



Dialog to Action – Transportation in the Alberni Clayoquot Region

Workshop Report from June
11th, 2015 Dialog to Action
Convened by the Alberni
Clayoquot Health Network
with facilitation and support
through Plan H, BC Healthy
Communities

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Executive Summary

On June 11th, 2015 the Alberni Clayoquot Health Network (ACHN) convened a Dialog to Action Workshop on Transportation in the Alberni Clayoquot Regional District (ACRD). Through support from BC Healthy Communities (BCHC) Plan H facilitators, the ACRD and Island Health the workshop met its intended objectives; succeeding in leveraging dialog, support and innovation from a diverse group of stakeholders. The ACHN is committed to the continuation of this initiative through the formation of a local action table, convening resources and additional gatherings as well as support in the pursuit of recommendations and next steps.

Background

The Alberni Clayoquot Health Network (ACHN) is a multidisciplinary network formed to address social indicators of health in the region. The regional health network model presents a unique opportunity for the region to unite, addressing priorities around social indicators which no one community or organization can do in isolation. Through document review and partner consultation, accessible and affordable transportation was identified as a challenge shared by communities and organizations in the ACRD. In October 2013 a consultation on transportation in the region was initiated as a starting point to gain perspective on the unique challenges and opportunities which are present within the ACRD. The report was completed in April 2014. Moving forward the ACHN prioritized engagement with key stakeholders to validate and report out on findings of the report, increase awareness of key issues as well as evaluate the readiness of stakeholders to pursue next steps.

Dialog to Action Workshop Goals

- Review the 'How We Get From Here to There Transportation Consultation Report'
- Highlight report recommendations and local stories
- Validate and prioritize recommendations and next steps
- Bring together regional decision makers, knowledge holders and change makers to motivate action around transportation and access in the ACRD

Highlights

- 31 decision makers, community partners and transportation providers in attendance
- Participants validated next steps and recommendations while voicing will to pursue a Transportation Action Table
- Workshop evaluations were incredibly positive and participants are keen to take action!

What is Next

The following report outlines the Dialog to Action Workshop on Transportation in the ACRD. Information collected through group exercises has been presented to serve as a guide for the ACHN Transportation Action Table to be convened September 2015. Participants identified the following actions as top priorities to address to move solutions forward:

- ACHN Action Table
- Annual Round Table
- Define vision and pitch it
- Find people who can influence
- Better use of existing infrastructure – NIC V-C Sites and Telehealth

Please connect with the ACHN Coordinator at achn@acrd.bc.ca for more information. All information on this initiative is available for review on the ACHN webpage - <http://www.acrd.bc.ca/achn>

Attendees

Name	Title	Organization	Contact
Aaron Rodgers	Manager of Community Sustainability	District of Tofino	arodgers@tofino.ca
Adriane Schroeder	Developer	Island Health	adriane.schroeder@viha.ca
Diana Banke		KD Air	Kdair@shaw.ca
Dylan Green	President	Tofino Bus Services Inc.	dylan@tofinobus.com
Janice Johnson	Nuu-chah-nulth Community Engagement Coordinator	First Nations Health Authority	janice.johnson@fnha.ca
Jess Mcconnell	MHSU manager	Island Health	jess.mcconnell@viha.ca
Jim Warm			
Johann Van Shaik	Regional Transit Manager	BC Transit	johann_vanschaik@bctransit.com
Josie Osborne	Chair / Mayor	ACRD / District of Tofino	osborne@tofino.ca
Julie Rushton	Community Facilitator	Alberni Children First	julie@albernichildrenfirst.ca
Juliet Van Vliet	Community Developer	Coastal Family Resource Coalition	juliet@coastalcoalition.ca
Keith Wyton	Bamfield director	ACRD	Wyton@sarita.net
Lars Banke	Chief Pilot	KD Air Corp	Kdair@shaw.ca
Lucas Banton	Director	ACRD	lbanton@shaw.ca
Luke George	TFN Councillor	Tseshah First Nation	lgeorge@tseshah.com
Maggie Hodge Kwan	Research Facilitator	Alberni Valley Community Foundation	maggie.hodgekwan@gmail.com
Marcie DeWitt	Coordinator	Alberni Clayoquot Health Network	achn@acrd.bc.ca
Marilyn McEwen	Councillor	District of Ucluelet	info@ucluelet.ca
Mike Ruttan	Mayor	City of Port Alberni	mike_ruttan@portalberni.ca
Nancy Mareck	Telehealth Analyst	Island Health	nancy.mareck@viha.ca
Penny Cote	Director/Chair	ACRD/ACHN	coteart@shaw.ca
Phil Atkinson	Manager	Diversified Transportation Ltd	phil@patransit.pwt.ca
Robyn Monrufet	Manager, Home and Community Care/Service Integration Lead	Island Health	robyn.monrufet@viha.ca
Russel Dyson	CAO	ACRD	rdyson@acrd.bc.ca
Sandra Tate	Community Engagement Coordinator	First Nations Health Authority	Sandra.Tate@fnha.ca
Shelli Lyle	Admin Assistant	ACRD	slyle@acrd.bc.ca
Stefan Ochman	President	Bamfield Road Safety Association	stefano@pachena.ca
Suzan Kalyn	Team Leader	Island Health	suzana.kalyn@viha.ca
Ted Adnitt	Chief Executive Officer	Tla-o-qui-aht First Nation	ceo@tla-o-qui-aht.org
Trevor Wickham	Manager of Community Service	Ucluelet First Nation	trevor.wickham@ufn.ca
Wes Hewitt	Executive Director	Port Alberni Shelter Society	Pashelter@shaw.ca

Welcome & Introductions



The workshop was initiated with a welcome and acknowledgement of the traditional territories of the Hupacasath and Tseshaht First Nations by Al Ross from the Hupacasath First Nation. Russell Dyson the CAO from the Alberni Clayoquot Regional District (ACRD) followed with a welcoming and brief summary of some of the issues which are faced daily with regards to getting from here to there in our diverse region.

Facilitators from BC Healthy Communities (BCHC) Deirdre Goudriaan and Stacy Barter led the group through introductions and an icebreaker to get an understanding of who was in the room followed by a brief overview of the day.

Goals of this workshop include:

- Review the 2013 How We Get From Here to There Transportation Consultation Report
- Highlight report recommendations
- Validate and prioritize recommendations and next steps
- Bring together regional decision makers, knowledge holders and change makers to motivate action around transportation and access in the ACRD

After a collaborative round to set ground rules for the day's discussion, BCHC facilitators led the group in framing the day. Defining basic principles to encourage collective responsibility focus on opportunities for being creative, collaborating better to use our existing resources and think outside of the box.

Principles

- Integrated, Strategic
- Triple Bottom Line - Economic Development, Environmental, Social
- Balance Demand with Supply
- Sustainability

The intent of this report is to capture and communicate the valuable feedback from participants during the workshop. BCHC utilized a variety of techniques and principles to assist in harvesting information and building collaboration for the day. For copies of the Transportation Report, PowerPoint presentations as well as other resources click [here](#).

Understanding the Issues

The Alberni Clayoquot Health Network (ACHN) is a multidisciplinary network formed to address social indicators of health in the region. Through document review and partner consultation accessible and affordable transportation was identified as a challenge shared by communities and organizations in the ACRD. In October 2013 a consultation on transportation in the region was initiated as a starting point to gain perspective on the unique challenges and opportunities which are present with in the ACRD. The report was completed in April 2014. Moving forward the ACHN prioritized engagement with key stakeholders to validate and report out on findings of the report, increase awareness of key issues as well as evaluate the readiness of stakeholders to pursue next steps. Three primary issue areas were highlighted during morning presentations:

- Complexities of access to services and the impact on individual and community health;
- Transportation legislation and legislative resources;
- Transportation report highlights, themes and recommendations.

Why does transportation matter in Alberni-Clayoquot

Community perspective – Travel snapshot

Travel one-way from Hot Springs Cove to Tofino = \$82 Walk with bags from dock to bus depot

Travel to Port Alberni on Tofino Bus = \$29
Snacks/lunch = \$10

Taxi from Tofino Bus to hotel to drop off bags = \$12 Taxi from hotel to medical appointment = \$10

Taxi from medical appointment to hotel = \$10
Dinner = \$20

Hotel = \$85
Breakfast = \$10

Taxi to Tofino Bus = \$12

Travel to Tofino on Tofino Bus = \$29 Walk with bags from bus depot to dock

Travel to Hot Springs Cove from Tofino = \$82

Total travel expense: = \$391

*This is a cost estimate for one person traveling from Hot Springs Cove to Port Alberni for a medical appointment. This snapshot does not account for lost wages, child minding services (if children are left at home) or additional people traveling (if children or other dependents must travel with patient).

Participants welcomed Janice Johnson to speak to the complexity of transportation and access in communities and with vulnerable populations. Working as the Community Engagement Coordinator for the First Nations Health Authority in the Nuu-chah-nulth Region, Janice has great insight into the many challenges which face rural, remote and/or offshore communities. Even her home community of Tseshaht, considered more urban, barriers to access exist and place an added stressor on individuals, families and communities. These stressors are often most keenly felt by individuals with the least resources available. Janice assisted in framing the compounding and complex issue of access in urban and rural as well as first nation and non-first nation communities.

Legislative Considerations



Legislation for transportation adds another layer of complexity to the issue of transportation. To give a brief snapshot Adriane Schroeder from Island Health outlined the primary acts and legislative bodies which are involved with transportation regulation as well as a local transportation policy resource.

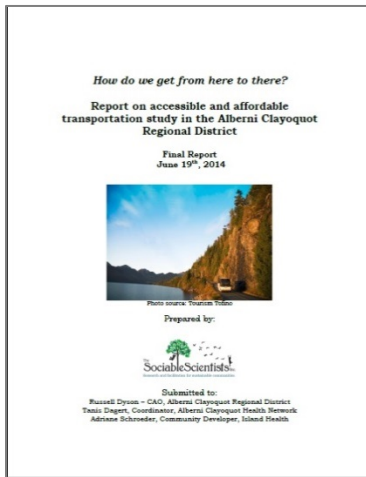
Legislation

- Passenger Transportation Act
- Commercial Transport Act
- Coastal Ferry Act
- Transport Canada
- Forest Road Regulation

Resource

- Victoria Transportation Policy Institute
An independent research organization dedicated to developing innovative and practical solutions to transportation problems.
<http://www.vtppi.org/>

Summary of Key Issues and Recommendations



Marcie DeWitt, Coordinator for the ACHN provided a brief overview of the 2014 How We Get from Here to There: Affordable and Accessible Transportation in the Alberni Clayoquot Region consultation and report.

Information from the Transportation Consultation was gathered through:

- 31 interviews with key community stakeholders
- Literature review of previous studies
- 4 community engagement sessions – Bamfield, Port Alberni, Tofino and Ucluelet
- 2 round table discussions

Of the factors affecting accessible and affordable transportation in the ACRD, four themes emerged across communities and organizations represented:

- Lack of a coordinated approach to not only transportation networks within the region, but also for sharing schedules and information about options and methods for travel
- Transportation is inherently tied to mental and physical health and regional prosperity
- Time is as much a factor as money when it comes to affordability. Many people in the region cannot travel to and from an appointment in one day
- Stakeholders and community members are eager for solutions

Surprises, Challenges and Opportunities

To prompt participants to reflect on information which they heard through the morning as well as what their own experience tells them BCHC Facilitators led the group in a 15 minute table discussion. Two questions were posed to the tables around surprises from the study, challenges and opportunities. Each table had a dedicated facilitator to assist in leading the conversation and capturing information from the discussion.

What surprised you about the transportation issues in the ACRD that were identified?



PARTICIPANT SURPRISES

Participants spent 5 minutes debriefing on what surprised them most about transportation issues. Responses were predominantly related to:

- Access to services - birthing, basic needs, school, etc.
- Impact on health and ties to poverty
- Information gaps for services available

In your own experience, what are some of the key challenges and opportunities to improve accessible, affordable transportation in the ACRD?

Reflecting on information which had been presented, participants were asked to leverage their personal experience to identify challenges and opportunities. Not surprisingly themes for both challenges and opportunities were quite consistent. Most popular response themes are listed below

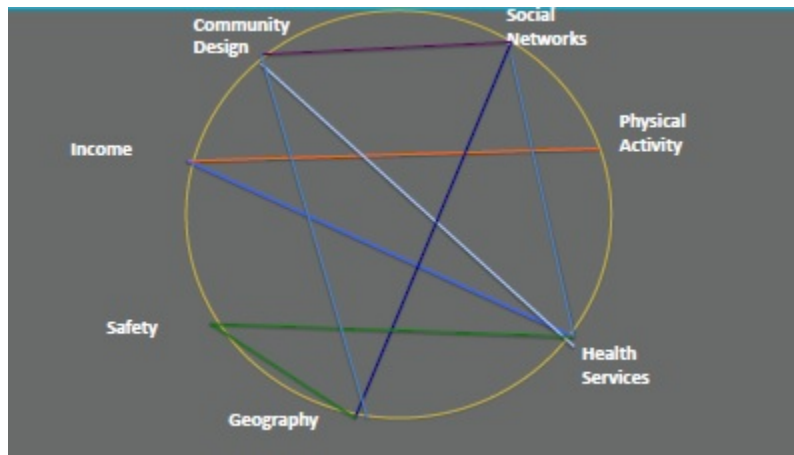
Challenges

- Access to services – work, health care, specialists, etc. (15 responses)
- Infrastructure and Transportation Services – airport, safety, technology (10 responses)
- Coordination (5 responses)
- Economic – supply and demand, cutbacks, grants (5 responses)
- Knowledge – services, schedules, resources (4 responses)
- Leadership (2 responses)
- Policy (2 responses)

Opportunities

- Infrastructure – airport, trails, water taxis, fibre optics, etc. (11 responses)
- Access – K to secondary education, outreach, navigation, resource hubs, etc. (9 responses)
- Coordination – scheduling, ridesharing, etc. (8 responses)
- Technology – bandwidth, telehealth, etc. (8 responses)
- Economic – subsidies, innovative partnerships, tax structure, etc. (7 responses)
- Policy (2 responses)

Recommendations



After a quick debrief on our small table discussions BCHC facilitator's helped us to frame the afternoon session. A short presentation from BCHC facilitator Stacy Barter added value to the great opportunities which were identified in the small group discussions. Stacy outlined the principles of collaboration, collective impact (engaging across sectors) and adaptive action ("good enough" solutions, ongoing reflection) as tools to address complex or "sticky" issues.

Adriane provided a brief overview of recommendations from the Transportation Consultation Report. Recommendations were categorized into 4 themes all of which had been validated by the group in earlier discussions.

Recommendation Themes

- Transportation Infrastructure
- Coordination of Transportation Networks and Services
- Non-emergency medical travel
- Encourage greater public engagement – establish a regional working group to identify and take action

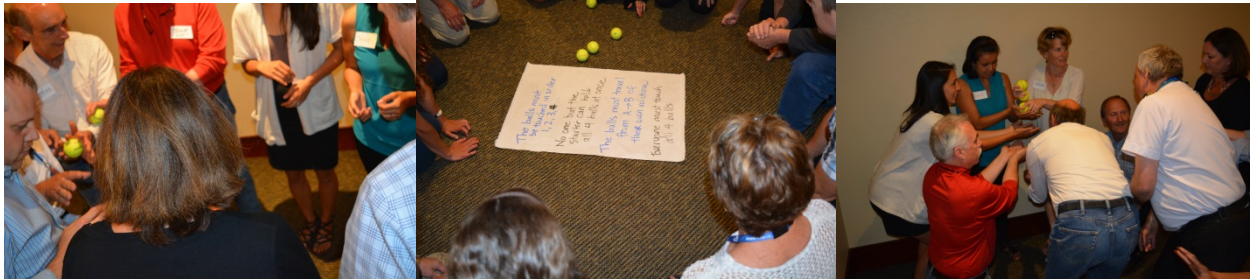
What can we learn from other rural transportation initiatives

Our morning was spent debriefing on the ACHN transportation consultation report as well as participant's knowledge and experience. Through these exercises we validated report recommendations and identified that there is will within the region to proceed in identifying solutions and next steps. To prompt ideas and discussion over lunch Deirdre spoke to innovative solutions which have been implemented in other rural communities; success factors and lessons learned.

Transportation Innovation Examples

- | | |
|----------------------------------|----------------------------------|
| • Gabriola Island – GERTIE | • Kootenay Ride Share |
| • Langley Bus Coop | • Bowen Lift (Safe Hitchhiking) |
| • Mt. Waddington Transit | • Car Coops |
| • Rural Ontario – Kawartha Lakes | • Whitehorse, Yukon |
| | • Active & Safe Routes to School |

LUNCH



Lunch was served and participants were brought back to an active group work exercise to spark innovative thinking and get participants thinking outside the box!

Setting Priorities and Exploring Next Steps



After a quick recap of the morning's discussions, presentations and principles of collaboration BCHC facilitators led participants in a group brainstorming session. Participants were dispersed between 6 tables representing three categories of recommendations: transportation infrastructure, coordination of transportation networks and non-emergency medical travel. Each table had a table host who defined the scope of the category, led the conversation and mapped out opportunities with participants. Participants rotated between each of the 3 categories identifying actions, sorted into small steps and big leaps, to address transportation in the region.

Small Steps, Big Leaps



Transportation Infrastructure:

Theme	Actions	Actions
	Small Steps	Big Leaps
Resource Creation/ Expansion	<ul style="list-style-type: none"> - MOU's - Integrate additional partners for increased efficiency and safety 	<ul style="list-style-type: none"> - Collaboration across organizations - Grassroots approach, cost effective
Coordination and advocacy	<ul style="list-style-type: none"> - Inventory resources - Identify problems, priorities and incremental steps - Collect correct data - Present solutions to problems proactively - Give voice to citizens - Identify in community plans - Coordination of what already exists - Lobby for funding, land use and planning decisions, trail and road safety 	<ul style="list-style-type: none"> - Land use agreements logging companies with First Nations - Policy changes and rules, allow better operation - Community engagement - Public Funding (BC Transit)
Infrastructure	<ul style="list-style-type: none"> - Telecommuting, video conferencing - Back up plans, alternate routes, phone, telehealth - Safe pullouts for buses, hitchhikers - Shelters for boat transportation 	<ul style="list-style-type: none"> - Cell coverage on remote roads - Develop emergency plans - Develop more bus lands and car pool lanes - Develop safe bike lands - Develop transportation hub – physical/online/apps - Bamfield road designation

Coordination of Transportation Networks and Services

Theme	Actions	Actions
	Small Steps	Big Leaps
Resource Creation/ Expansion	<ul style="list-style-type: none"> - Map Transport Services - Calendar of timing - Creating a tool kit – link - TAP program, GP referral, Vancouver card scanned, Taxi card tapped ferry vehicle, driver and one more person 	<ul style="list-style-type: none"> - Call centre - Cell service and internet - ACRD Regional Coordinator funded position by all municipalities and FN - West Coast Uber-ized apps on cell phones, websites and Facebook - Remove paperwork process for medical travel, tap card program - Low income focused or new baby focused to support the population first, newly diagnosed chronic diseases, cancer; prenatal support-monthly visits
Coordination and Advocacy	<ul style="list-style-type: none"> - Facebook page - Volunteer group to coordinate transportation, funding - Telephone coordination - Bring services providers together - Stakeholder agreements to cost share - IH Telehealth utilization, education , promotion - School bus use relationship with SD70 and Municipalities - YFN/Ucluelet agreement expand to Parks, Tofino, TFN 	<ul style="list-style-type: none"> -Organized services - Evaluation of services, maintain list - Evaluation of where monies going and how can we be more efficient - Coordinating bus service for specific health care services ex. Tuesday dentist, Wednesday, eye care
Infrastructure	<ul style="list-style-type: none"> - Transport Hub – link service from sub region to sub region - Wheels for wellness, better at home coupon system, Uber apps - Fixed costs, free bus between Tofino and Ucluelet 	<ul style="list-style-type: none"> - Runway lights - Addressing gaps in transportation, adding water taxi

Non- emergency Medical Travel

Theme	Actions	Actions
	Small Steps	Big Leaps
Resource Creation/ Expansion	<ul style="list-style-type: none"> - Open House for telehealth utilize schools and youth voice, fear of technology - Promote telehealth, patients and doctors 	<ul style="list-style-type: none"> - Telehealth billing clarification to encourage MD use - Economic subsidies, incentives for establishing services - House calls

Theme	Actions	Actions
	Small Steps	Big Leaps
	<ul style="list-style-type: none"> - Voucher System enhanced TAP program - Blood draws at residential care facilities 	
Coordination and Advocacy	<ul style="list-style-type: none"> - Duplication of Services - Engaging with First Nations around services - Use a neighborhood model for population health - Data from First Nation Health Authority ex \$1500/month for some Nations - First Nations and Tofino to coordinate services ex. New health center Esowista - Ease of Prescription renewals - Handi dart riders know to tell doctor office need appointment by certain time - Collect telehealth data to see if decrease in trips 	<ul style="list-style-type: none"> - Data regarding travel costs - Patient advocate - Increase medical travel deductible to 100% - Prevention focus rather than treatment and intervention - Look at reasons for travel and address that, then ensure transportation is available and truly necessary
Infrastructure	<ul style="list-style-type: none"> - Electronic records flag travel - Use of apps/tech to monitor health - Co location of services - Online test results for patients (life labs) 	<ul style="list-style-type: none"> - Address and increase water taxi needs (Itatsoo & Ucluelet)

Setting Group Priorities



After a debrief from groups and conversation around small steps and big leaps BCHC facilitators asked participants to identify their personal top priority based on established criteria. Participants moved to one of the three recommendation theme areas to choose their priority, writing one priority on an index card. Participants then actively engaged to discuss their top priority with up to three other participants, exchanging and ranking the priority on the back of the card as the exercise progressed. Each card was presented to the group in which it originated; top priorities based on ranking were presented back to the room.

Criteria

- Greatest need
- Resources available
- Greatest will
- Momentum

Top Priorities

Through this process the need and will to form a Transportation Action Table was validated. Each group identified this opportunity as a key step in moving forward priorities demonstrating the need, will, momentum and potential for resources are available.

Transportation Infrastructure

- Coordinate and evaluation current needs how linking with opportunities that exist
- Regional Dialogue between FN

Coordination of Network & Services

- Regional Coordinator
- West Coast Action Table

Non-Emergency Medical Services

- Co-Location of Medical Services
- Medical Records flagging transportation needs/patterns

Stakeholder Mapping and Next Wise Actions

During the last exercise for the day participants gathered in 6 small groups to answer two last questions. This exercise assisted to identify next wise actions which could be taken collectively and individually as well as additional people and organizations which should be involved.

Collective Wise Action

- ACHN Action Table
- Annual Round Table
- Define vision and pitch it
- Find people who can influence
- Better use of existing infrastructure

Personal Wise Action

- Show up at meetings and pay attention
- Help connect stakeholders
- Support a WC Working Group
- Brief leadership on opportunities
- Participate IN WC Working Group
- Organize meetings
- Coordinate annual round table
- Offer support
- BRSA involvement
- Advocate
- Write reports
- Compile list of all transportation businesses available on WC
- Share information in Vital Signs report for AV
- Raise awareness in BC Transit/MOT
- Invest in improving airport navigation and reliability

People and Organizations to Engage

Government

- Mayor of Port Alberni
- Mayor of Tofino
- Mayor of Ucluelet
- First nation Chiefs
- ACRD Directors
- Pacific Rim National Park
- Chamber of Commerce
- Island Shuttle
- Tofino Bus
- Handy Dart
- Wheels for Wellness
- Diversified Transit
- BC Transit
- Long Beach Airport
- Alberni Valley Regional Airport

Transportation Providers

- Atleo
- KD Air
- Tofino Air
- WC Wild
- Tofino Water Taxi
- Ahousaht Water Taxi
- Fracis Barkley
- Schart Lodge
- Tofino Taxi
- Ucluelet Taxi
- Ambassador Shuttle

Health

- ACHN
- FNHN
- IS
- NTC
- Mental Health
- Better at Home
- Rainbow Gardens

Education

- SD70
- Haahopauk SD

Closing



BCHC Facilitators led the group in closing the day by reflecting on next steps both collectively and personally which ensured participants left with a sense of purpose. Marcie DeWitt, Coordinator for the ACHN took a moment to outline what participants can expect from the ACHN.

1. Information distribution – all resources discussed and utilized as well as complete report of workshop will be emailed and posted on the ACRD Webpage. C
2. Communications and follow up – updates, planning and outreach to all participants as well as additional partners identified.
3. Action Table – first meeting September, parameters and terms of reference will be prepared in advance.

A complete listing of resources on this topic –PowerPoints and all other Transportation reports and resources are available ([here](#)) on the ACHN Transportation page - <http://www.acrd.bc.ca/376>

Thank you for your time and thoughtful participation

We look forward to engaging with you further, for additional information, updates or to be added to the information distribution list please contact the ACHN

Coordinator at achn@acrd.bc.ca