

Newsletter

Volume 5, Issue 6

June 2013

INSIDE THIS ISSUE

1	2012 TransLink Bus Service Performance Report
2	Pattullo Bridge Consultation Takes Place in June
3	Accessible Bus Stops in Metro Vancouver
4	Continuous Improvements to HandyDART
5	Plan Ahead: SkyTrain Power Rail Replacement
6	Access Transit Users' Advisory Meeting

TransLink 2012 Bus Service Performance Report

TransLink's latest review of its bus system shows that bus service is becoming more cost-effective; ridership increased in 2012, while costs per trip dropped.

TransLink uses Bus Service Performance Review data to track and better understand trends in ridership and bus productivity. As a regional transportation agency, TransLink and its partners use the

information to better plan transit and improve overall system efficiencies. Service was reviewed on three different levels: system-wide, sub-regional and on a route-by-route basis. Performance is also reviewed on three separate measures: boardings per revenue hour; capacity utilization (high seat turnover); and cost per boarded passenger.

The review reveals that the number of bus trips taken per revenue hour increased 3.4 per cent, while the average cost per trip dropped by 2.2 per cent, confirming the success of TransLink's work to optimize bus service. The findings are outlined in TransLink's 2012 Bus Service Performance Review, an annual examination of bus operation data.

The report found higher ridership and lower cost trends across most of the region compared to 2011. The South of Fraser, Burnaby/New Westminster, and

other areas showed the same positive growth in passenger volumes and lower cost per trip over 2011.

Specific routes highlighted in the report further demonstrate the improvements: for example, the 403 Bridgeport Station/Three Road in Richmond saw productivity increases over 2011 after a targeted service level reduction during all its time periods.

For further detail, the full report is available at translink.ca/networkmanagement.

Pattullo Bridge Consultation Takes Place in June

The City of Surrey, City of New Westminster and TransLink are working together to review and evaluate alternatives to rehabilitate or replace the Pattullo Bridge. The bridge currently crosses the north arm of the Fraser River, connecting with New Westminster on the north side and Surrey to the south. The Pattullo Bridge Review follows previous technical and consultation work and seeks to respond to feedback requesting additional information and evaluation of all practical alternatives to bridge replacement.

The bridge is facing seismic and foundational issues and needs to be replaced or rehabilitated. The review team is working to address key challenges including:

- The bridge structure and foundation are 76 years old and many components require replacement;
- The bridge is vulnerable to damage from a moderate earthquake and does not meet current seismic standards;
- The bridge does not meet current roadway guidelines, including lane widths and curvature, which creates safety and reliability issues;
- Bridge facilities, such as sidewalks, barriers and connections for pedestrians and cyclists are inadequate and do not provide separation from traffic; and
- Community concerns regarding health and wellness of the local area in relation to traffic.

Further consultation will take place with local residents, businesses and regional stakeholders to determine the preferred alternative that meets the needs of communities connected by the bridge, as well as the broader region. Consultations will be held June 3 to June 28, 2013.

To learn more or provide feedback, interested individuals may attend a public open house, register for a small group meeting or complete the online feedback form. Visit <http://www.pattullobridgereview.ca/> for more information on these options.

Accessible Bus Stops in Metro Vancouver

In May 2013, the total percentage of accessible bus stops in Metro Vancouver was 66.5%. A detailed comparison of the accessible bus stops for the month of May 2012 and May 2013 is outlined below.

	Active Stops 2013	% Accessible May 2012	% Accessible May 2013
Belcarra/Anmore	26	37.0%	42.3%
Bowen Island*	1	100.0%	100.0%
Burnaby	955	52.6%	56.9%
Coquitlam	545	47.5%	55.6%
Delta/TFN	538	49.3%	49.4%
Langley - City	121	70.2%	69.4%
Langley - Township	355	64.6%	68.7%
Maple Ridge	306	44.1%	52.0%
New Westminister	264	76.8%	81.1%
North Vancouver - City	168	76.8%	83.9%
N. Vancouver - District	432	56.3%	56.9%
Pitt Meadows	52	52.9%	55.8%
Port Coquitlam	230	37.2%	43.5%
Port Moody	163	43.6%	55.8%
Richmond	716	58.8%	60.8%
Surrey	1351	72.4%	75.0%

Vancouver/UBC	1945	79.8%	80.7%
West Vancouver**	8	66.7%	62.5%
White Rock	99	43.8%	46.5%
Total	8275	63.4%	66.5%

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

**CMBC only maintains the 8 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 May 2013, the SeaBus provided 464 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.

Continuous Improvements to HandyDART

HandyDART, TransLink's door-to-door shared-ride service, makes travel easier for people with disabilities who need additional assistance. There have been key changes in how we deliver HandyDART service since 2009. The service is provided by a single contractor and central call centre that improves service by ensuring common policies are implemented across the region.

Other improvements have helped HandyDART overcome additional barriers:

- January 2009 – a single customer service number
- March 2009 – installation of Mobile Data Terminals (MDT) in vehicles
- August 2009 – on-time performance tracking
- September 2010 – Interactive Voice Recognition (IVR) 24- hour confirmation calls
- November 2010 – Program implemented to reduce 'cancels at the door' and 'no shows'

- December 2010 – Interactive Voice Recognition (IVR) imminent arrival calls
 - January 2011 – Fare management policy implemented
-

Plan Ahead: SkyTrain Power Rail Replacement

SkyTrain power rail replacement work continues to take place most evenings Sunday through Thursday until early 2014. Work is currently under way in the Edmonds / Royal Oak area. Trains will travel on the same track in alternating directions around the work area.

Millennium Line trains will operate between VCC-Clark and Columbia stations only – passengers can transfer to/from the Expo Line at Commercial-Broadway or Columbia station. Passengers travelling between Metrotown and 22nd Street stations are encouraged to plan for an extra 10-15 minutes travel time from about 8 p.m. until closing.

Other service delays (subject to change) include

- Sunday, June 9 through Thursday, June 13: reduced service after approximately 8:00pm
- Wednesday, June 19: Single track operations will be delayed until 11:00pm due to the Whitecaps game

For the latest transit service information, including SkyTrain service changes due to power rail replacement work, sign up for Transit Alerts at translink.ca/alerts, visit m.translink.ca 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.