

USERS' ADVISORY COMMITTEE MEETING

June 19, 2024

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

Virtual Meeting

Minutes of the Users' Advisory Committee (UAC) meeting held June 19, 2024 at 10:00 a.m. via videoconference.

PRESENT:

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

REGRETS:

Amy Amantea	Craig MacLean
Caitlin Anderson	Sheryl Rose Newman

STAFF AND RESOURCES:

Chris Chan, Manager, Travel Training, TransLink
Matt Craig, Director, System Planning, TransLink
David Doney, Access Transit Service Delivery, CMBC
Erin Hopson, Manager, Access Transit Customer Care, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Emily Lengkeek, Access Transit Planning, TransLink
Fiona Liu, Access Transit Service Delivery, CMBC
Clayton Slight, Manager, Access Transit Service Delivery, CMBC
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
Erin Windross, 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 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 and B. Ingram conducted the roll call.

1.4. Adoption of the Agenda

Draft agenda for the June 19, 2024 Users' Advisory Committee meeting was provided with the agenda material.

By consensus, the agenda of the June 19, 2024 UAC meeting was adopted.

1.5. Adoption of Previous Minutes (April 10, 2024)

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

By consensus, the minutes of the April 10, 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 June 19, 2024, was provided with the agenda material.

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

- Pressures impacting the transit system

- The work to reintroduce a Customer Service live chat option has been paused, pending the results of the TransLink efficiency review.

Discussion ensued on:

- **Peg:** whether there are commercial revenue options that can be explored to augment TransLink's revenue
- **Karen:** concern that TransLink will be increasing fares; suggestion that transit be free to make it accessible to more people and increase usage
 - **Brianna:** numerous funding sources are being explored, including increasing fares; fare increases cannot be raised significantly to reduce the funding gap
- **Martin:** suggestion that providing rapid transit to the North Shore is a greater priority than the Burnaby Mountain Gondola project
- **Richard:** people will be less likely to take the bus if fares are increased; a more sustainable choice, such as a vehicle levy on all vehicles, including electric vehicles (EVs) should be considered
- **Michele:** suggestion to add a fourth fare zone, east of Langley
 - **Brianna:** we can make a request for a presentation on the funding strategy later in the year
- **Peg:** can TransLink put a tax on electricity?
 - **Brianna:** a Hydro levy already exists
- **Linda:** suggestion to disseminate the message that using transit has a positive effect on the healthcare system as transit riders are typically healthier
- **Robbie:** volunteered to participate in the efficiency review and the upgrades to the audio and PA systems.

2.2. Burnaby Mountain Gondola (BMG) Project Update (CONFIDENTIAL)

Confidential presentation titled "Burnaby Mountain Gondola Engagement Results", dated June 19, 2024, was provided with the agenda material.

The Chair reminded UAC members that the presentation provided with the agenda material and the discussions during the UAC meeting are confidential and not to be shared outside of the meeting.

Holly Foxcroft, Lead Planner, Major Studies, and Saki Aono, Senior Planner, Major Studies, TransLink, jointly reviewed the presentation provided with the agenda material and highlighted:

- The BMG is currently unfunded:
 - A business case is being develop for potential inclusion in a future investment plan
- Proposed BMG route
- Findings of the public engagement conducted from November 6 to 26, 2024
- Feedback received from engagement with committees and equity groups from October 25, 2023 to January 31, 2024:
 - Amendments to the gondola terminals, platforms, operation and cabins to incorporate input received.

Discussion ensued on:

- **Karlene:** are there examples of urban transit gondolas in other cities globally?
 - **Holly:** there are a few, but they use different technologies; we have learned from them and incorporated some ideas into the BMG design
- **Martin:** will the number of buses to Simon Fraser University (SFU) be reduced; will the capacity of the BMG replace the capacity of the bus routes that will be discontinued
 - **Holly:** two of the four routes will be discontinued; the BMG will have greater capacity than the buses
- **Ron:** suggestion to consider stopping cabins to load, to provide priority loading for people with challenges, and having an attendant ride the gondola to accompany the wheelchair user aboard
- **Anthony:** the need to provide seating in gondola terminals
- **Linda:** suggestion that the BMG also stop at SFU UniverCity as intra-campus transportation is required.

2.3. TransLink Website Accessibility Updates

Presentation titled “TransLink Website Accessibility Updates”, dated June 19, 2024, was provided with the agenda material.

Leon Hui, Senior Customer Experience Specialist, TransLink, reviewed the presentation provided with the agenda material and highlighted:

- Improvements to TransLink's website align with the guidelines in W3C's Web Accessibility Initiative (W3C WAI):
 - Numerous issues were identified through the accessibility audit and were rectified throughout the translink.ca website
- Accessibility enhancements to the new "Next Bus" section.

Discussion ensued on:

- **Richard:** the need to consider the modifications required to the TransLink website if it will support dark mode; whether the screen-reader testing was conducted with real testers, in addition to automated testing
- **Ron:** suggestion to consider adopting accessibility options available to users on the AMI media website
- **Martin:** suggestion to add short videos containing accessibility information on the TransLink website, to augment travel training
- **Pam G:** suggestion to increase the size of the font of the Next Bus information provided on bus poles
- **Linda:** the inclusion of transit alert information on the website is useful.

2.4. TransLink Website Accessibility Live Demonstration

It was agreed to defer demonstration of the TransLink website accessibility features until screen reader support could be provided to allow all UAC members to fully participate in the demonstration.

Discussion ensued on:

- **Tamara:** concern with providing a demonstration for screen-reader users and others at one time:
 - **Richard:** there may be other tools that we could use that would address the issue
 - **Rob:** the importance of ensuring all demonstrations are accessible to all UAC members.

Agenda Varied

The order of the agenda was varied to continue with discussion of Item 2.1 at this time.

2.1. Access Transit Planning Manager's Report (continued)

Access Transit Planning Manager's Report, dated June 19, 2024, was provided with the agenda material.

B. Ingram continued with the review of the Access Transit Planning Manager's report and highlighted:

- Update on the SkyTrain audio and public announcement (PA) systems upgrades
- Progress on the development of the Design Guide for Bus Stops Adjacent to Cycling Infrastructure in partnership with the BC Ministry of Transportation and Infrastructure (MoTI)
- BCRTC will attempt to adjust operations to avoid accessibility issues during elevator outages at side platforms at terminus SkyTrain stations, although it cannot be automated
- The 2023 Transit Service Performance Review (TSPR) has been published and is available on the TransLink website
- Commencement of the HandyDART delivery model review.

Discussion ensued on:

- **Rob:** whether in-station destination announcements will be included in the upgrade to the audio and PA systems:
 - **Brianna:** the new system is capable of in-station destination announcements; we will need to determine if BCRTC will be enabling the capability for in-station announcements
 - **Richard:** the New York City and Toronto systems trains have speakers on the exterior of the trains to announce destinations at the stations
 - **Rob:** Vancouver and Burnaby have noise by-laws that disallow exterior destination announcements; historically, there have been operational issues with the installation of exterior speakers on SkyTrain cars
- **Rob:** does TransLink share in the funding for mid-block crossing? TransLink should not be assisting in funding a barrier to accessibility:
 - **Brianna:** I expect it is determined on a case-by-case basis; I will need to obtain that information
- **Tommy:** it would be useful for the TSPR to include information on ridership trends for seniors and people with disabilities using transit:

- **Brianna:** I will share that suggestion with the research team.

Agenda Varied

The order of the agenda was resumed.

3.0. CLOSING REMARKS

The Chair thanked UAC members and staff for attending the meeting and noted that the next UAC meeting is scheduled for Wednesday, September 11, 2024 from 10:00 a.m. to 1:00 p.m.

4.0. ADJOURNMENT

It was MOVED (Ron Bergen)

That the June 19, 2024 Users' Advisory Committee meeting be terminated at 12:45 p.m.

CARRIED