



USERS' ADVISORY COMMITTEE MEETING

Wednesday, January 20, 2021 – 11:00 a.m. to 1:00 p.m.

Virtual Meeting

Attendees:

Caitlin Anderson

Sherry Baker (Chair)

Ron Bergen

Odette Brassard

Shayne De Wildt

Colin Emberson

Rachel Goddyn (Vice Chair)

Mario Gregorio

Pam Horton

Karen Kreis

Anthony Kupferschmidt

Tommy Leung

Yat Li

Monty Lilburn

Jim Mann

David McGregor

Peg Mercer

Michele Querns

Staff

Chris Chan, Travel Training Manager, CMBC

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

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

- Briana outlined the virtual meeting protocol.

1.3 Opening Remarks – 11:05 - 11:10

- Sherry provided welcome and opening remarks.

1.4 Roll Call and Member Introductions – 11:10 - 11:30

- Briana led a roll call and members introduced themselves.
- Briana outlined staffing updates: Kevin Desmond, Briana Ingram and Tessa Forrest, and Tamara Tedesco.

1.5 Adoption of the Agenda – 11:30 - 11:35

- Sherry requested a motion to adopt the agenda: moved by Odette, seconded by Pam.
- Peg requested time to discuss bus destination signs.
- Motion to adopt the agenda carried.

1.6 Adoption of the Minutes – 11:30 - 11:35

December 9, 2020

- Sherry requested a motion to adopt the December minutes: moved by Pam, seconded by Monty.
- Tommy noted that under 2.4 Kevin's end date should be changed to 2021.
- Jim was present at the meeting but arrived after roll call.
- Motion to adopt the minutes carried.

1.7 Business Arising from the Minutes – 11:35 - 11:40

2. REPORTS

2.1 UAC Background Materials: Committee Discussion and Highlights– 11:40 - 12:10

Briana Ingram, Manager, Access Transit Planning, TransLink
Verbal presentation for information (reference documents included in package)

- **UAC Terms of Reference Highlights:**
 - Pam reminded everyone that under section 3.2 of the Terms, members are required to participate on the UAC as individuals and not as representatives of a group.
 - Pam asked when the Terms of Reference are due for review, as they haven't been reviewed in quite some time.
 - Briana will add it to the list of activities for the year.
- **Robert's Rules of Order:**
 - No comments
- **UAC past projects and highlights**
 - No comments
- **Considerations for Presenters and Words Matter**

- Rachel commented that everyone has come together on this committee with the best of intentions, and it is important to remember that appropriate language around disability is constantly changing, and it is important to keep communication gentle, always with the aim of educating people, not scolding them.
- David would like to add that any presentation materials should have captioning included.

2.2 TransLink Planning Framework, Context & 2021 Priorities & Initiatives – 12:10 - 12:30

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

- Briana outlined TransLink's current and upcoming priorities.
- Sherry asked if there is information available to the public that outlines how priorities have had to shift due to financial constraints caused by the pandemic.
- Briana responded that she will cover that and will share a document that goes into more detail.
- Rachel asked if the program for being able to obtain an exemption card for not wearing a mask suspended?
- Briana clarified that it was put on hold because TransLink could not contradict the public health order, and the exemption cannot be re-instated until the order is lifted.

2.3 Bus Stop Technology Wayfinding Pilot for Customers with Sight Loss – 12:30 - 12:50

Praveen Rajasekaran, Project Manager, Business Technology Services, TransLink

Susana Duran Orellana, Project Manager, Business Technology Services, TransLink

Presentation for information (copy included in package)

- Praveen and Susana introduced the project.
- Tommy asked if there is any way for him to get involved with consultation at this point, and do all of the presented options require the use of internet?
- Susana responded that all of the options require internet or a smart phone, and a stakeholder interview can be arranged with Tommy.
- Rachel asked if the project is specifically for users with sight loss.
- Susana explained that is the main focus, but we would be very interested to learn about other user groups who may benefit.
- Yat asked if the app(s) have options for vibro-tactile feedback for users who are deaf or hard of hearing.
- Susana confirmed that this is a feature that can be investigated.
- Pam asked if people outside of the UAC have been interviewed yet.
- Tamara responded that, yes, external users have been interviewed.
- Rachel commented that this could be a useful tool for people with autism and other developmental disabilities.

3. OTHER BUSINESS

4. CLOSING REMARKS

5. MEETING TERMINATION

- Sherry requested a motion to adjourn the meeting: moved by Rachel, seconded by Pam, meeting terminated at 1:02 p.m.

6. INFORMATION

2021 Meeting Dates:

- Wednesday, January 20, 2021–11 a.m. to 1:00 p.m. (First Meeting & Orientation)
- Wednesday, March 10, 2021–11 a.m. to 2 p.m.
- 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.