

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)
To: ["Direct to Mayor and Council - DL"](#)
Date: 11/24/2023 1:24:03 PM
Subject: Memo - Improvements on Bus Route 23
Attachments: TransLink - Letter - Route 23 Engagement Letter - 2023-11-22.pdf
ENG - Memo - Improvements on Bus Route 23.pdf

Dear Mayor and Council,

Please see the attached Council Memo from Lon LaClaire regarding Improvements on Bus Route 23. A short summary of the memo is as follows:

- Transit riders are often being passed up on Route 23 (Main St Station / English Bay) and the bus is overcrowded.
- TransLink plans to upgrade from a community shuttle bus to a standard bus in summer 2024.
- The longer bus will require a change to routing and bus stops to be lengthened.
- TransLink will be starting consultation the service changes next week. City of Vancouver staff plan to implement the bus stop and roadway changes in spring 2024.

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
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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.



TO: City of Vancouver

Paul Storer, Director of Transportation,
Steve Brown, Manager of Transit Integration & Projects

Paul and Steve,

This letter outlines TransLink's plan to engage the public from November 27 to December 11, 2023, on a **proposed reroute and plan to upgrade route 23 service from community shuttle buses to larger 40-foot buses** – more than doubling the capacity of the vehicles on this route.

This plan was developed in response to customer feedback in collaboration with City of Vancouver staff. This past summer, route 23 received the highest number of complaints of any route across the TransLink network, specifically about overcrowding, pass-ups and customers requesting larger capacity buses. TransLink is proposing this plan for June 2024 implementation in order to avoid another summer of negative customer impacts from the use of small, community shuttle buses that impact reliability and accessibility for customers.

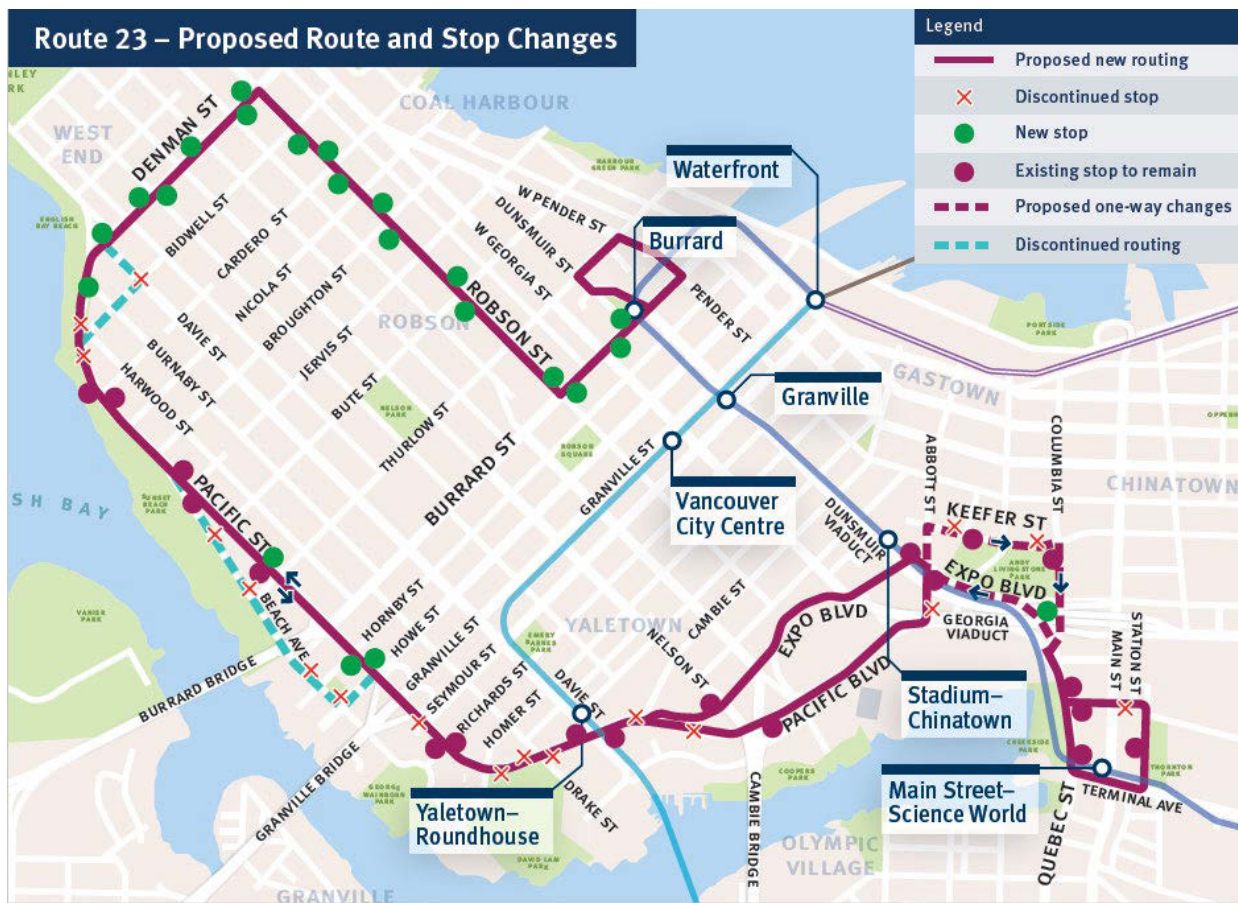
Routing changes to the 23 are proposed to accommodate 40-foot buses and the doubling of customer capacity. The proposed new route:

- Shifts westbound service from Beach Avenue to Pacific Street between Howe Street and Jervis Street – for two-way service along Pacific Street.
- Shifts westbound service from Keefer Street to Expo Boulevard between Quebec Street and Pat Quinn Way.
- Extends the route along Denman Street and Robson Street to serve Burrard Station.

Currently, the road network along route 23 cannot accommodate larger buses because of constraints with curbside parking, narrow roadway lanes, and roadway weight limitations. Significant capital upgrades would be required along the existing route to accommodate a 40-foot bus, and we understand that these are not feasible in the near-term. The proposed new route requires adjustments that the City of Vancouver can implement in time to support the need for increased bus capacity by summer 2024.

The proposed route changes can accommodate upcoming detours required for the Northeast False Creek Plan and is consistent with the Imagine West End Waterfront draft concept design to add two-way service to Pacific Street. In the future, if the City of Vancouver were to implement road changes that would allow the use of a 40-foot bus on the existing West End terminus or for an extension to Stanley Park, TransLink will evaluate options to reconfigure the route at that time. Long-term plans for this route may also be evaluated through the Burrard Peninsula Area Transportation Plan, which is currently in its first phase.

In partnership with the City of Vancouver, 6 new bus stops will be added to serve the new routing on Pacific St, Expo Blvd, and Beach Ave. An additional 16 stops will be added to the route between the West End and Burrard Station - these are existing stops used by Route 5. A total of 17 stops on the current route 23 will be discontinued. Approximately half of those stops are proposed for removal due to the routing changes. The remaining stops are proposed for removal to better align stop spacing with TransLink's Transit Service Guidelines and improve travel times for customers.

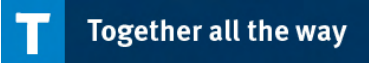


Until December 11, the community will have the opportunity to provide [feedback on proposed improvements](#) to route 23 via an online survey. To promote this public engagement, TransLink will be placing signage at each route 23 bus stop, connecting with stakeholders along the route, working with local neighbourhood-based organizations, and promoting online survey participation through TransLink’s social media channels. In addition, TransLink will host in-person community events in Chinatown, Yaletown, and the West End .

Following public engagement, TransLink will review all engagement feedback before making a recommendation on the proposed routing and stop locations. TransLink will continue to work with the City of Vancouver to implement changes to route 23 as early as summer 2024.

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

JESSICA FLETCHER (she/her)
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For more information, contact:
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MEMORANDUM

November 22, 2023

TO: Mayor and Council

CC: Paul Mochrie, City Manager
Armin Amrolia, Deputy City Manager
Karen Levitt, Deputy City Manager
Sandra Singh, Deputy City Manager
Katrina Leckovic, City Clerk
Maria Pontikis, Chief Communications Officer, CEC
Teresa Jong, Administration Services Manager, City Manager's Office
Mellisa Morphy, Director of Policy, Mayor's Office
Trevor Ford, Interim Chief of Staff, Mayor's Office

FROM: Lon LaClaire
General Manager, Engineering Services

SUBJECT: Improvements on Bus Route 23

RTS #: N/A

This memo is to inform Council of improvements to Route 23 (Main St Station / English Bay) and upcoming consultation led by TransLink.

Route 23 is currently served by a community shuttle bus and has been experiencing high levels of overcrowding. Transit riders are often being passed up by full buses and TransLink has received the most complaints for Route 23, above all other bus routes in the region. To address overcrowding and increase capacity, TransLink plans to upgrade Route 23 from community shuttle buses (27 ft) with a capped capacity of 24 passengers to standard buses (40 ft) with a capacity of about 50 passengers. The fleet conversion will also improve accessibility and comfort, as the standard buses are low-floor and have more space for mobility devices and strollers.

On the existing route, major roadway changes would be needed to operate standard buses. In order to address overcrowding and enhance transit service in the near-term, the following changes and upgrades are proposed by TransLink and City of Vancouver staff:

- Shifting westbound service from Beach Ave to Pacific St between Howe St and Jervis St for two-way service along Pacific St. The route change aligns with the Imagine West End Waterfront planning process and the initial community feedback.
- Shifting westbound service from Keefer St to Expo Blvd between Quebec St and Pat Quinn Way. The route change aligns with transportation network changes in the Northeast False Creek Plan.
- Extending the route along Denman St and Robson St to connect with Burrard Station. This is an interim routing change until pavement and roadway upgrades can occur on the existing route along Bidwell St, Davie St, and Denman St. Returning to the terminus in the West End aligns with the Imagine West End Waterfront planning process and potential future plans for extending transit service to Stanley Park.
- Extending bus stops to accommodate longer buses and improve accessibility.
- Cancelling and relocating some bus stops for more reliable and faster service, and more even stop spacing.

In the coming weeks, TransLink will be conducting engagement to inform the public and transit customers about the improved bus capacity and the proposed service changes. In spring 2024, City of Vancouver staff plan to implement the roadway and bus stop improvements, which will have minor changes to parking and loading on the affected streets. TransLink plans to implement the service changes and operate standard buses on Route 23 in summer 2024.

The attached letter from TransLink provides additional detail on the process and engagement for Route 023, and residents can learn more on TransLink's website (translink.ca/route23) and provide feedback via email (publicengagement@translink.ca). Further information will be available on the City's webpage (vancouver.ca/improve-bus) and members of the public, businesses, and stakeholders can also contact project staff via email (buspriority@vancouver.ca).

Please contact me if you have any questions.



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

604.873.7336 | lon.laclaire@vancouver.ca