



## City of Richmond

## Report to Committee

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**To:** Public Works and Transportation Committee **Date:** April 26, 2004 *To Public Works & Transportation - May 19, 20*

**From:** Gordon Chan, P. Eng.  
Director, Transportation **File:** 10-6480-03-01/2004-Vol 01

**Re:** **CRESTWOOD COMMUNITY SHUTTLE SERVICE – PROPOSED IMPLEMENTATION PROCESS**

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### Staff Recommendation

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

Gordon Chan, P. Eng.  
Director, Transportation  
(4021)

Att. 1

FOR ORIGINATING DIVISION USE ONLY		
CONCURRENCE OF GENERAL MANAGER		
REVIEWED BY TAG	YES <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
REVIEWED BY CAO	YES <input type="checkbox"/>	N/A <input type="checkbox"/>

## Staff Report

### Origin

The Richmond Area Transit Plan (ATP) identifies short- and medium-term transit service improvements and priorities for both local and regional services using a broad range of bus service types such as B-Line services, regional town centre connectors and community shuttles. For local services, the ATP notes the need for improved service to growing business and industrial employment areas in Richmond such as Crestwood. Per TransLink's 2004 Transportation Plan, approved by the GVTA Board at its December 2003 meeting, implementation of the new Crestwood shuttle service is anticipated in December 2004. This will be the second community shuttle service introduced in Richmond, following the Williams Road community shuttle service that is scheduled to begin operations on June 28, 2004.

This report describes the proposed implementation process for the new Crestwood community shuttle service. As portions of the new service will likely operate on roads that currently do not have transit service, Council endorsement of the implementation process is requested to raise community awareness and indicate the City's support of the planned new service.

### Analysis

#### 1. Proposed Implementation and Public Consultation Process

TransLink's 2004 Transportation Plan anticipates implementation of a new Crestwood community shuttle service between Richmond City Centre and the Crestwood area of East Richmond in December 2004. Coast Mountain Bus Company (CMBC) will be operating the Crestwood service per TransLink's community shuttle service delivery strategy, which gives CMBC the first opportunity to operate all new community shuttle services to be implemented during the January 1, 2004 to December 31, 2006 period.

CMBC intends to conduct stakeholder and public open house meetings in the community during May 2004 to solicit public input and feedback on various aspects of the Crestwood shuttle service, such as routing, frequency and hours of operation. Potential stakeholder groups include the East Richmond Community Association, Richmond School District, Richmond Public Library (Cambie Branch), and large employers in the area. The Cambie Community Centre has been tentatively identified as a venue for a public open house to gather feedback on alternative preliminary routes and identify a preferred routing. Staff will provide further updates to Council on the input obtained from the various consultation activities and the final routing.

#### 2. Proposed Service Plan

The following operating characteristics are proposed for the new community shuttle service.

- Routing – The service will generally operate between Richmond City Centre and the Crestwood industrial area of East Richmond. The exact routing will be determined upon consultation with the public in May 2004. The community shuttle is intended to service the East Richmond residential and industrial areas in the general vicinity of Cambie Road, Viking Way, Vulcan Way, No. 6 Road, and Jacombs Road. The route will fill in a number of gaps in local transit service by providing new service to areas currently without transit service, such as Jacombs Road. The final route is intended to improve service for East Richmond residents to/from the City Centre and improve service for employees commuting to/from the Crestwood industrial area.

- Frequency – The service will operate at 30-minute frequencies during the day and 60-minute frequencies in the evening with the following general hours of operation: weekdays from 6:00 am to 7:30 pm; Saturdays from 7:00 am to 7:30 pm; and Sundays and holidays from 8:00 am to 7:30 pm. The service will be monitored and adjustments made to the hours of operation where appropriate within the allocated resources.
- Bus Stops – Pending the finalization of the route, the new service may require the construction of new bus stops with landing areas on selected roads. All bus stops will be wheelchair accessible where feasible (e.g., the provision of an accessible bus stop may not be feasible due to the lack of required road right-of-way at some locations).
- Ridership – Per analysis and market research undertaken during the formulation of the Richmond Area Transit Plan in 2000, daily ridership on the service during its first year of operation was estimated at 570 passengers.

### 3. Proposed Vehicle Type

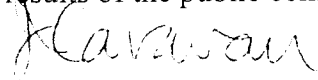
The community shuttle will likely be a 24-foot long and 8-foot wide diesel-powered minibus (see Attachment 1) that is wheelchair lift-equipped and seats 20 passengers (or 16 passengers and two mobility aids). TransLink has conducted specific trials of alternative fuels including compressed natural gas (CNG), fuel cell and hybrid (diesel-electric) and intends to conduct further trials with hybrid conventional buses in the next couple of years. Hybrid technology is not presently available on small light duty shuttle vehicles. TransLink has received options for alternative fuels for community shuttle minibuses but these proposals generally have lower passenger capacity, shorter range, shorter projected fleet life, and higher cost. For the present, TransLink believes that diesel fuel provides the most reliable and lowest cost solution.

### Financial Impact

The new transit service may require the provision of related infrastructure (e.g., bus stop landings), which would be funded from the 2004 Transit Plan Infrastructure Improvement Program as part of the City's 2004 Capital Budget. 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. Staff attendance at the public consultation events held outside of regular working hours will incur overtime expenses, which can be accommodated within the 2004 Operating Budget.

### Conclusion

TransLink's 2004 Transportation Plan includes a new community shuttle service between the City Centre and the Crestwood area of East Richmond. The process to develop and refine the new Crestwood service that will be introduced in December 2004 will begin in May 2004 with consultation with local stakeholders and public open house meetings. The Richmond Area Transit Plan identifies improved service to the Crestwood industrial area as a priority for local transit service improvements and staff therefore recommend that the proposed implementation and public consultation process be endorsed. Staff will provide further updates to Council on the results of the public consultation and the final routing of the service.



Joan Caravan  
Transportation Planner (4035)

# Polar V Minibus



Manufacturer: Commercial Body Builders, Delta, BC

Seats: Wheelchair accessible  
20 seated passengers  
16 seated and 2 mobility aids.

Chassis: Ford E-450  
Engine: 7.3L Navistar diesel

Length: 292" (24' 4")  
Width: 96" (8')  
Height: 116" (9' 8")

Turning Radius Outside: 32'  
Inside: 19' 6"

Wheelbase 176" (14' 8")