

USERS' ADVISORY COMMITTEE MEETING

October 30, 2024
10:00 a.m. to 1:00 p.m.
Virtual Meeting

Minutes of the Users' Advisory Committee (UAC) meeting held October 30, 2024 at 10:00 a.m. via videoconference.

PRESENT:

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

Tommy Leung
Craig MacLean
Robbie McDonald
Linda McGowan
Peg Mercer
Sheryl Rose Newman
Michele Querns
Martin Schikora

REGRETS:

Caitlin Anderson
Karlene Dowhaniuk

Richard Marion

STAFF AND RESOURCES:

Iona Bonamis, Transport and Land Use Planning, TransLink (Item 2.4)
Chris Chan, Manager, Travel Training, TransLink
Terence Chu, Communications and Public Affairs Lead, TransLink
(Item 2.5)
Matt Craig, Director, System Planning, TransLink
David Doney, Access Transit Service Delivery, CMBC
Drew Ferrari, Public Affairs, TransLink (Item 2.4)
Claire Hillman, 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
Adam Loughheed, Transport and Land Use Planning, TransLink (Item 2.4)
Stephen Newhouse, Project Manager, Bus Speed and Reliability,
TransLink (Item 2.5)

Andrew Picard, Streets Planning, TransLink (Item 2.4)
Alex Sandoval, Senior Manager, Facilities Development Program,
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.

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

The Chair reported:

- Calgary Transit will be following TransLink's lead and adding braille and tactile signs to selected bus stops
- The City of Vancouver has agreed to make changes to the design of an island bus stop in response to concerns expressed by the blind community.

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

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

1.5. Adoption of Previous Minutes (September 11, 2024)

Draft minutes of the September 11, 2024 Users' Advisory Committee meeting was provided with the agenda material.

By consensus, the minutes of the September 11, 2024 Users' Advisory Committee meeting, was adopted with the correction to the time of the conclusion of the meeting to 12:40 p.m.

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 October 30, 2024, was provided with the agenda material.

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

- Lake City Way station "Kiss and Ride" relocation
- 2025 new member recruitment update
- Updates to the bus pass-up policy for customers with mobility aids to address concerns raised by the UAC
- Clarifications to committee honoraria
- Follow-up on items from previous UAC meetings.

Discussion ensued on:

- **Sana:** there is also a need to communicate with customers who have invisible disabilities that have been passed up
- **Robbie:** suggestion that the communications and marketing teams who create content receive accessibility training
- **Rob:** request that TransLink's Director, Infrastructure Program Management, report on the outcome of the meeting with the Ministry of Transportation and Infrastructure (MoTI) that was referenced during the September 11, 2024 UAC meeting.

2.2. Travel Training Update

Presentation titled "Travel Training Update", dated October 30, 2024, was provided with the agenda material.

Chris Chan, Manager, Travel Training, TransLink, reviewed the presentation provided with the agenda material and noted 2024 highlights, including:

- Completion of communication aid pilot
- C. Chan was named 2024 Leader in Anti-Racism, Diversity, Equity and Inclusion by the Community Transportation Association of the Northwest (CTANW).

Discussion ensued on:

- **Craig:** are you also providing staff training about the deaf and deafblind community?
 - **Chris:** this is an area we would like to explore and will reach out to you for information
 - **Rob:** blind awareness training is offered to bus driver trainees
- **Tommy:** please include people with sight loss if you conduct another pilot on communication aids.

Agenda Varied

The order of the agenda was varied to consider Items 2.4 and 2.5 prior to Item 2.3.

2.4. Burrard Peninsula Area Transport Plan (BPATP): Draft Strategies and Actions

Presentation titled “Burrard Peninsula Area Transport Plan”, dated October 30, 2024, was provided with the agenda material.

Iona Bonamis, Transport and Land Use Planning; Adam Lougheed, Transport and Land Use Planning; and Andrew Picard, Streets Planning; and Drew Ferrari, Public Affairs, TransLink, jointly reviewed the presentation provided with the agenda material and highlighted:

- BPATP scope includes transit; active and safe streets; and customer experience
- Planning process and timeline
- Proposed transit goals:
 1. Provide transit that is readily available, comfortable, reliable and safe
 2. Advance a transit network that provides direct and efficient connections

- 3. Integrate the bus network with future major transit services and major growth areas
- Proposed actions to achieve Goal 1
- Proposed walking / rolling actions:
 - 1. Improve the safety and accessibility of the transit network
- Public engagement approach and goals.

Discussion ensued on:

- **Rob:** is there any consideration being given to increasing the amount of wheelchair accessible spaces on buses to reduce the number of pass-ups of passengers who use mobility devices and strollers
- **Tommy:** suggestion to include accessibility in the wording of Goal 1; whether there is a plan to provide signage to guide dog relieving areas
 - **Andrew P:** we can consider this within the wayfinding and signage plan
- **Ron:** are you engaging with the accessibility and inclusion committees, as required under the *BC Accessibility Act*, please add the Moving Committee from Langley City
- **Martin:** suggestion to contact the Vancouver Coastal Health Blossom Centre and G.F. Strong regarding wayfinding programs on sidewalks and surfaces.

2.5. Bus Rapid Transit (BRT) Program Update

Presentation titled “Bus Rapid Transit Update”, dated October 30, 2024, was provided with the agenda material.

Stephen Newhouse, Project Manager, Bus Speed and Reliability, and Alex Sandoval, Senior Manager, Facilities Development Program, TransLink, jointly reviewed the presentation provided with the agenda material and highlighted:

- The *Access for Everyone Plan (AfE)* envisions the implementation of BRT across the region
- Potential BRT features
- BRT stations and street improvements

- Priority corridors identified by the Mayors' Council on Regional Transportation (Mayors' Council):
 - King George Boulevard
 - Metrotown to North Shore
- Next steps.

Discussion ensued on:

- **Peg:** suggestion to replace the 98B Line service that has been discontinued to provide service from downtown Vancouver to the Tsawwassen Ferry Terminal
- **Jerry:** suggestion to provide an express service from Bridgeport Station to the Tsawwassen Ferry Terminal
- **Karen:** suggestion to develop a BRT corridor from downtown Vancouver to White Rock.

Agenda Varied

The order of the agenda was resumed.

2.3. Committee Code of Conduct: Final Version

Access Transit Users' Advisory Committee and HandyDART Users' Advisory Committee Code of Conduct, effective October 2024, was provided with the agenda material.

B. Ingram advised that the final version of the Code of Conduct came into effect on October 2024 and highlighted amendments from the draft version to respond to feedback provided at the January 31, 2024 UAC meeting.

UAC members were requested to provide their written agreement to abide by the Code of Conduct to B. Ingram.

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, December 18, 2024 from 10:00 a.m. to 1:00 p.m.

4.0. ADJOURNMENT

There being no further business, the October 30, 2024 Users' Advisory Committee meeting was concluded at approximately 12:35 p.m.