



## City of Richmond

## Report to Council

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**To:** Richmond City Council  
**From:** Councillor Linda Barnes  
Chair, Public Works & Transportation Committee  
**Date:** July 20<sup>th</sup>, 2006  
**File:** 12-8060-20-8100/Vol 01/8101  
**Re:** CITY CENTRE COMMUNITY SHUTTLE – PROPOSED SERVICE PLAN

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The Public Works & Transportation Committee, at its meeting held on Wednesday, July 19<sup>th</sup>, 2006, considered the attached report, and recommends as follows:

### Committee Recommendation

- (1) *That the proposed transit service plan of the City Centre Community Shuttle scheduled for implementation in December 2006 by TransLink and Coast Mountain Bus Company be endorsed with the use of sections of Saba Road, Buswell Street, Westminster Highway, Minoru Boulevard, Alderbridge Way, Hazelbridge Way, Sexsmith Road, Great Canadian Way, River Road, and No. 3 Road as part of the proposed routing of this new community shuttle service.*
- (2) *That TransLink and Coast Mountain Bus Company be requested to implement the following enhancements to the new City Centre Community Shuttle service as soon as practically feasible:*
  - (a) *the addition of a second vehicle to allow a 30-minute frequency on the entire route;*
  - (b) *the extension of service hours to later in the evening and to Sundays and public holidays; and*
  - (c) *the use of alternate fuel shuttle buses as a long term objective for this service.*

Councillor Linda Barnes, Chair  
Public Works & Transportation Committee

Attach.

### VARIANCE

Please note that Committee added Part (2)(c) above.

## **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 mobility in key areas such as the City Centre via a circulator route. Per TransLink's 2006 Transportation Plan, approved by the GVTA Board at its December 2005 meeting, implementation of a new City Centre community shuttle service (to be known as C95) is anticipated in December 2006. This will be the third community shuttle service introduced in Richmond, following the Williams Road (June 2004) and Crestwood (December 2004) services.

Following completion of local public consultation in May 2006, Coast Mountain Bus Company (CMBC) and TransLink, with input from staff, have developed a preferred service plan and are requesting City approval to introduce the new community shuttle service in the City Centre area. Council approval is required to introduce new bus service on roads within the city as this mechanism ensures that municipalities are able to comment on possible implications of the use of a particular roadway and to make the resources available for the implementation of bus stop infrastructure and passenger amenities.

This staff report highlights the service characteristics, including the preferred routing and frequency, of the proposed community shuttle service. A complete summary of the service planning process for the C95 route prepared by CMBC, including the results of the public consultation, is found in **Attachment 1**.

### **Analysis**

#### **1. Areas Served**

A new community shuttle service in the City Centre area would introduce transit service to a number of new corridors and improve access to local destinations, such as the shopping malls along Hazelbridge Way and the River Rock Casino, which has become a major activity centre. The community shuttle is intended to work in conjunction with existing transit routes in the area with connections made to local and regional services at the Richmond Exchange and along the route wherever possible. In addition, as construction for the Canada Line escalates on No. 3 Road over the next few years, this new service will provide an alternative means of travelling around the City Centre.

#### **2. Service Plan Objectives**

The following service design criteria were considered during the development of the service plan:

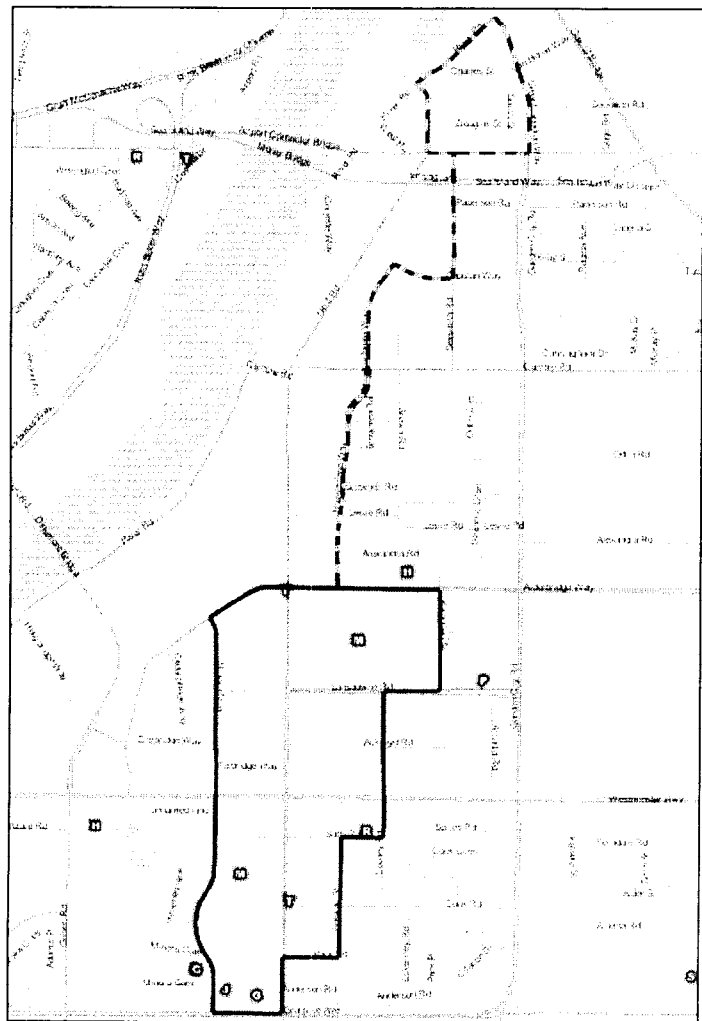
- encourage timed transfer connections to/from regional and other local services at the Richmond Exchange;
- balance service issues between local needs and the introduction of bus service to River Rock Casino;
- provide service to key destinations, including local commercial, recreation and institutional centres (e.g., enable local seniors to access supermarkets and other necessary services);

- consider existing and new higher-density residential developments in the service area and the potential for ridership;
- minimize duplication with existing services;
- running times should recognize that the service area experiences periods of traffic congestion, which with continued development and construction of the Canada Line is expected to grow; and
- anticipate future developments in the area, including the new Olympic Oval and the completion of the Canada Line.

### 3. Service Characteristics

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

- **Routing:** the preferred routing, Option B of three alternative options, would generally operate between the Civic Precinct and River Rock Casino as a one-way loop in the City Centre south area (clockwise via Park Rd, No. 3 Rd, Granville Ave, Minoru Blvd, Alderbridge Way, Kwantlen St, Lansdowne Rd, Cooney Rd, Saba Rd, and Buswell St) combined with a two-way service in the City Centre north area (counter-clockwise via Hazelbridge Way, Capstan Way, Sexsmith Rd, Bridgeport Rd, Great Canadian Way, River Rd, No. 3 Rd). Staff support this routing as it enables a more frequent service and the greatest coverage for key destinations in the City Centre south area (e.g., Brighthouse Library/Cultural Centre, Lansdowne Mall, Kwantlen University College, Richmond Public Market) while also providing service through the City Centre north area to River Rock Casino. Alternative routings (Options A and C) were displayed at the public open house for comment and feedback (see Section 4). These latter options (shown in **Attachment 1**) both comprise two-way hourly services that vary according to the routing in the City Centre south area.



**Option B – Preferred Routing for C95**

- **Hours of Operation and Frequency:** as there are limited resources available for the service (one bus with 3,500 annual service hours), the service would operate six days per week (Monday to Saturday with no service on Sundays or holidays) with the following operating

hours: weekdays from 9:00 am to 8:00 pm and Saturdays from 9:00 am to 7:00 pm. The central loop of the service (south of Hazelbridge Way) will operate at 30-minute frequencies with an hourly service (every second trip) operating to Hazelbridge Way and River Road (north of Alderbridge Way). The service will be monitored and adjustments made to the hours of operation where appropriate within the allocated resources. Given that stakeholders and the general public expressed a desire for greater service frequency along the entire route (see Section 4), staff propose that TransLink and CMBC be requested to allocate resources to enable a 30-minute service on the entire route as well as longer service hours as soon as practically feasible.

- **Road Geometry**: the existing geometry of these sections of roadways are adequate to accommodate safe community shuttle operations. CMBC and City staff determined from a field test that the proposed route is feasible from all service and operational considerations.
- **Bus Stops**: the new service will require the installation of 12 sets of new bus stops with landing areas on Saba Road, Buswell Street, Westminster Highway, Minoru Boulevard, Alderbridge Way, Hazelbridge Way, Sexsmith Road, Great Canadian Way, River Road, and No. 3 Road. Bus stops will be wheelchair accessible where feasible (e.g., lack of required property may prevent provision of an accessible bus stop in the interim).
- **Proposed Vehicle Type**: the community shuttle will be a fully accessible 24-foot long and 8-foot wide diesel-powered minibus that is equipped with a wheelchair lift and bike rack and has a 24-person capacity (20 seats or 16 seats and two mobility aids plus 4 standees).



**Proposed Community Shuttle Vehicle**

## **4. Public Consultation Process**

### **4.1 Open House**

CMBC held an open house on Friday, May 5<sup>th</sup> at Richmond Centre from 9:30 am to 9:00 pm. The open house consisting of display boards showing the alternative community shuttle service routes as well as the planned Canada Line service. The open house was promoted through a variety of media including advertisements in local newspapers and on the City's website, and direct notification to key stakeholders in the area. CMBC and City staff attended the open house to answer questions and comment sheets were available for the public to provide further feedback. Approximately 300 people viewed the display and 49 comment forms were completed. Based on the completed comment forms, Option B was preferred (44%) followed by Option C (34%). People liked the higher service levels of Option B (greater frequency of service) and the directness of routing of Option C. Generally, people are pleased to see increased transit service in the Richmond area.

## 4.2 Stakeholder Groups

Guided by City staff, CMBC staff also contacted a number of stakeholder groups<sup>1</sup> in the proposed service area to gain their feedback on the alternative routing options. Representatives support the new service and generally did not express a routing preference, but rather expressed a preference for higher service levels (i.e., 30-minute frequency).

## 5. Next Steps

The timeline for the remaining activities of the implementation process is:

- September 2006: City initiates construction of the bus stops;
- November 2006: operator prepares for new service and City completes installation of required bus stops; and
- December 2006: service is implemented.

## Financial Impact

The total cost to construct the 12 sets of new bus stops is estimated at \$5,000 and is proposed to be funded from the approved 2006 Transit Plan Infrastructure Program. The projects will also be submitted to TransLink for 50/50 cost sharing under TransLink's 2006 Transit Related Road Infrastructure Program.

## Conclusion

As part of the on-going implementation of the *Richmond Area Transit Plan*, TransLink and CMBC propose to introduce a community shuttle service in December 2006 in the Richmond City Centre area that would operate between the Civic Precinct and River Road. CMBC, jointly with City staff, has completed a public consultation process on the proposed service plan and has received overall positive feedback on the planned operating characteristics of the service and a preference for Option B of the three alternative routings. Staff therefore recommend that the proposed service plan of the City Centre Community Shuttle and the use of sections of Saba Road, Buswell Street, Westminster Highway, Minoru Boulevard, Alderbridge Way, Hazelbridge Way, Sexsmith Road, Great Canadian Way, River Road, and No. 3 Road as part of the proposed routing of this new community shuttle service be endorsed. In addition, staff recommend that TransLink and CMBC be requested to allocate resources to enable a 30-minute service on the entire route as well as longer service hours as soon as practically feasible.



Joan Caravan  
Transportation Planner  
(4035)

JC:lce

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<sup>1</sup> Richmond Committee on Disability, Richmond Seniors Advisory Council, City Centre Community Association, Richmond Chamber of Commerce, Kwantlen University College, Richmond General Hospital, Worker's Compensation Board of BC, River Rock Casino.



# SUMMARY OF PLANNING PROCESS

## C95 RICHMOND CITY CENTRE COMMUNITY SHUTTLE

### 1.0 INTRODUCTION

This document is intended to summarize the service planning process for the C95 Richmond City Centre Community Shuttle project, scheduled for implementation in December 2006. It also provides recommendations and outlines next steps. Full copies of relevant documents are included as Appendices. If there are any questions or comments regarding the content of this summary please contact the planner indicated below.

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### **3.0 TRANSLINK COMMUNITY SHUTTLE PROFILE**

The TransLink Community Shuttle Profile for the Richmond City Centre Community Shuttle was received from TransLink in January 2006. The profile outlined the program purpose, summary of plans and consultation, implementation date, resources, service levels, geographical extent, network design considerations and other considerations for the planned introduction of community shuttle service to the Richmond City Centre area. These elements were based on service concepts developed through the 2000 Richmond Area Transit Plan consultation process.

Based on the TransLink Community Shuttle Profile for the Richmond City Centre Community Shuttle, CMBC Service Planning developed initial options and issued a Service Discussion Document for the project for input from internal and external stakeholders.

### **4.0 INITIAL CONSULTATION**

A number of substantial changes are underway in the Richmond City Centre service area that will affect transit service, including construction of the Canada Line. CMBC Service Planning staff met with City of Richmond planning staff on Monday April 3, 2006 to discuss opportunities and constraints in the area. A variety of initial service options were discussed, and discussions about future Richmond planning initiatives yielded adjustments to the proposals. This included an interest in introducing service to Sexsmith Road (a future green street), and improvements to serve planned or newly constructed higher density developments. The City of Richmond staff also provided contact information for numerous stakeholders that should be included in the planning process. The Service Discussion Document was developed with this input in mind.

### **5.0 CMBC SERVICE DISCUSSION DOCUMENT**

The CMBC Service Discussion Document (SDD) outlining plans for the introduction of Community Shuttle to the Richmond City Centre area was issued to stakeholders on Thursday April 6<sup>th</sup>, 2006. The distribution of this SDD included: Service Planning, Scheduling, Service Analysis, John Dixon, Corporate Communications, Brad Boswell, Steven Olson, Brenda Raincock, John Mitchell, Nick Keen, Graeme Masterton, Don Buchanan, Simon Li, Victor Wei, Joan Caravan, and Doug Newtown. RTC Service Delivery forwarded the SDD to the members of the Service Review Committee, including Community Shuttle operator Lee Cannell.

Another version of the SDD was developed for public consumption, with more of a focus on customer impacts and service options; and removal of operational issues and costing. This document was sent to the following community stakeholders for comments: Kuo Wong (City Centre Community Association, President), Andrew Karwowski (River Rock Casino, Bus Tour & Shuttle Coordinator), Olive Bassett (Richmond Seniors Advisory

Council, Chair), Connie Siu (Richmond Chamber of Commerce, Vice-Chair Transportation Committee), and Sean Davis (City Liaison to Richmond Committee on Disability).

These documents provided a description of the possible service change, outlined the consultation process, and developed service options. Three service options were presented, titled "A", "B" and "C". Feedback was requested from all stakeholders to develop the Field Test Itinerary. The SDD is presented as Appendix A.

## **5.1 Comments arising from the SDD**

Comments were received from external stakeholders (City of Richmond, Chamber of Commerce, and the Great Canadian Casino) and CMBC/TransLink staff.

Service Levels – The most common comments were regarding the proposed service levels, including hours and days of operation and frequency. It was noted that many destinations in the area are open later in the evening as well as on Sunday, and to capture this market it was suggested to operate later and all days of the week.

Both internal and external stakeholders noted that 30-minute service on the entire route would be preferable to the proposed hourly service. However, it is recognized that improved service levels are not possible given the running time required to route through the entire service area. To provide 30-minute service would require either a second vehicle or reducing the scale of the service area. Option B provides 30-minute service on a smaller loop in the core of the service area with hourly extensions north of Alderbridge.

Routing Options – While only a few stakeholders made comments on routing options, most that stated a preference preferred Option "C". It was noted that this option focuses on corridors without existing service, avoids duplication of routes, is simplest, and allows transfer opportunities at its midpoint. Community Shuttle Operator Lee Cannell reported that customers have requested service on Minoru for some time, particularly seniors – all options provide service on this corridor. A suggestion to provide service on Lansdowne between Minoru and Cooney was made. Another suggestion was to use excess recovery time to provide service south of Granville Avenue.

The importance of providing connections to the 98 B-Line was highlighted, and the use of No. 3 Road rather than Sexsmith between Capstan and Bridgeport was suggested. Finally, it was noted that the route design should anticipate future changes in the area and allow for relatively seamless service improvements and adjustments.



## 6.0 FIELD TEST

Based on CMBC's SDD and stakeholder input a field test itinerary was developed to test the overall operational feasibility of proposed route options. On Friday April 28<sup>th</sup>, 2006 a field test was conducted to test new route sections, including all proposed turns and roadways. Field test attendees included:

**Field Test Date:** April 28, 2006      **CMBC Property:** RTC

**Attendees:**

Fergie Beadle	CMBC Service Delivery, Community Shuttle
Brenda Raincock	CMBC Manager, RTC
John Mitchell	CMBC Service Delivery, RTC
Nick Keen	CMBC Service Delivery, RTC
Jag Chahal	CMBC Training
Matt Craig	CMBC Service Planning
Adam Wisniowski	CMBC Transportation Technologist
Katherine McCune	CMBC Service Planning
Matthew Boyd	CMBC Service Planning
Janice Cottingham	CMBC Service Analysis
Ophelia Chow	CMBC Service Analysis
Joan Caravan	City of Richmond
Doug Newton	City of Richmond

All three proposed options were tested, though to save time duplicate sections were only tested once. There were no significant problems with any turns or roadways noted. Comments were received during and after the field test regarding specific sections or turns. A Field Test Summary was distributed to participants on May 2<sup>nd</sup>, 2006. Adam Wisniowski, CMBC Service Planning, also provided a separate Field Test Summary, detailing each new turn movement of the proposal. This report was also distributed to field test participants on May 2<sup>nd</sup>. These reports are included in the Appendices.

### 6.1 Comments Arising from Field Test

*General Comments (All Routes):*

- Concerns about traffic congestion and impact on running times
- It was noted that there will be a challenge to locate stops along Hazelbridge

*Option A:*

- RT/ NB Minoru Blvd to EB Westminster Hwy - Doug Newton: Can get busy, may have to wait 1 cycle in peak
- LT/ EB Westminster Hwy to NB Cooney Rd - Jag Chahal: Solid line on Westminster east of Buswell makes stop at Market difficult
- Doug Newton: Pros – serves College; Cons – duplication of service, challenge to find safe stops on Hazelbridge (common to all options)

*Option B:*

- Doug Newton: No sidewalk on east side of Minoru from Lansdowne to Alderbridge; stops adjacent to Lansdowne Mall may require property and extra work for landing areas.
- Ophelia Chow: Minoru between Westminster & Alderbridge may not have much demand as Option A

*Option C:*

- Note - Looked at drop off pullout for Library on SB Minoru at Granville. Jag Chahal indicated this was not possible as there is not enough room to make LT on to EB Granville.
- Ophelia Chow: Minoru between Westminster & Alderbridge may not have much demand as Option A

For further information please refer to Appendix B – Field Test Summary.

## **7.0 TRANSPORTATION ENGINEERING TECHNOLOGIST FIELD TEST SUMMARY**

A Field Test Summary was prepared and distributed to stakeholders by Adam Wisniowski, CMBC Service Planning on April 20, 2006. The Field Test Summary (see Appendix C) concluded that all turns, road sections and bus stop locations – existing and proposed- are acceptable for use by Community Shuttle vehicles.

## **8.0 PUBLIC OPEN HOUSE**

A Public Open House was held to help determine public support for the project. Based on input from the Service Discussion Document and field test, three routes options were presented.

Large posterboards, explaining the project background, details, and proposed service levels were on display. Maps illustrating the proposed routes were also presented. The display material can be seen as Appendix D. Higher resolution display materials are also available on request, please contact planner footnoted below.

A Community Shuttle Operator and vehicle was in the parking lot in the afternoon to familiarize visitors with the proposed vehicle type.

The format for the event was drop-in, with CMBC and City of Richmond staff available to answer questions or provide further information. Details of the event are as follows:

## Richmond Centre Public Open House

**Date:** Friday May 5<sup>th</sup>, 2006  
9:00 to 21:00

**Venue:** Richmond Centre Mall  
Food Court  
Richmond, BC

### Attendees:

Matt Craig, CMBC Service Planning  
Matt Boyd, CMBC Service Planning  
John Timms, CMBC Corporate Communications  
Peter Klitz, CMBC Service Planning  
Katherine McCune, CMBC Service Planning  
Susan Manz, CMBC Community Shuttle Operator  
Joan Caravan, City of Richmond

### Other Guests in Attendance:

Brenda Raincock, CMBC Manager, RTC  
Norm Fraser, CMBC RAV Project Office  
Andrew Croke, CMBC Service Delivery  
Derrick Bayer, CMBC Service Delivery  
Fergie Beadle, CMBC Service Delivery

### Public Attendance:

9:00 to 10:00	22
10:00 to 11:00	31
11:00 to 12:00	23
12:00 to 13:00	43
13:00 to 14:00	26
14:00 to 15:00	19
15:00 to 16:00	22
16:00 to 17:00	24
17:00 to 18:00	25
18:00 to 19:00	23
19:00 to 20:00	25
20:00 to 21:00	20
<b>Total:</b>	<b>303</b>



## 8.1 Open House Promotion:

The Public Open House was promoted through a variety of media, targeting residents, businesses, local stakeholders and existing transit customers. Recognizing the demographics of the Richmond area, Chinese language notices were used whenever possible. The following is a list of communications used to promote the open house:

- Richmond News advertisement (April 28<sup>th</sup>)
- Sing Tao advertisement (April 30<sup>th</sup>)
- 1,200 Rider Alerts on routes #98, 405, 407, & 410 (sent to RTC April 24<sup>th</sup>)
- 38 "You're Invited" community advisories emailed to key contacts (April 24<sup>th</sup>)
- 50 "You're Invited" community advisories posted throughout Richmond (May 1<sup>st</sup>)
- TransLink Media Advisory to all regional Newsrooms (April 28<sup>th</sup>)
- Short article in 24 Hours daily commuter newspaper (May 1st)
- Information posted on TransLink website (April 24<sup>th</sup>) – shown at right
- Posted on C.E.N. internal news at all CMBC properties (April 24<sup>th</sup>)
- Posted on City of Richmond website
- Community Shuttle vehicle and Operator on-hand throughout event

### CUSTOMER ALERTS

#### Current Conditions & Planned Travel Changes

April 26, 2006

#### Attention Richmond Customers

**A New Community Shuttle Bus Route is coming to Richmond Neighbourhoods** Improvements to transit service for the area bounded by Granville Ave, Garden City, Minoru and the Fraser River are planned for December 2006. Residents of Richmond are invited to participate in an Open House May 5th, 2006. Service concepts for changes to transit service in these areas will be on display for public input.

Open Houses are an important ; they provide information to local and solicit public feedback to th

#### TransLink website

We invite you to the following Open House at the Richmond Centre Mall Food Court May 5th, 2006 9:30 a.m. to 9:00 p.m.

此通告刊登有可能影響閣下的重要資料。請按大為你翻譯。

For more information, contact:  
Len Dyer, Corporate Communications,  
Coast Mountain Bus Co.  
Tel: 604-953-3449.  
Email: [len.dyer@coastmountainbus.com](mailto:len.dyer@coastmountainbus.com).

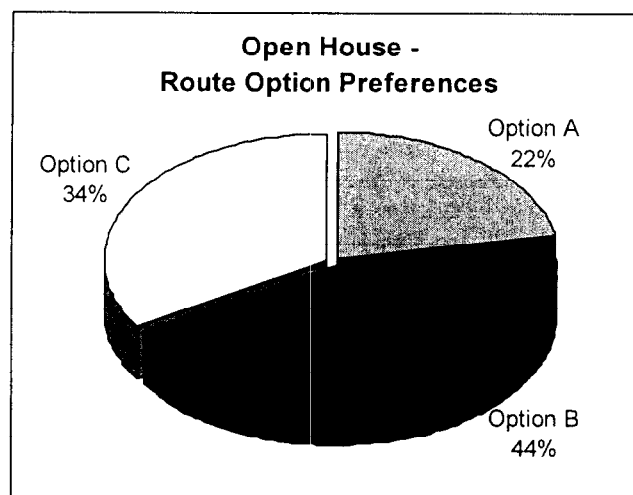
For Customer Information, call 604-953-3333

## 8.2 General Comments and Concerns Raised

Of the approximately 300 visitors to the Open House, 49 filled out comment forms. The forms asked visitors which option they preferred, to provide additional comments if desired, and how they heard of the Open House. Visitors were also encouraged to fill out comment forms with the incentive to win a transit prize basket – awarded through a random draw and notified through telephone.

Visitors who completed a comment form were split in their preference for a route option between Option B (44%) and Option C (34%). This was also reflected in verbal comments received throughout the day. Generally, visitors liked the improved service levels in Option B and the directness of routing in Option C.

In total, the most common written comment was for general support for the project. This was followed by requests for more frequent



service and suggestions for alternative routings. Written comments are summarized in the table below.

Of visitors who completed a comment form, only one provided comments that were opposed to the Community Shuttle project (stating that they oppose any transit service on Minoru Boulevard due to noise concerns).

Verbal comments received were overwhelmingly positive and generally in support of additional public transit routes in Richmond. There was also significant interest in future transit changes, including bus integration with the Canada Line. A number of visitors had comments regarding other existing transit routes within Richmond unrelated to this project. Those visitors were encouraged to watch public engagement opportunities connected to TransLink's South of Fraser and Richmond Area Transit Plan reviews over the next few years.

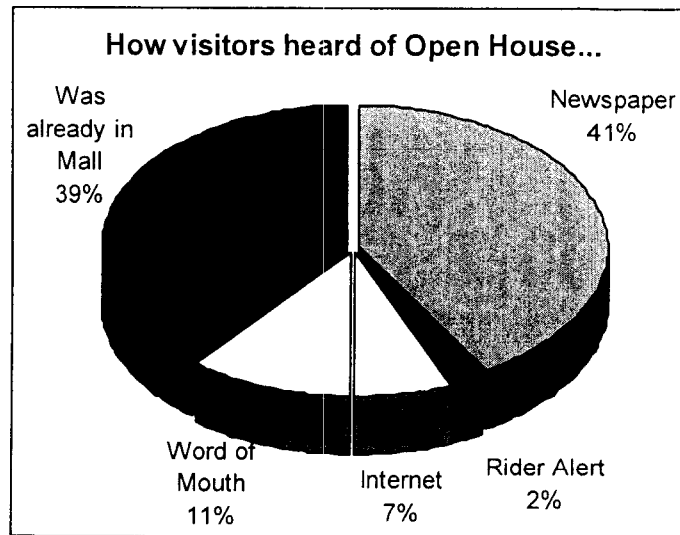
Reporter and camera crews from Shaw TV and Talentvision/Fairchild (Mandarin language station) interviewed CMBC staff regarding the proposal and purpose of the Open House.

Representatives from various local community groups attended, including the Richmond Seniors Advisory Council (Olive Bassett, Chair) and the River Rock Casino (Andrew Karwowski, Bus Tour & Shuttle Coordinator). Both groups reiterated comments previously made.

<b>Summary of Open House Comments (total 49 forms completed)*</b>		
	<b>#</b>	<b>%</b>
<b>Preferred Route Option:</b>		
Option A	11	22%
Option B	22	45%
Option C	17	35%
<b>General Written Comments:</b>		
Positive response to proposal	19	95%
Negative response to proposal	1	5%
<b>Specific issues noted:</b>		
General support for proposal	15	44%
More frequent service than proposed	7	21%
Routing suggestions	4	12%
Suggestions for other transit routes	3	9%
Issues unrelated to proposal	3	9%
Concerns about accessibility	1	3%
Opposed to proposal	1	3%
Requests for later service than proposed	0	0%

\*Some visitors noted more than one routing preference or comment theme

Visitors were also asked how they heard about the Open House. The most common response by those who completed comment forms was that they saw an ad in the newspaper. This was closely followed by people who were already in the Mall and had no prior intention of attending the Open House. Based on discussions with visitors, CMBC staff noted that this was the likely source of most visitors throughout the day who did not complete comment forms.



Finally, visitors were asked which general area they lived in. Of the 43 completed comment forms that indicated their residence, 37% lived within the project's service area. A comparison of responses between residents in the service area and those who live outside generally revealed similar preferences and comments.

## 9.0 RECOMMENDATION

Based on stakeholder comments and public input, proceed with implementation of route Option B. This option allows the highest service levels through the core of Richmond Centre while serving the most local destinations in the service area. It responds to the most common specific request (i.e. higher service levels) among internal and external consultation. This option meets TransLink's Transit Service Guideline of 30-min. minimum frequency for much of the service area. It also serves both sides of No. 3 Rd, including residential, commercial and institutional destinations south of Alderbridge. As with all options, hourly service is provided on Hazelbridge to River Road.

Service will be reviewed over 2006-07 to determine if additional resources are warranted. An additional Community Shuttle vehicle would allow improved service levels and the potential for two-way routing throughout on a revised routing.

## 10.0 NEXT STEPS

CMBC will work with the City of Richmond to identify new bus stops along the route. CMBC Service Planning should continue to work with Richmond staff for roadway approvals.

Final schedule design guides should be developed with Scheduling to ensure the project is implemented within allocated resources. Requests for later evening service will be considered if resources allow. The deadline for Final CMBC Service Specifications is September 8<sup>th</sup>, 2006 for service starting December 18<sup>th</sup>, 2006.



## SERVICE DISCUSSION DOCUMENT

### Richmond City Centre Community Shuttle

Date of Issue: April 6, 2006

Proposed Effective Date: December 2006

This Service Discussion Document is the precursor to a Service Specification. The SDD is designed to provide information about a possible service change or concept and to solicit feedback from internal and external stakeholders. If you have received this, then we would like to receive your comments about the possible service change described below. Please send comments by email to the footnoted Service Planner by Friday, April 14.

**PROJECT CATEGORY:** Community Shuttle (CS)

**CHANGE TYPE:** Permanent

**DEPOT:** RTC

#### DESCRIPTION OF POSSIBLE SERVICE CHANGE:

This Service Discussion Document outlines plans to introduce a Richmond City Centre Community Shuttle, scheduled for December 2006. This proposed service change would introduce a new Community Shuttle route to the Richmond Centre service area. The image below illustrates the primary service area of this project.

The service area is bounded by Granville Avenue in the south, Garden City in the east, and Minoru and the Fraser River in the west and north. This area is currently served by a large number of local and regional transit routes converging at Richmond Exchange. However, Community Shuttle provides the opportunity to introduce transit service to roads that currently do not have transit service. This includes corridors on Minoru Boulevard, Hazelbridge Way, and River Road.

Community Shuttle provides the opportunity to complement existing service levels and service coverage by connecting local destinations. It is intended to improve the quality of service delivered and potentially attract new transit riders. The Community Shuttle route is intended to work in conjunction with existing transit routes in the area with connections made to local and regional services at Richmond Centre and along the route wherever possible. Service is proposed to operate



approximately hourly from 9:00 a.m. to 7:00 p.m. Monday to Friday, and from 9:00 a.m. to 7:00 p.m. on Saturday.

**PROJECT JUSTIFICATION:**

In September 2000, the GVTA Board approved the Richmond Area Transit Plan, which included a commitment to improving transit service to the City Centre area. This arose from consultation and analysis in the plan that indicated demand for more accessible and community friendly service using Community Shuttle vehicles in local neighbourhoods such as the Richmond Centre area. This project is committed in TransLink's 2006 Transportation Plan and in CMBC's 2006 Annual Service Plan (ASP).

**CONSULTATION:**

TransLink undertook a high-level consultation process, with Municipal and consulting staff involved, in the development of the Richmond Area Transit Plan. This process was complemented by numerous opportunities for public engagement, including Open Houses and meetings with stakeholders. With respect to the details of this service, this Service Discussion Document is the primary form of consultation within CMBC and with other agencies.

CMBC Service Planning staff have also met with City of Richmond Planning and Engineering staff to develop initial options and initiate opportunities for further public consultation. A number of local stakeholders, including the City Centre Community Association, the Richmond Seniors Advisory Council, the Chamber of Commerce, and the River Rock Casino have been invited to be included in consultation.

*Public Participation:*

CMBC will host a public Open House in the Richmond Centre area for public input and community review of the proposal. If warranted, additional public engagement may be pursued with relevant stakeholders.

**Richmond City Centre Open House**

Venue:	Richmond Centre Mall - Food Court 6551 No. 3 Road Richmond, BC
Date:	Friday May 5 <sup>th</sup> , 2006
Time:	9:30 a.m. to 9:00 p.m.

*Operational Consultation:*

CMBC Community Shuttle Service Delivery will need to be consulted on any new routings proposed for operational feasibility. The City of Richmond will be involved in any new routings as well as providing local perspective on community planning and transportation issues. Approval from the City will be requested for service on new roadways.

**FIELD TEST REQUIRED:** Yes (to be scheduled prior to Public Open House)

**REQUIRED FIELD TEST ATTENDEES:**

CMBC Service Planning – service design, organize field test and coordinate results

CMBC Analysis - running times

CMBC Scheduling - schedule design and costing

CMBC Service Delivery - operational feasibility

CMBC Training - Instructor to operate vehicle and provide input

CMBC Engineering Technologist- bus stop locations, infrastructure - issue Field Test Report to all stakeholders

Municipality - bus stop locations, infrastructure, roadway approvals

TransLink Engineering - overall roadway issues



**SERVICE DESIGN CONSIDERATIONS:**

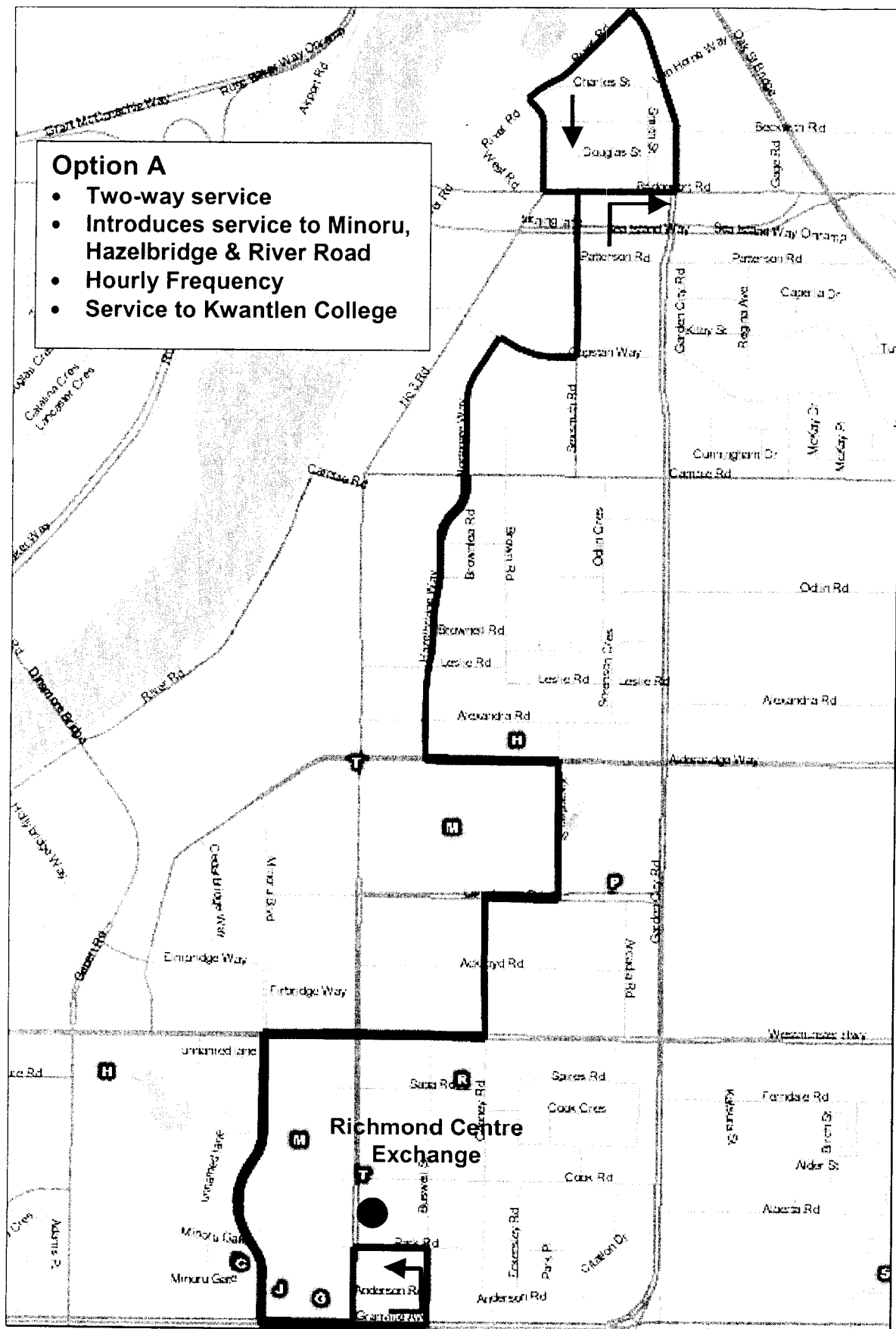
- Smaller vehicles provide opportunity for more flexible routings to better serve local destinations
- Encourage timed transfer connections to/from regional and other local services at Richmond Centre
- Balance service issues between local needs and introduction of service to River Rock Casino, which has become a major activity centre
- Provide service to key destinations, including local commercial, institutional, and recreational centres
- Consider new higher-density residential developments in the service area and potential for ridership
- Minimize duplication with existing services
- Provide sufficient capacity to meet ridership demands
- Running times should reflect the fact that the service area experiences periods of traffic congestion, which with continued development and construction of the Canada Line is expected to grow
- Anticipate future developments in the area, including the new Olympic Oval and completion of the Canada Line.

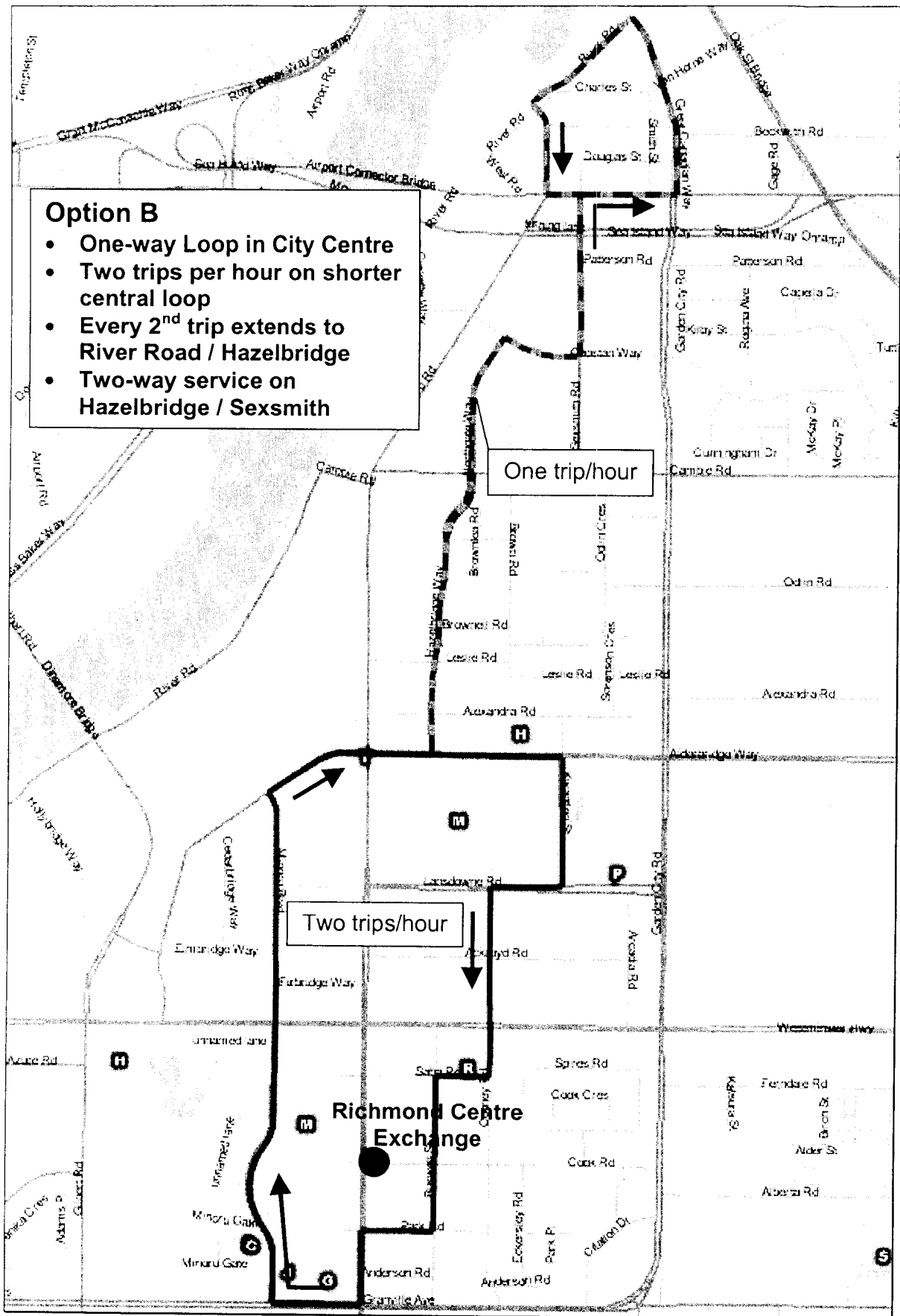
**IMPACT TO CUSTOMERS:**

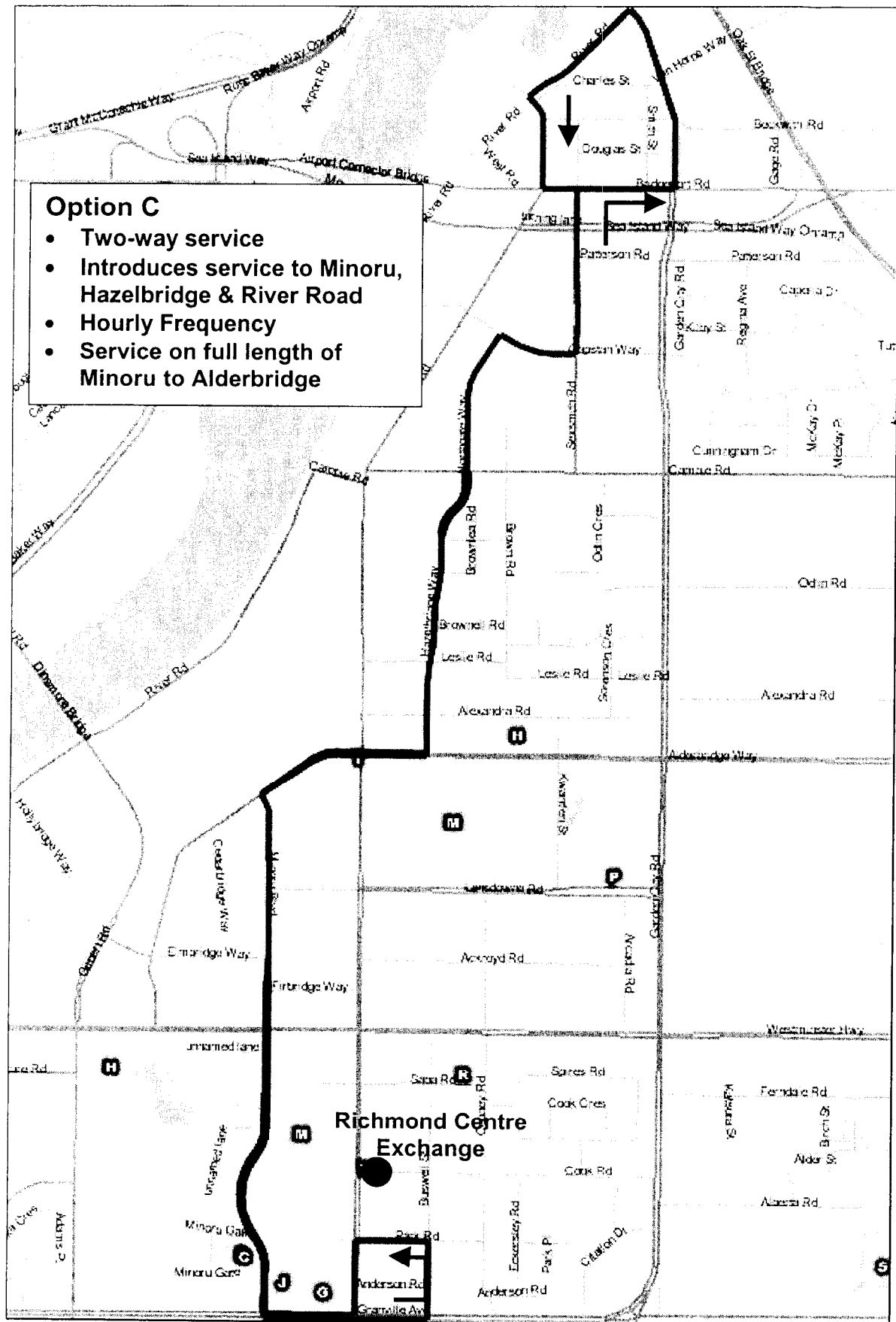
Customers in Richmond will benefit from the introduction of service to new corridors and improved access to local destinations. This will allow customers to use transit for many of their daily travel needs. Those wanting to travel elsewhere in or out of Richmond can make connections at Richmond Centre with local or regional services. Service to the former public market site on River Road (including the River Rock Casino) will benefit employees and customers from both Richmond and elsewhere in the region, as this location is currently beyond the recommended walking distance from existing transit routes.

**SERVICE OPTIONS:**

Three options are being examined for support and the final design will be determined following stakeholder and public consultation. All provide similar service levels and introduce service coverage to the Minoru, Hazelbridge and River Road corridors. The three options are described and illustrated on the following pages.







## ROUTE DESCRIPTIONS (All Options):

### Option A:

**Northbound - "C95 River Road":** From Richmond Centre Bay 8 via Park Road, L/ No. 3 Road, R/ Granville Avenue, R/ Minoru Boulevard, R/ Westminster Highway, L/ Cooney Road, R/ Lansdowne Road, L/ Kwantlen Road, L/ Alderbridge Way, R/ Hazelbridge Way, R/ Capstan Way, L/ Sexsmith Road, R/ Bridgeport Road, L/ Great Canadian Way, L/ River Road to River Road at River Rock Casino.

**Southbound - "C95 Richmond Centre":** From River Road at River Rock Casino via River Road, L/ No. 3 Road, L/ Bridgeport Road, R/ Sexsmith Road, R/ Capstan Way, L/ Hazelbridge Way, L/ Alderbridge Way, R/ Kwantlen Road, R/ Lansdowne Road, L/ Cooney Road, R/ Westminster Highway, L/ Minoru Boulevard, L/ Granville Avenue, L/ Buswell Street, L/ Park Road to Richmond Centre Bay 8.

### Option B:

#### *Short Loop*

**Northbound - "C95 Richmond Circulator North":** From Richmond Centre Bay 8 via Park Road, L/ No. 3 Road, R/ Granville Avenue, R/ Minoru Boulevard, R/ Alderbridge Way to Alderbridge Way at Hazelbridge Way.

**Southbound - "C95 Richmond Centre":** From Alderbridge Way at Hazelbridge Way via Alderbridge Way R/ Kwantlen Road, R/ Lansdowne Road, L/ Cooney Road, R/ Saba Road, L/ Buswell Street, R/ Park Road to Richmond Centre Bay 8.

#### *Long Loop*

**Northbound - "C95 River Road":** From Richmond Centre Bay 8 via Park Road, L/ No. 3 Road, R/ Granville Avenue, R/ Minoru Boulevard, R/ Alderbridge Way, L/ Hazelbridge Way, R/ Capstan Way, L/ Sexsmith Road, R/ Bridgeport Road, L/ Great Canadian Way, L/ River Road to River Road at River Rock Casino.

**Southbound - "C95 Richmond Centre":** From River Road at River Rock Casino via River Road, L/ No. 3 Road, L/ Bridgeport Road, R/ Sexsmith Road, R/ Capstan Way, L/ Hazelbridge Way, L/ Alderbridge Way, R/ Kwantlen Road, R/ Lansdowne Road, L/ Cooney Road, R/ Saba Road, L/ Buswell Street, R/ Park Road to Richmond Centre Bay 8.

### Option C:

**Northbound - "C95 River Road":** From Richmond Centre Bay 8 via Park Road, L/ No. 3 Road, R/ Granville Avenue, R/ Minoru Boulevard, R/ Alderbridge Way, L/ Hazelbridge Way, R/ Capstan Way, L/ Sexsmith Road, R/ Bridgeport Road, L/ Great Canadian Way, L/ River Road to River Road at River Rock Casino.

**Southbound - "C95 Richmond Centre":** From River Road at River Rock Casino via River Road, L/ No. 3 Road, L/ Bridgeport Road, R/ Sexsmith Road, R/ Capstan Way, L/ Hazelbridge Way, R/ Alderbridge Way, L/ Minoru Boulevard, L/ Granville Avenue, L/ Buswell Street, L/ Park Road to Richmond Centre Bay 8.

## SERVICE FREQUENCY:

Service levels and hours of operation must fit within the allocated resources (3,500 annual service hours and one Community Shuttle vehicle).

All options provide hourly service between Alderbridge Way and River Road. Option B provides two trips per hour (approximately every 30-minutes) on a shorter central loop, with the west side of the loop providing clock 30-minute service and slightly reduced frequency on the east side of the loop). Option A & C both provide hourly service.

**HOURS OF OPERATION (All Options):**

<b>Day of Week</b>	<b>Hours of Operation</b>
Monday - Friday	9:00 am to 8:00 pm
Saturday	9:00 am to 7:00 pm
Sunday/holiday	-

Note: Actual schedules still to be determined

**BAY ASSIGNMENTS:** Provided space is available, the Richmond Centre Community Shuttle will share Bay 8 with the other Community Shuttle route in Richmond Centre (C96 East Cambie).

**ID SIGNAGE:** New route number and name will be required to be added to all ID signs on proposed route. Changes to plates may also be required, at the discretion of CMBC Service Planning.

**DESTINATION BLINDS:**

*Option A & C*

C95 River Road / Richmond Centre

<i>Route Description</i>	<i>Route</i>	<i>Front sign</i>
Richmond Centre to River Rock Casino on River Road	C95	River Road
River Rock Casino on River Road to Richmond Centre	C95	Richmond Centre

**Option B (Short Loop)**C95 Richmond Circulator North / Richmond Centre

<i>Route Description</i>	<i>Route</i>	<i>Front sign</i>
Richmond Centre to Alderbridge at Hazelbridge	C95	Richmond Circulator North
Alderbridge at Hazelbridge to Richmond Centre	C95	Richmond Centre

**Option B (Long Loop)**C95 River Road / Richmond Centre

<i>Route Description</i>	<i>Route</i>	<i>Front sign</i>
Richmond Centre to River Rock Casino on River Road	C95	River Road
River Rock Casino on River Road to Richmond Centre	C95	Richmond Centre

**RESOURCES** (per CMBC 2006 Annual Service Plan):

**Peak Vehicles:** 1 Community Shuttle Vehicle

**Service Hours:** 3,500 annual service hours.

**Vehicle Requirements:** Fully accessible Community Shuttle vehicle with 24-person capacity (20 seats plus 4 standees), or 16 seats and two wheelchairs; bike rack equipped.

**CONNECTIONS:** Primary connections should be made at Richmond Centre Exchange. Wherever possible, connections with the #98 B-Line should be developed.

**STOPPING PROCEDURES:** Local service on the entire route at all times.

**NEW ROUTE SECTIONS / BUS STOPS:**

Much of the proposed routes will operate along roads currently served by conventional or Community Shuttle buses. However, a number of new road sections do not currently have transit service.

New route sections include:

- Saba Road between Cooney Road and Buswell Street
- Buswell Street between Saba Road and Cook Road
- Buswell Street between Anderson Road and Park Road
- Minoru Boulevard between Granville Avenue and Alderbridge Way
- Alderbridge Way between Minoru Boulevard and No. 3 Road
- Westminster Highway between No. 3 Road and Cooney Road
- Hazelbridge Way between Alderbridge Way and Capstan Way
- Sexsmith Road between Capstan Way and Bridgeport Road
- Great Canadian Way between Bridgeport and River Road
- River Road between Great Canadian Way and No. 3 Road
- No. 3 Road between River Road and Bridgeport Road

Operational feasibility will be determined by a field test as well as through CMBC's stakeholder engagement process. The field test will be scheduled to occur prior to the public open house, approximately the third week of April. Approvals will be required by the City of Richmond to operate on any new route sections.

New bus stops will be required on new roadways, to be determined by CMBC Service Planning in partnership with City of Richmond.

**TIMING POINTS:** (May be added to or removed according to scheduling requirements)

*Option A & C:* Richmond Centre  
River Road at Great Canadian Way

*Option B (Short Loop):* Richmond Centre  
Alderbridge at Hazelbridge

*Option B (Long Loop):* Richmond Centre  
Alderbridge at Hazelbridge  
River Road at Great Canadian Way

**SPECIAL NOTES:**

1. Customer Advisories will be distributed in advance, following a comprehensive public consultation process, advising of this service change and targeting customers who currently use Richmond routes. Additional marketing material will target new transit users.
2. CMBC will monitor route performance through 2006-07.

## Appendix B: FIELD TEST SUMMARY



## FIELD TESTING SUMMARY

### RICHMOND CITY CENTRE COMMUNITY SHUTTLE (C95)

The following is a summary of the field test conducted for the proposed new Richmond City Centre Community Shuttle. The test looked at three options that had been developed based on Service Discussion Document and stakeholder input. This report summarizes the planning-related issues and comments received. Adam Wisniewski has also issued a report with Engineering/Safety results of test.

All three proposed options were tested, though to save time duplicate sections were only tested once. There were no significant problems with any turns or roadways noted. Comments about specific sections or turns are noted in each respective option.

Field Test Date: Friday April 28, 2006

CMBC Property: RTC

Attendees:	
Fergie Beadle	CMBC Service Delivery, Community Shuttle
Brenda Raincock	CMBC Manager, RTC
John Mitchell	CMBC Service Delivery, RTC
Nick Keen	CMBC Service Delivery, RTC
Jag Chahal	CMBC Training
Matt Craig	CMBC Service Planning
Adam Wisniewski	CMBC Transportation Technologist
Katherine McCune	CMBC Service Planning
Matthew Boyd	CMBC Service Planning
Janice Cottingham	CMBC Service Analysis
Ophelia Chow	CMBC Service Analysis
Joan Caravan	City of Richmond
Doug Newton	City of Richmond

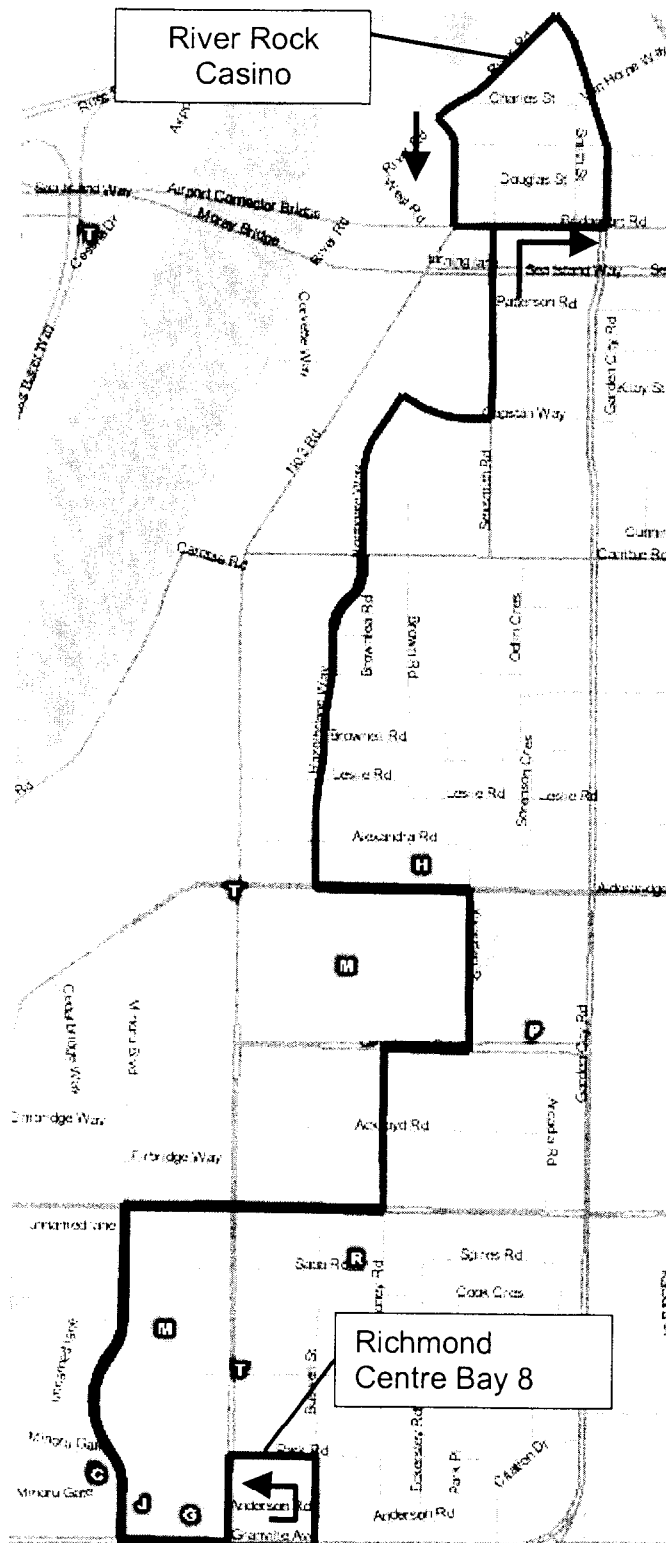
#### General Comments (All Routes):

- Concerns about traffic congestion and impact on running times
- It was noted that there will be a challenge to locate stops along Hazelbridge



## 1.0 Option A

### ROUTE MAP:



### Route Description:

**Northbound - "C95 River Road" :** From Richmond Centre Bay 8 via Park Road, L/ No. 3 Road, R/ Granville Avenue, R/ Minoru Boulevard, R/ Westminister Highway, L/ Cooney Road, R/ Lansdowne Road, L/ Kwantlen Road, L/ Alderbridge Way, R/ Hazelbridge Way, R/ Capstan Way, L/ Sexsmith Road, R/ Bridgeport Road, L/ Great Canadian Way, L/ River Road to River Road at River Rock Casino.

**Southbound - "C95 Richmond Centre" :** From River Road at River Rock Casino via River Road, L/ No. 3 Road, L/ Bridgeport Road, R/ Sexsmith Road, R/ Capstan Way, L/ Hazelbridge Way, L/ Alderbridge Way, R/ Kwantlen Road, R/ Lansdowne Road, L/ Cooney Road, R/ Westminister Highway, L/ Minoru Boulevard, L/ Granville Avenue, L/ Buswell Street, L/ Park Road to Richmond Centre Bay 8.

## 1.1 Option A - New Turns / Route Sections:

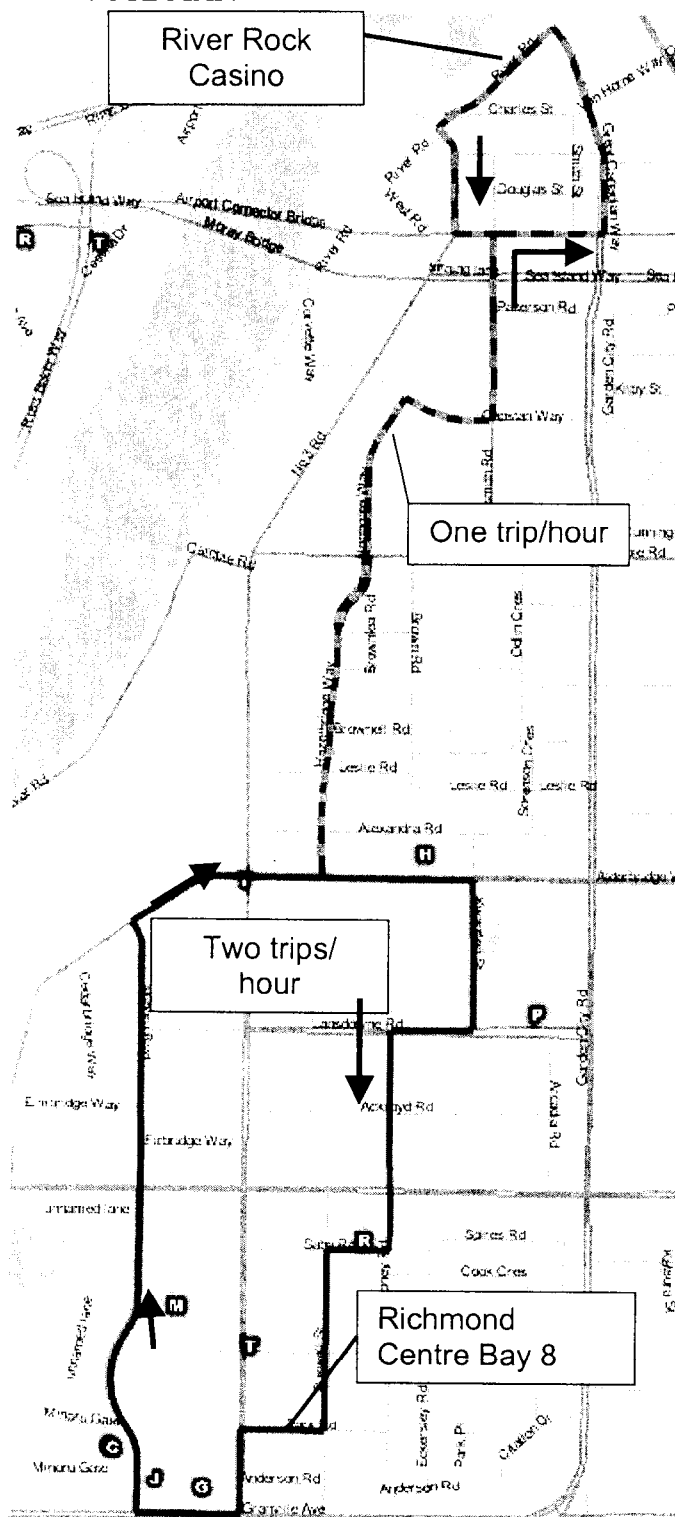
Turn/Route Section	Meets Standards		Comments
LT/ WB Park Rd to SB No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ WB Granville Ave to NB Minoru	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Minoru Blvd from Granville Ave to Westminster Hwy	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ NB Minoru Blvd to EB Westminster Hwy	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	Doug Newtown: Can get busy, may have to wait 1 cycle in peaks
Westminster Hwy from No. 3 Rd to Cooney Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ EB Westminster Hwy to NB Cooney Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	Jag Chahal: Solid line on Westminster east of Buswell makes stop at Market difficult
LT/ NB Kwantlen St to WB Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ WB Alderbridge Way to NB Hazelbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Hazelbridge Way from Alderbridge to Capstan Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ NB Hazelbridge Way to EB Capstan Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ Capstan Way to NB Sexsmith Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Sexsmith Rd from Capstan Way to Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ NB Sexsmith Rd to EB Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ EB Bridgeport Rd to NB Great Canadian Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Great Canadian Way from Bridgeport to River Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ NB Great Canadian Way to WB River Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
River Rd from Great Canadian to No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ WB River Rd to SB No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
No. 3 Rd from River Rd to Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ SB No. 3 Rd to EB Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ Bridgeport Rd to SB Sexsmith Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Sexsmith Rd from Bridgeport Rd to Capstan Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Hazelbridge Way from Capstan to Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ SB Hazelbridge Way to EB Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ EB Alderbridge Way to SB Kwantlen St	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ SB Cooney Rd to WB Westminster Hwy	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Westminster Hwy from Cooney Rd to No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ WB Westminster Hwy to SB Minoru Blvd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Minoru Blvd from Westminster Hwy to Granville Ave	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ SB Minoru Blvd to EB Granville Ave	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ EB Granville Ave to NB Buswell St	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Buswell St from Anderson Rd to Park Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ NB Buswell St to WB Park Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	

### General Comments:

Doug Newton: Pros - serves College; Cons - duplication of service, challenge to find safe stops on Hazelbridge (common to all options)

## 2.0 Option B

### ROUTE MAP:



### Route Description:

#### *Short Loop*

**Northbound - "C95 Richmond Circulator North" :** From Richmond Centre Bay 8 via Park Road, L/ No. 3 Road, R/ Granville Avenue, R/ Minoru Boulevard, R/ Alderbridge Way to Alderbridge Way at Hazelbridge Way.

**Southbound - "C95 Richmond Centre" :** From Alderbridge Way at Hazelbridge Way via Alderbridge Way R/ Kwantlen Road, R/ Lansdowne Road, L/ Cooney Road, R/ Saba Road, L/ Buswell Street, R/ Park Road to Richmond Centre Bay 8.

#### *Long Loop*

**Northbound - "C95 River Road" :** From Richmond Centre Bay 8 via Park Road, L/ No. 3 Road, R/ Granville Avenue, R/ Minoru Boulevard, R/ Alderbridge Way, L/ Hazelbridge Way, R/ Capstan Way, L/ Sexsmith Road, R/ Bridgeport Road, L/ Great Canadian Way, L/ River Road to River Road at River Rock Casino.

**Southbound - "C95 Richmond Centre" :** From River Road at River Rock Casino via River Road, L/ No. 3 Road, L/ Bridgeport Road, R/ Sexsmith Road, R/ Capstan Way, L/ Hazelbridge Way, L/ Alderbridge Way, R/ Kwantlen Road, R/ Lansdowne Road, L/ Cooney Road, R/ Saba Road, L/ Buswell Street, R/ Park Road to Richmond Centre Bay 8.

## 2.1 Option B - New Turns / Route Sections:

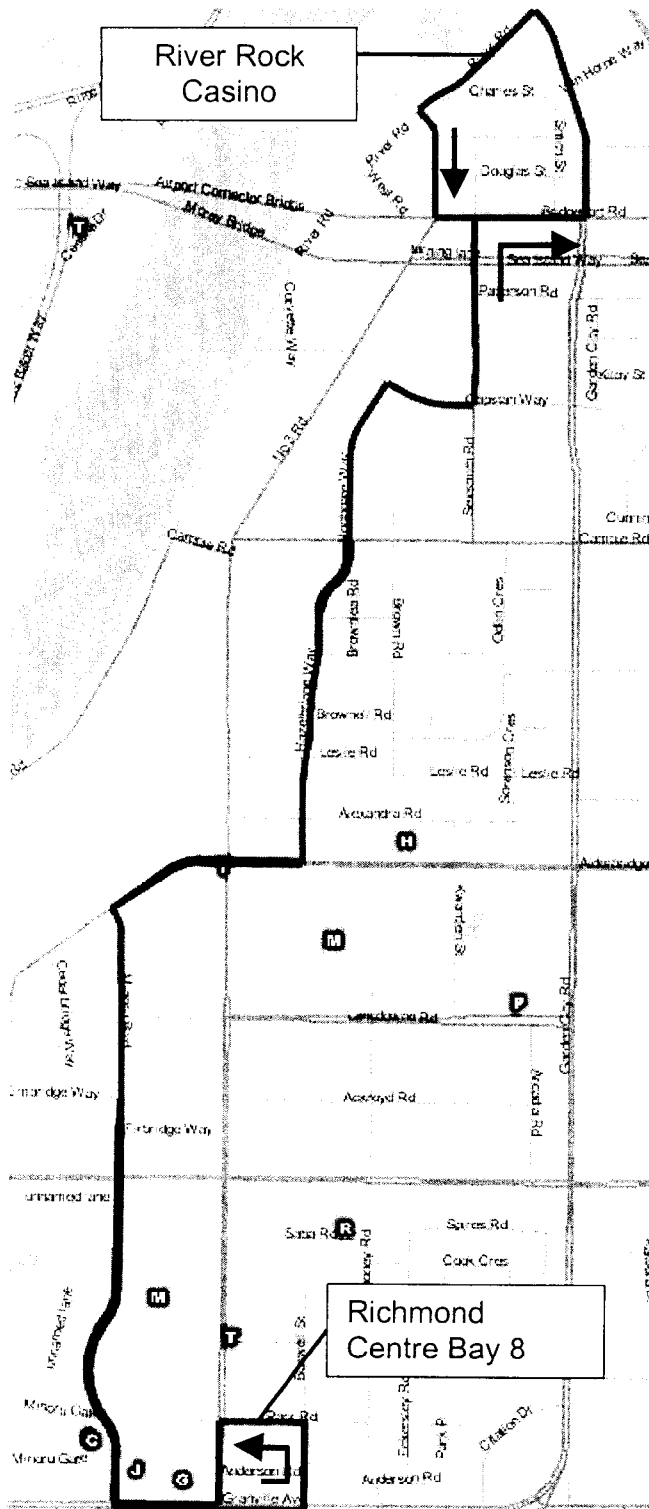
Turn/Route Section	Meets Standards		Comments
LT/ WB Park Rd to SB No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ WB Granville Ave to NB Minoru	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Minoru Blvd from Granville Ave to Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ NB Minoru Blvd to EB Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Alderbridge Way from Minoru Blvd to No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ EB Alderbridge Way to NB Hazelbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Hazelbridge Way from Alderbridge to Capstan Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ NB Hazelbridge Way to EB Capstan Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ Capstan Way to NB Sexsmith Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Sexsmith Rd from Capstan Way to Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ NB Sexsmith Rd to EB Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ EB Bridgeport Rd to NB Great Canadian Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Great Canadian Way from Bridgeport to River Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ NB Great Canadian Way to WB River Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
River Rd from Great Canadian to No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ WB River Rd to SB No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
No. 3 Rd from River Rd to Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ SB No. 3 Rd to EB Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ Bridgeport Rd to SB Sexsmith Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Sexsmith Rd from Bridgeport Rd to Capstan Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Hazelbridge Way from Capstan to Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ SB Hazelbridge Way to EB Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ EB Alderbridge Way to SB Kwantlen St	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ SB Cooney Rd to WB Saba Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Saba Rd from Cooney Rd to Buswell St	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ WB Saba Rd to SB Buswell St	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Buswell St from Saba Rd to Cook Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	

### General Comments:

Doug Newton: No sidewalk on east side of Minoru from Lansdowne to Alderbridge; stops adjacent to Lansdowne Mall may require property and extra work for landing areas.

Ophelia Chow: Minoru between Westminster & Alderbridge may not have much demand as Option A

ROUTE MAP:



Northbound - "C95 River Road" : From Richmond Centre Bay 8 via Park Road, L/ No. 3 Road, R/ Granville Avenue, R/ Minoru Boulevard, R/ Alderbridge Way, L/ Hazelbridge Way, R/ Capstan Way, L/ Sexsmith Road, R/ Bridgeport Road, L/ Great Canadian Way, L/ River Road to River Road at River Rock Casino.

**Southbound - "C95 Richmond Centre" :**  
From River Road at River Rock Casino  
via River Road, L/ No. 3 Road, L/  
Bridgeport Road, R/ Sexsmith Road, R/  
Capstan Way, L/ Hazelbridge Way, R/  
Alderbridge Way, L/ Minoru Boulevard,  
L/ Granville Avenue, L/ Buswell Street, L/  
Park Road to Richmond Centre Bay 8.

### 3.1 Option C - New Turns / Route Sections:

Turn/Route Section	Meets Standards		Comments
LT/ WB Park Rd to SB No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ WB Granville Ave to NB Minoru	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Minoru Blvd from Granville Ave to Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ NB Minoru Blvd to EB Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Alderbridge Way from Minoru Blvd to No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ EB Alderbridge Way to NB Hazelbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Hazelbridge Way from Alderbridge to Capstan Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ NB Hazelbridge Way to EB Capstan Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ Capstan Way to NB Sexsmith Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Sexsmith Rd from Capstan Way to Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ NB Sexsmith Rd to EB Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ EB Bridgeport Rd to NB Great Canadian Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Great Canadian Way from Bridgeport to River Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ NB Great Canadian Way to WB River Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
River Rd from Great Canadian to No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ WB River Rd to SB No. 3 Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
No. 3 Rd from River Rd to Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ SB No. 3 Rd to EB Bridgeport Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ Bridgeport Rd to SB Sexsmith Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Sexsmith Rd from Bridgeport Rd to Capstan Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Hazelbridge Way from Capstan to Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
RT/ SB Hazelbridge Way to WB Alderbridge Way	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Alderbridge Way from No. 3 Rd to Minoru Blvd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Minoru Blvd from Alderbridge Way to Granville Ave	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ SB Minoru Blvd to EB Granville Ave	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ EB Granville Ave to NB Buswell St	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
Buswell St from Anderson Rd to Park Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	
LT/ NB Buswell St to WB Park Rd	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	

#### Notes:

- Looked at drop off pullout for Library on SB Minoru at Granville. Jag Chahal indicated this was not possible as there is not enough room to make LT on to EB Granville.

#### Comments:

Ophelia Chow: Minoru between Westminster & Alderbridge may not have much demand as Option A

**Appendix C: TRANSPORTATION ENGINEERING TECHNOLOGIST  
FIELD TEST SUMMARY**



**C95 - Richmond City Centre Community Shuttle**

**FIELD TEST SUMMARY**

<b>LOCATION:</b> Richmond		<b>TC:</b> RTC	
		<b>DATE:</b> Friday, April 28th, 2006	
<b>PRESENT:</b>			
<b>Service Implementation</b>		<b>Operations:</b>	Brenda Raincock John Mitchell Nick Keen
<b>Planning:</b>	Matt Craig Matthew Boyd Katherine McCune	<b>Community Shuttle:</b>	Fergie Beadle
<b>Analysis:</b>	Janice Cottingham Ophelia Chow	<b>Training:</b>	Jag Chahal
<b>Engineering:</b>	Adam Wisniowski	<b>City of Richmond:</b>	Joan Caravan Doug Newton
<b>WEATHER CONDITIONS:</b> Sunny		<b>TIME:</b> 9:15AM – 11:30AM	
<b>PURPOSE:</b> To test the proposed C95 Richmond City Centre Community Shuttle route scheduled for implementation in December 2006.			
<b>SUMMARY OF RESULTS:</b>  <u><i>Route: Option A</i></u>  <u><i>Northbound</i></u> – From Richmond centre Bay 8 via Park Road, then LT onto No 3 Road, RT onto Granville Avenue, RT onto Minoru Boulevard, RT onto Westminster Highway, LT onto Cooney Road, RT onto Lansdowne Road, LT onto Kwantlen Road, LT onto Alderbridge Way, RT onto Hazelbridge Way, RT onto Capstan Way, LT onto Sexsmith Road, RT onto Bridgeport Road, LT onto Great Canadian Way, LT onto River Road to River Road at River Rock Casino.  <u><i>Southbound</i></u> – From River Road at River Rock Casino via River Road, then LT onto No 3 Road, LT Bridgeport Road, RT onto Sexsmith Road, RT onto Capstan Way, LT onto Hazelbridge Way, LT onto Alderbridge Way, RT onto Kwantlen Road, RT onto Lansdowne Road, LT onto Cooney			

Road, RT onto Westminster Highway, LT onto Minoru Boulevard, LT onto Granville Avenue, LT onto Buswell Street, LT onto Park Road to Richmond Centre Bay 8.

**Turns Tested:**

- 1.) LT from WB Park Road to SB No 3 Road – Acceptable
- 2.) RT from SB No 3 Road to WB Granville Avenue – Acceptable
- 3.) RT from WB Granville Avenue to NB Minoru Boulevard – Acceptable
- 4.) RT from NB Minoru Boulevard to EB Westminster Highway - Acceptable
- 5.) LT from EB Westminster Highway to NB Cooney Road – Acceptable
- 6.) RT from NB Cooney Road to EB Lansdowne Road – Acceptable
- 7.) LT from EB Lansdowne Road to NB Kwantlen Road – Acceptable
- 8.) LT from NB Kwantlen Road to WB Alderbridge Way – Acceptable
- 9.) RT from WB Alderbridge Way to NB Hazelbridge Way – Acceptable.
- 10.) RT from NB Hazelbridge Way to EB Capstan Way – Acceptable
- 11.) LT from EB Capstan Way to NB Sexsmith Road - Acceptable
- 12.) RT from NB Sexsmith Road to EB Bridgeport Road – Acceptable
- 13.) LT from EB Bridgeport Road to NB Great Canadian Way – Acceptable
- 14.) LT from NB Great Canadian Way to WB River Road – Acceptable
- 15.) LT from WB River Road to SB No 3 Road – Acceptable
- 16.) LT from SB No 3 Road to EB Bridgeport Road – Acceptable
- 17.) RT from EB Bridgeport Road to SB Sexsmith Road – Acceptable
- 18.) RT from SB Sexsmith Road to WB Capstan Way – Acceptable
- 19.) LT from WB Capstan Way to SB Hazelbridge Way – Acceptable
- 20.) LT from SB Hazelbridge Way to EB Alderbridge Way – Acceptable
- 21.) RT from EB Alderbridge Way to SB Kwantlen Road – Acceptable
- 22.) RT from SB Kwantlen Road to WB Lansdowne Road – Acceptable
- 23.) LT from WB Lansdowne Road to SB Cooney Road – Acceptable



- 24.) RT from SB Cooney Road to WB Westminster Highway – Acceptable
- 25.) LT from WB Westminster Highway to SB Minoru Boulevard – Acceptable
- 26.) LT from SB Minoru Boulevard to EB Granville Avenue – Acceptable
- 27.) LT from EB Granville Avenue to NB Buswell Street – Acceptable
- 28.) LT from NB Buswell Street to WB Park Road – Acceptable

**Route: Option B**

Northbound – From Richmond Centre Bay 8 same routing as in Option A until Minoru Boulevard at Westminster Highway, then continue north on Minoru Boulevard, RT onto Alderbridge Way, LT onto Hazelbridge Way and continue north to River Road at River Rock Casino as in Option A.

Southbound – From River Road at River Rock Casino same routing as in Option A until Cooney Road at Westminster Highway, then continue south on Cooney Road, RT onto Saba Road, LT onto Buswell Street, RT onto Park Road to Richmond Centre Bay 8.

**Turns Tested:**

- 1.) LT from WB Park Road to SB No 3 Road – Acceptable
- 2.) RT from SB No 3 Road to WB Granville Avenue – Acceptable
- 3.) RT from WB Granville Avenue to NB Minoru Boulevard – Acceptable
- 4.) RT from NB Minoru Boulevard to EB Alderbridge Way - Acceptable
- 5.) LT from EB Alderbridge Way to NB Hazelbridge Way – Acceptable
- 6.) RT from NB Hazelbridge Way to EB Capstan Way – Acceptable
- 7.) LT from EB Capstan Way to NB Sexsmith Road - Acceptable
- 8.) RT from NB Sexsmith Road to EB Bridgeport Road – Acceptable
- 9.) LT from EB Bridgeport Road to NB Great Canadian Way – Acceptable
- 10.) LT from NB Great Canadian Way to WB River Road – Acceptable
- 11.) LT from WB River Road to SB No 3 Road – Acceptable
- 12.) LT from SB No 3 Road to EB Bridgeport Road – Acceptable
- 13.) RT from EB Bridgeport Road to SB Sexsmith Road – Acceptable

- 14.) RT from SB Sexsmith Road to WB Capstan Way – Acceptable
- 15.) LT from WB Capstan Way to SB Hazelbridge Way – Acceptable
- 16.) LT from SB Hazelbridge Way to EB Alderbridge Way – Acceptable
- 17.) RT from EB Alderbridge Way to SB Kwantlen Road – Acceptable
- 18.) RT from SB Kwantlen Road to WB Lansdowne Road – Acceptable
- 19.) LT from WB Lansdowne Road to SB Cooney Road – Acceptable
- 20.) RT from SB Cooney Road to WB Saba Road – Acceptable
- 21.) LT from WB Saba Road to SB Buswell Street – Acceptable
- 22.) RT from SB Buswell Street to WB Park Road – Acceptable

**Route: Option C**

Northbound – From Richmond Centre Bay 8 to River Road at River Rock Casino the same route as in Option B.

Southbound – From River Road at River Rock Casino same routing as in Option A until Hazelbridge Way at Alderbridge Way then RT onto Alderbridge Way, LT onto Minoru Boulevard then continue to Richmond Centre Bay 8 on Park Road as in Option A.

**Turns Tested:**

- 1.) LT from WB Park Road to SB No 3 Road – Acceptable
- 2.) RT from SB No 3 Road to WB Granville Avenue – Acceptable
- 3.) RT from WB Granville Avenue to NB Minoru Boulevard – Acceptable
- 4.) RT from NB Minoru Boulevard to EB Alderbridge Way - Acceptable
- 5.) LT from EB Alderbridge Way to NB Hazelbridge Way – Acceptable
- 6.) RT from NB Hazelbridge Way to EB Capstan Way – Acceptable
- 7.) LT from EB Capstan Way to NB Sexsmith Road - Acceptable
- 8.) RT from NB Sexsmith Road to EB Bridgeport Road – Acceptable
- 9.) LT from EB Bridgeport Road to NB Great Canadian Way – Acceptable
- 10.) LT from NB Great Canadian Way to WB River Road – Acceptable
- 11.) LT from WB River Road to SB No 3 Road – Acceptable

- 12.) LT from SB No 3 Road to EB Bridgeport Road – Acceptable
- 13.) RT from EB Bridgeport Road to SB Sexsmith Road – Acceptable
- 14.) RT from SB Sexsmith Road to WB Capstan Way – Acceptable
- 15.) LT from WB Capstan Way to SB Hazelbridge Way – Acceptable
- 16.) RT from SB Hazelbridge Way to WB Alderbridge Way – Acceptable
- 17.) LT from WB Alderbridge Way to SB Minoru Boulevard – Acceptable
- 18.) LT from SB Minoru Boulevard to EB Granville Avenue – Acceptable
- 19.) LT from EB Granville Avenue to NB Buswell Street – Acceptable
- 20.) LT from NB Buswell Street to WB Park Road – Acceptable

**Work Required:**

Adam Wisniowski

***Prepare BSRF's for new bus stop locations once one of the three options is chosen.***

Recorded by: Adam Wisniowski

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## Appendix D: OPEN HOUSE PANELS

### **RICHMOND CITY CENTRE COMMUNITY SHUTTLE**

Proposed for: DECEMBER 2006

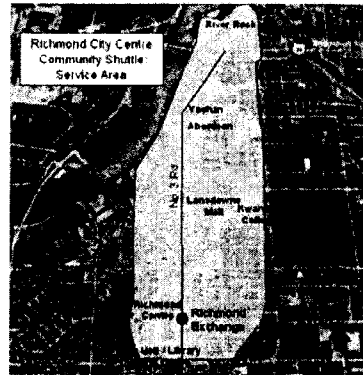
#### **NEW Community Shuttle!**

Welcome to the Open House for the proposed new C95 Richmond City Centre Community Shuttle. This Open House is an important part of the planning process for implementing new services, and we want to hear what the community has to say. Please review these information boards, talk to the CMBC staff in attendance and record your comments on the comments sheets provided. We welcome any questions, observations and/or suggestions you have.

Introduction of a new Community Shuttle service in Richmond is scheduled for December 2006. This proposed service change would introduce a new route – the C95 Richmond Centre Community Shuttle.

The image at right illustrates the primary service area of this project. The service area is bounded by Granville Avenue in the south, Garden City in the east, and Minoru and the Fraser River in the west and north. This area is currently served by a large number of local and regional transit routes converging at Richmond Centre. However, Community Shuttle provides the opportunity to introduce transit service to roads that currently do not have transit service. This includes Minoru Boulevard, Hazelbridge Way, and River Road.

Community Shuttle provides the opportunity to complement existing service levels and service coverage by connecting local destinations. It is intended to improve the quality of service delivered and potentially attract new transit riders. The proposed route is intended to work in conjunction with existing transit routes in the area with connections to local and regional services at Richmond Centre and along the route wherever possible. Service is proposed to operate approximately hourly from 9:00 a.m. to 8:00 p.m. Monday to Friday, and from 9:00 a.m. to 7:00 p.m. on Saturday.



### **RICHMOND CITY CENTRE COMMUNITY SHUTTLE**

Proposed for: DECEMBER 2006

#### **WHY is this proposed?**

In September 2000, the GVTA Board approved the Richmond Area Transit Plan, which included a commitment to improving transit service to the City Centre area. This arose from significant consultation and analysis in the plan that indicated demand for more accessible and community friendly service using Community Shuttle vehicles in local neighbourhoods such as the Richmond Centre area. This project is committed in TransLink's 2006 Transportation Plan and in CMBC's 2006 Annual Service Plan (ASP).

#### **HOW will it affect me?**

Customers in Richmond will benefit from the introduction of service to new corridors and improved access to local destinations. This will allow customers to use transit for many of their daily travel needs. Those wanting to travel elsewhere in or out of Richmond can make connections at Richmond Centre with local or regional services. Service to the former public market site on River Road (including the River Rock Casino) will benefit employees and customers from both Richmond and elsewhere in the region, as this location is currently beyond the recommended walking distance from existing transit routes. The inherent flexibility of the smaller Community Shuttle vehicles will improve convenience, as buses may be able to operate much closer to destinations.

#### **WHAT is Community Shuttle?**

A Community Shuttle is a smaller vehicle than those traditionally operating in the region. It is one of the numerous vehicle types within the TransLink system, with the same fares and transfer opportunities as conventional transit service. Vehicles used are the Eldorado National, a 27 foot long, wheelchair lift-equipped mini-bus (GM C5500 chassis, powered by diesel). The vehicle will seat 20 passengers or 16 and two wheelchairs, plus the driver. Upwards to 4 passengers can stand for a total capacity of 24 passengers. All Community Shuttle vehicles are equipped with bike racks. Community Shuttles operate in all municipalities throughout the Greater Vancouver region, including Richmond.

##### **Community Shuttle Bus**

- Fully integrated with other TransLink services
- Wheelchair accessible
- Just over half the size of a conventional 40' bus
- Bike Rack equipped
- Carries up to 24 passengers



##### **SERVICE DESIGN CONSIDERATIONS**

- ✓ Smaller vehicles provide opportunity for more flexible routings to better serve local destinations
- ✓ Encourage timed transfer connections to/from regional and other local services at Richmond Centre
- ✓ Balance service issues between local needs and introduction of service to River Rock Casino, which has become a major activity centre
- ✓ Provide service to key destinations, including local commercial, institutional, and recreational centres
- ✓ Consider new, higher-density residential developments in the service area and potential for ridership
- ✓ Minimize duplication with existing services
- ✓ Provide sufficient capacity to meet ridership demands
- ✓ Running times should reflect the fact that the service area experiences periods of traffic congestion, which with continued development and construction of the Canada Line is expected to grow
- ✓ Anticipate future developments in the area, including the Olympic Oval and completion of the Canada Line
- ✓ Service levels and hours of operation must fit within the allocated resources



# RICHMOND CITY CENTRE COMMUNITY SHUTTLE

Proposed for: DECEMBER 2006

## WHERE are the new routes proposed?

### THREE OPTIONS PROPOSED

#### Option A: Hourly Service

**Northbound** - From Richmond Centre Bay 8 via Park Road No 3 Road, Granville Avenue, Minoru Boulevard, Westminster Highway, Cooney Road, Lansdowne Road, Kwantlen Road, Alderbridge Way, Hazelbridge Way, Capstan Way, Sevensmith Road, Bridgeport Road, Great Canadian Way, River Road to River Road at River Rock Casino.

**Southbound** - From River Road at River Rock Casino via River Road No 3 Road, Bridgeport Road, Sevensmith Road, Capstan Way, Hazelbridge Way, Alderbridge Way, Kwantlen Road, Lansdowne Road, Cooney Road, Westminster Highway, Minoru Boulevard, Granville Avenue, Buswell Street, Park Road to Richmond Centre Bay 8.

#### Option B: Mixed Service

##### Short Loop (10-minute service)

**Northbound** - From Richmond Centre Bay 8 via Park Road No 3 Road, Granville Avenue, Minoru Boulevard, Alderbridge Way, to Alderbridge Way at Hazelbridge Way.

**Southbound** - From Alderbridge Way at Hazelbridge Way via Alderbridge Way, Kwantlen Road, Lansdowne Road, Cooney Road, Gabe Road, Buswell Street, Park Road to Richmond Centre Bay 8.

##### Long Loop (Hourly)

**Northbound** - From Richmond Centre Bay 8 via Park Road No 3 Road, Granville Avenue, Minoru Boulevard, Alderbridge Way, Hazelbridge Way, Capstan Way, Sevensmith Road, Bridgeport Road, Great Canadian Way, River Road to River Road at River Rock Casino.

**Southbound** - From River Road at River Rock Casino via River Road No 3 Road, Bridgeport Road, Sevensmith Road, Capstan Way, Hazelbridge Way, Alderbridge Way, Kwantlen Road, Lansdowne Road, Cooney Road, Gabe Road, Buswell Street, Park Road to Richmond Centre Bay 8.

#### Option C: Hourly Service

**Northbound** - From Richmond Centre Bay 8 via Park Road No 3 Road, Granville Avenue, Minoru Boulevard, Alderbridge Way, Hazelbridge Way, Capstan Way, Sevensmith Road, Bridgeport Road, Great Canadian Way, River Road to River Road at River Rock Casino.

**Southbound** - From River Road at River Rock Casino via River Road No 3 Road, Bridgeport Road, Sevensmith Road, Capstan Way, Hazelbridge Way, Alderbridge Way, Minoru Boulevard, Granville Avenue, Buswell Street, Park Road to Richmond Centre Bay 8.

Three route options are proposed as illustrated in the Maps. All Options introduce service on Minoru, Hazelbridge and to River Road & River Rock Resort. Service frequency varies by option from every 30-minutes to hourly.

#### Option A:

- Hourly Two-way service
- East and West of No. 3 Rd
- Service to Kwantlen

#### Option B:

- Hourly Two-way service
- Introduces service on full length of Minoru (Granville to Alderbridge)

#### Option C:

- Shorter One-way Loop in City Centre with higher service levels (30 minutes)
- Every 2nd Trip extends to River Rock / Hazelbridge (every 60 minutes)
- Service to Kwantlen

## WHEN will it operate?

### PROPOSED SCHEDULE DESIGN GUIDE

#### C95 Richmond Centre / River Road

Day of Week	Frequency	Hours of Operation
Monday - Friday	Every 30 to 60 Minutes	9:00 am to 8:00 pm
Saturday	Every 30 to 60 Minutes	9:00 am to 7:00 pm
Sunday / Holidays	No Service	No Service

Note: Approximate schedules only, actual schedules still to be determined



For information and public input regarding this service proposal please refer to the map included with this display and record your questions, comments and/or suggestions on one of the Comment Sheets provided.

