City of Winnipeg Access Advisory Committee
Policy Sub Committee Meeting Agenda
Thursday May 17, 2018
11:45am to 1:00pm
Dr. Anne Smigel Board Room – Millennium Library

Present: Louis Gaudry, Judy Redmond, Colleen Waters, Ken Shachtay, Debbie VanEttinger, Maggie Lee Grant, Doug Gordon, Angela Mayen-Obregon, Chris Sobkowicz

Regrets: Larry Baillie, Judy Herscovitch, Gail MacAulay

Special Guests: Josie Fernandes and Teresa Platt from Handi-Transit

The Access Advisory Committee invited Handi – Transit to come to our meeting to address a number of current trending issues as well as to get an update on some of the new changes from Handi-Transit.

This was intended to be an informal but respectful discussion and it turned our superb as usual. The topics included the following:

1. Update on the New scheduling program, challenges, anticipated launch, beta tests, etc.

   Josie updated the committee on the progress of the new scheduling program and indicated that the new software has arrived in the city this week, and that they will doing their due diligence in getting the staff trained and some of the trial test being conducted soon. Josie did not give us a hard date for the launch of the schedule, but will announce this when they are ready. We probably can assume sometime during the summer, if there are no unexpected delays. Riders will be advised of the changes and opportunities to orient them will be available.

2. 3-Step Operational Policy Change for January 1st, 2019….Issues, Challenges, intent, and carrying forward.
   a. Compensation claims for both drivers and clients?
   b. Who will be affected the most and how?

Josie indicated that since the announcement was made in early April, they have not received any concerns. Both her and Teresa indicated that they have offered to make the process work for all the riders affected by this change in operational policy on an individual basis

3. Name Change for Handi, and launch dates?

   We all know that there is a desire to change the name of the service and identify it with a new logo, but it has not been recommended to Council and EPC yet, so there is nothing to report at this time.

4. Staff Training and Awareness Updates:
   a. Reporting Drivers for Poor Service
      i. Bad Driving
      ii. Use of Phones
      iii. Alcohol smells and General Cleanliness
      iv. Not wearing ID tags
      v. Speeding
      vi. Dealing with Sexual Harrasment and Abuse of Riders

   Josie indicated that they take all complaints seriously and hopes that all concerns with the above items will be dealt with in a timely manner.. Drivers are required to go through a 4 day training process which includes a disability awareness component to cover a cross disability review. Complaints are dealt with immediately with the contractor and the drivers. Complainants are told that they have the right to know how the process is being handled, and can inquire how the complaint is progressing at any-time during the process. Retribution is not tolerated and is also a reportable complaint. Riders should feel safe at all times, and Handi wants to know when this is not happening.

5. Contracts and Contract Extensions with Old Vehicles
   a. Vehicle Maintenance Requirements
   b. New contracts

   Josie indicated that all the vehicles are requested to have a safety done by an external certified technician every six months. Teresa indicated that most vehicles that are used by the contractors and

nearing the end of their use, are usually in a pristine condition based on the fact that they are being sold and used by individuals later. Cameras will be expected to be in all the vehicles for the safety of both the drivers and the riders,

6. Varied Use of Vehicles for future? Combination?
    a. Vans
    b. Cars
    c. Pro-Masters
    d. Bus

    Josie indicated that they are continuing their review of other types of vehicles to ensure that they have a broad range of styles of vehicles in the future. They want to be able to provide the most universal vehicles that can service the majority of people, and mobility devices.

The committee expressed their appreciation to both Josie and Teresa on their willingness to discuss the trending issues for Handi Transit. In moving forward the AAC volunteered to be available to consult on any issues that Handi Transit needed input and feedback on in the future.

Adjourned at 1:00pm