



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

Wednesday, May 8, 2019 at 11:00 a.m.  
Rooms #427/428, TransLink Offices, 287 Nelson's Court, New  
Westminster, BC

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**Attendees:**

Amy Amantea	Pam Horton (Chair)
Caitlin Anderson	Monty Lilburn
David McGregor	James Mann
Sarah Cheung	Odette Brassard
Brandon Fitzpatrick	Scott Ricker (Vice Chair)
Colin Emberson	Jocelyne Wong
Rachel Goddyn	Ron Bergen
Shayne De Wildt	

**Regrets:**

Rob Sleath  
Sherry Baker

**Staff:**

Tessa Forrest, Manager, Access Transit Planning, TransLink  
Liina Marshall, Manager, Access Transit Service Delivery, CMBC  
Kathy Pereira, Director, Access Transit Service Delivery, CMBC  
Chris Chan, Travel Training Manager, Access Transit, CMBC  
Erin Windross, Planner, Access Transit Planning, TransLink  
Gurtej Tung, Planner, Access Transit Planning, TransLink  
Richard Marion, Coordinator, Access Transit Planning, TransLink

**Guests:**

Linda McGowan, Community Outreach Liaison, First Transit

**1. PRELIMINARY MATTERS**

**1.1 Call to Order**

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

### 1.2 **Opening Remarks and Introductions**

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

### 1.3 **Adoption of the Agenda** – It was moved and seconded that the agenda be adopted. **Approved.**

### 1.4 **Adoption of the minutes** – It was moved and seconded that the March 20, 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)  
Discussion took place on:

- TransLink is producing content for upcoming Accessibility Week. Three members of UAC are involved in creating videos that will be shared through TransLink's social media channels.
- When is the New SeaBus being launched?
  - Tessa did not know the exact date. But she did inform the committee that many of the recommendations for accessibility improvements were incorporated.
- It was suggested that members of the UAC could be invited to participate in the maiden voyage.

### 2.2 **HandyDART Advisory Committee Update**

*Tessa Forrest, Manager, Access Transit Planning, TransLink*  
Verbal Presentation for information

Tessa gave an update about the formation of the HandyDART Users' Advisory Committee.

- Solicited applications for the advisory committee through several channels: HandyDART phone tree, HandyDART newsletter, TransLink website and sharing information directly with key stakeholders.

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- Thirty-one applications have been received for the advisory committee.
- An application review committee has been established comprised of representatives from Coast Mountain Bus Company and Access Transit Planning.
- Recommendations for appointment will be made to the TransLink Board at the June meeting.
- Question: What will the relationship be between the UAC and the new committee?
- The UAC will have one representative on the new HandyDART Users' Advisory Committee; HandyDART matters will be directed to the HandyDART committee.
- The committee review is looking at several factors to guide their recommendation on the composition of the committee: Regional representation, gender, disability types, representatives of programs and care givers.

### 2.3 **2018 Transit Service Performance Review**

*Holly Foxcroft, Manager, Transit Network Management, TransLink*  
Presentation for Information

Holly Foxcroft gave the committee an update on the TSPR that was completed last month. This was the first TSPR to include detailed data for HandyDART.

- The online dashboard for looking at data was improved in this report.
- Now the data can be more easily manipulated to find results that may be important to you.
- Definitions changed so it is easier for people without planning backgrounds to understand the results.
- Report found that in all sub-regions, service increases are not keeping up with ridership increases.
- Question: Do timing points work?
  - 83% of operators do comply with timing points. If a schedule is finished too early, the system will take time away. Also, if the schedule is consistently behind, the system can add more time to the schedule.
- There is funding for cities to cost share improvements like cue jumping lanes and bus priority traffic lights. The program is oversubscribed. It will need additional funding. The budget for

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the program is 150 million split between TransLink and municipal partners.

- SeaBus does experience pass-ups as well during peak hours. Working towards the 10-minute service expected.
- SkyTrain volume has increased as well. The busiest section is the Commercial-Broadway to Downtown section.
- A point was made about having announcements on what door is opening to make it easier to prepare for departing the train.
- David reminded us about the importance of having onboard screens that displayed important information such as delays and emergencies. It was reported that new trains will have the ability to support onboard information screens.
- All platforms are receiving updated information screens that can display crucial information to customers as well.
- Hourly bus service is most common in Surrey, Langley and Maple Ridge. People are limited by a lack of choice.
- Question: When do you make changes or adjustments to routes and schedules?
  - There is no master way of looking at every situation. There are many differences that will cause us to adjust or changes.
- As pressure increases for the use of the priority or courtesy area, we will need to look at ways to accommodate the increasing number of mobility devices and others wanting to use this space on transit vehicles.

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

#### **2.4 Travel Training Sub-Committee Update**

*Christopher Chan, Travel Training Manager, Access Transit, Coast Mountain Bus Company*

Verbal Update on Sub-committee Work

Chris and others from UAC gave an update on the work that is happening with the travel training and staff sensitivity training updates that will be happening over the next while.

- The two sub-committees have had meetings.
- The content review committee was presented the travel training workshop and made some recommendations on changes to the

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material and suggested ways it could be customized for different audiences.

- The staff sensitivity committee will meet every three months or so with representatives from training across the entire enterprise.
- Other issues that came out of content review included; looking at the procedure for boarding shuttles - Pam suggested the name for the program be ACT (Accessible Conventional Transit) and making sure the materials used would be as accessible as possible.
- It was suggested that people who have stopped using transit may come back after this process is fully implemented and there are clear results from the work.
- Clearer communications between customers and front-line staff needs to continue to improve in the future. This work is already underway.
- It was suggested that a pamphlet be prepared for operators that explains why they must ensure mobility devices have to be secured properly.
- Kathy spent some time updating the committee on the HandyDART taxi survey that will start this summer.
- People either love taxis or hate them. There is little middle ground.
- Kathy indicated that we will continue to work with taxi companies to improve the quality of the driver training as well.

### 2.5 **Emergency Preparedness on Transit**

*Dorit Mason, Senior Manager, Emergency Management & Safety, TransLink*

Presentation for Information and Feedback (Copy included in package)

A Presentation was made about TransLink's emergency management program and how TransLink works with other levels of government during emergencies. Also, some suggestions on how to personally be prepared were shared as well.

- The emergency management centre is activated during all incidents that may affect TransLink assets or services. For example, during the potential flooding last year. Also, during the snow storm, extra staff were brought in to coordinate activities.

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- Make sure you are personally prepared including having extra food for a dog if you have a service dog, having cash as credit cards may not work and other supplies you may need if you are not home.
- CMBC is currently improving the bus radio system to allow for quicker contact with TCOM.

### 2.6 **Emergency Evacuation Procedure**

*Dorit Mason, Senior Manager, Emergency Management & Safety, TransLink*

Committee Evacuation Drill (Copy included in package)

This item included practice evacuating the meeting room and either leaving the building or going to the refuge area.

- 45 staff members are trained in emergency evacuation procedures at the Sapperton building.
- They will inform emergency services where people are located who are unable to evacuate the building.
- Emergency services for TransLink now has the complete meeting schedule for the UAC for the rest of this year.

### 3. **OTHER BUSINESS**

### 4. **CLOSING REMARKS**

5. **ADJOURNMENT.** There being no further business, the meeting was terminated at 1:30. The emergency evacuation drill took place at the end of the meeting.

### 6. **INFORMATION**

#### **2019 Meeting Dates:**

Wednesday, May 29, 2019

Wednesday, June 26, 2019

Wednesday, September 4, 2019

Tuesday, October 15, 2019

Wednesday, November 13, 2019

Wednesday, December 11, 2019