



USERS' ADVISORY COMMITTEE MEETING
Regular Meeting Minutes

Wednesday, March 11, 2020, 11:00 a.m. – 1:30 p.m.
Rooms 427/428, TransLink Offices, 287 Nelson's Court, New Westminster,
B.C.

Attendees:

Amy Amantea	Rachel Goddyn (Vice Chair)
Caitlin Anderson	Pam Horton
Sherry Baker	Karen Kreis
Ron Bergen	Monty Lilburn
Odette Brassard	David McGregor
Shayne De Wildt	Peg Mercer
Colin Emberson	Michele Querns
Brandon Fitzpatrick	Scott Ricker (Chair)

Regrets:

James Mann
Rob Sleath

Staff:

Chris Chan, Manager, Travel Training, CMBC
Tessa Forrest, Manager, Access Transit Planning, TransLink
Briana Ingram, Manager, Access Transit Planning (back-fill), TransLink
Liina Marshall, Manager, Access Transit Service Delivery, CMBC
Kathy Pereira, Director, Access Transit Service Delivery, CMBC
Sarah Ross, Director, System Planning, TransLink
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink

Guests:

Linda McGowan, Community Outreach Liaison, First Transit

1. PRELIMINARY MATTERS

- 1.1 **Call to Order and Land Acknowledgement** – 11:00
- 1.2 **Opening Remarks and Introductions** – 11:00 - 11:05
 - Sarah introduced Briana who will step in as the Manager of Access Transit Planning while Tessa is on maternity leave
 - Tessa went over building emergency evacuation procedures
- 1.3 **Emergency Procedures Reminder** – 11:05 – 11:10
 - Request for Item 2.1 and 2.2 to be swapped
- 1.4 **Adoption of the Agenda** – 11:10 - 11:15
- 1.5 **Adoption of the Minutes** – 11:15 - 11:20
January 22, 2020
 - It was pointed out that there was a typo in the History of COMPACT section.
- 1.6 **Business Arising from the Minutes** – 11:15 - 11:20

2. REPORTS

- 2.1 **Access Transit Planning Manager's Report**– 11:20 - 11:30
Tessa Forrest, Manager, Access Transit Planning, TransLink Verbal Update for Information (written report included in package)
 - Tessa invited UAC members to the first TWSI Working Group meeting on March 31 from 1:30 to 4:00 at Sapperton indicating that municipal staff will be present at this meeting
 - Q: Pam – At Lonsdale Quay, at the longer bus stop, what are the small round metal markers on the ground?
 - A: The markers are indicators of where passengers should queue for the bus.
 - Q: Rachel – Burnaby has been holding off on installing TWSI in order to ensure they have a consistent approach; will a representative be present at the TWSI working group meeting?
 - A: Tessa – Yes
 - Q: What about the City of Vancouver?
 - A: Tessa – Yes

- Q: Rachel – Is there an update regarding the HandyDART registration process?
- A: Tessa – We will add an update to the agenda for the next UAC meeting. Perhaps we could add a standing item to the agenda for Scott to provide an update after each HDUAC meeting.
- Scott agreed to provide updates.

2.2 **Travel Training Update** – 11:30 – noon

Chris Chan, Travel Training Manager, CMBC

Presentation for Information and feedback (copy included in package)

- 2019 was the first full year of travel training.
- Reached over 3500 stakeholders.
- As of last Wednesday, the new travel training videos were available on YouTube.
- The videos are available in English with ASL, Mandarin, Cantonese, French, Punjabi, and described video.
- Currently building a page to host the videos on the Access Transit site.
- The five different languages that were chosen are the most common languages used in the Lower Mainland.
- Have begun a travel training pilot with a number of schools.
- The aim of this will be to train school staff how to provide travel training to their students.
- Q: Odette – Will you be doing a campaign on customer etiquette?
- A: Chris – This is something that the Marketing department runs on an annual basis. The Travel Training department is considering running a separate campaign.
- Tessa added that Access Transit Planning is currently working with Marketing to explore options for additional priority seating decals, and potentially different colours for priority seats.
- Chris mentioned that another meeting will be held shortly regarding staff sensitivity training.
- Pam mentioned the importance during campaigns to not just mention that seniors need seats, but also people with a variety of disabilities.
- David commented that another important role people can play is to take social responsibility and be aware if someone who gets on the train needs a seat.

BREAK – noon - 12:15

2.3 Current Projects to Improve Accessibility on Skytrain – 12:15 - 12:45

Will Steep, Senior Manager, Customer Experience & Station Operations, BCRTC

Verbal Presentation for Feedback

- It was brought to Will's attention last year that train destination announcements pose challenges to customers with sight loss.
- Announcements have been shortened to just say "Train to..."
- Work is being done to repeat the announcements.
- Monty noted that when it comes to route announcements, some jurisdictions use differing tones to identify trains.
- Monty also mentioned issues when SkyTrain Control makes a special announcement, which in turn overrides the "next station" announcements.
- David mentioned the importance of captioning for next station info, similar to what is available on the Canada Line.
- Also, a lighting system would be a great addition to indicate which side the doors are opening on. In addition, lights for doors closing would be very beneficial for customers who are deaf or hard of hearing.
- Will responded that he recently spoke with Calgary Transit about these features that they have on their trains.
- David also mentioned how the trains in Tokyo have individual monitors in each door that display door opening and closing messages.
- Many commendations were expressed by committee members for the recent updates.
- Peg mentioned a door opening tone would also be helpful.

2.4 Cycling Infrastructure Accessibility – 12:45 - 1:15

Rex Hodgson, Manager, System Plans, TransLink

Shezana Hassko, Project Manager II, Infrastructure Program Management, TransLink

Presentation for Information and Feedback (copy included in package)

- Scott shared a letter, from Rob Sleath, asking that TransLink suspend funding for dedicated bike lanes, as they pose a significant accessibility hazard to pedestrians with sight loss.
- David also stated that bike lanes can pose a risk to people in the deaf community. He was recently hit by a cyclist because they yelled at him to get out of the way and he couldn't hear.
- Q: Caitlin – Some government standards are moving toward including provisions for electric scooter and bike use, will TransLink be doing the same? Will there be a pilot project?
- A: Rex – TransLink does not currently have budget for a pilot but will be providing the facilities where those types of pilots could safely take place.
- Q: Caitlin – In the assessment criteria, when points are allocated for safety and comfort, are those points only pertaining to cyclists, or is the safety and comfort of pedestrians considered as well?
- A: Shezana – Considerations for all modes of travel are included.
- Rachel expressed the challenges of sharing bike lanes for her son with an intellectual disability.
- Monty suggested that the scoring system be adjusted so that while applicants receive points for positive attributes, they would also have points deducted for attributes that would be unsafe or minimize accessibility.
- David mentioned that there is a process for accountability if someone is injured in the workplace, but it doesn't seem like there is accountability for cyclists not cycling safely.
- Amy suggested that Accessible Pedestrian Signal devices be installed where street crossings are adjacent to bike lanes.

3. OTHER BUSINESS

- Action: Add Peg's guide dog bus issue to the next UAC meeting agenda

4. CLOSING REMARKS

5. MEETING TERMINATION

6. INFORMATION

2020 Meeting Dates:

Wednesday April 29, 2020
Wednesday, June 10, 2020
Wednesday, September 9, 2020
Wednesday, October 21, 2020
Wednesday, December 9, 2020