

# Newsletter

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### Share your Feedback on the *Accessible Bus Stop Pilot*

TransLink launched an *Accessible Bus Stop Pilot Project* to help make our bus stops universally accessible. This means everyone, including people with different abilities and special needs can find, board and get off a bus at a TransLink bus stop.

Visit the pilot bus stop located at Joyce-Collingwood SkyTrain Station at Bus Bay 4 and check out the accessible features which include:

- **Wayfinding Signage** to provide customers with information in both visual and tactile media, including bus arrivals and departures.
- **Tactile information panels** with raised and Braille lettering for the blind and partially sighted so they can confirm they're at the right bus stop, and to call TransLink to determine scheduled bus arrival times.
- **Tactile surface indicators** on the sidewalk to enable blind or partially sighted persons to locate bus stops.
- **Benches** to provide convenient and comfortable seating for passengers who need a place to rest while waiting.

We want to hear your thoughts on the *Accessible Bus Stop Pilot* features. Complete our survey at

[www.translink.ca/pilotbusstop](http://www.translink.ca/pilotbusstop) by **July 31** to share your feedback.

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## **Be a Part of Compass Beta Testing!**

Compass is the durable, reloadable, electronic fare card that works on transit in Metro Vancouver. When Compass arrives in late 2013, the easy-to-use card will replace all our current passes and tickets, including West Coast Express products. TransLink is looking for volunteer Compass Beta Testers until August 9.

The primary job of a Compass Beta Tester is to "tap in" and "tap out" on the Compass system. Because Compass is based on the easy-to-use "tap in/tap out" system, your taps will help us make sure the system is working properly and efficiently across all of Metro Vancouver. All conventional modes of transport, including SeaBus, West Coast Express, SkyTrain and bus will be included in the testing.

The Beta Test will take place in fall 2013, for three or four weeks. The exact dates will be determined once additional system testing is complete. Because a Compass Beta Tester card can only be used for testing purposes, Compass Beta Testers will still be required to carry their own valid fare media at all times.

The Compass Beta Test has been designed to include a representative sampling of equipment and Beta Testers from across Metro Vancouver. The number of Compass Beta Tester positions is limited, so TransLink will be evaluating applications based on criteria that ensure the testing process is as comprehensive as possible.

We'll be evaluating submissions and selecting Compass Beta Testers in August 2013. Applicants will be notified via the email address you provide in your application. To apply to be a Beta Tester, check out [www.compassbetatest.com](http://www.compassbetatest.com).

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## **Accessible Bus Stops in Metro Vancouver**

In June 2013, the total percentage of accessible bus stops in Metro Vancouver was 66.5%. A detailed comparison of the accessible bus stops for the month of June 2012 and June 2013 is outlined below.

	<b>Active Stops 2013</b>	<b>% Accessible June 2012</b>	<b>% Accessible June 2013</b>
Belcarra/Anmore	26	37.0%	42.3%
Bowen Island	1	100.0%	100.0%
Burnaby	954	52.7%	56.8%
Coquitlam	545	47.9%	55.6%
Delta/TFN	538	49.4%	49.6%
Langley - City	121	69.7%	69.4%
Langley - Township	356	64.9%	68.8%
Maple Ridge	306	44.1%	53.6%
New Westminster	262	76.8%	81.7%
North Vancouver - City	168	77.2%	83.9%
N. Vancouver - District	432	56.3%	56.9%
Pitt Meadows	52	54.9%	55.8%
Port Coquitlam	230	39.4%	43.9%
Port Moody	163	43.6%	55.8%
Richmond	716	58.8%	61.0%
Surrey	1349	72.4%	74.9%
Vancouver/UBC	1927	79.8%	80.9%
West Vancouver	9	66.7%	66.7%
White Rock	105	43.8%	43.8%
<b>Total</b>	<b>8260</b>	<b>63.5%</b>	<b>66.5%</b>

\*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 June 2013, the SeaBus provided 493 wheelchair and scooter trips.

Please call **604.953.3333** or check [www.translink.ca](http://www.translink.ca) to find out if the bus stop you are intending to go to is accessible.

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## **Plan Ahead: Scheduled Service Disruptions for SkyTrain**

As TransLink continues to reinvest in the SkyTrain system to ensure a good state of repair, some projects may cause service disruptions. Be sure to check *OnTrack* for scheduled service disruptions due to construction. If you are interested in elevator outage notifications by email, contact [sarah.chung@translink.ca](mailto:sarah.chung@translink.ca) to be included on the mailing list.

### **Main Street–Science World Upgrades**

To minimize passenger disruptions during peak times, night work will take place at Main Street-Science World Station on July 17, July 20 to 24 and July 27 to 31, between 7 p.m. and 7 a.m.

Main and Terminal will be closed to traffic at night due to construction on July 21 to 23 and July 27 to 29, 2013.

Passengers of the 003, 008, 019, N8 and N19 buses will experience some service disruptions after 11 p.m. until the last bus. Shuttle buses will operate between Broadway and Main to Cordova and Seymour and return.

### **Expo Line Power Rail Replacement**

Work is under way in the Edmonds / Royal Oak area. SkyTrain will single track (trains travel on the same track in alternating directions) around the work area.

Millennium Line trains will operate between VCC-Clark and Columbia stations only – passengers can transfer to/from the Expo Line at Commercial-Broadway or Columbia station. Passengers travelling between Metrotown and 22nd Street stations are encouraged to plan for an extra 10-15 minutes travel time from about 8 p.m. until closing.

Upcoming service disruptions due to the replacement include:

- July 17 – 18: reduced service after approx. 8 p.m.
- July 21 – 25: reduced service after approx. 8 p.m.
- July 28 – Aug 1: reduced service after approx. 8 p.m.

### **Evergreen Line Construction at Lougheed**

The upper west station entrance at Lougheed Town Centre level is now closed for the duration of construction. Access to the lower west station entrance at Austin Avenue level remains open.

The bus loop will be shifted slightly in early August, to allow for the construction of new bus bays in the Lougheed Centre parking lot.

Construction for the section of Lougheed Station that will house the Evergreen Line is ongoing. Work is taking place Monday to Saturday, between 7 a.m. and 8 p.m.

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### **New to Transit? Try the Bus Stop Hop!**

The Bus Stop Hop is presented by Spinal Cord Injury BC (SCI BC) in association with TransLink. This year, the Bus Stop Hop will take place on Saturday, August 17<sup>th</sup>. This event showcases both accessible transportation and Metro Vancouver.

Inspired by the Amazing Race, the BSH is a one-day, team-based event that has participants racing across the city, using accessible transportation, completing fun activities and collecting points. Teams of four consisting of two ambulatory people and two people with mobility aids race around the city to answer trivia questions, score points and use many accessible modes of public transportation.

Encourage your friends to try this fun annual challenge! To sign up or receive more information, visit <http://sci-bc.ca/event/bus-stop-hop-2013/> or contact Alanna Janz by email at [ajanz@sci-bc.ca](mailto:ajanz@sci-bc.ca).

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## **Newton Exchange Renovations Complete**

Improvements to Newton Exchange are now complete, regular service has resumed, and the temporary exchange on the adjacent street has now been closed. The improvements, which began in April 2013, are part of a plan developed by TransLink and the City of Surrey aimed at improving passenger comfort, safety, accessibility, enhancing the image and quality of the exchange and addressing bus operational efficiency and capacity.

Built in 1986, Newton Exchange has experienced challenges over the years including personal security concerns identified by passengers and the community; accessibility, safety and maintenance issues related to tree root heaving; and operational efficiency issues and congestion in nearby streets caused by a lack of bus layover space at the exchange.

Many changes have been made including the re-paving of the pedestrian area, tactile flooring, shelters, lighting, signage and trees—all designed to enhance accessibility, safety, visibility and comfort. In order to accommodate the Newton Exchange to Guildford B-Line service starting in this fall, new layover spots have been created, as well as updates to the curb and aisle paving.

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## **Access Transit Users' Advisory Committee Meeting**

The next meeting of the Access Transit Users' Advisory Committee will be held on September 12, 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](mailto:access.transit@translink.ca).