

**REGIONAL TRANSPORTATION COMMITTEE MEETING
MINUTES — FEBRUARY 9, 2026
KRSC RICHIBUCTO @ 4:00 P.M.**

1. CALL TO ORDER

Claudette welcomes the members and opens the committee meeting at 4:03 p.m.

2. ATTENDANCE

Claudette Dupuis, Ray Portugaliza, Normand Maillet / Zoom: Christel Robichaud, Jean-Charles Daigle

Other attendees: Isabelle Godin, Marc Thibert

Absent: Francine Daigle, Roméo Bourque

3. DECLARATION OF CONFLICTS OF INTEREST

No conflicts of interest were declared.

4. ADOPTION OF THE AGENDA

2026-01TR

It was proposed by Normand Maillet, seconded by Ray Portugaliza, that the agenda be adopted as submitted.

Motion carried

5. ADOPTION OF THE MINUTES OF NOVEMBER 10, 2025

2026-02TR

It is moved by Jean-Charles Daigle, seconded by Normand Maillet, that the minutes be adopted as presented.

Motion carried

6. DEPARTMENT UPDATE

a) Statistics

Isabelle presents the statistics for the fourth and final quarter of 2025, covering the months of October through December. As of January 1, 2026, we had 29 active volunteer drivers with one application pending approval in the Beaurivage region. That application has now been completed and is active, so as of the date of the meeting, we have 30 active drivers.

As of January 1, the SAUVÉR-SiGTiC platform had 732 registered clients—an increase of 37 clients since the November meeting. Isabelle notes, however, that of this number, only 355 clients have used the service at least once in 2025. Claudette asks what happens to a client's file in the event of a death. Isabelle explains that we are rarely notified of a client's death unless they have a trip booked in the future. It is therefore possible that some registered clients are no longer with us. Work will be done on the database before proceeding with the transition to the Blaise Transit Inc. platform.

The three-month period from September to December saw 922 trips, 3,534 stops, 103,932.98 km travelled, 1,383 hours on the road, and 126 cancellations. Demand increased compared to the third quarter, as anticipated, and we are therefore seeing another record year for the service since its integration into the KRSC in July 2022. With a total of 3,994 trips for the entire year of 2025, this represents a 17.5% increase in demand, whereas 2024 saw a 45% increase compared to 2023.

We are proud to see that the program is working well and that we are helping many of our residents through it. However, these increases are alarming and make the budget process difficult to predict. The administration hopes that 2026 will continue to be a successful year, while also hoping for a stabilization in demand to avoid placing an even greater burden on our communities. In fact, a document has been prepared and submitted to the Ministry of Health to try to establish a financial partnership to support our clients and our communities. This document was submitted at the end of 2025; we do not expect a response until the provincial budget is adopted.

Jean-Charles asks, given that the rate was increased to \$0.30/km as of January 1, how long did the rate remain at \$0.25/km? Isabelle is unable to confirm the exact duration, but notes that it was \$0.25/km before the KRSC took over the program in July 2022 and that it had been at that same rate for several years prior. She mentions that the rate may need to be adjusted upward again based on the inflation rate, especially since it has remained unchanged for so many years.

Claudette asks for clarification on how the bill is divided among the municipalities. She wonders whether the transportation budget is allocated to municipalities based on the number of clients or the number of trips offered in a region. Isabelle explains that the formula in place is the same for all KRSC's services except for waste management contracts; that is, the amount is allocated to municipalities based on a formula that takes into account the tax base and population.

b) Promotion

Significant efforts will be made in 2026 to promote the service. Isabelle notes that she is working closely with the Public Relations Coordinator to update the transportation service's webpage, redesign our brochures, and continue regular announcements on the radio and our social media channels. One of the main objectives is to create videos focused on recruiting volunteers, promoting the accessible transportation service with our van, and promoting the service to clients in general. These videos will be posted on the website and shared on our social media channels. The brochure will also be updated since it currently does not include information about the van.

Isabelle was also invited to present the service in Acadieville, this time during an information session. The session will cover more than just transportation, but will once again provide an opportunity to spread the word to residents of Nouvelle-Arcadie and, hopefully, recruit volunteers in that municipality. Finally, the position of Champions Program Coordinator | Greater Kent Region will be filled in mid-March. The job description now includes promoting the KRSC's community services, including regional transportation, with a focus on recruiting volunteers. This additional resource will help us ramp up our recruitment efforts even further across all regions of our territory.

c) Dispatch Services

Isabelle has had two meetings with Blaise Transit Inc. since January 1, and the modifications required by the KRSC before beginning the transition are nearly complete. She was given a demonstration of the new features and is optimistic about their implementation during the first half of 2026. Once the platform update is complete, Shelly, Julie, and Isabelle will conduct tests to confirm that everything is functioning without major issues or errors. Once everything is confirmed and staff are ready to make the transition, one or more meetings will be held with drivers to notify them of the change and provide training on the new procedures. Tutorial videos will also be produced to support drivers who cannot attend these meetings, and staff will be available to meet with them at either office if necessary.

Normand and Claudette are pleased to hear that the transition will take place soon and that the new features are expected to benefit their work and that of our dispatcher. They remain cautious, however, about using a mobile app, knowing that not all volunteers will be comfortable with this new way of working. They applaud the KRSC's commitment to providing training and technical support prior to the transition.

d) Wheelchair-Accessible Van

Marc has been back from surgery since January 1, 2026. We are pleased to have been able to rely on our substitute driver, Barry Spencer, to ensure service delivery during his six-week absence. Isabelle explains that we faced an unexpected challenge just before Marc's departure when our insurers notified us that our drivers must hold a Class 4 license to operate the van. We have been operating the van since July 2024 and had never been notified of this requirement by anyone before—neither by the van supplier, Service NB, during registration, nor by our insurer when we took possession of it.

Marc completed the steps required to obtain this new license as soon as he returned to work on January 2. Barry now only needs to pass his road test to be covered as well. In the meantime, we had to rely on our employee Troy Adams, as he was the only employee with a high enough license class to operate the van. During those weeks, Troy drove the van while Barry operated the lift and ensured the comfort of our clients.

The van is used every day, sometimes more than once a day, to make the most of it. Promoting the van will also ensure that more residents are aware of the service and how to access it. Otherwise, the van is still in good condition. A minor breakdown was repaired under the vehicle's warranty, and there is currently an active recall. We are awaiting delivery of parts from Dodge to perform the recall-related repair, but this poses no risk to our customers in the meantime.

7. REGIONAL TRANSPORTATION PLAN

a) Regional Strategy

The plan presented by Danik Savoie was adopted by the board of directors in November. This five-year plan must now be incorporated into the KRSC's regional strategy so that the administration can seek provincial funding for the initiatives included in it. Isabelle therefore asks the committee to vote on a motion recommending that the Board of Directors amend its regional strategy to incorporate the implementation plan prepared by Danik while conducting his study.

2026-03TR

It is moved by Normand Maillet, seconded by Ray Portugaliza, that the committee recommends to the KRSC's Board of Directors that it amends its regional strategy to include the implementation plan for the Regional Transportation Plan, so that the administration may apply for funding from the Regional Services Support Fund (RSSF) to carry out these initiatives.

Motion carried

b) Internal Policy Review

Isabelle shared the internal policy on regional transportation with the committee so they could review it and provide feedback. She also reached out to the other RSCs to compare notes and draw inspiration from their policies rather than reinvent the wheel if changes are needed. Unfortunately, she did not receive much feedback from them. Since two committee members are absent from this meeting and two others are joining remotely, it is deemed wiser to wait until the next meeting to review the entire policy together. Isabelle adds that a meeting is scheduled for April during which the 12 regions will send transportation service representatives to discuss the strengths and challenges they face while sharing innovative ideas that have been successfully implemented. This meeting will provide her with additional tools to develop the revised policy.

8. NEW BUSINESS

No new businesses.

9. DATE OF THE NEXT MEETING

The meeting dates for 2026 have been circulated. The next meeting will take place on Monday, May 4, 2026.

10. ADJOURNMENT OF THE MEETING

2026-04TR

It was moved by Normand Maillet that the meeting be adjourned at 5:21 p.m.