



USERS' ADVISORY COMMITTEE MEETING
Wednesday, October 27, 2021 – 11:00 a.m. to 2:00 p.m.
Virtual Meeting

AGENDA

1. PRELIMINARY MATTERS

- 1.1 Call to Order and Land Acknowledgement – 11:00 - 11:05
- 1.2 Virtual Meeting Protocol – 11:00 - 11:05
- 1.3 Roll Call and Member Introductions – 11:05 - 11:10
- 1.4 Opening Remarks – 11:05 - 11:10
- 1.5 Adoption of the Agenda – 11:10 - 11:15
- 1.6 Adoption of the Minutes – 11:10 - 11:15
September 8, 2021
- 1.7 Business Arising from the Minutes – 11:10 - 11:15

2. REPORTS

- 2.1 Access Transit Planning Manager's Report – 11:15 - 11:30
Briana Ingram, Manager, Access Transit Planning, TransLink
Verbal update for information (copy included in package)
 - 2.2 Customer Experience Program – 11:30 - 12:10
Patricia Lucy, Director Brand, Marketing and Ridership
Development, TransLink
Presentation for information and feedback (copy included in
package)
- Health Break – 12:10 – 12:20

2.3 Transport 2050 Presentation – 12:20 – 1:20
Eve Hou, Manager, Policy Development, Strategic Planning
and Policy, TransLink
Presentation for discussion and feedback (copy included in
package)

2.4 Committee Terms of Reference Review – 1:20 – 1:35
Pam Horton, TOR Working Group Lead
Briana Ingram, Manager, Access Transit Planning, TransLink
Report for information and discussion (Draft Revised Terms of
Reference included in package)

3. OTHER BUSINESS

4. CLOSING REMARKS

5. MEETING TERMINATION

6. INFORMATION

2021 Meeting Dates:

- Wednesday, October 27, 2021–11 a.m. to 2 p.m.
- Wednesday, December 8, 2021–11 a.m. to 2 p.m.