

CITY OF BURNABY

**TRANSPORTATION COMMITTEE**

*HIS WORSHIP, THE MAYOR  
AND COUNCILLORS*

**SUBJECT: COAST MOUNTAIN BUS COMPANY (CMBC)  
2005 ANNUAL SERVICE PLAN**

**RECOMMENDATIONS:**

1. **THAT** Council direct staff to work with Coast Mountain Bus Company to ensure that the service changes proposed for South Burnaby provide sufficient service coverage and address the need for convenient local trips within the South Slope, as outlined in Section 3.0 of this report.
  
2. **THAT** Council forward copies of this report to P. Noriega, Manager, Service Planning, Coast Mountain Bus Company and B. Mills, Manager, Service Planning, TransLink.

**REPORT**

The Transportation Committee, at its Open meeting held on 2005 March 09, received and adopted the *attached* report outlining the 2005 Annual Service Plan for bus services provided by Coast Mountain Bus Company.

Respectfully submitted,

Councillor Nick Volkow  
Chair

Councillor D. Evans  
Vice Chair

Councillor L. Rankin  
Member

COPY: CITY MANAGER DIRECTOR ENGINEERING DIRECTOR PLANNING AND BUILDING
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**TO:** CHAIR AND MEMBERS 2005 March 09  
TRANSPORTATION COMMITTEE

**FROM:** DIRECTOR PLANNING AND BUILDING OUR FILE: PL 90100 - 01

**SUBJECT:** COAST MOUNTAIN BUS COMPANY (CMBC) 2005 ANNUAL SERVICE PLAN

**PURPOSE:** To advise the Transportation Committee on the 2005 Annual Service Plan for bus services provided by Coast Mountain Bus Company.

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**RECOMMENDATIONS:**

1. **THAT** Council direct staff to work with Coast Mountain Bus Company to ensure that the service changes proposed for South Burnaby provide sufficient service coverage and address the need for convenient local trips within the South Slope, as outlined in Section 3.0 of this report.
2. **THAT** copies of this report be forwarded to P. Noriega, Manager, Service Planning, Coast Mountain Bus Company and B. Mills, Manager, Service Planning, TransLink.

**REPORT**

**1.0 INTRODUCTION**

Coast Mountain Bus Company (CMBC), the operating company for bus services in the Greater Vancouver Region, has forwarded, for the information of Burnaby staff, a copy of their 2005 Annual Service Plan for the bus transit services operated by the company. The 2005 CMBC Service Plan has been approved by the TransLink Board as a component of its 2005 Transportation Plan and outlines the proposed bus service changes to be implemented by CMBC in 2005. In view of the significance of these changes to the City of Burnaby it was the view of staff that these changes should be brought to the attention of Council.

This report summarizes the 2005 CMBC Service Plan with specific reference to the service changes proposed for Burnaby.

**2.0 2005 CMBC ANNUAL SERVICE PLAN**

**2.1 Focus of the Plan**

The Annual Service Plan has focused on the following five major categories of projects:

- **U Pass** - the outstanding success of the Universal Transit Pass which was introduced in 2003 has required and will require continued increases in bus service to SFU and UBC to support the high U Pass ridership which has been attracted to the transit system.

- **Community Shuttles** - these smaller buses were first introduced in Burnaby Heights in 2001 and, in subsequent years, were expanded to the rest of the Lower Mainland. This year, Community Shuttles will replace regular bus services in Central Surrey, Ladner, Coquitlam, Maple Ridge and the Burnaby South Slope. These service changes follow on the success of the 2004 Community Shuttle Program which saw new services introduced in Richmond, North Surrey, North Vancouver and the west end of Vancouver.
- **Busy Routes** - increased ridership of transit across the Lower Mainland has affected a number of routes requiring additional service to keep pace with demand. The 2004 Annual Service Plan improved service on the 97 B-Line, various routes in Surrey, Delta and Langley and to BCIT and the community colleges. At this point, the Annual Service Plan cannot be specific on which routes in the system would see additional service in 2005.
- **Service Streamlining** - this program would reduce duplication and modify service levels to increase productivity and free up resources for use where they are needed elsewhere.
- **Regional Connectors** - these services provide no-transfer links between major town centres in the region. In 2004, three new regional connector routes were introduced: between the Tsawwassen ferry terminal and the Airport, between Newton Station and the Airport and between Metrotown and Richmond Centre. The 2005 Plan proposes upgrading these services.

The CMBC Annual Service Plan provides for an increase of 94,350 hours in Community Shuttle service. The additional Community Shuttle service will save a total of 8,935 hours of regular bus service of which CMBC will put back into the system 8,715 regular bus hours in 2005.

## 2.2 2005 Service Changes Proposed by CMBC for Burnaby

In the fall of 2002, the transit network in Burnaby underwent a major restructuring as part of the Burnaby/New West Area Transit Plan to integrate bus services with the newly-opened Millennium SkyTrain line. Improvements in the past two years have been on a more reduced scale, with the most significant changes being the expansion of #145 service to SFU (*Figure 1*) in 2003 and the introduction of the #430 Metrotown/Richmond regional connector in 2004.

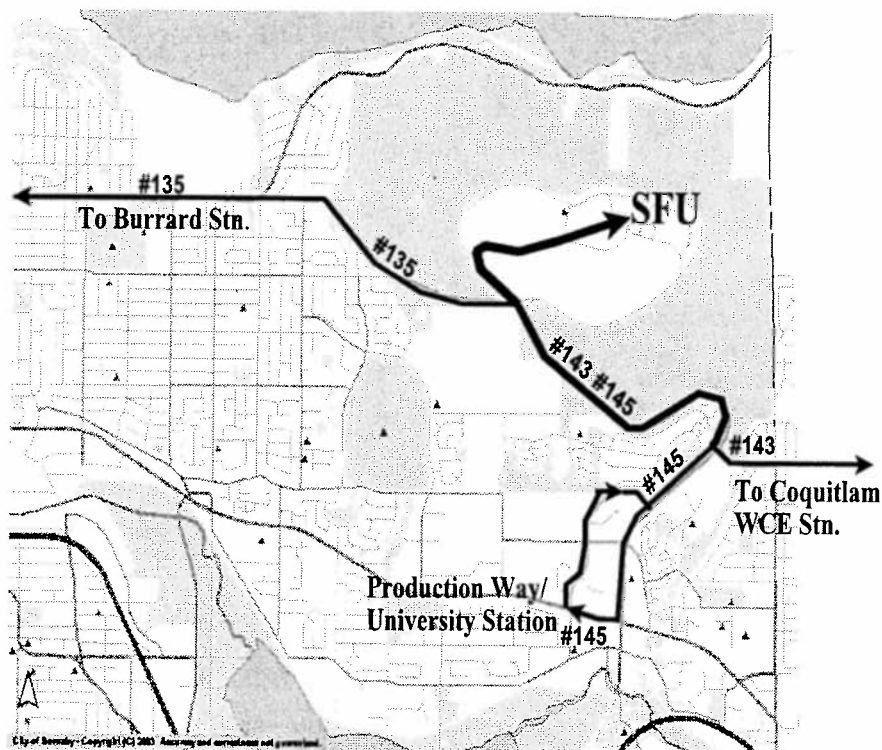
For 2005, the CMBC Annual Service Plan outlines the following improvements to existing bus services:

- improve service frequencies on the U Pass bus service to SFU on the #135.

SFU/Burrard Station, #143 SFU/Coquitlam WCE Station, #145 SFU/Production Way/University Station as shown in **Figure 1**. The total number of service hours available to operate these services and the improvements to service frequencies for UBC bus services is 4,500 service hours.

- improve midday service on the # 430 Metrotown-Richmond express service from the current 60 minute service to 30 minutes.

**Figure 1**  
**2005 CMBC Annual Service Plan**  
**U Pass Bus Service to SFU**



The changes to the SFU buses and the Metrotown-Richmond service are providing increased service frequencies on existing bus services. No new bus services or route changes are involved. Also planned for this year is the implementation of the SFU Community Pass (ComPass) Program which will provide a discounted transit pass to residents of the UniverCity community as part of a two-year pilot project.

Of more immediate importance to Burnaby however, are proposals in the CMBC Service Plan for changes to bus routes in South Burnaby that would introduce new bus routes serving the South Slope and the Big Bend. The following sections discuss these changes in more detail.

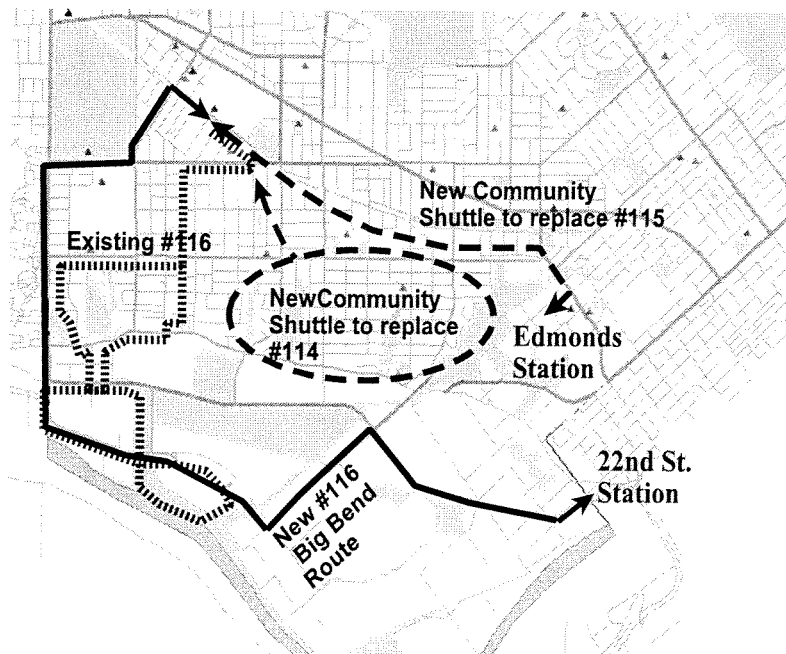
### 3.0 2005 CMBC SERVICE CHANGES FOR SOUTH BURNABY

#### 3.1 Description

The service changes for the South Slope and the Big Bend proposed in the 2005 CMBC Annual Service Plan would complete the implementation of the service improvements previously identified in the TransLink 2002 Burnaby/New West Area Transit Plan. Most of the changes in the Area Transit Plan were implemented in 2002 when the bus routes in North and Central Burnaby were integrated with the Millennium SkyTrain Line. At that time, the Area Plan service changes for South Burnaby (the South Slope and Big Bend) were to be implemented at a later date after the Millennium Line was in operation. The CMBC Annual Service Plan brings forward these changes to South Burnaby bus services for implementation in 2005 as follows:

- **South Slope Service Changes** - replacement of the regular buses on the #114 and #115 routes in the South Slope by “smaller bus” Community Shuttles (*Figure 2*). The 8,000 service hours provided by the #114 and #115 regular buses serving the South Slope would be replaced by 13,500 Community Shuttle service hours - an increase of 5,500 service hours. These proposed new bus routes are shown schematically in *Figure 2* as the CMBC Annual Service Plan is not specific as to the routing of the replacement Community Shuttle services.

**Figure 2**  
**Proposed CMBC South Burnaby Bus Changes**



- **Big Bend Service Changes** - introduction of a new route to serve the developing office industrial parks in the Big Bend area. As shown in *Figure 2*, the #116 which currently provides service to the Big Bend area would be replaced by a new service via Boundary Road and North Fraser Way to 22<sup>nd</sup> Street Station. The existing #116 route provides 9,500 regular bus service hours and the new route is proposed to provide 6,000 regular bus service hours - a reduction of 3,500 service hours.

### 3.2 Potential South Slope/Big Bend Service Issues

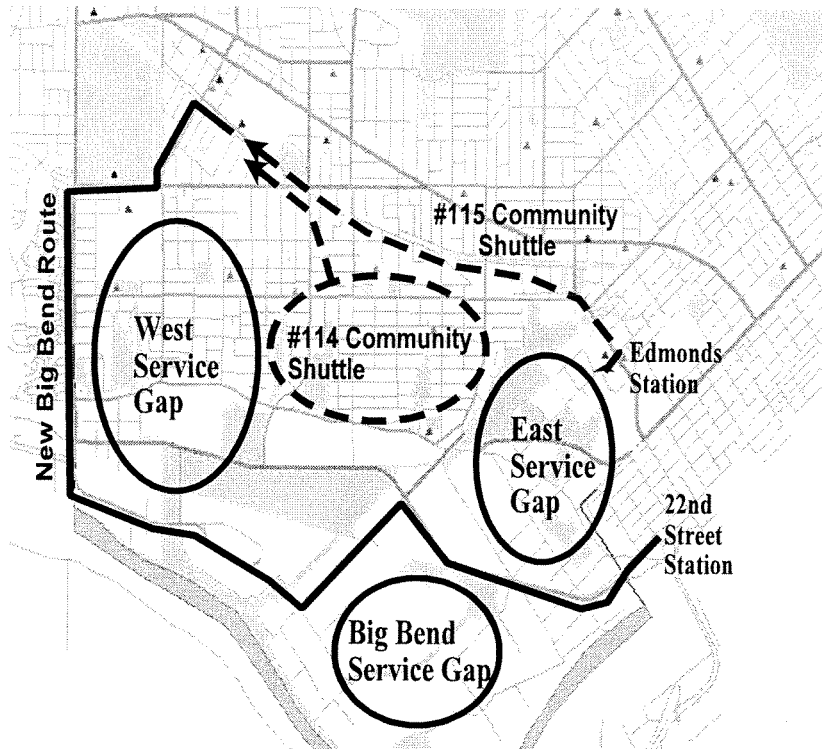
The 2005 CMBC service plan has proposed to replace the regular buses operating on the #114 and #115 bus routes with smaller community shuttles and to replace the #116 bus which currently provides service to the southwest corner of Burnaby and the Big Bend with a new regular bus route. However, there are concerns with this approach as follows:

- The new Big Bend regular bus service route proposed in the 2002 Burnaby/New West Area Transit Plan planned a more direct service to the Big Bend area (via Boundary Road, North Fraser Way, Byrne Road and Gilley to Edmonds Station). The 2005 CMBC Annual Service Plan proposal (as shown in *Figure 3*) is consistent with 2002 Area Transit Plan route up to Byrne Road and Marine Way but would be routed via Marine Way to 22<sup>nd</sup> Street Station instead of to Edmonds Station.

The 2002 Area Transit Plan had assumed that North Fraser Way would not be operational in time to accept the new Big Bend regular bus service. It was recognized at that time that this would leave an interim Big Bend service gap in the rapidly developing eastern portion of the Big Bend along North Fraser Way to Marshland where the focus of the business park development is emerging. However, a finished route is now available from Byrne Road via Lowland and North Fraser Way for a new Big Bend bus service starting in 2005, September.

- This proposed Big Bend route along Boundary Road recognizes that a new local service would also have to be provided on the South Slope to prevent a west service gap from being created. However, the 2005 CMBC Annual Service Plan community shuttle proposal to replace the existing #114 shown schematically in *Figure 3* would not provide service to fulfill this role resulting in a western service gap which was not originally anticipated.

**Figure 3**  
**2005 CMBC Annual Service Plan**  
**Potential South Slope/Big Bend Service Issues**



- As previously noted, the Big Bend route proposed in the 2002 Area Transit Plan route has a connection to Edmonds Station via Gilley Avenue and Rumble Street while the 2005 CMBC proposal (as shown in *Figure 3*) terminates at 22<sup>nd</sup> Street Station via Marine Way. This latter change produces an east service gap not originally anticipated.

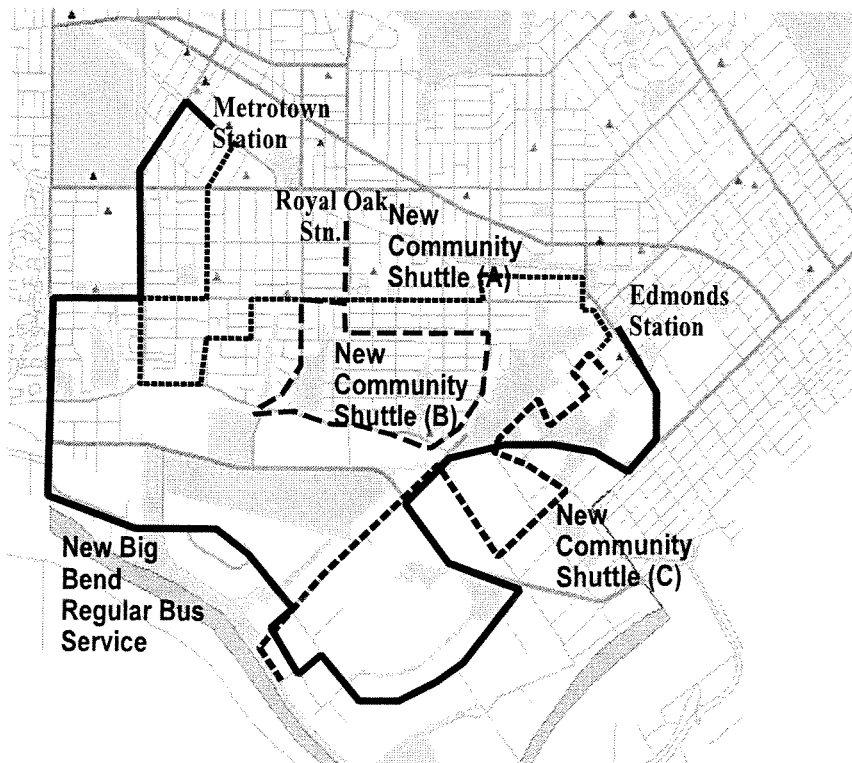
### 3.3 Suggestions for South Slope/Big Bend Transit Services

To address the service issues identified in the previous section, the following suggestions for South Slope service changes are advanced for the consideration of CMBC staff:

- **three new Community Shuttle routes serving the South Slope and the Big Bend.** This approach would ensure that the South Slope has sufficient service coverage as shown in *Figure 4*.

- Community Shuttle (A) could maintain much of the current routing of the #115 to provide service to the western South Slope and along Rumble Street to Edmonds Station. During the public process for the 2002 Burnaby/New West Area Transit Plan, residents of the South Slope raised the issue of the current South Slope services centering on Metrotown Station and requiring a transfer at Metrotown Station to travel east /west within the South Slope. A service along Rumble Street service linking the schools was proposed.
- Community Shuttle (B) could serve the central part of the South Slope similar to the existing #114 regular bus route.

**Figure 4**  
**Suggested Bus Services Changes**  
**South Slope/Big Bend**



- Community Shuttle ( C ) would address the east service gap identified in Section 3.2 and shown in **Figure 3**. It would serve the high-density Edmonds Town Centre South area, the new commercial precinct at Byrne Road and Marine Way, the office/industrial areas along Byrne Road and the Fraser Foreshore Park.



- These three Community Shuttle services by covering more area on the South Slope could be provided at a lesser frequency of service within the 13,500 community shuttle service hours allocated in the CMBC Annual Service Plan for the South Slope but may require more service hours either in this year or in future years to meet rider demand.
- **a revised Big Bend regular bus service** routed via Patterson, Boundary, North Fraser Way, Byrne Road and Lowland, up to Marshland and via Marine Way and Southridge to Edmonds Station to serve the office industrial developments in the east part of the Big Bend as shown in *Figure 4*.

These suggestions recognize that addressing the potential coverage issues for the Big Bend/South Slope services may require three rather than two Community Shuttle Services as well as the new regular bus route serving the eastern Big Bend. While the CMBC Annual Service Plan is not specific on its approach to the implementation of South Slope services, the above proposals for transit services are advanced for consideration as suggestions to address the potential issues outlined in Section 3.2 of this report.

#### 4.0 CONCLUSION

In its 2005 Annual Service Plan, Coast Mountain Bus Company has identified a number of bus service improvements for Burnaby with particular attention to increasing service frequency on U Pass routes (#135, #143 and #145 SFU) and changing the service configuration in South Burnaby. The proposed service changes would introduce a new regular bus route serving the Big Bend from Metrotown Station and would replace the #114 and #115 regular bus routes with two Community Shuttles using smaller buses.

Although the specifics of the CMBC service changes have not been developed, it would appear that the proposed service changes for the South Slope may not provide sufficient service coverage. In the interest of assisting the development of bus routes for South Burnaby which will respond to transit needs in this area, this report has advanced some suggestions for consideration in this process. As the bus schedules for these service changes would not need to be finalized until 2005 September for implementation in 2005 December, there is sufficient time to plan these changes to ensure that the 2005 service changes to CMBC service in the South Slope and the Big Bend can respond to these needs. A further report to the Transportation Committee and Council will be forthcoming later this year after CMBC, with input from City staff, have more fully developed the service configuration for the South Slope and Big Bend services.

  
J.S. Belhouse, Director  
PLANNING AND BUILDING

RG/jc/sa

cc: City Manager  
Director Engineering

