

Newsletter

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INSIDE THIS ISSUE

- 1 ***TravelSmart for Seniors: learning opportunities for seniors!***
- 2 **Newton Bus Exchange Renovations are coming!**
- 3 **More Efficient Routes for West Van-bound Bus Users**
- 4 **Accessible Bus Stops in Vancouver**
- 5 **Transit 'Pet Peeve' Battle**
- 6 **Access Transit Users' Advisory Meeting**

TravelSmart for Seniors: learning opportunities for seniors!

TransLink's recently launched *TravelSmart for Seniors* program offers a variety of resources to help increase the knowledge and confidence of seniors when using the public transportation system.

The programs include:

Presentations: We'll deliver a presentation tailored to the specific needs of your community

group, on the accessibility features of your public transit system and any other public transportation topics you would like to learn more about.

Transit Ambassadors: Access Transit staff can train senior volunteers at key community centres and seniors' neighbourhood houses to be transit ambassadors, available to answer questions and show other seniors how the transportation system works.

Bus Buddy Program: If you would like to gain hands on experience on the transit system you can be paired up with an experienced, senior transit user who will take you onto the system and share their knowledge with you.

Bus Training: Unsure of how to use the bus system with a mobility aid? Coast Mountain Bus Company (CMBC) provides practical training sessions at the Vancouver Transit Centre on how to board and exit a bus using a

mobility aid. For groups of eleven or more, TransLink can arrange a training session in your area.

For more information on the programs listed above, please call Julie Rogal at 604 453 4587.

Newton Bus Exchange Renovations are coming!

Since 2008, TransLink and the City of Surrey have been working in partnership to identify both short and long term improvements to the Newton Bus Exchange and its environment. Passenger comfort and access will be enhanced, as well as the integration of the exchange into the surrounding community.

In the fall of 2010 the City of Surrey, through its advertising contract with Pattison Outdoor, removed the existing shelters at the exchange. In response, TransLink has prioritized the replacement of shelters as part of a larger suite of improvements to the exchange.

Most notably eight new bus shelters and benches will be installed by late December 2011. Other improvements to the exchange are planned for 2012 including upgraded lighting; landscape and surface improvements; and wayfinding with illuminated "T" identity markers to designate the area as a transit facility.

More Efficient Routes for West Van-bound Bus Users

North Vancouver transit users travelling or transferring to points in West Vancouver now have improved bus access, thanks to the recently-opened bus-only lanes heading westbound on Marine Drive. Effective immediately, **the #239 – Capilano University/Park Royal** and **#255 – Capilano University/Dundarave** buses will stop on Marine Drive at Capilano in North Vancouver. The stop is located at the westbound curb land on the west side of Capilano. Mobility aid users should note that this stop is non-accessible.

Previously, the closest westbound bus stop for catching the bus or transferring was on Marine Drive at Garden Avenue. Buses also had to

cut across traffic to get to the “West Vancouver” lanes going under the cloverleaf off Lions’ Gate Bridge.

Now, with the construction of transit-only lanes on Marine and the bus-only lane on the cloverleaf, the #239 and #255 are able to stay in the curb lane, stop at Capilano, continue in the curb lane onto the cloverleaf and then exit the cloverleaf via the new “bus only” off-ramp to return to Marine Drive westbound.

The transit-only lanes – combined with other transit-priority measures such as the eastbound transit priority signal at Taylor Way and Marine – are helping to improve the efficiency of buses as they negotiate traffic on Lions’ Gate Bridge.

Accessible Bus Stops in Metro Vancouver

In October 2011, the total percentage of accessible bus stops in Metro Vancouver was 60%. A detailed comparison of the accessible bus stops for the month of October 2010 and October 2011 is outlined below.

	Active Stops 2011	% Accessible October 2010	% Accessible October 2011
Belcarra/Anmore	28	30.8%	28.6%
Bowen Island	1	100.0%	100.0%
Burnaby	947	47.0%	51.6%
Coquitlam	538	44.1%	46.5%
Delta/TFN	534	42.6%	47.6%
Langley - City	118	70.9%	71.2%
Langley - Township	340	57.2%	64.1%
Maple Ridge	306	40.2%	43.8%
New Westminister	261	68.3%	76.2%
North Vancouver - City	166	69.3%	74.7%
N. Vancouver - District	432	49.1%	50.5%
Pitt Meadows	51	53.8%	52.9%

Port Coquitlam	229	22.4%	31.0%
Port Moody	163	38.7%	42.3%
Richmond	711	55.0%	56.4%
Surrey	1329	70.4%	71.5%
Vancouver/UBC	1949	69.0%	71.0%
West Vancouver	5	60.0%	80.0%
White Rock	106	38.7%	40.6%
Total	8214	57.0%	60.0%

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.

Transit ‘Pet Peeve’ Battle

From November 17 to 28 the Buzzer Blog will seek to inspire positive changes to people’s habits on transit. The blog is an online place where TransLink shares news, commentary, and behind-the-scenes stories directly with customers. It is the internet companion to the Buzzer newsletter commonly found on public transit vehicles.

The Buzzer has launched a Transit ‘Pet Peeve’ campaign by personifying the eight most common transit etiquette problems with cartoons. Every weekday, two pet peeves will be pitted against one another. Customers are encouraged to vote for their biggest pet peeve.

On the final day of the battle, the etiquette problem with the most votes will be announced. Encourage awareness and better transit etiquette by visiting the TransLink Facebook page and voting at <http://www.facebook.com/Translink>.

Access Transit Users' Advisory Committee Meeting

The next meeting of the Access Transit Users' Advisory Committee will be held on December 8, 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