

Website Update January to March 2008

January 23rd, 2008

The Meeting was called to order by Gary Russell Chairperson at 1 p.m

The following committee members were present, Gary Russell (Chairperson), Lynn DeMont (Vice-Chairperson), Larry Hilton (Supervisor Access-A-Bus) Terri Zinck (Administrative Clerk), Todd Hacquoil, Gwen Maclachlan, Cathy Cranidge, Bill Moffatt, Fed Bishop, Councilor Gary Meade

Erin Flaim, Manager Service Delivery Metro Transit, Jim Leadon, Union Representative ATU509.

Regrets were received from Lynn Eyland, Gail Vaughan, Murray Holman and Donnie Mullins.

The minutes of the November 28th, 2007 meeting were approved.

Order of Business (Seven additional items were added to the agenda. The Agenda and additions to the agenda were approved.

Progress of Eligibility Criteria — Todd reported that the first meeting took place on January 16th and will continue to be held every second Wednesday. Although a couple of members could not make the meeting, those in attendance started with some preliminary discussions.

Status of Lloyd Samson Award — After some discussion it was decided that we would continue with the Lloyd Samson Award for this year. When the new committee takes over after the election in May, it will be looked at again and a decision will be made at that time if some type of an award will continue. Todd will be sending a letter to the family of the late Lloyd Samson inviting them to the AGM in May.

Lack of Progress of ATAC Committee — Gary R. expressed some frustration on behalf of the Committee regarding the lack of progress on several items that have previously discussed at meetings, ie information holders on buses, No Show/Late Cancellations and Appeals. After some discussion and comments from both Erin Flaim and Larry Hilton, it was decided that under the circumstances we need to prioritize and deal with items that are more important. Larry advised that he plans to look at the statistics beginning from January 1st and that letters will be issued to those abusing the system. Todd offered the Committee assistance should it be required.

Information Holders — Larry advised that he will endeavor to post information items in these holders. It was suggested to the Committee that perhaps we should look at using a couple of different items on different color paper in order to attract the clients' attention to this space to keep informed of any upcoming events or changes. It was also noted that the new buses do not currently have these holders and that perhaps we could use the holders from the old buses.

List For Specialist Bookings — Some minor changes were made to the current list and it was

suggested that we call this list “Specialized Medical Bookings”. An updated list will be sent to Committee members in the next monthly package.

Website Update September to November 2007 — Gary advised that he will be sending this update to Terri who will forward it to Lisette requesting the website be updated.

Drivers Refusal On Conventional Transit — Several incidents were brought to the Committee’s attention regarding problems being encountered by AAB clients when attempting to board Low Floor Buses. Complaints have been phoned in to the 490-4000 number. Erin Flaim offered here assistance in following up on the problem.

Lack of Progress No Show/Late Cancellation Committee — This item was previously covered in item #3

Comments From Jim Leadon — Jim brought forward the subject of perhaps looking at putting advertising on our Access-A-Buses to generate revenue for Access-A-Bus. Discussion took place and it was noted that outside advertising would be more productive as it would be seen by a larger amount of people.

Location of Meetings - February to April 2008 — The monthly meetings for February and March will take place at the Alderney Gate Library in the Helen Creighton Room and the April meeting will be at the Duke Street Tower. It is hoped that the June meeting will be held at Metro Transit. The new committee will make the decision at the June meeting for the location for future meetings.

Booking of Dartmouth North Community Centre For AGM — Terri will call and make this booking for Wednesday, May 26th.

Door Prize Donations For AGM — Gary requested any donations for prizes will be appreciated.

Elections Officer For AGM — Lynn DeMont was invited to be the Elections Officer for this year’s AGM.

Thanks For Christmas Party — On behalf of the ATAC Committee Gary expressed a thank you to Councilor Gary Meade (Santa Claus) and Metro Transit for the wonderful Christmas Party held at the Steak and Stein in December. It was enjoyed by everyone in attendance.

Voice Stop Notification Metro Transit — It was brought to the attention of the Committee that a new service is being provided by some Transit Companies whereby certain landmark or streets are announced when traveling on buses to assist visually impaired passengers. Erin stated that at this time this is not something Metro Transit is looking at but perhaps could in the future.

Update On Metro Transit Website — Todd is attempting to update our Access-A-Bus website to make it more user friendly and some suggestions were made in this respect.

Access-A-Bus Safety Issues — Todd enquired what the PUB regulations are concerning

emergency exits on Access-A-Bus. There was some discussion regarding being unable to access the emergency exit windows when the seats are upright and if there are wheelchairs on the bus. Both Larry and Erin agreed to investigate this.

Discrepancy With Information Provided On Application Form and User Guide — Todd brought to the attention of the Committee that a discrepancy exists between the current Access-A-Bus Application Form and the User Guide with regard to the minimum distance traveled. This will be corrected.

Satellite Taxi — Larry advised that for the most part the issue concerning Satellite Taxi have been resolved.

Companion — Cathy Cranidge advised the Committee that she encountered a problem with an operator refusing to let her companion on the bus on her return trip because it was not noted on the manifest. Larry advised that this is a software issue with Trapeze and will be corrected.

Correspondence In — A Thank you letter was received from Barbara Von Schroder for her invite to the Christmas Party

Correspondence Out — A sympathy card was sent to the family of Marcia Guy

Reports

No Show/ Late Cancellation Sub Committee - There is an appeal being heard on Friday, January 25th at Metro Transit. Gary, Todd and Lynn will be in attendance.

Low Floor Sub Committee — The members of this Committee, Todd, Fred, Cathy and Gail will be meeting in the near future for discussions regarding the possible increase in low floor bus service. Erin advised that this year's budget is very limited. It was also brought forward that the Route 50 should be a priority item.

Public Relations Committee- The members of this committee are Lynn DeMont, Cathy Cranidge, Murray Holman, Gwen Maclachlan and, Lynn Eyland. Two meetings have been held regarding the 29th Anniversary BBQ to be held August 9th at the Civic Centre. Letters are going to be sent out to various organizations inviting them to set up displays and/or to donate door prizes for this event.

Eligibility Committee- As previously noted in these minutes, the first meeting of the Eligibility Criteria Committee has taken place and will continue every second Wednesday. Todd will keep the members informed of any policy changes that may come up at these meetings.

Statistical Reports — Larry advised he will have statistics prepared for the next meeting in February.

Added Item — Councilor Meade brought forward the subject of providing better accessible services at special events held in HRM such as the large concerts at the Commons. It was noted that Doug Mosher Senior Service Supervisor for HRM is involved with the planning for these events

The Meeting was adjourned at 3 p.m.

Next meeting will be on Wednesday, February 27th at 1 p.m.

February 27th 2008

No meeting was held.

March 26th, 2008

The meeting was called to order by Chairperson Gary Russell at 1 pm/

The Committee members present were Gary Russell (Chairperson), Lynn DeMont (Vice-Chairperson), Larry Hilton (Supervisor Access-A-Bus), Terri Zinck (Administrative Support), Todd Hacquoil, Gwen Maclachlan, Cathy Cranidge, Fred Bishop, Gail Vaughan, Donnie Mullins, Lynn Eyland

Regrets were received from Murray Holman, Councilor Gary Meade.

Absent — Bill Moffatt

The minutes of the January 23rd meeting were approved

The Order of Business was approved with four additional items.

Change Of Meeting Locations, March — December 2008- It was decided to hold the meetings for April, June and July at Metro Transit. The new committee will decide on the location for the meetings after July.. Todd suggested that a Low Floor Bus Stop should be located at Metro Transit.

HRM Website Update September to November 2007 — Gary Russell advised that the HRM Access-A-Bus Website is up to date till November 2007. January to April will be added to the website before the AGM in May.

Medical Listings Update — The Specialized Medical List is now complete.

Low Floor Bus Presentation to ACPD — Todd made a presentation on ALF to the Persons With Disabilities Committee on February 18th. A few copies of the User Guide in CD form were also handed out.

Expiry Date CNIB Bus Passes — Larry provided a copy of a letter which was sent to CNIB stating that CNIB Bus Passes will expire of December 2008. A recommendation was made not to continue providing these passes. This will be followed up with Lori Paterson.

Door Prize Donations - If anyone has door prize donations, please contact Gary Russell.

Election Committee — The election committee for the AGM will be Lynn DeMont (Chairperson, Larry Hilton, Cathy Cranidge and Donnie Mullins.

AAB Site Closure February 14th — There was an unexpected site closure on February 14th at

150 Thornhill due to fumes. This has since been corrected. Unfortunately, we did not get the codes to change the phone messages until later in the day.

& 10. Special Medical Bookings — These bookings can now be made 90 days in advance. The Doctor's name and phone number are required.

11. Change In Meeting Times — This item will be deferred until June for the new new Committee to make the decision.

12. AGM Annual Report- A copy of Gary's Annual Report has been given to each Committee member present. This will be included in the mail out to clients for the Upcoming Annual General Meeting.

13. Dialysis — There was some discussion regarding people who are on dialysis who are on repeater service. It was noted that should their times change they may not get their trips

Business Arising Out Of The Minutes —

1. Information Holders — Todd handed out some suggestions for signs for these holders. It was noted that some of the new buses do not have holders.

2. Lloyd Samson Award - A letter has been sent inviting the Boudreau's to the AGM in May to present the Lloyd Samson Award. As previously decided, this will be the last year for this award. A biography about Lloyd Samson will be placed in the museum along with the retired award plaque.

3. Access-A-Bus Safety Issues — The Public Utilities Board has reviewed the safety issues concerning the emergency exits on Access-A-Bus and the PUB has given their ok.

Correspondence In Letter received regarding Volunteer Banquet . Lynn DeMont was nominated to represent Metro Transit.

Reports

No Show/Late Cancellation Sub-Committee — Gary reported there was an appeal meeting held in January which was resolved. Eleven warning letters have been sent out. There may be an appeal next month.

Low Floor Bus Sub-Committee — Todd reported that recommendations have been made to expand the Route 3 service to provide service to the Clayton Park area.

Public Relations Sub-Committee — Report was submitted to the committee members on the progress of arrangements for the BBQ on August 9th.

Eligibility Criteria Committee — Todd reported that another meeting was held March 12th and a

lot of progress is being made. Another meeting is planned for April 19th.

Transit Services

Larry presented statistics showing that the new buses have only been able to take over what was being done by Satellite before. Todd requested a summary of these statistics so they could be posted on the website

The meeting was adjourned at 3 pm.

The next meeting will be on Wednesday, April 23rd

Annual General Meeting will be on Wednesday, May 28, 2008 at the Dartmouth North Community Centre.

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