



## **USERS' ADVISORY COMMITTEE MEETING**

Regular Meeting Minutes

Wednesday, March 20, 2019 at 11:00 a.m.

Room 423, TransLink Offices, 287 Nelson's Court, New Westminster, BC

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### **Attendees:**

Amy Amantea

Caitlin Anderson

Sherry Baker

Sarah Cheung

Rob Sleath

Colin Emberson

Rachel Goddyn

Brandon Fitzpatrick

Pam Horton (Chair)

Monty Lilburn

James Mann

Odette Brassard

Scott Ricker (Vice Chair)

Jocelyne Wong

Ron Bergen

### **Regrets:**

Shayne De Wildt

David McGregor

### **Staff:**

Tessa Forrest, Manager, Access Transit Planning, TransLink

Liina Marshall, Manager, Access Transit Service Delivery, CMBC

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

Erin Windross, Planner, Access Transit Planning, TransLink

Richard Marion, Coordinator, Access Transit Planning, TransLink

## **1. PRELIMINARY MATTERS**

### **1.1 Call to Order**

Quorum was confirmed and the meeting was called to order by the chair at 11:02

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

Members of the committee and staff present introduced themselves. Richard also gave a summary of the location of the emergency exit procedures in the event of an emergency.

### 1.3 **Adoption of the Agenda** – It was moved and seconded that the agenda be adopted with the addition of Handy Card Taxi Saver issue under other business brought up by Odette. **Approved.**

### 1.4 **Adoption of the minutes** – It was moved and seconded that the January 16, 2019 minutes be approved as circulated. Approved with one abstention.

### 1.5 **Business arising from the minutes – No business arising not already included in agenda.**

## 2. REPORTS

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

*Tessa Forrest, Manager, Access Transit Planning, TransLink*  
Verbal update for information (written report included in package)  
Discussion took place on some issues contained in the report.  
Tessa also responded to the following questions from an email received from Rob Sleath regarding the Standing Public HandyDart Advisory Committee.

1. The reference to "public" in the Committee's name raises several questions; specifically, will the Committee meetings be open to the public?

*Answer:* the reference to public in the name is with respect to the fact that it is a committee of members of the public instead of staff. The UAC is also considered a public committee as well.

2. Members are appointed to the Standing Public HandyDART Advisory Committee by the TL Board, whereas members of UAC are appointed by an internal sub-committee. Why the difference?  
*Answer:* Since there is the need for further public committees going forward, the TL Board may be looking at a process of having board approval for all public committees. Other municipal partners use an appointment process for advisory committees that involves

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their councils. TransLink may look at a similar process as it is more transparent. Management is having preliminary discussions about this new process; the UAC would be involved in a discussion about this change to their terms of reference.

3. Is the Standing Public HandyDART Advisory Committee a stand-alone committee or a sub-committee of the UAC?

*Answer:* It is a stand-alone committee. But there was a recommendation to have a member of UAC on the committee.

4. Will the UAC have input or an opportunity to review the Standing Public HandyDART Advisory Committee's annual report before it is presented to the TL Board?

*Answer:* There would be no need for the UAC to have a formal review of the annual report.

There were questions and comments about the SeaBus advisories to staff.

- Pam hoped that all staff will implement the pet carrier directive regarding passenger priority.
- Pam indicated that people using mobility devices should have the option of boarding after other passengers as the boarding ramps are at less of an incline
- It was pointed out that SeaBus does not have designated seating areas near specific doors.
- Amy wanted clarification if the yellow strip at the doors was only at the centre doors.

### 2.2 Results of Survey for Customers with Vision Loss

*Erin Windross, Planner, Access Transit Planning, TransLink*  
Presentation for information (copy included in package)

Erin Windross gave a presentation about the results of the survey of customers with sight loss. The survey was completed online, by mail and telephone.

- Most respondents were partially sighted
- Braille is used more than expected.
- The most difficult task was identifying the stop and bus.
- Navigation of transit exchanges was also very difficult.
- Methods of identifying bus stops did include asking other people and enlarging photos of the sign with a smart phone.
- The survey received 394 responses.

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Caitlin asked if people had issues Identifying the TWSIs?

*Answer:* It was generally thought based on the results that people had an idea what the TWSIs would be used for.

Rob wanted to know what the recommendation to management would be?

*Answer:* Staff are doing further options evaluation based on the results of this survey. A sub-committee of RTAC will be looking at the use of tactile walking surface Indicators across the region.

Rob also suggested that there may have been some confusion since the survey referred to "Raised Lettering" The majority of people with sight loss are more familiar with the term tactile lettering.

There may be some need to have people be familiar with how to use the buses exterior announcements. Some awareness of standing at the bus stop pole so it is easier to hear the exterior announcement might be necessary.

Rob indicated that having the bus driver tell you that your bus left 5 minutes ago is not the same as knowing what bus you want provided in an accessible format.

Identifying the correct bus bay and knowing where it is was brought up by Jim as well.

### **BREAK – The chair called for a 15-minute break.**

#### **2.3 Universal Fare Gate Access Program & HandyDART Appeals Process**

*Erin Windross, Planner, Access Transit Planning, TransLink*

Presentation for information (copy included in package)

Erin gave a presentation on the proposed appeal process for the Universal Fare Gate Access Program and HandyDart.

- Since the fare gate access program is not tied to compass, the process for assessing eligibility has been an in-person process.

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- HandyDart is a paper-based process and rejections usually only happen when there are errors in the application.
- CUTA offers information about appeal processes used by Canadian transit agencies. This includes a mixture of a panel-based and individual professional application processes.
- Panel-based processes take a more holistic approach. More community focused. Disadvantages would be difficulty recruiting staff and volunteers. May not have enough expertise in the area.
- The advantage of a professional lead appeal is the knowledge the professional would bring to the process, the process would be more technical. Disadvantages would be the cost, and the process may not be as friendly to the applicant.
- BC Transit Uses a mixture of both types of processes across the province.
- TransLink would like to have a more customer focused process.
- The recommendation is to look at a panel lead process for TransLink; the panel would have one staff member, a person from the community and an occupational therapist.

Further discussion occurred about why people may have their applications rejected. Eight applications were rejected, and those individuals were matched with other technology that allows them to use their compass cards. Tessa explained that the cost to retrofit the gate system would be prohibitive and it made more sense to just let those who are unable to tap their compass cards through the fare gates without charging them.

Members of the committee did express the concern that the community member of an appeal panel should have to sign an iron clad confidentiality agreement.

**2.4 Regional Transportation Strategy Engagement Framework**

*Fay Thompson, Sr. Advisor, Public Affairs, TransLink*

*Vince Gonsalves, Manager, Community Engagement, TransLink*

Presentation for information and feedback (copy included in package)

A presentation was given about the RTS and the IDEA process.

After receiving a short presentation, members of the UAC were separated into groups and provided their input on three questions.

**3. OTHER BUSINESS**

**3.1 SkyTrain and Canada Line Policy Consistency for Station Assistance - Rob Sleath**

Rob outlined his concern with transferring between SkyTrain and Canada Line at Water Front Station. His issue was that Canada line would not escort passengers with sight loss to the SkyTrain Fare Gates. Because of this enquiry, Canada Line has changed its Policy (see attached). The committee was pleased about this policy change.

**3.2 Taxi Saver and Handy Card Issue – Odette Brassard**

Odette presented her concern about the expired HandyCards and how Delta Taxi was encouraging their drivers not to accept TaxiSavers from her because her card has expired. Kathy Pereira indicated that all taxi companies are reminded twice a year that the expired Handy cards are still valid. It was suggested that the dispatchers should be encouraged to also remind drivers of this fact.

**4. CLOSING REMARKS – 1:50 – 2:00**

**5. ADJOURNMENT.** There being no further business, the meeting was terminated at 2:03.

**6. INFORMATION**

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## **2019 Meeting Dates:**

Wednesday, May 8, 2019

Wednesday, May 29, 2019

Wednesday, June 26, 2019

Wednesday, September 4, 2019

Tuesday, October 15, 2019

Wednesday, November 13, 2019

Wednesday, December 11, 2019