

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

MINUTES

The TransHelp Advisory Committee met on February 24th 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 10:03am. No conflict of interest.

2. APPROVAL OF AGENDA

Agenda approved.

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

3. PREVIOUS MEETING MINUTES

Minutes of the TransHelp Advisory Committee meeting held on January 27th, 2022 was approved.

Moved by: Maria Constantin-Evenson *Second by:* Jeremy Harvey

4. CLIENT SERVICES

Scheduling Dispatch:

- Scheduling Dispatch Team moved from Operations to Client Services on February 3rd
- They will continue to report to the same Supervisor, now under Ana Hoffman
- Ana has met with each member individually
- There will be opportunities for improvements for our Passengers as Client Service staff further their understanding of processes as well as each other's roles and responsibilities
- Rhiannon will be meeting with the Scheduling Dispatch Team along with their supervisor to discuss and update our communication plan. This will be a long, slow process as it has been a few years since it was updated, and additional details will be included where appropriate

Survey Update

- Rhiannon met with the consultant on Wednesday February 23rd
- They have received 575 surveys so far
- 489 completed
- 86 partially completed – hoping individuals will go back to complete

- Another communication will be sent out to encourage more participation as our goal is 800. This may be challenging to achieve as ridership is down due to the pandemic
- Maria shared she knows someone who wanted to complete the survey but had technical difficulties and now is unable to find the survey
- Ana recommends the individual (or Maria on their behalf), send Tracey their email address and the survey will be sent again
- Maria asked how is a person considered active? Answer: anyone who has had a ride during the past year
- Maria shared if a passenger has not used the system for a while, it may be difficult to answer some of the questions, which may cause them to stop answering questions. If the survey was designed based on the last trip, answers/feedback would be more meaningful
- Jeremy feels 500 replies is a really good number for an online survey. Going forward: new surveys designed for Drivers to get their input as well as a module for people with disabilities who are not using TransHelp to find out why
- Ana shared, in the past we had an Outreach Program who participated in a variety of programs in the community and engaged in those conversations. Unfortunately, this has been on pause since the pandemic
- Steven agrees 500 is a great number! Also agrees with Maria regarding creating a working survey based on the answers. Question – are we staying with the online survey, or will there be other opportunities for other surveys?
- Ana answered: at the moment we will be continuing to focus on the online survey
- Joanne asked if the survey is posted on the website
- Answer: no, it is not. The focus was to target passengers and allow them to answer confidentially. If it was posted, anyone could complete it and could not guarantee if the answers were from passenger
- Jeremy suggested using the passenger number could be that confirmation
- Answer: we did not want any identifying information so everyone felt they could give honest answers

Arrears and Cancellation Policy

- no shows cost the Region over a million dollars each year
- even though there are policies in place, they continue to happen
- looked at other municipalities to see what they do and decided to implement a point system
- this point system will help in alleviating many calls, monitoring etc.
- Begins March 1st however, passengers will not be affected by the new point system until April
- there is an appeal process if there are any disagreements

Jeremy shared this can be communicated by sharing with the TransHelp community that cancellations and arrears affects everyone, which is why we are doing what we are doing

Joanne agrees with Jeremy and feels it is very important for people to understand why we are doing this. To encourage people to be careful, there could be an incentive (i.e., a free ride after 6 months)

Steven agrees with expanding the communication as many may not realize the stress, domino effect as well as how it can affect others when they cancel

Rachelle shared there was a message in the passenger update with the following statement:

Cancelling late or not showing up for a trip can affect how well our service runs and inconvenience other passengers. We've created this policy to be fair and transparent and to encourage all passengers to be considerate of one another.

Jeremy shared recognition is very important and does not need to be monetary. Passengers could receive a gold star and they would be proud of that

Hassan shared some people may find 3 hours before cancellations gives them time, so they don't bother to report and cancel – 3 hours instead of 4

Ana shared this feedback is very important so please make sure this is on the survey. Not sure if we could change the time but it could be something we look at and compare to the survey answers

Jeremy wrote in the meeting comments: You could commit to 4 hours but aim for higher as a target

5. OTHER BUSINESS:

Jeremy – when are we planning to meet fact to face?

Answer – we must continue meeting virtually until March 31st. Hopefully we will be able to plan something soon

Jeremy shared that everyone may have different comfort levels and we may have some in person and some still virtual

Steven feels it would be nice to see everyone in person but at the same time, we do have to be careful and follow the protocols in place. Thank you to everyone for all the hard work that continues during this pandemic

NEXT MEETING:

March 24th 10:00 – 11:00

ADJOURNMENT

Meeting adjourned at 10:58am

Motioned by Jeremy Harvey Second by Hassan Karkour