

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)
To: ["Direct to Mayor and Council - DL"](#)
Date: 1/14/2022 4:37:07 PM
Subject: [Update on Translink's Bus Stop Balancing Trial on Routes 4 and 7](#)
Attachments: [ENG - Memo to Mayor Council - Update on TransLink's Bus Stop Balancing Trial on Routes 4 and 7.pdf](#)
[Memo - TransLink's Upcoming Bus Stop Balancing on Routes 4 and 7.pdf](#)
[Updated_Mayor and Council - TL Implementation Notification of Bus Stop Balancing.pdf](#)

Dear Mayor and Council,

Please see the attached memo from Lon LaClaire regarding update on Translink Bus Stop Balancing Trials on Routes 4 and 7. A short summary of the memo is as follows:

- ☐ On January 17, TransLink will begin a six-week trial of the Bus Stop Balancing proposal on Route 4 (Powell /Downtown/UBC) and Route 7 (Nanaimo Station/Dunbar), in which the proposed new stops will be in service and proposed cancelled stops will be temporarily closed.
- ☐ The proposal was refined based on the feedback from the initial round of stakeholder and community consultation, including changes along Dundas St (Wall St to Templeton Dr) and postponing the trial on Dunbar St (27th Ave to 39th Ave).
- ☐ In March, TransLink will review customer feedback and evaluate the bus efficiency benefits to make a decision on the final bus stop locations, after which staff will begin to relocate bus stop amenities with TransLink funding support.
- ☐ At Council's direction to advance other measures to speed up buses, staff are planning a bus-priority pilot on West 4th Ave in Kitsilano, for bus bulbs and intersection improvements in spring 2022, and are assessing opportunities for bus-priority and accessibility upgrades scope along Dunbar St.

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)
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 x^wməθk^wəyəm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Nations.

MEMORANDUM

January 13, 2022

TO: Mayor and Council

CC: Paul Mochrie, City Manager
Armin Amrolia, Deputy City Manager
Karen Levitt, Deputy City Manager
Katrina Leckovic, City Clerk
Lynda Graves, Administration Services Manager, City Manager's Office
Maria Pontikis, Director, Civic Engagement and Communications
Anita Zaenker, Chief of Staff, Mayor's Office
Neil Monckton, Chief of Staff, Mayor's Office
Alvin Singh, Communications Director, Mayor's Office

FROM: Lon LaClaire
General Manager, Engineering Services

SUBJECT: Update on TransLink's Bus Stop Balancing Trial on Routes 4 and 7

RTS #: N/A

This memo provides an update on TransLink's bus stop balancing trial on bus routes 4 and 7, and a bus-priority pilot on West 4th Ave in Kitsilano (*refer to the Memo to Mayor and Council dated November 15, 2021*).

Bus Stop Balancing on Routes 4 & 7

On January 17, 2022 TransLink will begin the trial period during which proposed new bus stops will be in service and proposed cancelled bus stops will be temporarily closed on Route 4 (Powell / Downtown / UBC) and Route 7 (Nanaimo Station / Dunbar).

The bus stop balancing proposal has been refined based on feedback from TransLink's initial consultation process, including a public survey from November 15, 2021 to January 4, 2022 (as outlined in the attached letter from TransLink). The key changes to address the concerns heard from community members are as follows:

- On Dundas St, the two westbound stops at Wall St and Templeton Dr will remain in service and will not be consolidated to a new stop at Lakewood Dr. The eastbound bus stop at Templeton Dr will also remain in service. This change addresses the concerns heard about the increased walking distance and safety outside of daylight hours.

- On Dunbar St between 27th Ave and 39th Ave, TransLink is postponing the bus stop balancing proposal at this time. TransLink will be conducting more community engagement to refine the bus stop balancing proposal, and work with City staff to consider other types of bus-priority measures and pedestrian upgrades along the corridor, in response to concerns about safety and accessibility that were raised by the community. Three bus stops in this section will continue to be upgraded for wheelchair accessibility as part of the trial.

A summary of the refined bus stop balancing proposal for Routes 4 and 7 is as follows:

- On Routes 4 and 7, the total combined stops is to be reduced from 192 stops to 163 stops, by removing 35 stops and adding 6 new stops for more balanced bus stop spacing.
- On Route 4, the average stop spacing would increase from 290m to 340m. It is expected that 93% of passengers can continue to use their current bus stop, while enjoying a faster and more reliable trip. About 6% of passengers would be within a block from another bus stop, and 1% may need to walk or roll further than a block from their current stop.
- On Route 7, the average stop spacing would increase from 250m to 290m. It is expected that 92% of passengers can continue to use their current bus stop, while enjoying a faster and more reliable trip. About 7% of passengers would be within a block from another bus stop, and 1% may need to walk or roll further than a block from their current stop.

In March, TransLink will review all of the customer feedback, evaluate the service performance during the trial period, and make a decision on the final bus stops along Routes 4 and 7. In late spring, City staff will begin to relocate shelters, install new benches, and improve wheelchair accessibility at various bus stops, with TransLink funding support.

The attached email from TransLink provides additional detail on the engagement and process for bus stop balancing on Routes 4 and 7. Residents can learn more about the bus stop balancing projects on TransLink's website (www.translink.ca/busstopbalancing) and provide feedback to TransLink via email (busstopbalancing@translink.ca).

Other Bus-Priority Measures

During previous bus stop balancing projects, Council passed a motion for staff to advance other measures to improve bus speed and efficiency and to accelerate that work. City staff are continuing to partner with TransLink on other types of bus-priority measures that complement and further the benefits of bus stop balancing on Routes 4 and 7, in the following areas:

- **West 4th Ave (Kitsilano)** – On West 4th Ave, between Burrard St and Balsam St, staff are planning to extend right-turn pockets and trial bus bulbs using interim materials. These measures would reduce the delay for buses and vehicles at intersections, reduce the time for buses to pull in and out of bus stops, and also increase sidewalk space. Staff are currently in the early design phase and are engaging the Kitsilano West 4th BIA and businesses adjacent to bus stops. The measures are planned to be installed in early summer, depending on the final outcomes of bus stop balancing on Route 4 and 7.
- **Dunbar St** – TransLink has postponed balancing the bus stops for Route 7 along Dunbar St between 27th Ave and 39th Ave to conduct further consultation with the Dunbar Village BIA and Dunbar Residents' Association. Staff will be working with TransLink to reassess the bus stop balancing proposal, to consider key travel patterns and destinations identified by the community, to explore other types of bus-priority measures, and to identify safety and

accessibility upgrades that improve walking or rolling to bus stops. The scope and timeline for planning and engagement along Dunbar St is currently being developed.

Overall, TransLink's bus stop balancing program and bus-priority measures provide faster, more reliable, and more cost-effective transit service. These efforts can encourage more people to take transit, which increases the City's sustainable transportation mode share and advances the Climate Emergency Action Plan.

If you have any questions about these bus-priority projects and their implementation in the coming months, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Lon LaClaire', with a stylized flourish at the end.

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

604.873.7336 | lon.laclaire@vancouver.ca

ATTACHMENT: Letter from TransLink (Implementation Notification of #4 and #7 Bus Stop Balancing Pilot)

MEMORANDUM

November 15, 2021

TO: Mayor and Council

CC: Paul Mochrie, City Manager
Karen Levitt, Deputy City Manager
Katrina Leckovic, City Clerk
Lynda Graves, Administration Services Manager, City Manager's Office
Maria Pontikis, Director, Civic Engagement and Communications
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
Steve Brown, Manager, Transit Integration and Projects

FROM: Lon LaClaire
General Manager, Engineering Services

SUBJECT: TransLink's Upcoming Bus Stop Balancing on Routes 4 and 7
and West 4th Ave Bus-Priority Pilot

RTS #: N/A

Staff are working in partnership with TransLink to implement bus-priority measures for more reliable and faster bus service; an accelerated action to increase the City's sustainable transportation mode share in the Climate Emergency Action Plan.

This memo provides an update on TransLink's process for the next round of bus stop balancing on Route 4 (Powell / Downtown / UBC) and Route 7 (Nanaimo Station / Dunbar), along with a bus-priority pilot on West 4th Avenue in Kitsilano.

Bus Stop Balancing on Routes 4 & 7

TransLink's bus stop balancing program is a regional initiative to provide faster, more reliable, and cost-effective transit service, while carefully considering the trade-offs of shorter walking distances between bus stops. These efforts can encourage more people to take transit, which helps to advance our Climate Emergency goals.

The previous rounds of bus stop balancing had measurable travel time savings for transit riders:

- On Route 2 (Macdonald / Downtown), each roundtrip saved 4-6 minutes in the AM and PM peak periods and during weekends;
- On Route 17 (Oak / Downtown), each roundtrip saved 3-5 minutes during weekdays, and up to 8 minutes during weekend; and

- On Route 25 (Brentwood Station / UBC), each roundtrip saved 4-10 minutes (about 4-6 minutes in the AM peak period, 5-7 minutes midday, 6-10 minutes in the PM peak period, and about 8 minutes on weekends).

After these rounds of bus stop balancing, Council directed staff to advance other measures to speed up buses, and for TransLink to increase consultation with seniors and disability groups, neighbourhood houses, women's groups, community centres, lower income and transit-reliant workers. For the upcoming round of bus stop balancing on Routes 4 and 7, staff are incorporating additional bus-priority measures and TransLink has expanded their outreach and engagement program.

Routes 4 and 7 currently have some of the closest stops in the region, which has contributed to unpredictable and longer travel times for 8.5 million annual transit trips (based on 2019 ridership). Although TransLink's recommended stop spacing is 300m to 800m, 65% of the stops on Route 4 and 77% of the stops on Route 7 are spaced less than 300m apart. TransLink is proposing the following stop changes, which will be refined through an engagement and trial period in the coming months:

- On Routes 4 and 7, reduce the total combined stops from 192 stops to 155 stops, by removing 45 stops and adding 8 new stops for more balanced bus stop spacing. Many factors were considered such as the safety, accessibility, slope, nearby destinations, and impacts to different customer groups.
- On Route 4, the proposed average stop spacing would increase from 290m to 340m (about 2 to 3 blocks). It is expected that 92% of passengers can continue to use their existing bus stop, while enjoying a faster and more reliable trip. About 7% will have access to another bus stop within a block away, and 1% may need to walk or roll to further than a block away.
- On Route 7, the proposed average stop spacing would increase from 250m to 310m (about 2 to 3 blocks). It is expected that 87% of passengers can continue to use their existing bus stop, while enjoying a faster and more reliable trip. About 7% will have access to another bus stop within a block away, and 6% may need to walk or roll further than a block away.
- Overall, the round trip savings are estimated to be about 4 min on Route 4 and 6.5 min on Route 7, which could save TransLink 1,900 annual revenue hours that could be reinvested and reallocated to routes that need it most.

On November 15, 2021, TransLink is launching a six-week public engagement period, reaching out to 675 stakeholders and notifying transit customers by posting signs at every stop along the routes. Members of the Canadian National Institute for the Blind (CNIB) will receive emails and voicemails. The City's Persons with Disabilities Advisory Committee, Senior's Advisory Committee, and the Transportation Advisory Committee, and TransLink's Users Advisory Committee will be engaged.

On January 17, 2022, TransLink will launch a six-week trial period, temporarily removing and instating new stops. To improve accessibility during the trial, several bus stops will be upgraded for wheelchair accessibility with TransLink funding support.

In March 2022, TransLink will review the service performance and evaluate all feedback to inform the permanent decision on final stop locations along Routes 4 and 7. With TransLink funding support, staff will improve customer amenities at the remaining stops, by relocating shelters, providing more benches, and upgrading bus landing areas for wheelchair accessibility.

The attached email from TransLink provides additional detail on the engagement and process for bus stop balancing on Routes 4 and 7. Residents can learn more about the bus stop balancing projects on TransLink's website (www.translink.ca/busstopbalancing) and provide feedback to TransLink via email (busstopbalancing@translink.ca).

West 4th Bus Priority Pilot

In line with Council direction, staff are planning other bus-priority measures on West 4th Ave in Kitsilano to further the benefits of bus stop balancing on Routes 4 and 7. TransLink awarded the City \$130,000 for a bus-priority pilot on West 4th Ave, through the Bus Speed and Reliability cost-sharing program.

Along this corridor, buses experience delay and unpredictable travel times from entering and exiting bus stops, vehicles parking on-street, and conflicts between vehicles and pedestrians at intersections. Staff are in the early design and engagement phase for improving bus-priority on West 4th Ave, between Burrard St and Balsam St, and are considering the following measures:

- Bus bulbs that widen the sidewalk and allow buses to stop in the travel lane, therefore reducing the time for pulling in and out of a bus stop. Bus bulbs would be piloted using temporary materials, similar to those installed on Robson St and Main St in summer 2021. Bus bulbs also improve public realm and public space, complementing other street uses, such as curbside patios, parklets, and side-street plazas.
- Extended corner clearances that provide more space for right-turning vehicles to reduce delay for buses and vehicles at intersections.

Staff are currently engaging with the Kitsilano West 4th BIA and affected businesses, and targeting installation in Spring 2022 following TransLink's decision of the final bus stops on Routes 4 and 7.

Other types of bus-priority measures along other portions of Routes 4 and 7, such as on Dunbar St, Powell St, Cordova St and Nanaimo St, will be explored in the future.

If you have any questions about these bus-priority projects and their implementation in the coming months, please do not hesitate to contact me.

Sincerely,



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

604.873.7336 | lon.laclaire@vancouver.ca

ATTACHMENT: Email from TransLink re: Bus Stop Balancing & Bus Priority on #4 & #7

**TransLink**

400 - 287 Nelson's Court
New Westminster, BC V3L 0E7
Canada
Tel 778.375.7500
translink.ca

South Coast British Columbia
Transportation Authority

Paul & Steve,

This letter documents TransLink and City of Vancouver's plans to implement bus stop balancing, bus bulbs, and accessibility improvements on Lines 4 and 7 on a trial basis beginning January 17, 2022. As discussed, please forward this letter to COV Mayor and Council by January 14. Thank you, again, for your and your staff's support on this project.

On January 17, TransLink and the City of Vancouver will balance bus stops on Routes 4 and 7 for a six-week trial. This proposal was developed in consultation with city staff and key community stakeholders. In addition, in partnership with the City of Vancouver, we are building several new bus stops to achieve better stop spacing and upgrading some bus stops to improve accessibility for people who use mobility devices.

By Summer 2022, the City of Vancouver will construct several temporary bus bulbs along West 4th Avenue in Kitsilano with funding from TransLink. These are just a few of the Bus Speed and Reliability (BSR) and RapidBus projects being delivered in partnership with the City of Vancouver. Since 2019, TransLink has committed more than \$5.15 million in funds to support projects in the City of Vancouver to make transit competitive with driving by implementing bus lanes, signal and regulatory enhancements, bus bulbs, and more.

We have made significant efforts to engage with and inform customers of this round of bus stop balancing. Those efforts have included:

- **Consulting with citizen advisory committees** such as TransLink's User Advisory Committee and the City of Vancouver's Persons with Disabilities Advisory Committee, Senior's Advisory Committee, and Transportation Advisory Committee;
- **Proactively contacting 675 stakeholders** including community organizations, health organizations, seniors' centres and residences, faith organizations, schools and parent advisory groups, disability groups, social services, unions, Indigenous groups, women's groups, childcare centres, lower income and transit reliant workers, and business associations to advise of project activities, timelines and invite comments;
- **Partnering with the Canadian National Institute for the Blind (CNIB)** to send emails and voicemails to their membership along the routes;
- **Posting signs at every stop** of Routes 4 and 7, including in-language signage along certain parts of the routes, to notify customers of the proposal and invite comments;

- **Meeting with Business Improvement Associations and Residents Associations in Kitsilano and Dunbar areas**, including the West 4th BIA, Dunbar Residents Association, and Dunbar Village BIA; and,
- **Updated information on TransLink website as well as a dedicated engagement [page](#)** where customers could let us know their thoughts on the proposal. In addition we provided an [interactive map](#) on the TransLink website with further information about why we proposed to change (or not change) a bus stop.

Based on public input we are making some changes to the Bus Stop Balancing proposals on Lines 4 and 7 **before** any stop closures on Monday, January 17. We have reviewed all public comments received to date about these two routes. Some of these comments highlighted new information about how some bus stops are used.

The majority of comments received to date were focused on a small number of bus stops or bus stop pairs. I have included specific changes to our initial proposal, below. The remaining comments were thinly spread across other bus stops. Based on these comments and further assessment, we will make the following changes to the bus stop balancing proposal. These stops will not be closed on January 17th:

Route	Bus Stop(s)	Explanation/Next Steps
#4 and #7	Dundas St between Wall St and Templeton Dr	We proposed to consolidate bus stops to improve stop spacing and place bus stops at signalized intersections. However, sensitive stakeholder groups expressed concern about walking further to the bus stop at night. Therefore, we removed these changes from our proposal and will not be closing this stop . Instead, we will seek City support for other transit priority measures such as extended days and hours of parking restrictions on Dundas St.
#7	Dunbar St between 27 th Ave and 39 th Ave	We proposed to remove and relocate several bus stops to improve stop spacing and place bus stops closer to signalized intersections. We also partnered with City of Vancouver to improve accessibility at remaining bus stops. However, several community stakeholders and organizations expressed concerns about pre-existing safety and accessibility challenges that would be exacerbated if bus stop changes were to occur without other infrastructure upgrades. We will postpone these changes while accessibility improvements are complete and work with city staff and stakeholders on a revised package of stop changes, supporting transit priority such as bus bulbs, and other road safety and accessibility improvements.

Update on TransLink's Bus Stop Balancing Trial on Routes 4 and 7

We will share these updates with customers & key stakeholders before Jan 17. We will:

- Update signage at stops, website, and maps
- Send updated information to Canadian National Institute for the Blind (CNIB) members living near these bus routes through email and voicemails
- Update City of Vancouver citizen advisory committees and TransLink Users Advisory Committee.

Upcoming milestones include:

- January 17 – Temporarily remove or relocate bus stops for a six-week trial
- Early Spring 2022 – Engage stakeholders about bus bulbs on W 4th Ave (City)
- January – March – trial of BSB on Routes 4 and 7, monitor ongoing public feedback
- Early Spring– Permanently remove or relocate bus stops
- Early Summer – Construct temporary bus bulbs on W 4th Ave (City)
- Late Spring – Fall – relocate shelters & benches (City)

We are monitoring TransLink and City staff capacity to achieve these deadlines and will adjust schedules, as needed. Currently, all TransLink and City staff assure us that they will be able to deliver changes by January 17. If staff are unable to meet these deadlines, we will delay implementation by one week, to start January 24.

Please let me know if you have any clarifying questions or comments.

Daniel Freeman
Senior Manager, Bus Priority Programs
TransLink