



USERS' ADVISORY COMMITTEE MEETING Regular Meeting Minutes

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

Attendees:

Odette Brassard	Pam Horton (Chair)
Shayne De Wildt	Monty Lilburn
Brandon Fitzpatrick	Scott Ricker (Vice Chair)
Amy Amantea	Rob Sleath
Ron Bergen	Caitlin Anderson
Rachel Goddyn	Sherry Baker
Colin Emberson	James Mann
David McGregor	

Staff:

Sarah Ross, Director, System Planning, TransLink
Tessa Forrest, Manager, Access Transit Planning, TransLink
Chris Chan, Manager, Travel Training, CMBC
Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC
Richard Marion, Coordinator, Access Transit Planning, TransLink

Guests:

Linda McGowan, Community Outreach Liaison, First Transit
Peg Mercer, New 2020 Committee Member
Michele Querns, New 2020 Committee Member

1. Preliminary Matters

1.1 Call to Order

Quorum was confirmed, and the meeting was called to order by the chair at 11:00 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

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.

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1.4 Adoption of the Agenda – It was moved and seconded that the agenda be adopted with the following change. Items 3.1 and 2.1 will be swapped.

Approved.

1.5 Adoption of the minutes – It was moved and seconded that the November 13, 2019 minutes be approved with the following changes.

During the discussion of the manager's report, it was indicated that Rachel would send a copy of the assessment tool being developed by SFU to Richard to distribute. Rachel indicated that maybe this could be an upcoming agenda item.

Approved.

1.6 Business arising from the minutes

Richard will send the assessment tool for cycling to the committee for their information.

1.7 Election of Chair and Vice-Chair

Tessa Forrest conducted the elections for Chair and Vice-Chair. Scott Ricker was nominated for chair. He accepted. No other person ran for chair. Scott was elected by acclamation. Next the election for Vice-Chair was conducted by Tessa Forrest. Rachel Gobdyn was nominated. No other committee members ran. Rachel was declared elected by acclamation.

2. REPORTS

2.1 Update on Bus Stop Accessibility Board Presentation

Sarah Ross, Director, System Planning, TransLink

Verbal Update for Information.

The board unanimously approved the recommendation in the Bus Stop Accessibility Report. Sarah Ross and Tessa Forrest were very grateful for all the hard work from the committee. They thanked Pam, Rob and Monty for making presentations and thanked Amy for attending the meeting.

Sarah will be sharing next steps. She feels her job is to listen and understand as the project is implemented. Even though the project has received capital funding, there will be a series of steps to take to have the project funds released. There will be a project manager put in place, development of an implementation plan, quality control, governance structure, development of a procurement process, testing of prototypes and actual implementation. Substantial completion is expected within three years. The committee will be regularly updated. Staff will continue to understand the issue we are trying to solve.

Pam commented on the meeting and mentioned the spontaneous applause when the recommendation was passed by the TransLink Board. Rob commented

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that in some situations, we may have to include additional information when a bus has two different stops in an exchange with different destinations.

Amy thanked everyone for their persistence beginning with Compact. A comment was made that the technology portion could find a method of addressing the bus stacking issue as well.

2.2 Customer Washroom Implementation update

Pieter Agneessens, Senior Manager, Facility Planning, TransLink
Presentation for Feedback (copy included in package)

Pieter started by giving a general outline of the project history including the approval of the board policy in 2018. Issues being worked on include:

- Increasing the availability of washrooms.
- Ensuring clean, convenient and comfortable facilities.
- Need to manage overall risk.
- Identify key locations for customers.
- Understand best methods to improve access to washrooms
- Understand best methods for wayfinding so people can find the washrooms.

Looking at best places on the network and developing a timeline and costing. High traffic locations are being looked at first. Accessibility, safety and limiting travel times are also points we are looking at. We are looking at adjacent developments. Inside faregates could have some limitations. If we partner, what would be the criteria for use. Consistency is important as well. Could look at a mix of different types around the network.

Rob mentioned that we should not just be looking at areas around stations. Should look at other locations away from rapid transit stations like bus exchanges and park and rides.

Pieter mentioned they are looking at the fair paid zone as well.

Committee members expressed concerns about having them in this area could mean paying for washroom use which is not legal in BC.

Collin questioned the issue of cleanliness and safety. Perhaps looking at some sort of keyed access to deal with this issue.

Pieter mentioned that having staff available at all times is a possibility as well.

Catlin expressed concerns about using third party washrooms. Could cause some access issues and issues with transfers running out if near end of trip and leaving fair paid zones.

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Currently building stations with provisions for washrooms. Also looking at the single stall washrooms. Both benefits and negative impacts of this type of washroom.

Many agencies in North America have worked on this. Main issue is not being able to maintain them very well. TL is setting the bar to ensure that we can develop a good customer experience.

Scott enquired about what would be accessible? Multi-stall facilities. Even though it may be useable, it still may be locked, and the attendant can decide if you really need the washroom.

Pieter mentioned that the Broadway Extension will have deliver multi stall washrooms at Broadway City Hall and Arbutus and single stall washrooms washroom space at all the other stations when it opens. How they will be operated is part of the current implementation strategy.

Currently the STAs provide access to the existing washrooms. We could look at other methods of accessing the washrooms as well.

Key locations should provide full access.

Jim asked about distances and clear directions for finding washrooms.

David mentioned that for people who are deaf, contacting a security guard is not currently accessible.

Rachel expressed concerns about using mall washrooms. The distance could be too far to be accessible.

Ron said that continuing to use STAs could be an issue when they are too busy to open the washroom.

We are looking at contracts with existing retail space and who would be responsible for maintaining the washroom.

Monti mentioned the reader key system used in some parts of Europe as well as a potential solution to opening the washrooms.

Issues with SeaBus and West coast Express washrooms will inform the discussion as well.

The committee was asked to forward their thoughts to Richard.

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

2.3 2020 BC Parkway Bike Infrastructure Improvements

PJ Bell, Transportation Planner, Urban Systems

Presentation for Feedback (copy included in package)

PJ outlined the history of the BC Parkway and the improvements that might be needed to allow this important piece of infrastructure to be a high-quality asset for TransLink.

This project is a design guide for the parkway. The original guide was an intersection design guide. The parkway mainly follows the Expo Line. The idea is to promote and encourage facilities that are safe and accessible. The vision for the design guide is to provide a cherished facility for the surrounding community.

The document will promote accessibility throughout and will be easy to maintain and update.

The guide builds on the work of the Active Transportation Guide. It looks at different types of pavement surfaces for different modes of transportation. Seating and other amenities are part of it as well. There is information about accessible signals at intersections as well. Slip resistant surfaces are important. Concrete for walking only, asphalt for multi use paths and a more distinctive surface for plazas and other areas where mixing could occur.

When there is enough room, the ideal would be to have a separated path. A grass strip where there is space in the middle. When there are benches, there should be enough space for a wheelchair on a concrete pad beside the bench.

Other options for the middle could be trees and other shrubs for landscaping purposes.

The seawall separation when there is no grass seems to work. Can still get into the bikeway and know that you have crossed into it.

We are aiming for Triple A facilities.

Pam mentioned the Spirit Trail in North Vancouver. There are small humps for the intersections. You can either go around or over them. It works to slow down the traffic.

David preferred that the buffer have no trees. Roots could cause issues with the pathway. Also, trees could limit the signing space deaf people would need. He also thought that controlling speed of bikes should be considered as well.

Amy encouraged the use of an edge to ensure people stay in the correct path. A tactile paver would work in this situation.

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Rob mentioned that benches should have seating at different heights. Falling leaves could create slippery surfaces as well as walking with cyclists in the same path could be an issue.

Monti mentioned that keeping walking surfaces free of obstacles is very important. Objects in plazas should have cane guards for easy detection.

Jim thought there should be a symbol to indicate where the sidewalk is located to assist people to find it easily.

Catlin encouraged them to work with someone in a wheelchair who is a subject matter expert. She also expressed concerns about the rubberized pavement as well.

3. Other Business

3.1 Access Transit Planning Managers Report

Tessa Forest, Manager, Access Transit Planning, TransLink
Verbal Report for Information

Tessa commented on the Provincial Accessibility Legislation consultation submission. Many people commented on the disability consultation through other channels as well.

A comment was made on the issue of TransLink funding bike lane projects that decrease accessibility. We will find out how these projects are reviewed when TransLink is one of the funding agencies.

4. Closing Remarks

Pam thanked the committee for a great year.

Chris Chan used the remaining time to talk about the nearly complete travel videos. He played a sample for the committee. Due to technical issues, the sound did not work. The audio described version will be ready soon. All the different languages are complete.

5. Meeting Termination.

5.1 There being no further business, the meeting was terminated at 1:00.

Information

2020 Meeting Dates:

Wednesday, January 22, 2020

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Wednesday, March 11, 2020

Wednesday, April 29, 2020