



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

Wednesday, June 26, 2019 at 11:00am

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

Attendees:

Amy Amantea

Caitlin Anderson

David McGregor

Sarah Cheung

Brandon Fitzpatrick

Colin Emberson

Rachel Goddyn

Sherry Baker

Pam Horton (Chair)

Monty Lilburn

James Mann

Odette Brassard

Scott Ricker (Vice Chair)

Rob Sleath

Ron Bergen

Regrets:

Jocelyne Wong

Shayne De Wildt

Staff:

Tessa Forrest, Manager, Access Transit Planning, TransLink

Sarah Ross, Director, System Planning, TransLink

Kathy Pereira, Director, Access Transit Service Delivery, 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 11:02.

1.2 Opening Remarks and Introductions

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Prior to introductions, the chair reminded people of the purpose of the committee. The committee is a forum to discuss systemic issues. It is not a forum to deal with personal issues about the transit system. She reminded people that if they are asked to deal with personal problems, that the issues be referred to customer relations when it involves personal service issues. She also pointed out that the language used is important as well. She encouraged people to familiarize themselves with the Words Matter document.

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

Richard outlined the emergency procedures for the meeting and reminded people where the nearest emergency exit and refuge areas are located.

- 1.3 **Adoption of the Agenda** – It was moved and seconded that the agenda be adopted with the addition of customer feedback issues under other business. **Approved.**
- 1.4 **Adoption of the minutes** – It was moved and seconded that the May 8, 2019 minutes be approved as circulated. **Approved.**
- 1.5 **Business arising from the minutes** – No business arising not already included in agenda.

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 added one item to her report. Chris Chan was involved in organizing an event with the Canucks Autism Network for their clients on using the transit system. This consisted of classroom activities and a chance to ride a bus simulating many aspects including paying bus fare and tapping a Compass Card. Tessa thanked Rachel for assisting with making the connection to the organization and was very pleased with the results of the activity.

A question was asked about Rail-Volution. Tessa Forrest and Sarah Ross informed the committee about the Rail-Volution conference happening September 8-11, 2019 in Vancouver. The conference will focus on many aspects of transit and neighbourhood planning for the future and looks at accessibility issues as well. Sarah Ross and Tessa Forrest agreed to send the committee information about the conference and how to apply for funding to attend. The scholarship deadline is July 12. The last day of the conference has a regional transportation forum in the afternoon.

A comment was made about express bus service from Lonsdale to Grouse Mountain. It is a limited stop bus.

2.2 **Bus Passenger Information Displays Presentation and Demonstration**

Emma Yee, Contractor, Engineering and Project Services, TransLink

Presentation for Information and Feedback (presentation included in package).

Emma Yee gave a presentation about the new Bus Passenger Information Displays (B-PIDs) that will be used for the B-Line routes starting next year. She outlined what bus routes will be receiving these new stops. These included the existing 95 and 96-B-Line and three new B-Line that will be starting next year.

Features of the new stops will include:

- A dynamic display that will show real time information about departures from that stop.
- Automatic contrast adjustment for lighting
- An audio information button that will read what is currently on the display
- Wayfinding maps on the information panel on the pole
- A new design for the bus stop poles to distinguish the b-line stops from other regular bus stops
- Q. A question was asked about what features the new stop design will have for people who are deafblind – A. Currently there are no features for people who are deafblind. When

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the Human Rights action is complete, this may impact what stop updates will be added for people who are deafblind.

- Q. A concern was raised about the system running out of power if the audio feature was used extensively – A. There is not really a major issue with this as the technology will alert the maintenance staff when batteries are low. The manufacturer is from Europe and there are currently over 10,000 in use around Europe. There are no concerns about the audio. It was suggested that this information should be verified with the transit agencies using the system and the people using the accessibility features.
- The new ID poles are much larger than what is currently used and are made from stainless steel.
- Emma Yee must verify if the audio function has adjustable volume by either pushing the button for a longer period or if it can automatically adjust to ambient noise.
- The button height will be the same height as the button at pedestrian signals. Could be difficult to locate the button if other accessibility features are not used.
- Monti had used the system in Europe and he found it easy to use. The most difficult part was locating the button. It displayed the bus number and route name.
- Pam indicated she saw the LCD displays in Portland and they were easy to read in both the sun and rain.
- David saw a deafblind person using technology that was attached to an iPhone that gave them information in Braille. Could be used in conjunction with an accessible stop ID number.
- Some cities have expressed concerns about using TWSI's at stop locations. A discussion occurred specifically about the City of Vancouver.
- Further discussion occurred about having workshops at the UBCM conference about accessible features like TWSI's. There is research going on in various places. Need to look at ways to ensure that people are working toward the same accessibility features and standards.

BREAK – The chair called for a 15-minute break.

2.3 Lonsdale Exchange Renovations and Updates

Daniel Kabat, Project Manager II, Engineering Project Delivery, TransLink

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

Daniel Kabat gave an update about the current construction at the Lonsdale Exchange. This is a key transfer point for going between the North Shore and Vancouver. This is a 10-month project. Key features of the new exchange include:

- Two new bays for the future B-Line bus on the North shore.
- Tactile Walking Surface Indicators at all bus stops.
- A level crossing to the bus island from other parts of the exchange
- Improved ramps at Carrie Cates Court
- Improved pedestrian flow through the bus island.
- Improved signage that is pole mounted.
- More passenger space by removing some ticket machines.
- Because this project has implications for the city, it has been necessary to move drop off zones further away from the exchange.

Daniel met with Pam and Richard to go over options for maintaining an acceptable level of access:

- HandyDART will still be picking up and dropping off people inside the construction zone.
- Accessible parking stops will be located on Chadwick Court
- Maps have been updated to indicate best options for accessible access to the exchange
- Washrooms in the market are still accessible from the SeaBus
- Temporary bus stops are still level but just a bit further from where they are now.
- A comment was made that it is currently dark on one side of the exchange even in daylight.
- Q. Monty asked about the crossing and how it will be made accessible – A. Truncated domes will be used to mark the point where someone would be entering the roadway.

3. OTHER BUSINESS

3.1 Customer Feedback Information.

- Q. Rob Sleath enquired about how the customer feedback spreadsheet is compiled. He noticed that some of the complaints received during the month may be missing – A. Richard Marion outlined how the document is compiled. Keywords are used to filter the results from the larger number of feedback issues received by customer information to obtain the results for Access Transit Planning. Richard did note that he also noticed some issues he was aware of missing from the document. Richard will review the keyword search with Customer Information to try and further refine the results of the report.
- Q. A question was asked about the HD KPIs – A. Kathy Pereira indicated that the UAC will still be receiving the KPIs moving forward.

4. CLOSING REMARKS

- 5. Meeting Termination.** There being no further business, the meeting was terminated at 1:15.

6. INFORMATION

2019 Meeting Dates:

Wednesday, September 4, 2019

Tuesday, October 15, 2019

Wednesday, November 13, 2019

Wednesday, December 11, 2019