



## **USERS' ADVISORY COMMITTEE MEETING**

Wednesday, December 9, 2020 – 11:00 a.m. to 1:00 p.m.

Virtual Meeting via Zoom

### **Attendees:**

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

### **Regrets:**

Shayne De Wildt  
Scott Ricker

### **Absent**

Brandon Fitzpatrick

### **Staff**

Briana Ingram, Manager, Access Transit Planning, TransLink  
Ross McFarland, Sr. Planner, Access Transit Planning, TransLink  
Liina Marshall, Manager, Access Transit Service Delivery, CMBC  
Kathy Pereira, Director, Access Transit Service Delivery, CMBC  
Tamara Tedesco, Coordinator, Access Transit Planning, TransLink

### **Guests**

Mario Gregorio, New 2021 UAC Member  
Anthony Kupferschmidt, New 2021 UAC Member  
Tommy Leung, New 2021 UAC Member  
Yat Li, New 2021 UAC Member  
Linda McGowan, Community Outreach Liaison, First Transit

## **MINUTES**

### **1. PRELIMINARY MATTERS**

1.1 **Call to Order and Land Acknowledgement – 11:00 - 11:05**

- The Vice Chair called the meeting to order, and Briana read the land acknowledgement.

### 1.2 **Virtual Meeting Protocol – 11:05 - 11:10**

- Briana outlined virtual meeting protocol.

### 1.3 **Opening Remarks and Roll Call – 11:10 - 11:15**

- Briana provided opening remarks and conducted roll call.

### 1.4 **New Members and Member Retirement – 11:10 - 11:15**

- Briana introduced new members attending as guests:
  - Mario Gregorio – representing Alzheimer’s Society of BC; has been diagnosed with dementia and resides in Burnaby.
  - Anthony Kupferschmidt– representing the West End Seniors Network and resides in Vancouver.
  - Tommy Leung – works at CNIB; is a completely blind guide dog user and resides in Richmond.
  - Yat Li – works at Wavefront Centre; has profound hearing loss and resides in Port Coquitlam.
- Briana thanked retiring members: Brandon Fitzpatrick, Amy Amantea, Rob Sleath and Scott Ricker.

### 1.5 **Adoption of the Agenda – 11:15 - 11:20**

- Rachel requested a motion to adopt the agenda–moved by Michele, seconded by Pam.
- Rob–requested to pass along a comment from Scott Ricker under “Other Business.”
- Odette–requested to add Edmonds Elevator and Masks under “Other Business.”

### 1.6 **Adoption of the Minutes – 11:15 - 11:20**

October 21, 2020

- Rachel requested a motion to approve the minutes.
- Moved by Sherry, seconded by Peg.
- Rob– requested an edit under section 3.1: “Via Optia,: not “Dia Optia.”
- No objections, carried.

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

- Rob–requested to discuss some items that were sent out in a report about follow-up items from the October meeting.
- These items will be discussed under “Other Business” if there is time remaining at the end of the meeting.

### 1.8 **Election of Chair and Vice Chair – 11:20 - 11:30**

- Sherry Baker was the successful candidate to serve as Chair in 2021.
- Rachel Goddyn was the successful candidate to serve as Vice Chair in 2021.

## 2. **REPORTS**

## 2.1 **Access Transit Planning Manager's Report** – 11:30 - 11:50

Briana Ingram, Manager, Access Transit Planning, TransLink  
Verbal Update for Information (written report included in package)

- Briana summarized the items in the Manager's Report:
- **Ministerial Order for Mandatory Masks at Transit Stations and Stops**
  - Peg—are there visual signs on either bus or SkyTrain telling people they need to wear a mask? Can the audio announcements on buses be played more consistently on both the bus and SkyTrain?
  - Tamara—clarified that automated announcements on buses are driver activated.
  - Pam—reminded everyone that many people who aren't wearing masks may be doing so due to a disability that prohibits them from doing so.
  - Rob—requested that mask audio announcements should be triggered on SkyTrain and Canada Line on a regular basis to serve as a reminder to customers with sight loss.
  - Briana—will pass that suggestion along.
  - Odette—suggested that videos demonstrating proper and effective mask wearing be displayed on the screens in SkyTrain stations.
- **Copper Coating on High-Touch Surfaces Pilot**
  - No comments
- **Decommissioning of passenger information displays on Main Street**
  - No comments
- **Compass on HandyDART**
  - Rachel—asked if customers who are currently BC Bus Pass holders would need an additional Compass Card to use on HandyDART.
  - Briana—yes that will be the only feasible solution.
- **Broadway Subway Project Update**
  - No comments

## 2.2 **TransLink Customer Access to Washrooms Update** – 11:50 – 12:05

Pieter Agneessens, Sr. Manager, Facility Development Programs,  
TransLink  
Presentation for Information (copy included in package)

- TransLink has worked to identify locations with high ridership and major transfer points.
- Determined 12 priority locations.
- These 12 locations would provide access for 54% of journeys.
- Washrooms need to be durable, easy to clean, well stocked, and designed with crime prevention principles in mind.
- Worked with municipal partners and private businesses to determine if there are washrooms with public access near to transit facilities.
- It was determined that the likelihood of public access with either of these partners was low, so TransLink is implementing locations across the system with this in mind.
- Will continue to rough in washrooms provisions in future projects where it makes sense.
- Will continue to engage with UAC.

- Ron—has a concern about how decisions will be made regarding accessibility on transit with the financial impacts of COVID.
- Pieter—universal accessibility is one of the core objectives of the Facilities group that is working on the washroom implementation.
- Sarah—commented that the reality is that right now, TransLink has a long-term funding structural problem that we need to deal with. Everything is currently under the lens for evaluation.
- Caitlin—finds it disheartening that users have been advocating for washrooms for a long time, and on the new Broadway Subway Line, for example, there are only two locations for washrooms planned. Will there be amenities like adult change tables for example?
- Pieter—clarified space allocation for more washrooms, so that more locations could be opened depending on funding progress. Specific design elements will come later in planning.
- Michele—what will the solutions be for keeping washrooms safe and secure?
- Pieter—responded that this is a major consideration that is in discussion with a number of peers, and details of the operations plan will be worked out as things progress.
- Pam—Disability Alliance BC received a media request around the washroom policy, specifically the Broadway Subway Project, and she referred them to be in touch with Access Transit Planning.
- Briana—verified that they have not been in touch yet.
- Colin—how would partnerships work for access to washrooms through retailers?
- Pieter—depending on operating hours, an agreement would be worked out with individual retailers that would allow transit customers to access the retailer's washroom. The interest has been quite low thus far.
- Sherry—emphasized the importance and value of the UAC's work during this time when accessibility priorities might be overshadowed due to COVID budgetary constraints.

### 2.3 **Capstan SkyTrain Station Project Update** – 12:05 - 12:30

Nick Foster, Principal, Office of Mcfarlane Biggar Architects + Designers Inc.

Presentation for Information and Feedback (copy included in package)

- Nick summarized that Capstan Station was an original part of the plans for the Canada Line.
- Capstan Station will be located halfway between Bridgeport and Aberdeen Stations.
- The target for completion is early 2023.
- Project is following the Canada Line Design Guidelines, as well as TransLink's SkyTrain Design Guidelines.
- Looking to construct Capstan with a longer platform than the other Canada Line stations in order to accommodate three car trains in the future.
- Two designated waiting areas, with seating, will be provided on each platform. The standard at other stations is just a single waiting area.

- Rachel—how will pedestrian flow be managed outside the station at night as some people might not be comfortable walking through the adjacent park?
- Nick—clarified that all of the public realm design is being managed by the City of Richmond, so this is an area TransLink does not have control over.
- Several members expressed significant concern with the presence of a bike path alongside the station, as they can pose serious safety hazards for pedestrians with vision loss who are navigating the area. A recent human rights ruling against the City of Victoria on the matter was cited.
- <https://www.timescolonist.com/news/local/city-s-bike-lane-design-dangerous-for-blind-pedestrians-human-rights-tribunal-1.24239295>
- Tomer—added that elements like raised planters can be used to help demark the bike lane and provide some separation for pedestrians. He also mentioned that feedback regarding lighting and other safety considerations for the park area will be shared with the City of Richmond.
- Caitlin—asked how UAC members can share feedback directly with Richmond?
- Tomer—will inquire with the City and relay some information back to Briana.

#### 2.4 **CEO Year End Greeting – 12:30 - 12:45**

Kevin Desmond, Chief Executive Officer, TransLink

- Briana introduced Kevin.
- Kevin is leaving TransLink in February 2021, and he joined the UAC to share some reflections on TransLink progress and successes.
- Odette—thanked Kevin for the improvements that have happened on the system over the last 10 years. It has become much more user friendly and accessible for her as a scooter user.
- Caitlin—expressed thanks for all of the foundation work that has been done to improve accessibility on the TransLink system.

#### 2.5 **Text to Speech Bus Passenger Information Display at UBC – 12:45 - 1:10**

Phil Kehres, Project Manager I, TransLink

Marco Bonaventura, Manager, Facility Design, TransLink

Presentation for information and feedback (copy included in package)

- TransLink is looking to implement a new passenger information display unit that will include visual real-time bus information, as well as a text-to-speech button for audio output.
- These units, called monoliths, will operate similar to the info displays at Rapid-Bus stops, but rather than just including info for one specific stop, they will include route and schedule info for several routes at a bus exchange.
- This will be similar to a flight departures board at an airport.
- Rob—emphasized that there needs to be an option for the user to increase the volume of the read-out. With text-to-speech functions on accessible pedestrian signals, this can be programmed as an option with a one-second extended button push.
- Monty—recommended that if possible, extra and redundant words like “route” be left out of the text-to-speech messaging if possible in order to help shorten the total listening time required.

- Tommy—asked about the possibility of a headphone jack on the units to help with users’ ability to hear the output.
- Amy—echoed the usefulness of a headphone jack. She also emphasized the need for tactile wayfinding in order for users who are blind and low vision to be able to locate the unit. She added that there will need to be some sort of communications and simple training component once implementation happens to inform users of the functionality and how to operate the text-to-speech component.
- Phil—commented that the team is trying is very aware of the need for clear wayfinding, and that they are trying to strike a balance of locating the units reasonably within the regular path of travel, without being so much in the path of travel that they act as an obstacle.
- Rob—added hat he is in full support of the addition of a headphone jack, but that cannot be the only option for accessing audio output, as it wouldn’t provide equal accessibility to those who don’t carry headphones with them.

### **3. OTHER BUSINESS**

- Rachel recommended that the items requested under this section be discussed and addressed offline due to the meeting running overtime.
- Rob passed along a message, on behalf of Scott Ricker, expressing his thanks and appreciation for the committee voting him in as Chair for the past year, and he was regretful that he was not able to participate more fully in meetings. He appreciates all of the support UAC members and staff have provided over the past while, and he wishes everyone a Happy Holiday.

### **4. CLOSING REMARKS**

### **5. MEETING TERMINATION**

### **6. INFORMATION**

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

Wednesday, December 9, 2020