

CITY OF BURNABY

TRAFFIC AND TRANSPORTATION COMMITTEE
(TRANSPORTATION AND TRANSIT DIVISION)

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

RE: BURNABY HEIGHTS COMMUNITY SHUTTLE (FORMERLY TAXIBUS)

RECOMMENDATION:

1. **THAT** Council forward a copy of this report to TransLink (Manager of Implementation Planning), Heights Neighbourhood Association (Board), and Heights Merchants Association (Director).

REPORT

The Traffic and Transportation Committee (Transportation and Transit Division), at its meeting held on 2000 September 13, received and adopted the *attached* report to provide an update of the tendering process used for the implementation of this community based transit service.

Respectfully submitted,

Councillor N. Volkow
Chair

Councillor D. Evans
Vice Chair

Councillor N. Harris
Member

: COPY - CITY MANAGER
- DIRECTOR ENGINEERING
- DIR. PLNG. & BLDG.

TO: CHAIR & MEMBERS
TRAFFIC & TRANSPORTATION COMMITTEE
(TRAFFIC AND TRANSIT DIVISION)

2000 September 06

FROM: DIRECTOR PLANNING AND BUILDING

Our File: 08.640

SUBJECT: BURNABY HEIGHTS COMMUNITY SHUTTLE (FORMERLY TAXIBUS)

PURPOSE: To provide an update of the tendering process used for the implementation of this community based transit service.

RECOMMENDATION:

1. **THAT** a copy of this report be forwarded to TransLink (Manager of Implementation Planning), Heights Neighbourhood Association (Board), and Heights Merchants Association (Director).

REPORT

1.0 BACKGROUND

At the 2000 February 21 regular meeting, Council endorsed the *TransLink* recommendation to implement the Burnaby Heights Community Shuttle (formerly the *TaxiBus*) as part of a broader package of initiatives associated with the Burnaby Heights Traffic Calming Plan. Further, at the 2000 May 16 regular meeting, Council approved the route proposed for the Burnaby Heights Community Shuttle which had been the subject of a public consultation process undertaken in 2000 March and April.

TransLink plans to implement Community Shuttle vehicles in selected areas throughout the region as one form of innovative transit service delivery. *TransLink* projects that over 50 Community Shuttle vehicles will be in service by 2005. *TransLink* also anticipates implementing other forms of innovative transit service delivery in the future including mini-buses, micro-buses and shared-ride taxis which all can provide responsive, cost-effective service on routes with relatively low ridership.

This report provides an update on the status of the Burnaby Heights Community Shuttle service.

2.0 CONTRACT AWARD

As of the week of 2000 August 21 *TransLink* had reached an agreement with Bonny's Taxi Limited to provide a Community Shuttle service in the Burnaby Heights area. Bonny's Taxi began operation of the Community Shuttle on 2000 September 4. It should be noted that Bonny's Taxi already provides service for *TransLink* under their *HandyDART* and *TaxiSaver* programs in Burnaby and New Westminster.

The Burnaby Heights service was originally awarded in July to the Greater Vancouver Community Services Society. However, that company withdrew its bid on August 3, citing its lack of organizational capacity to run the shuttle.

Given the limited time available prior to the start of scheduled service, *TransLink* staff entered into negotiations with Bonny's Taxi, which had also submitted a bid to operate the Burnaby Heights Community Shuttle. Their original bid had been disqualified during the tender review process because it was found to be incomplete, but after the selected bidder withdrew, the proposal received from Bonny's Taxi was given further consideration by *TransLink*. Bonny's Taxi rectified the omissions in their initial bid, and *TransLink* has stated that their bid contained a cost per service hour that is within *TransLink*'s budget for the Burnaby Heights Community Shuttle.

3.0 SERVICE DETAILS

The vehicle has room for eight passengers, including two wheelchair-accessible positions. The new "C1 - Burnaby Heights Community Shuttle" replaces the conventional bus service that runs as route #139 route in Burnaby Heights. Details of the new "C1 - Burnaby Heights Community Shuttle" are included in *Attachment "A"*.

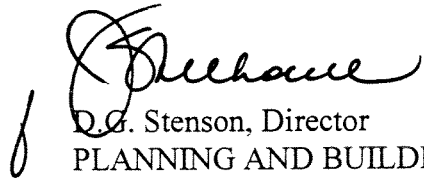
The frequency of the service remains at a 30 minute, two-way service and the existing route has been extended along Hastings from Willingdon to Gilmore to better serve the Heights commercial district.

4.0 IMPACT ON TRAFFIC CALMING MEASURES

This new type of innovative transit service delivery will allow a more robust set of traffic calming measures to be tested in association with the resident advisory committee as part of the "six-month trial" of traffic calming then would have been possible with the existing bus route #139. The "six-month trial" will be initiated once both the C1 Community Shuttle service and the Hastings "green-wave" are both operational in the fall of 2000.

5.0 CONCLUSION

The proposed "C1 - Burnaby Heights Community Shuttle" addresses the intrusive nature of the existing #139 bus route which was raised as a key neighbourhood issue during the community consultation events held in the Fall of 1999 for the Burnaby Heights Traffic Calming Plan. The new expanded "C1" route and proposed service plan being implemented were well received and widely supported during the transit route specific public consultation events held in the Spring of 2000. This initiative is one of the corner stones that will allow the Burnaby Height "six-month" traffic calming trial to proceed.


D.G. Stenson, Director
PLANNING AND BUILDING

DAC\sla
Attach.

cc. City Manager
Director Engineering

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Getting Around
Burnaby Heights C1 Shuttle
 - [Route Description](#)
 - [Schedule](#)
 - [Stopping Procedures](#)
 - [Fares](#)
 - [Signage](#)

GETTING AROUND

**Burnaby Heights Community Shuttle
 in effect September 4, 2000**

C1 Kootenay Loop / Hastings and Gilmore

A new Community Shuttle will replace the conventional #139 Burnaby Heights bus service as part of the [Fall Service Adjustments](#) in effect September 4th, 2000. Neighbourhood friendly, eight passengers vehicles will be used. The shuttles can each accommodate two wheelchairs.

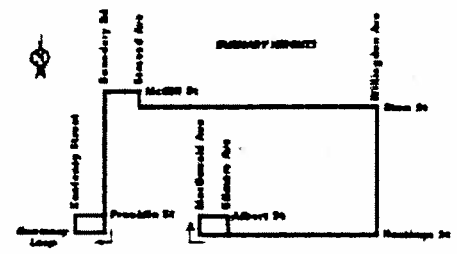
News Release, August 25, 2000
[TransLink Awards Burnaby Heights Community Shuttle Service Contract](#)

Enter a bus number or name:

 Example: 25 or UBC

Display routes by region:

View system map



Route Description:

C1 Hastings and Gilmore

From Hastings and Kootenay terminus (Bay #7, Kootenay Loop) via Hastings, Kootenay, Franklin, Boundary, McGill (Seton Villa), Esmond, Eton, Willingdon, Hastings Macdonald to terminus on Macdonald.

C1 Kootenay Loop

From terminus on Macdonald at Hastings via Macdonald, Albert, Gilmore, Hastings, Willingdon, Eton, Esmond, McGill (Seton Villa), Boundary, Hastings to terminus on Hastings at Kootenay (Bay #7 Kootenay Loop).

Schedule

Service will take approximately 10 minutes each way or 20 minutes round trip running every 30 minutes.

Monday to Friday

Leave Kootenay Loop	Arrive at Macdonald and Hastings	Lv Macdonald and Hastings	Arrive at Kootenay Loop
6:30 am	6:40 am	6:50 am	7:00 am
then every 30 minutes until			
10:00 pm	10:10 pm	10:20 pm	10:30 pm

Saturday

Leave Kootenay Loop	Arrive at Macdonald and Hastings	Lv Macdonald and Hastings	Arrive at Kootenay Loop
8:00 am	8:10 am	8:20 am	8:30 am
then every 30 minutes until			
10:00 pm	10:10 pm	10:20 pm	10:30 pm

Sunday / Holidays

Leave Kootenay Loop	Arrive at Macdonald and Hastings	Lv Macdonald and Hastings	Arrive at Kootenay Loop
9:00 am	9:10 am	9:20 am	9:30 am
then every 30 minutes until			
10:00 pm	10:10 pm	10:20 pm	10:30 pm

Stopping Procedures

The shuttle will pick up and drop off at all stops on route.

Flexible Drop Off

In the evening hours, **after 6:30 pm**, the Community Shuttle will provide **flexible drop off**. This means that, if requested, the shuttle will deviate from its regular route to let you out closer to your destination. This would be typically be two or three blocks within the regular shuttle route.

Evening pick ups will be at designated stops only.

Fares

Regular transit fares apply to the Community Shuttle. Passes, FareSaver tickets, transfers and exact cash are accepted. The Community shuttle will give FareSaver tickets to those needing to transfer to bus service at Kootenay Loop.

Signage

Shuttles will have **Burnaby Heights Community Shuttle** painted on the sides. Placards in the front windshields will read either **C1 Hastings and Gilmore** or **C1 Kootenay Loop**.

