



## **USERS' ADVISORY COMMITTEE MEETING Regular Meeting Minutes**

---

Wednesday, October 21, 2020, 11:00 a.m. – 1:00 p.m.  
Virtual meeting via Zoom

### **Attendees:**

Amy Amantea	Pam Horton
Caitlin Anderson	Karen Kreis
Sherry Baker	Monty Lilburn
Ron Bergen	Jim Mann
Odette Brassard	David McGregor
Colin Emberson	Peg Mercer
<b>Shayne De Wildt</b>	Michele Querns
<b>Rachel Goddyn (Vice Chair)</b>	Rob Sleath

### **Regrets:**

Scott Ricker

### **Absent**

Brandon Fitzpatrick

### **Staff**

Briana Ingram, Manager, Access Transit Planning, 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  
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink

### **Guests**

Linda McGowan, Community Outreach Liaison, First Transit

## **1. PRELIMINARY MATTERS**

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

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

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

### 1.3 **Opening Remarks and Roll Call** – 11:05 - 11:10

### 1.4 **Adoption of the Agenda** – 11:10 - 11:15

- Peg requested to add alternate numbers for Station Assistance during breaks, under “Other Business.”
- Caitlin requested to add Bus Stops and Patio Space Conflicts, under “Other Business.”
- Motion to adopt the agenda by Odette: seconded by Peg, and carried.

### 1.5 **Adoption of the Minutes** – 11:15 - 11:20 September 9, 2020

- Motion to adopt the minutes by Sherry, seconded by Michele, and carried.

### 1.6 **Business Arising from the Minutes** – 11:15 - 11:20

### 1.7 **New Staff Introduction: Program Lead, Equity, Diversity and Inclusion** – 11:20 - 11:30

Stephanie Redivo, Program Lead, Equity, Diversity and Inclusion, TransLink

- Steph joined TransLink in July, and she has a background in developing inclusive culture.
- TransLink formed an Equity, Diversity and Inclusion Task Force in late July.
- The Task Force has developed a mission and vision statement, and the goal of the task force is to improve education and move equity, diversity and inclusion within the organization forward.
- Will be providing Manager training coming up shortly.
- *Jim*: commented that unconscious bias training is a key component of this work.
- *Rachel*: explained that people with developmental disabilities often have the most difficult time gaining well-paying employment and being accommodated, and she hopes that people with developmental disabilities are included in plans for inclusion.
- *Odette*: asked for clarification on the use of pronouns when introducing oneself, as Steph did during her introduction.
- *Steph*: explained the purpose for the use of pronouns, which can help to normalize language usage of various terms for gender identity (he/she/them).

## 2. **REPORTS**

### 2.1 **Access Transit Planning Manager’s Report**– 11:30 - 11:35 Briana Ingram, Manager, Access Transit Planning, TransLink Verbal Update for Information (written report included in package)

- Briana covered the items in the Manager’s Report

- **Bus Stop Level Boarding:**
- No comments.
- **UAC 2021 Member Selection:**
- No comments.
- **Bus Stop Accessibility Update:**
- *Peg:* asked about the upcoming focus group sessions on TWSI. Briana clarified that the content of this engagement will be the same as what was presented to the UAC in September.
- Briana gave an update on the recent news that Kevin Desmond will be resigning from his position of CEO at TransLink in early 2021.
- *Pam:* expressed her gratitude, from her position on the Board of DABC, regarding Kevin's great work and support of improving accessibility on the transit system.

## 2.2 **Burnaby Mountain Gondola** – 11:35 – 12:05

Holly Foxcroft, Project Manager, Major Studies, TransLink  
Presentation for Information and feedback (copy included in package)

- Burnaby Mountain is currently served by buses that come from both the East and West sides of the mountain.
- The bus routes that currently service the mountain from the SkyTrain are often overcrowded, and a gondola would provide a more predictable and comfortable ride due to a more stringent limit on capacity.
- The gondola ride would also be faster.
- Gondola cabins would arrive approximately every minute, providing much more frequent service.
- There are three proposed gondola routes.
- Route 1: starts at Production Way–University SkyTrain Station and travels straight to the SFU campus, with the gondola terminal located near the bus exchange. The route will take approximately six minutes.
- Route 2: is the Eastern route from Production Way–University SkyTrain Station, and travels along Gaglardi Way, then changes direction at an angle station and continues to the SFU campus to a terminal near the bus exchange.
- Route 3: is the Western route from Lake City Way SkyTrain Station, which would cross over the Burnaby Mountain Golf Course, change direction at an angle station, and then continue to SFU to a terminal located south of South Campus Road.
- Each cabin can accommodate up to 35 passengers
- All seats can flip up to allow for more flexible accessible space.
- *Ron:* asked how many gondola cabins can be loaded at one time?
- *Holly:* this is something that is currently being explored.
- *Ron:* asked about considerations for cable security.
- *Holly:* explained that this system has three cables rather than one, and the towers will be much taller than the towers on the Sea to Sky system. Gondola's will also be stored inside at night, and stations will be gated.

- *Rachel*: clarified if people will always have to board while the gondolas are moving, and if so, how fast do they move? This could be very challenging for someone with a mobility device or many different types of disabilities.
- *Holly*: will provide the km/h to Briana.
- *Rachel*: cautioned that looking to transit agencies around the world may not be comparable as there may be a lot less people with disabilities using the transit system.
- *Sherry*: raised concerns about how people with mobility challenges will manage boarding.
- *Odette*: expressed concerns with people with mobility scooters getting stuck part way on or off.
- *Monty*: asked if there will be attendants on board.
- *Holly*: clarified that there will be attendants both at the bottom and top terminals, but only on board sometimes.
- *Rob*: asked if passengers will be entering and exiting through separate places.
- *Holly*: responded yes.
- *Rob*: suggested that the speed of the gondola is expressed in smaller units than km/h when specifying the moving speed when passengers board.
- *Pam*: talked about her experience boarding and riding the Sea to Sky gondola, and hopes that the Burnaby Mountain gondola will move at a slower speed coming into the terminals.
- *Holly*: clarified that yes, they will be slower due to them carrying more passengers, as well as these gondolas serving as urban transportation.
- *Michele*: asked if the buses currently in operation will remain?
- *Holly*: R5 and 144 will remain, but the 145 and 143 will likely be cancelled.
- *Sherry*: asked how the gondolas might compare to boarding moving walkways in airports. Will it be moving at the same speed, and will there be something to hold onto to help stabilize when stepping on?
- *Holly*: will have to check on the speed, and grab bars will be a part of the design plan.
- *Amy*: explained that she has experienced gondolas in various locations around the world, and she has never been able to board one independently with sight loss due to the door constantly moving.
- *Amy*: suggested that the Travel Training department offer a program where people wishing to practice boarding the gondola could do so while there aren't other passengers riding.

### **2.3 Travel Training Update – 12:05 - 12:35**

Kathy Pereira, Director, Access Transit Service Delivery, CMBC  
Presentation for Information and Feedback (copy included in  
package)

- Kathy gave an update on travel training workshops that have occurred this year, and explained that they have all been online and mainly COVID focused.
- Coast Mountain Bus Company partnered with Autism BC to develop an online 3D virtual tour of a bus.

- The tour can be found [here](#)

### **3. OTHER BUSINESS**

#### **3.1 Ballios Signs on Buses – 12:35 - 12:40**

Rob Sleath, UAC

- Signs that are above the windshields on the front of buses have been split into two lines of text, and the font size has been reduced to accommodate longer route titles.
- Seniors with age related macular degeneration, and people with other partial sight conditions, are having a very challenging time reading these signs.
- There is an app called Via Optia which allows you to use the camera of your smart phone to view things as they would look with a variety of eye conditions.
- The two to look at in particular in this case would be dry AMD and wet AMD.
- Also, the audio destination announcements do not match the content of the signs.
- *Rob*: also asked if we could find out the current colour contrast of the signs.
- *Ron*: expressed that he has glaucoma and that high colour contrast is extremely valuable for readability.

#### **3.2 Alternate Phone Numbers for Station Assistance**

Peg Mercer, UAC

- Regular SkyTrain Station Assistance is closed during breaks from 10:15 to 11:00 a.m. and 7 to 7:45 p.m.
- During these times, there is a recorded message with the alternate numbers to call.
- Please call 604-520-5500 for assistance on Expo/Millennium lines and 604-247-5703 for assistance on Canada Line.
- *Ron*: requested that the calls get automatically forwarded during these break times.

#### **3.3 Bus Stops and Patio Priority**

Caitlin Anderson, UAC

- In the Downtown Vancouver area, Caitlin has noticed bus stops being moved, or removed, due to increasing patio spaces. Why is this happening, and who is responsible for this?
- Routes 5 and 6 seem to be impacted along Denman.
- Caitlin will take photos of some of the specific locations, and Briana will follow-up with staff who may have more details.
- *Pam*: mentioned what has been done on the North Shore, along Lonsdale, to accommodate extended patios.

### **4. CLOSING REMARKS**

### **5. MEETING TERMINATION**

### **6. INFORMATION**

**2020 Meeting Dates:**

Wednesday, October 21, 2020

Wednesday, December 9, 2020