

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>
To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
"Storer, Paul" <paul.storer@vancouver.ca>
"LaClaire, Lon" <lon.laclaire@vancouver.ca>
Date: 9/18/2020 10:12:16 AM
Subject: RE: elimination of bus stops

Hello Mayor and Council

We have received a question about changes to bus stops that we are working on with Translink on. Please find below a response from ENG staff.

Proper bus stop spacing is a balance between:

- 1) providing people with close, convenient access to transit and
- 2) 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 try to find the appropriate balance between the two. Generally, on most streets this means a stop every two or three blocks, which means that there is usually a stop within a block or two of any local street.

The #2 Macdonald has some extremely closely spaced stops – some stops are within a block of each other – which has an impact on the quality of the service along the route. TransLink's pilot will remove the most closely-spaced stops where there isn't a reason to have them close (e.g. a steep grade between stops). The pilot will allow us to assess the trade-offs between stop density and service speed and reliability.

TransLink has been working closely with us to plan and prepare for this pilot. We've reviewed the stops TransLink will remove during the pilot and are confident that TransLink have taken customers' needs into account by considering a broad array of factors. Overall, 86 per cent of Route 2 customers will continue to be able to use their preferred stop, and all riders on Route 2 will experience a faster travel time.

TransLink has invited feedback from the public in the five-week lead-up to the pilot launch on September 21. TransLink is also taking public input and feedback from their User Advisory Group, as well as PDAC and SAC, into account for the pilot and we will report back to them later in the trial period.

Please let us know if you have any questions on this.

Sadhu Aufochs Johnston | City Manager
Office of the City Manager | City of Vancouver
sadhu.johnston@vancouver.ca
604.873.7627

Pronouns: he, him, his



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tseil-Waututh peoples.

From: Swanson, Jean
Sent: Wednesday, September 16, 2020 4:33 PM
To: Johnston, Sadhu <Sadhu.Johnston@vancouver.ca>
Subject: Re: elimination of bus stops

Number 2 on Mac Donald

Sent from my iPhone

On Sep 16, 2020, at 4:23 PM, Johnston, Sadhu <Sadhu.Johnston@vancouver.ca> wrote:

Hi
Are there any particular ones?
s.

Sadhu Aufochs Johnston | City Manager
Office of the City Manager | City of Vancouver
sadhu.johnston@vancouver.ca
604.873.7627

Pronouns: he, him, his

<image001.png>

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.

From: Swanson, Jean
Sent: Wednesday, September 16, 2020 3:44 PM
To: Johnston, Sadhu <Sadhu.Johnston@vancouver.ca>
Subject: elimination of bus stops

The seniors and people with disabilities committees are really upset about the loss of bus stops that Translink is doing to speed up buses. Is there anything we, and/or engineering can do to stop this? Thanks.