

INFORMATION AGENDA

5:30pm: Open house and information boards

6:00pm: Mayor's welcome and introduction

6:05pm: Presentation on upcoming changes to route 351

6:20pm: Group discussions and questions

6:45pm: Summary of group discussions

7:00pm: End of open house

Mayor's Welcome and introduction

A White Rock-hosted info session

WHITE ROCK
City by the Sea!





Upcoming Changes to Route 351

White Rock-South Surrey Information Session
October 28, 2019

What will we be discussing at this info session?

- Introducing double-deckers
- Why we are changing route 351
- How we consulted on the change to 351
- What we heard during consultation and how we are responding



Double-deckers are coming to route 351

Double the capacity



Up to 86 seats, twice that of our standard bus

See vacancies



A screen that allows riders to see vacant seats up top

Taking your commute to the next level



Panoramic views from the top deck

Welcome aboard!



Full accessibility with a low step and ramp for boarding

We're lit



Well-lit wide staircase with handrails for your safety

We're keeping you charged up



Plug-in USB charging outlets



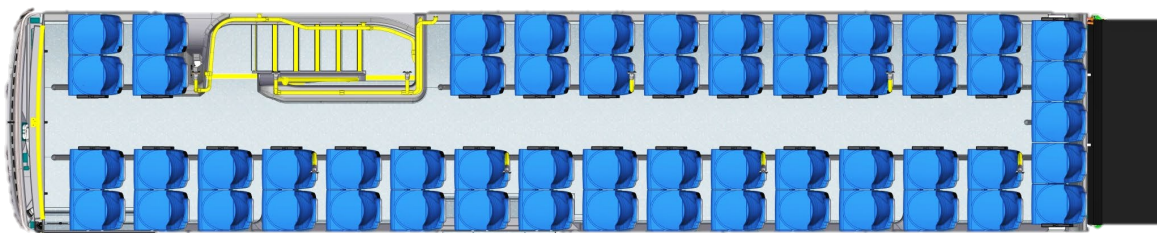
Double-deckers are coming to route 351

- Double-deckers have double the capacity of highway coach buses
 - Seated capacity: 86 vs. 43
 - Total capacity: 100 vs. 50
- They can accommodate two people in mobility devices

Lower deck seating layout – includes two people in mobility devices



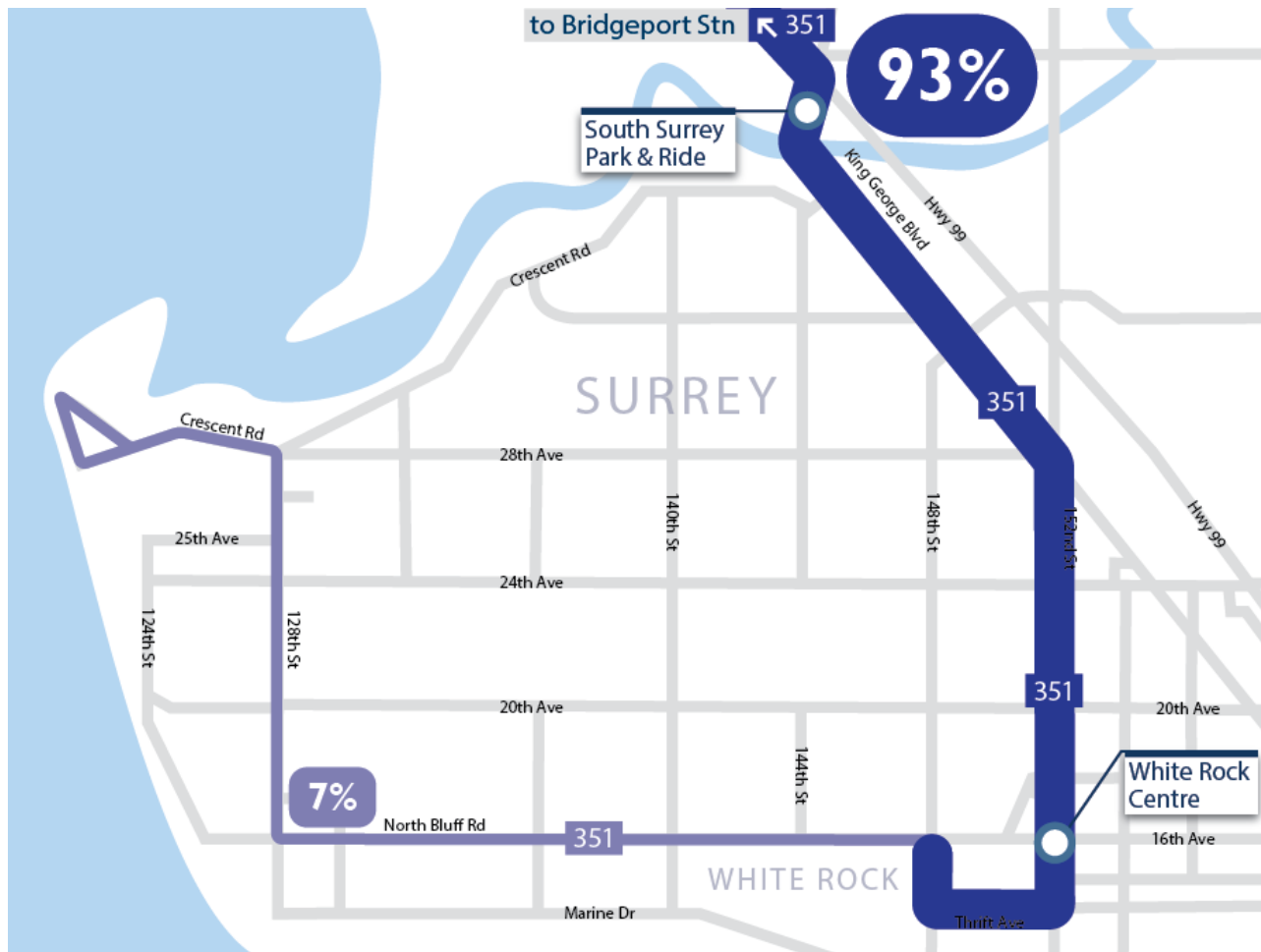
Upper deck seating layout



Routes connecting White Rock and South Surrey to the Canada Line are experiencing overcrowding

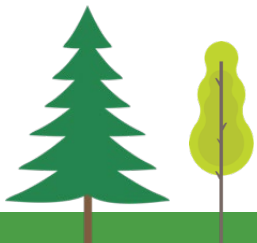
- When is a bus overcrowded?
 - More passengers on board than the bus capacity (e.g. more than 100% full)
- Why does overcrowding happen?
 - Predictable: High ridership and high demand throughout the hour
 - Unpredictable: Trip cancellation or major SkyTrain disruption and high demand for a portion of the hour
- **Double-decker buses on route 351 we will reduce overcrowding and increase capacity, nearly doubling the seated capacity**

Where people board the bus to go to Bridgeport



Bus traffic in Crescent Beach

- Resident concerns about too many buses circulating through Crescent Beach
- Buses stay parked at the bus stop while operators take their break at the end of the route
- Currently 4-6 buses per hour travel through Crescent Beach during peak times
 - The changes will reduce that to 3 buses per hour
- Very few passengers board the bus in Crescent Beach



We consulted on changes to route 351 as part of our Transit Network Review

- Identify potential changes to transit service that are guided by our strategic goals and objectives
- Consult with the public
- Then we make recommendations for implementation or refinement based on public feedback
- Projects are consulted on with the public and are recommended for implementation or refinement based on public feedback
- Projects are to be implemented in the near-term (1-3 years)

How we consulted

- Advertising
 - 2 ads in Peace Arch News
 - On-bus ads
 - Postcard distribution at Bridgeport Station to 351/352 passengers
 - Online advertising and TransLink website
 - Stop signage at some bus stop locations
 - Article in Peace Arch News
- Stakeholder outreach
 - Direct emails and posters sent to stakeholder groups in the community
- White Rock Community Centre Open House
 - April 10, 4-7pm
 - 70 attendees
- Online survey open April 2-22
 - 776 responses received for changes to route 351



What we heard during consultation

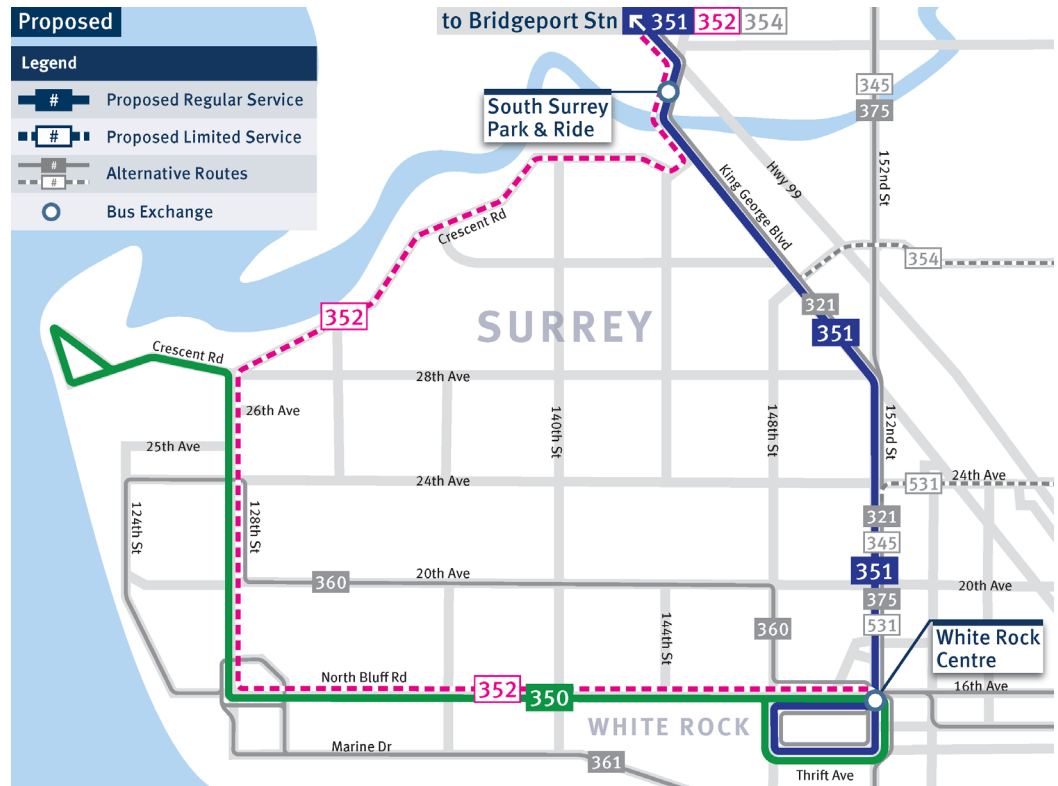
and

how we're responding

Proposed Changes to Route 351

PROPOSED CHANGES

- White Rock Centre is the new terminus location for the 351 and 350
- Introduce double-deckers on the 351 which will provide service between Bridgeport and White Rock Centre
- Implement new 350 which will provide service between Crescent Beach and White Rock Centre

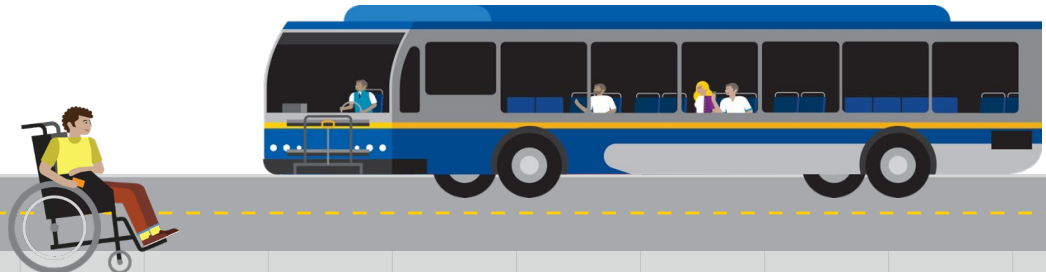


We heard...

“There’s not enough room on proposed community shuttles between White Rock Centre and Crescent Beach, particularly for people using mobility devices”

We will...

Launch the new 350 service to Ocean Park and Crescent Beach with standard buses, which accommodate two people using mobility devices, and continue to monitor and review ridership data



We heard...

“The hours and frequency of the new 350 are much worse than the existing 351 to Crescent Beach”



We will...

Operate the new 350 with similar levels of service as the current 351 to Crescent Beach:

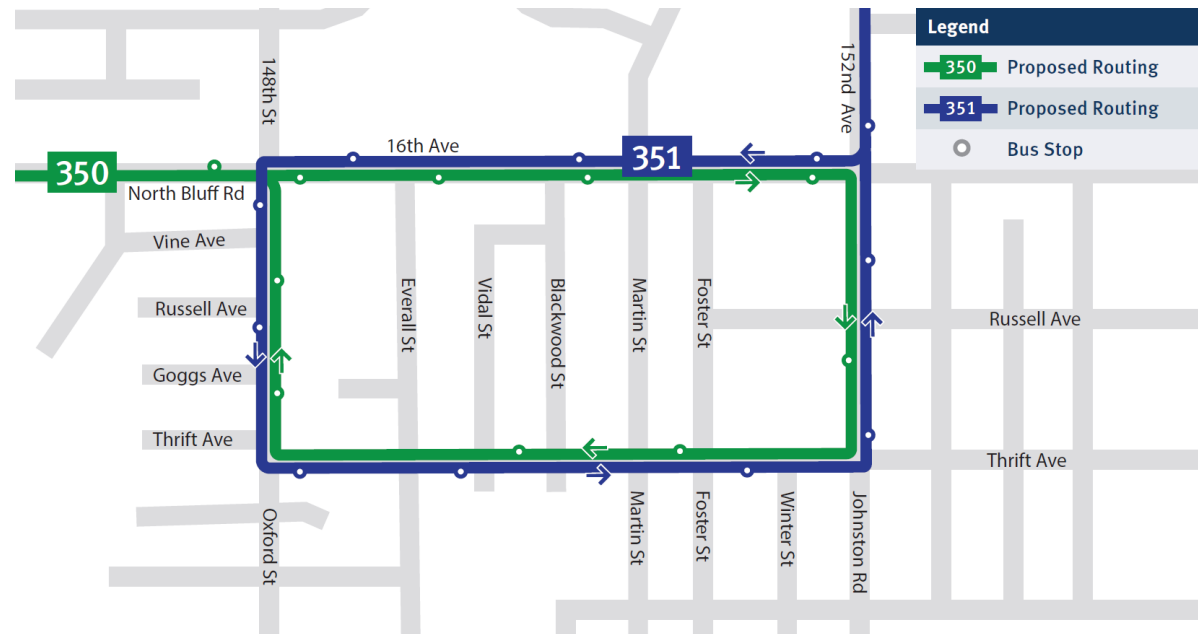
- Operate 4:15am to 2:40am
- Off-peak frequency will remain the same ~ every 30 minutes
- Peak frequency will reduce slightly from every 10-15 minutes to every 20 minutes
- The last 350 will be scheduled to leave White Rock Centre after the last 351 has arrived, ensuring no customers are left stranded

We heard...

“Why won’t the 351 serve Thrift Avenue any longer?”

We will...

Have the new 351 continue to serve Oxford Street, Thrift Avenue and Johnston Road in a counter-clockwise loop

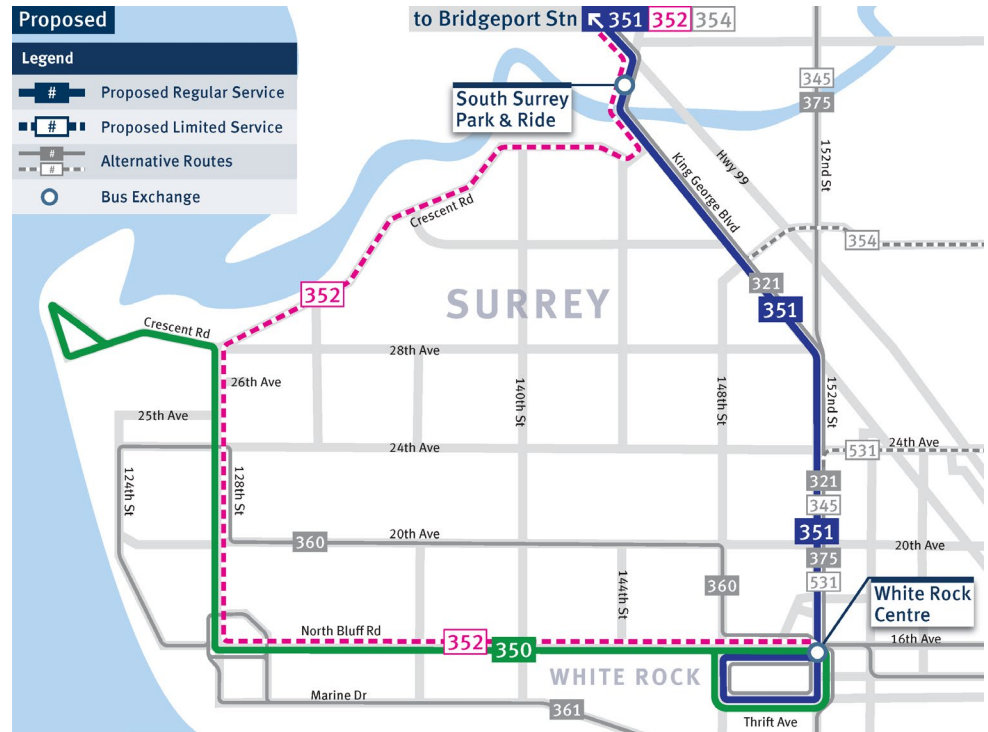


We heard...

“I don’t want to have to transfer to reach Canada Line”

We will...

Extend the hours of service on route 352 in the morning and evening to provide a direct connection to Canada Line for customers on 16th Avenue and 128th Street



	352 Current Hours of Service	352 Proposed Hours of Service (Approximate)
Morning Northbound	4:45am - 7am	4:45am - 8:30am
Evening Southbound	4pm - 5:45pm	3:30pm - 7pm

What are we doing about overcrowding before the double-deckers arrive?

January and April 2019

We added new trips between South Surrey Park & Ride and Bridgeport during the most crowded times:

- 8-9am northbound
- 6-7pm southbound

January 2020

We will be adding more service at the most crowded times:

- Adding an additional trip from Bridgeport to White Rock from 5-6pm
- Extending the 2019 trips further into South Surrey/White Rock, beyond the Park & Ride to meet customer needs

Small group discussion

Small group discussion

1. Do you understand the upcoming route changes?
2. Do you understand the need for the route changes?
3. What do you think about the changes we made based on the consultation feedback?
4. What other questions do you have?

Small group discussion report-back

Thank you for attending!

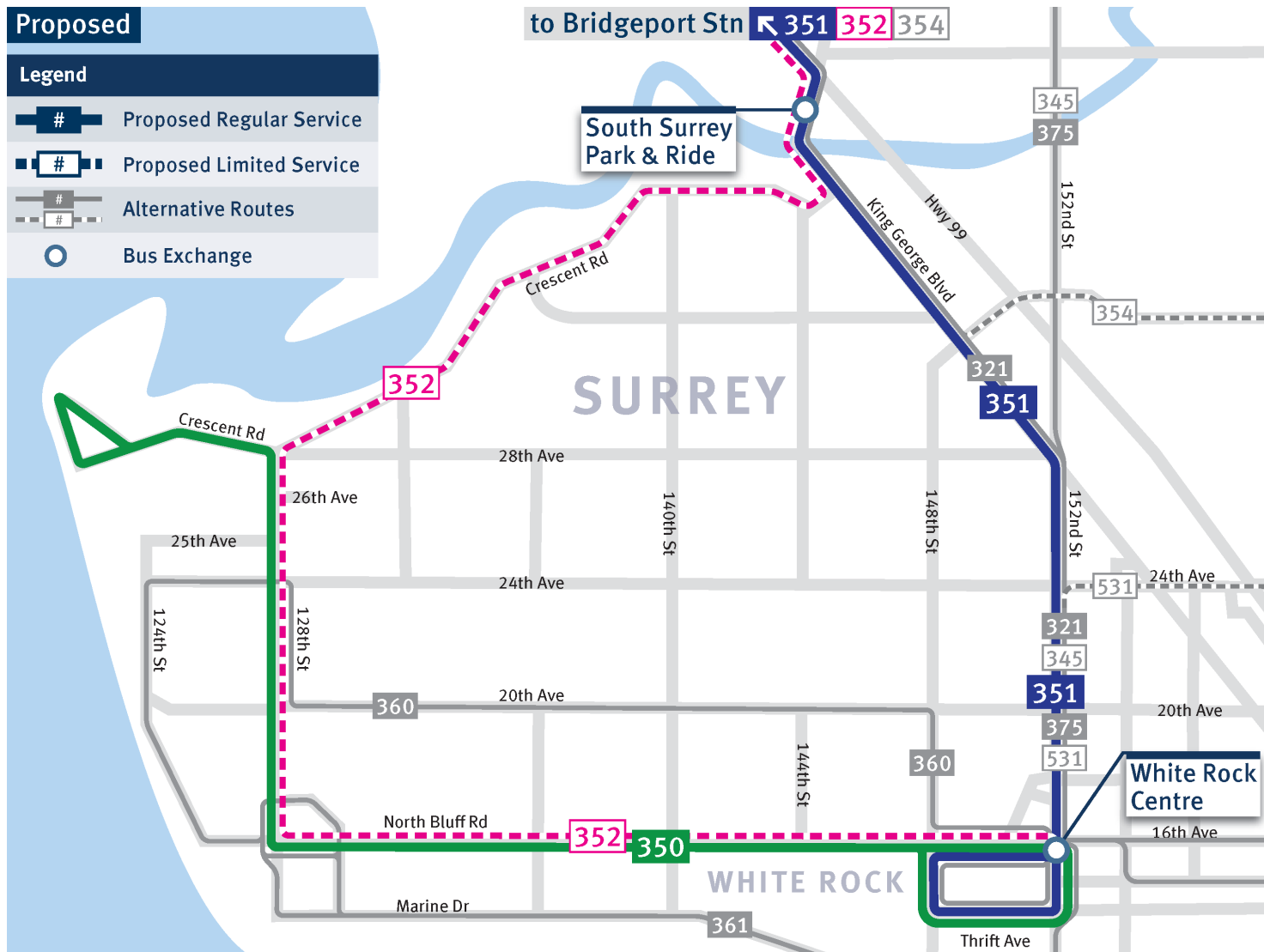
translink.ca/feedback

Resource Slides

Current routing



Proposed routing



Current and Proposed Service Levels of 350/351

Service Levels between Bridgeport to White Rock Centre:

	Current (351)	Proposed (351)
Hours of Service	4:30am-2am	4:30am-2am
Peak Frequency	8-10 min	10 min (with double-deckers)
Off-Peak Frequency	15-20 min 60 min after 11pm	15-20 min 60 min after 11pm

Service Levels between Crescent Beach and White Rock Centre:

	Current (351)	Proposed (350)
Hours of Service	4:15am-2am	4:15am-2:40am
Peak Frequency	10-15 min	20 min
Off-Peak Frequency	30 min 60 min after 11pm	30 min 60 min after 11pm

