



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

Wednesday, January 22, 2020 at 11:00am

Rooms 427/428, TransLink Offices, 287 Nelson's Court, New Westminster,  
BC

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**Attendees:**

Caitlin Anderson

Sherry Baker

Ron Bergen

Shayne De Wildt

Colin Emberson

Brandon Fitzpatrick

Rachel Goddyn (Vice Chair)

Pam Horton

Karen Kreis

Monty Lilburn

James Mann

Peg Mercer

Michelle Querns

Scott Ricker (Chair)

Rob Sleath

**Staff:**

Chris Chan, Manager, Travel Training, CMBC

Tessa Forrest, Manager, Access Transit Planning, TransLink

Richard Marion, Coordinator, Access Transit Planning, TransLink (Minutes)

Sarah Ross, Director, System Planning, TransLink

Erin Windross, Manager, Access Transit Service Delivery Improvements,  
CMBC

**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 11:10 AM. The chair asked Tessa Forrest to read the land acknowledgement which recognizes this as the unceded territory of the Coast Salish People.

**1.2 Opening Remarks and Introductions**

## Minutes of the January 22, 2020 TransLink Users' Advisory Committee

Members of the committee, staff and guests introduced themselves.

### **1.3 Emergency Procedures Reminder**

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

### **1.4 Adoption of the Agenda**

It was moved, seconded and approved that the agenda be adopted with the following items under Other Business:

- “Thanks in Advance” buttons and “Ask for Assistance” cards

### **1.5 Adoption of the Minutes**

It was moved, seconded and approved that the December 11, 2019 minutes be adopted as circulated.

### **1.6 Business Arising from the Minutes**

## **2. REPORTS**

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

- Tessa Forrest highlighted the RapidBus Launch. This is a significant improvement in bus service compared to the B-Line buses. With the addition of audio information and real time displays, it makes the experience more user friendly.
- **Q:** Regarding the red areas on the roadway in some cities, is it specifically for RapidBus?
- **A:** Sarah Ross answered that it is to highlight bus priority areas. The red is mixed into the pavement.
- Rob Sleath mentioned that the audio was not working at one of the stops on the R4. This information has been forwarded to the RapidBus project team.
- Sarah Ross also gave an update on the Bus Stop Accessibility project. Work has been started to access capital funding for the project.

### **2.2 UAC Background Materials: Committee Discussion and Highlights**

- Tessa Forrest went over the package of orientation documents.

## Minutes of the January 22, 2020 TransLink Users' Advisory Committee

- Terms of Reference highlights include the committee's ability to form special purpose working groups, the committee produces an annual report for the board, the Access Transit Manager sits as a non-voting member of the committee, the committee does not address personal issues but focuses on systemic concerns.
- It was pointed out that the Terms of Reference will need to be reviewed again as this is overdue; the change that is needed is that the chair is also a member of the HandyDART Users' Advisory Committee.
- The UAC will receive updates on the HandyDART Advisory committee as required.

### **History of COMPACT**

- Pam Horton provided a history of COMPACT.
- COMPACT was an informal group that gathered together to promote the idea of accessible busses. As a result of their work in the late 80's, we will be celebrating 30 years since the first lift equipped bus was put into service.
- COMPACT also started discussions on universally accessible bus stops.

### **Words Matter**

- Tessa Forrest provided a review of the Words Matter document. This discussion led into the later agenda item dealing with presentation guidelines for UAC and HDUAC.
- It is important to ensure presenters at the committee feel welcome and understand the importance of language usage as well.
- **Q:** Karen Kreis asked how we identify people who don't feel they have disabilities?
- **A:** Comments to answer included use diverse abilities as a suggestion.
- Caitlin Anderson said that language starts with people with disabilities first and the person may inform you on what term they are comfortable with.
- Ron Bergen mentioned the general public uses the term disability even if we don't like it.

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

### **2.3 TransLink Planning Framework, Context, 2020 Priorities and Initiatives**

Tessa Forrest, Manager, Access Transit Planning, TransLink

- The Mayor's Council approves transportation plans, major capital projects, regional funding and appointed the TL Board.
- Transportation is an enabler of a sustainable economy.
- The goal is to have half of all trips walking, cycling and public transit.
- Transport 2050 is an update to the RTS and is underway now.
- The Mayors' Vision identifies a 10-year plan for investment in TransLink's services. Phase 1 and 2 of the Vision are funded; a third phase is coming.
- Increased ridership does present challenges—more people on buses.
- It's getting more costly to run the system.
- The introduction of Uber and Lyft could increase congestion.
- With demographic changes, people are driving less as well.
- **Q:** Rachel Goddyn asked for an update on the registration review.
- **A:** This is mainly being driven by the unsustainable growth in ridership. Looking at ways to deal with the challenge of demand.
- **Q:** Where do HandyCards fit into the process?
- **A:** They are part of the registration process as well.
- It was mentioned that we should look at finding someone from Tsawwassen First Nation to be on the committee.
- The Committee would like an update on bike lanes as well.

### **3. Other Business**

#### **3.1. Current Projects to Improve Accessibility on Skytrain**

- Due to lack of time, this item is tabled until the March 11 meeting.

#### **3.2. Orientation Document for presenters and meetings**

- The document needs an introduction that says TransLink's Policy is to be as inclusive as possible.

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- Rob Sleath suggested striking the word “vision” from the document and instead using “sight”.
- Rob Sleath suggested the document include instructions on how to put title ranges on spreadsheets
- Rob Sleath suggested that there be examples of both short and long alt tags.
- Clarification is required in the section dealing with indicating who is speaking.
- Need to give presenters better tools and avoid punishing them for doing their best.
- Scott Ricker outlined his discussion about the “Thanks in advance” buttons to promote access to priority seats. Generally, people did not support this idea.

### **4. Meeting Termination**

- There being no further business, the meeting was terminated at 1:35.

### **Information:**

#### **2020 Meeting Dates:**

Wednesday, March 11, 2020

Wednesday April 29, 2020

Wednesday, June 10, 2020

Wednesday, September 9, 2020

Wednesday, October 21, 2020

Wednesday, December 9, 2020