

Newsletter

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INSIDE THIS ISSUE

1	Fall Service Changes Start September 2nd
2	Call for Interest to Serve on the 2014 Access Transit Users' Advisory Committee
3	Accessible Bus Stops in Metro Vancouver
4	Bus Stop Hop 2013
5	Changes at Lougheed Town Centre Station
6	Access Transit Users' Advisory Meeting

Fall Service Changes Start September 2nd

September transit service changes will begin **Labour Day, Monday, September 2** with a new 96 B-Line route in the South of Fraser, school year service adjustments, and other service changes to improve efficiency. These changes are part of TransLink's regular service adjustments, which take place four times a year to better match

service to rider demand and ensure efficient use of its fleet.

Major highlights include **launching of the new 96 B-Line** service along King George Boulevard and 104th Avenue in Surrey, providing an express bus link connecting Newton and Guildford Exchanges via Surrey Central. The 96 B-Line was a high priority for the Surrey area in TransLink's planning processes.

Other improvements include:

- **Extending the 335** to Newton Exchange, fulfilling a longtime customer request to provide service along 72nd Avenue, east of 144th Street.
- In New Westminster, **rerouting the 154 and 101** to remove buses from 5th Street in response to neighbourhood concerns and introducing direct, crosstown service.
- **Rerouting C98** to improve service in the Queensborough Landing and Hamilton areas.

- **Rerouting the N24 Night Bus** to finish its route at Lynn Valley Town Centre, serving more late-night customer

Seasonal adjustments to better match ridership demand in the fall include:

- Downtown Core trolley bus services returning to regular routes. Routes affected are the 4, 5, 6, 7, 10, 14, 16, 17, 20, and 50.
- Frequency increasing for many bus routes serving post-secondary institutions such as UBC, SFU, Langara, BCIT and Capilano University.
- Frequency decreasing to reflect the reduction in summer demand including 620, 150, C26 and the SeaBus.

In response to customer feedback, temporary route adjustments to 4, 7, 209, 210, 211 and 214 Powell Street bus services will take effect.

To improve efficiencies, **some services will be discontinued including 177 and C99**. Both routes had extremely low ridership, and after extensive consultation and public feedback, TransLink will discontinue these two routes. As part of the service optimization program, resources from these routes will be reinvested back into the transit system. This includes route improvements to 101, 154, 159, 335, C98 and N24.

To learn more about the Fall service changes, please visit translink.ca/servicechanges.

Call for Interest to Serve on the 2014 Access Transit Users' Advisory Committee

The Access Transit Users' Advisory Committee (UAC) is accepting applications from those persons interested in serving a three year term on the Committee beginning January 2014.

Candidates will be selected based on qualifications and the need to reflect a balanced representation from multiple areas including persons with one or more disabilities or their representatives and seniors or their representatives. The Committee structure also reflects a balance between

disability sectors, municipal and regional districts, age groups, gender types and ethnic communities.

Committee members will be expected to promote accessibility awareness and work towards solving accessibility issues through creative, open-minded and inclusive thinking.

The role of the Committee is to assist TransLink in ensuring the implementation of the Access Transit Strategy and provide ongoing advice on all plans, programs and other initiatives that TransLink funds such as:

- Advise TransLink on matters which will enhance accessibility.
- Assist TransLink in determining whether its measures are inclusive or exclusive of persons with disabilities and/or seniors.
- Assist TransLink in setting priorities on accessibility issues.
- Provide comments on TransLink policies and strategy.

The UAC Human Resources subcommittee will review new applications and select the 2014 members. Interested persons may access the application form online at <http://www.translink.ca/en/Rider-Guide/Accessible-Transit/Access-Transit/Users-Advisory-Committee.aspx>. Letters of reference may be attached but are not required.

Please submit your application to sarah.chung@translink.ca no later than **September 30, 2013**.

If you have any questions regarding the Access Transit Users' Advisory Committee and the application process please contact:

Sarah Chung
604/375-6868
sarah.chung@translink.ca

Accessible Bus Stops in Metro Vancouver

In July 2013, the total percentage of accessible bus stops in Metro Vancouver was 66.7%. A detailed comparison of the accessible bus stops for the month of July 2012 and July 2013 is outlined below.

	Active Stops 2013	% Accessible July 2012	% Accessible July 2013
Belcarra/Anmore	26	37.0%	42.3%
Bowen Island	1	100.0%	100.0%
Burnaby	954	52.5%	56.7%
Coquitlam	544	47.7%	55.7%
Delta/TFN	538	49.4%	49.6%
Langley - City	121	69.7%	69.4%
Langley - Township	356	66.4%	68.8%
Maple Ridge	306	44.1%	53.6%
New Westminster	262	76.8%	81.7%
North Vancouver - City	169	80.2%	84.6%
N. Vancouver - District	432	56.3%	56.9%
Pitt Meadows	52	55.8%	57.7%
Port Coquitlam	230	39.6%	45.2%
Port Moody	163	43.6%	55.8%
Richmond	716	58.8%	61.0%
Surrey	1357	72.4%	75.1%
Vancouver/UBC	1927	79.9%	81.2%
West Vancouver	9	66.7%	66.7%
White Rock	105	43.8%	43.8%
Total	8268	63.6%	66.7%

*There is only 1 bus stop with CS plates on Bowen Island. Other bus stops on Bowen Island are 'Flagstops'.

**CMBC only maintains the 9 bus stops that are currently at the Park Royal and Lions Gate Bridge Onramp area. Other bus stops are maintained by the District of West Vancouver and are excluded from this table.

In July 2013, the SeaBus provided 673 wheelchair and scooter trips.

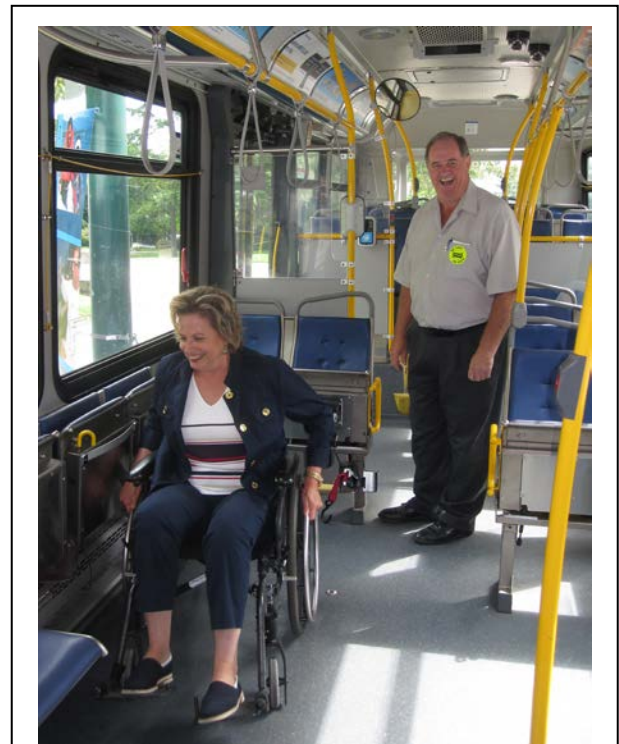
Please call **604.953.3333** or check www.translink.ca to find out if the bus stop you are intending to go to is accessible.

Bus Stop Hop 2013

The Spinal Cord Injury BC's (SCI-BC) 12th Annual Bus Stop Hop had another successful year! The Bus Stop Hop is an annual racing adventure using bus, SkyTrain, SeaBus and Aquabus to introduce new users in wheelchairs to the transit system, while raising access awareness for TransLink and Aquabus employees and all transit users.

On August 17, participants in were divided into 10 teams that included two able-bodied players and at least one player using a mobility aid. This year, the event brought out many first-time participants. During the Amazing-Race-style event participants searched for clues, completed trials and answered trivia in a race to the finish line. The race included unanticipated challenges for some teams, including a flat tire while travelling on the Canada Line - a great opportunity to learn how to handle the unexpected!

Coast Mountain Bus Company supplies a bus and instructor every year for one of the event challenges. This year, ambulatory participants used a manual wheelchair to board a Hybrid bus, learning what is involved in docking a wheelchair in the front-



Instructor Perley and Bus Stop Hop participant Merrilee share a few laughs during a challenge.

facing space. Instructor Perley shared helpful tips with participants for maneuvering a wheelchair or assisting someone as their attendant.

The Bus Stop Hop concluded with a barbeque on Granville Island, offering a great opportunity to eat, socialize and congratulate the winners. Participant Tammy posted about the event online: “The race challenges were thought provoking and we really had to work together as a team and strategize in order to be successful. I learned a lot about using public transit. I’m sure it will open up many opportunities for me.”

Congratulations to everyone involved for a great race and very successful event!

Changes at Lougheed Town Centre Station

The bus loop at Lougheed Centre has been shifted slightly to allow for continued Evergreen Line construction. The staircase from Lougheed Highway (west of the White Spot on Lougheed Highway) is temporarily closed for three months due to this shift.

The upper west station entrance at Lougheed Town Centre level is now closed for the duration of construction. Access to the lower west station entrance at Austin Avenue level remains open.

Construction for the section of Lougheed Station that will house the Evergreen Line is ongoing. Work is taking place Monday to Saturday, between 7:00am and 8:00pm. This work will not affect service.

For the latest transit service information, sign up for Transit Alerts at www.translink.ca/alerts, follow TransLink on Twitter @TransLink or call Customer Service at 604.953.3333.

Access Transit Users’ Advisory Committee Meeting

The next meeting of the Access Transit Users’ Advisory Committee will be held on September 12, 2013.

Please forward these updates on to others within your organizations or to other individuals who may find them of interest.

If you have any questions or comments regarding the status of the Access Transit project, please contact: access.transit@translink.ca.