

Newsletter

Volume 3, Issue 10

October 2011

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Metro Vancouver Mayors' Council Approves "Moving Forward"

On Friday October 7th, the Mayors' Council on Regional Transportation voted in favor of approving TransLink's 2012 Transportation and Financial Supplemental Plan and Outlook, entitled "Moving Forward: Improving Metro Vancouver's Transportation Network". TransLink will now be able to take

the next steps toward addressing Metro Vancouver's need for new transportation services. There are a number of anticipated plans outlined to improve the transit system beginning in 2012.

The Supplemental Plan namely calls for the construction and implementation of the Evergreen Line. In approving "Moving Forward", the Mayor's Council has fulfilled the commitment to funding this rapid transit project. The Evergreen Line will span eleven kilometers to connect Coquitlam and Vancouver via Port Moody and Burnaby.

The Supplemental Plan also makes a number of proposals over the next three years, including an additional 415,000 hours of annual service; it is estimated that 180,000 hours of annual service could be added in 2012. The increased hours would be used to improve SeaBus frequency, as well as significantly increase service in the South of

the Fraser region. TransLink would also use these hours to reduce overcrowding and pass ups along the most frequently used bus routes.

A primary goal of the 2012 Supplemental Plan was to encourage development of transit where people work and live, which will help Metro Vancouver citizens increase the number of trips they make on transit or by walking or cycling. This in turn can help our long term goal of reducing greenhouse gas emissions and road congestion.

For more information on the Supplemental Plan and Outlook, visit <http://www.translink.ca/en/Be-Part-of-the-Plan/Plans/10-Year-Transportation-Plan/2012-Supplemental-Plan.aspx>

Burrard Station Elevator is Out of Order Four Months

To accommodate faregate construction, the elevator from Burrard Street to the platform level at Burrard Station is currently out of service and is anticipated to re-open in February 2012. As a result of this closure, Burrard Station will be considered a 'non-accessible' station for the next four months.

Passengers that require an elevator to board or disembark at this station will need to use an alternate station, either Granville or Waterfront Station. Passengers who require an elevator and are travelling to Burrard Station from Waterfront Station may travel on the #44 UBC/Downtown Bus on West Cordova Street and Seymour Street; this bus is in service on weekdays only. TransLink encourages passengers that need assistance to speak to SkyTrain staff directly or pick up the red emergency phone to request assistance.

For further information on TransLink construction projects and the associated service impacts please visit <http://www.translink.ca/ontrack>.

Lost Property Finds a New Phone Number

TransLink's Lost Property telephone number has changed to **604.953.3334**. Customers who dial the old telephone number (604.682.7887) will be auto-forwarded to the new number. The Lost and Found offices will remain at Stadium Station.

The Lost Property phone number is for items lost on the SkyTrain, Canada Line, SeaBus and buses. Lost Property contact information for West Coast Express, HandyDART and West Vancouver Blue Bus can be found online at <http://www.translink.ca/en/Customer-Information/Lost-and-Found.aspx>

Accessible Bus Stops in Metro Vancouver

In September 2011, the total percentage of accessible bus stops in Metro Vancouver was 59.4%. A detailed comparison of the accessible bus stops for the month of September 2010 and September 2011 is outlined below.

	Active Stops 2011	% Accessible Sept 2010	% Accessible Sept 2011
Belcarra/Anmore	28	30.8%	28.6%
Bowen Island	1	100.0%	100.0%
Burnaby	947	45.8%	50.1%
Coquitlam	536	44.0%	46.6%
Delta/TFN	538	42.6%	46.7%
Langley - City	118	71.8%	71.2%
Langley - Township	340	57.4%	64.1%
Maple Ridge	306	36.9%	43.8%
New Westminister	260	68.0%	71.9%
North Vancouver - City	166	69.3%	74.7%
N. Vancouver - District	432	49.4%	50.5%
Pitt Meadows	51	52.9%	52.9%

Port Coquitlam	230	22.0%	28.3%
Port Moody	163	38.7%	41.7%
Richmond	711	54.6%	56.4%
Surrey	1328	70.3%	71.4%
Vancouver/UBC	1949	68.9%	70.5%
West Vancouver	5	60.0%	80.0%
White Rock	106	38.7%	39.6%
Total	8215	56.7%	59.4%

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.

Wayfinding on Public Transit

The second week of September marked the launch of a new TransLink wayfinding strategy. Wayfinding refers to the design of facilities and environments that provide tools for people to navigate their way. This strategy introduces new bus stop ID signs and new information panels; the initial prototypes have been installed at Marine Drive, Bridgeport and Richmond-Brighthouse bus exchanges. As old bus stop IDs and information tubes require replacement, these new IDs and panels will take their place.

The prototype bus stop ID signs are marked by a 'T', accompanied by a list of the different services available, and the name of the stop and bay number if applicable. The 'T' for 'Transit' will identify all transit facilities in the future. This will make stops more visible and unify the identity of transit across the system. The new bus stop signs have retained the bus stop ID number and bay number, but now provide a name for the stop, typically the cross streets or name of the bus exchange.

As part of this wayfinding strategy, information tubes on bus stop poles will be replaced with information panels to provide more information. At this time the prototypes provide a list of key stops, schedule times in larger font sizes, zones, and local area walking maps.

For more detailed information and prototype images, visit the Buzzer Blog to read an interview with Joanne Proft, Project Manager in Infrastructure Planning, and Jeff Deby, Project Planner in Infrastructure Planning:
<http://buzzer.translink.ca/index.php/2011/09/new-ways-to-find-your-way-an-interview-about-translinks-new-transportation-wayfinding-strategy/>

Access Transit Users' Advisory Committee Meeting

The next meeting of the Access Transit Users' Advisory Committee will be held on October 20, 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