

Newsletter

Volume 5, Issue 9

September 2013

*INSIDE THIS ISSUE

1	Update on Compass Card Beta Testing
2	London Drugs to carry Compass Card Vending Machines
3	Accessible Bus Stops in Metro Vancouver
4	Custom Transit Stakeholder Engagement
5	Expo and Millennium Line Construction Updates
6	Access Transit Users' Advisory Meeting

Update on Compass Card Beta Testing

TransLink will be introducing a new electronic fare system in mid 2014. The new system will be known as **Compass card**. From September 9th to October 1st, TransLink had approximately 10,000 volunteer beta testers out on the system trying to identify issues or 'bugs' in the system.

Besides using the Compass card while travelling on the system, Beta Testers were emailed about special testing opportunities at certain stations. One of these opportunities was a Compass Vending Machine trial, where the Compass team was joined by several customers, including someone who was deaf. [Click here](#) to check out a short video clip of this test at Waterfront Station.

Compass Beta Test Statistics as of September 25th:

- Total number of Compass Cards in use: 8,721
- Total number of taps: 472,456
- Number of unique journeys to-date: 142,702
- Number of buses used: 1,489
- Number of routes used: 226
- Bus routes with the most taps: 99 B-Line and 25 UBC

To see a short video of faregates in action check out:

<http://www.youtube.com/watch?v=rPSihvV6K2U>

London Drugs to carry Compass Card Vending Machines

We're excited to let you know that 18 London Drugs locations will have Compass Vending Machines (CVMs) installed in early 2014!

This is big news for our customers; it's another convenient option they'll have to get and reload their Compass Cards. They can also go online; phone; visit the Metrotown FareDealer office, Compass Customer Service Centre, or WCE Customer Service; or use a CVM in stations across the system. Compass Vending Machines provide an option for those who would rather not reload their cards online or over the phone.

With extended hours, access to a variety of major transit routes, and commitment to customer service, the London Drugs locations will help transit customers transition successfully to the Compass Card.

Existing participating retail FareDealers will continue to sell pre-loaded Compass Cards.

TransLink is excited to be working with London Drugs, a family-owned BC company with a strong commitment to the communities it serves. London Drugs will offer a comfortable and secure environment for customers to acquire and reload their cards while they fill their prescriptions, pick up a few items, or simply stop by on their way to the bus.

Accessible Bus Stops in Metro Vancouver

In August 2013, the total percentage of accessible bus stops in Metro Vancouver was 66.9%. A detailed comparison of the accessible bus stops for the month of August 2012 and August 2013 is outlined below.

	Active Stops 2013	% Accessible August 2012	% Accessible August 2013
Belcarra/Anmore	26	39.3%	42.3%
Bowen Island*	1	100.0%	100.0%

Burnaby	954	53.2%	56.9%
Coquitlam	544	49.9%	55.9%
Delta/TFN	538	49.5%	49.4%
Langley - City	121	69.7%	69.2%
Langley - Township	356	67.3%	68.7%
Maple Ridge	306	44.1%	53.6%
New Westminister	262	76.8%	81.0%
North Vancouver - City	169	80.2%	85.1%
N. Vancouver - District	432	56.3%	56.9%
Pitt Meadows	52	55.8%	57.7%
Port Coquitlam	230	40.0%	45.2%
Port Moody	163	44.2%	55.8%
Richmond	716	58.7%	61.0%
Surrey	1357	72.5%	75.5%
Vancouver/UBC	1927	80.0%	81.3%
West Vancouver**	9	66.7%	88.9%
White Rock	105	43.8%	44.8%
Total	8268	64.0%	66.9%

*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.

Custom Transit Stakeholder Engagement

TransLink is reviewing its custom transit services for people with disabilities – including HandyDART – to make the service better for customers and to operate more efficiently.

The goal of the Custom Transit Service Review is to develop a sustainable custom transit model that:

- More effectively meets the transportation needs of people with disabilities
- Addresses growing demand
- Makes best use of available resources
- Keeps pace with custom transit best practices

As part of the Custom Transit Service Review, TransLink will engage stakeholders, customers and the public, and will provide an opportunity for you to share your input.

In May 2013, we hosted a first round of consultation on our custom transit services. More than 100 stakeholders from a broad range of organizations across Metro Vancouver participated in the consultation workshops. They shared with us what they think works well with our custom transit services and what they think could be improved. Many people found that services like HandyDART provide a great sense of independence to customers, and that the service is affordable, particularly compared to alternatives. However, participants also shared a number of challenges, such as too many denials and lengthy rides. The full Round 1 Consultation Report is available on the project page: <http://www.translink.ca/en/Plans-and-Projects/Custom-Transit-Service-Review.aspx>.

A second round of consultation will take place in the fall of 2013. In the second round, we will engage again with stakeholders to gather further input on our custom transit services, as well as possible options for the service. For more information, please contact Vince Gonsalves at 778.375.7661.

Expo and Millennium Line Construction Updates

Plan ahead before leave and check if there are any transit projects that impact your trip!

Commercial-Broadway Station Escalator

The direction of the 'down' escalator at Commercial-Broadway station has been reversed to the 'up' direction to improve the flow of customers while the regular 'up' escalator remains out of service due to ongoing repairs. Customers who are unable to descend using the stairs may use the elevator, or should contact a SkyTrain Attendant or use the red emergency phone for assistance.

Evergreen Line: Lougheed Town Centre Station

Approximately 150 metres of sidewalk east of Austin Avenue on the northern side of Lougheed Highway will be temporarily closed for about 6 weeks. This will allow crews to excavate the area as part of station construction. Access to the lower west station entrance at Austin Avenue is still available, and a temporary staircase has been built to give customers access to the mall parking lot from Austin Avenue.

Power Rail Replacement

Power rails on the Expo Line continue to be replaced most evenings Sunday through Thursday. Beginning Monday, September 30, work will take place in the Metrotown to Joyce-Collingwood area for approximately 12 weeks. Passengers travelling between Royal Oak and 29th Avenue Stations should plan for an extra 10-15 minutes of travel time from approximately 8:00pm until closing.

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 October 31, 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.

* Want to unsubscribe? [Click here!](#)