



PERSONS WITH DISABILITIES ADVISORY COMMITTEE

MINUTES

JANUARY 23, 2020

A meeting of the Persons with Disabilities Advisory Committee was held on Thursday, January 23, 2020, at 5:42 pm, in the Cascadia Meeting Room, Third Floor, City Hall.

PRESENT: Peter Brown, Co-Chair
Tasia Alexis
Caitlin Anderson
Alfiya Battalova
Leslie Benisz*
Cathy Browne, Co-Chair
Sarah Cheung
Bernadine Fox
Paul Gauthier
Laura Mackenrot, Vice-Chair
Jane Vorbrod
Jill Weiss

ABSENT: Sarah Baumgart
Michelle Chakraborti (Leave of Absence)
Bernadine Fox
Anita Rudolph (Leave of Absence)

ALSO PRESENT: Paul Storer, Branch Manager, Transportation
Design Branch Staff Liaison
Amy Do, Transportation
Design Branch

CITY CLERK'S OFFICE: Kathy Bengston, Committee Clerk

* Denotes absence for a portion of the meeting.

WELCOME

The Co-Chair acknowledged we are on the unceded territories of the Musqueam, Squamish, and Tsleil-Waututh Nations.

Leave of Absence Requests

MOVED by Laura Mackenrot
SECONDED by Peter Brown

THAT the Persons with Disabilities Advisory Committee approve leaves of absence for Michelle Chakraborti and Anita Rudolph for this meeting.

CARRIED UNANIMOUSLY
(Leslie Benisz absent for the vote)

Approval of Minutes

MOVED by Jill Weiss
SECONDED by Laura Mackenrot

THAT the minutes of the Persons with Disabilities Advisory Committee held on November 21, 2019, be approved with the following corrections:

- Pages 7 and 8: change the word “recommend” to “recommends”;
- Page 9, correct the title “Ministry of Social Service and Poverty Reduction” to “Ministry of Social Development and Poverty Reduction”;
- Page 9: change the words “continual funding” to “continued funding”.

CARRIED UNANIMOUSLY
(Leslie Benisz absent for the vote)

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VARY AGENDA

MOVED by Jill Weiss
SECONDED by Cathy Browne

THAT the Persons with Disabilities Advisory Committee vary the agenda in order to deal with items 2a. to 2c. first.

CARRIED UNANIMOUSLY AND
BY THE REQUIRED MAJORITY

For clarity, the Minutes are recorded in chronological order.

* * * * *

2. Motions

a. Downtown Public Space Strategy Motion

MOVED by Alfiya Battalova
SECONDED by Peter Brown

WHEREAS

1. The demands on the public space are increasing as the urban population of the Downtown and the region grows;
2. The Downtown public spaces often contains barriers that people with disabilities face;
3. An accessible public space empowers communities and enables people with disabilities to become active participants in public life, promotes social engagement and connects people to their local communities; and

4. Places for People is a new approach to public space planning and design in the City of Vancouver, that is grounded in evidence-based understanding of public life, and puts people's experience and use of the public space at the forefront of public space design and decision-making;

THEREFORE BE IT RESOLVED THAT the Persons with Disabilities Advisory Committee recommend that Vancouver City Council supports the adoption of the Downtown Public Space Strategy, insofar as it includes the following considerations:

- A. Provides public space that feels welcoming and safe for people of all ages, genders, backgrounds and abilities.
- B. Encourages people to create, activate, and be stewards of public space.
- C. Creates welcoming and inclusive social spaces to support people to engage and identify with their community and neighbourhood with a goal of increasing social inclusion.
- D. Designs and maintains public space to ensure universal access through consultations with accessibility community stakeholders on all public space projects and the City's Persons with Disabilities Advisory Committee and the Seniors' Advisory Committee.
- E. Designs public space signage and wayfinding to facilitate readability by the widest range of users.
- F. Provides easy access to universally accessible public restrooms along well traveled walking and cycling routes (every 400 m), and in highly visible locations nearby to public spaces, including the following decisions:
 - Designs public restrooms to be fully gender inclusive;
 - Adopts accessibility criteria for public restrooms;
 - Explores options to expand and improve the delivery of public restrooms to serve high volume public spaces, including incorporating them in private developments; and

- Develops a Public Washroom Strategy that supports safe and accessible public spaces, in coordination with Park Board and Vancouver Coast Health;
- G. Encourages a combination of active and passive recreational opportunities suited for older adults in public space design.
- H. Adopts best practices in public space design for persons with dementia (including paving, materials and colours, etc.), to support them to remain active and engaged in the community.
- I. Encourages diverse public seating options at frequent intervals by:
 - (i) Including a variety of seating options in open spaces (i.e. plazas, parklets, etc.) and along sidewalks, including seating suited to older adults and persons with limited mobility;
 - (ii) Seeking to provide seating approximately every 100 m (or at every block) along streets, focusing on street blocks with seating deficiencies; and
 - (iii) Ensuring that furniture meets the principles of universal design, which promotes accessibility and inclusion.
- J. Adopts universal accessibility design guidelines for transportation design and public space projects.

CARRIED UNANIMOUSLY

b. HandyDART Motions

MOVED by Jill Weiss

SECONDED by Caitlin Anderson

WHEREAS

1. HandyDART rides are the most expensive part of the public transit system, with rides costing approximately eight times more than a ride on the conventional bus;

2. Applications for HandyDART service are increasing dramatically as the seniors' population increases across Canada and most of the world;
3. The need for HandyDART rides will continue to increase substantially as the senior's demographic increases;
4. Due to the expense of the HandyDART system and the rapid increase in need for HandyDART, the Persons with Disabilities Advisory Committee are very concerned that the HandyDART system should be as efficient as possible and sustainable;
5. Many of the actions needed to improve cost-effectiveness, efficiency and to increase the supply of HandyDART rides, are simple and do not require additional funds to accomplish;
6. For example, Montreal, the largest paratransit system in Canada, provides almost three times more rides than Vancouver HandyDART, at only slightly more than the same cost. Montreal uses 89% taxis; Vancouver HandyDART uses 17% taxis:

	# Rides	Operating Cost	% taxis
Montreal	4,206,188	\$77, 159,441	89%
Vancouver	1,553,692	\$57,155,925	17%

From Canadian Urban Transit Authority 2018 Specialized Transit Statistics

THEREFORE BE IT RESOLVED THAT the City of Vancouver Persons with Disabilities Advisory Committee recommend that Council recommend that TransLink implement the following measures that are documented to improve the sustainability of paratransit systems. These evidence-based measures decrease demand for the expensive HandyDART system, while at the same time increasing the number of HandyDART rides available without increased cost:

1. Increase the use of taxis within HandyDART to increase the number of HandyDART rides without increased funding.

- A. This is one of the most effective measures to improve the efficiency of paratransit systems. Taxis are used to improve efficiency by larger paratransit systems in Canada and in the United States.
- B. The cost of a paratransit ride in a taxi is approximately half the cost of a ride in a “regular” paratransit vehicle, which is why taxi use increases the number of rides without an increase in cost.
- C. For example, Montreal, the largest paratransit system in Canada, provides almost three times more paratransit rides than Vancouver, at slightly more than the same cost. Montreal uses 89% taxis; Vancouver uses 17% taxis.

	# Rides	Operating Cost	% taxis
Montreal	4,206,188	\$77, 159,441	89%
Vancouver	1,553,692	\$57,155,925	17%

*From Canadian Urban Transit Authority
2018 Specialized Transit Statistics*

Montreal’s use of taxis has significantly increased its sustainability. For example, in the last seven years, Montreal increased paratransit rides 50%, with a 34% increase in cost. In the same time period that Montreal increased its paratransit rides by 50%, Vancouver HandyDART only increased its rides by 2%, at a cost that was more than half of Montreal’s in the same time period.

	% Increase in Rides (2011 to 2018)	% Increase in Operating Costs (2011 to 2018)	% Taxis
Montreal	50%	34%	89%
Vancouver	2%	19%	17%
<i>Percentages calculated from CUTA 2011 & 2018 Specialized Transit Statistics</i>			

- D. An independent auditor evaluated TransLink services in 2012 (*TransLink Efficiency Review*). The auditor found that HandyDART had a lower use of taxis than other selected paratransit services, and that HandyDART’s cost efficiency, cost-effectiveness, and passengers per hour had slipped from almost first to last or almost last. The auditor noted “slippage has occurred in service cost efficiency and effectiveness, as well as productivity. TransLink’s performance relative to its peers has also deteriorated. The declines are across the board in all indicators. As a result, a costly service has become even more expensive.” (*TransLink Efficiency Review p42*).

The first recommendation the auditor makes to improve efficiency is to increase the use of taxis: “TransLink makes the lowest use of non-dedicated vehicles amongst the peer comparison group. Increasing the use of non-dedicated vehicles, such as taxis, could be done relatively quickly and would offer cost savings.” (*TransLink Efficiency Review p92*)

2. Reduce demand for HandyDART by diverting some passengers to the less expensive conventional bus.

Ensure the bus system is truly accessible and can actually be used by persons with disabilities. Remove barriers that impede bus usage and implement or enforce existing policies that enable people with disabilities to use the bus.

- A. Rides on the conventional bus are approximately eight times less expensive than HandyDART rides. Removing barriers and ensuring that persons with disabilities can actually use the conventional bus, reduces demand for the much more expensive HandyDART system, and is an important step towards sustainability.

- B. Although the Metro Vancouver bus system is nominally accessible, there are barriers which restrict bus use by persons with disabilities. Most of these barriers can be remedied. This is an important cost-effective use of funds, because the paratransit system is so much more expensive than bus use. Each person who uses the bus instead of HandyDART saves the system substantial amounts of money and provides more rides for all.

Ways to remove barriers and improve accessibility on the conventional bus, by the following:

- i. Ensure that wheelchair spaces can be occupied by persons using wheelchairs.

Although two spaces are designated for people with wheelchairs on each bus, these spaces are often occupied by persons who do not use a wheelchair. As a result, people with wheelchairs are sometimes denied access to the bus.

When the person occupying the wheelchair location does not use a wheelchair, the policy is for the driver to ask the person to move to another seat, if a person using a wheelchair wants to board the bus.

However, this policy is often not followed, resulting in person with disabilities not being able to ride on the bus.

A simple solution is to ensure that the policy is followed. That enables persons with disabilities to ride on the bus, and it also enables passengers who are not in wheelchairs to continue with their bus ride. This significantly increases the capacity of buses to carry passengers with disabilities.

Ensure the policy is communicated to all drivers and supervisors, and that its implementation is monitored.

- ii. Ensure appropriate signage on the bus, so that everyone is aware of the policy. Signs by the spaces on the bus for persons using wheelchairs should indicate that these spaces are reserved as a priority for people using wheelchairs, and those passengers who do not use a wheelchair will be asked to move if a wheelchair user wishes to board.

This ensures that all passengers are aware of the policy, and makes it easier to enforce.

Current signs ask passengers to consider who the spaces are for: persons with disabilities, seniors, and people with strollers. These signs confuse passengers and drivers, because they don't mention that the priority for the wheelchair spaces is persons in wheelchairs.

- iii. Ensure that persons who need to sit while traveling on the bus are able to obtain seating in the "courtesy" section at the front of the bus.

Many people who do not use a wheelchair have conditions that restrict their movement or balance, and many are able to use the bus if they can obtain seating near the front. This includes seniors, people who are frail, persons with canes, walkers, arthritis, balance issues; etc. TransLink does have a policy that these people have a priority for the courtesy section, but often the policy is not followed.

The solution is similar to that noted in ii above: ensure the policy re priority for the courtesy seats is followed and enforced; that the policy is communicated to drivers and supervisors; that clear signage regarding the policy is on the buses; and that the actual implementation of the policy is monitored and enforced.

The majority of persons using HandyDART are ambulatory, and some of these people might be able to use the conventional bus some or all of the time if the priority for courtesy seating was followed and enforced. This would be a significant cost-savings, and could divert significant numbers of HandyDART customers to the much less expensive conventional bus.

- iv. Eliminate bus refusals for passengers with disabilities.

Many passengers with disabilities report that drivers refuse them entry to the conventional bus, when there is ample room for them to board. This, of course, quickly makes the bus system unusable for persons with disabilities.

Ensure a clear policy is in place of not refusing entry to passengers with disabilities, ensure that policy is clearly communicated to all drivers and supervisors, and enact a system of monitoring to ensure it is followed.

- v. Provide Travel Training to enable more people to use the bus. Travel Training is a voluntary training on how to use the bus, that is very successful at diverting rides from expensive paratransit systems to less expensive fixed-route bus systems (Chia 2008; Burkhardt 2009).

Travel Training works because many people are able to use the bus with some instruction/awareness. In particular, persons who haven't previously used the bus may benefit from training. For example, many people who use wheelchairs may not be aware that the buses are now accessible or aware of how to use them; older adults who used to drive may not view buses as a viable alternative, and persons with cognitive disabilities or mental issues may be able to use the bus with support, training, and practice.

A recent survey of 124 US paratransit systems found that 73% of paratransit systems providing over 250 rides/day used Travel Training to reduce costs (Chia 2008).

Travel Training can use professionals or people with disabilities/seniors as trainers, and can be given in a group or one-to-one. Most Travel Training programs offer incentives for people to participate (such as free bus coupons or passes).

It is important that Travel Training programs not be tied to HandyDART registration, and that Travel Training not be used to deny access to HandyDART, but rather to give people tools to use to widen their range of transportation options.

As an example, Regina offers a very effective Travel Training program, which includes widespread advertisements that participation will not affect people's eligibility to use their paratransit service. This emphasis on not interfering with paratransit use is important to encourage people to attend training, and to learn ways to use the bus without fear of losing an essential service.

- C. Similarly, improvements in the real accessibility of rapid transit - including accessible universal washrooms, benches, proper wayfinding, and dual escalators and dual elevators – can enable more seniors and persons with disabilities to use rapid transit rather than HandyDART.
3. Reduce demand for HandyDART by enabling more passengers to use the less expensive TaxiSaver program instead of HandyDART.
- A. TaxiSavers provide custom transit rides at $\frac{1}{4}$ of the cost of a regular HandyDART ride. Increasing usage of TaxiSavers will thus provide custom transit rides at substantially lower cost, and reduce the demand for more expensive HandyDART rides.
 - B. There are two barriers to increased TaxiSaver use that should be addressed:

- i. Customers are currently only allowed to purchase \$100 worth of TaxiSavers each month, which is not enough to meet needs.
 - ii. Customers must pay 50% of the cost, making TaxiSavers too expensive for many seniors and persons with disabilities.
- C. Increasing the amount of TaxiSavers that can be purchased to \$300/month, will provide more rides at a lower cost than HandyDART. This reduces demand for HandyDART, as many customers will use the more convenient and flexible TaxiSavers.
- a. Decreasing the user payment for TaxiSavers from 50% to 25% makes the cost of TaxiSavers to the customer more affordable.

Once TaxiSavers are more affordable, many will use TaxiSavers rather than HandyDART, because there is no need to pre-book and rides can be provided at any time. This will divert significant numbers of rides from the HandyDART system, and still provide rides at a lower cost to TransLink than HandyDART. It will also provide users with spontaneous service.

For example, San Francisco has a taxi debit system that is used much more extensively than Vancouver's TaxiSaver program. Paratransit users can purchase up to \$300/month of taxi debit, at a cost to the customer of 20% of the actual cost. The cost of rides booked with the traditional paratransit operator is \$30/ride; rides using taxi debit cost \$13/ride (Williams 2011).

Customers can choose to use paratransit or taxi debit for any ride, and customers choose taxi debit half of the time. As a result, San Francisco's paratransit system provided the same amount of rides as Metro Vancouver's HandyDART system, at less than half the cost (in 2011: San Francisco ~1 million rides; annual budget ~\$19 million/year; Vancouver 1.3 million rides; \$42 million annual budget (Williams 2011; CUTA 2009).

CARRIED UNANIMOUSLY

MOVED by Tasia Alexis
SECONDED by Sarah Cheung

WHEREAS

1. TransLink is currently considering switching from a paper HandyDART application to an in-person interview to evaluate the eligibility of HandyDART applicants;
2. The largest three paratransit systems in Canada – Montreal, Toronto & Vancouver – currently use a paper application only or a paper application with a very small percentage going to an in-person interview (Montreal & Vancouver: paper application only; Toronto: paper application for 90.4% of applicants; in-person application for 9.6%). The other smaller paratransit systems in Canada are mixed in their use of application process: some use a paper application only; some use a paper application plus an in-person interview, and some use an in-person interview or functional assessment only;
3. The rapid increase in paratransit applications due to the seniors demographic is not affected by the type of application process: paratransit systems that use in-person applications and those that use paper applications, both report dramatically increasing numbers of applications;

4. The rate of determining that applicants are eligible or not eligible for paratransit is essentially the same for paratransit systems using a paper application or an in-person application, when this is based on persons who complete the paper application or attend the in-person interview. In other words, both types of application process have essentially the same effectiveness at determining eligibility;
5. However, in-person applications do reduce the number of persons applying for HandyDART before these people's eligibility can be assessed, because many people are not willing or able to go through the process – reductions between 10%-20% have been reported in Canada;
6. The persons who do not apply have been eliminated from paratransit use, not because they don't qualify, but because many are not willing or able to go through the process;
7. In-person applications are difficult for persons with mental health conditions, cognitive disabilities, dementia, and persons with English as a Second Language;
8. The in-person application process is therefore a barrier to the use of HandyDART services, and the process eliminates the most frail and vulnerable users;
9. In-person applications discourage persons from applying for HandyDART because the process is humiliating, frightening and invasive;
10. The in-person application process is also expensive and the funds should be used for needed HandyDART service;
11. The TransLink Board asked staff to gather information about HandyDART customers' abilities and needs;

12. Gathering this information can best be accomplished by a paper application, or a paper or online survey, where respondents have time to thoughtfully consider questions and provide thorough information, rather than the quick, off-the-top-of-one's-head responses provided in a 30-40 minute in-person interview;
13. The current HandyDART application form does not gather adequate information from applicants to determine eligibility or to gather information about applicants' needs and abilities:
 - a. The current HandyDART application only asks two simple questions of applicants and a health professional;
 - b. Most of the other large paratransit systems in Canada use a substantially longer application form, with a significant number of questions to determine eligibility and gather information about applicants' abilities and needs; and
 - c. For example, the Toronto Wheel-Trans application form has nine questions, with subparts, for applicants; and nine different questions, with significant subparts, for the health professional verifying the application. This ensures Toronto Wheel-Trans can properly assess eligibility, and ensure it has sufficient detailed information about applicants' abilities and needs;
14. Most paratransit systems in Canada allow people to register who can use the conventional bus some of the time. This is called conditional eligibility, because the person's eligibility is dependent on certain conditions. For example, some people could use the bus during warmer weather, and would need paratransit when conditions were icy or snowy; other people might be able to use the conventional bus when there is an accessible route to or from the bus stop, but would need HandyDART when the route to the bus stop was not accessible; others might be able to use the bus on good health days, but not on bad health days, etc;

15. The advantage of conditional registration is it allows people to register for HandyDART and still be free to use the conventional bus whenever possible, without endangering their HandyDART eligibility;
16. This can significantly increase conventional bus usage by persons registered for HandyDART, because people can still be free to use the conventional bus when they are able, without endangering their use of HandyDART when it is needed;
17. HandyDART currently has no official provision of conditional eligibility, although HandyDART does not currently eliminate users who use the bus sometimes.

THEREFORE BE IT RESOLVED

- A. THAT the City of Vancouver Persons with Disabilities Advisory Committee is opposed to the implementation by TransLink of an in-person application process for HandyDART users because:
 - a. It does not improve sustainability.
 - b. It does not determine eligibility more accurately than a paper application.
 - c. It does not affect the increasing number of applications due to the seniors demographic.
 - d. It does not gather as thorough information about customers' abilities and needs than a paper application can.
 - e. It is a barrier to the use of HandyDART by the most vulnerable users, and it eliminates HandyDART users, not because they don't qualify, but because many are not willing or able to go through the process.
 - f. It eliminates people in a way that is not based on their qualifications.

- B. THAT the Persons with Disabilities Advisory Committee emphasizes that the reduction of HandyDART demands by eliminating the most frail and vulnerable users is unfair, discriminatory and not acceptable in a public transit system.
- C. THAT the Persons with Disabilities Advisory Committee requests that the HandyDART eligibility process include conditional eligibility to encourage conventional bus usage.
- D. THAT the Persons with Disabilities Advisory Committee requests that the HandyDART paper application form should be significantly revised to ensure it properly gathers enough information to properly assess an applicant's eligibility to use HandyDART, including conditional eligibility, and to ensure it gathers information about an applicant's abilities and needs as requested by the TransLink Board.
- E. THAT the Persons with Disabilities Advisory Committee recommends that the requested revised HandyDART application form be based on the more detailed Toronto application form and/or on the application form developed by representatives from the City of Vancouver's Persons with Disabilities Advisory Committee, the Disability Alliance of BC, the Council of Senior Citizens Organizations of BC, and Developmental Disabilities Association in 2011.
- F. THAT the Persons with Disabilities Advisory Committee requests that TransLink adopt evidence-based measures that have been shown to improve sustainability of paratransit systems including:
 - a. increase the use of taxis within HandyDART;
 - b. improve the real accessibility of the bus system and rapid transit;
 - c. increase the amount of TaxiSavers that can be purchased and decrease the user cost; and
 - d. Implement Travel Training that is not tied to registration.

CARRIED UNANIMOUSLY

MOVED by Jill Weiss
SECONDED by Tasia Alexis

WHEREAS

1. The Persons with Disabilities Advisory Committee previously submitted motions to Council regarding concerns about HandyDART in 2011 and 2013;
2. The 2011 Persons with Disabilities Advisory Committee Submission to Council entitled "*Issues and Concerns about the TransLink Report*", emphasized the need for:
 - a. Proper planning for the expected increase in HandyDART applications due to the aging demographic;
 - b. Improved efficiency and sustainability of HandyDART to meet the increasing need;
 - c. Improved and more effective HandyDART paper application;
 - d. Not implementing an invasive in-person HandyDART application which unfairly eliminates the most vulnerable users.
3. The 2011 Persons with Disabilities Advisory Committee Submission to Council also included evidence-based measures to improve the efficiency and sustainability of HandyDART;
4. The Persons with Disabilities Advisory Committee unanimously passed motions on October 24, 2013:
 - a. THAT the Persons with Disabilities Advisory Committee is opposed to an in-person HandyDART application because reducing demand by eliminating the most frail and vulnerable users is unfair, discriminatory and not acceptable in a public transit system;

- b. THAT TransLink should promptly implement evidence-based measures to improve HandyDART cost-effectiveness, efficiency and the supply of rides relative to demand; and
- c. THAT TransLink adopt the revised HandyDART paper application form previously submitted by seniors and disability groups.

THEREFORE BE IT RESOLVED THAT the Persons with Disabilities Advisory Committee (PDAC) re-endorses its 2011 submission to Council entitled “Issues and Concerns about the TransLink Report”, and re-endorses its HandyDART motions passed unanimously on [October 24, 2013](#).

FURTHER THAT the above-noted submission and previous motions be circulated to Vancouver City Council and TransLink.

CARRIED UNANIMOUSLY

Note: The above-mentioned submission entitled “Issues and Concerns about the Translink Report” is available below.



2012 - Submission re
Translink 2012 Supple

MOVED by Alfiya Battalova
SECONDED by Jane Vorbrott

WHEREAS

1. Improving the efficiency and sustainability of HandyDART is crucial to ensure HandyDART meets the needs of increasing numbers of seniors and people with disabilities as the population ages;

2. An in-person application process does not improve sustainability and is an unfair barrier to the use of HandyDART by the most vulnerable users;

THEREFORE BE IT RESOLVED THAT the Persons with Disabilities Advisory Committee write to the City of Vancouver Mayor and Council, and the TransLink CEO, expressing the Committee's concerns as above;

FURTHER THAT the Persons with Disabilities Advisory Committee ask the Mayor and Council to communicate the Committee's concerns to the Mayor's Council and the TransLink Board.

CARRIED UNANIMOUSLY

c. Broadway Subway Extension Motions

MOVED by Caitlin Anderson
SECONDED by Sarah Cheung

WHEREAS

1. Current TransLink practice is that washrooms fronting publicly accessible parts of rapid transit stations (Expo, Millennium and Canada Lines) are available for customer use at the discretion of SkyTrain/Canada Line attendants;
2. In December 2018, the TransLink Board approved customer washrooms on transit policy that sought to increase the availability of washrooms for transit riders at key transit passenger facilities along the network;
3. TransLink is currently working on the implementation strategy for these customer washrooms on transit policy;
4. The need for public washrooms is particularly important for persons with disabilities and seniors, because medical conditions can create unpredictable emergency washroom needs and greater vulnerability to infections;

5. The requirement to ask a SkyTrain/Canada Line attendant for permission to use the washroom is time consuming, embarrassing, and is a barrier to SkyTrain/Canada Line use by persons with disabilities and seniors; and
6. There is a high likelihood of heavy usage by passengers with disabilities and seniors at the Fairview/VGH station, due to the proximity of Vancouver General Hospital, the Canadian Cancer Society, the Mary Pack Arthritis Centre, the Eye Care Centre, the Centre for Hip Health Mobility, the BC Cancer Research Centre, the Blusson Spinal Cord Centre, the Gordon and Leslie Diamond Health Centre, the BC Cancer Agency, and many other medical services in that area.

THEREFORE BE IT RESOLVED THAT the Persons with Disabilities Advisory Committee recommends the following:

- A. THAT TransLink present an update on the TransLink customer washrooms policy and implementation plan to the Persons with Disabilities Advisory Committee as soon as possible.
- B. THAT TransLink ensure that the gender neutral universally accessible customer washrooms at the Fairview/VGH, Great Northern Way, Mount Pleasant and South Granville Stations have signage on the door indicating that they are gender neutral universally accessible washrooms, including the international wheelchair accessible symbol.
- C. THAT TransLink ensure all washrooms, including the gender neutral universally accessible washrooms, are unlocked and are available to customers without the need to seek assistance from SkyTrain/Canada Line attendants starting from opening day, and at all times that each station is open.
- D. THAT TransLink and the Province ensure that gender neutral universally accessible washrooms also have an adult changing station, unless physical or structural constraints make this impossible.
- E. THAT TransLink ensure that all stations have way-finding signage to indicate the location of all washrooms.

- F. THAT TransLink and the Province ensure that a second washroom, with accessible and regular stalls, be available at the Fairview/VGH Station, starting from opening day and all operating days/times, to accommodate the anticipated larger use of that Station by persons with disabilities and seniors, due to the concentration of medical services in that area.

CARRIED UNANIMOUSLY

MOVED by Paul Gauthier

SECONDED by Jane Vorbrodt

WHEREAS

1. Many transit passengers, including passengers with disabilities, seniors, and passengers with children in strollers, are unable to use stairs or escalators, and elevators are therefore critical infrastructure to ensure universal access to the rapid transit system;
2. As our population increases and ages, and as employment around stations coming out of the Broadway Plan also increases, this will put increasing strain on station elevators to handle passenger loads;
3. Multiple elevators for each segment of elevator trips needed to get to and from street level to platform level ensure that stations remain accessible to all transit customers regardless of ability at all times;
4. After construction is completed, it is not usually structurally possible to add an additional elevator, particularly for the elevator from platform to concourse, which is limited by the space excavated for the station. Including multiple elevators, must thus be part of the initial plans;
5. The Broadway Subway project (Millennium Line extension) is currently designed with multiple elevators only at one station, Broadway/ City Hall, which limits the accessibility of the extension to many transit passengers;

6. There is a high likelihood of passengers with disabilities and others who cannot use stairs or an escalator at the Fairview/VGH station, due to the proximity of Vancouver General Hospital, the Canadian Cancer Society, the Mary Pack Arthritis Centre, the Eye Care Centre, the Centre for Hip Health Mobility, the BC Cancer Research Centre, the Blusson Spinal Cord Centre, the Gordon and Leslie Diamond Health Centre, the BC Cancer Agency, and many other medical services in that area;
7. The Arbutus station will have enormous traffic flow and congestion, due to its proximity to UBC. If this station has only one elevator and that elevator breaks down, the consequences to students and staff with disabilities and mobility challenges will be disastrous;
8. The City's Transportation Plan has a high priority on increasing bicycle ridership by persons of all ages and abilities; and Vancouver has a large tourism industry; so multiple elevators for each trip segment to get to or from the street level and platform level, are needed to accommodate the increased number of bicycle users who do not have the capacity to carry their bicycle up or down stairs and passengers with luggage;
9. The ideal elevator configuration allows for a continuous elevator trip from street level to platform level, but this is not possible for Broadway Subway Stations located in the middle of the street, and two separate elevator trips will be required for each trip from street level to platform level – one from street level to concourse, and another from concourse to platform level;
10. Proper accessibility of transit stations, including measures like multiple elevators for each trip segment to get to or from the street level and platform level, and accessible washrooms, enable more persons with disabilities and seniors to use this form of public transit, thus reducing demand for the much more costly paratransit system (HandyDART).

THEREFORE BE IT RESOLVED THAT the Persons with Disabilities Advisory Committee recommends the following:

- A. TransLink design all stations to include two elevators for each trip segment to get to or from the street level and platform level, and for the Province to construct the stations accordingly.
- B. The City of Vancouver work with future developments adjacent to the stations to provide additional elevators from concourse level to grade.

CARRIED UNANIMOUSLY

MOVED by Laura Mackenrot
SECONDED by Cathy Browne

WHEREAS

1. The Persons with Disabilities Advisory Committee previously passed motions on the Millennium Line Broadway Extension on September 7, 2017 about the need for universal design of stations and trains; for universally accessible gender neutral washrooms with automatic door openers and turning radius large enough for motorized wheelchair users at all stations; and for dual escalators and dual elevators; and
2. These motions included significant detail about relevant City policies and other issues.

THEREFORE BE IT RESOLVED THAT the Persons with Disabilities Advisory Committee re-endorses their [September 7, 2017 motions](#), regarding the Broadway Extension;

FURTHER THAT the above-noted motions be circulated to Mayor and Council, TransLink, the Minister of Transportation, and the Provincial Secretary for TransLink.

CARRIED UNANIMOUSLY

MOVED by Jill Weiss
SECONDED by Tasia Alexis

WHEREAS

1. The City of Vancouver Transportation Plan 2040 (pg. 8) states: *“In the next 30 years, the number of Vancouver residents aged 60 and over will more than double. An aging population means changes in travel patterns and more people with physical challenges getting around our city. By building streets and public spaces with accessibility in mind, and providing transportation options that work for all people, we can ensure a future that allows everyone to meet their daily needs and participate in public life”*; and
2. The proper design of the Millennium Line Broadway Extension will ensure that the largest transportation corridor in British Columbia is accessible and usable by all people, including older adults and persons with disabilities.

THEREFORE BE IT RESOLVED THAT the Persons with Disabilities Advisory Committee write to Mayor and Council, TransLink CEO, Minister of Transportation, and the Provincial Secretary for TransLink, expressing the Committee’s concerns as noted.

CARRIED UNANIMOUSLY

1. Presentation – Single Use Items

Monica Kosmak, Project Manager, Solid Waste Strategic Services, and Kai-Lani Rutland, Communications Coordinator, Engineering - Zero Waste, presented on the communication plans for the plastic straw ban, including the following:

- a) Key Messages
- b) Menu Icon and Sticker

City staff agreed to follow-up with Committee members via email, regarding further questions and feedback.

3. Presentation – Granville Bridge Connector

Paul Krueger, Team Lead, Transportation Design Branch, provided an update on phase 3 for the Granville bridge connector, including improvements to the bridge, challenges, engagement timeline, public engagement, and preferred option. Staff also responded to questions.

Brian Gould, Civil Engineer, Transportation Design Branch, provided an update on Drake Street phase 2, including phase 1 highlights, recommended design option, and next steps, and responded to questions.

The Project websites can be found at the following links:

- vancouver.ca/granvilleconnector
- vancouver.ca/drake-street-upgrades

Discussion followed with feedback from committee members.

4. Liaison Updates

No reports.

5. Subcommittee Reports

No reports.

6. New Business

a) Pearson – Dogwood Redevelopment Site Drop-off

MOVED by Paul Gauthier
SECONDED by Jill Weiss

WHEREAS

1. The Persons with Disabilities Advisory Committee emphasizes that appropriate and properly accessible at-grade pick-up and drop-off zones at all buildings on the Pearson/Dogwood Redevelopment site are essential for persons with disabilities to access and use public services and residences on the site;
2. Vancouver City Staff previously met with the Persons with Disabilities Advisory Committee about our concerns regarding the critical importance of properly accessible at-grade pick-up and drop-off zones at the Pearson/Dogwood Redevelopment site; and
3. The Persons with Disabilities Advisory Committee had and still has significant concerns about this issue.

THEREFORE BE IT RESOLVED THAT the Persons with Disabilities Advisory Committee re-emphasizes its concerns about the need for appropriate fully accessible at-grade and drop-off zones at all buildings in the Pearson/Dogwood Redevelopment site;

FURTHER THAT the Committee requests that staff meet with the Persons with Disabilities Advisory Committee at its next clerked meeting on March 12, 2020, to provide a progress report on addressing these concerns.

CARRIED UNANIMOUSLY

b) Jeanette Andersen Street Renaming and Plaque

In 2013, Jeanette Andersen, former member of the Persons With Disabilities Advisory Committee, was awarded the Queen's Diamond Jubilee Medal and certificate in recognition of her successful, strong and consistent voice in the community.

In addition, Jeanette Andersen was the recipient of the Vancouver Award of Excellence for outstanding achievements in the Accessible City (Individual) category.

MOVED by Taisa Alexis
SECONDED by Paul Gauthier

WHEREAS

1. Jeanette Andersen exemplified senior leadership and was a champion for people living with disabilities by action;
2. Jeanette was an integral part of the history of George Pearson and future legacy of Pearson Dogwood Redevelopment;
3. Jeanette lived at George Pearson for over 37 years in the Polio Pavilion, before moving from the institution in 1992, into her own home at Noble House Co-op which she helped to established;
4. Jeanette was a strong leader in the 1998 founding of Community Residents Mentor Association (CARMA), and remained a mentor and friend to the Pearson residents until her death in 2016;
5. Jeanette was an advocate for people with disabilities. She was a long term member of the City of Vancouver Persons with Disabilities Advisory Committee, and served on the Disability Alliance BC as a board member and in other various roles;

6. Jeanette helped create the Respiratory Outreach Program (PROP) and was a founding member and active Technology for Independent Living (TIL) user;
7. Jeanette advocated for equal access to rights in community living, increased accessibility, and inclusion for all people living with disabilities;
8. Jeanette championed for a better world that is inclusive, equitable, and sustainable for everyone; and
9. The naming of Jeanette Street will contribute to the knowledge, history, and future of Pearson Dogwood.

THEREFORE BE IT RESOLVED THAT the Persons with Disabilities Advisory Committee strongly recommend that a street on the Pearson Dogwood Redevelopment site be named after Jeanette Andersen in recognition of her significant contribution to the equality of persons with disabilities in Vancouver;

FURTHER THAT the Persons with Disabilities Advisory Committee recommend that a plaque highlighting Jeanette Andersen's contribution is placed along the street;

AND FURTHER THAT the Persons with Disabilities Advisory Committee write a letter to Mayor and Council about this issue.

CARRIED UNANIMOUSLY

ADJOURNMENT

MOVED by Caitlin Anderson
SECONDED by Paul Gauthier

THAT this meeting be adjourned.

CARRIED UNANIMOUSLY

Next Meeting:

DATE: Thursday, March 12, 2020
TIME: 5:30 pm
PLACE: Cascadia Meeting Room
Third Floor, City Hall

The Committee adjourned at 7:37 pm.

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