

USERS' ADVISORY COMMITTEE MEETING

January 29, 2025
10:00 a.m. to 12:00 p.m.
Virtual Meeting

Minutes of the Users' Advisory Committee (UAC) meeting held January 29, 2025 at 10:00 a.m. via videoconference.

PRESENT:

Rob Sleath, Chair
Karen Kreis, Vice-Chair
Ron Bergen
Karlene Dowhaniuk
Pam Gill
Jerry Gosling
Pam Horton

Anthony Kupferschmidt
Tommy Leung
Craig MacLean
Richard Marion
Linda McGowan
Anne Mok
Sheryl Rose Newman

REGRETS:

Robbie McDonald
Michele Querns

Martin Schikora

ABSENT:

Sana Aziz

Benson Doran

STAFF AND RESOURCES:

David Doney, Director of Access Transit Service Delivery, CMBC
Claire Hillman, Program lead for Access Transit Service Delivery, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Megan Johnston, Senior Advisor, Public Affairs, Translink (Item 2.4)
Phil Kehres, Project Manager II, Facility Design, TransLink (Item 2.5)
Emily Lengkeek, Planner, Access Transit Planning, TransLink (Item 2.3)
Clayton Slight, Manager, Access Transit Service Delivery, CMBC
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink
Marcella Yau, Project and Asset Integration Manager, RTIS (Item 2.6)
Zhuoran Zhao, Project Manager I, Facility Design, TransLink (Item 2.4)
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. and led a round of self-introductions.

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 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

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

By consensus, the agenda of the January 29, 2025 Users' Advisory Committee meeting was adopted, as circulated.

1.5. Adoption of Previous Minutes (December 18, 2024)

Draft minutes of the December 18, 2024 Users' Advisory Committee meeting was provided with the agenda material.

By consensus, the minutes of the December 18, 2024 Users' Advisory Committee meeting was adopted, as presented.

1.6. Business Arising from the Minutes

The Chair noted that in Canada, the more common terms are "people who are blind or have low vision" and encouraged the UAC to provide input on the inclusive language to be used.

2.0. REPORTS

2.1. Committee Orientation

The following documents were provided with the agenda material:

- *Users' Advisory Committee Terms of Reference, dated September 11, 2024*
- *Committee Honorarium Policy, dated January 2023*
- *Document titled "Robert's Rules of Order Summary"*
- *2024 UAC Annual Report Outline.*

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

2.2. Election of Chair and Vice-Chair

B. Ingram reviewed the Chair and Vice-Chair roles and opened the floor for nominations.

2.2.1. Election of Chair

Rob Sleath was nominated for the role of Chair and consented to the nomination.

B. Ingram called a second and third time for nominations.

It was MOVED (Ron Bergen) and SECONDED (Richard Marion)
THAT the Users' Advisory Committee closes the nominations.

CARRIED

The Users' Advisory Committee elects Rob Sleath as Chair, by acclamation, effective January 1, 2025.

2.2.2. Election of Vice-Chair

Pam Horton, Karen Kreis and Craig MacLean were nominated for the role of Vice-Chair and consented to the nomination.

B. Ingram called a second and third time for nominations.

It was MOVED (Tommy Leung) and SECONDED (Jerry Gosling)
THAT the Users' Advisory Committee closes the nominations.

CARRIED

The candidates were provided with one minute to address the UAC.

The Users' Advisory Committee elects Karen Kreis as Vice Chair, effective January 1, 2025.

2.3. 2025 UAC Work Plan

Presentation titled "2025 UAC Agenda Planning", dated January 29, 2025, was provided with the agenda material.

Emily Lengkeek, Planner, Access Transit Planning, TransLink, reviewed the presentation provided with the agenda material and highlighted the anticipated draft topics for 2025.

Discussion ensued on:

- **Tommy:** why is accessible temporary signage not included in the list?
 - **Brianna:** TransLink is proceeding with accessible temporary signage, and input will be sought as needed.
- **Anthony:** Suggestion to include transit passenger facility design guidelines
 - **Brianna:** It will depend on the work plan of the facilities design team; we will follow up
- **Linda:** a change in Transport Canada legislation requires that wheelchairs be tied down on four corners when facing forward and recent trials have shown that the straps are not of sufficient length to reach the chairs
 - **Brianna:** we were not aware of the change or issue that it has created
- **Richard:** concern regarding the ongoing issue with the taxi saver form and credit card payments.

2.4. Bus Rapid Transit (BRT) Station Design

Presentation titled "BRT Station Concept Design", dated January 29, 2025 was provided with the agenda material.

Zhuoran Zhao, Project Manager I, Facility Design, TransLink, reviewed the presentation provided with the agenda material and noted:

- Review of concept design and accessibility elements
- Accessibility elements incorporated:
 - Ticketing area and information columns placed in the centre of the platform

- 1-1.5-metre height range for press buttons and phones
- Tactile wayfinding
- Text to speech and braille opportunities are on the columns
- Warning tactile strips on platform edge.

Discussion ensued on:

- **Richard:** would centre island platforms be controlled by a crosswalk light?
 - **Zhuoran:** Centre running platforms will have controlled signals to enter the station through crosswalks
- **Richard:** is the platform going to be higher than a standard curb or will there be level boarding?
 - **Zhuoran:** The curb height is nine inches but there will be level boarding
- **Richard:** suggestion that warning strips are required for the increased height of the curb
- **Craig:** will the waiting area have a USB charging area?
 - **Zhuoran:** there are no plans to provide for USB charging facilities
- **Craig:** suggestion that a tactile walking surface indicator (TWSI) is not required as they have an impact on wheelchairs
- **Pam G:** could some benches in the priority boarding area be raised?
 - **Zhuoran:** we are trying to incorporate the need for this into the design
- **Ron:** multi-level seating allows an individual to choose the level appropriate for them
- **Anthony:** are there additional plans for seating beyond the priority boarding waiting areas?
 - **Zhuoran:** Currently, seating is only in priority boarding waiting areas; lean rails are installed in other areas
- **Anthony:** I encourage TransLink to include additional seating beyond the priority waiting area
- **Ron B:** Are walk signals to stop traffic at crosswalks being considered?
 - **Zhuoran:** We are actively engaging the corridor team to get a better understanding of crossings
- **Pam H:** will an automatic gate opener be accommodated on this system as a way to pay a fare?

- **Zhuoran:** accommodations are for the height range of 1.0 to 1.5 metres; will discuss automatic gates with the design team
- **Brianna:** It is not specified in the system design; the RFID gated system is a policy question; we will need follow up to resolve.

2.5. Hands Free Elevator Access Pilot

Presentation titled “Hands Free Elevator Pilot”, dated January 29, 2025, was provided with the agenda material.

Phil Kehres, Project Manager II, Facility Design, TransLink, reviewed the presentation provided with the agenda material and noted:

- Contactless elevator pilot to seek universal access for SkyTrain users
- Expectation that UAC will be consulted following the pilot project.

Discussion ensued on:

- **Richard:** concern regarding app-based technology and technology outages; concern regarding aging elevators being removed from service to facilitate the change in technology
 - **Phil:** One of the key criteria is to minimize downtime; would most likely involve the installation of a module and would require minimal service time
- **Linda:** Suggestion to implement the pilot at stations where multiple elevators are available; concern regarding seniors and cell phones; elevator buttons that are flat and not domed are more accessible
- **Craig:** in a previous elevator study, an app was cumbersome for an elevator only moving two floors
- **Tommy:** is a panel still available in case technology fails? Pressing a button offers tactile feedback that is important
 - **Phil:** the technology would not remove the existing buttons
- **Karen:** an app would be cumbersome
- **Pam G:** handsfree is excellent given the recent pandemic.

2.6. Bus Passenger Information Displays (BPIDs) Decommissioning for Future Upgrades

Presentation titled “Decommissioning of V1 Bus Passenger Information Displays (BPIDS)”, dated January 29, 2025, was provided with the agenda material.

Marcella Yau, Project and Asset Integration Manager, RTIS, reviewed the presentation provided with the agenda material and noted:

- Upgraded displays are dependent upon funding approval
- The change will require removal of the current bus displays
- Tools to obtain real time information.

Discussion ensued on:

- **Richard:** the transit app or TransLink next bus service provides information regarding the closest bus stop
- **Anne:** real time information is accessed through Google maps
- **Karen:** the benefits of providing a QR code.

3.0. OTHER BUSINESS

Richard Marion expressed concern regarding the distinction between bike and bus lanes during the construction of the island bus stop at Capstan Station. R. Marion also noted the benefits of two-way escalators.

4.0 CLOSING REMARKS

The Chair thanked UAC members and staff for attending the meeting and requested that Committee regrets be sent to Tamara and the Chair. It was noted that the next UAC meeting is scheduled for Wednesday, April 9, 2025 from 10:00 a.m. to 1:00 p.m.

5.0. ADJOURNMENT

There being no further business, the January 29, 2025 Users' Advisory Committee meeting was concluded at approximately 12:50 p.m.