



USERS' ADVISORY COMMITTEE MEETING Minutes
Wednesday, April 28, 2021 – 11:00 a.m. to 1:30 p.m.
Virtual Meeting

Attendees:

Caitlin Anderson

Sherry Baker (Chair)

Ron Bergen

David McGregor

Karen Kreis

Anthony Kupferschmidt

Tommy Leung

Yat Li

Colin Emberson

Rachel Goddyn (Vice Chair)

Mario Gregorio

Pam Horton

Odette Brassard

Monty Lilburn

Jim Mann

Peg Mercer

Michele Querns

Regrets

Shayne De Wildt

Staff

Chris Chan, Travel Training Manager, CMBC

Briana Ingram, Manager, Access Transit Planning, TransLink

Megan Johnston, Senior Advisor, Public Affairs, 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

Sarah Ross, Director, System Planning, TransLink

Richard Marion, Coordinator, Access Transit Planning, TransLink

Gurtej Tung, Planner, Access Transit Planning, TransLink

Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC

Terence Chu, Senior Advisor, Communications, TransLink

Daniel Kabat, Project Manager, TransLink

Vince Gonsalves, Manager, Engagement, TransLink

Guests

Linda McGowan, Community Outreach Liaison, First Transit

1. PRELIMINARY MATTERS

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

- Sherry called the meeting to order.
- Briana read the land acknowledgement.

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

1.3 **Opening Remarks** – 11:05 - 11:10

- Sherry provided opening remarks.

1.4 **Roll Call and Member Introductions** – 11:05 - 11:10

- Briana conducted the member and staff roll call.

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

- It was moved and seconded that the agenda be approved. Carried.

1.6 **Adoption of the Minutes** – 11:10 - 11:15

March 10, 2021

- It was moved and seconded that the minutes be adopted. Carried.

1.7 **Business Arising from the Minutes** – 11:10 - 11:15

2. REPORTS

2.1 **Access Transit Planning Manager's Report** – 11:15 - 11:20

Briana Ingram, Manager, Access Transit Planning, TransLink
Verbal update for information (copy included in package)

- Briana highlighted some items including the HandyDART modernization project. There are 2 large engagements including T2050 and the extension of the UBC subway. People can provide input until May 14 on both consultations.

2.2 **Update on Bus Stop Accessibility project** – 11:20 - 11:35

Daniel Kabat, Project Manager, TransLink
Presentation for information (copy included in package)

- Briana gave an introduction with a brief history of the ongoing involvement of the UAC on this project. There will be Braille and

tactile signage and TWSI's at TransLink properties. Now at the implementation phase of the project.

- Scope of work for the project
 1. Braille and tactile information
 2. Tactile Walking Surface Indicator's
 3. Technology project

Daniel will not be speaking to the technology project

- There are 8392 bus stops throughout the service area. The goal is to provide signage at all bus stops. Will be maintained just as any other bus stop component.
- They released an RFP and it has been awarded.
- The braille sign will be a one piece sign.
- The most common bus stop is the steel pole. There are 7500 steel poles, and 892 trolley poles.
- We will be installing Tactile Walking Surface Indicators at all TransLink owned and leased properties.
- The surveying design component has been awarded. The project will start the first week of May. It will be completed in August 2021.
- TWSIs can be extended from the path of travel to the curb at the bus stop.
- Monti: A lot of bus exchanges have 2 additional poles unloading and HandyDART
- Daniel: answered that we are still working on the best way to identify unloading only zones or where the bus stop changes location at different times of the day.
- Tommy: Are the Braille signs replaceable?
- Daniel: The braille signs will be updated when there are changes throughout the year as part of the regular maintenance and service changes.

Jim Mann arrived at 11:40

- Sarah: Information will be updated yearly; the vast majority don't get changed on a quarterly basis.
- Pam: In the city of North Van, Lonsdale, extended stops are away from the sidewalk. Permanently pored. At those types of stops will need to think about a secondary placement of the pole with the information. Will have to walk out to the edge. Could increase the danger for people. Could present a falling hazard. Pam has been advocating that the pole be placed near the sidewalk. The second point is regarding the placement of the TWSI the operators need

to be encouraged to get the front doors reasonably lined up with the pads.

- Odette: How many people can read braille?
- The information will be in both formats Braille and tactile lettering.
- Peg: Will the braille be in uncontracted Braille?
- Answer: The Braille information will be in uncontracted Braille.
- Ron: from the vision loss perspective, the raised lettering is very important to people with partial sight.
- Yat: asked about colour contrast. Is there a further plan to add some colour to the pole?
- Daniel indicated that this was not part of this project at this time. Sarah asked that the CMBC bus stop pole people could be asked about this but they would not have the budget for this at this time.

2.3 **HandyDART Modernization Program workshop – 11:35 – 1:05**

Ross McFarland, Senior Planner, Access Transit Planning, TransLink

Presentation for information and feedback (copy included in package)

Briana outlined the process for this part of the meeting.

- The public consultation portion just closed on Sunday April 25. 686 surveys completed from HD customers 69% Over 600 calls to the phone line. Requests for the survey and requests for paper copies. 238 print surveys. 60 back and more back this week as well. Hosted a town hall as well. Presentations to committees and other groups. There was a Workshop with the HDUAC as well.
- The goal is to provide information on the package of changes TL wants for HD.
- 70% would benefit from age based discounts.
- This would result in a small increase for HandyDART.

The Committee divided into 2 breakout workshops to answer the questions in the proposal. (Breakout rooms 1 & 2 notes attached as Appendix A & B)

Ross gave a summary of the registration proposals.

- The proposal would not change eligibility just the process.
- Temporary HandyDART clients would not need to go through this process. The TL board would have to approve this. It is proposed in 2023.

- Would be similar to BC transit and other transit agencies. BC Transit has been using this process since 2014. It is now active in most communities. Victoria will be added September of 2021.
- Shorter application form
- More direct application process
- The personal consultation would be the primary method.
- Expanding travel training options as well.

The Committee divided into 2 breakout workshops to answer the questions in the proposal. (Breakout rooms 1 & 2 notes attached as Appendix A & B)

Summary

- We will be bringing feedback to the TransLink board in June. Will be activating compass in the fall. The online booking platform will go live in 2022. The new registration process could launch in 2023. If there is additional feedback, please email Brianna or Ross.
- Anthony: did request information card to be at locations for older adults. Wanted to flag this information. Many organizations may not have received the information for their newsletters.

3. OTHER BUSINESS

- Peg: Updated Staff and the committee about the stop announcement north bound on Grandville the announcement for Drake was eliminated. The announcement still says Davie. But the drake announcement is not being said.
- Briana will follow-up on the stop issues as well.

4. CLOSING REMARKS

- Sherry: indicated it is good to see the results of our discussion, and that it will be nice when we are all together.

5. MEETING TERMINATION

- The Meeting Terminated at 1:15

6. INFORMATION

2021 Meeting Dates:

- Wednesday, June 9, 2021–11 a.m. to 2 p.m.
- Wednesday, September 8, 2021–11 a.m. to 2 p.m.

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

Appendix A

HD Mod: Stakeholder Workshop
Access Transit User Advisory Committee
Discussion Notes – Breakout Room 1
11:35 am -1:05 pm, April 28, 2021

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| <p>Participants:</p> <ul style="list-style-type: none">• Caitlin Anderson (CA)• Ron Bergen (RB)• Rachel Goddyn (RG)• Pam Horton (PH)• Anthony Kuperschmidt (AK)• Yat Li (YL)• Jim Mann (JM)• Peg Mercer (PM)• Linda McGowan (LM)• | <p>Staff:</p> <ul style="list-style-type: none">• Sarah Ross (SR)• Ross McFarland (RM)• Erin Windross (EW)• Megan Johnston (notetaker)• Laurie Belsito (CC) |
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NOTES – Activity 1: Compass for HD and Potential Updated Fares

- RG – For someone with disability, not senior, wouldn't they qualify for concession (orange card)?
 - SR – For HandyCard program, you can travel on concession card on conventional.
 - RG – That discount not on HD?
 - SR – It's not a discount for disability, it's a discount for HD. There is no change. You don't get it on HD today – no concession fares currently.
 - RG – My concern is that population, people on PwD, are significantly disadvantaged whereas many seniors are not.
 - SR – This came up during fare policy review a few years ago. There are very strong perspectives on why you would want income-based fares. That would require involvement from the provincial government.
 - RG – We need it more on HD. Just want to reiterate that.
- RB – Would companion no longer be able to travel on HD?
 - SR – Yes. There would be no change.
 - SR – We recognize that many people need HD who also need a companion. Does not signal a switch to conventional.
- RB – What impact on CNIB cards?
 - SR – Similar to today. CNIB not currently accepted on HD. So would need a compass card for HD

- CA – Previous workshop there was talk of PwD red cards [BC Bus Pass]. TL person said that it could be possible to add stored value to red card BUT it might be “spent” if tapping in at a station [where they BC Bus Pass benefit would apply].
 - SR – This is one of those questions we need to be rock solid clear on. Thank you for highlighting this as something we need to be clear on.
- PH – What about using credit card?
 - SR – Yes, an option, but you would pay a higher rate.
- PH – I assume negotiations are still underway with Ministry over cost of red pass [BC Bus Pass].
 - SR – Reiterated ministry pass [BC Bus Pass] not valid on HD

RM – Any ideas about materials to support customers with Compass

- RG – Have drivers provide materials with customers is a good way, interacting with the driver. That’s where people are.
- LM – Agree connection with driver is good. Also zoom workshops with large groups of seniors. Chris Chan and I do that now. It might be an idea for Chris and I to connect with those large groups; seniors planning tables that have a lot of people and do some quick ½ hour workshops with them when the summer comes.
- LM – It still sounds like you have to have 2 Compass cards – a red PwD card [BC Bus Pass] and then an orange [Compass Concession card] one to go on HD with stored value...unless you can add stored value to the red card but that’s yet to be determined.
 - SR – If you qualify for concession rate, you need a separate Compass card. Red card [BC Bus Pass] is not tied to your age.
 - CA – My understanding is that I need to have 2 cards: 1 for HD travel [Compass] and 1 for conventional [BC Bus Pass]. Would have to do whole trip on 1 card. Will be confusing for some one who uses HD and conventional as part of one trip. Really need to make sure this information is provided plainly, easy to follow, and available in every language.
- LM – It sounds like if you are a senior or a student you would use an orange [Compass Concession] card on HD.
 - SR – People who need 2 cards are those who have red card [BC Bus Pass] or CNIB card.
- PM – How do you know how much you have on a compass card.
 - RM – when you tap on reader, balance is displayed. Operator could read it out.
 - SR – Could also go online or phone for balance.
- AK – How can you load a Compass card if you have limited internet access, or are an older adult?
 - RM – Compass call centre, mail in check are options. Also it might help some customers to set up a recurring, reload for your card, which they

can do so that they don't have to remember to reload it each month or each time balance is low.

- AK – Of course not everyone has credit card. That kind of payment is sometimes a barrier. Also note that people would have to become aware of how to do this, how to best monitor their balance.
- AK – I would love to see a way to load cards on HD buses, but I'm sure that's not very feasible.
- SR – Noted, but it's not an option on our current system. We will want to be very clear with people about all of their options...registering and auto reload – set it up and you don't have to think about it. Also, you don't lose balance if you lose the card.

NOTES – Activity 2: Registration changes

- JM – who would be doing interview?
 - RM – OT or similarly qualified health care pro. Could be contracted out or inhouse.
 - SR – Or like current RFID program, contacted out to an OT.
 - JM – The process sounds like it would be a good educational tool and opportunity to talk about the use of regular Transit. I have Alzheimer's and there are so many people that lose their licence. Their go-to transportation might be to use HandyDART and so the opportunity to talk with someone about their options is positive.
- YL – Seeking clarification: the OT would be also be the SME in terms of options? And not the candidate's OT? The person may already be seeing an OT who could write up their diagnosis and what they require.
 - SR – Yes. It would be an OT who knows about the transit system; knows about the ways the conventional system is and is not accessible.
 - SR - And as Jim says, many people apply because they've had to stop driving and they think they now have to take HD. But they could see that they could have more independence if conventional was an option for them all of the time or just some of the time.
- LM – Really important that OTs know what equipment is valid on HD. Had an OT recommend a transfer chair a few months ago. Family bought one and were annoyed when they were told it was not allowed.
 - SR – Yes. Sorry to hear that happened.
- RB – Is objective to eliminate medical form signed by doctor? What's the real objective in eliminating doctors and going with an OT?
 - SR – Yes would simplify application form.
 - SR – Intention is to ensure that we have good info about person's abilities
 - SR – [7 min] takes it out of doctor-patient relationship. Focuses on abilities. We don't need to get underlying cause
- RG – I work with families with youth with developmental disabilities, becoming adults – at 19 there is a shift. And during this time there is an overwhelming

number of things families have to do. This is another meeting and another process: representation agreements, PwD applications, BC ID, HD application is one of those pieces.... Too much! Especially when this child is clearly going to need HD service. If they are going to be able to use conventional, it's often with the help of an organization, like Burnaby Assoc for Community Inclusion. We're experts. It's often a years-long process. Second concern is that the criteria for who would have to do this process is not clear. Are you going to work with orgs like Community Living BC so these families don't have something else added onto them? I can't emphasize enough that this is such a difficult time for families.

- SR – Can you tell us about this time, how the HD application is triggered at this time?
- RG – Often a time when kids are not in school anymore. Before 18 trips to school and activities are close to home, can depend on parents. After 18, this changes for most kids. I believe HD doesn't support school trips, or take people to and from school.
- KP – We do a lot with community living services through our Travel Training. We have a number of partnerships with organizations working through this transition period. We are still evaluating the criteria for direct referral to HD. It's a great point and I appreciate you raising it here.
- JM – As an example if my wife travels with me on bus regularly, but on occasion that she can't go with me, could I temporarily get access to HD?
 - SR – Great question. We need to be more clear about: our thinking is that some situations would not require an in-person component, and there could be temporary applications. E.g. someone who has had knee surgery who needs HD for 4 months. But you're asking, what happens if the attendant/companion is unable to travel temporarily, will the individual have access to HD?
 - SR – Our intention is that people who need HD get HD, and have a great experience taking HD. And that we're enabling as many people as possible to realize the independence available if they're able to take the conventional system. Clearly people with dementia is a need for HD, requiring door to door transportation.
- CA – I am against the interview to get access to HD. Invasive. What is the current plan? Are existing users grandfathered?
 - SR – Current users would not be asked to go through this process when we launch it. We may at some point in the future, check in to see if we have the most accurate info. But focus will be on new customers, not "legacy" customers.
- CA – I did the questionnaire, but I didn't understand some of the datapoints. You asked [at several points] "do you agree...." What was the point of those questions, except to get people to say "yes." Felt upsetting to me.
 - SR – Sorry to hear this. We appreciate your feedback. We've heard some other feedback on the survey. I hope you were also able to take the

opportunity to provide some comments in the survey. They are very important and we will be reviewing those carefully. The survey is only one piece of the feedback. And it won't be the dominant piece of feedback. We'll be reporting out on the survey, but we will be reporting on the comments and what people have said in phone calls, emails, and all of the workshops we've had.

- LM – I think what CA is expressing is “how many more times do I have to prove that I can't walk...?” Gave example of her annual insurance questionnaire asking same questions. I hope TransLink will avoid this.
 - SR – I hear that. We have definitely heard these concerns – that people feel like they have to keep jumping through hoops. This is one more to access transit services.
 - We don't want to add to peoples' burden. But we want to make sure people who need to use HD have it and not people who “prefer” to use it.
 - CA – I am totally for educating people about conventional, but not at the point when their access to the service is being determined.
- PH – I have been advocating for a change in title away from “travel training”. Gave example of talking with a neighbour who lost her husband and needed to start using transit. Neighbour objected to term “training,” but liked the idea of becoming “familiar” with how to travel the system
 - SR – We can certainly think about this. We need to make sure we provide support in a variety of ways.
- PM – Where can one find out about travel training? What services it provides?
 - SR – Chris Chan is the lead. Kathy can explain
 - KP – Travel training now is focused on workshops, train the trainer sessions and partnerships with the community. Particularly organizations that support PwD who are looking at transit as a possible solution for their travel. We have videos, 360 virtual tour of a bus. Looking at the entire transit system. For this program, we will be looking more at custom, personalized training, so individuals know how to use the system. We have hear from orgs that a lot of people don't know how the system works and what the options are.
- YL – I would like to echo LM concerns about PwD having to go through hoops for access and for TL to approach it with sensitivity.

Appendix B

Meeting room 2 breakout session Notes
UAC April 28, 2021

Participants:

- Sherry Baker
- Odette Brassard
- Mario Gregorio
- Karen Kreis
- Tommy Leung
- Monty Lilburn
- David McGregor
- Michele Querns

Staff:

- Liina Marshall
- Richard Marion
- Briana Ingram
- Erin Windross

Breakout sessions.

What are you looking forward to with the introduction of compass?

Any nervousness.

- Mario: Will there be one card for regular transit and HD or 2 cards.
 - Brianna: The idea is that they will be the same system and the same readers as the community shuttle busses. There will still be exceptions about specific pass products. The annual BC bus pass will not be used on HD. Also, the CNIB pass.
- Sherry: Asked about the orange pass. This would work for HD.
 - Brianna: It works the same way if people tap the seabus or other busses and then HD.
- Odette: Asked about the issue of missing trips because of late appointments and HandyDART. Would not be able to use this on HD and with the red compass card will increase the cost of using HD for people who are low income. Will try to avoid HD because of the issue.
 - Brianna: Said the takeaway is not discouraging people to use HD. TL is aware of the issues about the red compass card. It is an agreement with the province that is not easy to change.
- Odette: The booking system with computers it should be easier to reschedule on the fly. Now she created a plan called a TransLink village. If it is not on the Skytrain she is not going. So, when she has to go to a specialist, it has to be on the Skytrain.

- Erin: Working on backend systems to have an app and web booking. Need to be getting into the 21st century. Phone booking will still be a thing, but you will get information in real time now. It is up in coming.
 - David: Doesn't use HandyDART. How is the information going to be put out there? Will there be an ASL video? Will the deaf community be included in this process? What is the plan to communicate with the deaf community?
 - Brianna: The compass team is preparing information for HD customers. Planning other material including people who are deaf.
 - David: Does not have to be a full package but could be an ASL summary. People don't have the attention span for 10 or 15 minutes.
 - Karen: What can the committee do to help with the ministry?
 - Brianna: We will give feedback back to the province at some points. She will provide feedback to the larger group when she gives it some thought.
 - Sherry: Is happy about the age-based discounts for HD.
 - Karen: TransLink will provide more vehicles if it is warranted?
 - Brianna: Will be monitoring impact as this change is implemented. Been able to increase service across the entire network. Moving into a different period post-Covid. Not sure where the funding issue will be resolved.
 - Tommy: Will the attendant be expected to tap
 - Mario: The person traveling with you travels for free. Tried renewing his card and still has not heard from them.
 - Michelle: The cards don't expire.
 - Brianna: The cards don't expire. You can continue using the card you have already.
 - Mario: Was challenged by a bus driver. Brianna will flag it back to the team at ATCC
 - Brianna: Thinks attendants or guides would not have to tap.
- Breakout sessions on Registration
- Mario: People with Dementia look normal but may not be able to understand directions. discussion could not assess the needs and the actual needs of the person with Dementia.
 - Could also include some diversity issues. Racialized communities may not receive equal treatment to white people.
 - Brianna: The idea is the focus is on understanding how the individual lives their day to day life and what they would need for a full life. What the challenges, limitations and abilities are. If the person says they can't do something, then that factors to the decision.

- Mario: The person would not know if they could find the entrance to the hotel for example. May be able to leave the house from 10 to 4 but may not be able to use public transit. Because of not knowing directions or where to turn.
- David: David is concerned about the additional paperwork and parts of our lives. Will have to make another appointment for ferries and other services as well. Too many appointments. Creating too many issues. Has to prove disability and continue to show different documents all the time. If they have mental changes, is there a way to measure these changes. If there is another change, it may have to be documented.
 - Brianna: We have heard from others that this would be a barrier. There is still a form maybe simplified but then it would be done by an OT instead of a medical doctor.
- Mario: the doctor makes better assessments because they are familiar with the client.
- Tommy: There is still confusion because some will require the consultation and others won't. People do talk to each other and this could create stress and confusion with the perception of gate keeping.
- Odette: It feels invasive because TL chooses the person who evaluates. Diminishes the level of comfort. Adds to the feeling of mistrust. Makes people feel awkward.
- Monty: The issue isn't if assessments are a good idea and is the in-person assessment intrusive. Personally, thinks there needs to be an assessment for people who need to use HD
- Karen: It seems that the consultation for the use benefit. Not just if they qualify or disabled. Need to provide the correct reason. Sometimes she does ask for assistance at the airline. Never have a challenge from the airline itself. It depends on the person you are talking to. Receptive. The OT can interpret so much their knowledge can make it work well. If TL gives a choice, or the OT. Call it an interview instead of an assessment.
- Sherry: We need to maximize the use of the different services. The doctors usually just sign the sheet without really knowing the person's abilities.
- David: People that have permanent disabilities or long-time disabilities need to find an easier way to facilitate the need for documentation. Once you got it, it qualifies for you for services. Will I be doing this for another 60 years.
 - Brianna: Once people have gone through the process; this would not need to be done on a regular basis.
- Sherry: Indicated she can renew her parking pass without any assessment.

- Michelle: Will everyone have to go through this process? Nothing will change for her.
 - Brianna: Will need to get further direction from the board. First it would be for new applicants and not asking current customers. At some point there may be a discussion with current customers.
- Michelle: Does HD take you to the door?
 - Brianna: HD will provide a direct hand off when required.
- Mario: Sometimes the direct hand off did not occur.
- Tommy: If there is a onetime consultation, the conditions will play into how the client is evaluated.
 - Brianna: would factor conditions into the assessment as well. Conditional services would take this into account.
- Sherry: Would the consultations be done at the person's home?
 - Brianna: Could be done over the phone or zoom but need to still work on the in-person delivery model.
- Brianna: Interested on thoughts on conventional services and assisting people understand the accessibility of the services.
- Odette: The Skytrain is great. Once discovered the train, the travel is great. The HD trip took longer than 1.5 hours Train half an hour. The long trips hurt her back. Train wins every time. People want to be on the Skytrain route.
- Lena: One of the things will be the educational aspect. Your trip on HD could involve other methods of transit. HD can assist with trips to the transit system.
- Mario: more people to deliver will make trips longer. People need to understand to lower expectations.