



TransLink

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South Coast British Columbia
Transportation Authority

August 12th, 2021

Mayor Mike Hurley
City of Burnaby
4949 Canada Way
Burnaby, BC V5G 1M2

Via Email: Mayor@Burnaby.ca

Dear Mayor Hurley,

Re: Request to Open Public Washrooms at Metrotown SkyTrain Station

Thank you for your August 3rd, 2021 letter on behalf of Burnaby City Council.

We know through outreach that customers are interested in washrooms on the system. In the past, factors like safety and cost have been reasons to not provide TransLink owned and operated washrooms. TransLink's Board of Directors adopted the Customer Washrooms on Transit Policy, and TransLink is developing an implementation strategy to increase the availability of safe, clean, well-maintained and accessible washrooms at high-volume SkyTrain stations and bus exchanges. In parallel, provisions are being made for publicly accessible washrooms at substantially-renovated stations, including Metrotown, and select new stations on the Broadway Subway and Surrey Langley extensions.

A barrier to expanding washroom access, in the absence of third-party support, is cost. As you are aware, the pandemic resulted in significant reductions in transit ridership and revenue, which have only partially been offset by senior government support. The Board and Mayors' Council are in the preliminary stages of developing an investment plan intended to stabilize TransLink's finances and set out near-term investment priorities. The next step to ensuring availability of washrooms across the region is providing for their implementation and operation in a future investment plan, approved by the Mayors' Council.

Over the coming months, I look forward to working with you to prioritize TransLink's post-pandemic recovery, with an emphasis on rebuilding ridership, inclusivity, cultural recognition, and continuing to deliver a reliable transportation system that will help the region reduce commute times and lower carbon emissions.

Thank you for your commitment to helping improve Metro Vancouver's transit system.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Quinn", written over a light blue circular background.

Kevin Quinn
Chief Executive Officer



CITY OF BURNABY
OFFICE OF THE MAYOR
MIKE HURLEY
MAYOR

RECEIVED
AUG - 9 2021
CHIEF EXECUTIVE OFFICER

2021 August 3

Kevin Quinn, CEO
TransLink
400 - 287 Nelson's Court
New Westminster, BC V3L 0E7

Dear Mr. Quinn:

Subject: Request to Open Public Washrooms at Metrotown SkyTrain Station

I am writing to you on behalf of Burnaby City Council to urge TransLink to immediately make the washrooms at the Metrotown SkyTrain Station available to the public.

Access to public washrooms is integral for the safety and comfort of all transit users, but it is especially urgent for people with disabilities and seniors. With the washrooms at the Metrotown Skytrain Station currently closed, transit users arriving or disembarking at this station do not have access to a nearby public washroom.

I strongly encourage TransLink to step in and make the washrooms at the Metrotown SkyTrain Station immediately available for public use, rather than relying on a future third party to do so. This change would immediately make transit more accessible and friendly for all users, benefiting TransLink and the wider Burnaby community.

Thank you for your consideration,

Yours truly,

Mike Hurley
MAYOR

Copy to: Sarah Ross, Director System Planning, TransLink