

USERS' ADVISORY COMMITTEE MEETING

April 9, 2025
10:00 a.m. to 12:00 p.m.
Virtual Meeting

Minutes of the Users' Advisory Committee (UAC) meeting held April 9, 2025 at 10:00 a.m. via videoconference.

PRESENT:

Karen Kreis, Vice-Chair
Sana Aziz
Ron Bergen
Karlene Dowhaniuk
Pam Gill
Jerry Gosling

Tommy Leung
Craig MacLean
Richard Marion
Robbie McDonald
Michele Querns

REGRETS:

Anthony Kupferschmidt
Linda McGowan
Anne Mok

Martin Schikora
Rob Sleath, Chair

ABSENT:

Benson Doran
Pam Horton

Sheryl Rose Newman

STAFF AND RESOURCES:

Chris Chan, Manager, Travel Training, TransLink
David Doney, Director of Access Transit Service Delivery, CMBC
Kyle Dow, Planner, Transportation Facilities, TransLink (Item 2.3)
Claire Hillman, Program lead for Access Transit Service Delivery, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Emily Lengkeek, Access Transit Planning, TransLink
Cristina Lucca, Contractor, Municipal Funding Programs, TransLink (Item 2.3)
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
Erin Windross, Access Transit Planning, TransLink
Zhuoran Zhao, Project Manager I, Facility Design, TransLink (Item 2.2)
Carol Lee, Recording Secretary, Mosaic Writing Group (from recording)

1.0. PRELIMINARY MATTERS

1.1. Call to Order and Land Acknowledgement

Karen Kreis, Vice-Chair, called the meeting to order at 10:00 a.m.

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

1.2. Opening Remarks and Virtual Meeting Protocol

B. Ingram 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

B. Ingram conducted the roll call.

1.4. Adoption of the Agenda

Draft agenda for the April 9, 2025 Users' Advisory Committee meeting was provided with the agenda material.

By consensus, the agenda of the April 9, 2025 Users' Advisory Committee meeting was adopted, as circulated.

1.5. Adoption of Previous Minutes (January 29, 2025)

Draft minutes of the January 29, 2025 Users' Advisory Committee meeting was provided with the agenda material.

By consensus, the minutes of the January 29, 2025 Users' Advisory Committee meeting was adopted, with the following amendments:

- Item 2.4 – Addition of a bullet in the discussion section to include the following comment from Anthony “I encourage TransLink to include additional seating beyond the priority waiting area”
- Item 3.0 – Include the location of the issue identified under Other Business as Capstan Station.

1.6. Business Arising from the Minutes

This item was not discussed.

2.0. REPORTS

2.1. Access Transit Planning Manager's Report

Access Transit Planning Manager's Report, dated April 9, 2025, was provided with the agenda material.

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

- Review of Local Government Funding Programs
- Commencement of public consultation on Granville Street bus speed and reliability (BSR) improvements
- Call for volunteers to participate in the UAC transit accessibility tour for members of the TransLink Board of Directors (Board) and Mayors' Council on Regional Transportation (Mayors' Council)
- Call for applications for UAC members to serve on the New Application Review Working Group
- Completion of Brentwood Station upgrades.

Discussion ensued on:

- **Sana:** have the BSR measures been implemented in other locations? Has there been any feedback on the success of the measures?
 - **Briana:** I will have to check with the project team on the history of implementation of BSR measures
- **Richard:** concern that constructing bus bulbs on Granville Street would actually create traffic issues, given the existence of bus lanes
- **Karen:** the BSR measures will provide a smoother rider for passengers.

2.2. Bus Rapid Transit 60% Station Design

Presentation titled "BRT Stations Concept Design", dated April 9, 2025 was provided with the agenda material.

Zhuoran Zhao, Project Manager I, Facility Design, TransLink, reviewed the presentation provided with the agenda material and sought input on revisions to the design since the 30% concept design stage:

- Responses to the comments received during the first engagement meeting with the UAC

- Increase in platform length to allow flexibility to accommodate two buses during emergency situations.

Discussion ensued on:

- **Richard:** the directional TWSIs should extend to the Designated Waiting Area; concern that directional TWSIs that demarcate the end of the Designated Waiting Area may be confused with warning tiles; concern that all buses queued at a single platform depart at the same time; it may be necessary for the UAC to see TWSIs at the end of the platform in prototype form and for TransLink to make adjustments to respond to UAC comments
- **Craig:** concern regarding the pole shown in the slide conflicts with the TWSIs; concern that someone would fall off the platform or run into the pole
 - **Zhoran:** the TSWI that runs parallel to the platform indicates the edge of the platform and the TSWI that is perpendicular to the platform prevents access to the bike boarding area
- **Craig:** suggestion that the perpendicular TSWI be moved to the other side of the pole.

2.3. **On-Board Announcements for Bus Stops Adjacent to Bike Lanes** *Presentation titled “Audible Announcement Workshop – Improving Accessibility of Island Platform Bus Stops”, dated April 9, 2025, was provided with the agenda material.*

Kyle Dow, Planner, Transportation Facilities, TransLink, reviewed the presentation provided with the agenda material and requested UAC feedback on preliminary phrases for:

- On-board announcements to be played when arriving at bus stops adjacent to cycling infrastructure
 1. “Next Stop, Pacific Street, cross bike lane to reach sidewalk”
 2. “Next Stop, Pacific Street, watch for bicycles on your way to the sidewalk”.
- Buses arriving at a shared-use path:
 1. Next Stop, Delbruck Avenue, exit onto shared use path; bicycles may be present”
 2. Next Stop, Delbruck Avenue, exit onto shared use path. Watch for bicycles”.

Discussion ensued on:

- **Tommy:** both announcements are barriers; Option 2 is preferable to Option 1; suggestion that the direction from which bikes are approaching be included in the announcement
- **Ron:** the need to remind the cycling community of the need to be aware of others in their surroundings who are navigating challenges
- **Craig:** suggested phrasing of “Next Stop, Pacific Boulevard, adjacent to bike lane, proceed with caution”
- **Michelle:** whether bus drivers have the ability to increase the volume of announcements on the bus; is there a speaker at the back of the bus?
 - **Kyle:** I will look into this; I’ve heard similar feedback
 - **Richard:** there are speakers at the front and back, but they may not be working because they are a low maintenance priority
- **Robbie:** suggestion to avoid using the term “watch”; suggestion to include the announcements on the digital folio on the bus
- **Pam G.:** suggested phrasing of “Next Stop, Pacific Boulevard, caution bike traffic”
- **Karen:** it would be useful to allow the announcement to be read and to increase the volume on the audio announcement
- **Craig:** advocate for a visual announcement; no more than three words to make the message accessible; the announcement is beneficial for those who are not familiar with a specific route; use of words like “floating island stops” will not be understood by the public
- **Michelle:** suggestion that there be a flashing light on the bus to alert cyclists to passengers alighting from the bus
- **Craig:** in Toronto there is a warning included in the visual announcement of the next stop
- **Richard:** it is unnecessary to indicate that it is a shared use path; simply indicate that bicycles may be present; there is an increasing number of cyclists on sidewalks; it may be necessary to warn passengers as they alight buses onto sidewalks
- **Craig:** what is the purpose of bus announcements for those who are hard of hearing, deaf or deafblind; is it worth spending some time regarding bus announcements?

3.0. OTHER BUSINESS

Pam Gill suggested that presenters include a brief introduction and context of the project at the commencement of the presentation. It would also be helpful to review acronyms that will be used during the presentation.

Chris Chan reported that TransLink will be hosting Seniors Advocate, Dan Levitt, for an accessible transit orientation at the Vancouver Transit Centre on April 11, 2025.

Craig MacLean requested users with mobility devices be given priority when exiting the bus and the driver be given more authority to control passenger traffic. Chris Chan advised that this is part of operator and travel training and it appears that a refresher is necessary. It is also necessary to raise public awareness of the priority to be given to passengers with mobility aids.

4.0 CLOSING REMARKS

The Vice-Chair noted that the next UAC meeting is scheduled for Wednesday, June 11, 2025 from 10:00 a.m. to 1:00 p.m.

5.0. ADJOURNMENT

There being no further business, the April 9, 2025 Users' Advisory Committee meeting was concluded at 12:06 p.m.