

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)
To: ["Direct to Mayor and Council - DL"](#)
CC: ["City Manager's Correspondence Group - DL"](#)
["LaClaire, Lon" <lon.laclaire@vancouver.ca>](mailto:lon.laclaire@vancouver.ca)
Date: 3/4/2021 5:33:41 PM
Subject: Memo - TransLink's Upcoming Bus Stop Balancing on Routes 17 and 25
Attachments: Memo - TransLink's Upcoming Bus Stop Balancing on Routes 17 and 25.pdf
BSB_One-pager_Supplemental Info_17.pdf
BSB_One-pager_Supplemental Info_25.pdf

Dear Mayor and Council,

Please see the attached memo from Lon LaClaire. A short summary of the memo is as follows:

- In April, TransLink will begin the next round of Bus Stop Balancing on Route 17 Oak /Downtown and Route 25 Brentwood Station/UBC.
- TransLink has put considerable care into developing a stop closure proposal that minimizes impacts to users while providing efficient, reliable service that competes effectively with driving. Effective stop spacing is a balance between providing people with close, convenient access to transit and having a reliable, fast, and cost-effective service.
- TransLink will advertise the upcoming changes beginning March 8 and is engaging with the public, City advisory committees, and key stakeholders to get input on the plan.

If you have any questions, please feel free to contact Lon LaClaire at 604-873-7336 or lon.laclaire@vancouver.ca.

Best,
Paul

Paul Mochrie (he/him)
Acting City Manager
City of Vancouver
paul.mochrie@vancouver.ca



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməŋəm (Musqueam), ləwúmesh (Squamish), and səilwətał (Tsleil-Waututh) Nations.

MEMORANDUM

March 4, 2021

TO: Mayor and Council

CC: Paul Mochrie, Acting City Manager
Karen Levitt, Deputy City Manager
Lynda Graves, Administration Services Manager, City Manager's Office
Maria Pontikis, Director, Civic Engagement and Communications
Rosemary Hagiwara, Acting City Clerk
Anita Zaenker, Chief of Staff, Mayor's Office
Neil Monckton, Chief of Staff, Mayor's Office
Alvin Singh, Communications Director, Mayor's Office
Paul Storer, Director, Transportation

FROM: Lon LaClaire
General Manager, Engineering Services

SUBJECT: TransLink's Upcoming Bus Stop Balancing on Routes 17 and 25

Overview and Rationale

In April, TransLink will begin the next round of Bus Stop Balancing on Route 17 Oak/Downtown and Route 25 Brentwood Station/UBC. Bus stop balancing involves carefully consolidating or removing bus stops that are very close together, while maintaining convenient access for customers. Providing efficient transit that competes effectively with driving is a balance between providing people with close, convenient access to transit and having a reliable, fast, and cost-effective service. Closer stop spacing means that there will be a shorter walk for some people to the stops, but it means that the service will be less efficient and reliable. It will also cost more, taking funding that could add more buses to the route or elsewhere on the network.

TransLink has bus stop spacing guidelines that strike a balance between the two. Generally, on most streets this means a stop every two to three blocks, which means that there is usually a stop within a block or two of any local street.

TransLink has carefully considered the convenience, accessibility and transit performance of every stop on these routes and has put considerable care into creating a proposal that minimizes impacts to customers, residents, and businesses. For example, stops will be maintained at key destinations, such as BC Children's and Women's Hospital, and where it may be difficult of customers to access the next nearest stop, such as on steeper slopes.

TransLink is leading this effort with input of City staff and expects to fund most City's costs related to the work.

Outcomes from Route 2 Bus Stop Balancing

Last year, TransLink's first bus stop balancing effort on Route 2 demonstrated that stop rebalancing helps improve travel time and reliability for bus customers. TransLink indicates that preliminary results show the route spent at least 2.5 – 4 minutes less time dwelling at bus stops attributable to bus stop balancing. During the trial period, TransLink received about 100 comments evenly split between positive/neutral and negative. TransLink reinstated one particular stop pair in response to comments received.

Planning and Engagement Approach

TransLink staff have already reached out to stakeholders along the route, including seniors' facilities, schools, and businesses to ask for input and have updated their plans in response. TransLink is also re-engaging the City's Persons with Disabilities Advisory Committee and Transportation Advisory Committee, and has asked to present to the Seniors' Advisory Committee. They are also engaging with TransLink's Users Advisory Committee for accessibility-related advice.

Beginning on March 8, TransLink will inform customers about the upcoming changes on their website and social media channels and by posting signs at every stop on the route to invite feedback. At stops that will close, TransLink is posting signs with maps of the next nearest stops and how long it may take to walk/roll to those stops. Signs on the eastern end of Route 25 will be provided in Traditional Chinese as well as English. Customers can provide feedback online via TransLink's website, by email or by phone.

Proposed Plan

Route 17 Oak/Downtown: More than half of the stops on Route 17 are closer than 250m apart. TransLink proposes to remove 18 out of 83 stops, which would enable 92% of customers to continue using their preferred stops.

Route 25 Brentwood Station/UBC: More than a third of the stops on Route 25 are closer than 250m apart. Route 25 is the fourth-busiest route in the region. It is also very long: it has 150 bus stops, which results in high unreliability. TransLink proposes to close 21 stops, which would enable 97% of customers to continue using their preferred stop.

TransLink expects to be able to reinvest 2,300 hours of weekday service if these changes are made permanent, and all customers would experience a faster and more reliable journey. Maps of these two routes and the stops removed during the trial period are attached.

Implementation Timeline

Like last year, TransLink will start this work by temporarily removing stops from service, then collecting and analyzing customer feedback and service performance data before determining which stops to remove permanently.

On April 12, TransLink will temporarily remove stops from service. In late spring, TransLink will review all of the feedback received and the service performance of the routes and make a decision about permanent stop removal. TransLink and City staff will keep in close contact during this time to track progress of the project and review feedback.

If you have any questions, please do not hesitate to contact me directly.

A handwritten signature in blue ink, appearing to read 'Lon LaClaire', with a horizontal line extending to the right.

Lon LaClaire, M.Eng., P.Eng.
General Manager, Engineering Services

604.873.7336 | lon.laclaire@vancouver.ca

Bus Stop Balancing: Route 17

We're consolidating and removing bus stops that are too close together to improve travel times and reliability for customers across the region.

Fewer stops mean:

Faster, More Reliable Commutes

- Improved overall trip times with fewer delays
- Maintain convenient access with 5 mins or less of walking or rolling between most stops

Safer, Smoother Rides

- More space on buses for physical distancing due to more evenly distributed customer loads
- More comfortable rides due to less stopping

Benefits to Non-Riders

- More curb space
- More sidewalk space for physical distancing and enhanced accessibility
- Improved traffic flow

Beginning on **Monday April 12th** we're balancing the bus stop spacing on **Route 17 Oak/Downtown**.

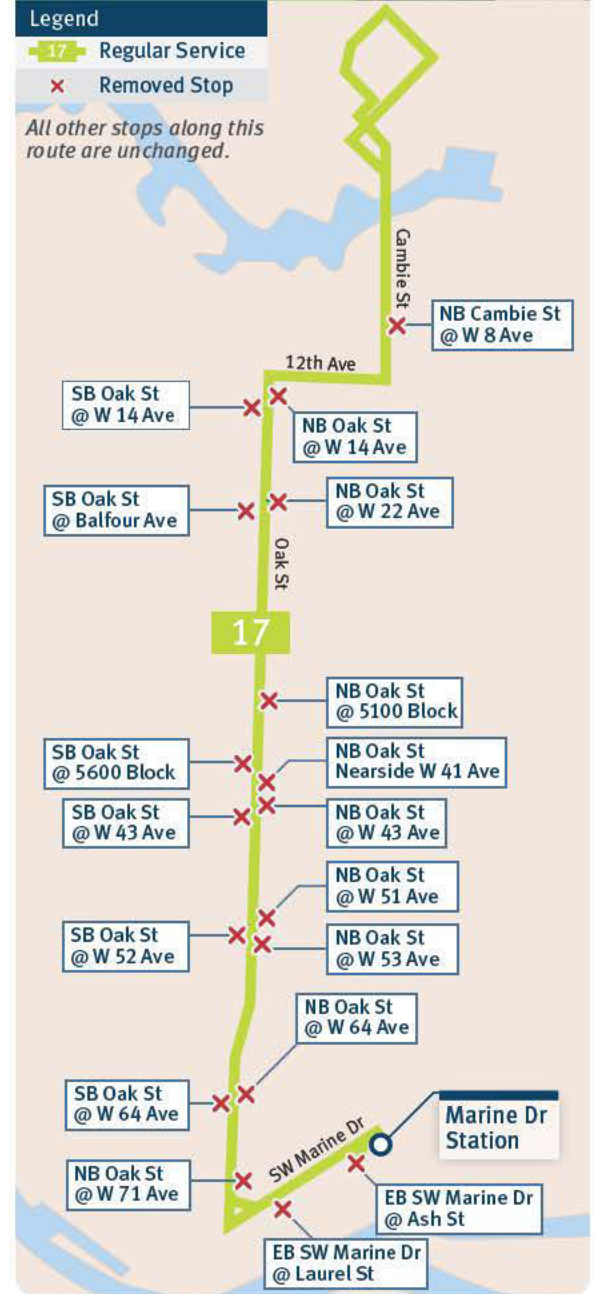
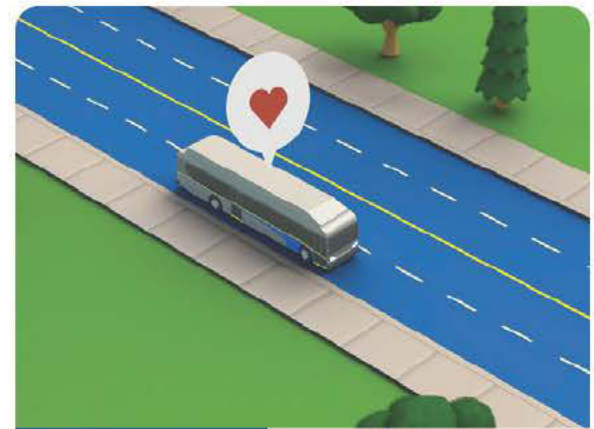
When bus stops are too close together, customers spend more time waiting. Route 17 has some of the closest stops in the region. Half of the stops are less than 250 metres apart (about 2 blocks). Some bus stops are directly across the street from one another, less than 75 metres apart!

We've carefully considered the physical constraints, accessibility, convenience, and transit performance, among other criteria, in selecting each bus stop. To minimize impacts on customers, we're proposing changes to approximately one in five of the least used bus stops along Route 17. This means:

- the average spacing between bus stops will be 358 metres, which is about a 4 minute walk or roll,
- 92 per cent of customers will be able to use their current bus stops and enjoy a faster, more reliable trip.
- each customer will save 4 minutes per round trip, and
- the region is expected to save \$110,000 annually or 1,000 weekday service hours, which can be reinvested and reallocated to the routes that need it most.

We Value Your Feedback

Visit translink.ca/busstopbalancing to learn more and let us know what you think. A final decision about which bus stops to permanently remove will be made after the close of the public feedback period in late spring.



Bus Stop Balancing: Route 25

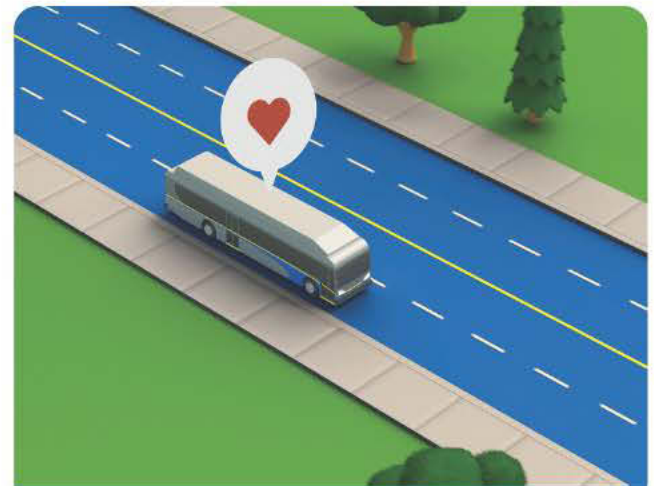
We're consolidating and removing bus stops that are too close together to improve travel times and reliability for customers across the region.

Beginning on **Monday April 12th** we're balancing the bus stop spacing on **Route 25 Brentwood Station/UBC**.

When bus stops are too close together, customers spend more time waiting. Route 25 has 150 bus stops. More than half of these stops are less than 300 metres apart (about 2 blocks).

We've carefully considered the physical constraints, accessibility, convenience, and transit performance, among other criteria, in selecting each bus stop. To minimize customer impacts, we're proposing changes to approximately one in seven of the least used stops along Route 25. This means:

- the average spacing between bus stops will be 372 metres, which is about a 4 minute walk or roll,
- 97 per cent of customers will be able to use their current bus stops and enjoy a faster, more reliable trip,
- each customer is expected to save over 4 minutes per round trip, and
- the region is expected to save \$140,000 annually or 1,300 weekday service hours, which can be reinvested and reallocated to the routes that need it most.



Fewer bus stops mean:

Faster, More Reliable Commutes

- Improved overall trip times with fewer delays
- Maintain convenient access with 5 mins or less of walking or rolling between most stops

Safer, Smoother Rides

- More space on buses for physical distancing due to more evenly distributed customer loads
- More comfortable rides due to less stopping

Benefits to Non-Riders

- More curb space
- More sidewalk space for physical distancing and enhanced accessibility
- Improved traffic flow



We Value Your Feedback

Visit translink.ca/busstopbalancing to learn more and let us know what you think. A final decision about which bus stops to permanently remove will be made after the close of the public feedback period in late spring.