

## 1. CALL TO ORDER

Call to Order – 1:15 PM

## 2. TERRITORIAL ACKNOWLEDGMENT

We respectfully acknowledge that the SFSS is located on the traditional, unceded territories of the Coast Salish peoples, including the x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), Selílwitlh (Tsleil-Waututh), k<sup>w</sup>ik<sup>w</sup>əłəm (Kwikwetlem) and qícəy (Katzie) Nations. Unceded means that these territories have never been handed over, sold, or given up by these nations, and we are currently situated on occupied territories.

## 3. ROLL CALL OF ATTENDANCE

### 3.1 Executive Committee Composition

Acting President (Chair)  
VP Events and Student Affairs (Vice Chair)  
VP External and Community Affairs  
VP Equity and Sustainability  
VP Finance and Services  
VP Internal and Organizational Development  
VP University and Academic Affairs

Corbett Gildersleve  
Jess Dela Cruz  
Matthew Provost  
Marie Haddad  
Almas Phangura  
Chloe Homenuke  
Serena Bains

### 3.2 Society Staff

Board Organizer  
Building Manager  
Operations Organizer  
Policy, Research, Community Affairs Coordinator  
Administrative Assistant

Emmanuella Droko  
John Walsh  
Ayesha Khan  
Beatrice Omboga  
Phanie Phan

### 3.3 Leave of Absence

VP University and Academic Affairs

Serena Bains

### 3.4 Guests

Student Advocacy Coordinator  
Senator (SFU)

Trish Everett  
Gabe Liosis

#### **4. CONSENT AGENDA**

##### **4.1 CONSENT AGENDA**

Be it resolved to adopt the consent agenda by unanimous consent.

##### **CARRIED UNANIMOUSLY**

##### **4.1.1. MATTERS ARISING FROM THE MINUTES- MOTION EXEC 2022-04-05:01**

Be it resolved to receive and file the following minutes:

- EXEC 2022-03-21
- EXEC 2022-03-22

#### **5. ADOPTION OF THE AGENDA**

##### **5.1 MOTION EXEC 2022-04-05:02**

**Corbett / Jess**

Be it resolved to adopt the agenda as presented.

##### **CARRIED AS AMENDED**

- Discuss In-Camera items before Presentations.
- Add 8. Discussion Items:
  - 8.1 SUB Activism Project
  - 8.2 First Floor Naming Plan
  - 8.3 MGP Overview

#### **6. PRESENTATION**

##### **6.1 Accessible Shuttle Proposal**

**SUBMITTED BY:** Acting President (Chair) "Corbett Gildersleve"

**PRESENTED BY:** Student Advocacy Coordinator "Trish Everett"

**ATTACHMENT:** Accessibility Shuttle Briefing Note

- The purpose of the Campus Community Shuttle can be broadened to include an accessibility aspect and make it easier for people with mobility challenges (e.g. people who use wheeled devices, uses strollers, and etc.) to get around campus.
- The proposal reviewed options, such as:
  - Public transit-managed services that are based on a bus or shuttle model.
  - A carty-type model, like a modified golf cart that UBC uses.
  - A shuttle-based, van-based, or a combination of both model that other North American campuses use.
- Accessibility Coordinator "Brianna Price" and Student Advocacy Coordinator "Trish Everett" met with people from DNA and students, who expressed interest in having a transport with a set schedule, fixed route, and is constantly looping.
- Having the shuttle will cause additional benefits, such as:

- Recruitment increase.
  - Student and staff retention.
  - Loyalty and affinity to SFU.
  - Public relations boost.
- There is a campus route that can be used and is in continuous loop with additional stops, that includes one behind the SUB.
- SFSS will ask SFU to continue the existing Campus Community Shuttle but add a few modifications.
  - Adding more stops at key campus locations to make it easier for students with mobility challenges to get around.
- The plan was brought up to SFU Auxiliary Services, during the safety conversations in Fall 2021, and campus safety chats.
- VP Equity and Sustainability “Marie Haddad” emphasizes the importance of being able to arrive safely to a destination, especially as the SFSS has the SUB now.
- Next steps for the shuttle:
  - Student Advocacy Coordinator will send this proposal to Student Services, it will be brought up when CUPE is meeting with SFU President “Joy Johnson,” and have a collective push for this.
  - Student Advocacy Coordinator will need to bring up updates with the Executive team or communicate with the Vice President of External and Community Affairs and the VP University and Academic Affairs.
- Possible points of resistance:
  - The shuttle will have to go up a driveway behind a maintenance-type building that might disturb the operations happening at that location.
  - Cost of the shuttle could be a challenge.
    - SFU will need to fund with giving the shuttle an accessibility purpose.

## **7. REPORTS FROM COMMITTEES**

### **7.1 REPORTS FROM MANAGEMENT**

- Board Organizer “Ella Droko”:
  - Council Orientation will happen May 2<sup>nd</sup> - May 6<sup>th</sup> in the SUB ballroom.
  - Working on transition for the new Executive team members.
    - Make sure that information and news about changes in the next year from the federal and provincial government are communicated to the new members and how that will affect their work.

- Administrative Department updates:
  - Administrative Coordinator will be away starting April 13<sup>th</sup> until May 20<sup>th</sup>.
  - An Administrative Assistant will take on the role of Administrative Coordinator for the time being.
  - A Building Assistant will shift to be an Administrative Assistant.
  - A new Administrative Assistant joined the team as of Monday, April 4<sup>th</sup>.
- Operations Organizer “Ayesha Khan”:
  - A number of items regarding working conditions will be reviewed on April 7<sup>th</sup>.
  - A number of staff have passed their probationary reviews.
  - Building Coordinator Hiring Committee is set up and the job posting for the position will close on Monday, April 11<sup>th</sup>.
  - Hiring Committee is currently interviewing for a Research Administrative Assistant.
  - Look into people who can backfill Ayesha, while she is away and how the Executive team will want that to be addressed – Corbett will set up a meeting with her to discuss this.

## 8. DISCUSSION ITEMS

### 8.1 SUB Activism Project

**SUBMITTED BY:** VP Equity and Sustainability “Marie Haddad”

- VP Equity and Sustainability “Marie Haddad” met with Building Manager “John Walsh” and the previous organizers of the Activism Project to discuss modes forward.
- The SFSS retrieved the Freedom Square Plaque.
- Possible placements of the plaque:
  - In front of the SUB and can be removable in case it needs to be moved during activities, like protests.
  - In the SUB ballroom on level 5000 on a podium that honors the Freedom Square Plaque.
- It will help with bringing student attention to how SFU was a ground for activism with the participation of notable figures:
  - Angela Davis
  - Martin Luther King Jr.
- Possible locations for the SUB Activism Project:
  - On one wall in the SUB.
  - Throughout the SUB:
    - Better to have it spread out to have more students exposed to the activism history at SFU.
  - One wall and throughout the SUB:

- The benefits of the SUB Activism Project:
  - It will be great to celebrate the history of activism that have occurred at SFU.
  - SFU Alumni can see that their work is honored, displayed, and not forgotten.
- Funds for the plaque will come from the Building or External budget line item.

## 8.2 First Floor Naming Plan

**SUBMITTED BY:** VP Equity and Sustainability “Marie Haddad”

- The idea is to inform students and honour the effort the organizations, put up to have spaces within the SUB.
- VP Equity and Sustainability “Marie Haddad” had reached out to the ISC and the Elders Program, hoping to welcome the elders to the SUB and initiate conversation about their experiences.
- Hope to have an impactful, indigenous, and ancestral name set up for the first floor.
- The elders can provide a couple of options on names that can encompass a sense of community.
- VP Internal and Organizational Development “Chloe Homenuke” will help out with planning, develop ideas, and make sure this project succeeds.
- Honorariums can be set up to respect the elders’ time and labour
  - Honorarium can be taken from the Consultation line item.
  - Food and other expenses can be taken from the Events and Community line item, if there is an available budget.

## 8.3 MGP Overview

**SUBMITTED BY:** VP Equity and Sustainability “Marie Haddad”

- VP Equity and Sustainability “Marie Haddad” hopes to reach out to relevant staff and have the Member Group Policy (MGP) amendment submitted by Wednesday, April 06, 2022.
- MGP will be completed on Wednesday, April 06, 2022 morning.

## 9. IN-CAMERA

### 9.1 MOTION EXEC 2022-04-05:03

**Corbett / Jess**

Be it resolved to go in-camera for the remainder of the meeting.

**CARRIED UNANIMOUSLY**

- Safety Plan Review (Corbett Gildersleve)
- Zoom Bomb Incident and Student Support (Corbett Gildersleve)
- Emergency Plan Review (Jess Dela Cruz)
- Management Support (Jess Dela Cruz)

**10. EX-CAMERA**

**10.1 MOTION EXEC 2022-04-05:04**

**Corbett / Marie**

Be it resolved to go ex-camera.

**CARRIED UNANIMOUSLY**

**11. ATTACHMENTS**

**11.1 Accessibility Shuttle Briefing Note**

**12. ADJOURNMENT**

**12.1 MOTION EXEC 2022-04-05:03**

**Corbett / Marie**

Be it resolved to adjourn the meeting at

**CARRIED UNANIMOUSLY**

# SFU Accessibility Shuttle Proposal

Last Updated: March 3, 2022

## I. Issue

Students, staff, faculty members, and visitors at SFU who have short or long term mobility challenges as well as child caregivers using strollers have very limited options for traversing SFU Burnaby due to its geographic and architectural challenges. The aging infrastructure of SFU's elevators also pose an additional challenge, as seen most recently during the prolonged maintenance shut down of the elevator from the transportation centre to Convocation Mall which necessitated [a temporary accessibility shuttle to allow access to Convocation Mall and the AQ](#) via the new Student Union Building's elevator.

This temporary accessible shuttle service (which ran from September 22nd to December 13th) has showed us that this shuttle is needed as a permanent fixture of SFU, to ensure that we can build an active and engaged community that can navigate the SFU Burnaby campus.

This project seeks to prioritize mobility for all campus space users while paying particular attention to the challenges faced by those with disabilities, mobility challenges and strollers. Equally important, this project is an exercise in communicating the availability of this service and of services like it to disabled students and students with disabilities.

We request feedback on our proposed way forward, with specific attention to:

1. Budget for planning process & anticipated expansion of the existing Campus Community Shuttle service.
2. Logistical challenges of creating new shuttle stops and ensuring shuttle vehicles are accessible with fully trained drivers who are able to assist those with mobility issues.

## II. Proposed planning process

### Overview of process:

Through this process, our project team commits to enacting inclusivity with respect to intersectional identities to ensure that all persons needing assistance with campus mobility feel not only included but welcomed. We also equally commit to ensuring that the project is carried out according to the needs of students, staff, and faculty with disabilities.

In an effort to work towards these principles, the following groups may be involved either directly or will inform the project through consultations with the core project team where appropriate:

- SFSS Student Advocacy Office
- Disability and Neurodiversity Alliance (DNA)
- SFSS Women's Centre

- Out on Campus
- First Nations, Metis and Inuit Students Association (FNMISA, formerly FNSA)
- Students of Caribbean and African Ancestry (SOCA)
- Graduate Student Society (GSS)
- SFU Faculty Association (SFUFA)
- Health and Counselling Services
- CUPE 3338 and other employee groups
- Student Experience Initiative
- Student Services
- Centre for Accessible Learning

## Consultations

If the project is going to be effective, it's important for us to know when and how it would be typically used by campus community members. Thus, consultation with stakeholder groups is important including faculty, staff and students. We believe that there should be a multipart consultation process.

1. Outreach to relevant groups and organizations (mentioned above). This would give us an idea of how widespread the interest and need is for the shuttle system
2. Consultation with specific student advocates and experts. This would give us an idea of how to best reach students if the shuttle is implemented, as well as specific accessibility and disability concerns. These should be compensated with honorarium, and SFU would decide how much to compensate. For reference, [CARFAC \(used by consulting artists, primarily\) suggests \\$322 for a half day consultation](#). The CRA also permits up to \$500 per year for such payments before they must be declared for tax purposes.
3. A survey, distributed to the general student population, with a prize incentive. This would give us an idea of the number of interested students, as well as additional concerns missed by the first two consultation processes. The survey should be brief and not require a significant amount of time to complete.

## III. What are other Institutions doing to solve this same problem?

Accessible transport options are hardly revolutionary and many examples exist. For ease of discussion, we have summarized these types into 4 main categories:

- **Public Transit Managed Busses/Shuttles**
  - Many institutions in North America, particularly in larger urban centres, rely on their local transit authorities to provide this service through full size and community shuttle-type public buses on regular routes.
- **Cart-Based**
  - Where larger vehicle coverage isn't an option or coverage is not widespread or specific enough, many institutions opt for a more homegrown approach to accessibility and moving people around their campuses. Some are as simple as a pre-booked golf cart for students with mobility needs that are driven by fellow students (Linfield University in Oregon did this, mostly for student athletes). However, this golf cart model can be made more robust with a more substantial cart-like vehicle, as seen at UBC Vancouver's campus who use a [modified Polaris vehicle](#). Similar vehicles are used at UBC as part of



the Safe Walk program run by the Alma Mater Society as well. Their small size and relatively nimble handling make on-campus routes easier to achieve. These vehicles can use roads, or drive in many pedestrianized spaces. Such carts can be pre-booked or booked on demand. They can serve a set route (as at UBC) or can be arranged to deliver users to a specific location. The specific operational policies for a Cart-Based service at SFU could reasonably offer any of these options, although specific location delivery is somewhat complicated by our pedestrian-centric architecture and infrastructure.

- **Shuttle or Van-Based**
  - Many other institutions have shuttle services, much like SFU's existing campus community shuttle, equipped with wheelchair lifts.
- **Hybrid Models**
  - Some institutions employ a combination of the above options.

Additionally these modes of transportation can be categorized by:

- **How they are funded**
  - Through general fees or other internal funding,
  - Through specific pay-per-use fees,
  - Through a general public transit pass (like Compass or UPass),
  - Through a combination of the above.
- **Whom they are intended to serve**
  - **The general public**, meaning anyone who uses the campus spaces for any reason
  - **The general campus community**, meaning students, staff, faculty, and invited or recognized attendees of University events, meetings, classes etc.
  - **Documented disabled users**, meaning those who have provided medical documentation or proof of their need for the service in advance to a centralized authority.
  - **Self-identified disabled users**, meaning only those who feel they need the service on a given day, including those with short term injury or illness, flare ups of chronic conditions, those who choose not to use Accessible Learning or HR services, but still need mobility assistance.

## Examples

The following include several North American University solutions to the challenge of campus accessibility via shuttles and carts as well as hybrid shuttle/cart programs.

- A. [University of British Columbia](#)- Free Self Identified Disabled Use Only Cart and Paid Fare General Public Transit Community Shuttle



- a.
- b. “The UBC Accessibility Shuttle is a free, shared ride service for people with conditions that impact their mobility. Run by the [UBC Centre for Accessibility](#) in collaboration with Campus and Community Planning, it travels along a designated route and makes stops within the central pedestrian areas of campus. The shuttle has a limited-storage trunk which can transport mobility aids. Operated by UBC student staff, the Accessibility Shuttle serves areas that can otherwise only be accessed by foot, such as areas with limited vehicle access and parking. For locations that fall outside Accessibility Shuttle area, [people are advised to] use the UBC Community Shuttle [operated by Translink] or transit instead.
- c. The UBC Accessibility Shuttle is available to all students, staff, faculty, residents, and visitors on the UBC Point Grey campus who have temporary or permanent conditions that impact mobility. Bookings are made on a first-come, first-served basis and are subject to availability. You must book your ride ahead of time. Wait times can vary, depending on volume. It is your responsibility to schedule your pick up early enough to reach your destination on time. There is no limit to how soon you can book your ride, therefore, it's recommended that you book ahead to ensure a more timely and reliable service. If you leave a voice message to book your trip, you will receive a call back to confirm your ride within one business day.”
- d. [Shuttle Promo Video](#)

**B. [University of Toronto Mississauga](#)- User Fee Based General Campus Community Shuttle**

- a. “UTM runs a Shuttle Service. Shuttle service is fare-free for currently registered UTM students with an active T-Card. St. George students, UofT staff, faculty and all other passengers are required to pay a fare. One-way tickets are available for purchase from the ticket vending machine outside of UTM Instructional Centre, the UTM Service Desk in CCT and the UTM Student Centre. Semester passes are also available for purchase from the UTM Service Desk in CCT. Schedule times are approximate, usually within 5 minutes but often more due to traffic or other factors. The maximum number of passengers is currently **42 per bus**, subject to change based on evolving health guidance and COVID protocols. The shuttle bus **does not** make unscheduled or amended stops.”
- b. **The majority of shuttle buses are accessibly equipped with two spaces available for passengers who use mobility devices such as wheelchairs and scooters.**

- C. [Rutgers University](#)- Free General Campus Community Use Shuttle and Free Dedicated Van for Significantly Disabled Users Only
- a. "The Department of Transportation Services (DOTS) at Rutgers provides a comprehensive transit system which serves all destinations on the New Brunswick/Piscataway campuses. All of our campus buses are equipped to handle individuals with mobility impairments and have low entrance steps and/or mechanical platforms for wheelchair accessibility.
  - b. For students who require accessible transportation who cannot utilize the typical campus bus service for a particular reason due to a temporary or permanent disability, Rutgers offers a **paratransit van**. To be considered for this additional van service, students must complete the [Transportation Request Form](#).
  - c. Students will need to ask their physical or medical provider to submit the [Certification of Medical Need](#)
  - d. The student will receive provisional van services for two weeks pending the receipt of the Certification of Medical Need from their physician.
  - e. It is the student's responsibility to ensure that their physician completes and submits the Certification of Medical Need form to allow for continuous transportation after the provisional two week period.
  - f. Upon receipt of Certification of Medical Need form and satisfactory review, the coordinator of the van service will contact the student to discuss continued transportation needs and make appropriate arrangements.
  - g. For full details on eligibility, policies and procedures for the Rutgers's University Paratransit Van Services go to their [online manual](#)"
- D. [University of Oregon](#)- Free Documented Disabled Use Only Shuttle
- a. "The [access shuttle](#) provides free on-campus transportation as a scheduled, shared ride service for students, faculty, staff, and visitors who have permanent or temporary conditions that limit mobility. Students who wish to use the shuttle may establish eligibility with the Accessible Education Center by calling 541-346-1155.
  - b. Faculty and staff who wish to use the shuttle may establish eligibility with the Office of Affirmative Action & Equal Opportunity. Individuals with injuries or short term situations may contact the shuttle directly at 541-525-8677 for provisional eligibility. Visit their website to [schedule a ride](#)."
- E. [University of Arizona](#)- Mostly Free Public Use Shuttle and Free Documented Disabled Use Only Cart
- a. [The Cat Tran](#)



b.

- i. ["The Cat Tran is an accessible shuttle service"](#) that circumnavigates the University of Arizona campus in Tucson, AZ, via 2 routes. An additional route connects the Campus with an off-site Park and Ride for an additional fee. This service is widely used by many on campus, both able and disabled. The oppressively hot environment and large campus size make this especially important for community health and safety as well as accessibility and on-campus safety reasons. Cat Tran is available to anyone navigating campus spaces including the general public."

c. [Disability Cart Service](#)



- i.
- ii. The Disability Cart is a specific cart-style service that is specifically designed for wheelchair users and disabled users and is not available to the general population. "It is a free service that is provided to all University of Arizona students, staff, faculty, and public participants in UA campus programs who have a permanent or temporary impairment that creates a need for special transportation services.
- iii. To qualify for Disability Cart Service, the prospective rider MUST obtain approval through the University Campus Health or the University Disability Resource Center" (equivalent to SFU's Centre for Accessible Learning).

## F. Driver-less Shuttles

- a. Driver-less options have emerged at University of Waterloo and UBC. This is not recommended for SFU due to costs, campus infrastructure, and campus geography.
  - i. Waterloo
    1. <https://uwaterloo.ca/news/media/university-waterloo-launches-canadas-first-driverless>
    2. “The University of Waterloo is showcasing the operation of a driverless, autonomous shuttle research program that will transport students and staff around campus.
    3. The demonstration of the shuttle, dubbed “WATonoBus” by the research team, is the first of its kind at a Canadian academic institution and marks a significant milestone in a multi-year initiative to demonstrate and integrate autonomous transportation onto the campus.”
  - ii. UBC
    1. <https://dailyhive.com/vancouver/bcaa-shuttle-driverless-ubc-automated>
    2. “The [same model of high-tech, automated electric shuttle vehicles first made their appearance in Metro Vancouver in 2019](#), as a free technological demonstration as part of the [City of Vancouver and City of Surrey’s joint partnership](#) for Infrastructure Canada’s Smart Cities Challenge.”
    3. “During the 2020 Olympic and Paralympic Games in Tokyo, a demonstration automated shuttle bus was operated in the Athletes Village by Toyota. The service was suspended halfway into the Paralympics, after the [automated shuttle hit and injured a visually impaired Paralympic athlete](#) — even though an operator was at the controls, and Toyota’s e-Palette model of vehicle was traveling at slow speeds.”

## Scheduling and Routes

1. **Scheduling:** Shuttle scheduling typically falls into one of the following categories in most University settings we reviewed.
  - a. **Pre booked-** A service user books a pick up and drop off time and location in advance, typically before a set end of day deadline, frequently 6pm or 9pm, the day before. Many Universities we reviewed allowed students to book these services on a regular basis for the span of a semester in the case of a regularly scheduled class or meeting.
  - b. **Set Schedule-** More in line with a traditional bus service, this option sets a schedule for when a shuttle will arrive at specific stops and drivers attempt to stick to the set schedule. This is less ideal for an accessibility shuttle as riders may require different levels of support to access the shuttle, for example, a wheelchair user may require driver assistance in operating a lift. These unpredictable operational needs make a set schedule difficult to maintain.
  - c. **On Demand-** In this model, a shuttle driver is on-call to drive a user between locations of the user’s choice as and when needed, typically via a dedicated cell phone number to call, much like an Uber or Lyft booking. This model is less efficient and depending on the volume of users, can quickly become chaotic and unreliable.

- d. **Set Route (With or Without Live Tracking)**- This is effectively what we already do at SFU and it seems to work well. By providing a tracking service, users can judge approximately how far away the next shuttle is. If we can run more shuttles during busy periods to cut down wait times between shuttles, we believe that use and user satisfaction will increase.
- 2. **Routes: Of the services we reviewed, the following route options were the most typical.**
  - a. **Fixed Route**- A shuttle operates along a fixed route with fixed stops, much like a bus route.
  - b. **On Demand**- A shuttle is available to pick up and drop off users at any on-campus location the shuttle can safely access. This requires extensive local campus knowledge on the part of the drivers, particularly on a campus like SFU Burnaby with its one way lanes and limited North/South connecting points.
  - c. **Hybrid**- A hybrid route operates on a fixed route with the option of asking a driver to stop at a non-standard stop where it is safe and practical to do so. This is our preferred option as it provides for the most reliable timetable while also meeting the specific needs of users who may not live or work near a fixed shuttle stop. This option could also be offered only to users with mobility challenges if there are concerns about traffic backup or maintaining a reliable pace for the shuttle through its standard route.

## IV. SFU Community Insights

- **Disabilities**
  - “I’m a disabled student who uses public transit. The existing transit options add strain to my body, when TransLink bus drivers lack awareness or willingness to ensure the safety of disabled users, particularly disabled people with less visibly apparent disabilities. Especially during busy times, I have fallen down and injured myself. Drivers do not usually lower the bus or unfold the ramp for me. I have also been denied seats by fellow users who don’t believe I’m disabled until I’ve already fallen down and hurt myself. A shuttle that assumes users would very much likely have a disability would be fantastic, as it would allow me to more easily ask for accommodations without encountering ableism. Additionally, a shuttle that is more flexible in timing and off-route stops would allow disabled students like myself to avoid SFU’s huge number of stairs and inclines. There are some parts of campus like Residence that are inaccessible for me because it’s difficult to figure out a way to get there safely. It is very hard to find an accessible route on campus and a shuttle would aid anyone facing mobility barriers enormously.”
  - “If the disabled parking spot I usually use is already full, I end up driving around for up to 20 minutes trying to find the next closest parking spot.”
  - “As a disabled employee working at SFU Burnaby, I have found that accessible parking spaces are too few and far between. It took months to arrange a solution with Parking and Accessibility. If there was a better shuttle service, I could park farther away without worrying about injuring myself while going up and down the hundreds of stairs, uneven sidewalks and other obstacles en route to my job from the less expensive uncovered parking lots. This also leaves accessible parking spaces we DO have open for those who really really need them.”
- **Child Caregivers with strollers**



- “I never considered how difficult it was to get around campus before having children. With the daycare on one side of campus and an office on the other side it was quite the challenge to get around. For example, to get from the AQ to West Mall, 2 elevators must be used. Normally this wouldn't be an issue, but given the age of the elevators you could find yourself in a predicament should one or both be out of service. This requires one then to travel via roads which can add up to 10 minutes time to get around campus and force one into the elements instead of under cover. Therefore careful planning had to be done to get around ahead of time to ensure a timely and safe trip.”
- **Campus safety**
  - [An online petition was launched to continue the Shuttle service in 2019.](#) It cited safety for residents living on campus as one of its primary arguments in favour of maintaining the shuttle service and the petition was cited as one of the reasons the shuttle service was later continued.
  - “There are so many vulnerable populations on campus that are at a higher risk of getting assaulted or robbed, and I strongly believe that the shuttle has helped keep those same populations safe,” [Robyn] Jacques said in an email interview with *The Peak*.... Before the shuttle, I was terrified about walking home late at night, and I felt that I was completely restricted to my dorm once it was dark out. Once the shuttle was implemented, I knew that I no longer had to fear going up to Cornerstone at night, because I knew I had a safe ride home.”- [“Campus Community Shuttle Extends its Service For One More Year”, The Peak, Sept 1, 2019.](#)
  - The SFSS Women’s Centre Coordinator, Athena Guertin, reported students increasingly expressing concerns to her about their safety while navigating campus, especially those living in residence.
- **Insights Gathered from Temporary Accessible Shuttle:** We consulted with users of the temporary shuttle as well as the driver, Amir.
  - There are lots of people who need it, “they just don’t know about it”
  - Students who know about the shuttle find it very helpful, and are very grateful when they find out about it
  - We need better outreach, more and better signage, ways of making sure people know about it
  - When the road was closed on December 7, the shuttle assisted in the residential zone and had 82 passengers over the course of the day (with minimal outreach)
  - Residential areas are very underserved by current transit options, there is particularly a lot of Handydart use on Highland Court near the bus loop
  - Students expressed an interest in having stops along South Campus Road
- **Likely, But Less Tangible, Benefits**
  - Increased affinity for and loyalty to the University for students, staff, faculty and visitors. This can lead to increased retention of students and employees as well as alumni and community giving.
  - Public Relations Boost as SFU is seen to be progressively tackling a longstanding issue of accessibility on our Burnaby campus.
  - Improved relationship between disabled community members and the University.
  - Improved public perception that SFU is a childcare-friendly community, especially advertised in conjunction with the upcoming chestfeeding space projects.
  - The shuttle can be advertised and used as a recruitment tool
  - The shuttle can assist injured student athletes in navigating campus and the central stop near the Transit Centre will also serve the athletic program areas.

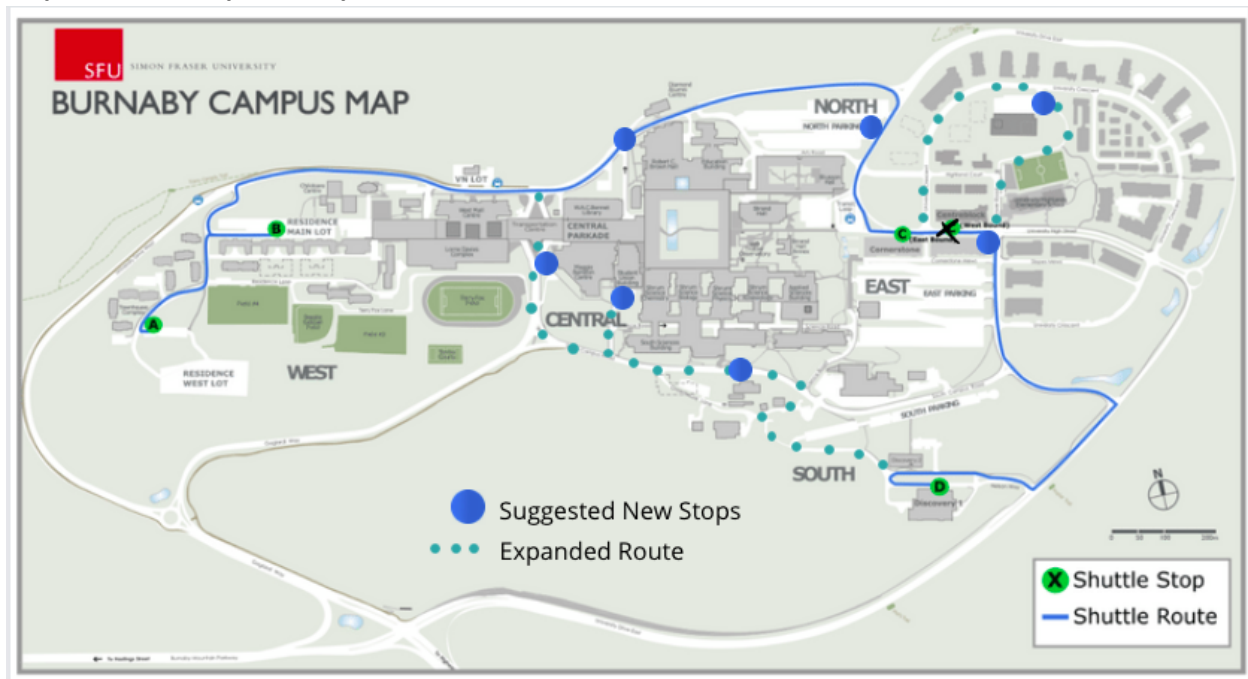
## Routes

To make the most of this service for all users, we recommend the addition of new stops in key locations and expanding the route to include South Campus Road. Using existing transit infrastructure that provides cover from weather conditions is also advised where possible.

### Current Stops:

- **A. Residences West Lot:** Located at the exit to Residence West Lot.
- **B. Residences Main Lot:** Located in the West end of the Residence Main Lot.
- **C1. University High Street - East Bound:** Located in front of the Cornerstone building.
- **C2. University High Street - West Bound:** Located in front of the Centreblock building.
- **D. Discovery 1 / FIC:** Located in front of the Discovery 1 Building

### Proposed New Stops and Expanded Route



- **Near the Transit Centre-** allows for a convenient connection point to Transit drop-off and a central location. Convenient drop off point for sporting events and student services as well.
- **Behind the SUB-** provides additional elevator connection points to Convo Mall and the AQ, is a convenient central location, and directly serves the SFSS Accessibility Centre. There is ample room for parking and turnaround as well. This stop was used in the Accessibility Shuttle trial in Fall 2021.
- **Near the South Sciences Buildings-** provides a reliable and safe transportation option in a relatively isolated location on campus. The shuttle could potentially share the existing Translink bus shelter, or be located in close proximity to it.



- **Adjacent to the North Parking Lots-** As campus housing and UniverCity expands, this area of campus will see increased density and increased transportation needs. This is also an area with a great many accessible parking spaces and improved connection to the rest of campus where accessible parking is more scarce would be an asset and provide a backup option for disabled drivers when more centrally located spots are full.
- **UniverCity Loop-** given the rapidly growing population living in UniverCity, a majority of whom are SFU Students, Staff, and Faculty, connecting this neighbourhood with campus and transit connections seems like a good idea and will support targeted users as well. We suggest replacing the Westbound stop at Cornerstone with one slightly further East that connects with the remainder of the route heading toward FIC.
- **Near Robert C. Brown,** DNA members suggested a stop near Robert C. Brown Hall. This location has particularly tricky accessibility issues, particularly when approached from the AQ. Incidentally, the very steep ramp here was jokingly referred to as a “death chute” and far exceeds the recommended slope for wheelchair use.

## V. Draft Proposal

Given the broad community support, awareness, and comfort with [the existing Campus Shuttle Service](#), we recommend that SFU permanently continue and expand this service. While the initial goal was to connect FIC with SFU and to better connect students in Residence on the edges of campus with the campus core, we contend that the temporary Accessibility Shuttle, when viewed as a pilot project, indicates that there is a significant need for this service and that the shuttle already in place can serve this additional purpose easily with the right marketing and some slight changes. Given SFU Burnaby’s particular added challenges of a remote location and inclement weather and snow removal, a more robust shuttle service could also assist students to traverse campus more safely.

**Thus, with all of this in mind, we propose that the format and model that will best serve SFU Burnaby is:**

★ **Not reliant on user-fees**

- Costs can be covered through general fund, FIC collaboration, grants, levies on campus community groups and/or other fees, however, there should be no additional cost at the time of service for riders. This ensures equitable access and makes the shuttle more easily available for visitors and non-regular users. This is especially helpful for people with short term or occasional disabilities, or those who infrequently bring a child and stroller to campus.

★ **A Hybrid shuttle and cart service or a Shuttle Service**

- The existing shuttle on a modified route with additional stops can safely deliver any campus users to various points on the periphery of campus. If, for financial or logistical reasons, this is the extent of the service we can offer at this time, it will still make a significant improvement to the service for all users and especially disabled users and those with strollers. If we can offer an additional cart-type service to connect the peripheral stops with locations further into the core of campus only accessible by foot, that would be ideal. DNA students also suggested it would be helpful if this cart service were bookable rather than regularly scheduled.

★ **Meant for the general public and self-identified disabled users.**

- We assert that any barriers to access of services for disabled people, those with mobility challenges, and those using strollers are unacceptable. Medical documentation creates an additional and unnecessary burden for users and would create an additional administrative burden for CAL and Human Resources. The existing shuttle service has no such requirements and serves the community well in this regard. Low barrier access will lead to increased ridership.

Implementation of this service can be rolled out in a few ways with varying degrees of cost and effort on the part of University support services. We have outlined some key deliverables below.

### **Good:**

1. Consult meaningfully with stakeholders.
2. Expand existing shuttle route to include the South Campus connection and add new stops in key locations where possible.
3. Develop and implement signage and social media to raise awareness.
  - a. We strongly suggest that tactile signage (braille) is used for each stop and in offices where users might seek out this service (eg SFSS, SFU DNA, CAL, Student Supports Rights and Responsibilities etc.)

### **Better:**

1. Consult meaningfully with stakeholders.
2. Expand existing shuttle route to include the South Campus connection as well as the UniverCity Loop and add new stops in key locations where possible.
3. Develop and implement signage and social media to raise awareness.

AND

4. Add additional shuttles to increase service levels during peak periods.
5. Conduct followup research to gauge use and awareness of the new service
6. Make changes to service as follow up research directs
7. Set up a system for student feedback to continually change the shuttle service and maintain efficiency.

### **Best:**

1. Consult meaningfully with stakeholders.
2. Expand existing shuttle route to include the South Campus connection as well as the UniverCity Loop and add new stops in key locations where possible.
3. Develop and implement signage and social media to raise awareness.
4. Add additional shuttles to increase service levels during peak periods.
5. Conduct followup research to gauge use and awareness of the new service
6. Make changes to service as follow up research directs
7. Set up a system for student feedback to continually change the shuttle service and maintain efficiency.

AND

8. Hold a festive launch event to raise awareness of the expanded service and its objectives.

9. Launch improved Education and Outreach tools for shuttle use and accessibility support on campus
  - a. Launch a new website to assist with accessible route wayfinding around campus and information linking Translink routes to the Campus Shuttle service.
  - b. Create a system where push notifications regarding accessibility challenges, construction, elevator outages, and other access updates etc. can be opted into through the SFU Snap app or other electronic means to provide up to date information about construction and infrastructural changes with a focus on wayfinding solutions.
    - i. Ideally give advance notice wherever such changes can be predicted.
    - ii. This should include filters for specific campus updates, types of notices (eg. elevator out, road closed, pathway obscured etc.) so that those who opt in are not bombarded with notifications they do not need.

## VI. Summary

SFU Burnaby's architecture, infrastructure, and geographic location present unique challenges for campus users. Difficulty with stairs, hills, or long distances exacerbate these challenges for a significant portion of our campus community. An easy adjustment to the existing campus shuttle service can ameliorate many of the specific hurdles and challenges faced by students, staff, faculty and guests at SFU and make the campus more welcoming and safe. A substantial improvement to our shuttle service allows greater freedom of movement, accessibility, and safety for users with and without disabilities, with and without children in strollers and shows a significant commitment to supporting the community. Existing models are already in place in institutions across North America and we can learn from them and launch a service that specifically addresses the unique challenges of this campus and the needs of its community.

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