



USERS' ADVISORY COMMITTEE MEETING

Wednesday, March 10, 2021 – 11:00 a.m. to 1:30 p.m.
Virtual Meeting

Attendees:

Caitlin Anderson	Karen Kreis
Sherry Baker (Chair)	Anthony Kupferschmidt
Ron Bergen	Tommy Leung
Shayne De Wildt	Yat Li
Colin Emberson	Monty Lilburn
Rachel Goddyn (Vice Chair)	Jim Mann
Mario Gregorio	Peg Mercer
Pam Horton	Michele Querns

Absent

Odette Brassard
David McGregor

Staff

Chris Chan, Travel Training Manager, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Megan Johnston, Senior Advisor, Public Affairs, TransLink
Ross McFarland, Sr. Planner, Access Transit Planning, TransLink
Liina Marshall, Manager, Access Transit Service Delivery, CMBC
Kathy Pereira, Director, Access Transit Service Delivery, CMBC
Sarah Ross, Director, System Planning, TransLink
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
Gurtej Tung, Planner, Access Transit Planning, TransLink
Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC

Guests

Linda McGowan, Community Outreach Liaison, First Transit

MINUTES

1. PRELIMINARY MATTERS

1.1 **Call to Order and Land Acknowledgement – 11:00 - 11:05**

- Sherry called the meeting to order.
- Briana read the land acknowledgement.

1.2 **Virtual Meeting Protocol** – 11:00 - 11:05

1.3 **Opening Remarks** – 11:05 - 11:10

- Sherry provided opening remarks.

1.4 **Roll Call and Member Introductions** – 11:05 - 11:10

- Briana conducted the member and staff roll call.

1.5 **Adoption of the Agenda** – 11:10 - 11:15

- Moved by Colin, seconded by Rachel, carried.

1.6 **Adoption of the Minutes** – 11:10 - 11:15

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- Add Peg and Monty to attendees.
- Moved by Colin, seconded by Peg, carried.

1.7 **Business Arising from the Minutes** – 11:10 - 11:15

2. REPORTS

2.1 **UAC Human Resources Sub-Committee: Call for EOI** – 11:15 - 11:20

Briana Ingram, Manager, Access Transit Planning, TransLink
Verbal discussion to request members for the UAC HR-Subcommittee

- Karen expressed interest by email.
- Pam and Monty expressed interest.
- Pam–explained that historically the Terms of Reference review had been done by a separately assembled group from the HR Subcommittee tasked with member application review.

2.2 **Access Transit Planning Manager's Report** – 11:20 - 11:30

Briana Ingram, Manager, Access Transit Planning, TransLink
Verbal update for information (copy included in package)

- Briana summarized the items outlined in the ATP Manager's Report.

- **Copper Coating Pilot Update:**
 - No comments.
- **Bus Stop Accessibility for Customers with Sight Loss:**
 - Rachel—is the work that is being done simultaneously with the Regional Transportation Sub-committee to implement TWSI at bus stops on municipalities still moving along?
 - Briana—Yes, it is.
 - Sherry—asked if newly retired UAC members who were very involved with the bus stop accessibility project are still involved and being kept informed and engaged as their lived experience is a great resource.
 - Briana—confirmed that she was in touch very recently.

2.3 **HandyDART Modernization Program: Upcoming Engagement** – 11:30 - 12:00

Briana Ingram, Manager, Access Transit Planning, TransLink
Presentation for information and feedback (copy included in package)

- Briana presented an overview of the plan for upcoming public engagement on the HandyDART registration process and Compass.
- Shayne—will BC Bus Pass transfer over to Compass for HandyDART?
- Briana—No, BC Bus Pass will remain valid only on the conventional system as it is currently.
- Tommy—how will these changes be communicated to customers?
- Briana—confirmed that there is an extensive communications plan.
- Mario—will information on the changes be communicated to people interested in the HandyDART service and not just current customers? Also, will people need to carry two separate cards: one for HandyDART and another for the conventional system?
- Briana—Not in most cases, unless the customer is a HandyCard holder who uses a Concession Compass Card on the conventional system.
- Mario—commented that he is someone who may need HandyDART in the future and finds the thought of potentially having to manage multiple cards very confusing.
- Tommy—will CNIB Compass Card holders then need to carry three different cards?

- Briana—responded that these are very specific details that are being worked through and will be outlined clearly in the communications plan.
- Yat—expressed that an in-person meeting could serve as a barrier to some applicants. Could a virtual meeting alternative be considered?
- Briana—responded that, yes, different options are being evaluated.
- Caitlin—voiced concerns with in-person registration, and asked if engagement would be continuing before a decision is made.
- Briana—confirmed that yes, engagement is forthcoming and part of the process.
- Caitlin—asked where things are at in the decision making process.
- Sarah—responded that TransLink has been looking at the registration process for a number of years, and an update to registration was one of the recommendations that came out of the Custom Transit Service Delivery Review in 2016/2017.
- Pam—commented that she had been adamantly opposed to an in-person interview, until she spoke with some representatives from BC Transit who have been doing in-person registration and had many positive experiences to share.
- Jim—could you provide an example of trips where conditional eligibility would apply?
- Briana—an example is if the weather is inclement and the temperature drops below a certain level, then a customer would be eligible to take a HandyDART trip rather than conventional.
- Tommy—will the survey be available in multiple languages?
- Briana responded that unfortunately it will not, but some of the communications materials may be.
- Colin—has brought up the benefit of an app to provide real-time information of when a person's HandyDART ride would be arriving, and is wondering if there has been any progress?
- Kathy—responded that it is on the radar for a customer-facing solution, and although it will not be in the work plan for 2021, a technology based solution may be on the horizon next year. She acknowledged that not having more specific pick-up time information is challenging for customers, but there is technology that would need to be in place on vehicles that is not currently.
- Sarah—stated that TransLink recognizes that HandyDART registration is a contentious issue, and they are working hard to balance the need for an update to the registration process along with customer

concerns and needs. TransLink has been working closely with BC Transit.

- Kathy—added that a big opportunity with an in-person consultation is to inform customers of their options to use the conventional system in ways they may have not known about previously, as the conventional system could provide a much more flexible and efficient service for the customer in many cases.

2.4 Interim CEO Introduction and Cyber Security Information – 12:00 – 12:30

Gigi Chen-Kuo, Interim CEO, TransLink

Verbal update for information and discussion

- Gigi introduced herself, outlined her history with TransLink and addressed the cyber security attack.
- Michele—asked if the two year credit monitoring that is being offered will be sufficient time for any potential threat to pass?
- Gigi—responded that the two year time frame is the standard recommendation in these types of incidents, and she encouraged everyone to listen to the recording of the information session that was held last week, as some cyber security experts were in attendance to answer questions.

2.5 Bus Stacked Destination Signs – 12:30 - 12:45

Michael Vena, Service Planner, CMBC

Presentation for information and feedback (copy included in package)

- Michael outlined the history and purpose of the stacked sign pilot.
- Pam—expressed frustration that the UAC was not consulted until this project was already underway.
- Michael—responded that this project was never planned to be implemented but was just run as a pilot in order to gather feedback from the public and he is now engaging with the UAC in order to get that valuable feedback.
- Sherry—expressed understanding that it is valuable for people to be able to see some of the physical examples on the road in order to be able to give appropriate feedback.

2.6 Bus Stop Balancing: Routes #17 and #25 – 12:45 – 1:10

Stephen Newhouse, Project Manager, Bus Speed and Reliability, TransLink

Daniel Freeman, Senior Manager, Bus Priority Programs, TransLink

Presentation for information and feedback (copy included in package)

- Stephen summarized the purpose and benefits of bus stop balancing.
- Michele—asked for clarification on the removal of the “timing point” on the #2 route.
- Stephen—responded that removing the timing point has resulted in faster trips for customers.
- Monty—asked what the rationale was for the re-introduction of two of the stops along the #2 route.
- Stephen—responded that the two stops in question were on the outer limits of what TransLink thought would be accepted by customers and they were in a low ridership area
- Monty—asked, because he is blind, what are the physical indicators at bus stops that would alert him that bus stops were decommissioned?
- Stephen—zipped tied temporary signs and training for Bus Operators to keep a look out for anyone travelling with a cane or guide dog or who evidently has vision loss.
- Caitlin—asked why the #17 and #25 routes was selected this time around?
- Stephen—few stops along these routes needed to be removed to realize a notable cost and travel time savings.
- Caitlin—commented that the window for feedback is quite short given that people are out much less due to COVID.
- Stephen—responded that feedback will continue to be collected and considered through the dedicated email address that has been set up for this project: busstopbalancing@translink.ca
- Dan—added that TransLink and CMBC are continually receiving customer feedback on bus stop locations, and this is just one particular opportunity to collect feedback in a systematic way on these specific routes.
- Peg—expressed concerns with the elimination of timing points making buses run ahead of schedule and people missing early buses.
- Stephen—clarified that bus schedules will be adjusted to account for this so that buses will not end up running ahead of schedule.

- Michele—had a concern with removing timing points causing people to miss time transfers between buses.
- Stephen—not all timing points will be removed, and they will be maintained at key points where major scheduled connections are planned.
- Kathy—clarified that not all stops along routes are “timing points.”
- Anthony—asked how the TransLink guidelines for bus stop spacing is based on best practices, and is spacing stated in metres or blocks?
- Stephen—distance between stops is expressed in metres.
- Dan—responded that the guidelines were most recently engaged on and updated in 2018. TransLink actively consulted with other transit agencies around the world and across North America to be informed of best practices.

3. OTHER BUSINESS

4. CLOSING REMARKS

5. MEETING TERMINATION

6. INFORMATION

2021 Meeting Dates:

- Wednesday, April 28, 2021—11 a.m. to 2 p.m.
- Wednesday, June 9, 2021—11 a.m. to 2 p.m.
- Wednesday, September 8, 2021—11 a.m. to 2 p.m.
- Wednesday, October 27, 2021—11 a.m. to 2 p.m.
- Wednesday, December 8, 2021—11 a.m. to 2 p.m.