



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

Wednesday, September 4, 2019 at 11:00am
Room 427/428, TransLink Offices, 287 Nelson's Court, New Westminster,
B.C.

Attendees:

Amy Amantea	Pam Horton (Chair)
Caitlin Anderson	Sherry Baker
Brandon Fitzpatrick	Scott Ricker (Vice Chair)
Colin Emberson	Rob Sleath
Jocelyne Wong	Ron Bergen
David McGregor	Rachel Goddyn

Regrets:

Odette Brassard
Sarah Cheung
Shayne De Wildt
Monty Lilburn
James Mann

Staff:

Tessa Forrest, Manager, Access Transit Planning, TransLink
Kathy Pereira, Director, Access Transit Service Delivery, CMBC
Chris Chan, Travel Training Manager, 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 11:00.

1.2 Opening Remarks and Introductions

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Members of the committee, staff and guests present introduced themselves.

- 1.3 **Adoption of the Agenda** – It was moved and seconded that the agenda be adopted with the addition of Call for nominations discussion and elevator accessibility. **Approved.**
- 1.4 **Adoption of the minutes** – It was moved and seconded that the June 26, 2019 minutes be approved as circulated. **Approved.**
- 1.5 **Business arising from the minutes**
 - A discussion occurred about the Rapid Bus Passenger Information Displays. As the UAC did not receive any feedback on questions regarding additional accessibility features, it was felt that a motion enforcing the committee's commitment to ensure that the audio feature has the features that were asked about during the presentation at the last meeting.
 - It was moved and seconded that: the Access Transit Users Advisory Committee endorses the inclusion of ambient sensitive capabilities in the output of audio messaging at transit stops serving Rapid Bus routes and further recommends the option of passengers being able to invoke a higher output volume for a single message delivery be incorporated into the audio messaging functionality by way of a one (1) second extended button push. **Approved**
 - Members of the committee enquired about the status of the HandyDART Key Performance Indicators. At this point, there are still some issues that finance will have to go through before sending the report to the committee. The current timeline for resuming the reporting to the UAC will be for the next meeting on October 15.

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).
 - Tessa used this time to hand out the new committee nametags. Committee members were given copies of the new Access Transit Brochures. It was pointed out the map

on the brochure is missing Langley and explained that it wasn't intentional as the map is a SkyTrain map. Ideas for distributing the brochure were discussed including putting them in the same location as where the Buzzer is placed. Sending the brochure to visitor information centres was mentioned.

- The nomination process was discussed and explained that the UAC nomination process wouldn't be changing significantly this year. The review process will utilize the scoring process for HDUAC. People interested in sitting on the HR committee were asked to email Tessa Forrest and Pam Horton to indicate their desire to sit on the HR committee.

2.2 **SeaBus Terminal Interior Refurbishment Project Update**

Julio Bracho, Project Manager II, Engineering Project Delivery, TransLink

Project Update for Information and Feedback (copy included in Package).

A presentation was made about the SeaBus terminal refurbishment project that will be starting over the next year.

Key points included:

- Redesigned passenger waiting area
- Would look more like a boarding lounge.
- An outside viewing area
- New passenger counting system
- New boarding doors and ramps
- A total of 48 doors would be replaced.
- New wayfinding system as well
- First phase would be dealing with state of good repair items
- Second phase would be completed in 3 to 4 years. Possibly 2024
- The SeaBus Terminals were built in 1977
 - A comment was made with a suggestion that all boarding doors have an accessibility symbol instead of just the middle doors as this is not an issue with the new SeaBusses.

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- A question about the passenger information signage having information about delays in other parts of the transit system was asked. The response is that the new signage would be able to display this information when available
- Both terminals do have the same design from the ramp area
- The new elevator and stairs at the south terminal are currently under construction.
- Closing areas of the terminal could create better traffic flow.
- Improvements to crew areas are planned
- Passenger modeling is being done for volumes to at least 2035.
 - Other suggestions included a quiet space for passengers that might require it.
 - Clarification on tactile wayfinding to ensure that the truncated domes are used to either mark the tops of stairs or other drop offs.
 - Colour contrast is also important including high contrast from seating to floors
 - The passenger information system should have an audio component that also informs about delays and related information.

2.3 **Transport 2050 Update**

Vince Gonsalves, Manager, Community Engagement, TransLink
Verbal Presentation for Information and Feedback.

- Transport 2050 is TransLink's largest public engagement to date. As part of this process, TransLink looked at engaging specific portions of the population. Indigenous people and people with disabilities are two examples of groups specifically asked for their views of the long-term transportation plan. An average of 400 surveys per day were received. People were asked about their values including the importance of green space, affordability of the region and speed of transportation.
- Some ideas were very futuristic. Including flying around like the Jetsons. A report will be compiled from the feedback later this year.

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

2.4 Canada Line Capstan Way Station Design Overview

Jeff Herold, Contractor – Senior Commercial Advisor, TransLink
Project Update for Information and Feedback (copy included in Package).

Capstan Way station is a proposed new station on the Canada Line. The city of Richmond has finished raising the funds from developer charges for building the station. The plan for the station was first conceived in 2010. Highlights of the presentation included:

- The station will be a side platform station.
- The station may have 1 or 2 entrances with connections to a new community centre across #3 Rd.
- The idea would be to have 2 elevators and 1 up and 1 down escalator.
- Having both escalators may not be a guarantee because of the extra costs.
- Space for retail at the station.
- The platform will be at least 40 metres. Could be built at the 54-metre length.
- City of Richmond would like a third entrance to the West to be better integrated with the proposed community centre.
- Some construction constraints because of the proximity to #3 Rd.
- Drop off area would be at the north end of the station. Should consider space for HandyDART.
- There would be 4 gates at each entrance:
 - Question about making all gates accessible.
 - There would be less space at the entrances for 4 gates if all accessible.
 - It was pointed out that traffic flows would be better if all the gates were accessible.
 - This could increase fare evasion.
- Ability for future washrooms at the station. This is a TransLink requirement.
- The committee did express a preference for having 2 escalators at the station. It was suggested that the

committee may write a letter expressing preference for 2 escalators.

3. OTHER BUSINESS

3.1 Accessibility Challenges with RapidBus Construction in Vancouver

Scott Ricker

- Scott outlined the issues regarding the new Rapid Bus being implemented on 41st St. The main issue is that on West 41st, some houses don't have lane access. Now there is no parking lane and on collection day, garbage and recycling must be placed on the sidewalk. This presents accessibility challenges and could be dangerous because of the speed of the busses going down the street.

3.2. Elevator Accessibility Issues

- The committee had a brief discussion about elevator accessibility issues on the transit system. The main concern was that we have address the gate accessibility issue but still are expecting people to push buttons on elevators as well. Questions were asked about using voice activation for elevators. Bump bars are used in some Cases. LA Metro uses bump bars for selecting floors. The committee would like to have a further discussion on elevator access.

4. CLOSING REMARKS

- 5. Meeting Termination.** There being no further business, the meeting was terminated at 1:45.

6. INFORMATION

2019 Meeting Dates:

Tuesday, October 15, 2019

Wednesday, November 13, 2019

Wednesday, December 11, 2019