

Website Update January – April 2011

ATAC Meeting January 26 2011

Meeting called to order at 1:00 pm by Cathy Cranidge, Chairperson.

Committee members present: Pat Meagher (Accessible Transit Manager), Antonio Feijoo (Supervisor, Accessible Services), Terri Zinck (Administrative Support), Cathy Cranidge (Chairperson), Joann Walsh, Roy LeBlanc, Todd Hacquoil, Mel Larsen, Bonita Shepherd, Linda Pottie, Murray Holman, Terry Cousineau, Councillor Blumenthal.

Regrets – Gary Russell, Susan McConnell

The minutes from the meeting of November 24 2010 were approved.

Agenda –

1. IBI Study – This study was brought to Council and approved. The recommendations made in this study will be implemented gradually. Two have already been put in place – an increase in the service area from 610m to 1000m beyond a fixed route bus stop and personal care attendants no longer are required to pay a fare to accompany an Access-A-Bus passenger.
2. General discussion.

Deferred Business –

A letter has been drafted for Mayor Peter Kelly in support of keeping the Route 3 with recommendations to increase ridership. Council recently agreed to keep the Route 3 operating for now on a trial basis with some changes, it is now called the 3 Mumford. This route will be looked at again in the fall and a decision made at that time.

Reports –

No Show/Late Cancellation – Two appeals have been heard recently. A discussion was held regarding changing the rules regarding no shows and cancellations. When we change the booking process, changes to this policy will be made. The committee plans to meet in the near future to discuss recommendations.

Low Floor Committee – A meeting has been planned for February and members were reminded to book their bus.

Public Relations – Nothing to report at this time.

Eligibility Committee – It is anticipated that this committee will be meeting in the near future to discuss the implementation of the IBI recommendations.

Added Items –

1. The Committee were reminded to start planning for the Annual General Meeting coming up in May.

Meeting adjourned at 2:45 pm

Next meeting – Wednesday February 23 2011 Metro Transit Training Room A 1 – 3 pm

February Meeting cancelled

ATAC Meeting – March 23 2011

The meeting was called to order at 1:00 pm at Cathy Cranidge, Chairperson.

Committee members present: Antonio Feijoo (Supervisor, Accessible Services), Terri Zinck (Administrative Support), Cathy Cranidge (Chairperson), Joann Walsh, Roy LeBlanc, Todd Hacquoil, Linda Pottie, Murray Holman, Suzanne McConnell, Councillor Jerry Blumenthal
Lori Rutledge from AAB Scheduling

Regrets – Gary Russell, Terry Cousineau, Mel Larsen, Bonita Shepherd, Pat Meagher

The minutes from the meeting of January 26 2011 were approved.

Agenda –

1. IBI Implementation and Client Communication – Now that the IBI report has been approved by Council and we have begun to implement some of the recommendations, the importance of properly communicating these changes to our clients was discussed.
2. New DASC Facility – DASC is planning to open a new facility in Burnside.
3. General discussion.

Reports –

No Show/Late Cancellations – One appeal heard and another planned for this month. Nineteen warning letters sent in January. Eight letters sent in February, 2 suspensions in January and 2 in February.

Low Floor Committee – No reply as of yet from Metro Transit to the recommendations made by this Committee. Another meeting is planned for after the Annual General Meeting.

Public Relations Committee – Nothing to report at this time.

Eligibility Committee – A meeting was held and the final design was discussed for the new application form. The eligibility has not changed but it has been clarified. It is hoped to roll out the new application form at the same time as we begin with the 48 hour booking.

Added Items

1. Letter regarding specialist appointments – A letter was read regarding booking of specialist appointments. A Specialist appointment is one that is booked months in advance. Clients are able to book specialist appointments up to 90 days ahead.
2. Attendants vs travelling companions – For clarification, a Personal Care Attendant is someone who travels with a client for every trip. This PCA travels free of charge. A travelling companion only travels on certain trips and is required to pay the fare.
3. Code of Conduct – The committee was reminded that we have all signed a Code of Conduct and that it is very important to treat everyone with respect.

Meeting adjourned at 2:30 pm

Next Meeting – Wednesday April 27 2011 Metro Transit Training Room A 1 – 3 pm

ATAC Meeting April 27 2011

The meeting was called to order at 1:00 pm by Cathy Cranidge, Chairperson.

Committee members present: Pat Meagher (Accessible Transit Manager), Antonio Feijoo (Supervisor, Accessible Services), Terri Zinck (Administrative Support), Cathy Cranidge (Chairperson), Joann Walsh, Roy LeBlanc, Todd Hacquoil, Linda Pottie, Suzanne McConnell, Mel Larsen, Bonita Shepherd.

Regrets – Gary Russell, Murray Holman, Councillor Jerry Blumenthal

The minutes from the meeting of March 23 2011 were approved.

Agenda –

1. AGM – Final preparations were put in place for the Annual General Meeting to be held May 18th.
2. It was noted that one Committee member has resigned.

3. IBI Access-A-Bus changes – The next major step in the IBI implementation will be the 48 hour booking window.

4. Animals on AAB – It was noted that clients are able to transport animals on AAB only in crates.

5. General discussion.

Reports –

No Show/Late Cancellation – No suspensions for the month of March. Fourteen warning letters sent for the month of March.

Low Floor Committee – No reply to recommendations made to Metro Transit.

Public Relations Committee – Nothing to report at this time.

Eligibility Committee – The final draft of the new Application Form has been submitted for approval to Metro Transit. It is hoped to roll this out along with the 48 hours booking window this summer.

Added Items

1. A letter from an AAB Client was read to the Committee. A reply will be drafted and sent to this client.

2. It was noted that CNIB passes cannot be used on Access-A-Bus.

3. Some passenger concerns were raised and discussed.

Meeting adjourned at 2:30 pm.

Annual General Meeting – May 18th 7 – 9 pm Dartmouth North Community Centre