



To: Public Works and Transportation Committee **Date:** December 19, 2002
From: Gordon Chan, P. Eng.
Director, Transportation **File:** 0154-04
Re: **WILLIAMS ROAD COMMUNITY SHUTTLE SERVICE – PROPOSED
IMPLEMENTATION PROCESS**

Staff Recommendation

That the proposed implementation and public consultation process for the new Williams Road Community Shuttle Service, as described in the attached report, be endorsed.

Gordon Chan, P. Eng.
Director, Transportation

Att. 1

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CONCURRENCE OF GENERAL MANAGER

Staff Report

Origin

The Richmond Area Transit Plan identifies the need for a cross-town community shuttle service along Williams Road between Steveston and the Riverport Entertainment Complex. Per TransLink's 2003 Transportation Plan, approved by the GVTA Board at its December 11, 2002 meeting, implementation of the new shuttle service is anticipated in December 2003. TransLink staff propose to undertake a consultation process in spring 2003 in order to solicit public input and feedback on various aspects of the service, such as routing, frequency and hours of operation. This report summarizes the transit service improvements planned for Richmond in 2003 and describes the scope and process of the proposed implementation process for the new Williams Road community shuttle service.

Analysis

1. TransLink 2003 Transportation Plan – Bus Component

The 2003 Transportation Plan represents the second year of the Three-Year (2002-2004) Transportation and Financial Plan approved by the GVTA Board in July 2002. The annual plan focuses on specific road and transit improvements with emphasis on achieving greater operational efficiency, providing clear accountability and maintaining fiscal and environmental sustainability. Transit priorities for 2003 include increasing use by commuters and post-secondary students in prime market areas by improving the frequency and reliability of transit service and continuing to provide service at an acceptable cost to users and taxpayers.

1.1 Richmond Transit Service Improvements for 2003

The regional and local bus service improvements planned for Richmond in 2003 are shown in the table below. The improvements encompass all of the Phase 2 (2001 and 2002) transit service improvements recommended in the Richmond Area Transit Plan (ATP) with the exception of improved service to the Crestwood Industrial Park and the introduction of a City Centre community shuttle service, both of which will be implemented in 2004-2005. Additional improvements not specifically mentioned in the Richmond ATP but that affect bus service to/from Richmond are also planned, such as an improved service between Tsawwassen Ferry Terminal and Airport Station.

2003 Transit Service Improvements – Richmond-Related Service Changes

Planned 2003 Implementation	Route	Description	Total Net Annual Hrs
Spring	#620	<ul style="list-style-type: none"> • Discontinue scheduled non-advertised overload service. • Introduce new service between Tsawwassen Ferry Terminal and Airport Station. 	(3,285) 4,380
Autumn	New	<ul style="list-style-type: none"> • Introduce new 30-minute peak period service between Richmond Centre and Burnaby (Metrotown). 	4,500
	#98 B-Line	<ul style="list-style-type: none"> • Improve #98 B-Line service as required. 	1,500
	#488 & #492	<ul style="list-style-type: none"> • Change stopping procedure to allow pick up and drop off in Vancouver. • Introduce reverse peak direction service. 	1,500

Planned 2003 Implementation	Route	Description	Total Net Annual Hrs
Autumn Cont'd	#301	<ul style="list-style-type: none"> Introduce 30-minute limited stop peak period service Monday to Friday between Surrey (Newton Exchange) and Airport Station via North Delta and Richmond Centre. 	12,000
	#301	<ul style="list-style-type: none"> Introduce hourly limited stop peak period service Monday to Saturday between Surrey (Newton Exchange) and Airport Station via North Delta and Richmond Centre. 	4,248
	#301	<ul style="list-style-type: none"> Introduce hourly limited stop peak period evening service Monday to Saturday between Surrey (Newton Exchange) and Airport Station via North Delta and Richmond Centre. 	2,416
Winter	New	<ul style="list-style-type: none"> Introduce new weekday daytime community shuttle service along Williams Road between Steveston and Riverport Entertainment Complex. 	12,100
	#424	<ul style="list-style-type: none"> Replace conventional bus service between YVR and Airport Station with community shuttle service. 	4,100
Total 2003			43,459

The proposed increase in conventional bus services of 43,459 annual hours for Richmond-related services represents 27 percent of the total additional standard bus annual hours of 162,504 for the region. The new and improved services in Richmond will require a net addition of 10 conventional buses, some of which will be provided by a substantial expansion of community shuttle routes.

1.2 HandyDART Service Improvements

Increased custom transit service funding of 2.5 percent (\$500,000 on an annual basis) and the addition of eight expansion vehicles (as well as 34 replacement vehicles) will allow total HandyDART service to grow by about 15,000 annual hours. At current levels of productivity, the increased service will provide approximately 36,000 additional trips on an annual basis. The distribution of the additional funding across the region will be determined through an analysis of "unmet" trips, growth in the number of registrants by area and the harmonization of hours of operation across service areas. Within Richmond, it is anticipated that the equivalent of one vehicle shift will be added to the Richmond HandyDART operation in January 2003. As the demand from Richmond clients is primarily during peak operating times, the vehicle/shift will most likely be allocated to meet the demand during weekday morning and afternoon peak periods.

2. TransLink Community Shuttle Program

The 2003 Transportation Plan includes a major expansion of community shuttle services, all of which will be competitively tendered. Community shuttles are intended to provide lower cost service in low ridership areas of the region while increasing service quality in terms of geographic coverage, frequency and hours of operation. Projects planned for 2003 include new or expanded services in Langley, the Northeast Sector, New Westminster, Richmond and the North Shore. Over 45 new vehicles will be deployed with 30 of these within the Northeast Sector alone. By the end of 2003, an additional 185,000 annual service hours will be provided on community shuttle routes. Approximately 54 percent of these additional service hours will replace conventional bus hours and 46 percent will provide extended service into new areas and improved frequencies and longer hours of operation. Attachment 1 shows a typical vehicle used to provide the community shuttle services. The vehicle shown is currently being used for the White Rock/South Surrey community shuttle services.

3. Proposed Implementation Process for Williams Road Community Shuttle Service

The 2003 Transportation Plan anticipates implementation of a new Williams Road community shuttle service between Steveston and Riverport in December 2003. The proposed process to develop the new service, including the public consultation elements, comprises the following components:

- January 2003 – receive input from stakeholders (e.g., Richmond Transit and Traffic Advisory Committee);
- February 2003 – hold workshops in community and place orders for new vehicles;
- March 2003 – hold public open house meetings and finalize network plan;
- April 2003 – issue a Request for Proposals to operate the new service;
- September 2003 – award the operating contract for the service; and
- December 2003 – introduce the new service.

Staff will provide further updates to Council on the input obtained from the various consultation activities.

Financial Impact

The new transit services identified for 2003 may require the provision of related infrastructure (e.g., bus stop landings), which would be funded from the annual Transit Plan Infrastructure Improvement Program to be reviewed as part of the 2003 Major Capital Works Program. Most capital projects related to transit passenger amenities (e.g., accessible bus stop installations) and other transit infrastructure improvements (e.g., minor road works to accommodate transit operations) are eligible for 50/50 cost-sharing between the City and TransLink. Some of the open houses and community workshops may be held in the evenings and weekends. Staff attendance at the public consultation events held outside of regular working hours will incur overtime expenses.

Conclusion

TransLink's 2003 Transportation Plan includes significant regional and local transit service improvements for Richmond, including new services to Burnaby (Metrotown) and Surrey and a new cross-town community shuttle along Williams Road. The process to develop the new Williams Road service that will be introduced in December 2003 will begin in January 2003 with consultation with local stakeholders. Additional components of the public consultation process to help refine the network plan include community workshops and open house meetings through spring 2003. TransLink anticipates issuing a Request for Proposals in April 2003 and awarding the service contract in September 2003. The development of the Richmond Area Transit Plan identified the Williams Road cross-town service as a high priority for local transit service improvements and staff, therefore, recommend that the proposed implementation process be endorsed.



Joan Caravan
Transportation Planner

Polar V Minibus

Purchased in 2002



Manufacturer:	Commercial Body Builders, Delta, BC
Seats:	Wheelchair accessible 20 seated passengers 16 seated and 2 mobility aids
Chassis:	Ford E-450
Length:	292" (24' 4")
Width:	96" (8')
Height:	116" (9' 8")
Turning radius	Outside 32' Inside 19' 6"
Wheelbase	176" (14' 8")
Engine:	7.3L Navistar diesel