

## Downtown Vancouver Local Bus Service Review: Phase 1 Consultation Summary

The purpose of this report is to provide a summary of what the City of Vancouver and TransLink heard from residents, businesses, and other stakeholders during the first phase of consultation for Downtown Vancouver Local Bus Service Review (DBSR), which occurred between June 21, 2013 and July 15, 2013.

### Project Context & Goals

The City of Vancouver and TransLink are undertaking a Downtown Vancouver Local Bus Service Review to develop a vision for the downtown bus network for the next five years. Downtown Vancouver is a dynamic and evolving area where people from all over the region travel to, from and within every day.

The Downtown population has more than doubled over the past twenty years with most of its growth occurring in the neighbourhoods east of Granville Street, such as Yaletown, Downtown South and along False Creek.

In addition to these changes in land use and population, a number of transportation infrastructure changes have been made or proposed that offer challenges and opportunities for the downtown bus network such as; the Canada Line, exploration of the 800-Block of Robson Street as a permanent plaza, potential changes to the Georgia and Dunsmuir viaducts and surrounding areas, and the proposed move of the Vancouver Art Gallery and potential for a new plaza in the 600-block of Cambie Street.

The DBSR will build upon, and be informed by, the goals and policies of the City of Vancouver's adopted Transportation 2040 Plan, and will supplement the Vancouver/UBC Area Transit Plan (ATP) to inform the ongoing management of the transit network.

Specifically, the Downtown Bus Service Review aims to:

- better understand the current and anticipated transit service issues in the downtown core;
- develop alternative scenarios for near and medium term changes to the downtown local transit network; and,
- evaluate these alternatives and provide recommendations on preferred actions for infrastructure investment and transit service planning over the short to medium term (1-5 years).

The *Transportation 2040 Plan* is the City's strategic policy framework developed to support a thriving local economy, increase affordability, and create a healthy, accessible and sustainable city. The City's transportation target is to have at least two-thirds of all trips made on foot, bike or transit by 2040, and it is estimated that half of those trips will likely be made by transit.

The Plan outlines a set of high-level policies and specific actions for each of the identified transportation modes. The Plan includes the Transit Network policy to “advance new and improved local transit” through specific actions such as:

- T.1.2.1 Work with TransLink and the Province to improve the frequency, capacity, reliability, and service span of local transit, prioritizing high-demand corridors; and,
- T.1.2.3 Support new or adjusted services to address transit network gaps.

As the regional transportation authority that is responsible for operating the regional transit system, TransLink prepares Area Transit Plans (ATP's) to guide transit infrastructure and service planning at the sub-regional scale. The Vancouver/UBC ATP was completed in 2005. Its objectives were to:

1. Identify current and future transit opportunities;
2. Review existing services;
3. Identify opportunities to improve reliability and transit travel time; and,
4. Develop recommendations for service improvements.

The Vancouver/UBC ATP has guided TransLink’s allocation of resources within the sub-region since 2005 to deliver a package of transit services, related programs, and infrastructure.

Since 2005, Downtown Vancouver has grown significantly, particularly in the neighbourhoods east of Granville Street, such as Yaletown, Downtown South and along False Creek. In addition to changes in land use and population, a number of transportation infrastructure changes have been made or proposed that offer challenges and opportunities for the downtown bus network, including:

- Canada Line;
- Exploration of the 800-Block Robson Street as a permanent plaza;
- Potential changes to the Viaducts and surrounding areas; and,
- Proposed move of the Vancouver Art Gallery and potential for a new plaza in the 600-block of Cambie Street.

#### **How will public input be used?**

Input received through this phase of consultation will be used in conjunction with technical analysis and professional judgment to inform the development and evaluation of alternative service concepts and recommendations. Alternatives will be developed within the context of established policies and plans related to community and regional land use and transit priorities. Final outcomes of this review will feed into regular project planning and implementation processes at both the City of Vancouver and TransLink, and will be subject to budget considerations for each agency. Where appropriate, additional public process may be undertaken to further advance the recommendations identified from this review.

## Phase 1 Consultation Methods

During the first phase of consultation staff presented the following information at the public open houses, stakeholder work group meeting, and online on the project webpages (see Appendix B for full set of consultation info boards):

- Overview of the study and process
- Scope and objectives of the study
- Past changes downtown that have affected the transit network
- Potential changes downtown which may affect the transit network
- What we've heard through other processes to date
- A 'Have we missed anything?' board for on-site feedback

As part of the first phase of consultation City and TransLink staff reached out to a variety of Downtown residents, organizations, businesses and stakeholders. Input was gathered to gain a better understanding of: who uses the bus network today; how the network is used; what the strengths and weaknesses of the existing network are, and where opportunities may exist for new services or changes to existing services to improve connections with important downtown destinations.

Feedback was gathered through:

- Meetings with key stakeholders (June 13 and 28)
- Public Open Houses (June 22 and 26)
- Website (June 21-July 15)
- Online and hard-copy questionnaire
- Email

The following communications channels were used to provide information about the project and to notify people about opportunities to provide input:

- City of Vancouver website ([www.vancouver.ca/downtownbusreview](http://www.vancouver.ca/downtownbusreview))
- TransLink website ([www.translink.ca/downtownbusreview](http://www.translink.ca/downtownbusreview))
- The Buzzer Blog ([buzzer.translink.ca](http://buzzer.translink.ca))
- Bookmarks distributed at City of Vancouver and TransLink events
- Newspaper advertisements
- External website notification (West End Seniors Network)
- Open House Presentation Boards
- Social Media (Twitter & Facebook)
- Email distribution list

The following table summarizes the Phase 1 consultation outreach and activities that occurred primarily between June 21 and July 15, 2013.

Consultation Activity	Quantity	Participants
Stakeholder Working Group Meetings	1 meeting	11 participants
West End Seniors Community Planning Table Meeting	1 meeting	20 participants
Public Open Houses	2 events	~470 participants
City of Vancouver Website	1 webpage	735 unique page visits
TransLink Website	1 webpage	1342 unique page visits
Online (and hard copy) Questionnaire	1 questionnaire	648 completed responses
City of Vancouver Twitter	1 account	7 tweets, 29 re-tweets
City of Vancouver Facebook	1 account	3340 views, 12 likes, 2 shares, 2 comments
TransLink Twitter	1 account	6 tweets, 20 re-tweets
TransLink Facebook	1 account	8745 views, 118 likes, 26 shares, 48 comments
TransLink Buzzer Blog Post	1 blog post	478 pageviews
Emails	1 account	6 emails
<b>Total</b>		<b>16,065</b>
Communications Product	Quantity	Distribution
DBSR Bookmark	1 file	400 bookmarks were handed out at a variety of City and TransLink public events
Advertisements	2 dates	Vancouver Courier - June 14 <sup>th</sup> and 21 <sup>st</sup>
Media Articles	1 article filed	News 1130 website

## Summary of Phase 1 Consultation Feedback

The first phase of public consultation for the Downtown Bus Service Review involved connecting with a large number and wide variety of residents, businesses and stakeholders through many outreach methods. Over 470 people attended the two public open houses, and 648 people completed the questionnaire, either online or in writing, between June 21 and July 15, 2013.

The following key themes were raised throughout this first phase of consultation, and these comments are in line with feedback received on through the Transportation 2040 Plan, West End Community Plan, and DTES Community Plan processes:

- The current bus network is in need of updating to reflect residential and commercial development patterns over the last 10+ years.
- Services should run more often to increase capacity and adequately meet demand in the downtown core, particularly during peak periods, but also during evenings and weekends.
- Routes should be designed to be simple, direct, and easy to understand.
- Routes should be consistent and dependable, avoiding temporary re-routes as much as possible:
  - The seasonal closure of the 800 block of Robson and associated reroute of bus routes 5 and 6 make it difficult for downtown residents, (particularly West End seniors) to reach key destination;
  - Evening and weekend closures of Granville Street lead to confusing service patterns on Granville, Seymour and Howe Streets.
- Communication of street closures and bus re-routes should be improved, both in advance and after a change with full information at stops.
- Some routes are experiencing bunching or stacking at certain stops, and the wait times between buses is unpredictable.
- Connections between downtown neighbourhoods need improvement (especially the West End, Yaletown, Coal Harbour, Gastown, and Chinatown).
- The downtown bus network should be better integrated with regional rapid transit (Expo, Millennium and Canada Lines), as well as other modes of transportation (bicycles, taxis, etc.).
- A number of bus stop locations were suggested to be inaccessible for some transit users or not adequately weather protected.
- Amenities at bus stops could be improved, including shelters, seating, lighting, wayfinding, and schedule/real-time information.

- The concept of a downtown circulator should be considered; many participants suggested a “free downtown service”.
- Bus drivers downtown were generally highly commended, but should be encouraged to be courteous and drive more smoothly, particularly in Community Shuttle vehicles.
- More should be done to enforce fare-collection and appropriate passenger behaviour on-board buses downtown.

Detailed information on the feedback received through the first phase of consultation is attached in Appendix A.

### **Next Steps**

Using our understanding of the current issues and gaps in the downtown bus network as well as those identified through Phase 1 of the public consultation process, City and TransLink staff will develop a set of alternative network designs for the downtown bus network.

These alternatives will be brought back for public discussion in the Fall as part of Phase 2 of our public consultation. Information on trade-offs for each alternative network design, as well as any potential impacts to local residents and businesses will be included. Advance notice of upcoming stakeholder workshops and open houses will be provided to local residents, businesses and stakeholder groups.

City and TransLink staff aim to complete this study by the end of 2013, and will report back to their respective corporate management teams at this time. Recommendations will help guide decision-making at TransLink and the City of Vancouver through their respective planning and implementation processes, including additional public process where appropriate.

## APPENDIX A

The following appendix includes additional details on the Phase 1 consultation for the Downtown Vancouver Local Bus Service Review.

### Open Houses

Two public open houses were held during the Phase 1 consultation period to provide an overview of the project, gather feedback on local downtown bus ridership patterns, identify strengths and weaknesses of the current network, and to facilitate face-to-face discussions with City and TransLink staff who could answer any questions or concerns that people had regarding the project.

Date	Location	Time	Attendance
Saturday June 22 <sup>nd</sup> , 2013	West End Strawberry Festival Barclay Heritage Square	1:00pm-4:00pm	~233
Wednesday June 26 <sup>th</sup> , 2013	Vancouver Public Library Central Branch	3:00pm-8:00pm	~237
<b>Total</b>		<b>8 hours</b>	<b>~470 attendees</b>

### Presentation Board Feedback

Open House attendees were invited to provide written feedback using sticky notes on a final presentation board titled “Have we missed anything?” The following quotes reflect the range of thoughts and opinions that were heard:

Bus service needs to be consistent - Granville seasonal changes and re-route to Howe and Seymour confusing	Seasonal closure of Robson - why can't buses continue to go through?	The Robson closure does nothing to better city culture and is disruptive for bus routes	Bus stops should be spaced closer together to accommodate aging population
Every bus and train station needs a transit map (include all the bus routes not just major ones)	Communications regarding closures need to be better. Radio/Newspaper!	Need real-time bus information @ stops	Compliments to many of the Drivers on #6, C-23, C-21 routes. Usually very friendly!



Make buses run later and more frequently	Need Better connections to Yaletown/Coal Harbour	Need Downtown/West End local bus circulator, eg. Robson-Granville-Davie-Denman	Routes 5&6 should go straight through to Yaletown station and connect via Pacific Blvd.
Move 5/6 terminus to Canada line	Consider free bus service Downtown	Seniors count on the bus to be independent	Reduce pass-ups on C23 @ Yaletown (northbound) with more frequency or capacity
Add trolley overheads to allow turns at Georgia and Denman	Move #5/#6 layover to eastern core	Strip parking on Georgia St for dedicated bus lanes	Buses stack up and all come at once. Please stagger.

## Stakeholder Meetings

During the Phase 1 consultation period, City staff held a Stakeholder Working Group Meeting (June 13, 2013) and attended one off-site meeting with the West End Seniors Network (June 28, 2013) to discuss how the downtown bus network is currently being used and how it could be improved. The following groups were engaged during this first phase of consultation:

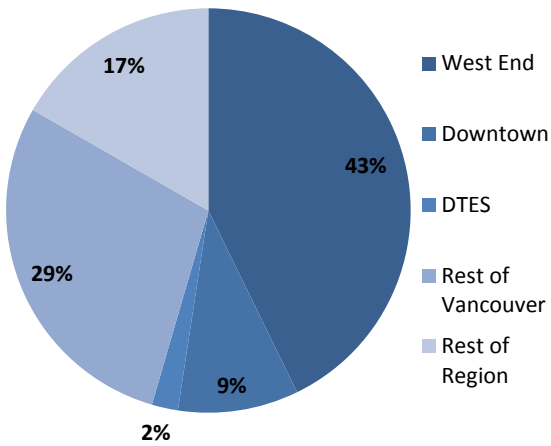
- Accessibility advocate groups
- BIA's:
  - Chinatown BIA
  - Downtown BIA
  - Gastown BIA
  - Hastings Crossing BIA
  - Robson Street BIA
  - West End BIA
  - Yaletown BIA
- Gordon Neighbourhood House
- Persons with Disabilities Committee
- King George Secondary School
- Tourism Vancouver
- Vancouver Economic Commission
- UDI
- University Student Associations:
  - BCIT
  - SFU
  - UBC
  - VCC
- West End Seniors Network
- Youth advocate groups



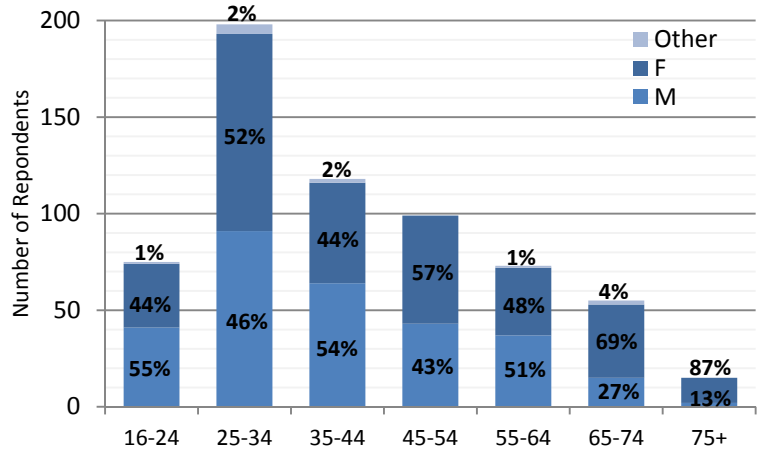
## Questionnaire

A questionnaire was available online throughout the consultation period (June 21 - July 15, 2013). This questionnaire was designed to help identify service gaps and key issues and concerns for users of the downtown bus network. Questionnaires could also be completed at open house events either in writing or electronically using on-site tablet devices. A brief summary of the information collected through the 648 completed questionnaires is provided below.<sup>1</sup>

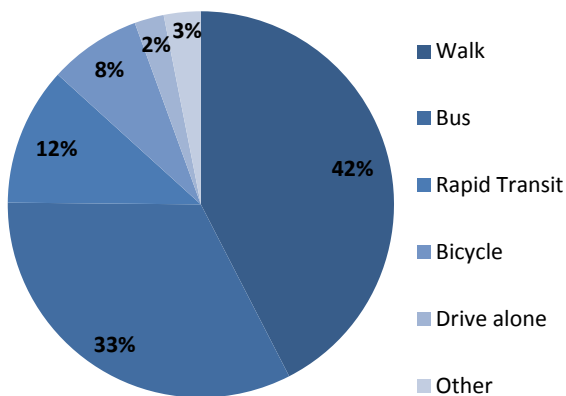
### Respondent by Home Location



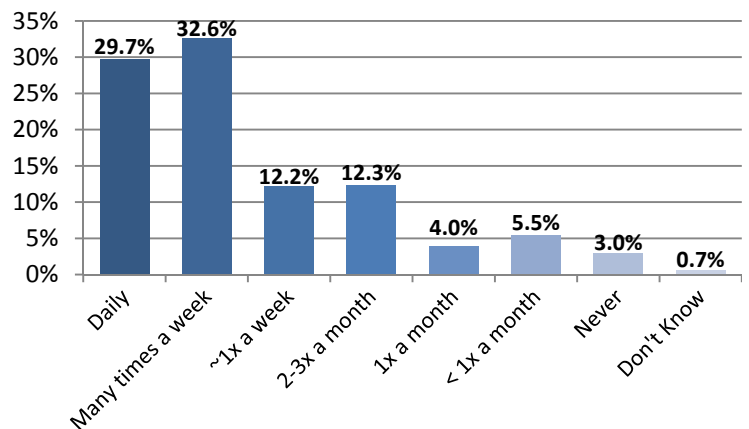
### Respondent Gender Split by Age Category



### Most common downtown travel method (all respondents)



### Frequency of use of the downtown bus network (all respondents)

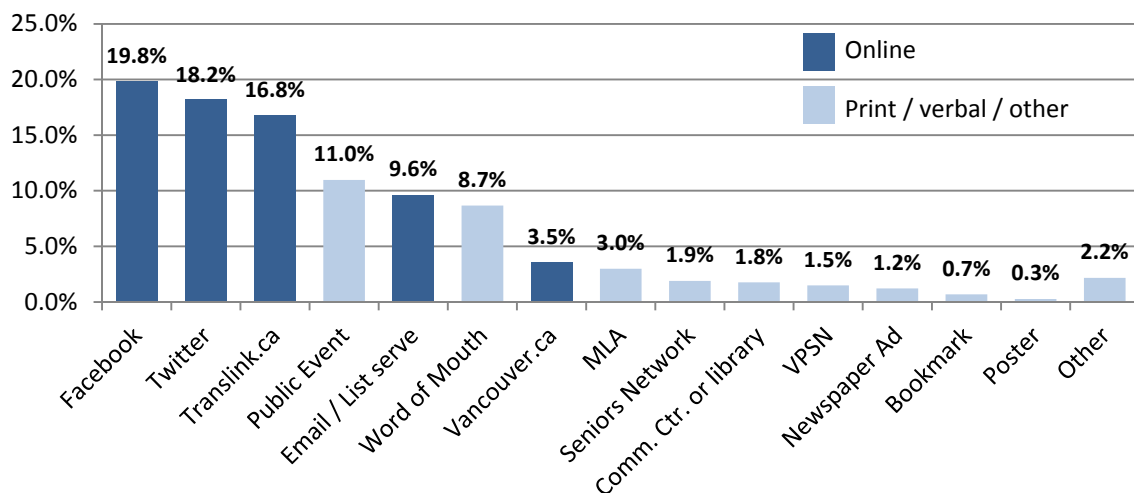


<sup>1</sup> Questionnaires were reviewed to ensure that feedback was provided on at least one of the questions, and that multiple responses were not provided. The results of this questionnaire are not statistically significant and may not be representative of the broader population, as participants were self-selected.

## Key Demographic Results

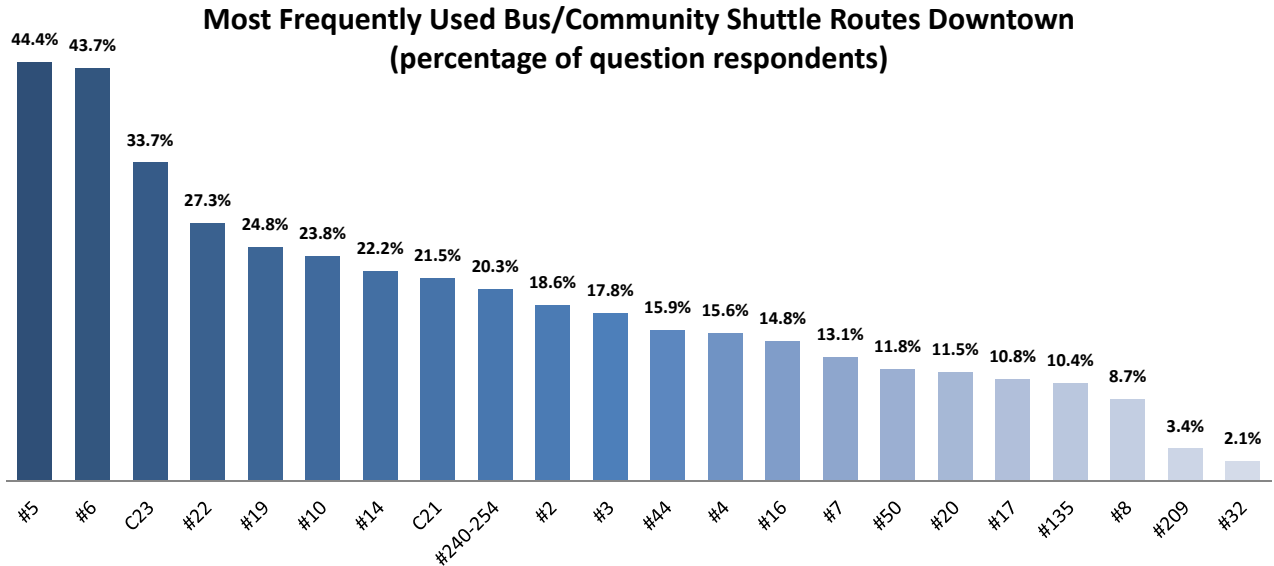
- Q12: A total of 648 people completed the Downtown Bus Service Review Questionnaire, in full. A little over half of respondents self-identified as being downtown residents (350/54%), of which over 80% were West End residents (279). The completion rate (those who completed the survey / those who answered any one or more questions) was 87%.
- Q1: Of all of the 739 total responses to question one, 393/53% indicated they live downtown, 315/43% work downtown, 67/9.1% study downtown, and 41.5% indicated that they visit downtown for other reasons (note: respondents could choose more than one answer). Of those that answered that they visited downtown for other reasons, 'entertainment' (20%), 'shopping' (19%), 'dining' (8%), and recreation (8%) were the top 4 most common reasons given.
- Q1: Of those that answered that they work downtown, 46% work in the CBD, 27% work in the West End, 19% work in Gastown, 15% work in Yaletown, and 10% work elsewhere downtown (note: respondents could choose more than one answer).
- Q1: Of those that answered that they study downtown, the majority answered that they study at SFU (54%), with the rest spread between BCIT (15%), UBC (10%), VCC (5%), and other institutions such as language schools (16%).
- Q2: The questionnaire was well responded by frequent users of the bus network. Nearly 2/3 (62%) of all respondents indicated that they either use the bus daily or several times a week.
- Q15-17: Social media and online outreach were highly effective methods of informing residents about the study; over 2/3 of respondents heard about the questionnaire online. This resulted in a very high response rate from the '25-34' age cohort (31% of all responses). The overall gender split was 46% male, 52% female and 2% identified as other.

**How respondents heard about the questionnaire**

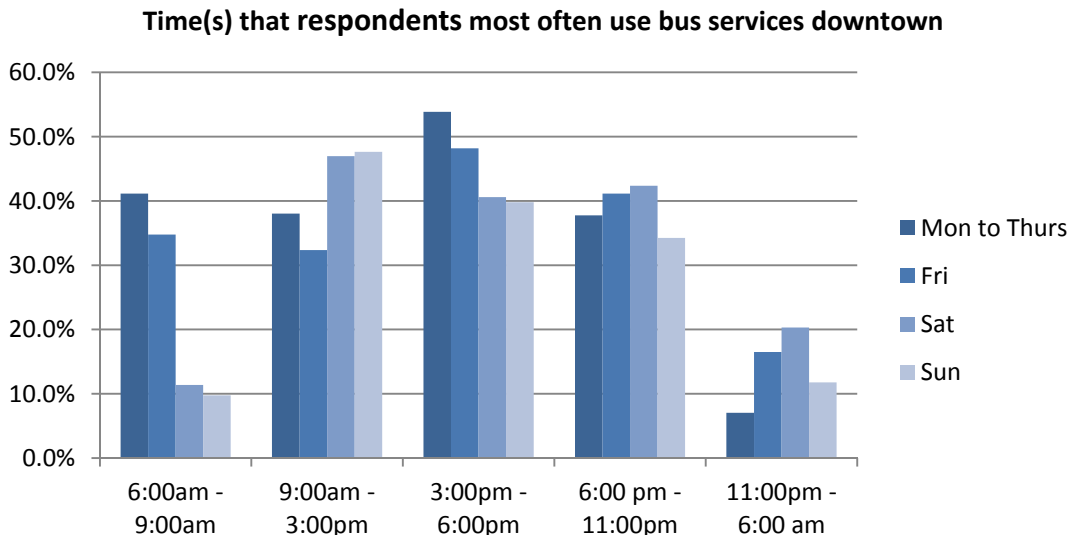


### Transit Usage

- Q3: Questionnaire respondents indicated that the three most commonly used routes were the #5 (Robson/Downtown), the #6 (Davie/Downtown), and the C23 community shuttle (Yaletown/Dave/Main St Stn). This is very likely directly associated with the high response rate from West End residents (43%) compared to the rest of the downtown combined (11%).



- Q4: Downtown bus usage differs significantly between weekdays and weekends. Respondents indicated much higher usage during rush hour periods on weekdays, and conversely higher usage during later morning and late night on weekends.



- Q6: Respondents were asked what downtown trip they would like to take by transit, but can't because it is difficult or impossible using the current bus network. The open-ended responses were screened to remove destinations that were either outside of the study area, or too general to accurately plot as a location on a map (i.e. West End).

The result was a dataset of 293 difficult or impossible trips (according to respondents), each with an origin and a destination that were located in a GIS (Figure 1).

The 586 origins and destinations were then assembled into 30 discreet nodes which captured the majority of data points (Figure 2). Each node was then analyzed independently to better understand where respondents were unable to travel (Figure 3). **The top 5 origins/destinations identified as difficult or impossible to reach are: Yaletown, North Denman, English Bay South Denman, VPL, Central Denman, City Centre, Stanley Park, and Robson & Granville (Figure 4).**

The analysis indicated significant challenges to east-west connections across downtown, particularly between the West End and destinations such as Yaletown, the Vancouver Public Library and Vancouver City Centre.

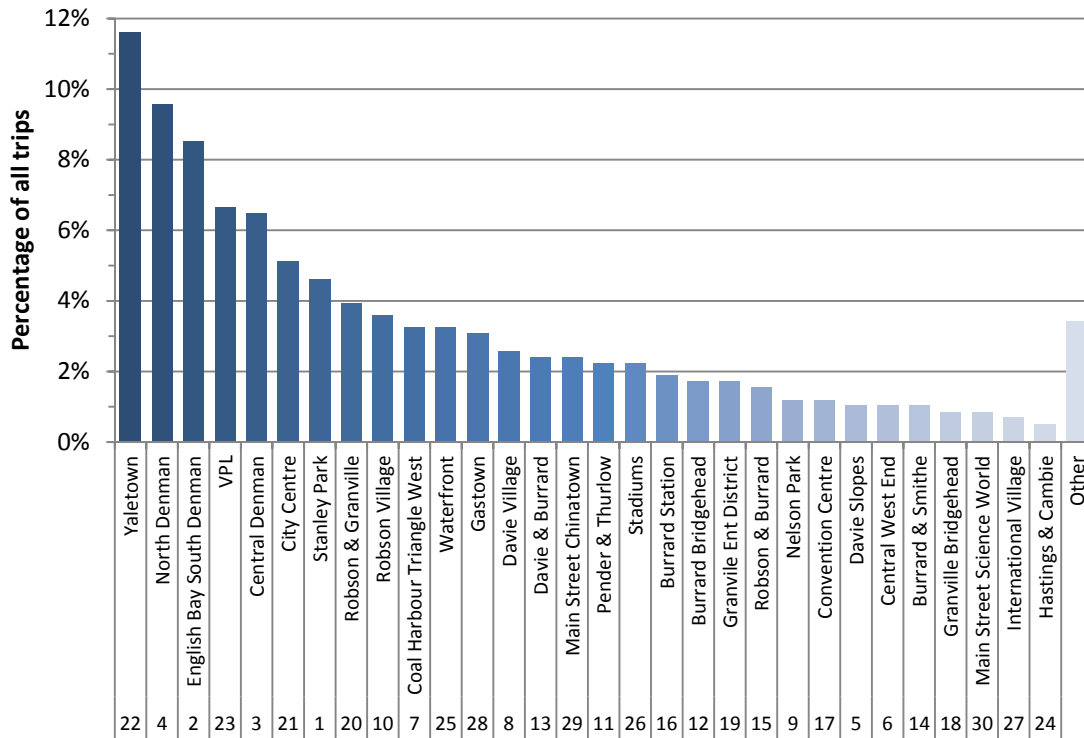
Figure 1: All Difficult or Impossible Trips according to Questionnaire Respondents



Figure 2: Origin/Destination Nodes



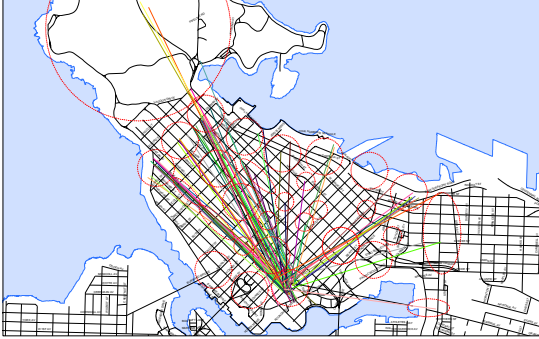
Figure 3: Origins and Destinations identified as difficult or impossible to reach using the existing bus network



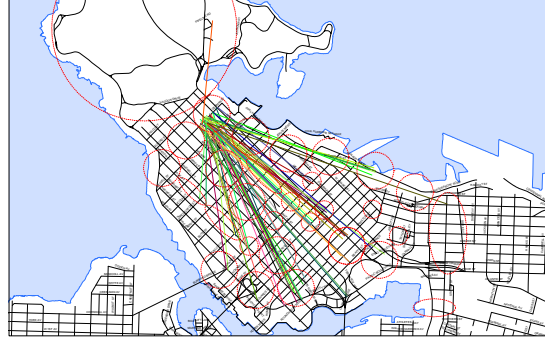


**Figure 4: Top 8 Origins/Designations identified as difficult or impossible to reach using the existing bus network**

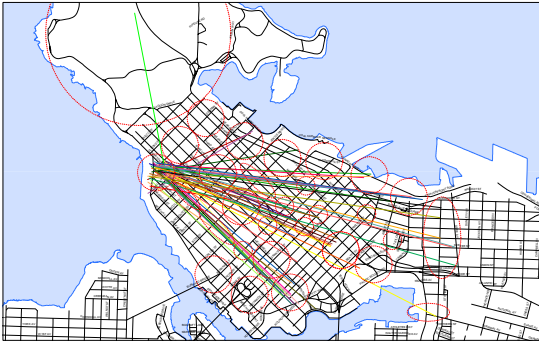
22 - Yaletown



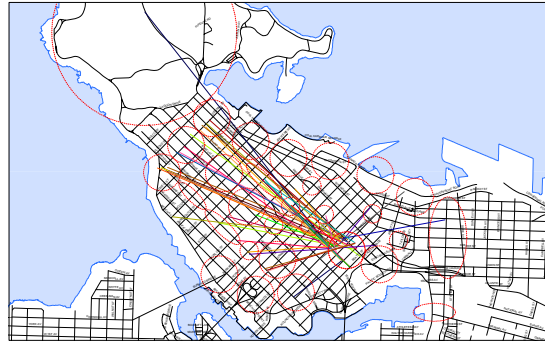
4 - North Denman



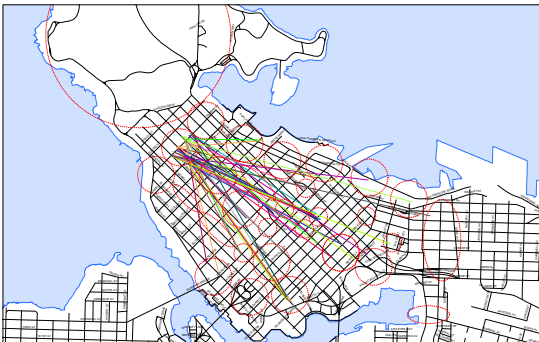
2 - English Bay South Denman



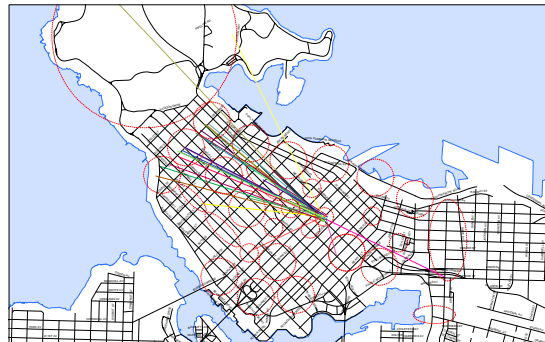
23 - VPL



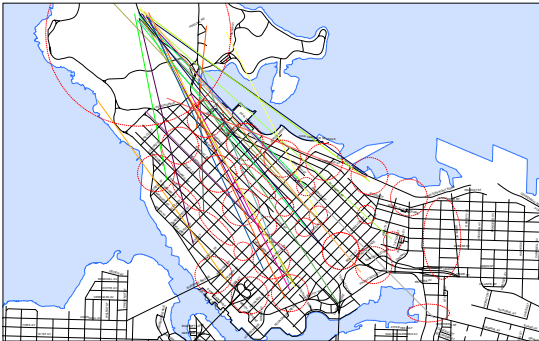
3 - Central Denman



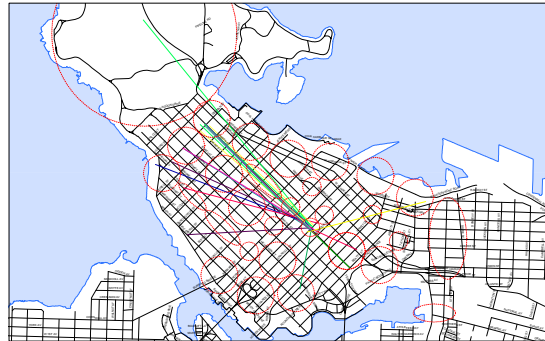
21 - City Centre



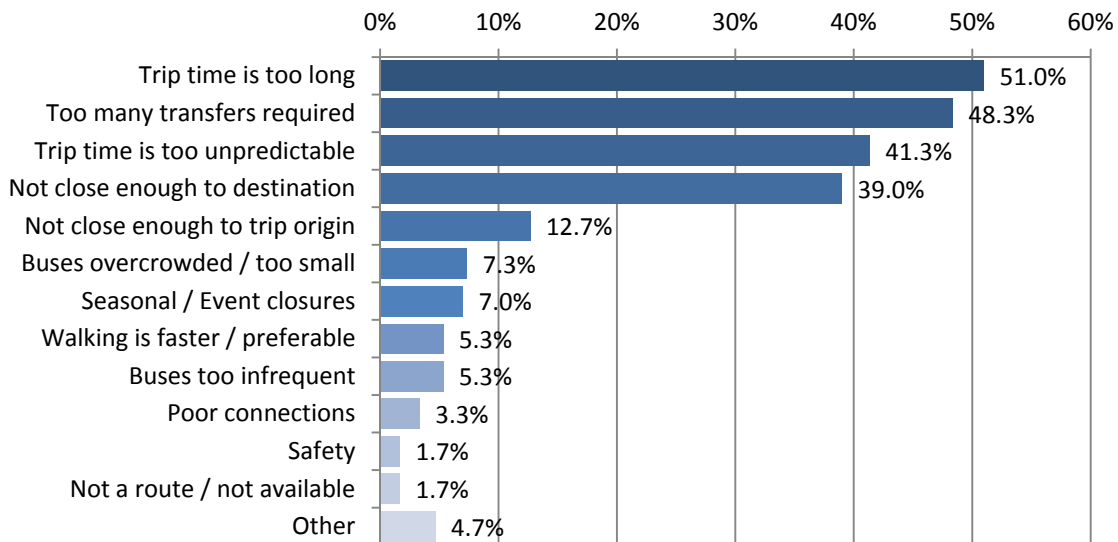
1 - Stanley Park



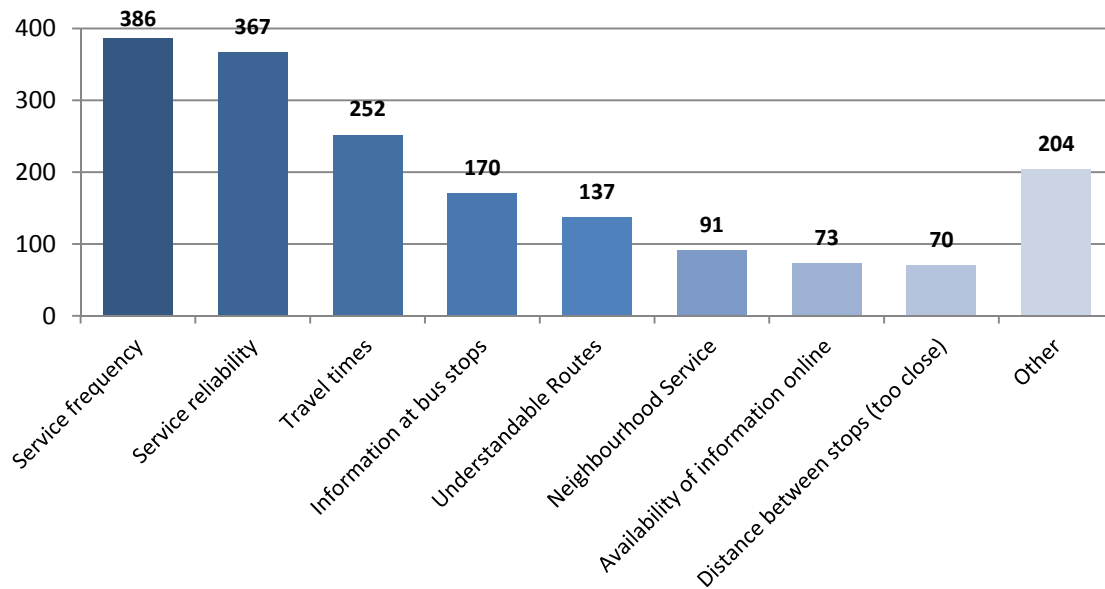
20 - Robson & Granville



- Q7: Respondents were asked why they did not make the identified difficult or impossible trip on transit (note: respondents could choose more than one answer). Respondents indicated that trip length and number of transfers for downtown trips were of primary concern, rather than locations being completely inaccessible.

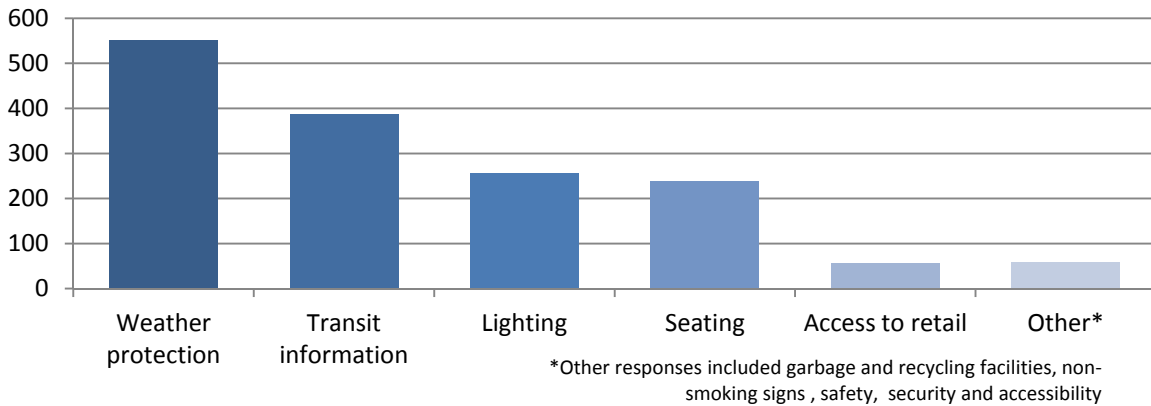


- Q8: Bus service frequency, reliability and travel times were the three most important issues to questionnaire respondents, collectively counting for more than 60% of all boxes checked.

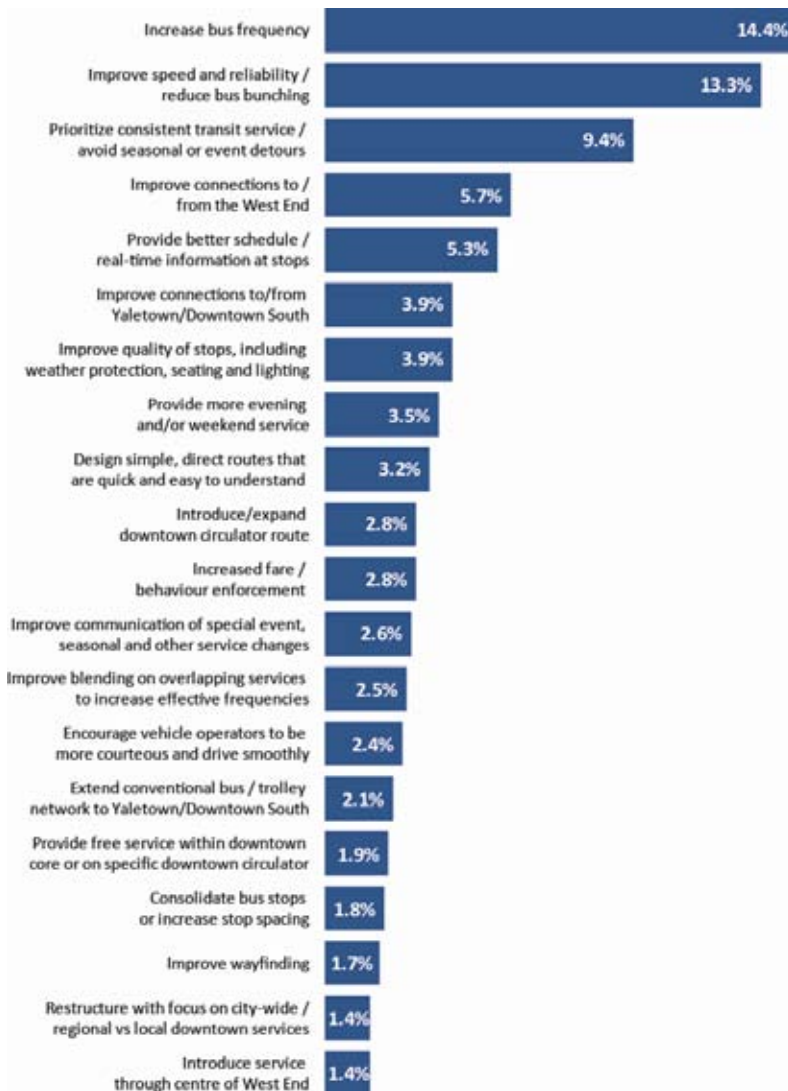




- Q9: Weather protection was identified as the most important amenity at bus stops, with 84% of respondents selecting it as one of up to three selections.



- Q10: In addition, the questionnaire asked the open-ended question: "What can be done to make local bus services downtown better?"



Respondents provided a wide variety of responses which were categorized into nearly 40 different 'themes'. The adjacent graph shows the top 20 response themes.

As with the closed question 8, this open ended question also clearly highlighted bus frequency, speed and reliability as the major concerns of downtown bus users.

Many respondents also highlighted the importance of clearly legible and predictable routes which are not detoured around special event, weekly, or seasonal closures.

Respondents highlighted connections to the West End and Yaletown as being deficient in the existing bus network.

In addition to being categorized by theme, question 10's open ended responses also provided over 70 specific bus network design concepts. The following table illustrates concepts that were suggested by 3 or more separate respondents.

Specific design concept proposed by respondents	Number of Instances
Find new terminus for #5/#6 to eliminate Denman/Davie break in service	16
Replace C23 and C21 with larger buses	16
West End Loop (Davie, Denman, Burrard/Granville, Robson)	10
Larger Downtown Circulator Loop (Davie, Denman, Pacific, [Cambie?], Robson)	9
Extend trolley infrastructure and/or additional routes across Burrard St Bridge to Broadway	7
Shorten length of routes to reduce chance of bus bunching (e.g. 10, 16, 22, 20, etc)	6
Extend #5 Robson across downtown to Stadium Station	6
Remove service from Granville St and use Howe/Seymour couplet permanently	5
Extend some service west of Denman in the West End (and/or into Stanley Park, e.g. C21)	5
Ensure any #5 reroute continues to serve key destinations (Burrard Station, Granville & Georgia, VPL at Homer & Georgia, etc.)	5
Introduce bus down full length of Nelson/Smithe from West End (and over Cambie Bridge?)	5
Community bus along Nelson through the West End (e.g. Stanley Park to Yaletown and loop back up Robson, then Thurlow)	4
Designate bus lanes along Georgia St (peak) and/or parking restrictions (weekday)	4
Improve speed of services on Robson, Denman and Davie (currently often faster to walk)	4
Have some buses from West End go directly to Kits/UBC	3
Introduce local bus service on Georgia Street to complement North Shore buses (make these limited stop)	3

- Q11: The questionnaire's final open ended question asked:  
"Do you have any further comments about transit in Downtown Vancouver that you would like to share with us?" The question received 384 unique responses; the following quotes represent the broad range of comments received.
- 1) "I rarely take a bus downtown - I take the Skytrain into downtown and walk to my destination from there"
  - 2) "Better service for the north West End location for service. My neighbours and I want transit service directly through Robson Street to Yaletown so that we can have access to BC Place, library, Costco, Edgewater Casino, Vancouver Community College and many of the Government offices about the Library area."
  - 3) "Robson St and Granville St should be a pedestrian only area with buses diverted accordingly."
  - 4) "Please do not permanently close Robson Square to transit. It is too hard for my elderly neighbours to get to places such as The Bay if they have to walk from Burrard or transfer buses."
  - 5) "Please put up route maps at bus stops! OC Transpo in Ottawa does a great job of this."
  - 6) "Better service within downtown, not just buses that happen to traverse downtown on their way to and from elsewhere."
  - 7) "The way the buses change to be on and off of Granville on weekends is very confusing and annoying. Buses that would otherwise be at the same stop are now on different streets, and it's hard to know whether to walk over to Howe or to Seymour/Richards."
  - 8) "Buses which turn into other routes upon reaching their destinations is confusing. It should be avoided if possible. They should return along similar routing if possible."
  - 9) "Improve frequency of the C21/C23 during rush hour or utilize a full-size bus, not a shuttle bus."
  - 10) "Although I believe the #5 bus is useful, I strongly support a dedicated year-round public space at Robson square and would support re-routing the bus (or having it be a discontinuous route) in order to make that happen."
  - 11) "I approve the City's initiatives for public spaces (eg. the 800-block of Robson) but this should not force transit to detour, there can be closures for private cars and trucks but let transit buses/trolley buses through, similar to great plazas in Europe."
  - 12) "Secure, enclosed bike parking or bike stations are desperately needed near or at downtown SkyTrain stations and in the West End."
  - 13) "Generally I find the present downtown system excellent but the frequent route changes can be confusing."
  - 14) "It can take me 45 minutes to go from the West End Community centre to Burrard and Granville because of the time to get on a bus and the time spent

- waiting at Denman and Davie. Sometimes the bus drivers kick you out of the bus while you wait the 10 minutes.”
- 15) “Why don't you reroute the #5 so that it goes up georgia past granville instead of north on burrard? I'm trying to get to granville and to the city centre skytrain station, I never understood why the bus takes a route that doesn't connect to the hub of downtown.”
  - 16) “I think that a garbage container should be at EVERY bus stop. The litter such as pop cans, coffee cups, etc. left at bus shelters can be avoided...”
  - 17) “More schedules on the bus stop poles, more Transit Security.”
  - 18) Gastown is under served
  - 19) “Review the design of bus shelters so the seating doesn't all get wet when it rains.”
  - 20) “Keep up the good work -- more more more - love taking my bike on transit; allows for multi-modal and travel when weather is threatening; I bike more now with the racks.”
  - 21) “Like the bike lanes we should have more dedicated bus lanes there are still too many people clogging the roads driving their vehicles downtown”
  - 22) “Reinstate a streetcar loop that would connect the West End with Downtown via Denman - Robson - Granville/Richards - Davie”
  - 23) “Suggest free circulator route downtown possibly during summer. Paid for using parking and traffic tickets”
  - 24) “East-West connections (e.g. Yaletown to Coal Harbour) could use work”
  - 25) “Make Granville street a pedestrian street, permanently rerouting busses to Howe and Hornby.”
  - 26) “Translink should look at alternating streets where it is transit only and ones where it is vehicle only, this way transit gets clear priority right of ways.”

## APPENDIX B

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The following appendix includes the information boards displayed at the Phase 1 open houses:

Date	Location	Time	Attendance
Saturday June 22 <sup>nd</sup> , 2013	West End Strawberry Festival Barclay Heritage Square	1:00pm-4:00pm	~233
Wednesday June 26 <sup>th</sup> , 2013	Vancouver Public Library Central Branch	3:00pm-8:00pm	~237
<b>Total</b>		<b>8 hours</b>	<b>~470 attendees</b>



**How could getting  
around downtown  
by bus be better?**

**Let us know at two Open Houses:**

**June 22 - Strawberry Festival  
Barclay Heritage Square  
1-4 pm**

**June 26 - Vancouver Public Library  
3-8 pm**

**Or online at [vancouver.ca/downtownbusreview](http://vancouver.ca/downtownbusreview)**



# 2 What is the DBSR?

## Introduction

The City and TransLink are partnering on a Downtown Vancouver Local Bus Service Review (DBSR) to establish a common near term (one to five year) vision for the future of the downtown local bus network.

TransLink's current Vancouver/UBC Area Transit Plan was completed in 2005.

Since then:

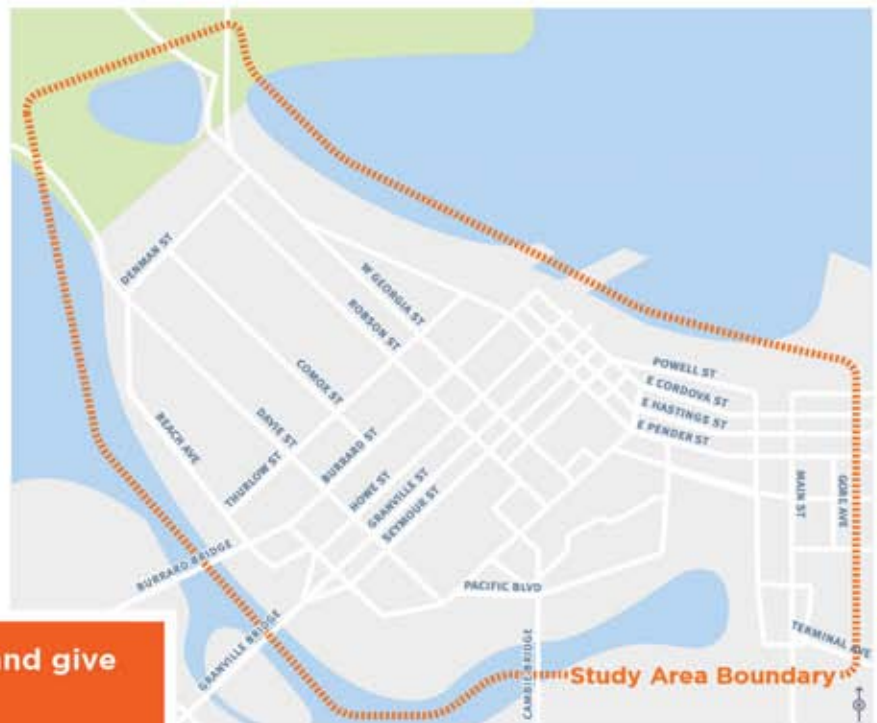
- the downtown core has experienced significant employment and population growth;
- the Canada Line opened; and
- potential changes to the transportation network have been proposed.

## WE NEED YOUR HELP IN SHAPING THIS VISION!

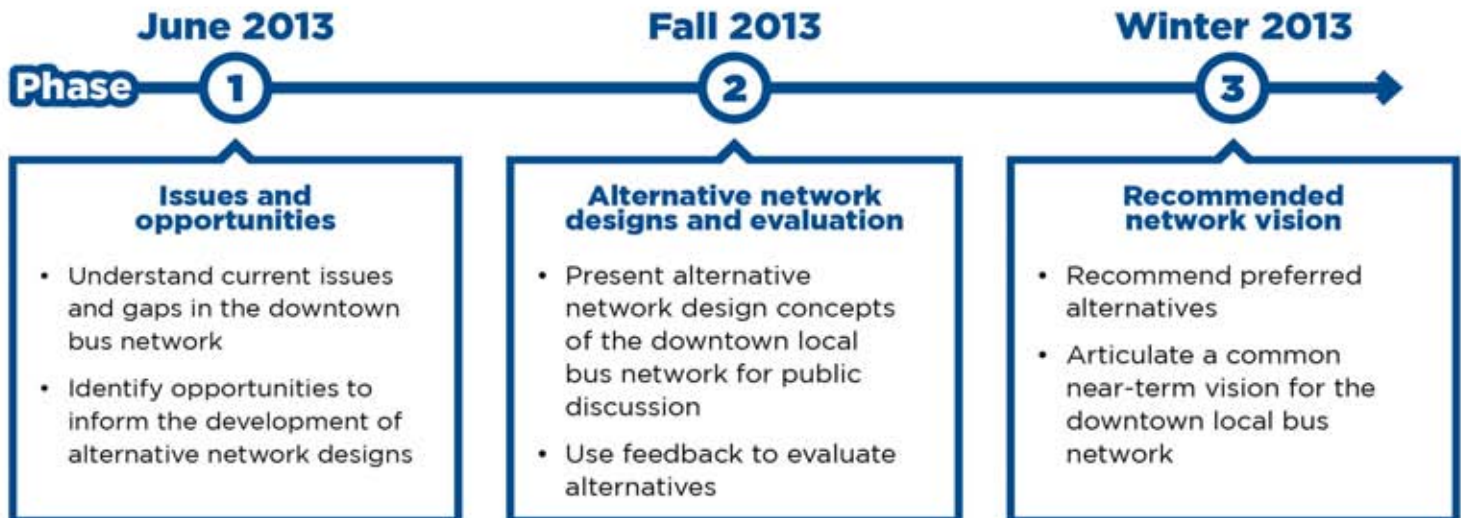
Please review the information provided and give us your feedback by:

- adding sticky notes to the presentation boards;
- speaking to one of our staff; or
- filling out a questionnaire in person or online at [vancouver.ca/downtownbusreview](http://vancouver.ca/downtownbusreview)

## Study Area



## Study Process - Get Involved!





# 3 Scope and Objectives

## Existing Downtown Bus Network



### Study Purpose

**The purpose of this review is to:**

- better understand bus service in the downtown core
- identify opportunities and challenges
- develop alternative scenarios
- evaluate these alternatives and provide recommendations

The recommendations from this study will guide TransLink and City of Vancouver decision-making and implementation.

### Study Scope

**The DBSR will look at:**

- routes
- bus service levels
- vehicle types
- trolley wires
- bus stops
- transit priority measures

**The DBSR will not look at:**

- regional bus services
- regional transportation policy or funding
- fare structure
- rapid transit

For a full overview of how TransLink makes decisions about where to add, change or reduce service when managing the transit network, please see *"Managing the Transit Network: A Primer on Key Concepts"*, or visit us online at: [translink.ca/networkmanagement](http://translink.ca/networkmanagement).





# 4 Past Changes Downtown

Significant population and employment growth has occurred downtown in recent years, creating new destinations to live, work and play.



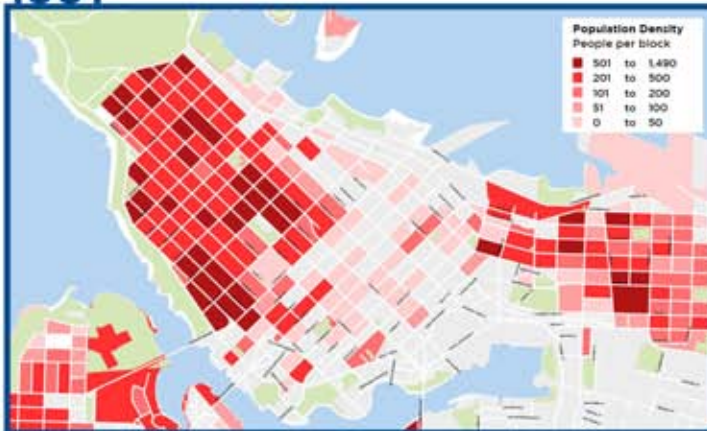
## Population

Between 1991 and 2011, population more than doubled. Most of this growth occurred southeast of Granville Street.

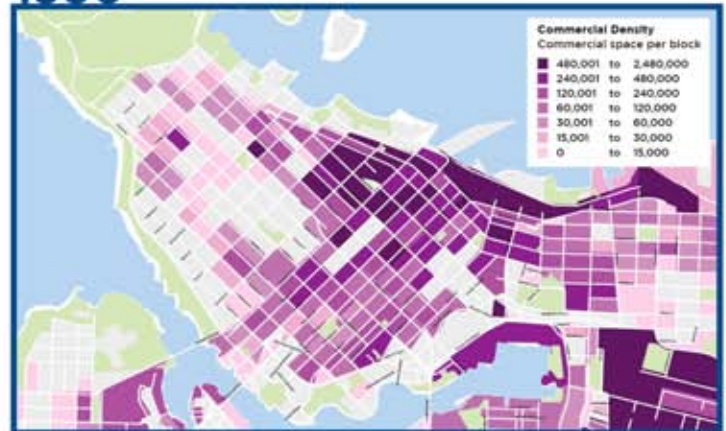
## Employment

Between 1996 and 2008, downtown commercial floor space increased by 43%.

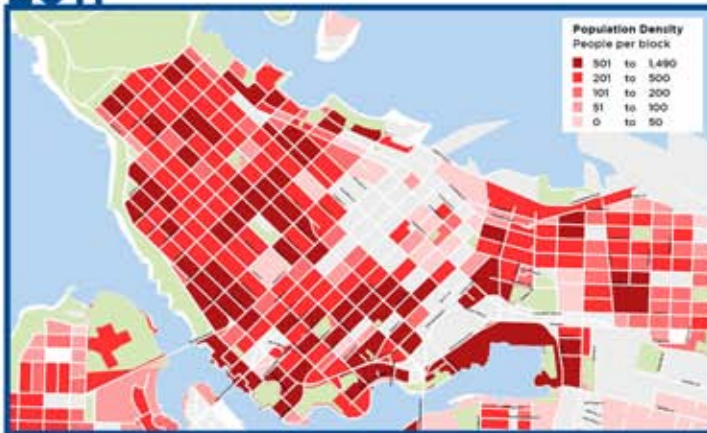
1991



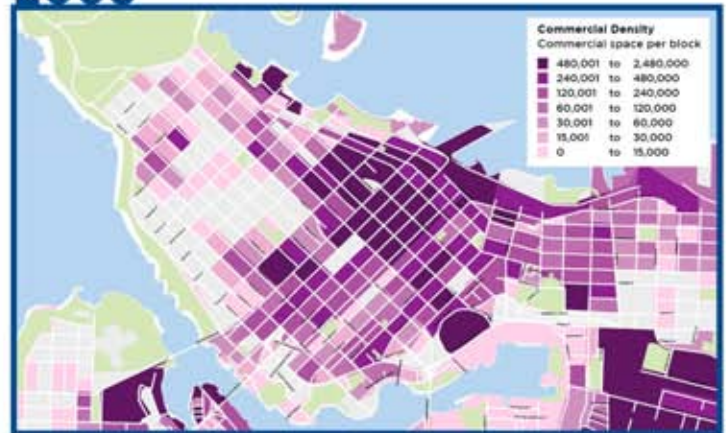
1996



2011



2008



Source: BCAA data.

## Canada Line



- The Canada Line opened in 2009 linking Richmond and the Vancouver International Airport to downtown Vancouver
- Waterfront station expanded
- Two new rapid transit stations were added downtown (Vancouver City Centre and Yaletown-Roundhouse)

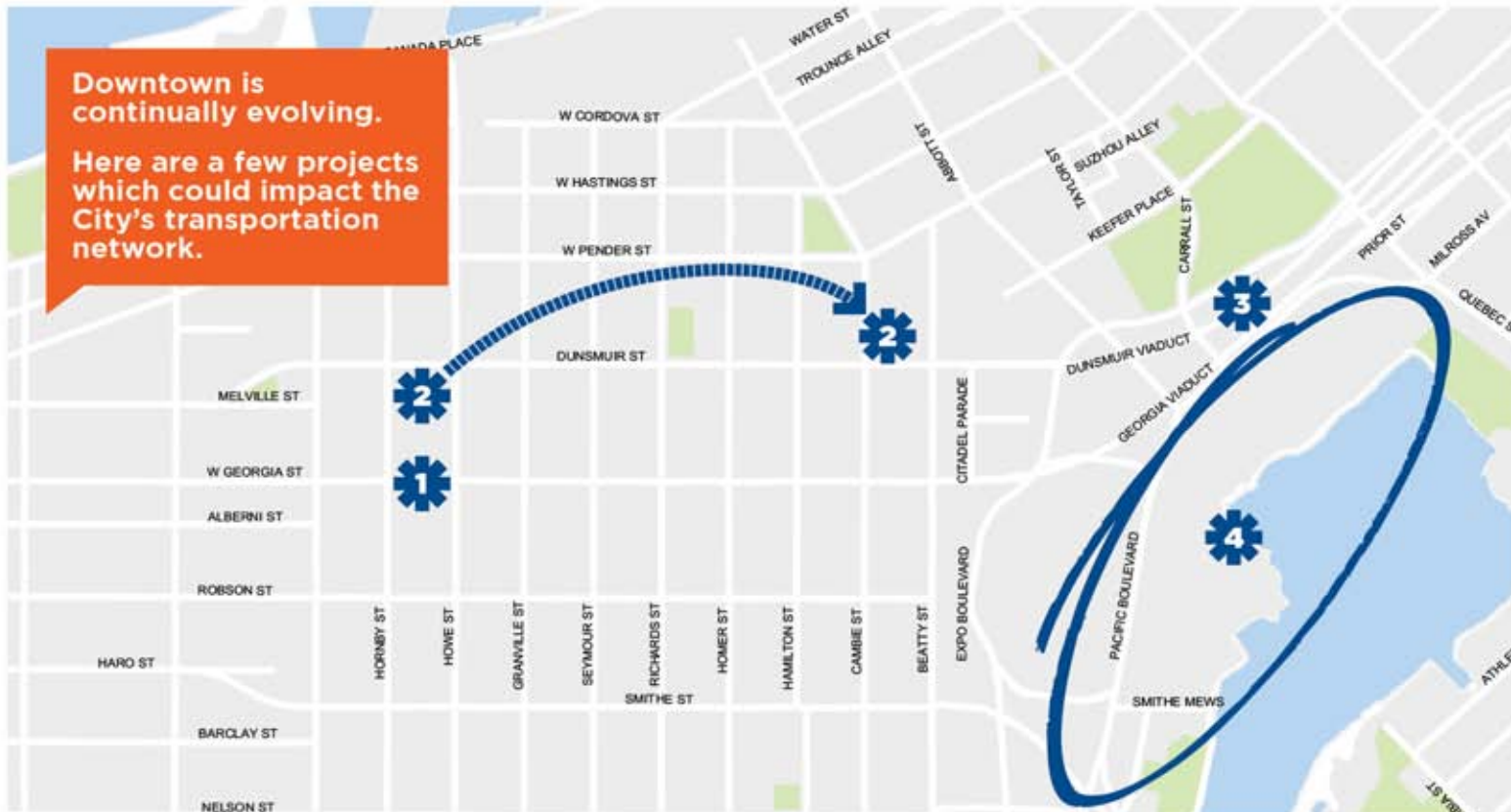


# 5 Potential Changes Downtown



Downtown is continually evolving.

Here are a few projects which could impact the City's transportation network.



## 1 800 Robson



From mid-June to early September, VIVA Vancouver transforms the 800-block of Robson between Hornby and Howe into a pedestrian-only plaza. City staff have been asked by Council to evaluate this program and the potential for a permanent plaza.

The DBSR will consider impacts on downtown bus routes (in particular the number 5 and N6 trolley bus), and identify alternative routes and required infrastructure.

## 2 Vancouver Art Gallery



The Vancouver Art Gallery has tentative plans to move to a new site on the northeast corner of Georgia and Cambie. The proposal includes closing a portion of Cambie Street to create a new public plaza.

The DBSR will consider the proposal and potential impact of closing Cambie Street at Georgia on the number 17 trolley bus, and the effects on turnaround and layover locations for North Vancouver bus routes (240, 241, 246, 247).

## 3 Viaducts



City planning and engineering staff are working with a design team to develop a concept that considers changes to the viaducts. This concept will explore a replacement road network and the potential for new parks and mixed-use development.

The DBSR will consider the potential impacts of the proposed development and new road network on bus service.

## 4 Northeast False Creek



The Northeast False Creek "Directions for the Future Report" outlines a vision for a vibrant, active hub of commercial and residential space to play, work and live.

The buildout of this vision would introduce a high-density neighbourhood and new roads not currently serviced by buses.

The DBSR will consider the the proposed vision and the impacts that the hub may have on downtown bus ridership patterns and potential routing.



# 6 What we've heard...



**Identified Concerns**

The City and TransLink have received feedback about transit through the downtown community plans, Transportation 2040 plan, and the Vancouver/UBC Area Transit Plan.

The Downtown Bus Service Review is an opportunity to develop solutions for issues identified with bus routes, connections, stops and layovers.

**Legend**

-  Frequent Transit Network
-  Canada Line
-  Expo/Millennium Line
-  SeaBus
-  West Coast Express



# 7 Have we missed anything?

Please use the sticky notes provided to write down your ideas and post them on this board

What are your most popular destinations?

What improvements can be made to the downtown local bus network?

How could neighbourhoods downtown be better connected?

Are there any stops that could be improved? Where and how?

## Have we missed anything?

Please take a sticky note and attach your comments to this board.

Also, please make sure to fill out a questionnaire either here or online. Your feedback will help shape the future downtown local bus network!