

**TRAFFIC AND TRANSPORTATION COMMITTEE
(TRANSPORTATION & TRANSIT DIVISION)**

HIS WORSHIP, THE MAYOR
AND COUNCILLORS

**SUBJECT: BURNABY/NEW WESTMINSTER AREA TRANSIT PLAN
BUS SERVICE ADDITIONS AND DELETIONS**

RECOMMENDATIONS:

1. **THAT** Council approve the use of the City streets identified in **Attachment "C"** of this report to accommodate the bus service integration with the Millennium SkyTrain Line as identified in the Burnaby/New Westminster Area Transit Plan.
2. **THAT** Council ask TransLink to monitor closely and report back to the City on the results of the service changes proposed to be introduced in the Lochdale and Montecito areas in September of 2002 to determine the extent to which the concerns outlined in this report are materializing.
3. **THAT** a copy of this report be forwarded to Glen Leicester, Manager of Implementation Planning, TransLink; Judie Robertson, Manager, Service Implementation, Coast Mountain Bus Company and those residents who requested a copy of this report.

R E P O R T

The Traffic and Transportation Committee (Transportation and Transit Division), at its meeting held on 2002 June 12, received and adopted the attached report regarding bus route service changes being proposed as part of the Burnaby/New Westminster Area Transit Plan. The Committee wishes to advise that most of these route changes are required in 2002 September to accommodate the opening of the Millennium SkyTrain Line. The proposed changes are designed to provide direct connections to the Millennium Line SkyTrain Stations and to offer transit users increased travel choices by implementing a more urban style "grid" of local bus service in north Burnaby.

Respectfully submitted,

Councillor N. Volkow
Chair

Councillor D. Evans
Vice Chair

Councillor B. Der
Member

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

TO: CHAIR AND MEMBERS
TRAFFIC AND TRANSPORTATION COMMITTEE
(Transportation and Transit Division)

2002 June 06

FROM: DIRECTOR PLANNING AND BUILDING

OUR FILE: 08.221

SUBJECT: BURNABY/NEW WESTMINSTER AREA TRANSIT PLAN: BUS
SERVICE ADDITIONS AND DELETIONS

PURPOSE: To request approval of the Traffic and Transportation Committee for TransLink to expand local bus service onto certain City streets to allow bus service integration with the Millennium SkyTrain Line.

RECOMMENDATIONS:

1. **THAT** the Traffic and Transportation Committee request Council to approve the use of the City streets identified in **Attachment "C"** of this report to accommodate the bus service integration with the Millennium SkyTrain Line as identified in the Burnaby/New Westminster Area Transit Plan.
2. **THAT** Council be requested to ask TransLink to monitor closely and report back to the City on the results of the service changes proposed to be introduced in the Lochdale and Montecito areas in September of 2002 to determined the extent to which the concerns outlined in this report are materializing.
3. **THAT** following Council approval, a copy of this report be forwarded to Glen Leicester, Manager of Implementation Planning, TransLink; Judie Robertson, Manager, Service Implementation, Coast Mountain Bus Company and those residents who requested a copy of this report.

REPORT

1. INTRODUCTION

At its regular meeting held on 2002 January 21, Council received a presentation from TransLink staff outlining the draft bus route service changes being proposed as part of the Burnaby/New Westminster Area Transit Plan. Most of these route changes are required in 2002 September to accommodate the opening of the Millennium SkyTrain Line (as shown in **Figure 1 attached**). These proposed bus route changes are designed to provide direct connections to the Millennium Line SkyTrain Stations and to offer transit users increased travel choices by implementing a more urban style "grid" of local bus service in north Burnaby. The majority of these new routes will operate on Burnaby streets which already currently have bus

service. However, there will be a few street sections which will lose local bus service and a few street sections where bus service is planned to be introduced for the first time.

The proposed changes to bus services in Burnaby, involving both bus service additions and deletions, have been presented to the public as a whole through the use of community newspaper ads, posters, "Buzzer" articles, and TransLink website postings which culminated in four open houses hosted by TransLink and attended by City staff. These open houses were considered to be the first tier of the public process. Comments on the Area Transit Plan from the public at these venues were used to further refine the bus service routes which were presented to the Traffic and Transportation Committee by TransLink staff at its regular meeting of 2002 March 13.

The purpose of this report is to outline the process of resident notification used for these proposed bus service additions and deletions, summarize the resident input received and request approval of the Traffic and Transportation Committee for TransLink to use certain City streets to provide bus service integration with the Millennium SkyTrain Line. Separate reports on bus stop approvals and traffic measures required to support these route changes have been submitted for the consideration of the Traffic and Transportation Committee (Traffic Safety Division) at its regular meeting of 2002 June 4.

2.0 RESIDENT NOTIFICATION AND RESPONSE

Recognizing that the four open houses (tier one of the public process) for the Area Transit Plan may not have reached residents of Burnaby who live on the specific streets proposed for the addition or deletion of bus service, the Traffic and Transportation Committee approved a process to specifically inform these residents. This process involved forwarding addressed TransLink letters to all residents living on a street which would have bus service introduced (service additions) and to all residents living on a street where existing bus service is proposed to be removed (service deletions) as part of the Area Transit Plan. These letters were issued to all residents along streets where bus service additions or deletions are being proposed for September of 2002 in association with the opening of the Millennium SkyTrain Line.

2.1 The Resident Mailer

As shown in **Figure 2 (attached)**, these bus route additions and deletions were clustered in seven areas. A specific "information sheet" was developed for each one of these seven areas. The relevant information sheet was transmitted with an addressed letter (see **Attachment "A"**) outlining the Burnaby/New Westminister Transit Area Plan process and the proposal for a bus service change in their area. A

letter and area information sheet was issued to each resident living on each street section under consideration. In total over 2,300 letters were issued. This resident mailer was considered to be the second tier of the public process.

Comments from residents regarding *service additions* would provide a basis for recommendations to the Traffic and Transportation Committee with regard to approving the use by buses of those City streets which currently do not have bus service. This approach accords with the longstanding policy of the City of Burnaby that TransLink and/or Coast Mountain Bus Company must obtain Council approval prior to introducing transit services on City streets that do not currently have buses operating on them.

For *service deletions* from City streets, comments are being provided to the Committee in this report as a further input from the public, specifically from residents, who are probably also transit users, living on streets for which bus service would be removed.

2.2 Resident Response

As shown in **Table 1** the overall response rate was less than 2% with the Cariboo, Government Road and Lochdale areas all posting response rates in the 3-4% range, just slightly above the overall average.

Table 1 - Response Rates from the Seven Areas Canvassed

Area	# Issued	Responses		
		# Households	% Households	# of Responses
Brentwood	790	3	<1%	3
Cariboo	66	2	3%	2
Government Rd	219	6	3%	6
Holdom	65	1	<2%	1
Lake City	851	12	1%	12
Lochdale	215	8	4%	12
Westridge	161	2	1%	2
TOTALS	2,367	34	<2%	38

A detailed summary of all comments received is located in **Attachment "B"** and the list of City streets proposed for the introduction of bus service is located in **Attachment "C"**. The following is a brief overview of the primary objective of proposed changes in each area and a summary of the primary issue(s) raised by responding residents in each area:

- Brentwood (#129)** -As shown in **Figure 3**, this change is being proposed to improve connections to the new Millennium Line Gilmore SkyTrain Station. This change will use sections of the existing #131 and #129 routes to form a new north-south #129 operating along Gilmore Avenue. *Responding residents in this area were concerned about increased walking distance to Brentwood Town Centre Station and decreased transit options.* Although walking distance may increase for existing users of the #131, the new Millennium Line should increase transit choice significantly in this area with the opening of Gilmore and Brentwood Town Centre stations. Moreover, the new walk to a SkyTrain ride should result in a quicker trip in most cases than the previous bus-bus trip.

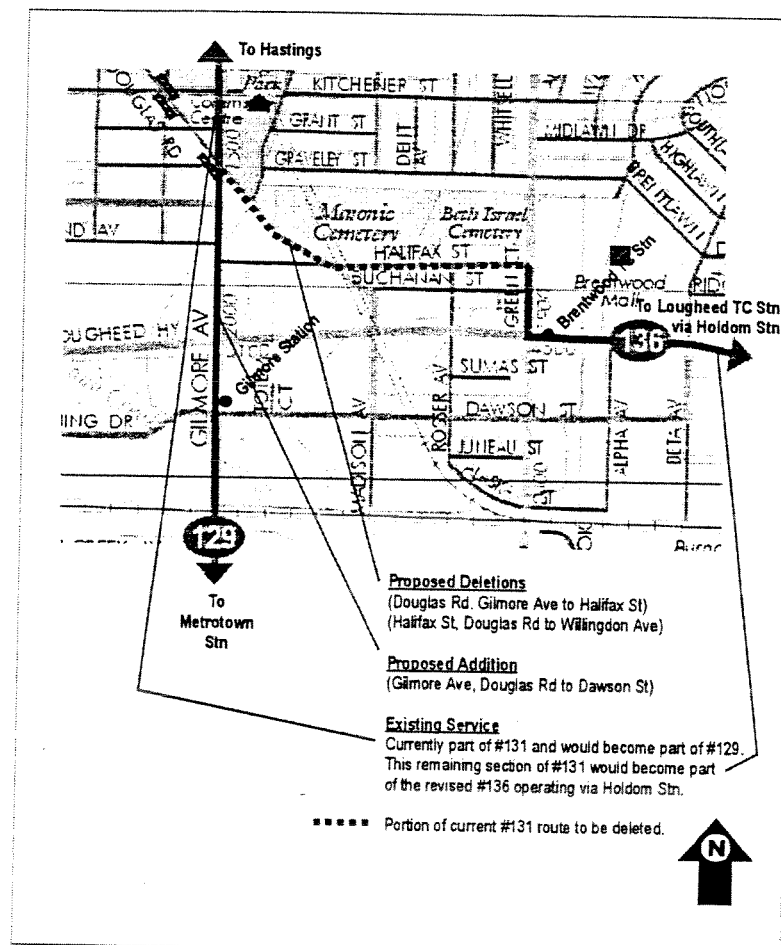


Figure 3
 Brentwood Area

- **Cariboo-Armstrong (#101)** - As shown in **Figure 4**, this minor change is being proposed to make bus route #101 more direct, easier to use and easier to understand. *One responding household on 12th Avenue was concerned about the potential increase in noise associated with the introduction of local bus service onto their block.* It should be noted that two-way volumes for the #101 will be limited to six buses per hour in the rush hours and four buses per hour during the remainder of the day.

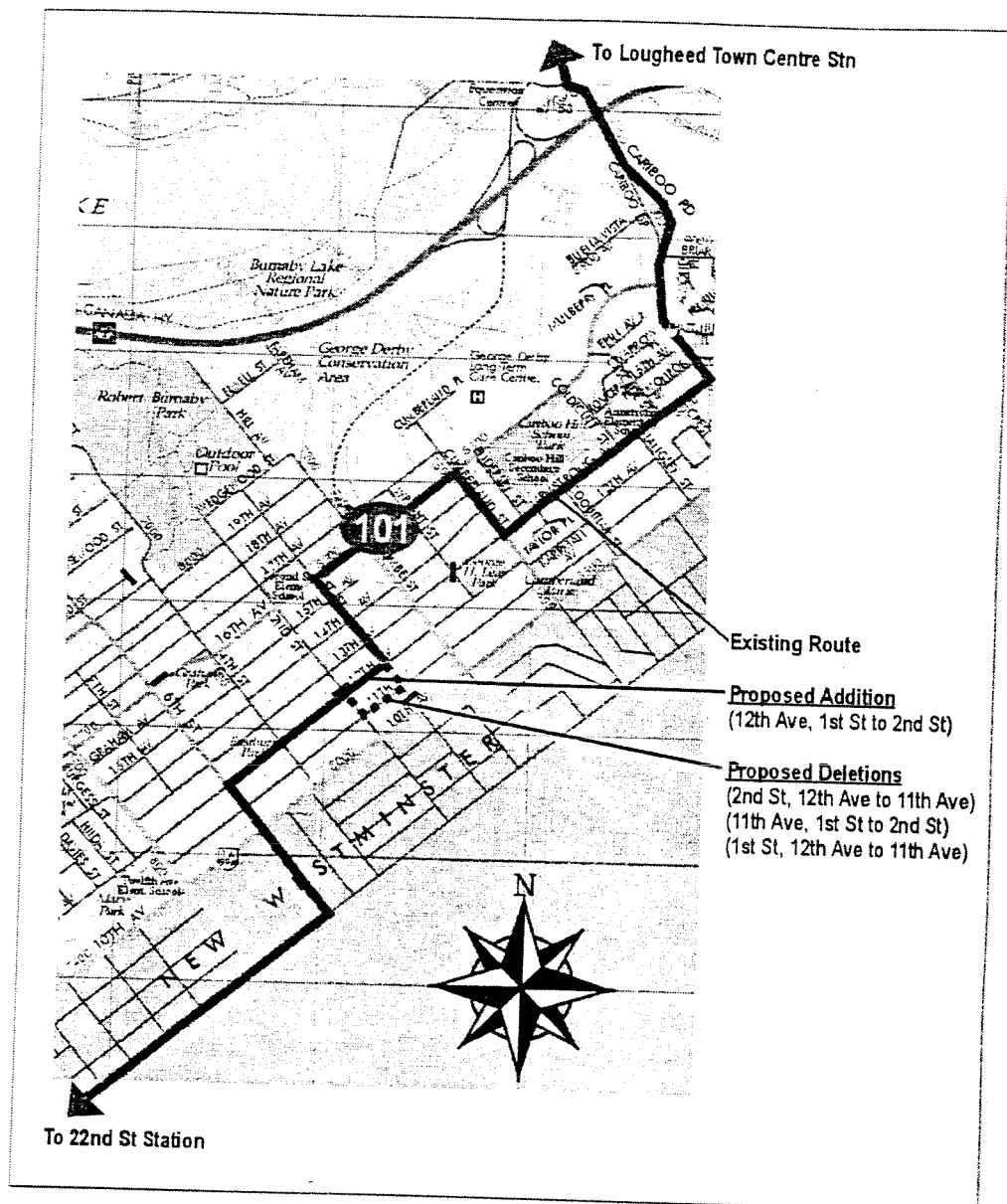


Figure 4
Cariboo-Armstrong Area

- Government Road Area (#110, #136)** - As shown in **Figure 5**, sections of existing routes #110 and #136 are proposed to be restructured east of Production Way to offer more direct connections to the Production Way/University Millennium Line SkyTrain Station. The proposed #110 would operate on Eastlake and Beaverbrook (previously travelling on Government) and would offer a more direct service to Burnaby Mountain Secondary School from the Government Road area. The proposed #136 would operate on Government (previously travelling on Eastlake and Beaverbrook).

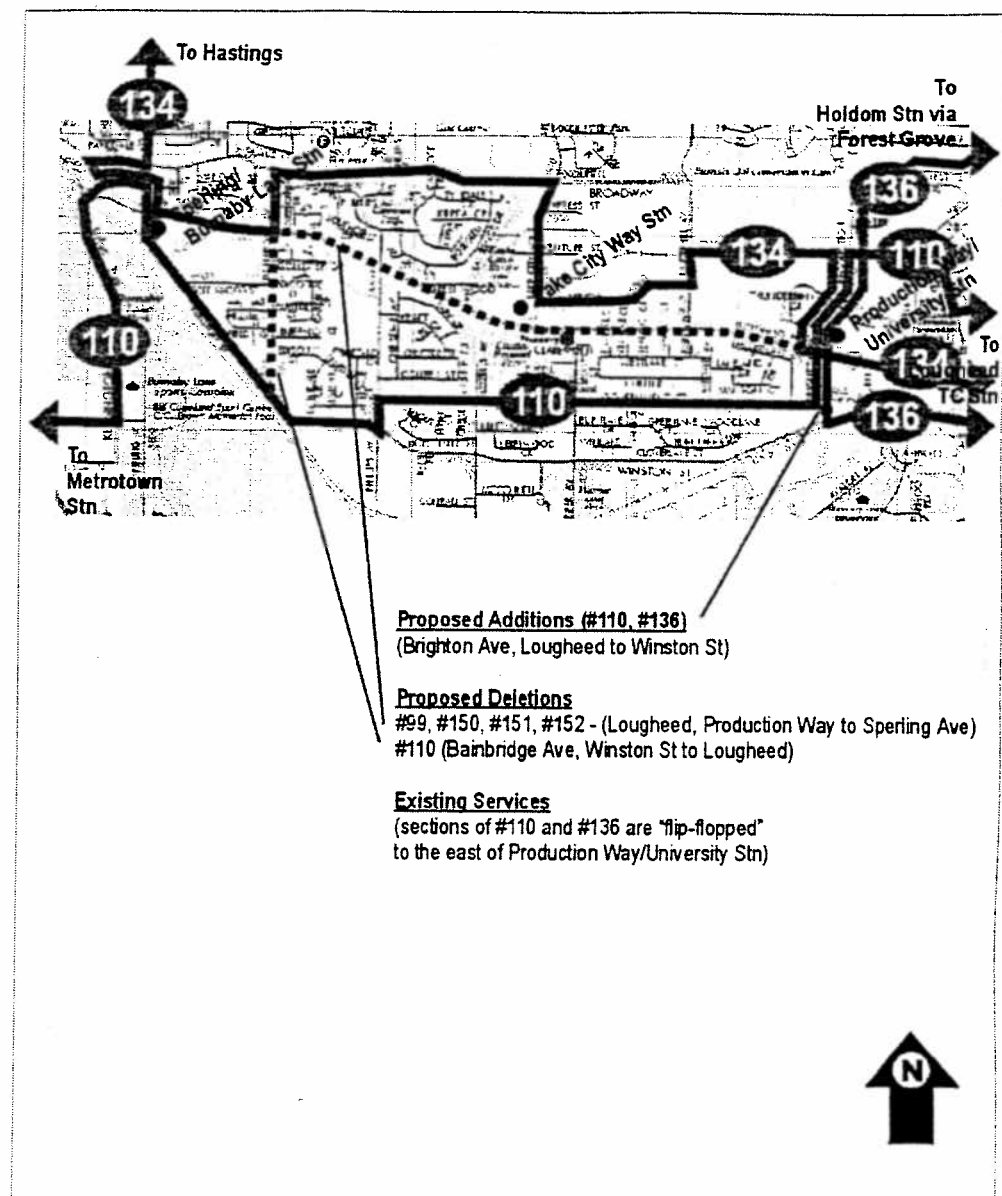


Figure 5
Government Road Area

Although these proposed service connections to the Production Way/University SkyTrain Station were well received by transit users in the area, responding residents in the area were concerned about the deletion of service from Bainbridge between Lougheed and Winston and the increase in bus volumes on Brighton between Lougheed and Winston. The proposed routing for the #110 does offer the most direct routing to Sperling/Burnaby Lake Station from points east at the expense of deleting local service from Bainbridge between Lougheed and Winston. Residents on Bainbridge under this proposal would have the option of catching a #134 at Lougheed/Bainbridge or a #110 at Winston/Bainbridge. One household on Brighton between Lougheed and Winston was concerned about the cumulative effect of 200 buses a day being introduced to this section of roadway (combined two-way volumes for the #110 and #136). It should be noted that this section of Brighton is designated as a truck route in the Burnaby Transportation Plan and there are no other options for local bus service to access Production Way/University Station from the south.

- **Holdom SkyTrain Station Area (#129, #136)** - As show in **Figure 6**, sections of existing route #131 (renumbered route #129) and existing route #136 are proposed to be restructured to offer more direct connections to the Holdom Millennium Line SkyTrain Station. Previously the #131 operated on Douglas on for a portion of it's route between Brentwood Mall and Edmonds Station.

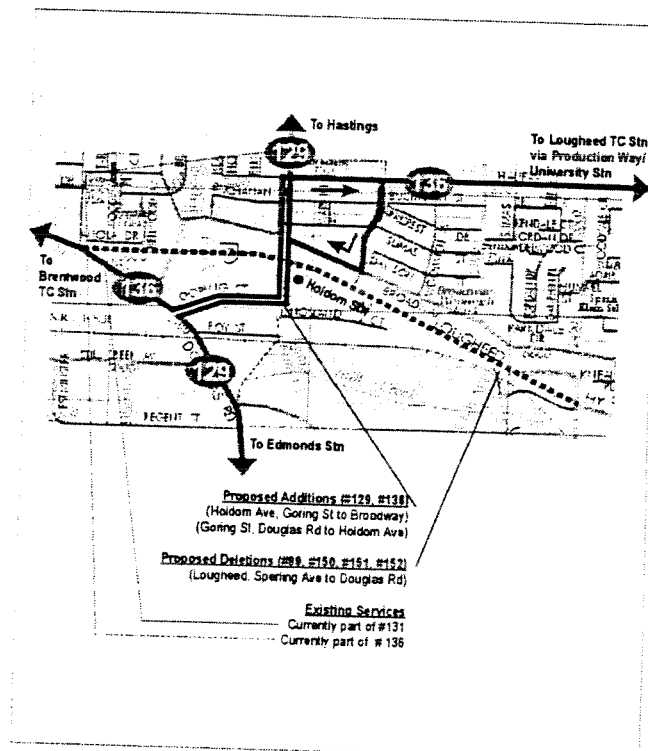


Figure 6
Holdom SkyTrain Station Area

One household in this area was concerned about the increase in noise and pollution associated with the introduction of local bus service on Holdom between Lougheed and Broadway. It should be noted that this section of Holdom is designated Major Collector - Secondary (buses permitted) in the Burnaby Transportation Plan.

- **Lake City Area (#134, #136)** - As shown in **Figure 7**, this change is being proposed to improve connections to the Sperling/Burnaby Lake Station, the Lake City Way Station and the Production Way/University Station on the Millennium SkyTrain Line. A section of the existing route #134 is to be renamed the #136 and a new route will be introduced to the Lake City area and it will be called the #134.

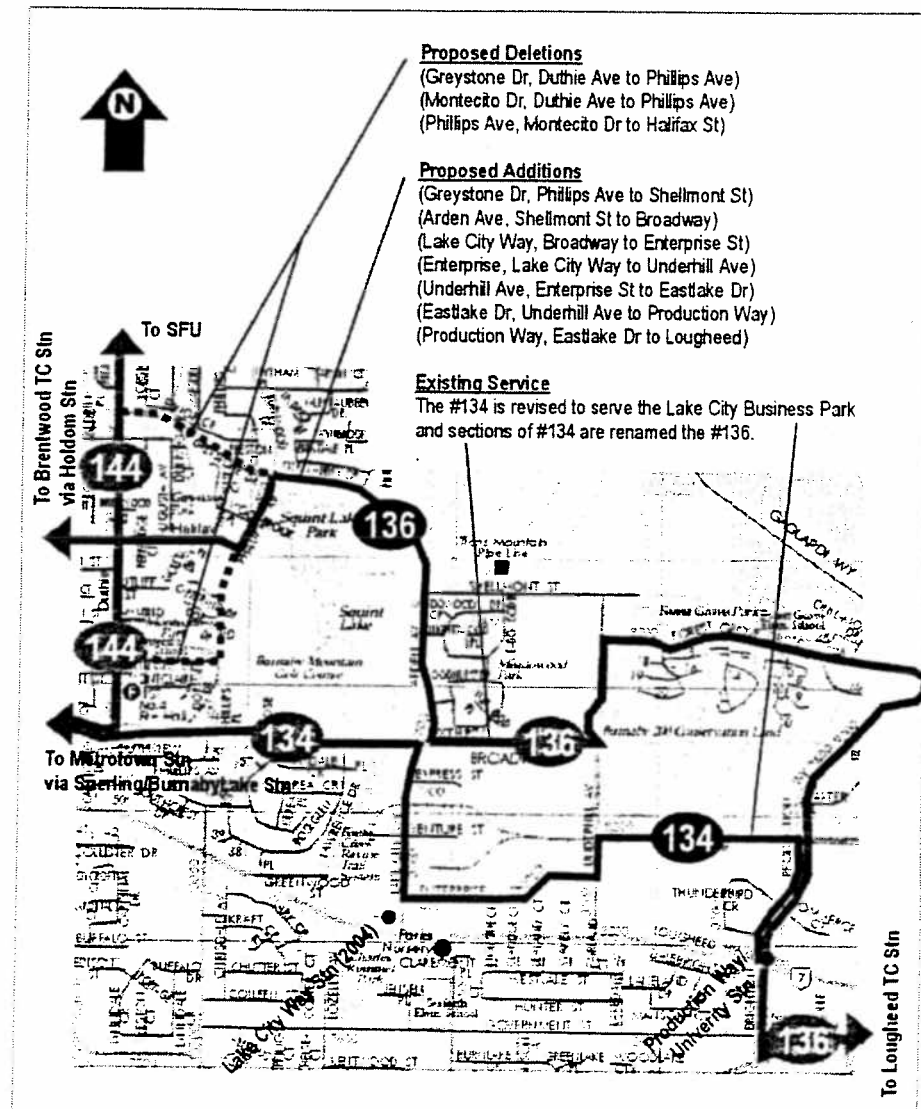


Figure 7
 Lake City Area

The majority of the responding residents were from the Montecito area and their concerns focused on the discontinuation of direct bus service to downtown Vancouver (#134) and the deletion of service from the Montecito area south of Phillips (currently served on one direction by the #136). As route #136 is being extended east to serve the Meadowwood and Lake City Way Business Park via the Lake City Way Station and Production Way/University Station, it is prudent to consolidate two-way service on Halifax as proposed by TransLink. This would result in direct easy to use and easy to understand service on Halifax. Connections to downtown Vancouver would be via SkyTrain.

- **Lochdale Area (#134, #144)** - As shown in **Figure 8**, the existing routes #144 and #134 are proposed to be restructured to offer more direct connections to the Sperling/Burnaby Lake Millennium SkyTrain Station in the south and Hastings Street in the north.

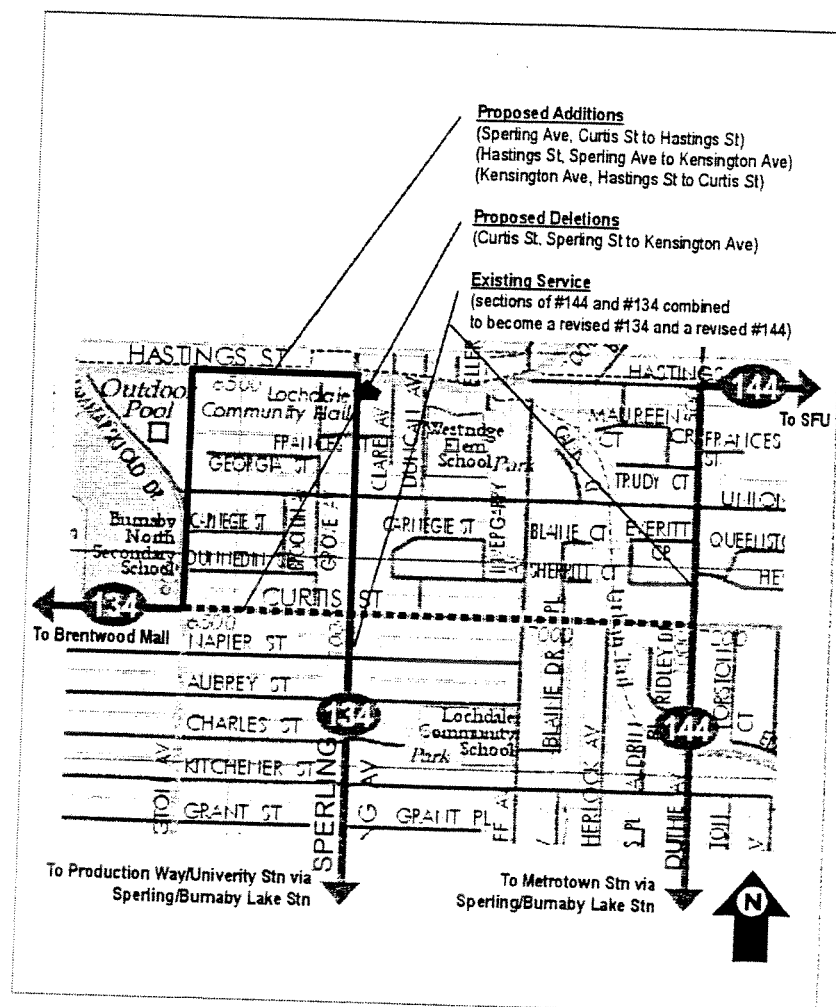


Figure 8
 Lochdale Area

Currently residents who live on Curtis between Sperling and Duthie have the advantage of overlapping local bus routes. Both the #144 (Metrotown to SFU) and #134 (Brentwood to Montecito) operate along this section of Curtis. Under the proposed change for this area, the #144 would operate north-south on Duthie and the #134 would operate on Sperling, Hastings and Kensington. This would result in all east-west local bus service being deleted from Curtis between Duthie and Kensington. *Responding residents from this area were concerned about the total loss of local bus service from this section of Curtis, the decrease in local bus service options and the potential increase in walking distance and potential increase in the number of transfers required to reach their destinations (eg. UBC).* Under the proposed change, all residents on Curtis would remain within 400 m of local bus service (#144 on Duthie or #134 on Kensington and Sperling). There is no doubt that the flexibility in service connections will be greatly reduced as they will have to make their choice of route when they leave the house rather than taking the first bus that arrives at the bus stop. The benefit of the proposed service pattern is the direct north-south connection offered to the regional #135 operating on Hastings in addition to the simplification of both the #144 and the #134. Counter to the comments reported in this report is the positive input received from the broader community of transit users during the four community open houses. In response to these concerns noted in this report, TransLink have committed to monitor the Lochdale area closely in the Fall of 2002 following the introduction of the proposed service changes in this area.

- **Westridge Area (#135)** - As shown in **Figure 9**, this change is being proposed to make bus route #135 more direct, easier to use and easier to understand. *One household in this area was concerned about the increase in noise associated with the introduction of local bus service on Hastings Street between Inlet Drive and Duthie Avenue.* It should be noted that this section of Hastings is designated both as Arterial - Primary and a truck route in the Burnaby Transportation Plan. It should be noted that residents who live to the northeast of Ridge and Duthie may not yet be aware of this proposed change as reaction to this proposal has been modest to date. However, future public response to the advance notification to bus stop deletions will be included in a separate staff report to Council.

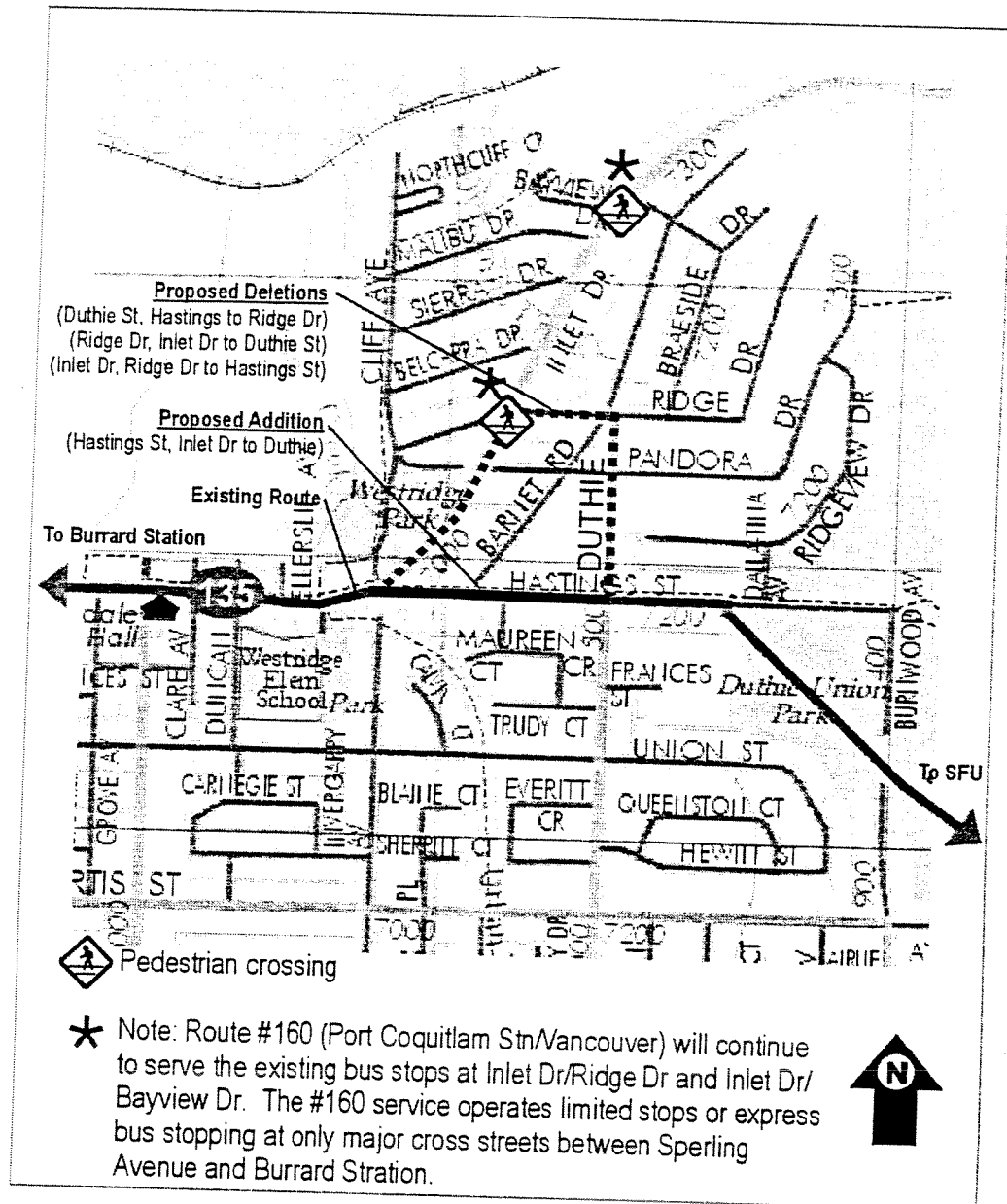


Figure 9
Westridge Area

2.3 Next Steps

To ensure that information on service deletions is also conveyed to transit riders who walk to bus stops from the general area but may not be a resident on the street, TransLink will be posting advance notice at all bus stops on the deleted sections of the various routes. To our understanding these notices will be posted by TransLink/Coast Mountain Bus Company in June 2002. These advance postings of pending bus stop deletions are considered to be the third tier of the public process.


City staff will continue to work closely with TransLink to ensure that issues related to the relocations of service noted in this report and other specific bus stop issues can be resolved to the greatest extent possible. Staff will forward a separate report to Council on the public response to the bus stops stop postings prior to the September 2002 launch of the Millennium SkyTrain Line bus services.

3. CONCLUSION

The bus service changes proposed in the Burnaby/New Westminster Transit Area Plan have been the product of significant input from the Public Advisory Committee assembled by TransLink representing key transit user stakeholders in Burnaby including SFU, BCIT COMPACT and the local business community. Moreover, these proposed local bus service changes have been well received, in general, by the public. The majority of these changes will occur on roads which currently have bus service operating today, however, there are some additions to bus service that will involve roads which currently do not have bus service as well as some streets where bus service will be deleted.

The resident mailer process for the bus service additions and deletions outlined in this report has been undertaken as a method of notification and issue identification. The overall response to this outreach program has been modest. Some residents have voiced concern over the proposed bus service changes. Although staff acknowledge the concerns from the locations close to the new Millennium SkyTrain stations, there are no practical alternative routes which could be used to approach the new SkyTrain stations. In the areas removed from the SkyTrain stations the benefits associated with achieving the overarching objective of providing a more urban style "grid" pattern of local bus service in north Burnaby would appear to outweigh the potential negative impacts raised by some residents in the areas canvassed by the resident mailer. Improved north-south connections to east-west oriented premium or regional transit services (including the #135 on Hastings and Millennium SkyTrain Line) will benefit many more transit users than will likely experience a reduction in the convenience of their current bus service. It is therefore recommended that the Committee recommend to Council the approval to use the City streets identified in **Attachment "C"** of this report for use by buses. TransLink and City staff, however, will continue to report on the issues raised by residents from the forthcoming advance notice of the pending bus stop deletions, the third tier of the public process. Staff will advance a future report on response to the bus stop notices of service deletions.

It is also important to note that in the case of the existing Expo SkyTrain Line, a significant amount of transit ridership are walk-on patrons. However, in north Burnaby the future land use plans will take some time to develop around the new Millennium SkyTrain Line. As a result, the local bus network, and in particular, the proposed bus route changes outlined in this report, will be paramount to delivering transit riders to this new line in the short term.


J.S. Belhouse, Director
for PLANNING & BUILDING

cc: City Manager
Director Engineering

P:\David Clutton\WordPerfect\dac0784.wpd



10 May 2002

CHAIR

Doug McCallum

DIRECTORS

Tom Blom

Malcolm Brodie

Doug Drummond

Marlene Grinnell

Al Hogarth

Marvin Hunt

Jon Kingsbury

Don MacLean

Gordon Price

George Puil

Barbara Sharp

TO

at Jacobsen

Dear resident or property owner:

Subject: **Proposed Bus Route Changes (September 2002)**

In developing the Burnaby /New Westminster Area Transit Plan, TransLink, in association with the City of Burnaby and the City of New Westminster, has identified bus service improvements for both local and regional transit routes throughout Burnaby/New Westminster service area based on a community-driven process. The second stage of public consultation for the Burnaby/New Westminster Area Transit Plan was undertaken in the Winter of 2002 and is now complete. At these well-attended public events, residents shared ideas for enhancing existing services and providing new routes. Some of these route changes are required in September 2002 as part of the opening of the SkyTrain Millennium Line. These proposed bus route changes are designed to offer direct connections to the new SkyTrain Stations and to simplify other existing routes.

One of the bus service changes is being proposed in your area. Please take a moment to review the specific details of this change on the *attached information sheet*. Should you have any questions or comments regarding this proposed change please contact one of the following people.

TransLink Contact

Ken Chow

Service Planner

TransLink

Tel (604) 453-4549

Fax (604) 453-4628

ken_chow@translink.bc.ca

Municipal Contact

David Clutton

Planner

City of Burnaby

Tel (604) 294-7404

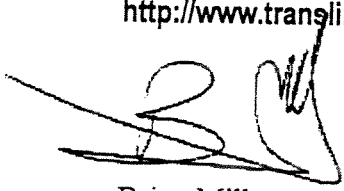
Fax (604) 570-3680

clutton@city.burnaby.bc.ca

Please ensure that all comments be received no later than **Friday May 31st** so that your response can be reported to Burnaby Council as an important piece of information in their consideration of this issue.

For more general information about the Burnaby/New Westminster Area Transit Plan please visit:

http://www.translink.bc.ca/Area_Transit_Plans/Burnaby_and_New_Westminster.asp



Brian Mills

Program Manager, Service Planning
TransLink

Summary of Comments from Resident Mailer Proposed Bus Service Additions and Deletions

Brentwood Town Centre Area (#129)			
Support		Do Not Support	
Comment	#	Comment	#
		decreases number of transit choices I have	3
		increases walking distance to local service (Brentwood Mall)	1
Cariboo-Armstrong Area (#101)			
Support		Do Not Support	
Comment	#	Comment	#
proposed routing should not impact us	1	noise of bus into late evening (1:00 am)	1
		no benefit/all impact for us	1
Government Road Area (#110, #136)			
Support		Do Not Support	
Comment	#	Comment	#
glad to see no #150 on Lougheed	2	do not remove the #110 from Bainbridge	2
support the proposed changes east of Production Station	1	concerned about number of buses on Brighton (~200 per day)	1
		concerned about noise and air pollution on Brighton	1
		concerned about the cumulative effect of #110 and #136	1
		encourage City to mitigate impact (trees, etc.) on Brighton	1
		no benefit/all impact for us on Brighton	1
		should introduce local bus service to Winston	1
Holdom SkyTrain Station Area (#129, #136)			
Support		Do Not Support	
Comment	#	Comment	#
		increasing noise/pollution on Holdom, Lougheed to Broadway	1
Lake City Area (#134, #136)			
Support		Do Not Support	
Comment	#	Comment	#
appreciate the proposal to extended service hours	2	currently have a good connection to downtown Vancouver	4
support service, curious about bus stop locations	1	don't cut service Montecito area	2
like the proposed route change to #136 (more convenient)	1	prefer existing route	1
need more bus shelters	1	introduce #150 (local bus service) along Lougheed	1
		Sperling Station is too far to walk	1
		decreases access to Burnaby North Secondary School	1
Lochdale Area (#134, #144)			
Support		Do Not Support	
Comment	#	Comment	#
accept the proposed changes	2	don't delete service from Curtis/change is inconvenient	6
support extended hours of operation	1	would increase number of transfers to reach UBC	3
support #144 continuing to serve SFU	1	satisfied with existing service (#134 & #144)/choice of services	3
		decreases access to Burnaby North Secondary School	2
		leave some service on Curtis	2
		why relocate service to Kensington - no one lives there	2
		issue of local service versus regional service	2
		residents on Kensington can walk to Hastings or Curtis	1
		hope bus stop is located elsewhere - parking in short supply	1
		Kensington is congested in front of the high school	1
		would prefer route to go Sperling/Hastings/Holdom	1
		not concerned about route - don't want a bus stop in front of my house	1
Westridge Area (#135)			
Support		Do Not Support	
Comment	#	Comment	#
further to walk but neutral to the change	1	do not want to see the #135 operate on Hastings (Cliff to BMP)	1
		concerned about increase in noise	1
		when pub lets out noisy customers use bus stop	1

NEW ROADWAY SECTIONS

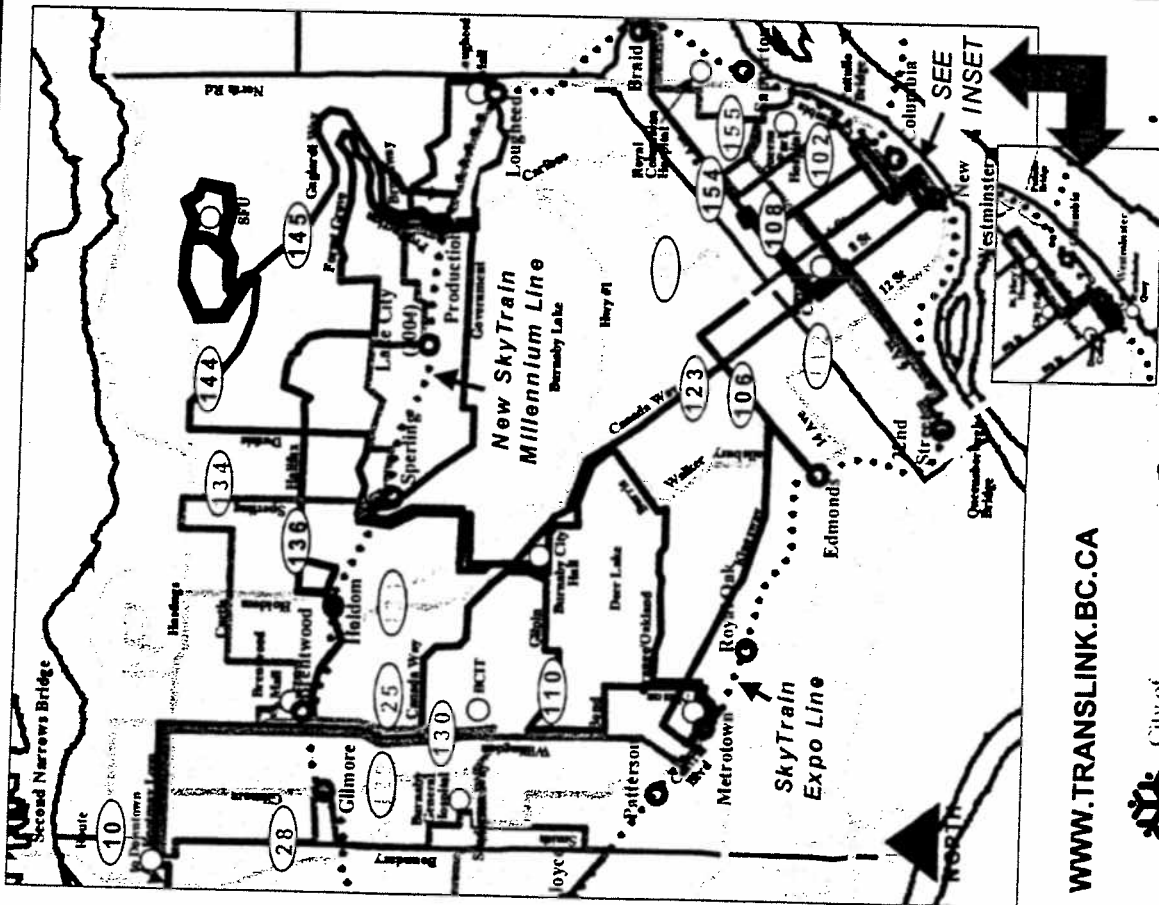
version: June 6, 2002

New Roadway	From	To	Adjacent Land Use	TransLink Proposal
<u>12 Ave</u> <u>Arden Ave</u> <u>Brighton Ave</u> <u>Eastlake Dr</u> <u>Enterprise St</u> <u>Gatineau Pl</u> <u>Gilmore Ave</u> <u>Gilmore Ave</u> <u>Goring St</u> <u>Greystone Dr</u> <u>Henning St</u> <u>Holdom St</u> <u>Kensington Ave</u> <u>Kensington Overpass</u> <u>Lake City Way</u> <u>Production Way</u> <u>Sperling Ave</u> <u>Underhill Ave</u> <u>Walker Ave</u>	<u>1 St</u> <u>Broadway</u> <u>Government St</u> <u>Underhill Ave</u> <u>Lake City Way</u> <u>North Rd</u> <u>Dawson St</u> <u>Lougheed Hwy</u> <u>Douglas Rd</u> <u>Shellmont St</u> <u>Boundary Rd</u> <u>Goring St</u> <u>Curtis St</u> <u>Kensington Ave</u> <u>Enterprise St</u> <u>Eastlake Dr</u> <u>Curtis St</u> <u>Enterprise St</u> <u>Stanley St</u>	<u>2 St</u> <u>Shellmont St</u> <u>Lougheed Hwy</u> <u>Production Way</u> <u>Underhill Ave</u> <u>Austin Ave</u> <u>Lougheed Hwy</u> <u>Douglas Rd</u> <u>Holdom Ave</u> <u>Phillips Ave</u> <u>Gilmore Ave</u> <u>Broadway</u> <u>Hastings St</u> <u>Lougheed Hwy</u> <u>Broadway</u> <u>Lougheed Hwy</u> <u>Hastings St</u> <u>Eastlake Dr</u> <u>Burris St</u>	<u>residential</u> <u>residential</u> <u>commercial</u> <u>commercial</u> <u>commercial</u> <u>commercial</u> <u>commercial</u> <u>commercial</u> <u>residential</u> <u>commercial</u> <u>commercial</u> <u>residential</u> <u>commercial</u> <u>commercial</u> <u>commercial</u> <u>residential</u> <u>commercial</u> <u>residential</u>	straightening of the #101 (see deletion #3) #136 rerouting (Millennium Line) #110 rerouting (Millennium Line) #134 rerouting into Lake City Business Park (Millennium Line) #134 rerouting into Lake City Business Park (Millennium Line) various routes serving Lougheed TC Station bus loop #28 introduced to serve Gilmore Station via Gilmore Henning (Millennium Line) #129 rerouted straight down Gilmore to Gilmore Station (Millennium Line) #131 rerouted to Holdom Station via Goring (Millennium Line) #136 rerouting (Millennium Line) #28 introduced to serve Gilmore Station via Henning (Millennium Line) #131, #136 rerouted to Holdom Station via Holdom (Millennium Line) #131 extended to connect to Hastings #144, #110, #134 rerouted to serve Sperling Station (Millennium Line) #134 rerouting into Lake City Business Park (Millennium Line) #136, #145 rerouted to serve Production Way Station (Millennium Line) #131 extended to connect to Hastings #134 rerouting into Lake City Business Park (Millennium Line) #131 straightened (see deletions #22 and #23)

Legend: residential street



Year 2002 Service Improvements



WWW.TRANSLINK.BC.CA

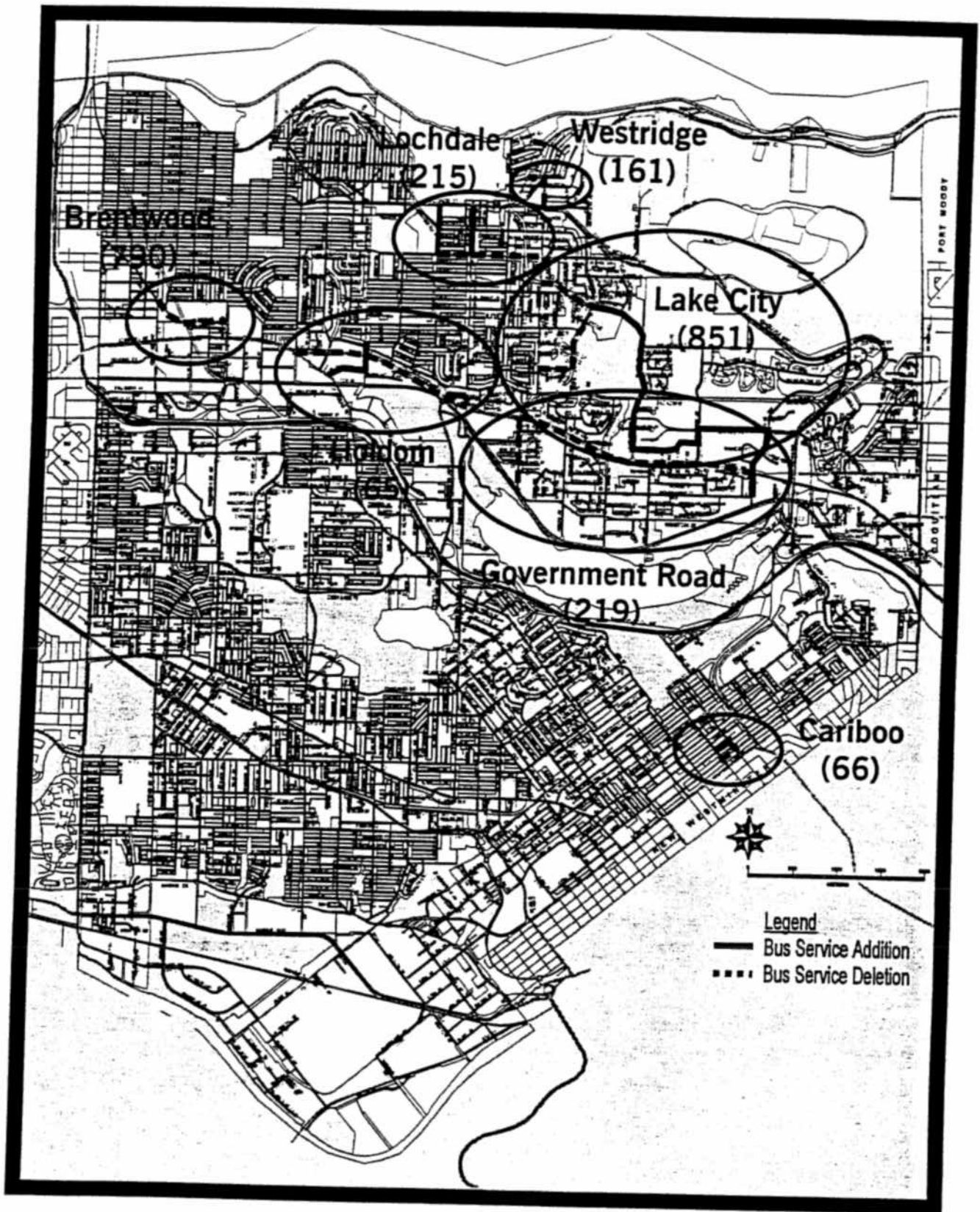


NEW WESTMINSTER

TRANS LINK

Burnaby/New Westminster Area Transit Plan

Figure 1



Seven Areas Canvassed
Figure 2

