

# **Minutes – MAAC Meeting**

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**City Hall, 5<sup>th</sup> Floor Boardroom 12:00p.m.  
November 14<sup>th</sup>, 2019**

## **Members Attending**

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

## **Absent**

Luc Lurette

## **Also Attending:**

Staff: Adam Curran, MAAC Secretary-Treasurer, CNB

## **Call to Order**

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

1) Minutes of the previous meeting October 10<sup>th</sup>, 2019

2) Business arising from the Minutes

The Committee asked what happened with the age friendly committee. Adam explained that Barb's email was missed and therefore she did not receive any information regarding the Age Friendly event. Barb still does not want to be part of the Committee.

Penny, in Ottawa a member of the Age Friendly would be a member of the MAAC.

Scott, we could ask someone to come and sit in our meetings. We could extend an invitation to them.

Brian, anyone can come to this meeting.

Sharyn, will sit on the Age Friendly.

Motion- To accept Sharyn Emond as Age Friendly.

Moved- Scott Robertson  
Seconded- Linda Thomas-Ouellette

Carried.

3) Motion to accept the minutes from the October meeting.

Moved by: Penny Seconded by: Sharyn

Carried.

4) Introduction of the new transit manager Drew Poeta

Drew, could not attend the meeting. Drew sent his regards and said he would do his best to attend the December meeting.

5) Report from ad hoc Committee on Para bus guidelines.

Penny was the Chair.

Penny, reviewed the ODA standards. Different criteria for eligibility.

Moved into examples from Markham and Barrie. Review what other Cities are doing.

Drew had a policy he had been working on with regards to the drivers being able to attend to certain clients provided they didn't go a certain distance from their bus. Working group thought there was some miss understanding. Committee was concerned with the wording of the policy. The Committee asked that the wording be done that the Driver had discretion on safety, not everything. Driver can assist a client within 9m from the bus, provided bus is always in sight. 9m was for safety reasons from the Bus.

Drew is going to look at the policy and make some changes. He wants to get this policy in place. On the website, things are not said, looking to review what is shown on the website and updating the site so there is more information. Ours is very short and does not provide very much information. Committee has not chosen another date because waiting on Drew. The Committee would have to meet again to talk about the appeal process.

Brian, 9m that is to replace the curb to curb, assist the clients, would not carry groceries. 175m, all disabilities can apply, this may increase the ridership, because this is a service level change we would have to go to Council. We want to change it to person-to-person criteria, not based on a disability.

Probably won't meet again until new year.

Scott, spoke with Drew, seems like the meeting went well. If we don't change the service level, within the City, staff can make changes.

Brian- speaking with Drew, the way it works today, Lucy makes the decision. Drew, is the appeal person. Lucy works for Voyago.

Penny- other places have a member of MAAC sit on the appeal committee. I asked if Voyago are under a contract of curb to curb, if we change it to the 9m. When is this contract finished?

Brian, Voyago is sending a training team to North Bay for training. Voyago has been bought out by a larger Quebec firm. They know accessibility. Voyago is new to this field.

Barb- a number of times when there was questions, Lucy mentioned they need attendants.

Penny, we are implementing changes, which may take time.

Brian- not enough attendants in North Bay.

Scott- vast amount of people if have an attendant would ride regular transit. If we take 175m out, people with high needs for social or cognitive ability would need an attendant.

Brian- ODA requirements, all disabilities.

Penny- how do other Municipalities determine an attendant. People could have panic attack would require an attendant.

Scott- high needs social or cognitive, and don't have another barrier, should be using regular transit.

Barb- lighting could cause a seizure.

Brian- can we contact your doctor, yes or no. to determine the needs of the client. Would not get the service. Appeal process is done by MAAC Chair, Transit. 3 people for appeal. One had 2, which doesn't make sense could there be a tie.

Barb- I remember asking Lucy, how they do their selections, their funding is based on their ridership. Deaf and blind, because they could walk 175m was told he would not be eligible. Based on the money, they can only serve so many people.

Brian- Lucy, hasn't been manager for that long, but is new to the management position.

Penny- Lucy will get some training and understand what an attendant is and when they should be used.

Sharyn- comes down to training, not just a service but is a business. Not going to be the service.

Brian- Have to follow the AODA act.

Sharyn- we are used to the PHARA feel, we are expanding it will be a different. PHARA went over and above and the riders got use to this, because this is a business, the drivers cannot be expected to go over and above for everyone.

Brian- in Quebec anyone with a disability would be eligible.

## 6) Old and Other Business

Brian- December meeting- I don't think we need any items. We have gone every month, could have a lunch.

Motion- To have a lunch in December meeting.

That we have a lunch in the December 5<sup>th</sup>, 2019. That will not exceed \$200.

Carried.

7) Next Meeting Scheduled December 5<sup>th</sup>, 2019

8) Adjournment

## Resolution #19-14

Moved by: Linda Thomas- Ouellette

Seconded by: Barbra Smith

“That this Meeting does now Adjourn at 1:15 p.m.”

“Carried.”

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Chairperson