

USERS' ADVISORY COMMITTEE MEETING

December 18, 2024

10:00 a.m. to 12:00 p.m.

Virtual Meeting

Minutes of the Users' Advisory Committee (UAC) meeting held December 18, 2024 at 10:00 a.m. via videoconference.

PRESENT:

Rob Sleath, Chair
Karen Kreis, Vice-Chair
Amy Amantea
Ron Bergen
Pam Gill
Jerry Gosling
Pam Horton
Anthony Kupferschmidt

Tommy Leung
Craig MacLean
Richard Marion
Linda McGowan
Peg Mercer
Sheryl Rose Newman
Martin Schikora

REGRETS:

Caitlin Anderson
Sana Aziz
Karlene Dowhaniuk

Robbie McDonald
Michele Querns

STAFF AND RESOURCES:

Taryn Bruckshaw, Planning Projects Coordinator, Transit Oriented Communities Planning, TransLink (Item 2.2)
Matt Craig, Director, System Planning, TransLink
Erin Hopson, Manager, Access Transit Customer Care, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Andrew Picard, Senior Planner, Streets Planning, TransLink (Item 2.2)
Clayton Slight, Manager, Access Transit Service Delivery, CMBC
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
Carol Lee, Recording Secretary, Mosaic Writing Group

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.

1.2. Opening Remarks and Virtual Meeting Protocol

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

UAC members will be requested to declare any conflicts of interest they may have with respect to an agenda item prior to the commencement of the discussion.

1.3. Member and Staff Roll Call

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

B. Ingram conducted the roll call.

1.4. Adoption of the Agenda

Draft agenda for the December 18, 2024 Users' Advisory Committee meeting was provided with the agenda material.

The Chair advised that the election of the UAC Chair and Vice-Chair for the next year had been inadvertently omitted from the agenda and sought input on whether to amend the agenda or to defer the elections to the January 29, 2025 meeting.

By consensus, the agenda of the December 18, 2024 Users' Advisory Committee meeting was adopted, as circulated.

1.5. Adoption of Previous Minutes (October 30, 2024)

Draft minutes of the October 30, 2024 Users' Advisory Committee meeting was provided with the agenda material.

By consensus, the minutes of the October 30, 2024 Users' Advisory Committee meeting was adopted, as circulated.

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 December 18, 2024, was provided with the agenda material.

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

- TransLink received the Canadian Urban Transit Association (CUTA) Equity, Diversity and Inclusion (EDI) award for braille/tactile signs at bus stops
- Update on braille/tactile signs to communicate bus stop changes
- Update on Mark V SkyTrain cars being placed into service:
 - The larger gap between the new cars and the Burrard Station platform will be announced verbally as a reminder of the change in condition
- The Ministry of Transportation and Transit have issued recommendations regarding bus stops adjacent to cycling infrastructure.

UAC members congratulated TransLink on the EDI award and shared comments on the value of the braille/tactile signs to the low vision community.

Discussion ensued on:

- **Tommy:** is there a link where we can share information about TransLink's receipt of the EDI award?
 - **Brianna:** we will investigate and circulate the information regarding CUTA's media release
- **Karen:** I would like to shadow a low vision UAC member to obtain a better understanding of their experience
- **Ron:** suggestion that temporary signs be visually distinct from regular signs to encourage passengers to pay attention to them
- **Pam:** will the height of the new cars create a barrier for wheelchairs?
 - **Brianna:** I will look into the height tolerance of the new cars
- **Richard:** will the gap filler be used at all stations or just Burrard Station?
 - **Brianna:** I will investigate and confirm
- **Craig:** suggestion that the temporary signs be enlarged, similar to the treatment of temporary signs by the Toronto Transit Commission (TTC), to attract the attention of passengers.

2.2. TransLink's Local Government Funding Program (LGFP) Review

Presentation titled "Local Government Funding Program Review", dated December 18, 2024, was provided with the agenda material.

Andrew Picard, Senior Planner, Streets Planning, TransLink, reviewed the presentation provided with the agenda material and noted:

- How the LGFP advances the Access for Everyone (AfE) and Transport 2050 (T2050)
- Timeline and engagement methods for the LGFP review
- Objectives of the LGFP review:
 - Improve achievement of T2050/AfE regional sustainable mode share objective
 - Ensure fair/equitable allocation of funds
 - Improve predictability of funding
 - Improve administrative efficiency for TransLink and applicants
- Next steps
- Request that UAC members provide any additional feedback by January 7, 2025.

Discussion ensued on:

- **Richard:** suggestion that an accessibility lens be applied in the evaluation of all applications e.g. implementation of tactile surfaces to separate wheelchair and pedestrian portions of multi-use pathways (MUPs)
- **Ron:** the need to address the regulation of micromobility devices on sidewalks and MUPs
- **Martin:** will standards be implemented to ensure consistency of the design of MUPs across municipalities?
 - **Brianna:** the work to implement consistency in design will commence in mid-2025
- **Tommy:** suggestion that TransLink and municipalities develop a centralized approach to collecting feedback on the design of MUPs
- **Richard:** suggestion that TransLink state that it will not fund projects that create accessibility barriers; suggestion to align LGFP and provincial accessibility funding programs
- **Anthony:** are greenways eligible for LGFP funding to reduce the drop off barriers to allow seniors to access active transportation
 - **Andrew:** yes.

2.3. TransLink Washroom Update

On behalf of Shaileen Ebrahim, Engineering Project Delivery, TransLink, B. Ingram reported:

- The first of a series of public accessible washrooms on the network will be opened at Metrotown Station in 2025:
 - The date of the opening has not been determined
- A pilot project on adult change tables will be included for a future station washroom, in response to feedback from the UAC.

2.4. Outgoing Member Recognition

The Chair thanked outgoing members, whose terms are ending, for their efforts on the UAC to ensure TransLink hears the voices of people with lived experiences.

3.0. OTHER BUSINESS

Peg Mercer suggested that the audio announcements made when a bus makes a left turn be amended to clarify the street that the bus is travelling along after the turn is made.

In response to questions, B. Ingram recommended that suggestions regarding audio announcements and driver commendations be submitted via the Customer Service online form. It was suggested that the coach number be posted on the interior of the bus to allow wheelchair users who are facing backwards to access the information to be included on the online form more easily.

4.0 CLOSING REMARKS

The Chair thanked UAC members and staff for attending the meeting and noted that the next UAC meeting is scheduled for Wednesday, January 29, 2025 from 10:00 a.m. to 1:00 p.m.

5.0. ADJOURNMENT

There being no further business, the December 18, 2024 Users' Advisory Committee meeting was concluded at approximately 12:05 p.m.