

ITEM 11
MANAGER'S REPORT NO. 58
COUNCIL MEETING 89/09/18

RE: REROUTING OF THE NO. 101 LOUGHEED MALL/QUEENSBOROUGH/ANNACIS ISLAND
BUS ROUTE

MUNICIPAL MANAGER'S RECOMMENDATION:

1. THAT the recommendation of the Director Planning & Building Inspection be adopted.

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TO: MUNICIPAL MANAGER 1989 SEPTEMBER 13
FROM: DIRECTOR PLANNING & BUILDING INSPECTION Our File: 08.211
SUBJECT: REROUTING OF THE #101 LOUGHEED MALL/QUEENSBOROUGH/ANNACIS ISLAND
BUS ROUTE

PURPOSE: To respond to Council's request for improved temporary bus service during the period of the Cariboo Road reconstruction.

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RECOMMENDATIONS:

1. THAT BC Transit be requested to advise petitioners of the availability of handyDART service as an alternative for eligible individuals to the rerouted regular bus service.

R E P O R T

1.0 INTRODUCTION

At its regular meeting on 1989 August 08, Council was advised that the #101 bus route will detour to bypass the closure of Cariboo Road between 16th and Armstrong Avenues.

Arising from the discussion on this item Council adopted the following motion:

"THAT staff investigate and report on the 3 month detour for Route 101 to bypass the closure of Cariboo Road between 16th and Armstrong Avenues."

Subsequently, at its regular meeting on 1989 September 05 Council received a staff report on the impact of the temporary rerouting on adjacent residents and transit uses in the area.

Arising out of the Council discussion of this report, staff were asked to investigate the possibility of improved temporary service for the area affected by the construction.

This report is written in response to this direction of Council.

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2.0 CURRENT STATUS

2.1 Current Rerouting

The major impact of the temporary rerouting on transit users is the removal of service from Armstrong Avenue to 16th Avenue and the resulting longer walking distances for residents of the area. Residents of the area within four blocks of 8th Avenue can use the #102 Cumberland/New Westminster Station bus route which operates at the same service frequency as the #101, but this service is not as accessible to the area located immediately south of Armstrong Avenue. Residents of this area are experiencing an increase in walking distance of 2-4 blocks depending on their location.

2.2 Public Response

Approximately 10 telephone calls and a petition with approximately 350 names have been received by the Municipality and BC Transit. Most refer to the longer walking distances and the somewhat steep grade between Armstrong Avenue and 16th Avenue.

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3.0 OPTIONS

In response to Council's request staff have discussed with BC Transit various options to provide better temporary service to transit users in the Armstrong Avenue area, including the following:


- (i) Rerouting via 16th Avenue to Coldicutt and Armstrong Avenue
BC Transit Response - Streets not designed for transit, route too circuitous.
- (ii) Use of handyDART Vans by eligible residents

BC Transit Response - BC Transit will accept new handyDART registrations from eligible individuals in the area who are disadvantaged by the longer walking distances and steep grade. However, normal procedures for pre-booking of trips would apply. Eligibility criteria are shown in Attachment A.

Staff have also investigated the possibility of opening the Cariboo Road/Armstrong route for transit use only during construction, but there would be some difficulties for fully loaded buses using an ungraded road.

4.0 CONCLUSION

Staff have been advised that the reconstruction project is proceeding ahead of schedule and Cariboo Road can be re-opened for general traffic (including buses) by mid-October. BC Transit could not implement a revised routing within this time frame due to the necessity for scheduling of service and notification of the public and bus operators. It is therefore proposed that staff of BC Transit be requested to notify the petitioners of the availability of handyDART service to eligible individuals in the Armstrong area.


A.L. Parr,
for DIRECTOR PLANNING &
BUILDING INSPECTION

RG/jp

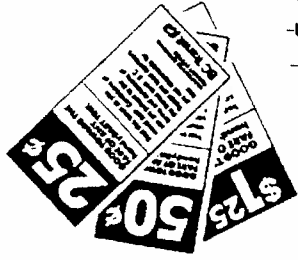
Attachment

cc: Director Engineering

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The Vancouver region is divided into fare zones which correspond with each service area. handyDART fares increase with the distance travelled.

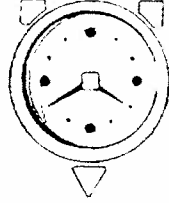
ONE OR TWO ZONES \$1.25
EACH ADDITIONAL ZONE \$.50
MAXIMUM FARE \$ 2.25



Convenient books of tickets are available from handyDART operators upon request for \$20. A handyPass is available to registered users of handyDART, and allows unlimited free travel on Seabus and SkyTrain. Both systems are wheelchair accessible with the exception of Granville Station on SkyTrain.

In some areas, handyDART operators have contracted with a taxi company for supplementary service. If necessary, a cab may be sent by an operator. The fare for a taxi ride is the same as a regular handyDART user fare only when the taxi is sent by handyDART.

SERVICE HOURS



handyDART service hours vary in each service area, so call the operator serving your area. Generally, service operates weekdays from 8 a.m. to 5:30 p.m., with some evening and weekend hours. Office hours for booking trips also vary in each area, but are generally from 9 a.m. to 5 p.m.

handyDART FARES

HOW TO USE handyDART

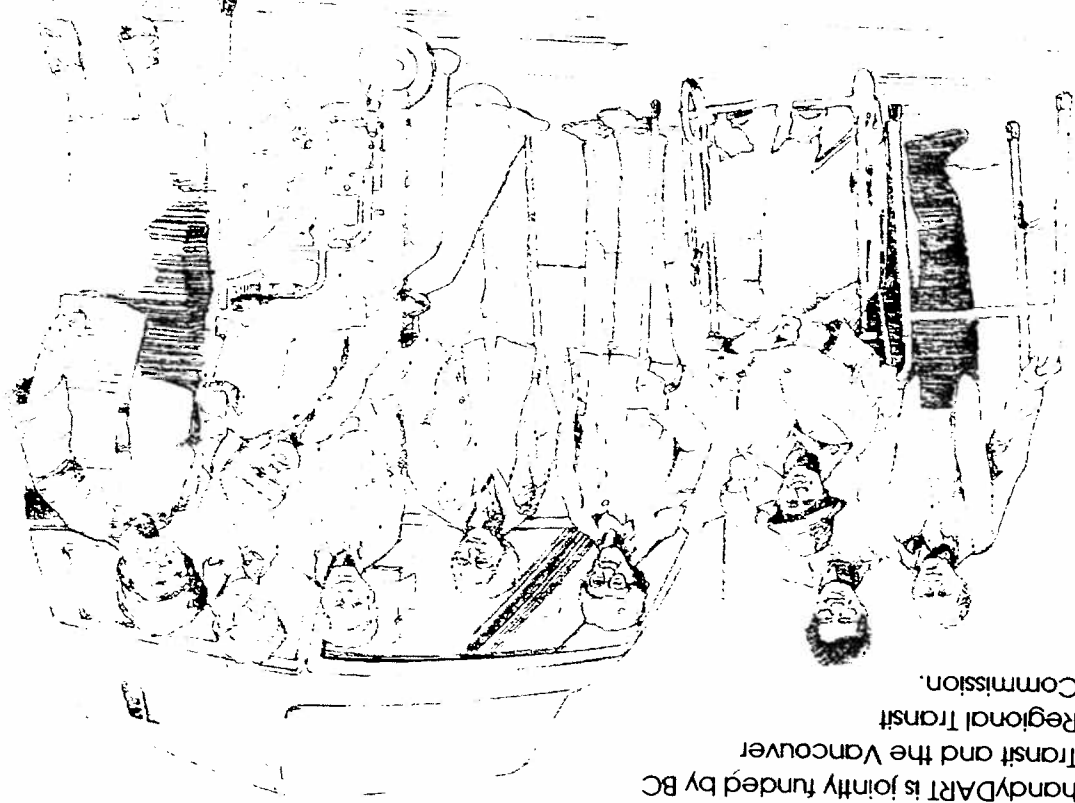
A person wishing to use handyDART should call the local handyDART operator to register information such as their date of birth, home address, doctor's name and phone number, and any special medical facts affecting their use of handyDART will be requested by the operator. All this information is confidential, and is necessary to match the passenger's travel needs to the service.

To make a trip, simply phone the handyDART office to make a reservation. Trip reservations can generally be made up to 7 days in advance and should be made up to 2 days in advance. Trip booking procedures vary in each area, so please contact your local area handyDART operator.

handyDART offers two basic types of service. If you wish to travel regularly to and from work, post-secondary school or medical appointments at the same time during the week, you are eligible for subscription service. If you wish to make casual trips you can book individual trips up to seven days in advance.

handyDART is a public transportation service which uses specially equipped vehicles designed to carry ambulatory passengers as well as passengers using wheelchairs. DART stands for Dial-A-Ride-Transportation, which means that the user calls the handyDART operator for their area to request a trip. handyDART patrons are picked up at their residence and dropped off at the address of their destination. handyDART is a shared-ride service - other passengers are picked up and dropped off along the way. Fares are reasonable and passengers may transfer to SkyTrain or Seabus.

handyDART service in the Vancouver region is delivered by local area agencies through individual contracts with BC Transit, Like SkyTrain, Seabus, and the regular bus service, handyDART is jointly funded by BC Transit and the Vancouver Regional Transit Commission.



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09/14/89 08:35 604 264 5026 BC TRANSIT 11th 002



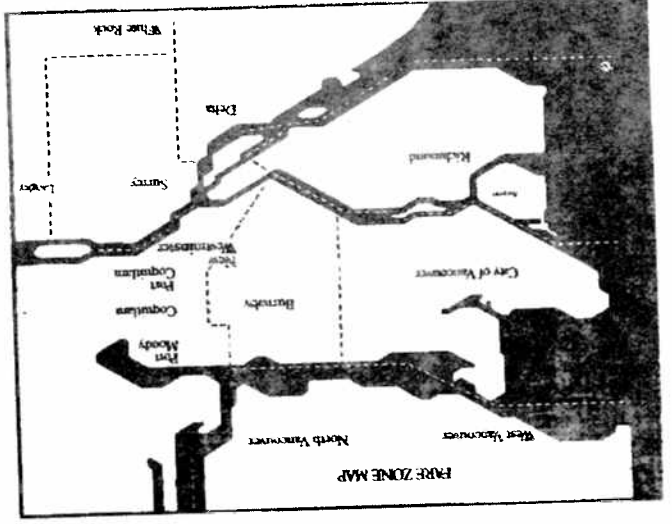
handyDART

SPECIAL NEEDS
 DIAL-A-RIDE
 TRANSPORTATION
 PASSENGER
 INFORMATION
 FOR THE
 VANCOUVER
 REGION

BC Transit
 Vancouver Region
 HandyDART System

handyDART OPERATORS

VANCOUVER
 Pacific Transit Cooperative
 430-2692 (Bookings)
 430-2892 (Dispatch)
 430-2742 (Cancellations)
 NORTH & WEST VANCOUVER
 3120 Ventures Ltd
 980-3691
 NEW WESTMINSTER, BURNABY, COQUITLAM,
 PORT COQUITLAM, PORT MOODY
 Western Society for Senior Citizens' Services
 524-3655
 RICHMOND
 Vancouver Home Support Society
 270-3631



DELTA
 DeltaSist Community Services Society
 596-1777
 SURREY
 Surrey Community Resource Society
 591-8234
 WHITE ROCK
 White Rock Community Aid Society
 531-2244
 LANGLEY
 White Rock Community Aid Society
 533-3331

WHO CAN USE handyDART ?

A person with a disability which prevents them from using regular public transit for reasons stated below may use handyDART.

- Due to arthritis, limb loss, multiple sclerosis, or similar conditions, unable to walk from home to a bus stop, negotiate stairs or ramps, or board or leave a bus.
- Visual impairment.
- Conditions such as heart or respiratory problems not allowing travel on a bus or movement from home to a bus stop.
- Easily confused or disoriented so that travel on public transit is unsafe.
- Inability to understand and follow directions, not including foreign language barriers.

handyDART operating companies are responsible for confirming user eligibility and may ask for medical verification.

handyDART service is not limited to persons in wheelchairs or to the frail elderly, but senior citizens are not eligible solely because of age. Persons travelling on handyDART must be able to travel independently or have an attendant accompany them.

