

USERS' ADVISORY COMMITTEE MEETING

January 31, 2024
10:00 a.m. to 1:00 p.m.
Virtual Meeting

Minutes of the Users' Advisory Committee (UAC) meeting held January 31, 2024 at 10:00 a.m. via videoconference.

PRESENT:

Rob Sleath, Chair	Tommy Leung
Karen Kreis, Vice-Chair	Craig MacLean
Caitlin Anderson	Richard Marion
Sana Aziz	Robbie McDonald
Ron Bergen	Linda McGowan
Karlene Dowhaniuk	Peg Mercer
Pam Gill	Sheryl Rose Newman
Jerry Gosling	Michele Querns
Pam Horton	Martin Schikora
Anthony Kupferschmidt	

REGRETS:

Amy Amantea

STAFF AND RESOURCES:

Chris Chan, Manager, Travel Training, TransLink
Matt Craig, Director, System Planning, TransLink
David Doney, Director, Access Transit Service Delivery, CMBC
Shaileen Ebrahim, Senior Project Manager, Engineering Project Delivery, TransLink (Item 2.4)
Erin Hopson, Manager, Access Transit Customer Care, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Ada Liu, Project Manager, Facility Design, TransLink (Item 2.5)
Fiona Liu, Manager, Access Transit Service Delivery, TransLink
Amanda McCulley, Planner, Access Transit Planning, TransLink
Clayton Slight, Manager, Access Transit Service Delivery, CMBC
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
Erin Windross, Senior Planner, 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 10:04 a.m.

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

1.2. Virtual Meeting Protocol

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

1.3. Roll Call and Member Introductions

The Chair conducted the roll call and led a round of self-introductions.

1.4. Opening Remarks

The Chair welcomed all to the Users' Advisory Committee meeting.

1.5. Adoption of the Agenda

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

It was MOVED (Rob Sleath)

That the agenda of the January 31, 2024 Users' Advisory Committee meeting be adopted, with the following amendments:

- Item 3.1 – Formation of Working Groups;
- Item 3.2 – Accessibility Directorate Newsletter; and
- Item 3.3 – Labour Disruption Update.

CARRIED

1.6. Adoption of Previous Minutes (December 13, 2023)

Draft minutes of the December 13, 2023 Users' Advisory Committee meeting was provided with the agenda material.

It was MOVED (Rob Sleath)

That the minutes of the December 13, 2023 Users' Advisory Committee meeting be adopted, with the replacement of "HandyDART Users' Advisory Council" to "Users' Advisory Committee" in Items 2.4.1 and 2.4.2.

CARRIED

1.7. Business Arising from the Minutes

There was no business arising from the minutes.

2.0. REPORTS

2.1. TransLink Committee Orientation

The following documents were provided with the agenda material:

- *Users' Advisory Committee Terms of Reference, dated October 27, 2021*
- *Document titled "Robert's Rules of Order Summary"*
- *Committee Honorarium Policy, dated January 2023*
- *Document titled "2023 UAC Annual Board Report Outline"*

B. Ingram reviewed the documents provided with the agenda material and responded to questions from UAC members.

Discussion ensued verbally on:

- **Anthony:** suggestion to include the UAC presentation to the Regional Transportation Planning Committee (RTAC) Transportation Planning Subcommittee regarding bus stop accessibility in the report to the TransLink Board of Directors (Board)
- **Richard:** suggestion that the Board be apprised of system-wide implications of the courtesy seating pilot project and the issue of payments for TaxiSavers
- **Martin:** suggestion that the height difference between the platform and SkyTrain vehicles at the Broadway station be included in the Board report.

2.2. Draft Committee Code of Conduct

Presentation titled "UAC and HDUAC: Draft Code of Conduct" was provided with the agenda material.

Amanda McCulley, Planner, Access Transit Planning, TransLink, led the review of the presentation provided with the agenda material and highlighted:

- Purpose
- Scope
- Input requested on the provisions of the draft Code of Conduct

- Provisions to be considered in future updates to the UAC Terms of Reference
- Next steps.

Discussion ensued verbally on:

- **Robbie:** suggestion that only one conversation be held at a time to accommodate those with hearing challenges
 - **Amanda:** this can be included in the next draft of the Code of Conduct or another appropriate document
- **Richard:** suggestion that all members be requested to sign the Code of Conduct attesting that they have read, understand and agree to conduct themselves in accordance with the Code of Conduct
- **Craig:** request that speakers identify themselves each time they speak to assist interpreters
 - **Amanda:** that is a good point, and we can make improvements in the future
- **Peg:** confirmation whether the chat is a necessary component of the meeting as it can be distracting for those using screen readers
 - **Rob:** there are ways that the chat can be silenced.

2.3. UAC 2024 Work Plan

Presentation titled “2024 UAC Agenda Planning”, dated January 31, 2024, was provided with the agenda material.

A. McCulley led the review of the presentation provided with the agenda material and highlighted:

- The potential that it will be necessary to prioritize projects to ensure there is sufficient discussion time on larger-impact topics during 2024
- Potential 2024 agenda topics
- Discussion questions:
 - What additional training or context could help you provide your best input?
 - Are there other topics that we could consider adding to the list?

Discussion ensued verbally on:

- **Craig:** did we decide to change the terminology for “floating” bus stops several months ago? “floating” is not representative; “floating” suggests that it is temporary, and it is not
 - **Amanda:** I will reiterate the concern about the title to the project team
- **Richard:** I would like some additional information on the entire customer experience and the difference between bus rapid transit (BRT) and RapidBus
- **Rob:** request that the ability to purchase TaxiSavers online be included in the 2024 work plan
- **Tommy:** suggestion that the accessibility of temporary signs at bus stops be added to the 2024 work plan
- **Jerry:** suggestion to include a discussion on washrooms in the 2024 work plan:
- **Martin:** suggestion to designate spots for taxis to pick up and drop off at SkyTrain stations in the 2024 work plan
- **Caitlin:** suggestion to include regular updates on TransLink projects in the 2024 work plan
- **Robbie:** suggestion to consider inclusion of sensory rooms in washrooms in the 2024 work plan.

2.4. TransLink Customer Washrooms 60% Design: Metrotown, Waterfront and Lonsdale (CONFIDENTIAL)

Presentation titled “Customer Washrooms”, dated January 31, 2024, was provided with the agenda material.

Shaileen Ebrahim, Senior Project Manager, Engineering Project Delivery, TransLink, led the review of the presentation provided with the agenda material and highlighted:

- Funding for construction and operation of six washrooms across the transit network was included in the 2022 Investment Plan
- Focus of Phase 1 has been on retrofitting the facilities at Metrotown, Lonsdale and Waterfront stations:
 - Construction is expected to commence in spring 2024
- Key elements of the operational framework
- Request for input on the use of a tile or rubberized flooring at the Metrotown, Lonsdale and Waterfront station washroom designs.

Discussion ensued verbally on:

- **Martin:** it is easier for people using wheelchairs to travel on a tile floor
- **Richard:** I lean toward a slip-resistant tile surface; concern regarding the location of the drain on the stall floor; suggestion to include a change table that will support the weight of an adult
 - **Shaileen:** the adult change table was explored with the design team; the decision was decided to exclude it due to maintenance issues and the potential for misuse
- **Karen:** I prefer a non-slip tile floor surface
- **Pam G:** suggestion to include hooks in the stall; prefer the rubberized flooring
- **Caitlin:** concern about the lack of an adult change table
- **Martin:** need to maintain a minimal slope to the drain in the enclosed stall
- **Sheryl Rose:** suggestion that the trash bin be open-topped or sensor-operated; concern with the distance to the soap dispenser when a small wheelchair user rolls under the sink
- **Ron:** suggestion that the public art advance reconciliation with First Nations
- **Anthony:** concern that misuse was a factor in the decision not to provide accessibility features
- **Pam G.:** suggestion to install bright lighting in the washroom
- **Robbie:** highlighted the need to consider how to communicate emergency messages to users in the washroom
- **Rob:** a washroom attendant should be able to deal with the misuse issue that was a factor in the decision not to include adult change tables
- **Linda:** both the tile and rubberized flooring material must be non-slip.

2.5. Bus Customer Amenities Program Introduction

Presentation titled “Bus Customer Amenity Program Shelter Design”, dated January 31, 2024, was provided with the agenda material.

Ada Liu, Project Manager, Facility Design, TransLink, referenced the document 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 roadmap
- Engagement topics and questions:
 - 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:

- **Martin:** suggestion to use rough broom swept concrete for the ground treatment at the bus stop in a darker colour; pavers are difficult for wheelchairs to travel upon and could be a trip hazard; maintain minimal grades at the bus stop; reduce the width of the tactile surface to 600 mm to facilitate wheelchair travel
- **Richard:** suggestion that the bus ID marker be the same colour as the accessible signs i.e., blue with white lettering; a 600 mm wide curbside edge strip would place an individual too close to the curb
- **Pam H:** it is the responsibility of the bus operator to stop the bus at a location that lines up properly with the curbside edge strip.

UAC members were invited to submit additional questions and responses to the engagement questions via email to Tamara Tedesco.

3.0. OTHER BUSINESS

3.1. Formation of working Groups

The Chair advised that the UAC is required to strike a Human Resources Sub-Committee at its first meeting of the year. The role of the Human Resources Sub-Committee is to evaluate candidates for UAC membership.

The Chair advised that the UAC terms of reference must be reviewed by a committee during 2024. The mandate of the committee is to draft updated terms of reference for review by the UAC.

UAC members interested in serving on either sub-committee were requested to contact Tamara Tedesco.

3.2. Accessibility Directorate Newsletter

***Action Item (01):** Tamara Tedesco to circulate the Chair's email with links to the Accessibility Directorate and its newsletter to UAC members.*

Agenda Varied

The order of the agenda was varied to add Item 3.4 – Accessible Taxis at SkyTrain Stations and to consider Item 3.4 prior to Item 3.3.

3.4. Accessible Taxis at SkyTrain Stations

Martin Schikora expressed concern regarding the lack of a designated location at many SkyTrain stations for a wheelchair accessible taxi to load and unload passengers.

Agenda Varied

The order of the agenda was resumed.

3.4. Labour Disruption Update

In response to a question from the UAC, Matt Craig, Director, System Planning, TransLink, provided an update on the labour disruption.

4.0. CLOSING REMARKS

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

5.0. ADJOURNMENT

There being no further business, the meeting was concluded at 1:00 p.m.