

## **January - April 2010 Website Update**

ATAC Meeting - January 27, 2010

Meeting called to order at 1:00pm by Fred Bishop, Chairperson.

Committee members present: Fred Bishop (Chairperson), Pat Meagher (Accessible Transit Manager), Terri Zinck (Administrative Support), Cathy Cranidge (Vice-Chairperson), Joann Walsh, Todd Hacquoil, Muray Holman, Gail Vaughan, Roy LeBlanc, Thomas Downey, Bill Moffatt, Jim Leadon, Lynn Demont, Councillor Jerry Blumenthal.

Regrets - Linda Pottie, Donnie Mullins

The minutes of the meeting held October 28, 2009 were approved.

Agenda -

1. Scheduling Errors - There was a discussion regarding scheduling errors and waiting lists and what could be done to eliminate this from happening. It is hoped this situation will improve once the expansion plans and replacement buses are in place. Any problems encountered should be directed to 490-4000.
2. Agenda items - It was noted that in the future, should any Agenda items not be discussed at the current meeting, they should be placed under "Business Arising out of Minutes" as a priority for the next meeting.
3. Metro Transit Appreciation Award - This new award will be announced at the AGM and hopefully will be in place for next year.
4. Policy regarding carts on AAB - There was a discussion regarding the use of shopping carts on AAB and if there is a policy covering this. Currently there is not a policy, it is left to the operator's discretion. It was noted that they should be safely secured.

Business Arising out of Minutes -

1. Signs on AAB - There was a general discussion regarding the posting of signs on AAB. It was noted that on the new buses, there are no sign holders. It was also noted that some signs had been put on the older buses but had to be removed by the operators as they were blocking his/her view of the clients on the bus. The possibility of wrap advertising on the buses geared toward the clientele was suggested. This would have to be approved through the Public Affairs department.
2. Update on Stroller Policy - There is a policy in place now on the Low Floor buses. This Policy appeared in the Go Times edition which was distributed before Christmas.

3. AAB/ALF Training Video - The possibility of producing training videos was proposed. This would require approval from Public Relations.

4. Drop Off Locations at QEII Hospital - The committee was advised that pick ups at the Robie Street Entrance of the QEII Hospital are not possible as there is not enough room.

#### Reports -

No Show/Cancellation Committee - One appeal was heard in December 2009.

Low Floor Committee - A reply has been received from Metro Transit regarding our recommendations. The letter advised the #52 Route will be Low Floor in 2010 and that the Route 3 will be eliminated.

Public Relations - A BBQ is planned for this September to celebrate AAB 30<sup>th</sup> Anniversary.

Eligibility Committee - A proposal has been forwarded to Metro Transit. Still awaiting comments. The review being done by IBI will delay any response.

#### Added Items -

1. AAB 30<sup>th</sup> Anniversary BBQ - Discussion regarding the planning of the BBQ.

2. Emergency Contacts - Discussion regarding emergency contacts for clients.

3. Safety Concerns - It was noted that it is the operator's discretion whether to be on the ramp with clients as they are familiar with each client's needs.

4. Link Bus - Discussion regarding refusal of service to wheelchair clients. It was noted that since new operators are now receiving training, these types of situations are occurring less often.

5. Confidentiality - The importance of confidentiality was once again repeated.

6. Recognizing Occasions - Gail has offered to take care of sending cards when appropriate, on behalf of the Committee.

7. Drop Off Location IWK - It was decided that the Grace Entrance will be the designated pick up/drop off location at the IWK.

8. IBI Study - The Committee has been advised that a rep from IBI Group will be in attendance at the next monthly meeting in February to obtain information from the Committee regarding accessible transportation.

Meeting was adjourned at 2:45 pm.

Next meeting - February 24, 2010 1 - 3 pm Metro Transit Training Room A

**February Meeting was an information session with IBI Group representative.**

### **ATAC Meeting - March 24, 2010**

Meeting called to order at 1:00 pm by Fred Bishop, Chairperson.

Committee Members present: Pat Meagher (Accessible Transit Manager), Terri Zinck (Administrative Support), Fred Bishop (Chairperson), Cathy Cranidge (Vice-Chairperson), Joann Walsh, Todd Hacquoil, Murray Holman, Gail Vaughan, Roy LeBlanc, Thomas Downey, Bill Moffatt, Jim Leadon, Lynn Demont, Linda Pottie, Donnie Mullins,

Regrets - Councillor Jerry Blumenthal

The minutes of January 27, 2010 were approved.

Agenda -

1. Scheduling Call Out to Clients - There was a discussion regarding the timing of call outs made to clients.
2. Bus Safety Issues - Several safety issues were raised.
3. IBI Report - There was discussion regarding the issues brought up at the Public Meetings held recently
4. Door to Door Service - If a client experiences a problem with the service, they should call and advise that they require this service.

Reports -

No Show/Cancellation Committee - There was one appeal heard in January.

Low Floor Committee - It was noted that the Bridge Terminal will not be completed until Spring 2011. It was also noted that 45 new low floor buses are on order.

Public Relations - An update on 30<sup>th</sup> Anniversary BBQ plans.

Eligibility Committee - Awaiting results of IBI Study.

Added Items -

AGM - Update on plans for Annual General Meeting scheduled for May 19<sup>th</sup>.

Waiver System for clients - There was discussion regarding the use of a waiver system. If feasible this could be implemented through the new eligibility criteria.

Tables in Training Room - It was requested that the tables in the training room be moved forward to allow more room for wheelchairs to get in.

Future of AAB - Concern was expressed regarding the ever increasing clientele numbers. It is hoped that the IBI study will be addressing these concerns.

Visit to scheduling - Committee member reported on visit to Scheduling Dept.

User Guide Update - It was noted that the User Guide should be updated to reflect the current fare structure and updated pick up/drop off locations and posted on the website.

Meeting adjourned at 2:45 pm

Next Meeting May 5<sup>th</sup> - Metro Transit Training Room A  
(This meeting will be an information session with IBI)