

USERS' ADVISORY COMMITTEE MEETING

September 11, 2024
10:00 a.m. to 1:00 p.m.
Virtual Meeting

Minutes of the Users' Advisory Committee (UAC) meeting held September 11, 2024 at 10:00 a.m. via videoconference.

PRESENT:

Rob Sleath, Chair (arrived at
approximately 10:25 a.m.)
Karen Kreis, Vice-Chair
Amy Amantea
Caitlin Anderson
Sana Aziz
Ron Bergen
Karlene Dowhaniuk
Pam Gill
Jerry Gosling

Pam Horton
Anthony Kupferschmidt
Tommy Leung
Craig MacLean
Richard Marion
Robbie McDonald
Linda McGowan
Peg Mercer
Michele Querns
Martin Schikora

REGRETS:

Sheryl Rose Newman

STAFF AND RESOURCES:

Elnaz Ansari, Infrastructure Program Management, TransLink (Item 2.2)
Matt Craig, Director, System Planning, TransLink
David Doney, Access Transit Service Delivery, CMBC
Claire Hillman, Access Transit Service Delivery, CMBC
Erin Hopson, Manager, Access Transit Customer Care, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Sabrina Lau Texier, Director, Infrastructure Program Management,
TransLink (Item 2.2)
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
Carol Lee, Recording Secretary, Mosaic Writing Group (from recording)

1.0. PRELIMINARY MATTERS

1.1. Call to Order and Land Acknowledgement

In the absence of the Chair, Karen Kreis, Vice-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

B. Ingram conducted the roll call.

1.4. Adoption of the Agenda

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

IT was MOVED (Richard Marion) and SECONDED (Martin Schikora)

THAT the agenda of the September 11, 2024 Users' Advisory Committee meeting be adopted, with the addition of discussions of the following items under Item 3:

- Use of Acronyms in Audio Announcements
- CMBC Policy re Pass-Ups
- Update on HandyDART Labour Dispute
- Update on Canada Line Door Opening Announcements.

CARRIED

1.5. Adoption of Previous Minutes (June 19, 2024)

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

IT was MOVED (Martin Schikora) and SECONDED (Peg Mercer)

THAT the minutes of the June 19, 2024 Users' Advisory Committee meeting, be adopted as circulated.

CARRIED

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 September 11, 2024, was provided with the agenda material.

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

- Commercial-Broadway Station escalator replacement
- New member recruitment for the UAC and HandyDART Users' Advisory Committee (H DUAC)
- Recent Mayors' Council on Regional Transportation (Mayors' Council) reports in the media.

Discussion ensued on:

- **Craig:** the elevator at the Millennium Line Commercial–Broadway Station is unreliable; is there a plan to replace it?
 - **Briana:** we are aware of the issues but there are no current plans to replace the elevator
- **Martin:** suggestion that TransLink focus on expanding the SkyTrain system to the Fraser Valley, rather than projects such as the Burnaby Mountain Gondola
- **Tommy:** the need to reform funding models to address financial pressures experienced by TransLink and many North American transit systems

Member Arrived

Rob Sleath joined the meeting approximately 10:25 a.m.

2.2. Island Bus Stops Adjacent to Cycling Infrastructure Update

Presentation titled "Design Guide for Bus Stops Adjacent to Cycling Infrastructure", dated September 11, 2024, was provided with the agenda material.

Elnaz Ansari, Infrastructure Program Management, TransLink, reviewed the presentation provided with the agenda material and highlighted:

- Project process

- UAC feedback previously provided on the interim Design Guide
- The final Design Guide was published in April 2024
- Findings from pilot studies of the design guidelines conducted at 11 bus stops in five municipalities
- Additional commentary received since the publication of the Design Guide
- Next steps.

Discussion ensued on:

- **Rob:** recommendation that TransLink request the provincial government to require cyclists to carry liability insurance, in the event of injury due to the increased risks of interaction between disabled individuals and cyclists as more island bus stops are installed
 - **Sabrina:** we can raise this concern at the meeting with the Ministry of Transportation and Infrastructure (MoTI) next week
- **Richard:** concern with the accessibility of the report; concern that mid-block crossings were not discouraged in the Design Guide when the community strongly opposed this option; suggestion that the requirement for insurance be extended to all micromobility devices
 - **Sabrina:** TransLink will require consultation from the municipal disability committee prior to submitting a request for funding for the construction of the bus stop; work continues with academia to develop an ideal solution
- **Martin:** suggestion that cyclists and micromobility device users be required to attend training about dangers at island bus stops; suggestion that the BC Building Code be amended to require a contribution to TransLink investment in researching island bus stops
- **Linda:** suggestion to consult with Better Environmentally Sound Transportation (BEST)
- **Peg:** suggestion to consider the solution implemented by the City of Victoria
- **Tommy:** suggestion that municipalities be requested to report incidents at island bus stops to TransLink
 - **Sabrina:** this will be raised at the meeting with MoTI
- **Craig:** the need to provide more education about required behaviour around pedestrians.

Change in Chair

The Vice-Chair relinquished, and the Chair assumed, the chair.

2.3. UAC Terms of Reference: Revisions for Committee Approval

Draft revised UAC Terms of Reference was provided with the agenda material

Emily Lengkeek, Planner, TransLink, reviewed the proposed amendments to the draft UAC terms of reference.

Discussion ensued on:

- **Craig:** suggestion that UAC include youth representation to fill the gap in their perspective on the committee
 - **Brianna:** we agree and will work with the Recruitment Committee for the 2025 recruitment
- **Robbie:** suggestion to clarify expectations about when new members can receive their honorariums
- **Amy:** request to clarify whether honorariums are considered taxable income by the Canada Revenue Agency (CRA)
- **Anthony:** suggestion to increase the proportion of representation from the older adult community; suggestion to clarify whether municipal staff are eligible to serve on the UAC (Section 13.2):
 - **Brianna:** the composition of the UAC is aligned with the minimum senior representation requirements established in the *Accessible BC Act*
- **Pam G:** suggestion that the UAC recruit a disabled student as a matter of policy, without the requirement for a change to the terms of reference
- **Martin:** suggestion that UAC members be given the option of receiving an honorarium
- **Richard:** some organizations include a declaration of conflict of interest at the beginning of the meeting; the declaration would be included in the minutes
- **Rob:** suggestion that Section 12.1 be expanded to include virtual meetings.

The UAC members agreed to amendment Section 12.1 of the draft terms of reference to include virtual meetings.

IT was MOVED (Karen Kreis)

THAT the Access Transit Users' Advisory Committee (UAC) recommends that the TransLink Board of Directors accept the amended UAC Terms of Reference, as discussed during the meeting.

CARRIED

3.0. CLOSING REMARKS

Discussion ensued on:

- **Craig:** concern that numerous transit alerts are being received on the same issue which causes confusion; acronyms used in the alerts can be confusing and unclear:
 - **Brianna:** we will investigate and report back to the UAC
- **Richard:** reminder that the announcements regarding which side of the doors are opening on the Canada Line cars has not been implemented
- **Tommy:** request for an update on the HandyDART job action and the evaluation of HandyDART:
 - **David:** this is a bargaining process between the union and TransDev; TransLink is not directly involved
 - **Brianna:** the HandyDART model review is underway to consider service delivery options after the current service agreement expires; this is being discussed by the HDUAC
- **Peg:** concern with signage for temporary bus stops and bus stop moves:
- **Brianna:** will investigate the use of braille and tactile signage to identify temporary bus stops and will report back at a future UAC meeting
- **Rob:** concern with the number of times individuals with mobility aids are passed up; suggestion that the current outdated policy be amended to require the transit operator contact the Transit Communications Centre to request the following bus provide space for a wheelchair:
 - **David:** we will investigate the operational impacts of the suggestion and provide an update at the next UAC meeting
 - **Pam G:** suggestion that the policy be changed to require HandyDART to call for a disabled taxi to pick up the passenger

- **Richard:** Suggestion that the policy change require the transit operator to stop and verbally advise a visually impaired individual that the bus is full; suggestion that a transit operator be required to verbally advise a visually impaired individual to board via the middle or rear door.

The Chair thanked UAC members and staff for attending the meeting and noted that the next UAC meeting is scheduled for Wednesday, October 30, 2024 from 10:00 a.m. to 1:00 p.m.

4.0. ADJOURNMENT

There being no further business, the September 11, 2024 Users' Advisory Committee meeting was concluded at approximately 12:40 p.m.