



USERS' ADVISORY COMMITTEE MEETING Regular Meeting Minutes

Wednesday, June 10, 2020, 11:00 a.m. – 12:45 p.m.
Virtual meeting via Microsoft Teams

Attendees:

Amy Amantea	Pam Horton
Caitlin Anderson	Karen Kreis
Sherry Baker	Monty Lilburn
Ron Bergen	David McGregor
Odette Brassard	Peg Mercer
Colin Emberson	Michele Querns
Rachel Goddyn (Vice Chair)	Rob Sleath

Regrets:

Shayne De Wildt
James Mann
Scott Ricker

Absent

Brandon Fitzpatrick

Staff

Chris Chan, Manager, Travel Training, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Liina Marshall, Manager, Access Transit Service Delivery, CMBC
Craig Maruyama, Sr. Analyst, 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
Gurtej Tung, Planner, Access Transit Planning, TransLink

1. PRELIMINARY MATTERS

- 1.1 **Call to Order and Land Acknowledgement – 11:00**
 - Rachel called the meeting to order.
 - Briana read the land acknowledgement.
- 1.2 **Virtual Meeting Protocol – 11:00 - 11:05**
- 1.3 **Opening Remarks and Role Call – 11:05 - 11:10**

1.4 **Adoption of the Agenda** – 11:10 - 11:15

- Moved, seconded and carried.

1.5 **Adoption of the Minutes** – 11:15 - 11:20

March 11, 2020

- Under “Business Arising from the Minutes” add an update from the last HDUAC meeting, and Peg’s guide dog team inquiry from the last UAC meeting.
- Moved, seconded and carried.

1.6 **Business Arising from the Minutes** – 11:15 - 11:20

- In Scott’s absence, Briana provided a short overview of the last HDUAC meeting on May 11.
- The main focus of the meeting was concerning COVID-19 related protocol and impacts.
- HandyDART registration was also covered.
- Peg received a suggestion from a contact in the community that when a person with a guide dog is already on the bus and someone in a wheelchair either needs to board or alight the bus, that perhaps the handler and guide dog could get off the bus in order to make space.
- Rachel suggested that members who have feedback get in touch after the meeting.
- Kathy confirmed that protocols concerning this are not currently included in Travel Training, and she will connect with Access Transit Planning and the training group to discuss.

2. **REPORTS**

2.1 **Access Transit Planning Manager’s Report**– 11:20 - 11:30

Briana Ingram, Manager, Access Transit Planning, TransLink
Verbal Update for Information (written report included in package)

- Briana summarized the items covered in the Manager’s Report:
 - Service Updates Related to COVID-19
 - Access Transit Customer Care Wellness Calls
 - Customer Service Centres Back Open
 - Escalator Replacement at Waterfront Station
 - Bus Stop Accessibility for Customers with Sight Loss Update
- Rob thanked TransLink for the opportunity to attend the TWSI Working Group meeting on June 2nd and speak to all of the municipal partners. He asked what the overall feedback was from the working group.
- Briana commented that the feedback was very positive and it is recognized that there needs to be a collaborative approach. Sarah confirmed that there was no further TWSI discussion at the meeting after the UAC guests left the meeting.

2.2 **COVID-19 Safe Operating Action Plan** – 11:30 – 11:50

Dorit Mason, Sr. Manager, Emergency Management and Safety,
TransLink

Sarah Ross, Director, System Planning, TransLink

Presentation for Information and feedback (copy included in package)

- TransLink is considering its response to COVID as both a transit provider and also as a transportation authority in the Province.
- TransLink also recognizes that it employs approximately 8,000 staff and needs to provide a safe and healthy workplace.
- TransLink's Recovery Task Force is focused on multiple streams:
- The safety plan can be found online [here](#).
- Bus cleaning has increased from once a week to twice a week.
- HandyDART vehicles are cleaned daily.
- SkyTrain cars are cleaned daily.
- Pit crews are being deployed on the SkyTrain system to disinfect regular touchpoints throughout the day as well.
- Fare gate access is being limited at stations to help with distancing in stations and on platforms as well as with passenger distribution inside train cars.
- West Coast Express and SeaBus have had the biggest drops in ridership.
- At the lowest points, West Coast Express ridership was down to 5% of normal levels, and SeaBus was down to 8%.
- Currently 3 out of 5 West Coast Express trips are being run
- SeaBus service is running every half hour
- On buses, most seat signage has been removed which directed customers to leave seats empty.
- A detailed analysis was done to determine the appropriate maximum capacity for the various types of vehicles in the TransLink fleet in order for passengers to maintain proper physical distancing.
- David: BC Ferries just instated mandatory masks, will TransLink impose this.
- Sarah: BC Ferries is governed by Transport Canada, and the only TransLink service that falls under Transport Canada jurisdiction is SeaBus. TransLink has been advised that as long as SeaBus capacity remains below 50% of normal capacity, passengers are under no obligation to wear masks.
- Colin: Are SkyTrain Attendants able to assist in managing the passenger loads on trains?
- Sarah: responded that SkyTrain Attendants are able to help manage passenger distancing by recommending and coaching, but they are not able to enforce a limit of how many people board a train.
- Pam: asked if TransLink could specifically recognize in customer messaging that some seniors, customers with disabilities and others may not be able to wear masks.
- Sarah: verified that it is very important when communicating to customers the recommendation to wear masks that it is made clear that it is not mandatory. She encouraged any customer who unfortunately has a negative experience with being mistreated for not wearing a mask to please take note of the incident and submit formal customer feedback.
- Michele: I heard the buses are only allowing one passenger in a wheelchair to be on board.

- Sarah: confirmed this is still in effect and is because Operators can't currently assist with securement in forward-facing positions.
- Caitlin: asked if decals or dots could be used on the floor of vehicles to help with passenger's physical distancing on buses and SkyTrain.
- Sarah: don't want to cause customer conflict; need to strike a balance
- Peg: Will Station Attendants help passengers who are blind or partially sighted board a SkyTrain if they are unable to determine which car has sufficient space for physical distancing?
- Sarah: responded that station attendants are available to help whenever possible.
- Confirmation that the Station Assistance Program is still in place
- Monty explained that when boarding a train, he asks other passengers if there is an available seat.

2.3 **Safe Operating Action Plan Communications** – 11:50 - 12:10

Kari-Lynne Soucie, Sr. Digital Marketing Advisor, TransLink

Presentation for Information and Feedback (copy included in package)

- Currently working with a vendor to look into transparent masks that allow for visibility of the mouth when speaking.
- The term "face covering" is being used in communications rather than "mask" to emphasize the wide variety and flexibility of items that people can use to cover their mouth and nose.
- Caitlin: asked if the "Wearing is Caring" messaging can be expanded to include a statement that explains that not everyone is able to wear masks.
- Kari-Lynne: explained that this will be done through the social media channels but can't be done on the signage on SkyTrain platforms, for example, due to a lack of space.
- Rachel: people with intellectual disabilities have a lot of negative associations with masks, whether that be from surgeries they've undergone, or from the association of seeing "bad guys" wearing masks on Tv and in movies.
- Kari-Lynne: responded that this was considered during campaign development
- Peg: asked where free masks will be available?
- Kari-Lynne: masks will be handed out by street teams to the public at various locations but specific locations are not yet confirmed.

2.4 **Feasibility of Level Boarding on Buses** – 12:10 - 12:30

Ellen Hayes, Planner, Facility Planning, TransLink

Presentation for Information and Feedback (copy included in package)

- Presentation tabled until the September 9 meeting due to the meeting falling behind schedule.

3. **OTHER BUSINESS**

- Peg highlighted the route changes that will be taking effect on June 22nd on the #14, #16 and #17 buses.

- These route changes are happening as a result of construction for the new Millennium Line Broadway Extension in order for the construction to have as minimal impacts as customers as possible.

4. CLOSING REMARKS

5. MEETING TERMINATION

6. INFORMATION

2020 Meeting Dates:

Wednesday, June 10, 2020

Wednesday, September 9, 2020

Wednesday, October 21, 2020

Wednesday, December 9, 2020