



## USERS' ADVISORY COMMITTEE MEETING Regular Meeting Minutes

---

Wednesday, September 9, 2020, 11:00 a.m. – 1:00 p.m.  
Virtual meeting via Zoom

### **Attendees:**

Amy Amantea	Pam Horton
Caitlin Anderson	Karen Kreis
Sherry Baker	Monty Lilburn
Ron Bergen	David McGregor
Odette Brassard	Peg Mercer
Colin Emberson	Michele Querns
Shayne De Wildt	Rob Sleath
Rachel Goddyn (Vice Chair)	

### **Regrets:**

James Mann  
Scott Ricker

### **Absent**

Brandon Fitzpatrick

### **Staff**

Denis Agar, Sr. Planner, RapidBus Programs, TransLink  
Chris Chan, Manager, Travel Training, CMBC  
Briana Ingram, Manager, Access Transit Planning, TransLink  
Ross McFarland, Sr. Planner, Access Transit Planning, TransLink  
Liina Marshall, Manager, Access Transit Service Delivery, CMBC  
Stephen Newhouse, Project Manager, Bus Speed and Reliability, TransLink  
Kathy Pereira, Director, Access Transit Service Delivery, CMBC  
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink  
Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC

### **Guests**

Linda McGowan, Community Outreach Liaison, First Transit

## **MINUTES**

### **1. PRELIMINARY MATTERS**

1.1 **Call to Order and Land Acknowledgement** – 11:00

1.2 **Virtual Meeting Protocol** – 11:00 - 11:05

1.3 **Opening Remarks and Roll Call** – 11:05 - 11:10

1.4 **Adoption of the Agenda** – 11:10 - 11:15

- Odette requested New West elevator under Other Business
- Peg requested to add bus stop automated announcements under Other Business
- Moved, seconded and approved.

1.5 **Adoption of the Minutes** – 11:15 - 11:20

June 10, 2020

- Moved, seconded and approved.

1.6 **Business Arising from the Minutes** – 11:15 - 11:20

1.7 **HR Sub-Committee for UAC Member Appointment for 2021** – 11:20 - 11:25

- Briana called for those interested in serving on the HR Sub-committee, for selection of members for 2021, to contact Tamara after the meeting.
- 3 UAC members have terms expiring at the end of this year.
- 3 members are up for term renewal if they would like to serve a second consecutive term.

## 2. REPORTS

2.1 **Access Transit Planning Manager's Report**– 11:25 - 11:30

Briana Ingram, Manager, Access Transit Planning, TransLink

Verbal Update for Information (written report included in package)

- Briana went through the items outlined in the Manager's report.
- **Masks on Transit:**
- Odette: has observed that many people are wearing masks without the masks covering their noses. She suggested an education campaign for correct and effective usage.
- Pam: thanked Briana for the mask exemption card, and reported that it has been useful on transit, as well as in some shops where masks are required.
- David: has been receiving a lot of feedback in the deaf community that passengers who are deaf or hard of hearing have had a lot of challenges not having access to lip reading with so many people wearing masks.
- Briana: we will follow-up with the status of clear masks.
- Kathy: what kinds of things could we do to improve this?
- David: no masks would be ideal, but obviously, that is not a possibility at this time. So, the more of someone's face that can be visible the better. Also, more visual information, and better signage, would be very helpful as well.
- Peg: where can one obtain a mask exemption card or decal?

- Briana: Access Transit Customer Care can send one to you if you call, 604-953-3680. In addition, cards can be picked up from Customer Service Walk-in Centres at Stadium–China Town Station and Water Front Station.
- **Burnaby Mountain Gondola:**
- Rachel: filled in the online survey and commented that there was a very small character limit in the comment section (maybe 100 characters), and she would have liked to leave more feedback.
- Briana: will follow-up with the team and see if that can be adjusted.

## 2.2 **Bus Stop Balancing Pilot** – 11:30 – 12:10

Stephen Newhouse, Project Manager, Bus Speed and Reliability,  
TransLink

Presentation for Information and feedback (copy included in package)

- In many places TransLink bus stops are much closer together than our recommended guidelines.
- This is the case for about 2/3 of bus stops
- The recommended spacing for bus stops is 300 to 800 meters.
- Currently 1/6 of in-service time is spent at bus stops.
- Bus stop balancing provides benefits to riders such as:
  - Shorter travel time – saves 12-30 seconds per removed stop.
  - Saves operating costs – delivers the same service at lower cost; can enable reinvestment to increase service.
  - Improves reliability – fewer chances for bus to go off schedule.
  - More comfortable – less starting, stopping and changing lanes.
  - Higher quality stops – capital dollars can go further with fewer stops.
- Benefits to non-riders include:
  - New opportunities for the use of curbs, lanes and sidewalks.
  - Reduced impacts on traffic.
- Factors that are being considered during the pilot include accessibility impacts, topography, existing infrastructure, customer safety, distance between previous and next stops, and frequency of use.
- Route #2 has been selected because it has the lowest median stop spacing of any route on the system.
- Priorities include:
  - Maintaining stops close to key destinations, like senior's centres and medical facilities;
  - Maintaining stops where steep slopes make accessing alternative stops challenging;
  - Maintaining or improving the proportion of accessible bus stops, and
  - Using the number of ramp deployments of indicators of key destinations for customers with wheelchairs and mobility aids.
- Looking to reduce the number of stops from 87 to 65.
- Focused on removing stops that:
  - Are less than 200 meters apart;
  - Stops that do not have a return stop across the street on the same block;
  - Stops that aren't accessible, and

- Stops that do not have amenities like shelters.
- 86% of #2 passenger's trips will not be impacted.
- Notifications have been posted at every bus stop along the route.
- Amy: how do you plan to get this information out to people in the community who are blind or partially sighted?
- Stephen: information will be posted on the website, information distributed through committees and CNIB.
- Amy: suggested that operators on this route are made aware and asked to look out for people who evidently have vision loss to stop and inform them of the temporary change.
- Sarah: thanked Amy for her comments and asked that if there are any additional methods that haven't been employed, could UAC members please bring those ideas forward. Also, alerts to the Operators regarding the changes can include the request to assist passengers with vision loss waiting at closed stops.
- Rob: suggested that TransLink work with CNIB to have a phone blast sent out to all CNIB Compass Card holders.
- Caitlin: suggested that a phone number be included on stop signage in addition to the email address for customers to give feedback. She also suggested that Operators make announcements along the route informing passengers of the changes. Also, where can feedback be emailed?
- Stephen: feedback can be emailed to [busstopbalancing@translink.ca](mailto:busstopbalancing@translink.ca). As far as a phone number is concerned, some feedback has already been received through the regular Customer Feedback channels.
- Monty: is wondering if there is any knowledge of why the bus stops on this route were placed so close together In the first place?
- Stephen: doesn't have the official answer, but it is quite common across North America for bus stops to be placed close together.
- Monty: indicated that, as someone who is blind, he often relies on the feel of temporary signs, perhaps being made of cardboard and attached with zip ties, to indicate that the stop is closed, no matter what the sign in fact says.
- Odette: mentioned that hills become impossible to navigate with a mobility aid when the slope is greater than 13 degrees.
- Michele: will the actual bus stop that is temporarily closed be eventually removed?
- Stephen: once the pilot is over, decisions will be made on whether each stop should be closed or reinstated. The City will then be contacted to re-zone the curb/sidewalk at that stop as necessary.
- Peg: could you send out information to share with contacts?
- Tamara: will re-send the original email, sent on behalf of Sarah Ross, in early August.

### 2.3 Tactile Walking Surface Indicators – Update on Regional Working Group – 12:10 - 12:50

Briana Ingram, Manager, Access Transit Planning, TransLink  
 Bryce Gauthier, Principal, Enns Gauthier Landscape Architects  
 Jan Lee, Landscape Designer, Enns Gauthier Landscape Architects

Karen Wan-Gauthier, Principal, KWG Design  
Presentation for Information and Feedback (presentation and Word doc  
with additional questions included in package)

- In addition to the TWSI's that are already installed across the TransLink system, TransLink is installing TWSI's at stops on property that TransLink owns, leases or licenses, which amounts to 221 stops.
- It's ultimately a municipal decision to install TWSI's at stops that are located on municipal sidewalks.
- Held a meeting in June with the working group and Rob, Amy and Lynn.
- Internal research was conducted in July.
- Main concerns from municipal partners are how TWSI's will impact other pedestrians, especially seniors and people using mobility aids, how TWSI's will fit into other infrastructure, and if they will present any maintenance challenges.
- Rob: my only experience with TWSI's has been with the 98 b-line route, and in my experience, a two-foot wide pad of TWSI is not sufficiently large enough. In some cases, it's possible to step right over the TWSI and miss it entirely.
- Bryce: requested more detail on Rob's feedback. What would be the ideal dimension? What would be the best way to mitigate the problem of confusing installation right at the edge of the curb?
- Rob: the ideal width of TWSI across the sidewalk would be four feet (1200 mm).
- Caitlin: as a manual wheelchair user, I can usually navigate TWSI alright, but in Vancouver, there's a spot where they've renovated the sidewalk, and there are TWSI on a curb cut that cause me to get stuck as I'm relying on a lot of momentum to get up the hill. TWSI placement in relation to the surrounding topography needs to be carefully considered. The specific location that causes this issue is in front of the Cancer Centre. Caitlin will look up the exact location.
- Monty: to echo what Rob was saying, it's very important to have the TWSI extend the entire width of the sidewalk, as it needs to capture anyone who is walking down the sidewalk. This is not necessary at bus exchanges, as it's an expected location for stops to be. Support for not using truncated domes.
- Amy: support for using the truncated bar pattern for bus stop TWSI's. Amy also cited other international examples of where TWSI have been very helpful.
- Rob: suggested that, in order to mitigate the issue of people with mobility aids having trouble navigating over the TWSI in order to board the bus, the TWSI could be moved from the near side of the pole to instead align with the pole, placing it out of the way of bus boarding and ramp deployment.
- Rob: asked if there is a consumer/user on the TWSI Working Group?
- Briana: not currently.
- Rob: I understand that SeaBus falls under the jurisdiction of Federal regulations; does West Coast Express fall under Transport Canada as well?
- Briana: is not sure but will follow-up with an answer.

### **3. OTHER BUSINESS**

- It was suggested that Peg and Odette email the details of the items they requested to add under “other business” due to the meeting running overtime. They both agreed to do so.

#### **4. CLOSING REMARKS**

#### **5. MEETING TERMINATION**

#### **6. INFORMATION**

##### **2020 Meeting Dates:**

Wednesday, September 9, 2020

Wednesday, October 21, 2020

Wednesday, December 9, 2020