

# **2026 Accessibility Plan**



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# Welcome

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TransLink's 2026–2029 Accessibility Plan outlines the steps we're taking to identify, remove, and prevent barriers to accessing our services. This plan sets out 30 actions that will help make our system more inclusive and move us closer to our Transport 2050 vision of ***Access for Everyone***.

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To view our previous Accessibility Plans, visit **[translink.ca/accessibilityplan](https://translink.ca/accessibilityplan)**

## Land Acknowledgement

TransLink respects the Indigenous Nations within Metro Vancouver and acknowledges all First Nations, Inuit, and Métis Peoples for their continued resilience, sustainable stewardship, and as active members of the community for generations to come.

We recognize that in planning and managing the region's transportation system we have a role to play in supporting reconciliation with Indigenous Peoples.

## Message from the CEO

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Public transportation does more than move people. It connects them to daily life, opportunity, and community. But transit only fully serves our region when everyone can use it with confidence.

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Aligned with the Accessible British Columbia Act and our Access for Everyone 10-year plan, TransLink's 2026–2029 Accessibility Plan sets out how we will identify and address barriers across our transit system, workplaces, and digital spaces. It also reflects our continued commitment to listening to customers, learning from their experiences, and taking action to remove barriers.

Accessibility is not a milestone to be reached, but a responsibility we carry forward every day. Since launching our first Accessibility Plan in 2023, we have made meaningful progress, from installing tactile signage at thousands of bus stops to extending HandyDART service hours to 2 a.m. and opening a fully accessible washroom at Metrotown Station. These changes matter, and we know our work isn't done.

Over the next three years, the 30 actions laid out in this plan will focus on practical improvements that help customers travel with greater confidence, independence, and ease. This

## 2026 Accessibility Plan

includes more universally accessible stations, vehicles, and boarding areas; clearer real-time service information; and better HandyDART trip availability and service quality, so transit is reliable for everyone across Metro Vancouver.

This plan has been shaped by the expertise and lived experiences of our Access Transit Users' Advisory Committee, HandyDART Users' Advisory Committee, disability advocates, employees, and customers. I sincerely thank everyone who shared their time and perspectives. Your contributions help us build a transit system where everyone can travel with confidence and dignity.

Together, we are making our transportation network more accessible today and building a system that will continue evolving to meet the needs of generations to come.

Sincerely,

Kevin Quinn

Chief Executive Officer, TransLink

## **Message from Committee Chair**

As Chair of both the Access Transit Users' Advisory Committee (UAC) and the HandyDART Users' Advisory Committee (HDUAC), I am pleased to introduce TransLink's 2026–2029 Accessibility Plan. This plan reflects years of collaboration between TransLink, customers, advocates, and our advisory committees to advance accessibility across the Metro Vancouver region.

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The actions outlined in this plan are informed by the perspectives and lived experiences of people who rely on accessible transit every day. Our committees help identify barriers, shape solutions, and ensure accessibility remains a priority across the organization.

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Across the conventional transit network, UAC members have helped guide improvements such as the accessible washroom at Metrotown Station and provided input on future initiatives, including Bus Rapid Transit (BRT) stations and safer, more accessible bus stop designs.

At the same time, the HDUAC has guided the development of TransLink's HandyDART Customer-First Plan, which delivers key initiatives to enhance this important

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paratransit service. We receive regular updates from Coast Mountain Bus Company and delivery partners on service performance, including improvements to HandyDART taxi trips.

On behalf of both committees, I want to recognize TransLink's ongoing dedication to removing barriers for people with disabilities. While there is always more work to do, this plan is an important step forward. By grounding this work in real, lived experiences, we can continue building a transit system that is more accessible, equitable, and responsive to everyone who uses it.

Sincerely,  
Rob Sleath  
Chair of UAC and HDUAC

## About This Plan

### What accessibility means to us

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Accessibility means making sure our services, spaces, and information can be used by people of all abilities. This includes people with temporary or permanent physical, sensory, and cognitive disabilities, as well as seniors and others who may face barriers when using transit. Accessibility isn't just a concept or something for a specific group – a more accessible transit system benefits all our customers, regardless of ability.

We think about accessibility across four areas, broadly aligned with the Accessible Canada Act and the standards in the Accessible BC Act.

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### Service Design and Delivery

Service Design and Delivery refers to how we design and run our services to meet the needs of all customers. It includes things like how people apply for HandyDART, how trips are booked, how operators are trained to assist customers with disabilities, and how we respond when something goes wrong. Getting service design right means fewer barriers from the start.

### **Built Environment**

This refers to the physical spaces and infrastructure that people use to access and travel on our system. It includes bus stops, sidewalks, transit exchanges, SkyTrain stations, vehicles, ramps, elevators, tactile surfaces, and washrooms. When the built environment works well, people can get to and move through our regional transportation system safely and independently.

### **Information and Communications**

Information and Communications refers to making sure customers can get the information they need, in a format they can use. It includes audible announcements, digital displays, wayfinding signage, our website, and the way we communicate during service disruptions or emergencies. Clear and accessible information helps people plan their trips and navigate our system with confidence.

### **Transportation**

Transportation includes the range of services we offer and how well they connect people to where they need to go. It includes conventional transit like buses and SkyTrain, as well as custom transit services like HandyDART. It also includes how these

services work together so that people with disabilities can travel across the region reliably.

### **TransLink's accessible services**

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TransLink offers a range of services, programs and benefits to help people get around the region:

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#### **Services**

- Accessible transit vehicles and stations — including low-floor buses, ramps and lifts, elevators and escalators at all 8SkyTrain and Canada Line stations, audible stop announcements, and braille and tactile signage across the network.
- HandyDART — a door-to-door shared ride service for people who are unable to use conventional transit without assistance, either for part of their trip or the whole journey.
- Travel Training — workshops offered in partnership with community groups to help seniors and people with disabilities travel independently.
- Mobility Guide Training Videos – Training videos on how to take transit in Metro Vancouver, offered in several

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languages including American Sign Language (ASL) and Described Video.

- Priority seating — available on all transit vehicles.

### **Programs**

- Assistive Devices Program — supports customers who are unable to tap a Compass Card at fare gates, including through the Universal Fare Gate Access Program which uses Radio Frequency Identification (RFID) technology to automatically open accessible fare gates.
- Station Assistance Program — provides sighted guides inside our stations, assistance tapping fare media at fare gates, and assistance boarding the train for those with a mobility device or who require extra time.
- Local Government Funding Program – provides funding for local projects including accessibility improvement such as pedestrian crossing upgrades, street calming measures to increase safety for all road users, and bus stop accessibility.

### **Benefits for eligible customers**

- Concession fares on all TransLink services.
- Free travel for an attendant for customers who need assistance to use our services.

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- Discounted taxi fare vouchers to allow for direct or spontaneous travel when HandyDART is unable to provide a ride, with TransLink covering 50% of the cost.

### **Our commitment**

TransLink is committed to making Metro Vancouver's transportation system accessible to everyone. We believe that removing barriers to transit is fundamental to building a region where all people can participate fully in their communities.

This document is one part of our obligations under the *Accessible British Columbia Act*, which requires prescribed organizations like TransLink to develop and update a plan to identify, remove, and prevent barriers for individuals in or interacting with our organization. We update our Accessibility Plan every three years and report on the progress of initiatives within it to our advisory committees and the public.

Our work is guided by the principle of "nothing about us without us." This means the people who rely on accessible transit, including people with disabilities, seniors, and their advocates, are active partners in shaping our plans and priorities. We do this through our two customer accessibility advisory committees: the Access Transit Users' Advisory Committee and the HandyDART Users' Advisory Committee.

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Accessibility is also central to our long-term vision. Transport 2050, our 30-year regional transportation strategy, is built around the goal of Access for Everyone — ensuring that every person in Metro Vancouver can easily connect to the opportunities they need to thrive.

We know there is still work to do. This document reflects both what we have accomplished and what we will do next.

### **How to give us feedback**

We want to hear from you. Your feedback helps us identify barriers, improve our services, and keeps us accountable to the actions in this plan.

Printed copies and alternate formats of this plan are available upon request.

You can share your feedback by:

**Email:**

**[access.transit@translink.ca](mailto:access.transit@translink.ca)**

**Mail:** Access Transit Planning,  
TransLink,  
400 – 287 Nelson's Court,  
New Westminster, BC  
V3L 0E7

## Progress Since 2023

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We have been working to deliver on the 32 actions we committed to since publishing our 2023 Accessibility Plan. Seven actions have been completed to date, while others have seen significant progress towards completion in the near term and medium term.

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### Highlights of what we have done

#### Service Design and Delivery

- Completed the **HandyDART Customer First Plan** in 2025, a strategic document outlining 19 actions to improve HandyDART service
- Engaged Spare labs to **modernize HandyDART's software system**

#### Built Environment

- Opened a **new accessible washroom** at Metrotown Station in 2025
- Invested \$19.6 million to **improve sidewalks, curb ramps, and pedestrian crossings** near transit
- Completed upgrades at Brentwood Station, including a **new elevator and escalators**

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- **Increased wheelchair accessible bus stops** from 82.5% in 2023 to 86.3% in 2025

### Information and Communications

- **Improved public announcement systems** at SkyTrain stations and onboard vehicles, with more improvements planned
- Adopted a **new Language Access Policy** that includes Plain Language, ASL interpretation, and closed captioning

### Transportation

- Began delivering the largest expansion in bus service since 2018, with a **5% increase in service**
- Increased **HandyDART service by 3%** in 2023, giving customers more trips
- **Extended HandyDART service hours** to 2 a.m. in January 2026
- Began replacing the oldest SkyTrain vehicles with **new Mark V trains**
- Improved taxi driver training, resulting in the **highest ever customer service score for HandyDART taxi trips** in 2025

You can read more about the status of all 2023 actions in **Appendix B**.

### **The HandyDART Customer First Plan**

TransLink's HandyDART Customer-First Plan sets out a roadmap for modernizing Metro Vancouver's door-to-door transit service for people who are unable to independently use the conventional transit system due to disability. With over 32,000 registered customers and a number of exciting new projects underway, the plan charts a course for the development of an even more responsive, flexible, and inclusive service for the region.

The plan was developed through prior engagement with customers, caregivers, HandyDART employees, and community stakeholders, including the HandyDART Users' Advisory Committee, and ongoing customer feedback channels. It outlines 19 initiatives across eight areas — from a simplified application process, personalized eligibility and online trip booking, to modernized fleet, improved real-time trip information, and enhanced training and certification for taxi service providers. Behind the scenes, investments in software, facilities, and internal capacity will make these customer-facing improvements possible, coordinated through the HandyDART Transformation Office.

Together, the initiatives and improvements will ensure HandyDART remains a dependable, customer-focused service in the region for decades to come.

For more information, visit [\*\*translink.ca/handydartplan\*\*](https://translink.ca/handydartplan)

## Actions

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This section lists specific commitments to remove barriers and improve accessibility across our system. We have organized them into four areas:

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Service Design and Delivery

Built Environment

Information and Communications

Transportation

**For each action, we have noted whether it is:**

**Near-term**, meaning it is already underway and funded,

**Medium-term**, meaning it is in development, or

**Ongoing**, meaning it is something we will continue to work on over time.

Many of these actions carry forward from our 2023 Accessibility Plan, updated to reflect progress made, feedback we heard, and work still to do. You can read more about what we have accomplished since 2023 in **Appendix B**.

## Service Design and Delivery

|           |                                                                                                                                               |             |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>A1</b> | Through the HandyDART Customer First Plan, begin delivering on 19 improvements to HandyDART's service quality, flexibility and customer care. | Near-term   |
| <b>A2</b> | Through the HandyDART Customer First Plan, undertake planning, engagement and implementation of online booking for HandyDART customers.       | Near-term   |
| <b>A3</b> | Expand real-time information displays at bus stops.                                                                                           | Near-term   |
| <b>A4</b> | Evaluate feedback on new priority seating installed on Solaris Trollino trolleybus pilot vehicles.                                            | Near-term   |
| <b>A5</b> | Investigate opportunities to modernize the TaxiSaver program.                                                                                 | Near-term   |
| <b>A6</b> | Determine the resources required to conduct regular audits of accessibility features.                                                         | Medium-term |

### **Service Design and Delivery**

|            |                                                                                                                                                                                                                 |             |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>A7</b>  | Continue to make improvements to the quality of audio announcements on SkyTrain for better communication with customers.                                                                                        | Medium-term |
| <b>A8</b>  | Continue to roll out more advanced information displays on buses.                                                                                                                                               | Medium-term |
| <b>A9</b>  | Engage with UAC and HDUAC on customer facing policies, plans and infrastructure projects.                                                                                                                       | Ongoing     |
| <b>A10</b> | Update TransLink's Transit Passenger Facility Design Guidelines to revise and incorporate the different abilities of our customers related to: mobility, sight, cognitive, hearing, and strength and dexterity. | Near-term   |

## Built Environment

|           |                                                                                                                                                                         |           |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>B1</b> | Build, operate, and maintain multi-stall, accessible and gender-neutral washrooms at key stations, exchanges and terminals.                                             | Ongoing   |
| <b>B2</b> | Provide funding to local governments for pedestrian infrastructure to transit through the "Walking Infrastructure to Transit" cost-share program.                       | Ongoing   |
| <b>B3</b> | Continue escalator and elevator replacement programs to improve reliability and accessibility.                                                                          | Near-term |
| <b>B4</b> | Work with municipalities and private organizations to improve and increase bus shelters in the region.                                                                  | Ongoing   |
| <b>B5</b> | Continue to upgrade SkyTrain stations to increase capacity, reduce crowding, improve accessibility and amenities, and integrate better with surrounding neighbourhoods. | Ongoing   |

## **Built Environment**

|           |                                                                                                                             |           |
|-----------|-----------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>B6</b> | Continue to enhance amenities at bus exchanges, including accessible shelters, seating, lighting, and customer information. | Ongoing   |
| <b>B7</b> | Continue to improve mobility device accessibility of bus stops on network.                                                  | Ongoing   |
| <b>B8</b> | Ensure that new SkyTrain stations and trains are accessible, including ensuring adequate space for HandyDART loading zones. | Near-term |

## Information and Communications

|           |                                                                                                                                                |             |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>C1</b> | Investigate options to improve customer experience and communications for people who are deaf or hard of hearing.                              | Near-term   |
| <b>C2</b> | Seek opportunities to prioritize accessibility into service disruption protocols, emergency planning, maintenance, and road safety.            | Ongoing     |
| <b>C3</b> | Through the 2026 – 2030 Customer Experience Action Plan, enhance and improve the accessibility and customer experience of transit information. | Medium-term |

## Transportation

|           |                                                                                                                                                                                          |             |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>D1</b> | Increase HandyDART service by 1.1% in 2027 to offer more trips for customers.                                                                                                            | Near-term   |
| <b>D2</b> | Continue to increase bus services across the region to reduce overcrowding and improve service frequency and capacity as funding is available through future investment plans.           | Ongoing     |
| <b>D3</b> | Explore new trends and offerings in custom transit to consider for future service delivery.                                                                                              | Medium-term |
| <b>D4</b> | Evaluate late-night services to guide future decisions on expansion of HandyDART service hours.                                                                                          | Medium-term |
| <b>D5</b> | Refurbish mid-life trains and replace older trains to improve capacity and customer amenities.                                                                                           | Near-term   |
| <b>D6</b> | Replace older HandyDART vehicles.                                                                                                                                                        | Ongoing     |
| <b>D7</b> | Continue to develop education opportunities for HandyDART and bus operators, transit police, and any front-line staff to better serve customers with visible and invisible disabilities. | Ongoing     |

## Transportation

|           |                                                                                    |         |
|-----------|------------------------------------------------------------------------------------|---------|
| <b>D8</b> | Continue to strengthen driver training for taxi operators serving HandyDART trips. | Ongoing |
| <b>D9</b> | Continue to seek senior government support for HandyDART operations.               | Ongoing |

# Accessibility in the Workplace

Our Workplace Accessibility Strategic Plan sets out a multi-year framework to make accessibility part of everyday culture across the TransLink Enterprise. Developed by the Employee Experience & Equity, Diversity and Inclusion (EDI) teams in consultation with employees with disabilities, executive sponsors, and cross-functional partners, the plan is guided by three core principles: nothing about us without us (persons with disabilities lead and inform the work), collaboration across the enterprise, and long-term sustainability. It responds to the Accessible British Columbia Act (2021), which requires prescribed organizations like TransLink to develop and implement accessibility plans.

## What we've accomplished in the workplace

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All foundational and advancement goals for Years 1–3 have been completed, including:

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- Published a Workplace Accessibility Policy and multi-year strategic plan

## 2026 Accessibility Plan

- Secured executive sponsorship and established an AccessAbility & Allies Employee Resource Group (ERG)
- Delivered disability inclusion and neurodiversity eLearning for employees
- Provided multiple trainings for hiring managers and senior leaders in partnership with the Presidents Group, Rick Hansen Foundation, and Untapped Accessibility
- Audited and updated TransLink.ca and 23 subpages to meet global web accessibility standards
- Recertified Sapperton head office under the Rick Hansen Foundation Accessibility Certification (valid to 2028)
- Embedded accommodations disclosure into the recruitment process, launched an Applicant Accommodations Process, and partnered with community employment organizations
- Collected and reported annual disability demographic data

### What's coming beyond 2026

Three priority focus areas guide our internal accessibility work beyond 2026.

| <b>1</b><br><b>Education<br/>&amp; Culture</b>                                                                                                                                                                                    | <b>2</b><br><b>Accessible Work<br/>Environment; Built<br/>Environment &amp;<br/>Technology</b>                                                                                      | <b>3</b><br><b>Recruitment<br/>&amp; Retention</b>                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deliver in-person accessibility training for all employees and managers; provide executive-level training with an external partner; promote the AccessAbility & Allies ERG; and improve uptake of the Accessible Documents Guide. | Implement short- and long-term Rick Hansen audit recommendations at Sapperton; continue external and internal website audits; ensure internal systems meet accessibility standards. | Expand accommodations support throughout hiring and onboarding; identify disability-inclusive hiring champions; strengthen partnerships with community employment organizations; and attend accessibility-focused job fairs. |

## What we heard from customers and our committees

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To update the 2026 Accessibility Plan, TransLink drew on nearly 3,700 customer feedback submissions received between September 2023 and September 2026, input from our two accessibility advisory committees, and public comments gathered during an open engagement period from April 8 to May 8, 2026. Staff also conducted direct outreach to 38 organizations and individuals that work with or represent people with disabilities.

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Feedback from these methods informed two new actions and one revised action in the updated plan.

- **Action A10** commits to updating TransLink's Transit Passenger Facility Design Guidelines to reflect customers with diverse abilities.
- **Action C3** directs improvements to transit information accessibility through the 2026-2030 Customer Experience Action Plan.

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- Revised **Action D7** explicitly references customers with both visible and invisible disabilities in the development of education opportunities for front-line staff and operators.

More information can be found in **Appendix C: Consultation Summary Report**

## Working with Our Advisory Committees

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TransLink follows the principle of "nothing about us without us." This means that the people who rely on accessible transit help shape our plans and decisions.

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We do this through two customer accessibility advisory committees:

- **Access Transit Users' Advisory Committee (UAC)**

The UAC advises TransLink on the accessibility of our conventional transit system — buses, SkyTrain, SeaBus, and West Coast Express. Members review plans, programs, and projects, and share their lived experience to help us identify and remove barriers.

- **HandyDART Users' Advisory Committee (HDUAC)**

The HDUAC advises TransLink on HandyDART, our door-to-door service for registered customers who cannot take conventional transit services without assistance. Members provide guidance on how to improve the service for customers.

### **Who are our committee members?**

We strive to ensure that members of our accessibility advisory committees reflect the diversity of people living in Metro Vancouver and British Columbia. Members of both committees are appointed by the TransLink Board of Directors through a public recruitment process. We make sure that at least half of the voting members are people with disabilities or advocates who work with people with disabilities. We also want to include at least one member who is Indigenous or represents an Indigenous organization.

## Monitoring and Evaluation

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TransLink will monitor progress on the Accessibility Plan.

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### Monitoring

Staff will present on initiatives and actions identified in the Plan to both the UAC and HDUAC on a regular basis.

### Evaluating

The plan contains action items that TransLink will monitor and evaluate over time. We will assess actions according to their level of completion in the near-term, medium-term, or as ongoing efforts.

We anticipate substantially completing near-term actions within the next three years. For medium-term actions, we will actively develop them or secure funding during the same three-year cycle. As for ongoing items, we will regularly report on their progress as we track them over time.

## Appendices

### Appendix A: Glossary of Terms

|                      |                                                                                                                                                                                                                                        |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Accessibility</b> | When the needs of people with all types of disabilities are specifically considered, and products, services, and facilities are built or modified so that they can be used by people of all abilities.                                 |
| <b>ASL</b>           | American Sign Language (ASL) is a complete, natural language that has the same linguistic properties as spoken languages, with grammar that differs from English. ASL is expressed by movements of the hands and face.                 |
| <b>Barrier</b>       | Anything that hinders the full and equal participation in society. It can be caused by environments, attitudes, practices, policies, information, communications or technologies, and is affected by intersecting forms of oppression. |

## Appendix A: Glossary of Terms

|                                                       |                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>British Columbia Rapid Transit Company (BCRTC)</b> | An operating company of TransLink, BCRTC manages and runs two SkyTrain lines in Metro Vancouver: the Expo Line and the Millennium Line. They also manage the West Coast Express commuter rail service and oversee the service contract to operate and maintain the Canada Line. |
| <b>Braille</b>                                        | Braille is a system of tactile reading and writing utilized by those who are blind (or who have very low vision). Braille is not a language, per se: it is a means of representing characters in a tactile manner.                                                              |
| <b>Coast Mountain Bus Company (CMBC)</b>              | CMBC runs most of the bus service in our region, about 96%. They also operate the SeaBus, which takes passengers across Burrard Inlet. The other 4% of bus service is provided through contracts with other companies.                                                          |
| <b>Compass Card</b>                                   | Reloadable fare cards that can be used when taking transit within Metro Vancouver.                                                                                                                                                                                              |

## Appendix A: Glossary of Terms

|                                            |                                                                                                                                                                                                                                                                             |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Conventional services</b>               | Conventional transit services include bus, ferry (SeaBus), and rail (SkyTrain, Canada Line, and West Coast Express). Other services, such as demand-responsive Access Transit services, are not included in this definition.                                                |
| <b>Custom Transit</b>                      | Door-to-door transit services, such as HandyDART, for people whose mobility needs make it difficult for them to use conventional transit.                                                                                                                                   |
| <b>Disadvantaged individuals or groups</b> | Groups or individuals who face unearned disadvantages because of race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability.                                                                                                             |
| <b>Family of services</b>                  | Refers to a collection of transit services that work together. Typically refers to the opportunity for people with disabilities to use a combination of fixed-route transit (e.g., SkyTrain, bus) and custom transit services (e.g., HandyDART) to meet their travel needs. |

## Appendix A: Glossary of Terms

|                                           |                                                                                                                                                                                                                       |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Inclusion</b>                          | The practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalized, such as disadvantaged groups (see “Disadvantaged individuals or groups”). |
| <b>Metro Vancouver</b>                    | A geographic region on BC’s South Coast that includes 21 municipalities, one Electoral Area, one Treaty Nation, and nine Indigenous nations.                                                                          |
| <b>Tactile Walking Surface Indicators</b> | A system of textured ground surfaces used to convey information to pedestrians who are blind, DeafBlind, or partially sighted. TWSI are detected underfoot or through use of a long white cane.                       |
| <b>Universal Design</b>                   | The design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people regardless of their age, size, ability, or disability.                    |

## Appendix B: Status of 2023 Actions

### Service Design and Delivery

| 2023 Action                                                                                                                                                                                                                                                                                              | Status                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>A1.</b></p> <p>Create a new HandyDART application process that includes an in-person consultation option, faster processing, conditional eligibility, appeals process, and improved travel training for using regular transit, which will move the service towards a Family of Services model.</p> | <p>Work on this action is underway through the HandyDART Customer First Plan.</p>                                                     |
| <p><b>A2.</b></p> <p>Allow HandyDART customers to book online as well as by telephone.</p>                                                                                                                                                                                                               | <p>TransLink is working with Spare labs to deliver software upgrades for HandyDART, including the introduction of online booking.</p> |
| <p><b>A3.</b></p> <p>Expand real-time information displays at bus stops.</p>                                                                                                                                                                                                                             | <p>More real-time information displays are funded for the R2 extension.</p>                                                           |

## Service Design and Delivery

| 2023 Action                                                                                                                                                | Status                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>A4.</b><br/>Explore opportunities to highlight priority seating on vehicles.</p>                                                                     | <p>New types of priority seating will be piloted on the Solaris Trollino trolleybuses and the results will guide future plans.</p>                                                                                                                                   |
| <p><b>A5.</b><br/>Share the results of the six-month trial of smartphone-based wayfinding technology known as the Accessible Navigation Pilot Project.</p> | <p><b>Completed</b> The pilot ended in late 2023 and helped us consider new technologies in customer wayfinding.</p>                                                                                                                                                 |
| <p><b>A6.</b><br/>Investigate opportunities to modernize the TaxiSaver program.</p>                                                                        | <p>Through the HandyDART Customer First Plan, the Compass Modernization project was identified as a potential opportunity to review the TaxiSaver program to understand its usage and how it might be adapted to support the region's vision for custom transit.</p> |

## Service Design and Delivery

| <i><b>2023 Action</b></i>                                                                                             | <i><b>Status</b></i>                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>A7.</b><br/>Consider conducting regular audits of accessibility features.</p>                                   | <p>Staff are figuring out what people, time, and tools they need to check accessibility features on a regular basis.</p>                                                                                                                                                                                                                                             |
| <p><b>A8.</b><br/>Improve the quality of audio announcements on SkyTrain for better communication with customers.</p> | <p>Public Announcement systems in stations were improved and work is underway to implement new audio features and better reliability.</p>                                                                                                                                                                                                                            |
| <p><b>A9.</b><br/>Investigate more advanced information displays on buses.</p>                                        | <p>Since 2023, Transit's conventional fleet has adopted two improved sign models, and engineering is advancing further enhancements through ongoing Bus Rapid Transit (BRT) signage work. Recent upgrades include brighter, larger internal next-stop displays and a new high-resolution front destination sign that will debut with the upcoming trolley fleet.</p> |

### Service Design and Delivery

| <i>2023 Action</i>                                                                                                    | <i>Status</i>                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>A10.</b><br/>Engage with UAC and HDUAC on replacements technologies or components that are customer facing.</p> | <p>TransLink consults with its two advisory committees on a regular basis on accessibility topics and upgrades to customer-facing technology. These include actions from the HandyDART Customer First Plan and projects such as audio announcements at SkyTrain stations.</p> |

## Built Environment

| 2023 Action                                                                                                                                                                                          | Status                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <p><b>B1.</b><br/>Build, operate, and maintain multi-stall, accessible and gender-neutral washrooms at key transit hubs.</p>                                                                         | <p>Planning work is underway on this initiative. A new washroom was opened at Metrotown Station in 2025</p> |
| <p><b>B2.</b><br/>Provide \$19.2 million to local governments for pedestrian infrastructure to transit between 2022 and 2024 through the "Walking Infrastructure to Transit" cost-share program.</p> | <p>Funding and demand for these programs are above expectations with strong uptake from partners.</p>       |
| <p><b>B3.</b><br/>Monitor and report on customer feedback on Tactile Walking Surface Indicators installed at select TransLink properties and rapid bus stops to UAC and relevant staff.</p>          | <p><b>Completed</b> This feedback is now part of regular ongoing maintenance and monitoring.</p>            |

## Built Environment

| 2023 Action                                                                                                                                                                                                                                                      | Status                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>B4.</b></p> <p>TransLink and the BC Ministry of Transportation and Infrastructure to develop guidelines for cycling infrastructure adjacent to bus stops. The guidelines will incorporate feedback provided by UAC and participants with disabilities.</p> | <p><b>Completed</b> These guidelines were published in April 2024 by TransLink and the Ministry of Transportation and Transit. These guidelines are now being applied in individual project designs led by TransLink.</p> |
| <p><b>B5.</b></p> <p>Replace escalators on the Expo Line and at some West Coast Express stations to make them more reliable and accessible.</p>                                                                                                                  | <p>Installation of new, heavier-duty escalators is now complete at all Expo Line stations as well as Waterfront’s West Coast Express platform. Upgrades to Millennium Line escalators are now underway.</p>               |
| <p><b>B6.</b></p> <p>Work with municipalities and private organizations to improve and increase bus shelters in the region.</p>                                                                                                                                  | <p>TransLink continues to advance programs that improve amenities at select bus stops and exchanges.</p>                                                                                                                  |

## Built Environment

| 2023 Action                                                                                                                                                                       | Status                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>B7.</b><br/>Upgrade SkyTrain stations to increase capacity, reduce crowding, improve accessibility and amenities, and integrate better with surrounding neighbourhoods.</p> | <p>Station upgrades at Brentwood Station were completed in 2025, including a new elevator and new escalators, an expanded mezzanine, and improved lighting and weather protection. Planning work for upgrades to Gilmore, Oakridge and Sapperton Stations is in progress, and upgrades to other stations are being explored.</p> |
| <p><b>B8.</b><br/>Enhance amenities at bus exchanges, including accessible shelters, seating, lighting, and customer information.</p>                                             | <p>Upgrades have been completed at Phibbs exchange, and UBC Exchange. Planning work is underway for additional exchanges.</p>                                                                                                                                                                                                    |
| <p><b>B9.</b><br/>Continue to improve mobility device accessibility of bus stops on network.</p>                                                                                  | <p>The number of wheelchair accessible bus stops increased from 82.5% in 2023 to 86.3% in 2025</p>                                                                                                                                                                                                                               |

### Built Environment

| <i><b>2023 Action</b></i>                                                                                                                          | <i><b>Status</b></i>                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>B10.</b><br/>Ensure that new SkyTrain stations and trains are accessible, including ensuring adequate space for HandyDART loading zones.</p> | <p>New stations and trains are built to high accessibility standards. Stations along the Broadway-Subway project and Surrey-Langley SkyTrain will have space for HandyDART loading zones.</p> |

## Information and Communications

| 2023 Action                                                                                                                             | Status                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>C1.</b><br/>Investigate opportunities to incorporate accessible communications into a language access policy.</p>                 | <p><b>Completed</b> TransLink adopted its Language Access Policy at the end of 2024. The policy broadens language access beyond translation to include Plain Language, visual communication, ASL interpretation, and closed captioning. It also commits to ASL availability at public events and ensuring ASL and captioning options on public-facing forums</p> |
| <p><b>C2.</b><br/>Investigate options to improve customer experience and communications for people who are deaf or hard of hearing.</p> | <p>TransLink is exploring more ways to improve service for this customer group. New trip booking software for HandyDART will allow customers who are deaf or hard of hearing to book trips without calling into the Call Centre.</p>                                                                                                                             |

### Information and Communications

| <i><b>2023 Action</b></i>                                                                                                                         | <i><b>Status</b></i>                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>C3.</b><br>Seek opportunities to prioritize accessibility into service disruption protocols, emergency planning, maintenance, and road safety. | TransLink did not identify new opportunities under this action, but both TransLink and its HandyDART provider already have strong systems that incorporate accessibility into emergency planning and service-disruption response. |

## Transportation

| 2023 Action                                                                                                                                                          | Status                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>D1.</b><br/>Increase HandyDART service by 3% in 2023 to offer more trips for customers.</p>                                                                    | <p><b>Completed</b> HandyDART service was increased by 3% in 2023. The 2025 Investment Plan added an additional 1.1% more HandyDART trips in 2027.</p>                                                                                                          |
| <p><b>D2.</b><br/>Reallocate service to prioritize high-urgency projects from the 2018 Investment Plan starting in 2023, which includes increasing bus services.</p> | <p>Service reallocation occurred in 2023, with bus services increasing by 3% in the 2024 Investment Plan. The 2025 Investment Plan delivered the largest expansion in bus service since 2018, with a 5% increase starting in 2025 and continuing into 2027.</p> |
| <p><b>D3.</b><br/>Explore new trends and offerings in custom transit to consider for future service delivery.</p>                                                    | <p>A new competitive procurement process for a HandyDART contractor in 2027 will enable opportunities to explore new trends and offerings in the custom transit industry.</p>                                                                                   |

## Transportation

| 2023 Action                                                                                                                                                                      | Status                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>D4.</b><br>Pilot late-night services to support expansion to 24-hour HandyDART service.                                                                                       | HandyDART service was extended to 2 AM in January 2026, improving service availability and aligning more closely with SkyTrain operating hours.                                                  |
| <b>D5.</b><br>Refurbish mid-life trains and replace older trains to improve capacity and customer amenities.                                                                     | The oldest SkyTrain vehicles are undergoing replacement by state-of-the-art Mark V trains, with five in service as of January 2026.                                                              |
| <b>D6.</b><br>Replace older HandyDART vehicles and expand the fleet.                                                                                                             | HandyDART fleet increased to 357 vehicles in service, with 92 replacements.                                                                                                                      |
| <b>D7.</b><br>Continue to develop education opportunities for HandyDART and bus operators, transit police, and any front-line staff to better serve customers with disabilities. | Transit Police and frontline staff have expanded their training through programs focused on trauma-informed practice, cultural awareness, neurodivergent support, and disability-specific topics |

## Transportation

| 2023 Action                                                                                  | Status                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                              | such as guide-dog handler rights, Autism Spectrum Disorder, and Parkinson's.                                                                                                                                                                                              |
| <p><b>D8.</b><br/>Strengthen driver training for taxi operators serving HandyDART trips.</p> | <p>Taxi driver training improvements have led to the highest ever customer service score for HandyDART taxi-trips in 2025. Further actions to strengthen training are described in the HandyDART Customer First Plan, published in 2025.</p>                              |
| <p><b>D9.</b><br/>Continue to seek senior government support for HandyDART operations.</p>   | <p>TransLink continues to seek senior government support for HandyDART operations. In 2025, the Province of British Columbia committed \$312 million in operating funding until new legislation is approved to provide TransLink with new additional funding sources.</p> |

## **Appendix C: Consultation Summary Report**

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To update this plan, we reviewed nearly 3,700 customer feedback submissions received through our Customer Information channels by phone and through the TransLink website, input from our two advisory committees since 2023, public comments gathered during open engagement in the spring of 2026, and committee feedback on the draft plan.

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### **Customer feedback submissions**

As part of our process to update this plan, we looked at close to 3,700 entries from our Customer Information channel. Spanning from September 2023 to September 2025, this feedback represents how our customers are experiencing our services day-to-day. In practice, each individual comment is logged and followed-up by customer information agents and escalated internally if required. These entries were analyzed with accessibility in mind and revealed several recurring themes:

- Ramps, lifts and kneeling features not being deployed or functioning as expected, along with instances where interactions with operators felt unhelpful
- Reports of some customers being unable to board transit vehicles when using a mobility aid

## 2026 Accessibility Plan

- Conflicts around priority seating and occasional challenges with securing mobility devices
- The TaxiSaver program requires attention
- Concerns around transit information being inaccurate, unavailable, or inaccessible
- Improvements suggested for transit passenger facilities for customers with different abilities
- Customers with invisible disabilities seek recognition and support

These themes are broadly representative of individual experiences seen across customer feedback submissions. While most are addressed through existing Accessibility Plan actions, the themes referring to transit information accessibility, improvements to transit passenger facilities, and the experiences of customers with invisible disabilities informed the development of new actions C10 and A10, and revised action D7 respectively.

### **Open comment period**

From April 8 to May 8, 2026, TransLink invited public comments on the 2023 Accessibility Plan as part of its update. Feedback could be submitted by email or phone. Staff also reached out directly to 38 organizations and individuals in the disability

## 2026 Accessibility Plan

community to raise awareness of the opportunity to provide us with comments. We continue to accept feedback on the plan year-round.

Some of the feedback received through this period highlighted issues addressed through existing actions in the Accessibility Plan, including audio quality on SkyTrain vehicles and at stations, priority seating identification, sidewalk infrastructure, operator training, station upgrades such as elevators and escalators, and improvements to HandyDART service. Feedback relating to the need for improvements to our transit information, our passenger facilities, and recognition of people with invisible disabilities informed the development of new actions C10 and A10, and revised action D7.

### **Advisory Committee Feedback**

We reviewed minutes from our two advisory committees since 2023 to assess any recurring issues identified since the publishing of our first plan. Generally, concerns from both advisory committees are aligned with the feedback we see from other sources. Highlights include further interest in modernizing TaxiSaver payment options and improving transit information for customers who are deaf, hard of hearing, or non-verbal. Committee members also note persistent challenges for riders

## 2026 Accessibility Plan

with non-visible disabilities, particularly during service disruptions.

In addition, our two advisory committees provided comments on a draft version of the Accessibility Plan in the spring of 2026 and contacted staff directly through email. Feedback received highlighted the need for further attention to some accessibility plan actions, including those related to emergency procedures and information availability during service outages, improved operator training, and transit information accessibility.

### **Changes made due to feedback received**

Two new actions and one revised action resulted from the feedback we heard through our consideration of public comments and consultation with our accessibility advisory committees. These are intended to address:

- Improvements at transit facilities for customers with different abilities
- The accessibility of transit information
- That our ongoing education opportunities for staff are inclusive of customers with both visible and invisible disabilities

## 2026 Accessibility Plan

The new actions, under the Service Design and Delivery and Information and Communication theme areas, respectively:

1. **Action A10:** Update TransLink's Transit Passenger Facility Design Guidelines to revise and incorporate the different abilities of our customers related to: mobility, sight, cognitive, hearing, and strength and dexterity.
2. **Action C3:** Through the 2026 – 2030 Customer Experience Action Plan, enhance and improve the accessibility and customer experience of transit information.

One revised action, under the Transportation theme area:

1. **D7:** Continue to develop education opportunities for HandyDART and bus operators, transit police, and any front-line staff to better serve customers with visible and invisible disabilities.