

Newsletter

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INSIDE THIS ISSUE

1	TransLink Releases First Sustainability Report
2	Have Your Say? <i>TransLink Listens!</i>
3	Enhance Your Event Accessibility
4	Accessible Bus Stops in Metro Vancouver
5	TransLink Twitter Status
6	Access Transit Users' Advisory Committee Meeting

TransLink Releases First Sustainability Report

TransLink has recently released “*Setting a Baseline*”, its first sustainability report. The report measures how well TransLink is delivering *Transport 2040* (a long-range strategy to accommodate growth and create a more sustainable region) and how well TransLink manages its own business. TransLink’s performance is measured against indicators created by the Global Reporting Initiative and the

International Association of Public Transport, as well as some unique to TransLink. Findings of the report include: TransLink’s total CO₂ emissions per revenue passenger kilometre have declined, while service hours have increased 20 per cent since 2005. The document also outlines TransLinks short-term sustainability goals through 2012. The report can be read online at http://www.translink.ca/~media/documents/about_translink/corporate_overview/sustainability/sustainability_report.ashx

Have Your Say - *TransLink Listens!*

TransLink invites Metro Vancouver residents to join *TransLink Listens*, it’s online advisory panel, to provide opinions on roads, bridges, public transit, cycling, carpooling and HandyDART.

The *TransLink Listens* panel currently has 2,700 registered panelists involved in this online platform, and wants your unique perspective. Drawing on our region's exceptional diversity is a positive way to enhance our vision of Metro Vancouver's future in transportation.

If you join the panel, you will be emailed information once or twice per month and asked to respond to surveys that take between 5 to 15 minutes to complete. For each survey you complete, your name is entered into a contest draw for a chance to win valuable prizes.

The *TransLink Listens* panel is your opportunity to get directly involved with the future of transportation in Vancouver! Join *TransLink Listens* today by visiting www.translinklistens.ca

Enhance Your Event Accessibility

The Government of Canada is inviting not-for-profit organizations to apply for funding to improve the accessibility of conferences and key events for people with disabilities. Proposals for these projects are being accepted under the Disability component of the Social Development Partnerships Program through Human Resources and Skills Development Canada.

Funding of up to \$20,000 is available to not-for-profit organizations holding an accessible event between June 1, 2011, and March 31, 2012. Items that are eligible for this grant include sign language interpretations, real-time captioning, readers and scribes, support persons and interveners. Interested not-for-profit organizations have until March 21, 2011 to apply.

For more information about the call for proposals, and for information on the Government of Canada's programs for people with disabilities, visit: http://www.rhdcc-hrsrc.gc.ca/eng/community_partnerships/sdpp/call/disability_component/page00.shtml

Accessible Bus Stops in Metro Vancouver

In February 2011, the total percentage of accessible bus stops in Metro Vancouver was 57.9%. A detailed comparison of the accessible bus stops for the month of February 2010 and February 2011 is outlined below.

	Active Stops	% Accessible Feb 2010	% Accessible Feb 2011
Belcarra/Anmore	28	17.4%	28.6%
Bowen Island	1	100.0%	100.0%
Burnaby	946	44.7%	47.9%
Coquitlam	548	42.6%	44.5%
Delta/TFN	530	40.5%	45.1%
Langley - City	117	70.1%	70.9%
Langley - Township	339	54.1%	59.0%
Maple Ridge	306	30.4%	40.5%
New Westminister	258	64.4%	70.9%
North Vancouver - City	166	69.3%	69.3%
N. Vancouver - District	435	48.8%	49.9%
Pitt Meadows	52	47.1%	53.8%
Port Coquitlam	229	20.8%	22.7%
Port Moody	163	38.7%	41.1%
Richmond	711	53.0%	56.3%
Surrey	1337	64.9%	71.2%
Vancouver/UBC	1948	67.9%	69.4%
West Vancouver	4	57.1%	75.0%
White Rock	107	35.8%	39.3%
Total	8225	54.3%	57.9%

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.

TransLink Twitter Status

The TransLink Twitter pilot is now a permanent service!

The Twitter pilot was a test project with the objective to deliver better customer service through the TransLink Twitter account. Twitter is one of the most popular ways to find out what's going on in the world in quick 140-character status updates. TransLink's Customer Information department has used the popular social media website to create two-way communication with customers using micro-blog posts.

Since November 1, 2010, call centre work leaders sent out system updates and answered customer questions from 6:30 a.m. to 11:30 p.m. daily. This particular project received 118 commendations through the formal customer feedback system from November 1, 2010 to January 31, 2011, and currently has more than 6,900 followers.

The Twitter pilot has been approved indefinitely, and will be a permanent service you can rely on, with staff devoted to Twitter alerts, trip planner alerts, mobile updates and more. To receive the most up-to-date alerts from TransLink, visit <http://twitter.com/Translink>

Access Transit Users' Advisory Committee Meeting

The next meeting of the Access Transit Users' Advisory Committee will be held on April 7, 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