

October 5, 2012

Richmond Seniors Network  
c/o Volunteer Richmond Information Services  
190 – 7000 Minoru Blvd.  
Richmond, BC V6Y3Z5

**Attention:** Ms. Louise Young,  
Coordinator

Dear Ms. Young:

**Subject:** Access to Washroom at Canada Line Stations

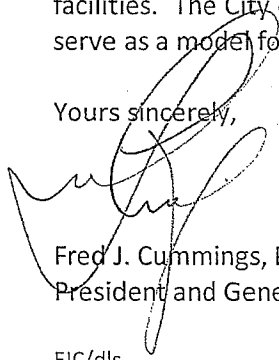
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I am replying to your letter dated September 12, 2012, and addressed to Mr. Ian Jarvis, CEO TransLink. I want to thank you for your suggestion of a pilot program, but unfortunately the concerns that we have voiced previously, with respect to the safety and security of our customers, would remain.

Until there is a policy established and a fully funded program that addresses the maintenance and security concerns of the operators of the transit system, we will continue to apply the current policy. I will continue to communicate to our staff, and those tasked with the operation of the Canada Line, that if an urgent need to use the staff facilities exists, then access should not be denied. We will endeavour to ensure consistent application of the policy.

I would also encourage you to work with the municipality on the provision of public washroom facilities. The City of Vancouver has recent experience with automated toilet facilities that may serve as a model for others.

Yours sincerely,



Fred J. Cummings, P.Eng.  
President and General Manager

FJC/dls

cc: Nancy Olewiler, Chair, TransLink Board of Directors  
Ian Jarvis, CEO, TransLink  
Peter Hill, Manager, Access Transit, TransLink  
Hon. Mary Polak, Minister of Transportation & Infrastructure  
Hon. Ralph Sultan, Minister of State for Seniors  
Hon. John Yap, MLA Richmond-Steveston  
Linda Reid, MLA East Richmond  
Rob Howard, MLA Richmond Centre  
Mayor Malcolm Brodie and Richmond City Council  
Victor Wei, Director of Transportation, City of Richmond  
Richmond Seniors Advisory Committee