

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

MINUTES

The TransHelp Advisory Committee met on November 20th, 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, Maria Constantin-Evenson, Mark Castro, Anu Missar, Ana Hoffman, Jholane Haber

Members Absent: Mary Ann Ninan

Other Attendees: Wally Mabayoje, Rachelle Brown, 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 10:13 a.m. No conflicts of interest.

2. APPROVAL OF AGENDA

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

3. PREVIOUS MEETING MINUTES

It has been noted that there were formatting issues on page three and spacing issues between number eight and nine.

Joanne confirmed the current timing to cancel rides, Jholane will include current process of canceling rides the day before to item seven “Booking Changes”.

Minutes of the TransHelp Advisory Committee meeting held October 9th, 2019 were approved with noted correction – Meeting chaired by Steven Viera.

4. COMMUNICATIONS

- **Passenger Update:**

- Passenger guide is complete and should go live on the TransHelp website today. Information regarding severe weather and statutory holiday have also been included on the website. The booklet will be included with new eligibility letters. The goal is to provide the booklet via email when an email is available and provide a physical copy for those without emails.
- The passenger guide may be updated once the new cancellation window comes into effect.
- The objective is to have passengers use the guide to ultimately free up lines with the contact centre to handle other calls.
- Maria asked if the book will be available in brail. Staff informed her at this time, it will not be due to the booklet being a running document, however if requested, TransHelp will look into it.

5. QUALITY AND ATMP

- Nil

6. OPERATIONS & MAINTENANCE

- Nil

7. CLIENT SERVICES

- **Complaints with Call Centre** - Call centre to assist with some of the complaints they input and the ability to resolve some with their existing tools
- Two new CSRs were hired to help with the workflow on the tram. One was an existing CSR completing a temporary assignment and the other is an Operator
- TransHelp is looking to hire someone to conduct the travel training and strategy outreach. Someone on the team is looking into developing the travel training curriculum (difficulties and barriers). Hiring is projected for March 2020.

8. OTHER BUSINESS

- **Member Term and Terms of Reference Review**

- Most members are on the 2016 to 2020 term. Members are asked to decide if they wish to continue or stepdown – members can complete two consecutive terms. TransHelp will investigate current and future vacancies. Anyone who wishes to stepdown should email Mark.
- Jeremy recommended looking at the objectives and what we plan on doing for 2020 and 2021 to ensure the work is beneficial and not all ad hoc.
- Azhar will like to receive some feedback to ensure they are providing a positive contribution.

- **2020 TransHelp Priorities** discussed
 - Phase 2 of Same Day Travel - how do we enhance it further by considering the feedback we received this year
 - Online Booking – needs to be launched next year. It's on the Commissioner's mandate letter. Staff will come to the committee two/three times to acquire feedback and complete trails. Mark is hoping a small pilot will be available by spring.
 - Automatic payments – Staff is exploring the possibility of making a payment on your credit card to your TransHelp account.
 - Increasing our digital communication with passengers (i.e. email updates, eligibility letters, acct statements, passenger guide)
 - Travel Training – some great work that has already been done to plan what the program will look like. We incurred issues on securing a vendor. Another option is doing it internally and using that resource to deliver the travel training
 - Streamlining the cross-boundary service – no one else in the GTA does it and fiscal implications. Looking at different transfer points (i.e. Sheridan College in Oakville)
 - Keep our focus on service quality and look at the passenger experience – do a broader passenger experience and see what our passengers think about our service.
- **Automated Call Back System**
 - Steven commended Ana for implementing the automated call back system
- **Abilities Meeting on November 2nd**
 - The event was good but was geared more towards Brampton and the issues they faced.
- **Viewing the Electric Bus**
 - Hassan, Jeremy and Steven attended the viewing. There are things they must work on for wheelchairs. If the technology can reduce their price, it would be beneficial for TransHelp. They thought the suspension was harder but are aware the suspension could be adjusted.

9. NEXT MEETING

Next meeting is scheduled for January 15, 2020 at 10:00am; Training Room, 2nd Floor, TransHelp office, 2 Copper Rd, Brampton.

10. ADJOURNMENT

Meeting adjourned at 1:00 pm.