

Newsletter

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Travel Training For Success!

TransLink and Coast Mountain Bus Company (CMBC) want to assist everyone in being active in their community. By working with municipal partners in constructing accessible bus stops, purchasing 100% wheelchair and scooter accessible buses and offering fully accessible features on the entire system, the majority of public transit services in Metro Vancouver are fully accessible. Several training opportunities are

available to people with disabilities, seniors and new immigrants who would like to gain the confidence and comfort they need to use our accessible transportation services, such as:

Bus Training: Last year CMBC made its Wheelchair and Scooter Training Program widely available throughout the Metro Vancouver region. This program offers training sessions for seniors and persons with disabilities, in which CMBC trainers work with individuals to teach them how to maneuver wheelchairs and scooters into position on buses and how to navigate the system in general. The training program currently offers similar services to new immigrant and settlement groups.

Group Orientation Sessions: TransLink's Access Transit department works in conjunction with the CMBC training program and offers interactive

presentations that include a system overview, trip planning, fare options, safety and security features and other aspects that provide for seamless travel. If interested, the group can also arrange for a transit field trip, to place what was learned in the presentation into practice!

Alternatively, community groups may book a combination of these services for a comprehensive training session. These “mobile” training sessions can be set up through TransLink’s Access Transit office. To find out which programs best serve your group’s needs, or to book an appointment for either service, call 604.453.4587.

TransLink supports Access Awareness Day

Access Awareness Day is on Saturday June 4, 2011 this year. This is a comprehensive provincial campaign led by SPARC BC to raise awareness about disabilities, accessibility barriers, and social inclusion.

TransLink and Coast Mountain Bus Company will spend the first two weeks of June promoting accessibility through internal events to their staff. TransLink will offer a small event to the community at large as well. In particular, TransLink will be hosting an accessible bus trial at Metrotown on June 8, 2011 from 10:00 a.m. to 2:00 p.m. This bus will provide wheelchairs for interested persons to try boarding a bus. Both TransLink staff and the community are welcome to try out the accessible boarding features on a conventional bus, as well as the bike rack! For more information, please call the Access Transit Office at 604 453 4619.

TravelSmart For Seniors Pilot Program

TransLink’s Access Transit Secretariat has partnered with the Burnaby Fall Prevention Society and Voices of Burnaby Seniors to launch **TravelSmart for Seniors**: a pilot project in which seniors train other seniors to use the public transportation system. The sessions cover fare zones; using ticket vending machines; security features on SkyTrain,

buses and SeaBus; how to use the TransLink Trip Planner; and the responsibilities of front-line customer service staff.

Participants will also go on a transit field trip, which provides a hands-on opportunity to explore many facets of public transportation. To help develop the training, members of Voices of Burnaby Seniors went on five different transit field trips, going from Burnaby to locations such as Lonsdale Quay and the Vancouver International Airport.

TravelSmart for Seniors sessions will be held:

Wed. June 1, 2011

Confederation 55+ Centre
4585 Albert St.
Burnaby BC

Thurs. June 9, 2011

Cameron Complex
9523 Cameron St.
Burnaby BC

Thurs. June 2, 2011

Edmonds 55+ Centre
7282 Kingsway
Burnaby BC

Thurs. June 16, 2011

Bonsor 55+ Centre
6550 Bonsor Ave.
Burnaby BC

All sessions will run from 9 a.m. until 3 p.m.

To register, please call or email Julie Rogal at 604-453-4587 or julie.rogal@translink.ca

Accessible Bus Stops in Metro Vancouver

In April 2011, the total percentage of accessible bus stops in Metro Vancouver was 58.2%. A detailed comparison of the accessible bus stops for the month of April 2010 and April 2011 is outlined below.

	Active Stops 2011	% Accessible April 2010	% Accessible April 2011
Belcarra/Anmore	28	24.0%	28.6%
Bowen Island	1	100.0%	100.0%
Burnaby	945	44.8%	47.8%
Coquitlam	548	43.4%	44.7%
Delta/TFN	528	42.9%	45.8%
Langley - City	117	70.9%	70.9%
Langley - Township	340	54.7%	59.4%
Maple Ridge	306	34.1%	40.5%
New Westminister	258	67.0%	70.9%
North Vancouver - City	166	69.3%	69.3%
N. Vancouver - District	434	49.3%	50.0%
Pitt Meadows	50	47.1%	56.0%
Port Coquitlam	229	21.1%	26.2%
Port Moody	163	38.7%	41.7%
Richmond	710	53.2%	56.2%
Surrey	1334	69.0%	71.3%
Vancouver/UBC	1946	68.7%	69.7%
West Vancouver	4	66.7%	75.0%
White Rock	107	35.8%	39.3%
Total	8214	55.8%	58.2%

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.

***Deltassist* Volunteers offer Phone Shopping Service for North Delta Seniors**

Beginning in Spring 2011, seniors in the North Delta region who are unable to shop for groceries for themselves will be able to call a service

for assistance. Every Tuesday morning at the Sunshine Hills Safeway, Deltassist Volunteers will take grocery orders by phone and deliver the groceries to the front door of the program participants.

Interested seniors must register and meet the qualifying criteria for this free service. To qualify for this service you must be a senior or person with a disability that prevents you from going out and shopping for yourself. You must also live in North Delta or within the area of Surrey bordered by 72 Ave to the North, 128 St. to the East, and 56 Ave to the South.

To register or get more information about this program call Lyn at 604-946-9526 or email at lyw@deltassist.com

Get *In the Loop* Online

MVT Canadian Bus, Inc. has made their monthly employee newsletter *In the Loop* accessible online. Each edition features an employee of the month profile, driver commendations, activities, and articles about the inner workings of MVT. The May edition is health and safety oriented, offering tips and quizzes.

You can access the online version of *In the Loop* by visiting <http://mvtcanada.com/newsroom.htm>

Access Transit Users' Advisory Committee Meeting

The next meeting of the Access Transit Users' Advisory Committee will be held on June 16, 2011.

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