



## **USERS' ADVISORY COMMITTEE MEETING Regular Meeting Minutes**

Wednesday, November 13, 2019 at 11:00am  
Room 407, TransLink Offices, 287 Nelson's Court, New Westminster, B.C.

---

### **Attendees:**

Odette Brassard	Pam Horton (Chair)
Shayne De Wildt	Monty Lilburn
Brandon Fitzpatrick	Scott Ricker (Vice Chair)
Amy Amantea	Rob Sleath
Ron Bergen	Caitlin Anderson
Rachel Goddyn	Sherry Baker
Colin Emberson	

### **Regrets:**

James Mann  
David McGregor

### **Staff:**

Sarah Ross, Director, System Planning, TransLink  
Tessa Forrest, Manager, Access Transit Planning, TransLink  
Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC  
Richard Marion, Coordinator, Access Transit Planning, TransLink

### **Guests:**

Linda McGowan, Community Outreach Liaison, First Transit

## **1. Preliminary Matters**

### **1.1 Call to Order**

Quorum was confirmed, and the meeting was called to order by the chair at 11 AM. The chair asked Sarah Ross to read the land acknowledgement which recognizes this as the unseeded territory of the Coast Salish People.

There was a reminder about emergency procedures for the building in the event of an actual emergency.

### **1.2 Opening Remarks and Introductions**

Members of the committee, staff and guests introduced themselves. The chair of the committee discussed some concerns she had about the

# Minutes of the November 13, 2019 TransLink Users' Advisory Committee

ratings spreadsheet and note the HR sub-committee received for choosing new committee members. She asked the sub-committee not to use this process and continue reviewing candidates in the same method that has been done in the past. She suggested that a change in reviewing applications should be discussed by the entire UAC.

## **1.3 Adoption of the Agenda**

It was moved and seconded that the agenda be adopted with no changes. **Approved.**

## **1.4 Adoption of the minutes**

It was moved and seconded that the October 15, 2019 minutes be approved as circulated. **Approved.**

Richard clarified that during the September 4th meeting, the attendees listed was missing people, this was corrected in the version of the minutes that have been filed in the official records.

## **1.5 Business arising from the minutes**

Odette enquired if Rob's point about funding non-accessible infrastructure was included in the minutes. The chair stated that this was in the minutes from the last meeting.

## **2. REPORTS**

### **2.1 Access Transit Planning Manager's Report**

*Sarah Ross, Director, System Planning, TransLink*

Verbal Update for Information (Copy included in package).

There will be a meeting about cycling organized by Better Environmentally Sound Transportation (BEST) and Fraser Health coming up.

Discussions occurred about the elevator button issue. Even though the placement has been mentioned several times, it appears the buttons are still being placed too close to the door openings.

TransLink will verify if elevator issues are part of the SkyTrain design manual. Also, need to clarify who is responsible for the guidelines for the SeaBus elevator.

Sarah talked about people without disabilities portraying people with disabilities in training videos. There was one incident at CMBC, and they have committed to not let this happen again. Rob Thanked Sarah for bringing attention to this issue.

### **2.2 RapidBus Program Update**

*Jeff Deby, Manager, RapidBus Program, TransLink*

# Minutes of the November 13, 2019 TransLink Users' Advisory Committee

Presentation for Feedback (copy included in package)

Jeff gave an update on the progress of RapidBus. He outlined the five routes that would be getting RapidBus and talked about the accessibility features of the RapidBus:

- Improved travel times due to street design changes to increase bus priority.
- Realtime customer information about bus arrivals at the stops.
- 10 minute or better frequency during peak hours.
- Buses will be branded with a unique look.
- New stop design with audio information.
- Rob asked if there would be the ability to increase the volume on demand. Jeff answered that this feature is not available for launch. We will see if there are volume issues and can review the addition of this feature in the future.
- Jeff will review the two bus stops that may have accessibility issues that Pam mentioned during the presentation.
- Richard will provide the committee with the audio sample of the bus stop voice.
- Two additional RapidBuses will be introduced in the next phase of the Mayors' 10-year plan. They would be in Surrey along Scott Rd, and from Richmond to an expo line station.

## **2.3 Maintaining Accessibility During Construction**

*Nadia Kryz, Manager, Engineering Project Delivery, TransLink*  
Presentation for Feedback (copy included in package)

Nadia outlined some of the construction issues that have surfaced recently. She outlined the challenges encountered at Joyce-Collingwood and 22nd St. Stations. As a result, TransLink is working on a new Construction Management policy that will better maintain accessibility for people with disabilities during major construction at TransLink facilities.

- The first DRAFT of the public protection standard will be released soon.
- Odette complimented TransLink on the management of the Metro Town Station construction. The shuttle worked well to get people with disabilities to the station from Patterson Station.
- It was noted that when moving accessible bus stops during construction, they need to be replaced with accessible bus stops. Also, flaggers need to be educated on better communications.

**Break. The chair called for a 15-minute break.**

## **2.4 2020 Bus Procurement Update**

*Kevin Plimbley, Maintenance Project Manager, CMBC*  
Presentation for Feedback (copy included in package)

## Minutes of the November 13, 2019 TransLink Users' Advisory Committee

Kevin Plimbley was filling in for Dave Leicester. Over the next year, a few new buses will be purchased. These include low floor shuttles, double decker buses and conventional coach buses from New Flyer and Nova Bus.

- Changes in Bus design include straightening the post on the driver's side of the bus at the rear facing wheelchair position.
- Looking at the configuration of the ramps to see if TransLink should request they be adjusted to the same slope before the changes to the ADA standards.
- Arm rests on the driver's side will either be taken out or configured so they flip up more easily.
- Electric buses are quieter than the hybrids.
- Highway Coaches have two rear facing positions.
- Double Decker buses will be running on the 555,301 and the 620 buses.
- Although this is not part of the bus project, Langley Community shuttle will be receiving equipment to announce stops as part of the TMAC upgrade that is currently happening.
- Shayne enquired if the button for people in wheelchairs will let the driver know what side of the bus the person is on when they want to get out? Kevin indicated he would investigate this.

### **2.5 Bus Stop Accessibility Project Update**

*Sarah Ross, Director, System Planning, TransLink*

Presentation for Information (copy included in package)

The purpose of this update is to inform the committee of the recommendation staff will be taking to the TransLink Board of Directors regarding a path forward for accessible bus stops for customers with sight loss.

- Sarah outlined the history of the project and key milestones that lead TransLink to this point.
- Some issues with signage that included route direction also included a substantial increase to the cost of maintenance.
- The main issue for people with sight loss, is "knowing I am at a bus stop and that it's the correct bus stop".
- Only two cities in Canada and 13 worldwide provide any accessible tactile information at bus stops.
- No Canadian agencies providing information beyond small scale projects. Regina will be moving to a larger project.
- The path forward will include:
  - Installing tactile information at all bus stops TransLink owns, leases or licences;

## Minutes of the November 13, 2019 TransLink Users' Advisory Committee

- Tactile information that includes route number, stop identification number, customer information phone number and bus bay number at transit exchanges; and
  - A wayfinding technology pilot.
- Project would start in 2020 and work would be substantially completed within three years.
- The project will have a budget of 7 million dollars.
- A project manager would develop an implementation plan.
- The results will be integrated into TransLink's Bus Infrastructure Design Guidelines.
- Rob thanked TransLink for this information. The committee expressed its gratitude to Sarah Ross and TransLink for finding a way to move this issue forward in such a positive way.
- The committee indicated unanimous support for the approach and indicated they would speak to this item at the TransLink Board meeting.

### **3. Other Business**

### **4. Closing Remarks**

### **5. Meeting Termination.**

- 5.1 There being no further business, the meeting was terminated at 1:50.

### **Information**

#### **2019 Meeting Dates:**

Wednesday, December 11, 2019