

RE: NORTH BURNABY TRANSIT AREA PLAN: MONITORING PROCESS

MUNICIPAL MANAGER'S RECOMMENDATION:

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

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TO: MUNICIPAL MANAGER 1989 August 30

FROM: DIRECTOR PLANNING & BUILDING INSPECTION

SUBJECT: NORTH BURNABY TRANSIT AREA PLAN: MONITORING PROCESS

PURPOSE: To respond to Council's request to monitor citizen complaints regarding the transit service changes in North Burnaby.

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RECOMMENDATION:

1. THAT Council receive this report for information.

R E P O R T

1.0 INTRODUCTION

At its regular meeting of 1989 July 10 Council approved the service changes identified in Phase I of the North Burnaby Transit Area Plan. Arising from subsequent discussion on the Transit Area Plan, Council adopted the following motion:

"THAT staff report on a process that would provide Council with information on the complaints from citizens to B.C. Transit regarding the impact of the proposed transit changes."

This report is written in response to Council's direction.

2.0 PRE-IMPLEMENTATION ACTIVITIES

Approval of the North Burnaby Transit Area Plan on 1989 July 10 initiated a series of activities designed to prepare for the introduction of the service changes in 1989 September. From the Municipality's perspective the major pre-implementation activities have included the following:

- (i) operations activities - construction of bus stops and minor street improvements on new bus routes.
- (ii) information activities - dissemination of information on bus route changes to all North Burnaby residents and transit users.

With regard to Item (ii) Council had received correspondence from BC Transit (Attachment A) outlining their information program. As indicated in the correspondence BC Transit plans a mailout to all households (approximately 25,000) in North Burnaby providing notification of route and schedules for the new services. Existing transit users will be informed through rider notices on board all Burnaby bus routes and an article in the "Buzzer". Also in areas where bus service has been discontinued or substantially changed, notices of these changes will be posted at bus stops. These activities were to be initiated the week of 1989 August 21st, two weeks in advance of the introduction of service.

3.0 **POST-IMPLEMENTATION ACTIVITIES**

3.1 Monitoring

From the Municipality's perspective the most important aspect of the North Burnaby Transit Area Plan is the impact of the service changes on the general public and transit riders in Burnaby. The primary source of information to measure the impact of the Phase I service changes will be correspondence and phone calls received by both BC Transit and the Municipality. BC Transit has agreed to an approach which would involve the transit agency and the Municipality in collecting and maintaining the following records regarding the Phase I service changes:

- (i) a file of all correspondence.
- (ii) a log of all telephone calls recording the name, address, subject, content and time of the call.

These two activities have been initiated and summaries of these records will be prepared for subsequent review by Council and the Transportation Committee. At this point BC Transit have received five telephone calls (no letters) with respect to the Phase I service changes. All telephone calls refer to the new #134 Lougheed Mall/Kootenay Loop route with four calls supporting the change and one call opposing its routing on Halifax Street between Holdom Avenue and Fell Avenue. It is anticipated that most comments will be forthcoming after publication of the new route changes in late August and implementation in early September.

3.2 1990/91 Annual Service Plan Review

Additional sources of feedback on the Transit Area Plan Phase I service changes involve the 1990/91 Annual Service Plan. BC Transit will be conducting public open houses on the Service Plan in mid-September shortly after implementation of the Phase I service changes. It is anticipated that a significant number of comments will concern the Phase I service changes in addition to comments on the annual service plan.

The Transportation Committee of Council will also be conducting a review of the 1990/91 Annual Service Plan in September and October prior to submitting their comments to Council. Concurrently, the Committee will be receiving public input on the report of the Greater Vancouver Transportation Task Force. Out of these discussions, there may be implications to the Annual Service Plan review and transit service in general.

3.3 Six Month Service Review

BC Transit normally conducts a review six months after introduction of major service changes. The Six Month Service Review provides a key opportunity for the Municipality to communicate to BC Transit any concerns with respect to the North Burnaby services which have arisen from the monitoring process. A staff report on Phase I service changes will be prepared for discussion by the Transportation Committee. Input from BC Transit will be sought during Committee consideration of the staff report. Recommendations will then come forward from the Transportation Committee for Council consideration and subsequent submission to the Vancouver Regional Transit Commission.

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MANAGER'S REPORT NO.	55
COUNCIL MEETING	89/09/05

4. SUMMARY

In summary the monitoring and review process outlined in this report recognizes a number of work tasks and their current status as follows:

- (i) Establish lines of communication for public input on the Phase I service changes - STATUS: Completed with the establishment of a process to file and log comments.
- (ii) Monitor public input and identify possible changes to the Phase I transit services - STATUS: Ongoing to December.
- (iii) Review potential changes as recommended by the Transportation Committee in conjunction with BC Transit as part of the Six Month Review - STATUS: Staff report to Committee in January.
- (iv) Recommend potential changes to the Phase I transit services for Council consideration - STATUS: Transportation Committee Report to Council in February.
- (v) Communicate Council's recommendations to the Vancouver Regional Transit Commission for inclusion in the Six Month Review - STATUS: Submission to VRTC in February.

*AP*  
RG/kmg

Attachment

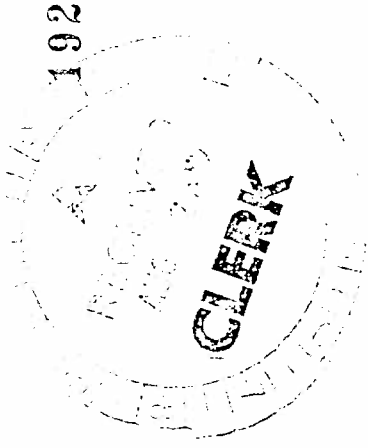
cc: Acting Director Engineering

  
A.L. Parr  
DIRECTOR PLANNING &  
BUILDING INSPECTION

ITEM 21  
MANAGER'S REPORT NO. 55  
COUNCIL MEETING 89/09/05



## BC Transit



July 31, 1989

Mrs. M. Pasqua  
Administrative Officer  
District of Burnaby  
494 Canada Way  
Burnaby, B.C.  
V5G 1M2

Dear Mrs. Pasqua:

**Re: Bus Route Changes**

I am writing in response to your letter of July 19, 1989 concerning the recent changes to the #130 and #144 routes and specifically Council's motion that BC Transit post notices at bus stops along routes where changes have occurred.

BC Transit's experience in this regard suggests that a better method may be actually distributing "rider notices" to customers on-board buses and mailing new schedules and maps to households in the area. In this way all passengers along the route have access to the information. Unfortunately notices posted at bus stops can sometimes be defaced or vandalized requiring constant replacement.

For the forthcoming changes in North Burnaby (September 1989), BC Transit plans to mail new route and schedule information to all households as well as prepare rider notices to be distributed on all buses in advance of the change. In addition we will endeavor to post notices at any bus stop where service has been removed or substantially changed.

It may be of interest to Council that BC Transit received a total of 17 letters and phone calls concerning the changes to the #130 and #144 service in the Metrotown area. Most comments involved increased walk distance to the area around Kingsway and McKay. Recent ridership counts indicate that more than 5,100 passengers use the #130 and #144 routes on a daily basis.

Yours truly,

Glen Leicester  
Service Planning Manager

cc: COUNCIL DIR. PLANNING  
MANAGER DIR. ENGINEERING

cc: C. Rock, BCT  
Mr. A. Parr  
Burnaby