

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

MINUTES

The TransHelp Advisory Committee met on October 9th, 2019 in the Training Room, 2nd Floor, TransHelp Headquarters, at 2 Copper Road, Brampton.

Members Present: Steven Viera, Hassan Karkour, Jeremy Harvey, Joanne Strang, Azhar Karim, Mary Ann Ninan, Anu Missar, Ana Hoffman, Jholane Haber

Members Absent: Maria Constantin-Evenson, Mark Castro

Other Attendees: Wally Mabayoje, Maarit Varga, 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: Hassan Karkour

3. PREVIOUS MEETING MINUTES

It has been noted that the “Next Meeting” date was incorrect in the September 20th meeting minutes. It should be October 9th, 2019 instead of November 20th, 2019.

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

Accepted by: Azhar Karim – Second: Hassan Karkour

4. COMMUNICATIONS

- **TransHelp Management Updates** discussed:
 - Ana Hoffman will be completing a temporary assignment as the Manager, Client Services
- **Passenger Update – Solid Document** provided:
 - David informed the group that staff are still trying to develop a way of conducting the passenger update online. Joanne asked if it can be completed online and via mail. David informed her that staff are still looking into the fiscal implications.
 - Jeremy mentioned that a museum uses its newsletter to gather information from patrons. We could use something similar to acquire information.

5. QUALITY AND ATMP

- **TransHelp is available in MagnusCard:**
 - MagnusCard is a free app that provides step-by-step procedures on how to use TransHelp services. Communication was shared regarding TransHelp's availability in the app. It is helpful for those with cognitive abilities that need it all the time and those who are new to TransHelp. The company will provide quarterly updates on how many people accessed the information through the app.
 - Staff can add cards as services grow (i.e. Online Booking).
 - Jeremy thinks the application is helpful but wanted to know if it was possible to increase the size of the TransHelp logo since it's very small.
 - Steven has received positive feedback especially since MagnusCard includes other transportation services.
 - Azhar mentioned that the application was fully accessible.

6. OPERATIONS & MAINTENANCE

- Update on **On-Board Camera Installations** in TransHelp buses provided:
 - Staff started installing cameras in buses two week ago. Each bus will have five cameras. Drivers can also flag certain timings for further investigation.
 - 16 buses are complete with 47 remaining. Cameras will have video and audio capabilities. They will be activated once they are all installed. Timeline is set for end of November.
 - Policies will align with neighbouring transit companies' policies. Data will be kept for seven days unless there is an incident which is kept on file for one year. Jeremy asked if the footage can be used for training purposes, Ana informed him due to privacy restrictions, that will not be a possibility.
 - Steven asked if committee members can see how the cameras work. Ana mentioned there may be a demonstration opportunity next year once the system is running smoothly.
 - Monitoring devices for vendors are underway, possibly an iPad.
- Group discussed **Electric Buses**
 - The Operations & Maintenance team went to look at electric buses in the market however there are fiscal implications with acquiring these vehicles at the moment. Prices may decrease once the province starts to introduce these buses.

- The TTC will be testing out the vehicle as a pilot and TransHelp will learn from TTC's experience.

7. CLIENT SERVICES

- **Booking Changes – Call-Back Procedure/Calls Before 6pm/Cancellation Policy**
 - Ana will be speaking with the call centre about a call-back option. The call centre piloted the option with another department and worked out the bugs.
 - Hassan asked if we would have to type in our numbers for call-back purposes, if so, staff will need to ensure enough timing is allocated.
 - Ana will also address the call centre answering all calls received before 6pm regardless of the call-back time.
 - Staff is looking into changing the cancellation policy from day before to four hours before a passenger's ride and two hours during inclement weather. This timing aligns with neighbouring partners and will help passengers and group for fare refunds. Staff are also exploring the option of cancelling online and through IVR.

8. OTHER BUSINESS

- **Member Replacement** – Committee will like to confirm the process for members nearing the end of their four-year term. Ana will review the Terms of Reference and get back to the committee.
- **GHTA – October 3rd Meeting Discussed**
 - Attendees from TTC and Durham Region. Most were Managers in the associated Regions or Committees.
 - Steven will share the meeting minutes if needed.
 - TransHelp is thinking of hosting the next meeting.
 - Jeremy suggested asking passengers what they want from the overall group through the use of surveys. Steven mentioned this may be difficult due to each organization having their own procedures.
- **Rides on Election Day** – Passengers' rides will be free to go and vote. They will need to mention this to the CSR when booking.
- **Client Services Team Updates**
 - To meet the increase in demands for TransHelp, a contract staff was made permanent and Ana is in the process of hiring two new contract CSRs. Maarit and Ana will be conducting the interviews.
- **Abilities Meeting on November 2nd**
 - Meeting is taking place at Cassie Campbell
 - TransHelp will be present
 - Joanne offered her help if needed
- **Viewing the Electric Bus**
 - Committee members will be receiving an invite to view the electric bus on October 28th. The event is being organized by the Regional Chair.
- **International Day of Persons with Disabilities (IDPD) Event**
 - The Region of Peel will be hosting their IDPD event on Dec 3rd in Brampton. Jholane will share the flyer with the committee.

9. NEXT MEETING

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

10. ADJOURNMENT

Meeting adjourned at 11:30 am.