



USERS' ADVISORY COMMITTEE MEETING MINUTES
Wednesday, December 8, 2021 – 11:00 a.m. to 2:00 p.m.
Virtual Meeting

Attendees:

Sherry Baker (Chair)
Ron Bergen
Yat Li
Pam Horton
Jim Mann
Peg Mercer
Odette Brassard
Anthony Kupferschmidt

Karen Kreis
Mario Gregorio
Colin Emberson
Rachel Goddyn (Vice Chair)
Michele Querns
David McGregor
Tommy Leung
Caitlin Anderson

Absent:

Shayne De Wildt
Monty Lilburn

Staff

Chris Chan, Travel Training Manager, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Kathy Pereira, Director, Access Transit Service Delivery, CMBC
David Doney, Incoming Director, Access Transit service Delivery, CMBC
Sarah Ross, Director, System Planning, TransLink
Richard Marion, Coordinator, Access Transit Planning, TransLink
Erin Windross, Senior Planner, Access Transit Planning, TransLink
Jutta Kolhi, TransLink
Jag Gill, CMBC

Staff Presenters

Matt Craig, Senior Manager, Transportation and Land Use Planning, TransLink
Stephen Newhouse, Lead Planner, Bus Priority Programs, TransLink
Julio Bracho, Project Manager, Engineering Project Delivery, TransLink

Guest

Linda McGowan, First Transit

Carol Kong, City of Vancouver

Jessica Lam, City of Vancouver

1. PRELIMINARY MATTERS

1.1 Call to Order and Land Acknowledgement

- Sherry called the meeting to order at 11:01.
- Briana read the land acknowledgement.

1.2 Virtual Meeting Protocol

- Briana went over the meeting procedure for committee members and staff.

1.3 Opening Remarks

- Sherry provided opening remarks.

1.4 Roll Call and Member Introductions

- Briana conducted the member and staff roll call.

1.5 Adoption of the Agenda

- It was moved by Odette and seconded by Michelle that the agenda be approved. Carried.

1.6 Adoption of the Minutes

October 27, 2021

- It was moved by Jim and seconded by Pam that the minutes be adopted. Carried.

1.7 Business Arising from the Minutes

- No business arising from the minutes that is not already included in the agenda.

2. REPORTS

2.1 **Access Transit Planning Manager's Report**

Briana Ingram, Manager, Access Transit Planning, TransLink

Verbal update for information (copy included in package)

- Briana presented her report.
- There was a stabbing on the Skytrain. Although this is an isolated incident, it is being mentioned because it was so serious. If you encounter someone making comments please distance yourself and contact the Transit Police.
- Briana talked about the media event at the bus stop launch. There will be an official launch on December 16. There are no final details yet. We will share once confirmed.
- We will start seeing the new onboard displays in 2023.
- It indicates the next stop when requested.
- Odette. Took the 99 to go to a show Could not see any signs about the bus stop location. It was late and she felt unsafe.
- Briana: the stops do have placards that show where the temporary stop is located. It is important that we try to keep the information current at the stop.
- Mario: Some drivers have stopped where the 9 is if they are taking the 99. He has used it quite often in that area. Barriers do get moved as well.
- Kathy: Where were you so we can tell Operations.
- Odette: The busses did not stop for her at the 9 stop.
- Peg: Could the bus drivers make announcements about stops that have been changed? Some drivers do indicate if a stop is closed.
- Kathy: We can take that away for people who work on this issue.
- Dave: can only load the announcements for the following week on the Friday. We could have the drivers do a manual override of the announcements.
- Sherry: any questions
- Briana went over the staffing changes. This is Kathy's last meeting.
- Sarah will be the acting VP of Transit Planning and Policy while recruitment is underway.
- Dave went over his background. He has 25 years with CMBC. Including Overseeing the community shuttle. He is quite new to the accessibility issues.
- Sherry thanked Kathy for everything she has done over the years she has been working with access Transit.
- Sherry: It is always good to have the voice higher in the organization.
- Kathy thanked the committee Kathy provided best wishes to the committee.

- Sarah expressed her appreciation for the committee. She has been working with access transit for over five years. This is an area where she has put a lot of focus. She will continue paying attention to this area. She will continue providing high support for the acting director. As well as continue working closely with the ATP team.
- Odette: About taxi saver, there is information about the system. Indicates that Bonny's has 18 busses. She waited for the taxi to arrive on time. They currently only have 3 taxies on the road.
- What are the real numbers? They claim that it is too expensive. She wants TransLink to do a survey for the accessible taxies. She doesn't think TransLink has the real story. Becoming impossible.
- Kathy: There are far fewer than there are before. There is a loss of drivers, trips, and revenues. Less than 50% of the fleet. 40% not in service. No drivers and vehicles. The taxies just lost business. Also lost admin staff. We Do have current numbers of accessible vehicles.
- We have not updated the information at the back of the book. Accessible taxies do cost more to run. Big driver was the pandemic.

2.2 **Acknowledge departing Committee members** – 11:30 – 11:40

Sherry Baker, Committee Chair

Presentation for information and feedback

- Sherry thanked the departing committee members for their years of service on the UAC. This meeting is the last meeting for Pam, Rachel, Collin, and Ron. She encouraged them to reapply again when they are eligible.

2.3 **Election of Committee Chair and Vice-Chair** – 11:40 – 12:00

Briana Ingram, Manager, Access Transit Planning, TransLink
Committee elections

- Briana Conducted the election for committee chair and vice-chair.
- Briana opened the nominations for chair.
- Odette and Ron nominated Sherry. There being no other nominations, Sherry is acclaimed as chair.
- Sherry thanked everyone for their confidence.
- Briana opened nominations from the floor for Vice-Chair.
- Ron nominated Anthony
- Anthony declined the nomination.
- Pam asked Rachel to talk about what she did.

- Rachel has been at a supporting role. She talked about questions if people have issues. Will have to step in and be the chair when the chair is absent. Usually a light role.
- Rachel nominated Yat. He also declined.
- Karen indicated she might be interested.
- Odette supported Karen.
- Pam indicated that sometimes the Vice-Chair may end up being the chair after a while. Can be assumed to take the next step.
- Odette and Anthony nominated Karen as Vice-Chair.
- There being no further nominations, Karen is acclaimed the vice-chair

2.4 **Bus Stop Amenities Presentation** – 12:00 – 12:20

Matt Craig, Senior Manager, Transportation and Land Use Planning, TransLink

Presentation for information and feedback (copy included in package)

- Matt gave his presentation.
- All the activities are guided by a number of different plans. It outlines what is important to the region and goals.
- Develop the aTPS that focus on regional priorities. Different policies as well.
- No policies related to bus stops.
- Guidelines are what we are focusing on today. We think this approach will help provide clarity and consistency.
- This all leads to implementation.
- The TSG was done in 2018. There is talk about updating again in the future. This includes the guidance on bus stop spacing. The guidelines include the service and service levels. It would establish minimum levels of service.
- Providing convenient access to the services with closer stops. They provide ranges for stop space. How and high.
- The actual distance can vary on the routes. Other factors include the typography. Also includes sidewalks. We receive requests for bus stops on a regular basis. A variety of sources. New routes or adjustments to existing routes.
- It is a really collaborative process.
- We look at a number of issues for a stop. For example, we look at the available space for things like the landing pad and benches.
- Most cases the authority will do the construction.

- CMBC will do the actual sign and pole installation.
- Most stops are on the streets.
- Shelters and benches are delivered through third party contracts.
- Each city is different can set aside the new shelters or benches.
- Stops with shelters represent 2/3 of the boarding on the busses.
- There is an audio version of the digital displays at the rapid bus.
- The design guidelines include everything including the accessible stop information.
- Sherry asked about questions
- Peg: Regarding the placement of stops in relation to shelters. The shelter is quite away from the actual bus stop. Can the bus stop be placed closer to the shelter?
- Matt: in this case the city would have to be involved in moving amenities. The place where you want to wait is near the front of the bus.
- Sherry: Do washrooms come under your area?
- Matt: No, they don't.
- Pam: Commented about the West bound stop on St. Georges. The whole purpose is that the stop directly across was for people coming from Lions Gate heading West bound. The bus stop with the shelter disappeared. Now we have to go to St. Andrews. This is located at another construction site. Listening to the logic. I don't understand why the stop disappeared.
- Matt: Can pass along the info. Not really part of his area. The stop gets closed, what happened is not really what should happen. I will pass on to colleagues at CMBC.
- Anthony: The bench has advertising. The documents are TransLink documents.
- Matt TransLink is responsible for implementing the guidelines. The guidelines are designed to inform. It is rarely actually done as the guidelines may suggest.
- Anthony: There seems to be a grey area of responsibility from the perspective of the user. The user has no satisfaction. This could be a nightmare. There is a great impact for users understanding. Is there an opportunity to improve the grey area?
- Matt: You totally nailed it. My work is to try and narrow the grey area. It is rarely as binary as yes/no. Provide the clarity for what you can expect from TransLink. We may have to look at elevating guidelines

to policy to improve the customer experience at some point. We have to see what this could look like.

- Caitlin: Useful to have some the other amenities. Sometimes causes More delayed in the response after removing the stop.
- Sarah: The pole does not get removed right away. The shelters don't get moved as quickly. There are crew availability issues. She has concerns about the shelters.
- Yat: Bus shelters are important. There would be a benefit to having space at a busy shelter.
- Matt: Mentioned the taxi and Uber issue and indicated that this is not part of his work.
- Sarah: answered Rachel's question and clarified that the province is collecting \$0.40 per ride for an accessibility fund. They are doing consultations and TransLink is involved.
- Anthony would you send a follow-up email?
- Matt: If there are additional questions, an email follow-up would be good.

Health break – 12:20 – 12:30

3.3 **Bus Stop Balancing** – 12:30 – 1:00

Stephen Newhouse, Lead Planner, Bus Priority Programs,
TransLink

Presentation for information and feedback (copy included in
package)

- Stephen gave his presentation.
- Many bus stops are too close together. 2/3 of stops are closer than the guidelines recommend.
- the delay moving in and out of traffic impacts the bus.
- Some things we look at include questions like where are the cross walks, intersections, and curb cuts.
- Where are there higher concentrations of people from equity groups. All the data goes into the draft proposal. This information is used to see how changes will be impacting the speed and reliability of the service even after the pandemic.
- We partner with CNIB to get the message out about changes to the bus stops. Public engagement is so we can get feedback and on what we have missed. We can be saving up to 8 to 10 minutes at the busiest times of day.

- 2/3 of stops on line 4 and ¾ on line 7 will not be changed.
- 190 existing stops and 147 remaining stops and will move 8 bus stops. There will be still a total of 155 bus stops. Where there are steep slopes and important trip generators.
- We will improve the accessibility at key bus stops. We will be piloting bus bulbs. This provides more space for overall accessibility. We will be moving shelters and benches and installing landing pads.
- Most customers will be able to use their existing bus stop. People will have an alternative bus stop within a block of their departure point.
- We would welcome feedback to improve the engagement.
- We will close the bus stops for a period of time and continue to receive feedback from people.
- Peg: I looked at the details, the stop at Vine is going to be removed. How did that corner be chosen?
- Stephen: Those stops will be moved to the next block. Will improve travel time at the corridor.
- There is a website. Translink.ca/busstopbalancing
- Tommy: Did you contact VLRC?
- Stephen Indicated that the proposal is on the website. This would let you help people get the message out to people that may have been missed.
- Caitlin: I am concerned about taking out stops to areas that are bumpy. Are you working with the city to make those areas safe?
- Stephen: We have taken this into account that has a sidewalk that is connecting it to the surrounding area. Improve accessibility in the short and long term. If there is a specific location, where the sidewalk is not continuous,
- Bring this area to the attention to the stop balancing project and this could affect the decision.

2.6 **SeaBus Terminal Refurbishment Update** – 1:00 – 1:20

Julio Bracho, Project Manager, Engineering Project Delivery,
TransLink

Presentation for information and feedback (copy included in package)

- Julio went over the updated terminal design. The turn styles are being relocated to the central area of the terminal at the bottom of the ramp.
- We are working on the central area of the terminal. Will include the relocation of the turnstiles.

- There will be an open area with space in between.
- There will be new doors and wayfinding and maps. There will be smaller gates as well. Passenger flow will stay the same.
- There will be a new screen at the turn styles.
- Sherry: Are there questions or comments?
- Michelle: Will there be any changes to the elevator access? With the turn styles will wheelchairs go through them.
- Julio: Indicated people using wheelchairs will still use the door beside the turnstiles.
- Mario: Will there be guidance inside the station if you are waiting on the wrong side?
- The back side of the countdown clock will have the terminal in use.
- Yat: Will there be any language line for interpreting mode for anyone who is deaf or hard of hearing?
- Jag: An attendant will be available to assist if the person needs assistance.
- Yat: might need to have interpreting available for deaf transit riders.
- Jag: Will consider this at some point.
- Odette: enquired about the bigger project?
- Julio: This is a previous step to get there. The bigger project is phase two that is not funded yet.
- Tommy: Will there be any assistance for people who need assistance?
- JAG: no there isn't.
- Briana: we will take that away and work with the wayfinding team.
- Sherry: when is it going to be done?
- Julio: Construction will be completed in fall of 2022.

3. OTHER BUSINESS

- Discussion occurred about bus stop accessibility and the general areas around bus stops.
- Anthony: This issue is an important issue. Could be some advocacy for group to continue working on. Will share more detail on the issues soon. Is this something that people want to prioritize?
- Yat: Agreed this is an important systemwide issue. Maybe we need to present something to the municipalities.
- 23 local governments.

- Michelle: The garbage cans are in the way of the door. Speake to the city and it has not been moved. Awkward to get on the bus.
- Sarah mentioned that bus stops should be brought to RTAC.
- Ron: Put out a reminder about the sidewalks and bus stops being able to get safely to the bus stop and getting on the bus.
- Snow and ice still has to be addressed.
- Should we consider sending out a nice letter to the municipalities.
- Briana indicated that we could start this in the new year.
- Karen: I organized a workshop on what is missing for planners. They did not really understand.
- Odette: the UBCM is one of the best places to start. The other section would be the elected officials.
- Many small communities that need a reminder.
- Briana: TransLink is not a member of the UBCM. Let's start with RTAC first about the accessibility issues.
- Ron: Think about addressing the letters to the accessibility groups in the region. Burnaby, Surrey, Vancouver, and Langley.
- Anthony: Stick within our terms of reference.

4. CLOSING REMARKS

- Sherry thanked everyone for a productive year and wished everyone best wishes for the holidays and the new year.

5. MEETING TERMINATION

- The meeting terminated at 1:40

6. INFORMATION

2022 Meeting Dates:

- Wednesday, January 26, 2022–11 a.m. to 2 p.m. (First Meeting & Orientation)
- Wednesday, March 16, 2022–11 a.m. to 2 p.m.
- Wednesday, April 27, 2022–11 a.m. to 2 p.m.
- Wednesday, June 15, 2022–11 a.m. to 2 p.m.
- Wednesday, September 14, 2022–11 a.m. to 2 p.m.
- Wednesday, October 26, 2022–11 a.m. to 2 p.m.
- Wednesday, December 7, 2022–11 a.m. to 2 p.m.