



Users' Advisory Committee

Terms of Reference

REVISED OCTOBER 27, 2021

1. Purpose and Objectives

- 1.1. The purpose of the Access Transit Users' Advisory Committee (hereinafter known as the "Committee") is to provide accessibility-related advice on TransLink plans, programs and other initiatives.
- 1.2. The Committee will:
 - a. Advise TransLink on matters which will enhance accessibility
 - b. Assist TransLink in determining whether its measures are inclusive of persons with disabilities and/or seniors
 - c. Assist TransLink in setting priorities on accessibility issues
 - d. Provide comment on TransLink policies and strategies
- 1.3. The Committee may form special purpose working groups to provide advice on specific accessibility matters and projects, including but not limited to:
 - a. Operations
 - b. Communications/ Community Outreach
 - c. Planning & Policy
 - d. Human Resources / Committee Recruitment
- 1.4. The Committee will issue an annual report to the TransLink Board on the status of accessibility issues within TransLink. This report will be drafted by the Manager, Access Transit Planning, and in turn will be approved by the Committee and signed by the Committee Chair.
- 1.5. The Committee will address systemic issues and not individual customer complaints.

2. Composition of the Committee

- 2.1. The Committee will have a maximum of 20 voting community members including but not limited to:
 - a. Persons with one or more disabilities or their representatives
 - b. Seniors or their representatives

- 2.2. The Committee structure will strive to reflect a balance between disability sectors, municipal and regional districts, age groups, gender and cultural diversity.
- 2.3. The Manager of Access Transit Planning is a non-voting ex-officio member of the Committee, sitting as Second Vice Chair.

3. Duties of Committee Members

- 3.1. All Committee members are working members of the Committee.
- 3.2. Committee members will be required to participate as independent members without a particular bias in favor of or toward a particular community or agency to which they may be associated.
- 3.3. Alternate representation at meetings is not permitted.
- 3.4. Committee members are expected to promote accessibility awareness within disability/senior organizations with which they are associated and to work toward solving accessibility issues through creative, open-minded and inclusive thinking.
- 3.5. Committee members will be required to participate in an annual orientation on Committee history, structure and procedures, to be held in January of each year.
- 3.6. Committee members may be required or selected to chair or serve on working groups.

4. Terms of Membership

- 4.1. Members will be appointed for a three-year term and are eligible to serve a maximum of two consecutive terms. Retired members may re-apply following a minimum one-year absence from the Committee.

5. Election of Officers

- 5.1. At the last meeting of each calendar year, Committee members will elect two members through an open nomination process: one to serve as Chair and the other to serve as Vice Chair of the Committee for a one-year term. Such terms of office will commence on January 1st of the following year and expire on December 31 of that same year or until the next election is conducted, whichever occurs first.
- 5.2. In the case of a tie vote, each candidate for the position will be asked to present briefly on why they are suitable for the position. A second vote will then be called for the position.

5.3. Election Officer

- a. The Access Transit Manager, in their role of Second Vice Chair, will conduct the annual elections for officers.
- b. In the event of a second tie vote, the Election Officer will cast a deciding vote.

5.4. Should the office of the Chair or Vice Chair become vacant during a term, an election to fill the position will take place unless the committee deems otherwise. A person elected to office mid-term will serve only until the end of the original term of that office.

6. Duties of the Chair

6.1. The Chair of the Committee will:

- a. Liaise with the Access Transit Manager and other relevant TransLink staff as recommended by the Access Transit Manager on matters relevant to the Committee
- b. Establish meeting agendas in collaboration with the Vice Chair and Access Transit staff
- c. Chair Committee meetings
- d. Act as spokesperson for the Committee as required
- e. Strike a Human Resources working group at the first meeting of the year composed of the Manager of Access Transit, the Director of Access Transit Service Delivery, the Chair and two committee members. The Chair, Manager of Access Transit or Director of Access Transit Service Delivery may call upon a designate
- f. Appoint committee members to working groups
- g. Be an ex-officio member of all working groups
- h. Be a voting member of the HandyDART Users' Advisory Committee.

7. Duties of the Vice Chair

7.1. The Vice Chair of the Committee will:

- a. Carry out the duties of the Chair when the Chair is absent or unable to fulfill the role for any reason
- b. Perform any of the Chair's duties when requested by the Chair
- c. Perform such other functions as may be reasonably requested by the Committee or the Chair.

8. Appointment

8.1. Members of the Committee are appointed by the TransLink Board of Directors after a public recruitment process.

9. Committee Recruitment Process

- 9.1. A call for applications will be posted annually on the TransLink website to fill vacant positions on the Committee with an application closing date determined by Access Transit staff in consultation with the Chair.
- 9.2. Individuals will apply on their own volition and may attach a letter of reference.
- 9.3. A Committee Recruitment working group composed of the Manager of Access Transit, the Director of Access Transit Service Delivery, the Chair and two committee members will review all applications received for positions, and will make a recommendation on appointments to the TransLink Board of Directors. The Chair, Manager of Access Transit or Director of Access Transit Service Delivery may call upon a designate.

10. Process

- 10.1. The Committee will conduct its business by following Roberts Rules of Order, including the Gradients of Agreement decision-making process.
- 10.2. Quorum is a simple majority of the voting members of the Committee.
- 10.3. The Committee will meet six (6) times per calendar year, at the call of the Chair or at the request of minimum three (3) Committee members. Meetings may be in-person, teleconference or video conference, as determined by Access Transit staff in consultation with the Chair.
- 10.4. Business will only be conducted on the basis that all materials pertaining to the agenda item are provided in an alternate format where required, fully accessible for each member of the committee.
- 10.5. Members will advise the Chair of their anticipated absence prior to a scheduled meeting. Any member of the Committee who fails to attend three (3) consecutive meetings without leave from the Chair is deemed to have resigned from the Committee and will be advised accordingly.

11. Finance and Expenses

- 11.1. Committee members are entitled to reimbursement for all reasonable expenses required to participate in Committee and/or Working Group meetings and activities.

12. Administration

- 12.1. Access Transit Planning will provide notice of meetings, agendas, meeting materials and all meeting minutes in alternate formats where required, fully accessible to each member of the Committee.

- 12.2. Meeting materials will be distributed at least one week in advance of Committee meetings whenever possible.
- 12.3. Minutes will be distributed in print and/or accessible electronic format to Committee members and appropriate officers of the participating TransLink subsidiaries and service contractors.
- 12.4. Upon Committee adoption, meeting minutes will be published on the TransLink website.

13. Conflict of Interest

- 13.1. Committee members must act honestly and in good faith. Decisions should not be influenced in any way, or appear to be influenced in any way, by the opportunity for personal gain or conflicting fiduciary obligations owed to other organizations. Committee members who may be in a perceived position of conflict on an item must declare so, prior to any discussion on the agenda item and leave the meeting room while the item is discussed.

14. Confidentiality

- 14.1. Members will be required to maintain confidential all TransLink and subsidiary information identified as confidential that is not in the public domain and is supplied during the course, or as a result, of a Committee meeting.
- 14.2. Members will be required to sign a Confidentiality Statement to indicate understanding of confidentiality expectations.

15. Revisions and Amendments

- 15.1. These terms of reference will be reviewed every three years, and they may be amended at any time by a two-thirds (2/3) majority of the voting members of the Committee.