



USERS' ADVISORY COMMITTEE MEETING Minutes  
Wednesday, September 8, 2021 – 11:00 a.m. to 2:00 p.m.  
Virtual Meeting

Attendees:

Caitlin Anderson  
Sherry Baker (Chair)  
Ron Bergen  
Yat Li  
Pam Horton  
Rachel Goddyn (Vice Chair)  
Michele Querns

Karen Kreis  
Anthony Kupferschmidt  
Tommy Leung  
Odette Brassard  
Monty Lilburn  
Jim Mann  
Peg Mercer

Regrets:

David McGregor  
Mario Gregorio

Absent:

Shayne De Wildt  
Colin Emberson

Staff

Chris Chan, Travel Training Manager, CMBC  
Briana Ingram, Manager, Access Transit Planning, TransLink  
Megan Johnston, Senior Advisor, Public Affairs, TransLink  
Liina Marshall, Manager, Access Transit Service Delivery, CMBC  
Kathy Pereira, Director, Access Transit Service Delivery, CMBC  
Sarah Ross, Director, System Planning, TransLink  
Richard Marion, Coordinator, Access Transit Planning, TransLink  
Gurtej Tung, Planner, Access Transit Planning, TransLink  
Erin Windross, Manager, Access Transit Service Improvements, CMBC  
Terence Chu, Senior Advisor, Communications, TransLink

1. PRELIMINARY MATTERS

1.1 Call to Order and Land Acknowledgement – 11:00 - 11:05

- Sherry called the meeting to order.
- Briana read the land acknowledgement.

1.2 Virtual Meeting Protocol – 11:00 - 11:05

- Briana went over the meeting procedure for committee members and staff.

1.3 Opening Remarks – 11:05 - 11:10

- Sherry provided opening remarks.
- Sherry went over her thoughts on the terms of reference review committee.
- The goal is to have a draft proposal available for the entire committee at the October 27 meeting.

1.4 Roll Call and Member Introductions – 11:05 - 11:10

- Briana conducted the member and staff roll call.

1.5 Adoption of the Agenda – 11:10 - 11:15

- It was moved by Jim and seconded by Ron that the agenda be approved with the additions under new business. Carried.

1.6 Adoption of the Minutes – 11:10 - 11:15

June 9, 2021

- It was moved by Michelle and seconded by Karen that the minutes be adopted. Carried.

1.7 Business Arising from the Minutes – 11:10 - 11:15

2. REPORTS

2.1 Access Transit Planning Manager's Report – 11:15 - 11:30

Briana Ingram, Manager, Access Transit Planning, TransLink  
Verbal update for information (copy included in package)

- Briana summarized items in the manager's report.

- Rachel: With 12 and under being approved, they will still have to travel with an adult if they are eligible for HandyDART
- Briana: Yes. They would still have to travel with an adult.
- Caitlin: Are there protocols for when elevators are out of service and someone is stuck at a station?
- Briana: There should be station attendants at the station during the outages. They can usually assist the person with other options.
- Caitlin: What is on the display signage about elevator outages?
- Sarah: There is usually information made available for major outages on the station signage.
- Ron: Can people use the station assistance program when they arrive at a station with an out of service elevator?
- Sarah: BCRTC did confirm that the Station Assistance number can be used when an elevator is not working. It is Station attendants that are access for this service.
- Caitlin: Elevator outages seem to happen frequently.
- Sherry enquired if there are any photos or videos of the Seabus blessing.
- Sarah: I was at the blessing ceremony. She was pleased that Mario was able to attend from UAC.
- Peg commented on the turning announcements and the Skytrain announcements.
- Pam commented that it was wonderful to see the accessibility improvements implemented on the Chinook.
- Michelle: do you use the same Compass card for HandyDART?
- Briana: Yes. If you have an adult Compass card you would use this on HandyDART if you are not eligible for concession fares.

## 2.2 Introduction of New CEO – 11:30 – 11:50

Presentation for information (biography included in package)

- Kevin Quinn introduced himself.
- He currently is getting familiar with the region and the issues we are dealing with here.
- His background was in community planning before becoming CEO of a transit agency.
- Kevin's mother worked with people with disabilities. She worked in transition planning at a community college.
- Kevin indicated he has always advocated for better accessibility. Curbs, Shelters and stops themselves are some examples.

- He worked with the National Federation of the Blind to develop braille route maps for Baltimore. They were the first agency to do this in the U.S. They were rolling it out for all bus routes when he left.
- He wants to do walking audits with people with disabilities who use the system.
- We can make improvements based on experiences.
- Kevin and his family are regular transit users.
- He feels transit is a great way to gain and maintain independence.
- Rachel talked about her son. She talked about the need to increase transit confidence. She talked about the training of bus drivers and the need to continue working with organizations like the autism network.
- Kevin indicated that he would talk to Briana and Sarah about the ongoing need to train employees.
- Michelle: Talked about the maintenance of sidewalks near bus stops. The sidewalks on Scott Rd. are terrible.
- Yat: Asked about the Braille Bus stop project.
- Kevin: Thinks this project is important.
- Sarah: Indicated we could look at maps as well to improve information for people who are blind or with limited vision.
- Odette: commented that TransLink has one of the most flexible bureaucracies she has worked with.
- Kevin complimented the staff here at TransLink

### 2.3 Future of Meeting Format & Location Discussion 11:50 – 12:20 Briana Ingram, Manager, Access transit Planning, TransLink Presentation for information and discussion (copy included in package)

- Briana highlighted some of the results from the survey of committee members.
- Briana sees this as a two-stage discussion. We will look at meeting logistics later.
- The survey was intended on taking a snapshot on the issue.
- The future of work is a dynamic situation. Any changes would be communicated well in advance.
- Any meetings would have to comply with public health directives.
- Odette: commented that she participated in a hybrid meeting. It worked well but the group is not as big as the UAC. Sometimes the travel can stop you as well. Prefers the idea of hybrid meetings.

- Caitlin: Is concerned about not being able to participate if they are participating remotely or digitally. How did you take this into account?
- Odette: The person chairing the meeting did act fairly. They gave everyone an equal chance to participate.
- Rachel: Mentioned that the meeting was in the council chambers. You could see everyone in the room.
- Briana indicated we would have to look at the room to see how it is configured.
- Rachel: There is a screen so you can see everyone clearly.
- Kathy: Indicated the gateway board room is set up like this already. You can see everyone clearly.
- Ron: Indicated concerns with not having access to technology. He prefers in-person meetings because of challenges he has with his technology. Sometimes he feels more like an observer.
- Tommy: Would the vaccine passport factor into a decision as well?
- Sherry: Thinks it could be involved. Would need some guidance as well.
- Briana indicated it would have to be looked at. She was not thinking of the passport as one of the issues.
- Pam: You must look at your own health as well.
- Sherry summarized the discussion so far
- Peg: Indicated that looking at the hybrid format might be worth trying.
- Briana indicated we would have to work out logistics for hybrid meetings.
- Karen: Would like to have the option to participate from home if she is having a bad day.

Health Break – 12:20 – 12:30

2.4 R6 Rapid Bus Presentation and Discussion 12:30 – 1:15  
 Drew Ferrari, Senior Advisor, Public Affairs, TransLink  
 Brian Phillips, Senior Planner, RapidBus Program, TransLink  
 Presentation for information and discussion (copy included in package)

- Brian went over the proposed new R6 Rapid Bus route and design
- The presentation also focused on the proposed accessibility measures for the island stop at Scott Rd. and 72<sup>nd</sup> Ave.
- Stops with bus bays will be filled in so the bus will stop in the traffic lane.

- Bus #319 will remain in service with reduced frequency.
- Odette: Will all stops be accessible?
- Brian: All stops will be accessible. The existing stops that are not accessible are the stops that will be upgraded as part of the construction for the R6.
- Michelle: When will the stops be upgraded.
- Brian: The construction will be in 2023.
- Bus bays will be filled in temporarily until the construction is finished.
- Sherry: Will the bus lanes only be for Rapid Bus?
- Brian: Local busses can use the bus lanes as well.
- Sherry: Will this be happening everywhere?
- Brian: Not fully both North and Southbound. The southbound lane will have more bus priority than the north bound lanes do to having more space.
- Karen: A lot may depend on the corridor. Can be some issues including the railway crossings as well.
- Caitlin: What are the plans to get people from the exchange to the outside bus stop?
- Brian: R6 and other busses will share a common stop after the exchange.
- The R6 will be using a stop in the left-hand turn lane outside the exchange when it is going South on Scott Rd.
- The centre stop will provide better access to destinations south of 72<sup>nd</sup> Ave.
- There will be new pedestrian crossings at this stop.
- There will be railings outside the boarding area.
- The plan is to make it as inviting and comfortable as possible.
- There will be some space and a buffer from the traffic. There will be improvements in lighting as well.
- Ron: Some shelters don't have enough roof space to cover areas where there is no bench.
- Brian: The standard shelter should have enough roof space to cover those who are not using the bench.
- Ron: Indicated a stop at Scott Rd. station had this issue. It may have been a legacy issue from the Ministry of Transportation from 1999.
- Jim: Do you see issues with a crosswalk only?
- Brian: It would be fully signalized.

- Jim: When there is advertising on both sides of the shelter, people may end up missing busses.
- Odette: It would be better if the crosswalk went straight. May need to move a tree and put up a barrier.
- Michelle: Where is the stop for the South Bound Bus?
- Brian: This stop is North of Scott and 72.nd.
- Need to ask people to move fixtures like garbage. Need at least 3 metres square for mobility devices.
- Rachel: Hopefully passengers can find the bus they want to board with many local busses sharing the same stop.
- Rachel: Glad the city staff are participating. The big issue is having safe pedestrian routes to access the service. Right turning is an issue as well. Having the advanced pedestrian crossing is something to considering. Timing changes for pedestrian. Can really help the situation. Will get the max walking time.
- Sarah: If you are supportive, please be proactive in submitting the support. Email the project at [rapidbus@translink.ca](mailto:rapidbus@translink.ca)

## 2.5 BC Parkway upgrades Presentation 1:15 – 1:45

Jayson Hodgson, Project Manager, Engineering Project Delivery, TransLink

Presentation for information and feedback (copy included in package)

- Jason outlined the project and the project scope for this portion of the BC Parkway.
- Sherry: There is already a road crossing between the two sections.
- Jason: We will be working with the City to improve the connections between these two sections.
- Jim: The dividing line would be painted?
- Jason: This has not been decided yet. They currently just suggested it.
- Caitlin: Bikers will just speed through this section with just paint. Need to look at some other dividing surface.
- Signage could be used in this section as well.
- Ron: Bikers will just cut into the pedestrian path if there is no tactile separator.
- Karen: Blind people can't see the paint. Would tactile slow bikes down?
- Jason: It would be separating the path.

- Derek: There can be other interventions that could be used. He agrees about aggressive riding. The goal is to create a safe path.
- Michelle: Bikes will stay on the smooth side of a path. Could use a different texture for the pedestrian side.
- Karen: Some sort of ridge between the lanes might be possible.
- Tommy: The ridges would just confirm that you might be on the correct path even if the pedestrian side is a different texture.

### 3. OTHER BUSINESS

- Caitlin had questions about the Broadway Subway Project. She submitted her questions in writing.
- Odette commented on the lack of accessible taxis in the region. As this is not really something TransLink deals with outside of HandyDART, staff indicated we would bring the issue up with our partners. We may need to have a bigger discussion about the lack of accessible taxis. This has impact on the TaxiSaver program as well.
- Peg: brought up the issue of announcements not working correctly on Skytrain and some busses. She submitted her specific concerns in writing.

### 4. CLOSING REMARKS

### 5. MEETING TERMINATION

- The meeting terminated at 2 P.M.

### 6. INFORMATION

#### 2021 Meeting Dates:

- Wednesday, October 27, 2021–11 a.m. to 2 p.m.
- Wednesday, December 8, 2021–11 a.m. to 2 p.m.