



## Staff Report

### Origin

In March 2018, Council endorsed TransLink's Southwest Area Transport Plan (SWATP), which is a blueprint for how TransLink can best allocate its resources over the next decade to improve transportation in the southwest area (Richmond, south Delta and Tsawwassen First Nation) in response to local needs and consistent with regional objectives. In September 2018, two of the recommended transit service improvements in the Plan were implemented: the 401 and 410 were split into separate western and eastern routes at Richmond-Brighouse Station.

As the bus routes no longer provide through service, there was a resulting increase in bus circulation around Richmond-Brighouse Station to allow buses to be correctly positioned for the return journey. The changes in bus routing combined with the higher frequency of buses generated concerns from residents on Saba Road regarding the increased number of buses on the roadway section between No. 3 Road and Buswell Street. This report provides a summary of staff's effort in working together with Coast Mountain Bus Company (CMBC) to mitigate the impacts of additional buses on Saba Road.

### Analysis

#### Previous Resident Concerns with Buses on Saba Road

In August 2009 upon the opening of the Canada Line, TransLink and CMBC implemented the Canada Line Bus Integration Plan that included changes in local and regional bus service in Richmond to provide improved connections to the Canada Line, including the re-allocation of bus stops in the vicinity of the Richmond-Brighouse Station. The initial deployment of the plan resulted in 800 daily bus trips on Saba Road between No. 3 Road and Buswell Street. From September 2009 to April 2010, staff worked closely with CMBC and several property managers and residents in the vicinity of Saba Road and Buswell Street to address complaints from adjacent residents about bus noise. At that time, a 75% significant reduction in the number of buses on Saba Road was achieved. Prior to September 2018, only the 301 and 416 services remained on Saba Road. Those routes totalled 45 trips per day on weekdays.

#### Recent Transit Service Improvements as Part of Southwest Area Transport Plan

Each year, TransLink makes regular bus service changes, both to bring more service to where customers need it most and to reflect temporary changes in demand. As part of the implementation of Phase One of TransLink's 10-Year Investment Plan, a significant number of changes took effect in September 2018. Richmond-related transit service changes include early action improvements arising from the SWATP.

Specifically, to improve service reliability, two routes with long lengths were split at Richmond-Brighouse Station: the 401 was split into the 401 (western section) and 408 (eastern section), and the 410 was split into the 406 (western section) and 410 (eastern section). Attachment 1 summarizes the SWATP-related transit service changes implemented in September 2018.

### Impact of September 2018 Transit Service Changes on Saba Road

Prior to September 2018, the 301 and 416 services stopped on Saba Road amounted to 45 trips per weekday. Without consulting the City, CMBC added 433 new daily bus trips on weekdays to Saba Road beginning in September 2018 to facilitate bus re-positioning for the 406 and 408 services. The total new daily weekday trips comprised 185 trips for the 408 service and 248 trips for the 406 service that did not exist prior to September 2018. CMBC indicated that Saba Road was chosen to minimize the length of trip to turn the bus around.

As a result of the increased bus traffic on Saba Road, staff received concerns from residents of Saba Road. Staff contacted CMBC to express concern regarding the use of Saba Road and worked with CMBC to develop alternate routes for the 406 (via Ackroyd Road, Cooney Road and Westminster Highway) and 408 (via Westminster Highway) to alleviate the number of buses on Saba Road (Attachment 2). The proposed use of these streets for future bus routes was based on the non-residential use of the adjacent lands. The only location where the buses will stop for layover along the new route is on the block of Ackroyd Road between No. 3 Road to Cooney Road which has non-residential uses adjacent to the street. As well, the adjacent land use along the bus recirculation route via Cooney Road and Westminster Highway to No. 3 Road is also predominantly commercial and office use. Use of these roads for bus circulation is appropriate as both Cooney Road and Westminster Highway are already part of the transit network in Richmond.

As of January 2019, CMBC advised that the 185 daily bus trips for the 408 route had been removed from Saba Road and redirected to Westminster Highway (i.e., a 42% reduction in the number of buses added since September 2018). CMBC also advised that a washroom for bus operators has been secured on Ackroyd Road that will allow the remaining 248 daily bus trips for the 406 service on Saba Road to be relocated to Ackroyd Road as of April 22, 2019. These combined changes will bring the level of bus trips on Saba Road back to the pre September 2018 level. Following implementation of the bus re-routing plan for the 408 implemented in January 2019, staff are not aware of any new complaints from residents of the area directed to the City or CMBC.

CMBC staff have also indicated that the planned relocation of bus layover positions for the 406 and 408 routes to Ackroyd Road will be temporary as eventually these routes will be terminated in the Richmond Brighthouse Station Bus Mall and will reduce bus circulation on the adjacent street network. TransLink has submitted a Development Permit application (DP 11-593871) for the bus mall project which is necessary to facilitate construction. The bus mall will be located directly south of the Richmond Brighthouse Canada Line station as envisioned in the City Centre Area Plan (CCAP). The proposed bus mall design will limit access to No. 3 Road only. The Development Permit (DP) is currently under review and a staff report on the bus mall will be presented to Development Permit Panel (DPP) for their consideration at the completion of the staff review. If endorsed by DPP, the DP will be forwarded to Council for their consideration. At this time, TransLink anticipates that the bus mall will be operational by late 2019.

### Planned April 2019 Transit Service Change on Saba Road

In addition to the removal of the 406 bus trips along Saba Road effective April 22, 2019, CMBC will also increase service for the 301 that currently unloads passengers on Saba Road at that

time. Service frequency will increase from hourly to every 30 minutes on Saturdays, which will increase the daily trips of the 301 from 14 to 27. The relatively minor increase in daily bus trips is not anticipated to generate concerns from Saba Road residents as a significant net decrease in the number of buses currently using Saba Road will result from the removal of the 406 service.

In addition, the deployment of double-decker buses for the 301 service to increase capacity is planned for later this year. Staff will report back on the details of this improvement to Council as information is received from TransLink and CMBC regarding the first regular use of double-decker buses in Richmond following completion of the pilot program in Fall 2017.

#### On-Going Coordination with CMBC

Transit service changes will continue to increase in Richmond as part of TransLink's implementation of the Mayor's Council on Regional Transportation 10-Year Vision. To ensure City input prior to the implementation of any new bus routes or changes to existing routes, staff have arranged formal monthly meetings with CMBC as CMBC is responsible for delivering TransLink's bus service plans in Richmond. These meetings will allow staff to review the operational impacts of the proposals and, if necessary, request public consultations on the changes as detailed plans are developed.

The monthly meetings will also provide a forum to coordinate the timing of anticipated construction zones so that as much advance notice as possible is provided to identify alternate routes for bus operations in order to minimize disruptions to service reliability.

#### **Financial Impact**

None.

#### **Conclusion**

Following the implementation of bus service enhancements identified in the Southwest Area Transport Plan in September 2018, an additional 433 trips were added to Saba Road without consultation with the City. Staff initiated discussion with CMBC subsequent to receiving complaints from residents of Saba Road about the additional bus trips. A reduction of 42% of the added bus trips has already been achieved and the remaining trips will be relocated in April 2019. Staff will continue to work with CMBC and update Council on any forthcoming transit service improvements including changes to bus routings.



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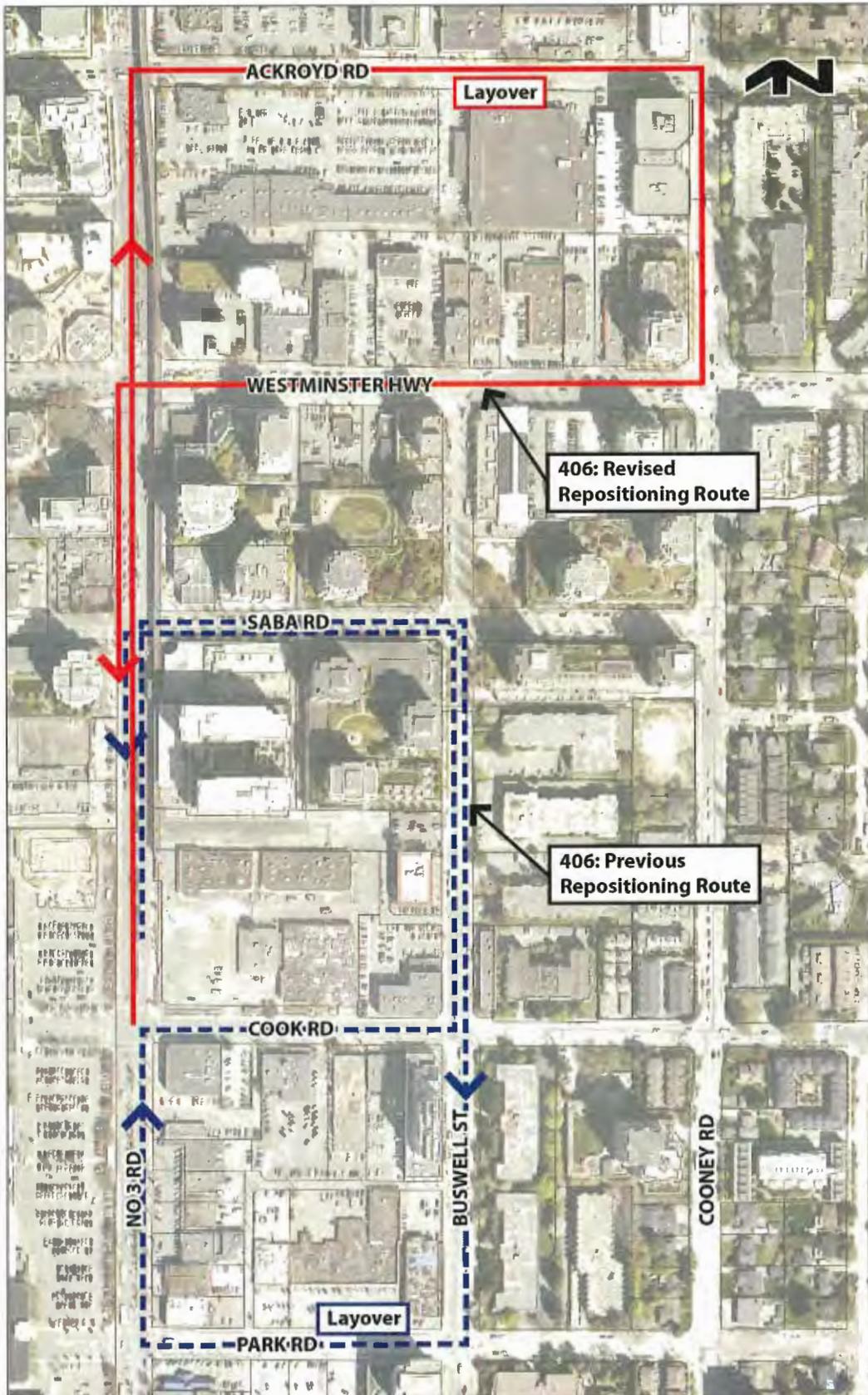
Att. 1: Transit Improvements Implemented in September 2018 per Southwest Area Transport Plan

Att 2: Revised Routing of 406 and 408 Transit Services

## Transit Improvements Implemented in September 2018 per Southwest Area Transport Plan

Route	Change
401	<ul style="list-style-type: none"> <li>• The 401 was split into two routes (401 and 408) to improve speed and reliability.</li> <li>• The 401 serves the route between Steveston and Richmond-Brighouse Station via One Road. Service along this portion of the route was increased to decrease wait times and pass-ups.</li> <li>• Weekdays: <ul style="list-style-type: none"> <li>○ Every 8 minutes between 7 a.m. and 9 a.m. (increase from every 9 minutes)</li> <li>○ Every 12 minutes between 9 a.m. and 10 a.m. (increase from every 15 minutes)</li> <li>○ Every 8 minutes between 5 p.m. and 6 p.m. (increase from every 9 minutes)</li> <li>○ Every 12 minutes between 6 p.m. and 8 p.m. (increase from every 15 minutes)</li> </ul> </li> <li>• Saturdays: <ul style="list-style-type: none"> <li>○ Every 20 minutes between 7 a.m. and 8 a.m. (increase from every 30 minutes)</li> <li>○ Every 15 minutes between 8 a.m. and 6 p.m. (increase from every 20 minutes)</li> <li>○ Every 20 minutes between 6 p.m. and 9 p.m. (increase from every 30 minutes)</li> </ul> </li> <li>• Sundays/Holidays: <ul style="list-style-type: none"> <li>○ Every 20 minutes between 8 a.m. and 9 p.m. (increase from every 30 minutes)</li> </ul> </li> </ul>
New 408	<ul style="list-style-type: none"> <li>• The 408 serves the route between Richmond-Brighouse Station, Ironwood and Riverport. Service along this portion of the route was increased:</li> <li>• Sundays/Holidays: <ul style="list-style-type: none"> <li>○ Every 20 minutes between 8 a.m. and 9 p.m. (increase from every 30 minutes)</li> </ul> </li> </ul>
New 406	<ul style="list-style-type: none"> <li>• The 410 was split into two routes (406 and 410) to improve speed and reliability.</li> <li>• The 406 serves the route between Steveston and Richmond-Brighouse Station via Railway Avenue. Service was decreased slightly on this portion of the route during certain periods to reflect ridership. <ul style="list-style-type: none"> <li>○ Every 7-9 minutes during the a.m. and p.m. peak (decrease from every 5-9 minutes) on weekdays</li> <li>○ Every 12-20 minutes all day (decrease from every 10-20 minutes) on weekends</li> </ul> </li> </ul>
410	<ul style="list-style-type: none"> <li>• The 410 serves the route between Richmond-Brighouse Station and 22nd Street Station in New Westminster.</li> </ul>
418 (former C98)	<ul style="list-style-type: none"> <li>• Route 418 will be extended along Blundell Road west of No. 8 Road to Zylmans Way to provide service to the Blundell Road industrial area. The exact implementation date is pending completion of construction of a bus turn-round on Zylmans Way.</li> </ul>

Revised Routing of 406 Transit Service



Revised Routing of 408 Transit Service

