

USERS' ADVISORY COMMITTEE MEETING

April 10, 2024

10:00 a.m. to 1:00 p.m.

Virtual Meeting

Minutes of the Users' Advisory Committee (UAC) meeting held April 10, 2024 at 10:00 a.m. via videoconference.

PRESENT:

Rob Sleath, Chair	Pam Horton
Karen Kreis, Vice-Chair	Craig MacLean
Amy Amantea	Richard Marion
Caitlin Anderson	Robbie McDonald
Ron Bergen	Linda McGowan
Karlene Dowhaniuk	Peg Mercer
Pam Gill	Sheryl Rose Newman
Jerry Gosling	Michele Querns

REGRETS:

Sana Aziz	Tommy Leung
Anthony Kupferschmidt	Martin Schikora

STAFF AND RESOURCES:

Chris Chan, Manager, Travel Training, TransLink
Matt Craig, Director, System Planning, TransLink
David Doney, Director, Access Transit Service Delivery, CMBC
Erin Hopson, Manager, Access Transit Customer Care, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Ada Liu, Project Manager, Facility Design, TransLink (Item 2.2)
Fiona Liu, Access Transit Service Delivery, CMBC
Kevin Quinn, Chief Executive Officer, TransLink (Item 2.5)
Clayton Slight, Manager, Access Transit Service Delivery, CMBC
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
Carol Lee, Recording Secretary, Mosaic Writing Group (from recording)

1.0. PRELIMINARY MATTERS

1.1. Call to Order and Land Acknowledgement

Rob Sleath, Chair, called the meeting to order at approximately 10:00 a.m.

Briana Ingram, Manager, Access Transit Planning, TransLink, read a land acknowledgement aloud.

1.2. Opening Remarks and Virtual Meeting Protocol

The Chair advised that feedback received following the January 31, 2024 UAC meeting has been considered and incorporated into the development of the meeting agenda.

The Chair reviewed the meeting protocol that will be utilized to ensure the effectiveness of the virtual meeting.

1.3. Member and Staff Roll Call

The Chair conducted the roll call and invited members who were not present at the January 31, 2024 UAC meeting to introduce themselves.

1.4. Adoption of the Agenda

Draft agenda for the April 10, 2024 Users' Advisory Committee meeting was provided with the agenda material.

By consensus, the agenda of the April 10, 2024 UAC meeting was adopted, with the addition of Item 3.1 – Accessibility at the Commercial–Broadway SkyTrain Station.

1.5. Adoption of Previous Minutes (January 31, 2024)

Draft minutes of the January 31, 2024 Users' Advisory Committee meeting was provided with the agenda material.

By consensus, the minutes of the January 31, 2024 UAC meeting was adopted.

1.6. Business Arising from the Minutes

There was no business arising from the minutes.

2.0. REPORTS

2.1. Access Transit Planning Manager's Report

Access Transit Planning Manager's Report, dated April 10, 2024, was provided with the agenda material.

B. Ingram referenced the report provided with the agenda material and highlighted:

- Expressions of interest from UAC members to participate on two UAC working groups have been received and are being reviewed
- The decision not to include adult change tables in TransLink customer washrooms is being reconsidered by the internal staff working group, in response to the comments received at the January 31, 2024 UAC meeting
- Communication measures during the closure of the King George SkyTrain station
- RideLink app beta pilot.

Discussion ensued verbally on:

- **Richard:** what tactile signage will be provided at bus stops to communicate the closure of the King George Station to the visually impaired community; the need for CMBC to guarantee that the audible announcement that the King George Station is closed is clear and played at a sufficient volume
 - **Rob:** the need for the UAC to consider the temporary signage for bus stop closures as a future topic
- **Sheryl Rose:** will HandyDART clients be informed that they will not be dropped off at King George SkyTrain Station
 - **Clayton:** TransDev is aware of the closure and will be advising clients accordingly
- **Richard:** how will the RideLink app be tested for full accessibility as the criteria eliminate individuals with sight loss
 - **Briana:** we are constrained by the pilot project partners to expand the project.

2.2. Bus Customer Amenities Program

Presentation titled "Bus Customer Amenity Program Shelter Design", dated April 10, 2024, was provided with the agenda material.

Ada Liu, Project Manager, Facility Design, TransLink, reviewed the presentation provided with the agenda material and highlighted:

- Design objectives and principles are included in the Bus Customer Amenities Program (BCAP) Bus Shelter Catalogue Design Guide
- Project timelines and engagement for accessibility road map
- Key attributes and design of new ground treatment elements:
 - Tactile pad (existing)
 - Bus ID marker:
 - Do you have any feedback on the colour consideration of the Bus ID marker?
 - Curbside edge strip:
 - Is yellow the appropriate colour for the curbside edge strip?
 - Would you recommend a curbside edge strip with tactile warning indicator, or paint and why?
 - Door marking:
 - Do you have any concern on the colour consideration of the door marking?
 - Queue line
- Next steps.

Discussion ensued verbally on:

- **Craig:** concern with the cost of continuing to update the bus ID markers which will be located on the ground; concern that the information on the bus ID markers will not be kept current
 - **Ada:** the information will also be available in tactile form on the bus pole; the bus ID markers are a secondary source of information; we do not know the information that will be included on the bus ID marker at this time
- **Pam G:** placing a bus ID marker on the ground does not make sense; whether increased lighting at bus stops is being considered to allow the information to be more easily read
- **Richard:** bus ID markers located on the ground will not increase accessibility
- **Linda:** locating bus ID markers on the ground would ensure that they can be seen by wheelchair users
- **Caitlin:** concern that the bus ID markers would deteriorate and become a tripping hazard

- **Robbie:** whether the bus ID markings on the ground is a feature for people who are looking down at their mobile phones
- **Craig:** whether bus ID markings are common in other cities
- **Karlene:** suggestion that only critical information be included on the bus ID markers
- **Richard:** caution against placing TWSIs to warn of curbs because it is used for hazardous drop offs; yellow strips might be useful; suggestion that door markers be used only for buses with multiple doors or where numerous buses use the same stop; suggestion to widen the strip to 60 cm
- **Pam G:** would prefer not to use a grey line for the marker as it does not stand out visually; suggestion that a sign be placed at the bus stops to advise customers of all-door boarding of articulated buses
- **Amy:** prefer yellow strips and to make them as wide as possible
- **Craig:** prefer the use of the standardized yellow
- **Ron:** yellow strips, as wide as possible, is preferred by individuals who are partially sighted
- **Sheryl Rose:** yellow or orange
- **Karen:** yellow, red or orange
- **Linda:** yellow; definitely not grey
- **Rob:** what are the chances that the driver will stop precisely at the door markings every time; what is the percentage of buses that use all-door boarding
 - **David:** will provide the information on the percentage of buses that use all-door boarding to the UAC
 - **Matt:** all-door boarding is officially tied to a small number of routes
- **Caitlin:** do not see the benefit of the door marking as the information is provided through the tactile strip; a brightly coloured strip would attract the attention of a sighted person
- **Pam G:** suggestion to have a sign identifying priority boarding at the beginning of the line
- **Richard:** the need to account for the various size buses when determining the placement of door markings.

2.3. Language Access Policy: Adoption and Implementation Plan Development

Presentation titled “Language Access Policy”, dated April 10, 2024, was provided with the agenda material.

Chris Chan, Manager, Travel Training, TransLink, reviewed the presentation provided with the agenda material and highlighted:

- Language Access Policy (Policy) goal
- Policy objectives:
 - Simplify public-facing communication using plain language, symbols or graphics
 - Prioritize translation into languages in areas, where over 5% of residents speak those languages most at home
 - Broaden the availability of American Sign Language (ASL), closed captioning and Indigenous languages
 - Translation into Indigenous languages will be done in the spirit of respectful reconciliation and partnership with Indigenous Nations in TransLink’s service area
- Next steps
- Further comments can be submitted to chris.chan@translink.ca.

Discussion ensued verbally on:

- **Rob:** what is the process to request ASL at a TransLink public event
 - **Chris:** arrangements can be made with the event organizer to have interpreters on site
- **Pam G:** suggestion to have translation service available at a central customer service facility rather than to distribute written information in numerous languages
- **Craig:** deafblind individuals would not be able to access the ASL interpreter; more interpreters would be required to achieve full accessibility; would it be possible to have an ASL interpreter at the Waterfront Station customer service centre?
- **Richard:** suggestion to also translate information into written ASL; suggestion to include interpreters in all public meetings and engagements
- **Robbie:** the need to ensure the plain language is accessible to most audiences by working with diverse cultural communities.

Agenda Varied

The order of the agenda was varied to consider Item 2.5 prior to Item 2.4.

2.5. TransLink Chief Executive Officer (CEO) Introduction

Kevin Quinn, CEO, TransLink, offered the following remarks:

- Gratitude to the UAC members for their service in informing TransLink's delivery of an accessible service and the braille signage and walking strips project
- Issues identified during the September 2023 accessibility tour with the UAC, particularly with the bus stop adjacent to a bike lane at the intersection of Dunsmuir and Cambie streets, are being addressed
- Publication of TransLink's first Accessibility Plan which was developed from the UAC's comments and input
- Six-month accessible navigation project for people with sight loss was concluded in August 2023:
 - Canada's Chief Accessibility Officer has toured TransLink's system, including a demonstration of this pilot, and is very familiar with TransLink's accessibility programs
- 2024 will focus on accessibility and Yat Li was the keynote speaker at the annual TransLink leaders' meeting.

Discussion ensued verbally on:

- **Ron:** what is your prediction about the outcome of the upcoming HandyDART operating review:
 - **Kevin:** we expect the operating review to be completed during 2024 and we will be developing options for an operating model that will improve the customer experience from the findings of the review
- **Richard:** the need for updates to the TaxiSaver program and payment processing, and other long-outstanding issues; suggestion to resume the online chat or other platform for the deaf community to access customer information
 - **Kevin:** staff are currently looking into both those issues; we expect the TaxiSaver review to be completed by the end of the year
- **Pam H:** whether increased exposure to the TransLink Board and the Mayors' Council, via another accessibility tour, is still being planned for the UAC in 2024

- **Kevin:** an internal discussion is in progress.

Agenda Varied

The order of the agenda was resumed.

2.4. Updated UAC 2024 Work Plan

Presentation titled “Updated 2024 UAC Agenda Planning”, dated April 10, 2024, was provided with the agenda material.

B. Ingram reviewed the presentation provided with the agenda material and highlighted:

- The evaluation of agenda topic requests provided by the UAC
- Initiatives added:
 - Customer experience initiatives
 - Review regarding increasing the cap on TaxiSaver purchases
- Future topics for UAC engagement, pending resourcing:
 - TaxiSaver payment option improvements anticipated to start in 2025
 - Temporary signage
 - Accessible taxi access to SkyTrain stations.

Discussion ensued verbally on:

- **Richard:** suggestion to allow for the use of alternative payment platforms for the purchase of TaxiSavers (e.g. Compass)
 - **David:** we have been reviewing the issue; there are numerous technology integration issues that have been identified and capital funding is required to resolve them
- **Richard:** the need to set a timeline to address the outstanding issues
- **Briana:** I would appreciate a list of the long-outstanding issues.

3.0. OTHER BUSINESS

3.1. Accessibility at Commercial–Broadway SkyTrain Station

Pam Gill expressed concern about a recent situation where work was being done on an escalator and the elevator at the same time which made it impossible for strollers and wheelchairs to exit the station.

It was noted that the elevator was likely an unplanned closure. TransLink would not schedule the outage of both devices at the same time.

Discussion ensued on:

- **Craig:** suggestion to provide information about access to alternate elevators from the VCC SkyTrain Station to the West Coast Express station.

3.2. E-Bikes in Bike Lanes

Linda McGowan suggested that TransLink staff consider the impact of the City of Vancouver's decision to allow e-bikes on bike lanes on the capacity of mobility vehicles using public transit.

Discussion ensued verbally on:

- **Richard:** whether CMBC policy is to allow people with e-scooters to board buses.

4.0. CLOSING REMARKS

The Chair thanked UAC members and staff for attending the meeting.

5.0. ADJOURNMENT

It was MOVED (Richard Marion)

That the April 10, 2024 Users' Advisory Committee meeting be terminated at 1:00 p.m.

CARRIED