

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

MINUTES

The TransHelp Advisory Committee met on September 20th, 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; Anu Missar; Jholane Haber

Members Absent: Maria Constantin-Evenson; Mary Ann Ninan

Other Attendees: Ana Hoffman; Rachelle Brown; Ilijana Culjak-Nicolau; Mike Bechard; David Margiotta

Chaired by Steven Viera.

1. CALL TO ORDER

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

2. APPROVAL OF AGENDA

Moved by: Joanne Strang – Second: Azhar Karim

3. PREVIOUS MEETING MINUTES

Minutes of the TransHelp Advisory Committee meeting held September 20th, 2019 were approved – Meeting chaired by Steven Viera with the correction of:

- Adding Steve Viera to the “Member’s Present” list
- The spelling of Ana Hoffman’s last name
- The spelling of Jeremy Harvey’s name
- Change “Next Meeting” date to September 20th, 2019 instead of September 11th, 2019

4. COMMUNICATIONS

- **TransHelp Management Updates** discussed:
 - Mark introduced Jholane to the committee and explained her role. Committee introduced themselves to Jholane.
 - Mark explained his new role as the Director of TransHelp. He is in the process of backfilling the Manager, Client Services position. Joanne asked if he will be looking internally only to which he confirmed due to the nature of the role.
- **Accessibility Events occurring in Peel:**
 - Mark informed the committee of the Region's International Day of Persons with Disabilities event set to occur on December 3, 2019. It is an all-day event with exhibitors and speakers. Lunch will be provided. TransHelp will be one of the exhibitors. Jholane will forward the registration information to the committee.
 - Steven mentioned the City of Brampton's Accessibility Event at Cassie Campbell on November 2nd, 2019. Steven will be attending and encourages everyone else to attend.
 - Joanne mentioned the Abilities Fair at the International Centre in Mississauga in May 2020 and encourages TransHelp's presence. She mentioned that Wheel Trans was there last year but not TransHelp. Steven will send Mark the information.
 - Jeremy suggested creating and sharing a schedule of events for the year including the ones the committee members will be attending.
- **Joint ACC-GTHA Meeting** on October 3rd, 2019 discussed:
 - Steven and Jeremy are both involved with the group. Mark mentioned TransHelp hasn't been fully involved since there is no Terms of Reference however staff is exploring some collaboration on a cross boundary workshop with a member of the group.
 - Jeremy is no longer able to participate so offered his position to someone on the committee. Whoever is interested should connect with Steven.
- **Passenger User Guide:** Rachelle provided an update on the user guide and informed the committee that it will be sent to print shortly. It will contain detailed information about TransHelp, be printed as a handbook and will allow passengers to put their information inside. Steven asked if it will be accessible for people who need the reader. Rachelle confirmed it will be AODA compliant. Azhar advised checking the PDF since they aren't always accessible.

5. QUALITY AND ATMP

- **Satisfaction Survey** was discussed:
 - Dave provided a brief overview of the passenger survey conducted during the summer. He will gather more details about the trends after consulting with his team and update the committee.
 - Dave also mentioned not a lot of passengers were inclined to use conventional public transit. Steven and Hassan mentioned it could be due to the lack of restraints on the bus and limited maintenance of ramps (i.e.

during the winter) making bus stops inaccessible. Dave informed the committee that staff will be meeting with MiWay and Brampton Transit to discuss their accessibility procedures and will mention the above concerns.

- Azhar was happy that the survey was accessible and confirmed that the responses were anonymous. He also advised making each survey a unique link that deactivates once the survey is completed – this will prohibit passengers from completing it multiple times. Another suggestion was to provide the survey in a shorter timeframe from when the passenger took their ride to increase the reliability of their responses - some passengers may have forgotten about the ride the survey was inquiring about. Joanne suggested increasing the timeframe for the rides being assessed.
- Jeremy mentioned we should be positive the overall satisfaction is around 80 per cent and suggested defining new users (two years or less) and existing users (more than two years). A second suggestion was to try and get into the why. Mark mentioned that TransHelp will like to conduct a wider-spread survey through a third party to maintain anonymity and gather more information about trips.
- **Online Booking Update** provided: Dave mentioned online booking is underway and the possible timeline includes the end of the year into spring 2020. The committee may be utilized for testing the system once it has launched.

6. CLIENT SERVICES

- **Call Centre Discussion:**
 - Complaints from the call centre has increased even though volume is down. Members of the committee have all experienced extended wait times. Some passengers have mentioned anguish speaking with representatives due to communication barriers – they feel discouraged and find difficulty achieving their purpose.
 - Committee discussed the after-hours procedures, including when the vendor is late/does not show late at night. Passenger can contact the call centre and the call centre will follow procedures to confirm status of rides. Ana mentioned that staff will be working on updating the call sheets that helps the call centre respond to inquiries accordingly.
 - Steven suggested putting something in place for the Thanksgiving weekend as well as putting call tips in the white space in the buses and share with external vendors.
 - Jeremy suggested including a blurb in the user guide and a link online for passengers to indicate their ride is a no-show. Dave mentioned that staff will have the ability to track rides through the online booking.
- **Complaint Data:** due to the Trapeze roll-out, we would not have all the right numbers so the complaint results will be provided at the next meeting (including September stats).

7. OTHER BUSINESS

- **Accessibility Advisory Committee Presentation – TransHelp Update:**

- Presentation deferred due to timing. Mark will share the presentation with the committee online.
- Azhar asked about Magnus Mode. Mike explained the magnus mode program which provides step by step instructions on how to travel on TransHelp. It is available in the apple store and Google play and includes information from other municipalities.
- **IVR Phone Calls:** Steven mentioned a discrepancy with the IVR system. Some phones may block the IVR calls due to settings. This may be an issue with the provider.

8. NEXT MEETING

Next meeting is scheduled for October 9th, 2019 at 10:00am; Training Room, 2nd Floor, TransHelp office, 2 Copper Rd, Brampton.

9. ADJOURNMENT

Meeting adjourned at 12:00 pm.