



## City of Richmond

## Report to Committee

**To:** Public Works and Transportation Committee      **Date:** October 1, 2007  
**From:** Victor Wei, P. Eng.  
Director, Transportation      **File:** 10-6480-03-02/2007-Vol 01  
**Re:** FRASERPORT AND HAMILTON/QUEENSBOROUGH AREA COMMUNITY  
SHUTTLE BUS – PROPOSED SERVICE PLAN

### Staff Recommendation

1. That the proposed transit service plan of the C98 Kingswood-22<sup>nd</sup> Street Station/C99 Port Royal-Hamilton Community Shuttle Bus scheduled for implementation in December 2007 by TransLink and Coast Mountain Bus Company be endorsed with the use of sections of Nelson Road, Blundell Road and No. 8 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 C98/C99 Community Shuttle service as soon as practically feasible:
  - (a) addition of a second vehicle to allow a 30-minute frequency on the entire route; and
  - (b) extension of service hours to Sundays and public holidays.

Victor Wei, P. Eng.  
Director, Transportation  
(4131)

Att.3

FOR ORIGINATING DIVISION USE ONLY			
<b>ROUTED TO:</b>		<b>CONCURRENCE</b>	
Engineering .....		Y	<input checked="" type="checkbox"/> N <input type="checkbox"/>
Budgets .....		Y	<input checked="" type="checkbox"/> N <input type="checkbox"/>
<b>REVIEWED BY TAG</b>		YES	NO
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		<b>CONCURRENCE OF GENERAL MANAGER</b>	
		<b>REVIEWED BY CAO</b>	
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## Staff Report

### Origin

As a result of continued development and consequent growth in employment in the Fraserport industrial area as well as residential growth in the Port Royal area of Queensborough, TransLink and Coast Mountain Bus Company (CMBC) intend to implement a new community shuttle service (to be known as C98/C99) in December 2007 to connect the Fraserport area with the 22<sup>nd</sup> Street SkyTrain Station in New Westminster as well as provide local service within the Hamilton and Queensborough neighbourhoods. As part of the recently approved TransLink's 2008 Transportation Plan, this will be the fourth community shuttle service introduced in Richmond, following the Williams Road (June 2004), Crestwood (December 2004), and City Centre (December 2006) services.

Following completion of local public consultation in June 2007, 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 Fraserport and Hamilton areas. 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 proposed routing and frequency, of the proposed community shuttle service.

### Analysis

#### 1. Areas Served

A new community shuttle service to the Fraserport industrial area in east Richmond (vicinity of Blundell Road between Nelson Road and No. 7 Road) would introduce transit service to a rapidly growing employment area that includes a number of marine and transportation-related businesses. The community shuttle is intended to provide a direct link during peak periods between the Fraserport area and the 22<sup>nd</sup> Street SkyTrain Station in New Westminster, where connections to the SkyTrain system as well as local and regional bus services are possible. During the off-peak periods, the community shuttle would provide local service to residents of the Hamilton and Port Royal neighbourhoods.

#### 2. Service Characteristics

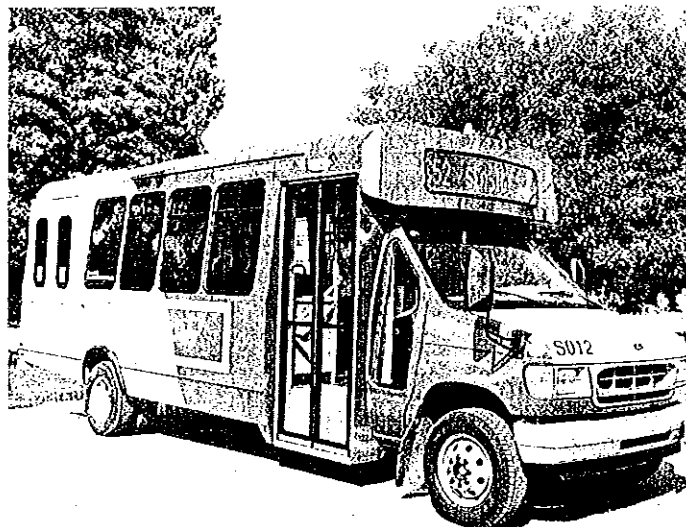
The following operating characteristics are proposed for the new community shuttle service.

- *Routing*: during weekday peak periods (mornings and afternoons), the service would operate between the 22<sup>nd</sup> Street SkyTrain Station in New Westminster and the Fraserport industrial area via the Queensborough Bridge, Highway 91, Westminster Highway, Nelson Road, Blundell Road, and No. 8 Road where the shuttle would turn around and retrace its route (see **Attachment 1**). During weekday off-peak periods, the service would operate through the Hamilton and Port Royal neighbourhoods and connect these areas with the Queensborough Landing shopping centre (see **Attachment 2**).
- *Hours of Operation and Frequency*: as there are limited resources available for the service (one bus with 4,000 annual service hours), the peak period service to Fraserport would

operate five days per week (Monday to Friday with no service on Saturdays, Sundays or holidays) while the off-peak period local service within Hamilton and Port Royal would operate six days per week (Monday to Saturday with no service on Sundays or holidays). As shown in the table below, the weekday peak period service to/from Fraserport would operate every 60 minutes from 7:00 am to 9:00 am and from 3:00 pm to 7:00 pm. The off-peak period service within Hamilton and Port Royal would operate every 60 minutes from 9:00 am to 3:00 pm on weekdays and from 8:00 am to 7:00 pm on Saturdays. Given that stakeholders and the general public expressed a desire for greater service frequency along the entire route (see Section 3), 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.

Service	Weekdays			Saturday
	AM Peak	Midday	PM Peak	Midday
C98 22 <sup>nd</sup> St Stn Kingswood	Every 60 minutes 7:00 am - 9:00 am	No Service	Every 60 minutes 3:00 pm - 7:00 pm	No Service
C99 Port Royal Hamilton	No Service	Every 60 minutes 9:00 am - 3:00 pm	No Service	Every 60 minutes 8:00 am - 7:00 pm

- 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 four new bus stops with landing areas on Blundell Road and No. 8 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

### 3. Public Consultation Process

- Open House – June 18, 2007: CMBC held an open house at the Queensborough Community Centre from 4:00 pm to 8:00 pm. The open house consisted of display boards showing the proposed community shuttle service routes. The open house was promoted through a variety of media including advertisements in local newspapers and community centres, and direct notification to key stakeholders in the area including representatives with the Fraser River Port Authority and the Hamilton Community Association. A total of 35 people attended the open house. Attendees generally expressed support for the service and indicated a desire for a more frequent service that operated seven days per week.

- Hamilton Festival – June 22, 2007: CMBC also participated in the annual Hamilton Festival held at McLean Park (McLean Ave at Westminster Hwy). A total of 95 visitors viewed the display materials and the feedback indicated support for the new service.

A summary of the public consultation results, prepared by CMBC, is found in **Attachment 3**.

### **Financial Impact**

The total cost for the City to construct the four new bus stops, with minor tie-ins to existing sidewalks, is estimated at \$3,000 and is proposed to be funded from the 2008 Transit Plan Infrastructure Program, which is subject to Council approval as part of the overall 2008 Capital Budget process. These bus stop improvements will also be submitted to TransLink for 50/50 cost sharing under TransLink's 2008 Transit Related Road Infrastructure Program. The provision of the community shuttle bus and the associated annual operating costs will be borne 100% by TransLink.

### **Conclusion**

Due to employment and residential growth in the Fraserport and Hamilton/Port Royal areas respectively, TransLink and CMBC propose to introduce a community shuttle service in December 2007 that would connect the Fraserport area with the 22<sup>nd</sup> St SkyTrain Station during weekday peak periods and provide local service within the Hamilton and Port Royal neighbourhoods during off-peak periods.

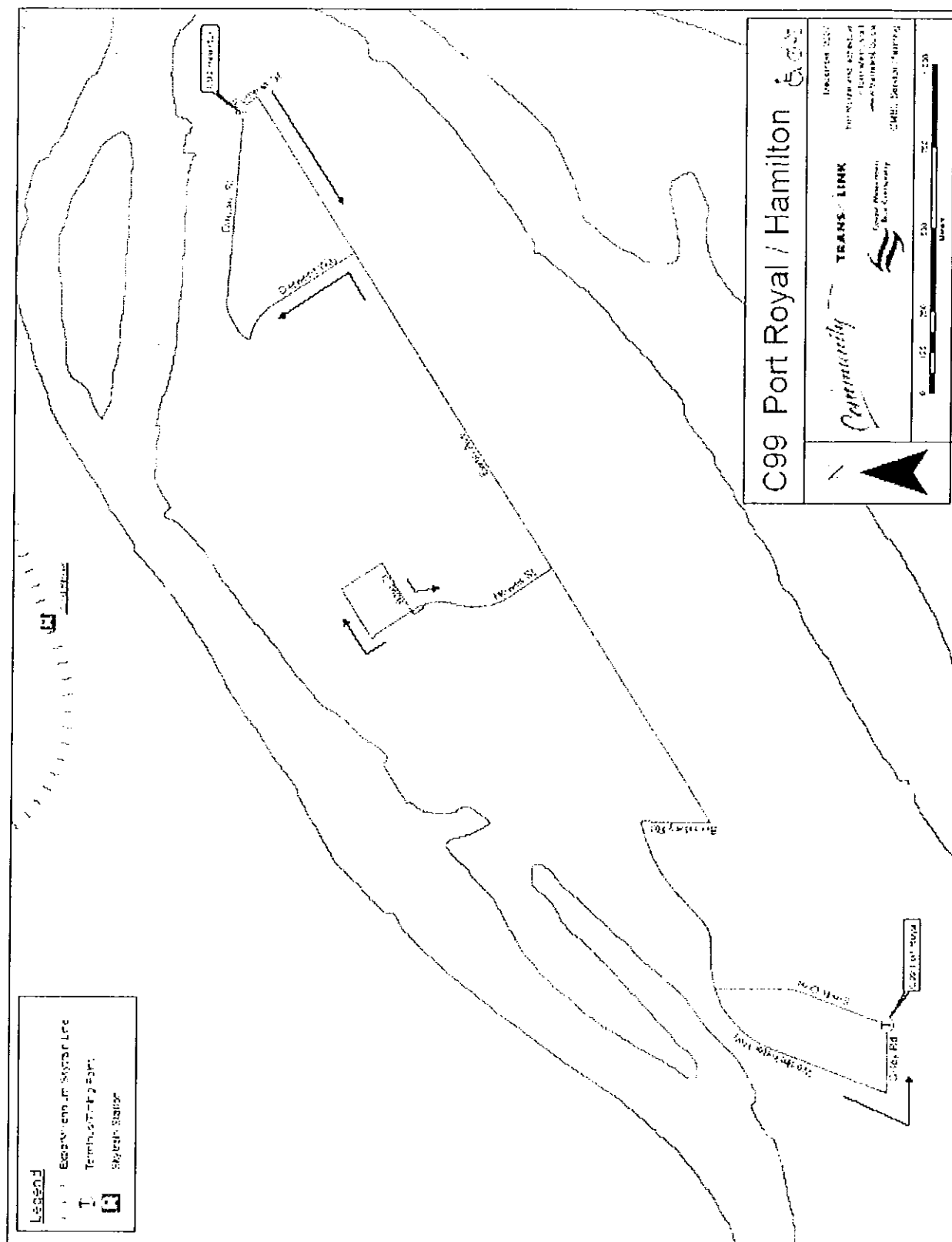
CMBC, jointly with City staff, have completed a field test and public consultation process on the proposed service plan and have received overall positive feedback on the planned routing and operating characteristics of the service. Staff therefore recommend that the proposed service plan of the Fraserport and Hamilton/Port Royal Community Shuttle and the use of sections of Nelson Road, Blundell Road and No. 8 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







### PUBLIC OPEN HOUSE Queensborough Community Centre

As part of the public consultation process, CMBC held an Open House to present the ideas and concepts for introducing new Community Shuttle service to Kingswood and Queensborough. The event provided an opportunity to discuss the project with area residents in person. A summary of the event follows:



Katherine McCune (CMBC) talks with attendees

**Date:** June 18, 2007  
16:00 to 20:00

**Venue:** Queensborough  
Community Centre  
920 Ewen Avenue  
New Westminster

**Attendees:** Ken Chow, CMBC Service Planning  
Katherine McCune, CMBC Service Planning  
John Timms, Corporate Communications

**Other Guests in Attendance:**  
Capt Tom Corsie, Fraser River Port  
Nathan Hildebrand, SmartCentres  
Brian Novosel, SmartCentres

**Public Attendance:**

Pre 16:00	8
16:00 to 17:00	6
17:00 to 18:00	9
18:00 to 19:00	6
19:00 to 20:00	6
<b>Total:</b>	<b>35</b>

Note: attendance figures are for a combined Open House, which also included information regarding the C98 Kingswood Community Shuttle.

#### Communication of Event:

To advertise the event, notices about the Open House were distributed via:

- Newspapers: New Westminster Record (June 16, 2007)
- "You're Invited" notices were placed in both the Queensborough and Hamilton Community Centers

## C98 and C99 OPEN HOUSE SUMMARY

- Corporate Communications visited many of the merchants in the Queensborough Landing Shopping Center and the Hamilton Shopping Plaza as well as the show home for the Port Royal residential development
- CMBC Planning invited representatives from TransLink, CMBC, SmartCentre, City of Richmond and City of New Westminster through e-mail on June 18, 2007.
- CMBC staffed a booth at the Hamilton Festival (June 22, 2007)

### Comments from Open House:

- Provided runs compliment the 410 and 104
- Hourly service is not reasonable, should be at every 30 minutes or even every 15 minutes.
- Service should fill in where present service stops. Young people need a safe ride home.
- I would like to have weekend service, even if it is hourly. Less cars on bridge.
- Weekend service to/from Port Royal. Current walk is far when one has parcels and groceries.
- Shuttle doesn't solve the current situation of not having service on Sundays and evenings. Run the 104 until 10pm and the Shuttle to Port Royal on Sundays.
- Should operate on all days.
- I like the idea of local community use only. I would use 104 for SkyTrain.
- My friends from Burnaby and Uptown New Westminster find taking a bus from 22<sup>nd</sup> Street Station to Queensborough Landing unsatisfactory.
- A Shuttle would be great. I am looking forward to the new system.
- Sounds convenient for us in the Spruce Street and Salter Street area.
- Should use Slater Street instead of Ewen Avenue.



Matt Craig (TransLink) talks with Capt Tom Corsie (Fraser River Port)

### Other Comments Received

- There should be washrooms at SkyTrain stations.
- Some current drivers short cut and do not pick up in Port Royal.
- The 104 schedule should be extended beyond 6:07pm



### PUBLIC OPEN HOUSE Hamilton Festival

In response to an invitation from the Hamilton Community Association to participate in their local Hamilton Festival, an additional "Open House" was held in conjunction with this request.

**Date:** June 22, 2007  
17:30 to 21:00

**Venue:**  
Hamilton (Community  
Association) Festival  
McLean Park  
(McLean Ave at  
Westminster Hwy)  
Richmond



Hamilton (Community Association) Festival (2007)

**Attendees:** Ken Chow, CMBC Service Planning  
John Timms, Corporate Communications

#### Other Guests in Attendance:

#### Public Attendance:

17:30 to 18:00	15
18:00 to 19:00	25
19:00 to 20:00	30
20:00 to 21:00	25
<b>Total:</b>	<b>95 (est'd)</b>



Note: attendance figures are for a combined Open House, which also included information regarding the C98 Kingswood Community Shuttle.



Pauline Lewzey (HCA) talks with John Timms (CMBC)

## C98 and C99 OPEN HOUSE SUMMARY

### Communication of Event:

As a result of the short notice to participate, there was no time to specifically advertise CMBC's participation at the event. The Open House material was displayed on an event table and attendance was through random walk ups.



Ken Chow (CMBC) talks with attendees

### Comments from Open House:

- It is very important to include Hamilton in any new Community Shuttle route.
- It is very important that Hamilton gets better service as it is an integral and growing part of Richmond.
- Queensborough residents already have more accessibility to transportation via the 410 or 104 buses and are closer to Queensborough Landing and the Queensborough Bridge.
- I work at Queensborough Landing and don't drive. A bus would enable me to get there faster and easier.
- Current service to Queensborough Landing means crossing a freeway, this service would improve transit access to the mall.