

Newsletter

Volume 5, Issue 1

January 2013

INSIDE THIS ISSUE

1	CUTA Releases National Report on Accessible Transit
2	Third Annual HandyDART Customer Service Survey Highlights
3	2012: A <i>TravelSmart</i> Year
4	Accessible Bus Stops in Metro Vancouver
5	Faregate Installation
6	Access Transit Users' Advisory Meeting

CUTA Releases National Report on Accessible Transit

The Canadian Urban Transit Association (CUTA) has released a new report titled the “*Value Case for Accessible Transit in Canada*”. The study highlights the economic and social benefits of accessible transit in Canada, and was developed with the impacts to universal accessibility, inclusion, communities and health in mind. TransLink, along with most major transit agencies in Canada,

participated in the development of this report.

With the anticipation of an aging population and the potential increased incidence of disabilities, accessible transit is becoming a growing area of public transit service. This report demonstrates the value of accessible transit by highlighting the financial benefits from an economic perspective and positive benefits from a societal perspective.

The social benefits that result from accessible transit exist for both people with mobility challenges and the greater community. At the individual level, accessible transit can lead to improved independence and quality of life. For people with mobility restrictions, accessible transit assists in developing or maintaining independence. Individual benefits reverberate into the broader community through increased participation in social and physical activities, contributing to community

engagement and overall social inclusion. Accessible transit features provide all transit customers with a better experience. Building an accessible transit network promotes equality of services and demonstrates commitment to providing public transit to a diverse population with a range of abilities.

A copy of CUTA’s *Value Case for Accessible Transit in Canada* is available online at:

http://cutaactu.ca/en/publicaffairs/resources/CUTAReport_ValueCaseforAccessibleTransitinCanada.pdf

Third Annual HandyDART Customer Service Survey Highlights

As part of TransLink’s commitment to ongoing customer service improvement, the third annual HandyDART Customer Service Performance Survey was completed in the fall of 2012 by Ipsos Reid, an independent market research firm. Six hundred participants were selected randomly from active HandyDART customers.

The survey recorded customer feedback on HandyDART performance regarding different attributes of the service, ranging from safety to value for money. Overall, the survey concluded that HandyDART continues to perform well but could improve in service availability and ease of booking.

HandyDART Customer Satisfaction Survey Results

	% of participants who responded 8/10 or higher		
	2010	2011	2012
Courteous, Competent and Helpful Drivers	93%	92%	95%
Feeling Safe From Injury When Riding HandyDART	90%	91%	91%
Driver's Skills To Assist Passengers	94%	89%	93%

Cleanliness and Good Repair	89%	87%	86%
Value For Money	88%	82%	86%
On-Time Reliable Service	66%	67%	66%
Ease of Booking	70%	66%	60%
Service Availability	67%	65%	60%
OVERALL SERVICE	66%	68%	67%

2012: A *TravelSmart* Year

The *TravelSmart for Seniors* and *TravelSmart for New Immigrants* programs assist seniors and newcomers with learning how to safely and independently travel on public transit. In 2012, staff delivered presentations tailored to the specific needs of community groups at community centres, neighbourhood houses and settlement organizations.

2012 TravelSmart Audience	Number of Participants
Seniors	763
New immigrants	2,039

In 2012, several municipalities also partnered with the *TravelSmart* program as a commitment to encourage people to incorporate sustainable transportation choices in their daily lives. *TravelSmart* is currently partnered with Langley, the North Shore and Port Moody.

If you or your organization are located in a partner municipality and interested in a *TravelSmart* workshop, contact Sarah Chung at **604.453.4619**.

Accessible Bus Stops in Metro Vancouver

In December 2012, the total percentage of accessible bus stops in Metro Vancouver was 65.5%. A detailed comparison of the accessible bus stops

for the month of December 2011 and December 2012 is outlined below.

	Active Stops 2012	% Accessible December 2011	% Accessible December 2012
Belcarra/Anmore	28	28.6%	39.3%
Bowen Island*	1	100.0%	100.0%
Burnaby	952	52.4%	54.3%
Coquitlam	546	46.0%	55.5%
Delta/TFN	540	48.8%	49.6%
Langley - City	121	71.2%	69.4%
Langley - Township	354	65.0%	68.4%
Maple Ridge	306	43.8%	49.3%
New Westminster	262	76.6%	79.0%
North Vancouver - City	168	76.5%	85.1%
N. Vancouver - District	433	50.8%	57.3%
Pitt Meadows	52	52.9%	55.8%
Port Coquitlam	229	33.9%	41.5%
Port Moody	163	42.3%	55.8%
Richmond	715	56.7%	59.6%
Surrey	1356	72.6%	74.4%
Vancouver/UBC	1946	72.1%	79.9%
West Vancouver**	6	80.0%	66.7%
White Rock	105	44.3%	43.8%
Total	8283	60.8%	65.5%

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

**CMBC only maintains the 6 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.

Additionally, the SeaBus provided 298 trips to people with scooters or wheelchairs over the course of December.

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

Faregate Installation

Faregate installation continues on the Expo and Millennium Lines this month; each week different stations will receive faregates. Work to install the gates occurs Sunday through Thursday, starting in the evening and ending before start of service the following morning.

As we move into February, the following stations will undergo installation:

Date	Station
January 24 – 31	Scott Road
January 27 - 30	Surrey Central
January 28 – 30	Renfrew
January 30	Rupert
January 30 -31	Gilmore
January 31 – February 1	Brentwood
February 1 – 4	Sperling
February 5 - 12	Gateway

As the installation schedule may change, check out OnTrack at <http://www.translink.ca/en/Plans-and-Projects/OnTrack.aspx> for more information, or to find out about current escalator and elevator closures.

Access Transit Users' Advisory Committee Meeting

The next meeting of the Access Transit Users' Advisory Committee will be held on February 14, 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