

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

**MINUTES**

The TransHelp Advisory Committee met on May 15<sup>th</sup>, 2019 in the Training Room, 2<sup>nd</sup> Floor, TransHelp Headquarters, at 2 Copper Road, Brampton.

**Members Present:** Steven Viera, Jeremy Harvey, Joanne Strang, Azhar Karim, Mary Ann Ninan; Maarit Varga (On behalf of Mark Castro)

**Members Absent:** Mark Castro, Hassan Karkour; Anu Missar; Maria Constantin-Evenson

**Other Attendees:** Ilijana Culjak-Nicolau, Matthew Finlay

---

*Chaired by Steven Viera.*

**1. CALL TO ORDER**

Steven Viera, Chair of the TransHelp Advisory Committee (TAC) called the meeting to order at 10:00 a.m. No conflicts of interest.

**2. APPROVAL OF AGENDA**

- Added to Item #8 - Other Business – ACAT – *Jeremy's email that was sent out*
- Added to Item #8 – Other Business by Steven Viera – Connections Fair (May 16, 2019)

*Moved by: Mary Ann Ninan – Second: Jeremy Harvey*

**3. PREVIOUS MEETING MINUTES**

Minutes of the TransHelp Advisory Committee meeting held April 10<sup>th</sup>, 2019 are approved – Meeting Chaired by Steven Viera.

*Accepted by: Mary Ann Ninan – Second: Jeremy Harvey*

#### 4. COMMUNICATIONS

- Nil

#### 5. QUALITY AND ATMP

- Nil

#### 6. OPERATIONS & MAINTENANCE

- Nil

#### 7. CLIENT SERVICES

- Maarit went through the complaint data. Some trips have been transferred to other vendors due to certain vendors with high stats.
- It was noted that at first Blue and White were inquiring as to why they were completing pick-ups in Brampton in the beginning, but no concerns since. Group was informed that there weren't any other vendors available in Brampton. Additionally, BTS and STL were not given additional trips, mostly due to capacity.
- Mary Ann asked how scheduling was done and gave a personal example. Matt explained that it is done multiple ways, either through scheduling or organized by the vendors.
- Azhar asked if the complaints for call waiting times were increasing. It was explained at the beginning of the year we did have that, however since then it has not been visible in the statistics.
- The group asked if there is any appetite for a dedicated priority line for rides. Maarit said she would take back to Mark however as per previous discussion, that was not something we could dedicate at this time. Ilijana explained that the focus should be on the on-line booking which may eliminate this need.
- Mary Ann did bring up an issue with a CSR which Maarit said she would address.
- The group discussed the online booking process and requested that someone with a disability be included in the development stage. Matt will bring the suggestion back to his team.
- Azhar asked whether the issues for the on-line portal were taken care of for the visually impaired, team to take back to Rachelle for review.

#### 8. OTHER BUSINESS

- **Mississauga Resolution on Separation** – Joanne read email she sent to her Councillor. No resolution yet.
- **Regional Review** – no changes yet. For now, it is business as usual.
- **Toronto ACAT** – Jeremy went through the email that was sent to the group on March 10, 2019. The group explored the possibility of using TAC members or current passengers with training TransHelp Operators. The group did

acknowledge it would be a large time commitment and would require dedicated manpower. Group agreed that we could further discuss in next meeting with all the participants involved.

- **Connections – May 16, 2019** – Jeremy planned on attending the event and asked if anyone else was interested. No one else was available so he will go to support TransHelp.

## **9. NEXT MEETING**

Next meeting is scheduled for Wednesday, June 19<sup>th</sup>, 2019 at 10:00am; Training Room, 2<sup>nd</sup> Floor, TransHelp office, 2 Copper Rd, Brampton.

## **10. ADJOURNMENT**

Meeting adjourned at 11:30 am.