting adjourned at 10:30am

Motioned by Maria Constantin-Evenson Second by Jeremy Harvey