



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

Tuesday, October 15, 2019 at 11:00am  
Room 427/428, TransLink Offices, 287 Nelson's Court, New Westminster,  
B.C.

---

**Attendees:**

Odette Brassard  
Shayne De Wildt  
David McGregor  
James Mann  
Ron Bergen

Pam Horton (Chair)  
Monty Lilburn  
Scott Ricker (Vice Chair)  
Rob Sleath

**Regrets:**

Amy Amantea  
Caitlin Anderson  
Sherry Baker  
Colin Emberson  
Jocelyne Wong

**Absent:**

Brandon Fitzpatrick  
Rachel Goddyn

**Staff:**

Kathy Pereira, Director, Access Transit Service Delivery, CMBC  
Chris Chan, Travel Training Manager, 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 11:05. The chair asked Sarah Ross to read the Land Acknowledgement which recognizes this as the unseeded territory of the Coast Salish People.

## Minutes of the October 15, 2019 TransLink Users' Advisory Committee

There was a reminder about emergency procedures for the building in the event of an actual emergency.

### 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 with no changes. **Approved.**

There was some discussion about the item related to the provincial disability framework presentation. David and Rob did express that they could be in conflict. David was particularly concerned as he is an employee of the Disability Secretariat.

### 1.4 **Adoption of the minutes** – It was moved and seconded that the September 4, 2019 minutes be approved as circulated. **Approved.**

### 1.5 **Business arising from the minutes**

## 2. REPORTS

### 2.1 **Access Transit Planning Manager's Report**

*Sarah Ross, Director, System Planning, TransLink*

Verbal Update for Information (copy included in package).

Sarah also commented on the implementation of the board approved washroom policy as part of the item related to the SeaBus terminal washrooms issue.

She spent some time talking about Rail~Volution in response to a question. She clarified that the conference is more about building livable communities that are diverse and inclusive. Staff worked on this conference for over two years. Odette asked about measuring success. The conference was well attended, and many workshops were sold out. Conversation also touched on key take-aways from the event. Many American agencies are more purposeful in talking about diversity. TransLink must apply the diversity lens to its work on an ongoing basis. We are very successful in land use planning. And as a result, we have higher transit ridership than our population would suggest for North American urban centres.

Rob asked about a sound file for the announcements from the B-Passenger Information Displays. Rob also asked if TransLink funds bike lane construction. Translink does fund bike lane construction through cost sharing programs. The funding from TransLink ranges from 50% to 75% of the cost. A point was made that accessibility should be part of the criteria for approving funding. Creating accessibility barriers should not be funded with public money.

## 2.2 **Burrard Station Refurbishment and Upgrade Project Update**

*Graham Wilson, Project Manager II, Engineering Project Delivery, TransLink*

Project Update for Information and Feedback (copy included in package)

Graham Presented an update regarding the proposed renovations and expansion of Burrard Station. The project is still at the early concept and design stage. Once approved, the project will take place over 2 to 3 years. This project will address the overcrowding during the morning and evening peak hours. The station sits on land owned by the City and the Parks Board as well. Highlights of the project will include:

- An additional elevator
- Widening of the existing elevator area to make it more inviting
- Additional escalators
- Combining the entrances to have a more open brighter space
- More glass to take advantage of daylight
- Washroom design will take place over the next year
- Ticket vending level will be updated as well
- Brighter colours throughout the station area

## 2.3 **Travel Training Video Project Update**

*Chris Chan, Manager, Travel Training, CMBC*

Project Update for Information (copy included in package)

Chris gave the committee an update on the travel training videos that are currently being edited and refined for publication. Chris was very pleased with the participation of committee members and that there was support for this project from across the TransLink

enterprise. He is still working on the final accessibility features of the videos and translation into other languages. It's anticipated that the videos will be ready for the end of this year.

Chris also talked about the use of the accessibility brochure. The brochure has been very successful and is in high demand. We have used over 3000 of them since they were printed and will be arranging a second printing soon.

**Break. The chair called for a 10 to 15-minute break.**

2.4 **Provincial Government Disability Legislation Framework**  
*Guillaume Dufresne, Director, Accessibility Secretariat, Ministry of Social Development and Poverty Reduction*

Presentation for Feedback (copy included in Package).

The provincial government is currently doing a consultation on provincial accessibility legislation. The presentation went over the framework for the consultation and some of the goals of the legislative development process. Pam mentioned to the presenters that many of the committee members would be submitting comments through their organizations. Four other provinces in Canada currently have legislation as well. The Accessible Canada Act was proclaimed earlier this year.

- Develop enabling legislation like other provinces
- It could contain a range of tools to allow for the development of standards and regulations in specific areas
- Legislation could be ready by next year
- Feedback will inform the final development of the legislation
- Overall, it would have broad objectives of accessibility and inclusion
- Involve people with disabilities in the implementation
- It would not duplicate existing standards
- Government would be involved with enforcement
- Organizations could be asked to develop a feedback mechanism.
- People could learn from each other
- The need to find the balance between the carrot and the stick.

Rob commented that people really need to be involved. Not just people with disabilities, but family members and care givers as well. Funding is also being provided for local groups to have community meetings as well. Jim enquired if they are happy with the participation so far. So far, they are happy with the level of participation. There is some work happening with local media to promote the process in communities where there are local hearings. Also, the Minister promotes the process in many of his speeches.

### **3. OTHER BUSINESS**

#### **3.1 HandyDART Key Performance Indicators**

*Kathy Pereira, Director, Access Transit Service Delivery, CMBC*  
Verbal Update for Information

Kathy presented an update to the committee about the HandyDART KPIs. After receiving copies of the reports that the UAC had been getting, Kathy indicated the information was much more detailed than she thought it was. Much of the information normally was used for internal purposes to do with contract management. HandyDART will be looking at the best ways to produce an annual report that would include much of the KPI information. Rob indicated that he was pleased another committee would be reviewing data from HandyDART. Pam also thought that the new HDUAC would be the best place to have the data presented first. Kathy indicated that we could have a more detailed discussion about HandyDART at the UAC and how the HDUAC will work on issues.

#### **3.2 Video Participation Concerns**

Rob Sleath brought up a concern he heard at CMBC regarding people without disabilities portraying people with disabilities in training videos. After a short discussion, it was agreed that Rob and Kathy would discuss the issue outside the meeting.

### **4. CLOSING REMARKS**

Pam commented on Sara Cheung's resignation from the UAC. She is working with the provincial government and is unable to attend meetings during the day for the next year. She was encouraged to apply again when she can commit the time. Her contributions were noted by those present in the room.

## Minutes of the October 15, 2019 TransLink Users' Advisory Committee

Comments from those who attended Rail~Volution were made. Everyone thanked the people who organized the event and thought overall it went well. It was noted that having the chance to discuss access issues with other agencies really brought the point out that TransLink is doing a great job with its accessibility program.

**5. Meeting Termination.** There being no further business, the meeting was terminated at 1:30.

### **6. INFORMATION**

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

Wednesday, November 13, 2019

Wednesday, December 11, 2019