

REGIONAL DISTRICT OF NANAIMO
TRANSIT SELECT COMMITTEE
AGENDA

Thursday, May 23, 2019

10:00 A.M.

Board Chambers

Pages

1. CALL TO ORDER
2. APPROVAL OF THE AGENDA
3. ADOPTION OF MINUTES
 - 3.1 Transit Select Committee Meeting - March 23, 2019 3
That the minutes of the Transit Select Committee meeting held March 23, 2019, be adopted.
4. INVITED PRESENTATIONS
5. DELEGATIONS
6. CORRESPONDENCE
 - 6.1 Laurine Hellam, re Route 97 6
 - 6.2 Leonard Krog, City of Nanaimo, re Climate Emergency 7
7. UNFINISHED BUSINESS
8. BC TRANSIT UPDATES
 - 8.1 Transit Expansion Presentation
9. REPORTS
 - 9.1 Statutory Transit Holiday Service 8
That New Year's Day, Good Friday and Christmas Day be included in the Transit Holiday Schedule at a Sunday level service effective in the 2020 transit expansion plan and that the budget be increased by \$42,021.

9.2 BC Transit Revised Custom Transit Registration Process Update

11

That the BC Transit Revised Custom Transit Registration process for the Regional District of Nanaimo Custom Transit System be approved for implementation in 2020.

9.3 RDN Transit Verbal Update

10. BUSINESS ARISING FROM DELEGATIONS

11. NEW BUSINESS

12. ADJOURNMENT

**REGIONAL DISTRICT OF NANAIMO
MINUTES OF THE TRANSIT SELECT COMMITTEE MEETING**

**Thursday, March 21, 2019
10:00 A.M.
Board Chambers**

In Attendance:	Director T. Brown	Chair
	Director K. Wilson	Electoral Area A
	Director M. Young	Electoral Area C
	Director B. Rogers	Electoral Area E
	Director C. Gourlay	Electoral Area G
	Director S. McLean	Electoral Area H
	Director L. Krog	City of Nanaimo
	Director S. Armstrong	City of Nanaimo
	Director D. Bonner	City of Nanaimo
	Director E. Hemmens	City of Nanaimo
	Director J. Turley	City of Nanaimo
	Director M. Swain	District of Lantzville
	Director E. Mayne	City of Parksville
	Director T. Westbroek	Town of Qualicum Beach

Also in Attendance:	Director I. Thorpe	City of Nanaimo
	P. Carlyle	Chief Administrative Officer
	D. Pearce	Dir, Transportation & Emergency Services
	D. Marshall	Mgr, Transit Operations
	E. Beauchamp	Sup't, Transit Planning & Scheduling
	B. White	Sup't, Transit Operations
	M. Moore	Senior Regional Transit Manager, BC Transit
	S. Phillips	Marketing & Communications, BC Transit
	J. Dyck	Communications Manager, BC Transit
	K. Sihota	Recording Secretary

CALL TO ORDER

The Chair called the meeting to order and respectfully acknowledged the Coast Salish Nations on whose traditional territory the meeting took place.

APPROVAL OF THE AGENDA

It was moved and seconded that the agenda be approved.

CARRIED UNANIMOUSLY

ADOPTION OF MINUTES

Transit Select Committee Meeting - January 24, 2019

It was moved and seconded that the minutes of the Transit Select Committee meeting held January 24, 2019, be adopted.

CARRIED UNANIMOUSLY

BC TRANSIT UPDATES

Marketing & Communications Presentation

S. Phillips and J. Dick provided a visual and verbal presentation regarding the marketing and communications aspect of BC Transit.

Kevin Shubert, handyDART Provincial Changes

M. Moore provided a verbal overview regarding the changes to handyDART on a provincial scale.

REPORTS

2018 - 2019 Conventional Transit Annual Operating Agreement Amendment No.1

It was moved and seconded that the 2018 – 2019 Conventional Transit Annual Operating Agreement Amendment No. 1 be approved.

CARRIED UNANIMOUSLY

Licence of Occupation and Use

It was moved and seconded that the Regional District of Nanaimo enter into a licence of occupation and use with the City of Nanaimo and Seaspans Ferries Corporation for a portion of 1 Port Drive commencing April 7, 2019 and ending September 30, 2019.

CARRIED UNANIMOUSLY

Revised Custom Transit (handyDART) Registration Process Implementation

It was moved and seconded that the following motion be deferred to a future Transit Select Committee meeting:

That the implementation of the BC Transit Revised Custom Transit Registration process for Regional District of Nanaimo Custom Transit (handyDART) be approved.

CARRIED UNANIMOUSLY

Custom Transit (handyDART) Cancellation Policy Implementation

It was moved and seconded that the implementation of the handyDART Cancellation Policy be approved.

CARRIED UNANIMOUSLY

RDN Transit Verbal Update

D. Pearce provided an update to the Committee regarding changes within the Transit system.

ADJOURNMENT

It was moved and seconded that the meeting be adjourned.

Time 11:48 AM

CHAIR

#36 – 529 Johnstone Road
Parksville, B.C.
V9P 2K1

April 11, 2019

Mr. D. Laffin
Transit Trainer
Transit Operations
Transportation & Emergency Services
6300 Hammond Bay Road
Nanaimo, B.C. V9T 6N2



Dear Mr. Laffin:

My name is Mrs. Laurine Hellam and I live at #36, 529 Johnstone Road, Parksville B.C., V9P 2K1. I am writing to express my thanks to the transit system and the town of Qualicum Beach for instituting the bus route #97, known to clients as the “Loop Bus”.

I have very poor vision and for twenty years rode with the Handi-Dart bus. The drivers were great but the problem was that I was only able to obtain a ride about once every three weeks.

Now – I can go to town and visit the library, shops and grocery and have coffee or lunch with friends any day or time that I wish. Independence is very sweet. The loop bus has changed my life and I am hugely grateful. Many, many thanks for that!

I wish to add that it is truly wonderful to get to know the drivers. Each driver is kind, interesting and makes each and every trip a pleasure.

I also extend many thanks to Mr. Dave Laffin for his help with getting this message to you.

Yours truly,

A handwritten signature in blue ink, appearing to read "Laurine Hellam", with a long, sweeping flourish extending to the right.

Laurine Hellam

2019-MAY-02

Via email: PCarlyle@rdn.bc.ca

CAO Phyllis Carlyle
Regional District of Nanaimo
6300 Hammond Bay Road
Nanaimo, BC V9T 6N2

Dear Phyllis Carlyle,

Re: CLIMATE EMERGENCY

At the 2019-APR-29 Regular Council meeting, the Council of the City of Nanaimo unanimously passed the following motion:

"That Council direct staff to send a correspondence to the Regional District of Nanaimo requesting the addition of 20,000 annual public transit hours to improve public transit service delivery within the City of Nanaimo and to develop transit routes that connect our local system with inter-regional connections."

We look forward to working with the Regional District of Nanaimo in the development of additional public transit hours as the City of Nanaimo has officially declared a climate emergency for the purposes of identifying and deepening our commitment to protecting our economy, our eco systems, and our community from global warming.

Sincerely,



Leonard Krog
MAYOR

TO: Transit Select Committee

MEETING: May 23, 2019

FROM: Darren Marshall
Manger Transit Operations

FILE: 8500 03 ATHS

SUBJECT: Additional Transit Holiday Service

RECOMMENDATION

That New Year's Day, Good Friday and Christmas Day be included in the Transit Holiday Schedule at a Sunday level service effective in the 2020 transit expansion plan and that the budget be increased by \$42,021.

SUMMARY

Regional District of Nanaimo (RDN) Transit Service has enough annual transit hours in the current 2018/2019 Annual Operating Agreement to provide transit service for 362 days a year. The service is currently not provided on New Year's Day, Good Friday, and Christmas Day.

Providing transit service 365 days a year would allow commuters and residents to travel in our region and could be implemented on January 1, 2020. This change would assist with local businesses, as well as customers who rely on transit.

The cost of this change to the Regional District of Nanaimo will be \$42,021 a year commencing 2020.

BACKGROUND

The RDN Transit Service is currently operating on all statutory holidays except for three days: New Year's Day, Good Friday and Christmas Day. On most statutory holidays¹ the RDN Transit Service operates at a Sunday level of service, which equates to 170 hours per Sunday level of service. Implementing three additional statutory days would require an additional 510 annual hours of service and could be implemented with an annual expansion in January 1, 2020 at a net cost share to the RDN of \$42,021.

Improved statutory holiday service is a service improvement frequently requested by customers. With most retail establishments open on Sundays and statutory holidays, both shoppers and retail employees would benefit from this type of service expansion. As an example, limited Boxing Day service was first introduced in 2005, in partnership with the four major malls, and was offered again in 2006. As a result of the overall success and positive feedback received by the public and employees in the retail industry, the RDN Transit now offers service on Boxing Day annually.

¹ Other Sunday level service on statutory holidays provided annually: Family Day, Victoria Day, Canada Day, B.C. Day, Labour Day, Thanksgiving Day and Remembrance Day.

The Province has approved the RDN for a 5900 hour annual expansion for January 2020. With the approval of the additional three statutory holidays for a total of 510 hours, a 2020 detailed expansion plan for the remaining 5,390 service hours will be presented to the July Transit Select Committee for consideration. With the allocation of 510 hours to statutory holidays this will reduce the approved hours for the January 2020 service expansion.

ALTERNATIVES

1. That New Year’s Day, Good Friday and Christmas Day be included in the Transit Holiday Schedule at a Sunday level service effective in the 2020 transit expansion plan and that the budget be increased by \$42,021.
2. That alternative direction be provided.

FINANCIAL IMPLICATIONS

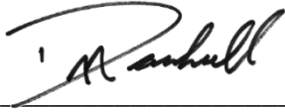
The RDN Transit System funds 53.31% of the costs and retains any additional fare revenues generated by new or increased ridership due to the expansion, which would help offset these costs. The RDN’s net cost share will be \$42,021 annually to provide the 510 hours of statutory holidays, as the employees will be compensated at double time for work performed on all statutory holidays.

Statutory Holiday Service Increase Options:

	Current Operating Hours	Proposed Total Increased Annual Statutory Holiday Operating Hours (Current Sunday Level of Service)	Total Labor & Equipment Cost (Gross before BC Transit Cost Sharing)	Total BC Transit Labor & Equipment Cost (46.69% BC Transit shared service model)	Total RDN Labor & Equipment Cost (53.31% BC Transit shared service model)
RDN service increase for three statutory holidays: New Year’s Day, Good Friday and Christmas Day	0 hrs.	510 hrs.	\$90,000	\$47,979	\$42,021

STRATEGIC PLAN IMPLICATIONS

Focus On Service And Organizational Excellence - We Will Advocate For Transit Improvements
And Active Transportation



Darren Marshall
dmarshall@rdn.bc.ca
May 7, 2019

Reviewed by:

- D. Pearce, Director, Transportation and Emergency Services
- P. Carlyle, Chief Administrative Officer

TO: Transit Select Committee **MEETING:** May 23, 2019

FROM: Erica Beauchamp
Superintendent, Transit
Planning & Scheduling

FILE: 8600 20 CTRP

Subject: BC Transit Revised Custom Transit Registration Process Update

RECOMMENDATION

That the BC Transit Revised Custom Transit Registration process for the Regional District of Nanaimo Custom Transit System be approved for implementation in 2020.

SUMMARY

The current Regional District of Nanaimo (RDN) Custom Transit registration process is outdated compared to a number of transit systems across North America, who have moved towards a more personalized approach. In 2015, BC Transit implemented the *Revised Custom Transit Registration Process*, based on best practices in use throughout Canada and recommendations of the Americans with Disabilities Act. This new registration process includes an in-person assessment with a mobility coordinator, enabling an applicants needs and abilities to be matched with the most appropriate type(s) of transit services available. As the population within the RDN grows and more people move towards 'aging in place', the demand on an already inundated Custom Transit service will continue to increase. This increasing demand necessitates the modernization of old processes, bringing practices more in line with current recommendations. Implementation of the revised custom transit process would help ensure that Custom Transit services remain available for those most in need of them as well as to provide an educational opportunity for an individual to learn about the diversified suite of accessible transit services.

BACKGROUND

At the March 21, 2019, Transit Select Committee (TSC) meeting, the following motion was deferred to a future TSC meeting in favour of being provided more clarification to issues and concerns raised:

That the implementation of the BC Transit Revised Custom Transit Registration process for Regional District of Nanaimo Custom Transit (handyDART) be approved.

Rationale

When Custom Transit began, it was the only option for accessible transit since there were no accessible conventional transit alternatives. Since then, there has been diversification within the BC Transit fleet, leading to improvements in accessibility by means of low-floor vehicles capable of transporting persons using wheelchairs, scooters, walkers and other mobility aids. Many persons with disabilities can benefit from this change in transit accessibility, however many are unaware of the changes because the current paper-based, self-assessment application form does not reflect the options in transit services that are available. As well, there is no system or process

currently in place to help persons with disabilities to navigate or be educated about, the options in transit services.

In 2015, BC Transit piloted and implemented the BC Transit *Revised Custom Transit Registration Process* after recognizing that increased transit systems across North America had adopted a more personalized method of registering custom transit riders in accordance with recommendations from the Americans with Disabilities Act (ADA). This new registration process involves a personal approach whereby individual applicant's travel needs and abilities are taken into consideration during a transit-based assessment with a mobility coordinator. The mobility coordinator evaluates both the applicant's cognitive and physical abilities, with regards to using both custom and conventional transit services. An additional focus of this registration process assesses the safety of an applicant's ability to travel alone, and whether their mobility aids are safe for conventional and/or custom transit.

Custom transit is essential for persons with limited mobility and/or cognitive abilities, to ensure they can access services, medical appointments, and attend social gatherings, among other travel reasons. At this time, RDN Custom Transit has over 100 requests for subscription trips that are on a waitlist. A subscription trip means a regularly scheduled trip on one or more days per week at the same time each day, for which a client does not need to continuously call in to book them. Due to the importance of these trips in clients' day-to-day lives, subscription trips are in high demand and there is limited availability, causing some clients to be on a waitlist. As well, the percentage of unmet trips within RDN custom transit (6.62%) exceeds the recommended target of 1%. Add to these factors the population growth within the RDN, and the high demand for custom transit services is evident, emphasizing the need for a process to ensure that they remain focused on and available to customers who require the specialized services the most.

Proposed Implementation

Implementing the revised custom registration process would offer a more accurate, consistent and personalized method of registering potential Custom Transit users and provides a platform to educate applicants about the suite of transit services available. This process would help identify where there may be conditions which would make it difficult for an applicant to use conventional transit all or part of the time, leading to a differentiation in eligibility categories. An applicant may be ineligible, conditionally eligible, unconditionally (fully) eligible, or temporarily eligible. In the case of a temporarily eligible designation, there is a provision for this category to be approved solely by the handyDART office without the use of a mobility coordinator, for up to a three month period (with 1 month extension possibility).

Use of the mobility coordinator to educate applicants about accessible transit service options, broadens the applicants possibilities of finding a transit solution that works best for them. It would also identify those applicants that can use conventional transit all or part of the time, keeping the custom transit services for those with a demonstrated need, helping to reduce the demand for subscription trips as well as reducing unmet trips. Appointments with the mobility coordinator would be coordinated via the custom transit office and will include a custom transit ride to the location, both at no cost to the applicant. The assessment itself would last from 30 to 60 minutes, assessing transit-related skills and abilities, providing transit education, and discussing safety in transit including use of the applicant's mobility aids and the client's ability to travel alone. The objective of this process is to determine if the applicant is more suitable for custom transit, is able to utilize conventional transit or is suited to a mix of both transit services.

At this time, there are several transit properties within British Columbia that use this revised custom registration process, including (but not limited to) Campbell River, Comox Valley,

Cowichan Valley, Central Fraser Valley, Chilliwack, Kamloops, Vernon, Kelowna, Coast and Sunshine Coast.

The RDN Transit Future Plan (adopted in 2014) outlines that the revised custom registration process will help to ensure that limited resources are allocated appropriately and are available for those that most require the service.

Questions raised at the March 21, 2019, TSC are addressed in Attachment 1, to aid in a clarification of the process and provide a better understanding of the motivation behind the change to custom transit registration processes.

ALTERNATIVES

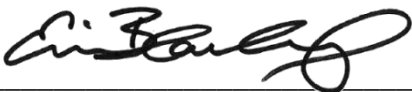
1. That the BC Transit Revised Custom Transit Registration process for the Regional District of Nanaimo Custom Transit System be approved for implementation in 2020.
2. That alternative direction be provided.

FINANCIAL IMPLICATIONS

The funding for the Revised Custom Transit Registration process has been estimated at \$40,000 annually. Using the BC Transit Shared Service Model, BC Transit's cost share would be 66.69% and the RDN's share would be 33.31%, a net cost to the RDN of approximately \$15,000. This cost is due to the contracted mobility coordinator and would thus depend on the successful proponents bid, however based on costs in other systems, it is estimated at \$95 per one hour visit. The assessment and the cost to transport applicants to their mobility assessment would be provided free of charge. These costs will be included in the 2020 financial plan and incorporated into BC Transit's 2020/2021 Annual Operating Agreement.

STRATEGIC PLAN IMPLICATIONS

Focus On Service And Organizational Excellence - We Recognize And Plan For The Impact Of Our Aging Population.



Erica Beauchamp
ebeauchamp@rdn.bc.ca
May 6, 2019

Reviewed by:

- D. Marshall, Manager, Transit Operations
- D. Pearce, Director, Transportation and Emergency Services
- P. Carlyle, Chief Administrative Officer

Attachment

1. Question & Answers from March 21, 2019 TSC

Questions & Answers from March 21, 2019 TSC

Questions raised at the March 21, 2019 TSC, are addressed below for clarification of process and to provide a better understanding of the motivation behind the desire to change custom transit registration processes.

1. What is the extent of the problem we are trying to deal with?

The primary purpose of revising the registration process is to preserve the custom transit service for those who have no other option. In-person mobility assessments have been the industry best practice for several years and are in place for the majority of urban transit systems in North America. The issue is not an abuse of the system, but rather the increasing capacity constraints and rising number of unmet trips, resulting in people being unable to get the trips they need. While there have been significant improvements to accessibility of fixed-route transit, many people are unfamiliar with the availability and benefits of the low-floor accessible transit fleet. As well, the in-person mobility assessment is an opportunity to assess an applicant's ability to safely use handyDART without an attendant, ensure their mobility aid is safe and of appropriate size for transport and to provide education regarding what handyDART is.

2. With respect to the self-assessment, will there be a component of demonstrated functional abilities vs. just a subjective report from the individual applying for the service?

Yes. The functional mobility assessment is based on the applicant's demonstrated functional abilities to use fixed-route transit services. The current application process is essentially a self-assessment however the revised registration process is designed to include an assessment from a mobility coordinator. A sample functional skills list can be found on page 3.

3. Is there a standardized assessment protocol in place to assess these individuals?

Yes. A standardized assessment is established during the RFP process, which assesses physical, cognitive, and sensory skills and abilities specifically related to the utilization of fixed-route transit. A 'Sample Functional Skills List' can be reviewed on pages 3 & 4.

4. Concern was expressed about who is going to define impairment, which is usually in the domain of the physician or psychologist, not usually in the domain of the OT.

The process is modeled after the functional model of ability, rather than the previous medical model. It is designed to look at what the individual's abilities are instead of focusing solely on diagnoses. The medical model tends to reduce the individual to a classification of ailments, whereas the functional model is more individualized and is a more accurate depiction of what the person needs and is able to do. Thus, mobility coordinators are trained to determine what transit-specific tasks (physical and cognitive) the applicant is able to do, instead of using a predefined set of blanket categories. The physician/GP is not intended to be a part of the revised handyDART application process as the process is not to diagnose but rather see what they are capable of from a transit perspective.

5. What if a person has everything except a driver's license, would they qualify for the program?

A person is only eligible for custom transit if they have a disability (physical or cognitive) that prevents them from using fixed-route conventional transit without the help of another person. Ability to drive is not a factor in determining eligibility for handyDART.

6. Is there an appeal process?

Yes, if the applicant does not agree with the eligibility determination, they can appeal the decision. An appeal form is included with all letters (other than those of unconditional eligibility).

7. What would be the time frame for seeing the mobility coordinator (occupational therapist, physical therapist or nurse/nurse practitioner)?

The maximum time allowable for a patient to be assessed by the mobility coordinator can be specified within the RFP documentation. In discussion with Comox transit, who has adopted the Revised Custom Registration Process, the maximum allowable time is 10 days, before which the applicant needs to have been assessed.

8. Where will the mobility coordinator be located, we don't want someone from the far reaches of the district to have to travel to the other end of the district?

Location of the mobility coordinator(s) is dependent on who applies for the contract. It is certainly a consideration to look at issuing two contracts, one in the North area of the RDN, and another in the South, depending on responses to the RFP.

9. What will be the provisions for a re-assessment if someone has a decline in cognitive or physical abilities?

Often, a decline in abilities (cognitive or physical) is noted by handyDART drivers. When this occurs, an assessment (for previously registered handyDART clients) or re-assessment can be scheduled with the mobility coordinator. This second stage of assessment will ensure a client's mobility aids remain adequate for their needs, as well as determining when a client would be safest traveling with an attendant.

10. How many applicants a year apply in the RDN?

In 2018 there were 507 new applicants for handyDART transit. Of those applicants, roughly 25% did not continue or take rides on handyDART, leaving an average of 380 new handyDART applicants for 2018.

SAMPLE FUNCTIONAL SKILLS LIST

From BC Transit document: RFP 18.58 Custom Transit Registration Program

The following sample list is used in assessing abilities to use fixed route transit services. Tasks must be performed independently or with assistance of a mobility aid.

With a reasonable level of effort or risk, can the applicant consistently:

1. Get and Remember Transit System Information
2. Walk/Wheel to and from Transit Stop/Station
 - Throughout area - up to 1,250 metres
 - Over various surfaces
 - Over various terrain
 - Up/down curbs
 - Up/down curb-cuts
 - Cross streets of various widths and with various controls
 - Find way in familiar and unfamiliar settings
3. Enter and Exit Transit Stations / Major Exchanges
 - Navigating complex stations / major exchanges
4. Wait at a Stop/Station for Transit Vehicle
 - With and without benches/shelters
5. Locate and Recognize Bus/Train to Take
 - Single route and multiple routes with transfers
6. Board and Exit Vehicle
 - Inaccessible vehicles
 - Accessible vehicles (lift, ramp)
7. Pay Fare
8. Get to Seat/Securement Area
9. Ride in Seated or Standing Position
10. Recognize Destination
11. Signal for Stop
12. Perform Above Tasks in Various Weather and Environmental Conditions
 - Snow, ice, rain, heat, humidity, cold, smog
 - Bright light, low light, background noise
13. Handle Unexpected Situations
14. Travel Safely in the Community

PHYSICAL FUNCTIONAL SKILLS

Physical functional abilities needed to perform tasks required to use fixed route transit system.

1. Walking speed
2. Endurance
3. Coordination
4. Strength
5. Balance
6. Gait
7. Range of Motion
8. Dexterity

COGNITIVE FUNCTIONAL SKILLS LIST

Cognitive functional abilities needed to perform tasks required to use fixed route transit system.

1. Orientation to Person, Place and Time
2. Judgment and Safety Skills
3. Problem Solving
4. Coping Skills
5. Short and long-term memory
6. Concentration (Attention to Task)
7. Ability to Seek and Act on Directions
8. Ability to Process Information
9. Ability to Communicate Needs
10. Consistency
11. Behavioral Skills

SENSORY FUNCTIONAL SKILLS LIST

Sensory functional abilities needed to perform tasks required to use fixed route transit system.

1. Orientation to Place
2. Directional Wayfinding
3. Ability to Detect Changes on Surfaces
4. Ability to Detect Environmental Cues (Hearing)
5. Proficiency in Using Mobility Aids