

# Minutes – MAAC Meeting

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City Hall, 5<sup>th</sup> Floor Boardroom 12:00p.m.  
April 4<sup>th</sup>, 2019

## Members Attending

Barbra Smith  
Penny Leclair – Vice Chair  
Suzanne Nielsen  
Robert Nielsen  
Sharyn Emond  
Councillor Scott Robertson  
Linda Thomas-Ouellette  
Brian Bibeault – Chair  
Barb Bryan

## Absent with Regrets-

## Also Attending:

Staff: Adam Curran, MAAC Secretary-Treasurer, CNB  
Luc Lirette, Transit, CNB  
Remi Renuad, Transit Manager CNB  
Lucy Dubois, Voyago

## Call to Order

- The Secretary-Treasurer called the Meeting to Order at approximately 12:00 p.m.

## 1) Presentation to answer questions Voyago and Parabus-

Lucy, from Voyago, started the presentation stating she was here to answer the questions provided, but was not here to debate the answers.

Curb to curb service means road side, closest we can get to an entrance without having to back-up. Hospital can go directly to the door, but 1221 Algonquin Ave we won't go into there because we do not want to back up.

Remi- the drivers will not put themselves in a situation where they would have to back out of a parking spot, this is a safety issue and they do not want to cause any damage to others properties or their buses.

Sharyn- do you not have back up cameras.

The older buses do not have back-up cameras, and again we do not want to put our drivers in bad situations. The service needs to be consistent; we do not want to back out some of the times and not others. At this stage the drivers will not back out of a parking spot.

Barb- do you review these things with new clients.

Yes, each new client is provided with a brochure which explains the services we offer and certain things we do and do not do.

Brian- copy of the pamphlet, it is an old pamphlet.

Luc- website should have an updated pamphlet. Luc will update the website to include the updated pamphlet.

Question 2- When booking a ride, what information is the driver given about who they are going to transport?

Drivers are given name, address pickup and where they are going. Information on the client and the disability, some are just codes to protect the clients privacy. Vulnerable clients don't leave them alone etc. what their fair is. Code is what the disability is.

Penny- does the driver not know the disability.  
Consistency- how do the drivers know the disability? How would the drivers know?

Lucy explained that if there is something the driver needs to know about the person they are picking up, they will know about it, but they are also strive for riders confidentiality. Not all disabilities are needed to be known, the rider may not want all of their information shared.

Brian suggested that we are not following the AODA requirements. Stated that the 175 metres has been in question in other areas, and we are not providing barrier free.

Remi- reminded that at this point they were here to answer our questions and not debate.

Question 3- What training related to special needs of persons with disabilities are drivers given?

Lucy explained that the drivers are given training on CPR, how to restrain wheelchairs and other similar training.

Penny question what training was to work with people with disabilities?

Lucy explained that it is training on how work with people with disabilities, people with guide dogs etc.

Penny said people need to have empathy training, need to be able to work with different people and understand their needs.

Lucy explained there is a fine line between a bus driver and an attendant, she said her drivers do have compassion and are willing to go the extra to work with the passengers. However, the drivers cannot perform jobs which may put them at risk from being hurt or hurting a passenger.

Scott, Barrie and Sudbury offer door to door service what are they doing and why can't we do that.

Remi said he has not reviewed what Barrie and Sudbury, but would look into what they are currently offering.

Question 4- Why is it that when a doctor completes the part of the application form indicating the applicant is not able to use public transit the application is rejected by the City or Voyago for special transit?

If you meet the qualifying criteria you are eligible for PARA bus.

Committee asked, if a person was allowed to ride the PARA bus, they would require verbal ques from the driver and indication when the bus has arrived from the driver.

Lucy, said, that if a rider requires verbal ques or someone to tell them when the bus has arrived, that rider would require an attendant because the driver may not be able to leave the bus. Example, they could have a rider on the bus with dementia which they can't leave alone.

Brian asked would that rider not require an attendant.

Question 5- Priority transportation includes work, does volunteer work count towards this work, such as somone who volunteers for the MAAC?

Yes, volunteer work would count towards priority transportation.

Question 6- The service is from curb to curb, but does state "accessible door to accessible door service is available upon request", what does this mean and include?

This was removed from the pamphlet and no longer says that.

Question 7- It would be beneficial to the Committee to understand the process of the application and being accepted, what the day to day operations look like, and how and what information the driver has?

The day consists of many phone calls, reviewing applications, insuring the drivers have their information and the routes they are going to that day the next day etc.

Taking bookings, putting them into the computer, schedules. Provide clients with times and schedules.

Question 8- Would Voyago or the City be willing to update the service standards, so it is clear to the user and the driver and what can be accepted or not?

The new pamphlet has been created, MAAC did not review the new pamphlet, will review and provide any comments.

Question 9- There are times when users of the Para Bus are rejected because the volume of users is to high. How does the City review there usage of the Para Bus to determine the amount of vehicles they should have on the road?

The City and Voyago keep statistics over the years and determines how many buses are required on the road to accommodate the users. Although there are some unaccommodated trips, these are very limited. Voyago and the City must provide their statistics to a third party, if unaccommodated trips are to high, this third party would review the operations.

Question 10- Currently, what are the volume of request per day, per week, per month to have the PARA Bus, could the fleet of Para Buses ever increase or decrease based on the requirements of rides? Or is the number of vehicles based upon the City's population? What data is available to justify the amount of vehicles the City puts on the roads?

Always monitoring the usages of trips etc. average 135 trips a day. Saturday 40 trips a day. A year 30,000 trips a day. If the City required additional buses they would provide additional buses. As stated in the previous question they have very few unaccommodated trips per day.

## 2) Minutes of Previous Meeting March 7<sup>th</sup>, 2019

Moved by Barb Byrant Seconded by Linda Thomas-Ouellette

## 3) Update on Access to Water

Budget has been passed, location still not 100% determined. David thinking of ways to avoid the sand comber.

4) Ideas for accessibility Week in June

Brian- Bus- new para bus and a regular buses. Council etc in crutches blind folded, bus terminal. This is an opportunity to show off the regular buses and how accessible they have become.

Deaf and Blind awareness month raise the flag. This could be done at the same time as the buses, the Mayor has said he would pass a proclamation for Deaf and Blind awareness month and because there is no flag he would raise the City's flag.

Action item-Luc to provide a bus and para bus to be present on Friday June, 7<sup>th</sup>, 2019.

5) Old and other Business

6) Ramp Project

Adam provided information on the ramp project and how we still need locations. Adam has created an application form which people can fill out and will work with IT to put together a poster.

Resolution #19-09

Moved by: Barb Bryant  
Seconded by: Sharyn Emond

“That this Meeting does now Adjourn at 1:00 p.m.”

“Carried.”

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Chairperson