

Transit Service Guidelines

PUBLIC SUMMARY REPORT

JUNE 2004





TRANSIT SERVICE GUIDELINES PUBLIC SUMMARY REPORT

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1 Why Establish New Transit Service Guidelines?

Purpose

TransLink understands its customers and has developed these new Transit Service Guidelines to assist in continually adjusting and improving transit service to meet its varied customer needs across the 21 municipalities in Greater Vancouver. The new Guidelines are necessary to update existing service guidelines adopted in 1991, recognizing the significant changes to the vehicle types and range of transit services provided by TransLink over the last decade. They respond to customers' current needs and future expectations for transit service as identified through customer surveys. The Guidelines will be implemented on an on-going basis through resources established in TransLink's Annual, Three Year and Long Term Transportation Plans.

The Guidelines will be used to achieve the following purposes:

- i) Ensure that an acceptable level of service quality is provided to customers on all transit services;
- ii) Provide a consistent and fair basis for evaluating proposed improvements to existing transit services and for considering new transit services; and
- iii) Balance improving the level of transit services with the need to use transit resources efficiently.

They were developed to respond to customer requests for new and improved services as well as municipal and other stakeholder input that indicated that TransLink needs a more accountable and equitable process for establishing and adjusting transit service levels.

The Guidelines target improvements in the quality of transit services over today's levels, and to achieve at least the minimum levels of transit service quality desired by customers. They are one of the tools that will be used by TransLink and its operating subsidiaries and contractors to guide the allocation of resources for transit services in future years. They will be used to both improve existing services and to determine new services, in combination with the strategic objectives and policies of TransLink's Three Year and Long Term Transportation Plans, and the results of TransLink's ongoing community-based Area Transit Plans.

A more detailed explanation of the Guidelines is provided in the Transit Service Guidelines Technical Report, available on TransLink's website at www.translink.bc.ca.

Background

TransLink is responsible for planning, funding and marketing of all public transit services in Greater Vancouver, as well as for planning and funding the Major Road Network (MRN) and regional Commuting Options, Cycling, Intelligent Transportation Systems and AirCare programs. The Transit Program has the largest expenditure within the TransLink budget. TransLink delivers services through its operating subsidiaries and contractors under operating agreements.

The Guidelines have been developed to enable transit services to meet the customer service objectives outlined below. These objectives were included in the Three Year Transportation Plan approved by TransLink's Board in 2002 and address all components of the transit system – Bus, SkyTrain, SeaBus and West Coast Express.

TRANSIT SERVICE GUIDELINES



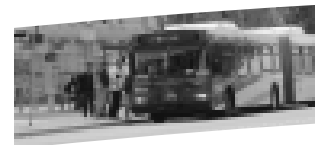
SIMPLE

Services should be designed to be easy for customers to understand, ensuring consistency and ease of use across the system.



COMPREHENSIVE

Transit service should be available within a short walking distance for most residents of Greater Vancouver. Transit services should also provide convenient access to major destinations such as Downtown Vancouver, regional and municipal town centres, universities and colleges and major regional passenger gateways such as Vancouver International Airport and the ferry terminals.



FREQUENT

Service should be frequent, particularly during rush hours and the midday period, to improve convenience and minimize waiting times for customers. Services should be as fast and direct as possible to provide travel times that are competitive with the private automobile.

Improving a Great Transit System

Greater Vancouver's public transit system is already highly developed and is rated among the best urban transit systems in North America. The system has been successful in attracting a high level of usage given the land use patterns in Greater Vancouver which are generally at lower densities than North American cities such as Toronto and Montreal. In the last decade, TransLink's transit ridership has continued to increase at a faster rate than most other North American transit systems due to the introduction of new services and innovative transit pass programs. Major improvements included the introduction of three new B-Line rapid bus routes between 1996 and 2002, the opening of the Millennium SkyTrain Line in 2002, and the initiation of transit pass programs such as Employer Pass and U-Pass.

To build an even better transit system, the TransLink and GVRD Boards approved in the spring of 2004 a 2005 – 2007 Three Year Plan and Ten Year Outlook that includes significant investments to expand and improve services in all parts of the system over the next decade.

As part of the implementation of the Ten Year Outlook, the Transit Service Guidelines will be applied to support the development of an improved regional transit system that features the following family of services:



CONVENIENT

Transit service should be available from early in the morning until late in the evening seven days a week, especially on major routes serving major destinations. Service should be designed so it is quick and convenient to make transfers between bus routes and SkyTrain, SeaBus and West Coast Express.

COMFORTABLE

While riding on transit vehicles, customers should be provided with adequate space for a comfortable ride and should not have to stand for long periods of time.

RELIABLE

Services should be designed to ensure on-time performance, avoiding being early and minimizing running late.

EFFICIENT

Each transit service should be reasonably cost-efficient by providing appropriate levels of service for the level of customer demand. This objective helps to ensure that the overall transit system can provide the most effective service within the available financial resources. This guideline will take precedence over other guidelines.

- A highly developed and integrated network of frequent, direct and reliable rapid transit routes, including SkyTrain lines, SeaBus and B-Line rapid bus routes. This rapid transit network is focused on corridors which connect regional and municipal town centres in the more developed parts of the region. As well, this network supports the development of complete communities and higher density development in the urban core of the region – the Growth Concentration Area, as outlined in the GVRD’s Livable Region Strategic Plan;
- Express transit services, including West Coast Express and Express Coach routes, which provide fast direct service for longer distance commuter trips between suburban areas and downtown Vancouver, other regional centres or rapid transit stations;
- Bus routes serving shorter distance trips in more developed areas as well as connecting customers to the rapid transit and express transit networks; and
- A system of Community Shuttle (minibus) services in lower demand areas providing reliable, effective and cost-efficient access to local community activity centres as well as connections to the core transit network.

Convenient and seamless connections between all of the above services will be provided, with transit stations and bus exchanges located at strategic points in the network to enable customers to make quick and comfortable transfers.

The Guidelines do not include service standards for HandyDART services. Market research and analysis will be completed as part of the preparation of TransLink’s new Long Term Transportation Plan to determine the appropriate guidelines for these services which can form a future amendment to these Guidelines.

TransLink currently provides eight unique types of transit service serving different customer markets as follows:

- **SkyTrain** – Rapid rail service providing very frequent service on major travel corridors linking regional and municipal town centres and downtown Vancouver.
- **SeaBus** – A high capacity passenger ferry link between North Vancouver and Downtown Vancouver.
- **B-Line** – Frequent, limited-stop rapid bus service in major urban travel corridors using articulated buses, and intelligent transportation systems such as real time schedule displays. B-line service is also assisted by transit priority measures such as bus lanes to make the service more reliable in traffic congestion.
- **West Coast Express** – A commuter rail and bus operation providing a premium service for long distance trips from suburban areas to downtown Vancouver and regional centres.
- **Express Coach** – Longer distance express services operated with highway coaches on higher speed roadways connecting suburban centres to downtown Vancouver or regional centres.
- **Bus** – Local services provided by standard and articulated buses serving short and medium distance trips. Most Bus services make all local stops, but during rush hours some Bus services have express sections on part of their route to speed up service.
- **Community Shuttle** – Minibus services serving local trips primarily in lower demand communities where conventional buses are not cost-efficient to operate.
- **Night Bus** – A limited network of bus routes that operate after 2:00 a.m. to provide a basic late night transit service after regular train, bus and ferry services have ended. NightBus services are provided on different routes than core daytime services.



2 What Are The Transit Service Guidelines?

The Transit Service Guidelines, supporting each of the customer service objectives outlined above, are summarized in the following pages. More detailed descriptions of all the Guidelines and how they will be measured are provided in the Technical Report which can be viewed on TransLink's website at www.translink.bc.ca.

A Comprehensive Service

The following Guidelines promote a network of transit services that is accessible to most residents by minimizing walking distances, especially in higher density residential and employment areas such as regional and municipal town centres. As well, transit services should provide convenient and direct connections, with as few transfers as possible, to major regional destinations.

- 1) At least 90% of all residents and employees in urbanized development areas¹ should have less than 450 metres walking distance to a bus stop. Reduced walking distances may be provided in situations where steep grades or safety hazards create a difficult pedestrian access route.
- 2) 98% of all peak period transit trips to and from Downtown Vancouver should be accommodated with not more than one transfer (excluding SkyTrain to SkyTrain transfers).
- 3) 95% of all peak period transit trips to the nearest town centre should be accommodated with no transfer (excluding SkyTrain to SkyTrain transfers).

¹ For these Guidelines, urbanized development areas are defined as areas having more than 15 residents per hectare or 20 jobs per hectare.



- 4) All transit trips between a town centre and the town centres nearest to it should be accommodated with direct service with no transfers (excluding SkyTrain to SkyTrain transfers).
- 5) 95% of all peak period transit trips to major regional activity centres and passenger gateways should be accommodated with two or fewer transfers (excluding SkyTrain to SkyTrain transfers). These major regional activity centres and passenger gateways include ferry terminals, Vancouver Airport, and major universities and colleges.

A Frequent Service

TransLink's existing and potential customers place a high value on transit service being frequent to make using transit convenient and to minimize waiting times. The following Guidelines support making transit service more frequent and fast, with as few diversions off main routes as possible and avoiding stopping too often. These improvements would make transit more convenient and competitive with travel by car so it attracts more customers including those with access to an automobile.

1. SkyTrain rapid transit services should be provided at least every five to six minutes during weekday peak and midday periods. During evenings (after 6:00 p.m.) and on weekends, service should be provided at least every eight to ten minutes.
2. B-Line rapid bus services should be provided at least every 10 minutes during peak and midday periods on weekdays, and at least every 15 minutes at other times except during early morning and late evening.
3. West Coast Express commuter services should be provided at least every 30 minutes during weekday peak periods.
4. Peak period and midday bus services should operate at least every 30 minutes. Special services to schools and rural services are excluded from this guideline.



5. Bus services not designed to have timed connections at transit stations, bus loops or major street intersections should provide service every 15 minutes or better in peak and midday periods and every 20 minutes or better in the evening.
6. A bus route should not divert from the most direct route, unless the resulting total savings in walking time for all customers getting on and off along the added route section is greater than the total travel time increase for all through passengers.
7. To promote faster service, the distance between bus stops should not be less than the following, as long as safe access for customers can be provided:

MINIMUM BUS STOP SPACING	
BRAND	STOP SPACING SHOULD BE AT LEAST:
BUS	250 metres (both near & farside stops permitted at major transfer points)
EXPRESS COACH	250 metres (in local service area)
B-LINE	500 metres to 1,500 metres average spacing on route
COMMUNITY SHUTTLE	Flexible to serve local conditions

A Convenient Service

The following Guidelines promote a convenient service for customers in terms of the start and end times of service and being able to make easy connections between services at town centres, transit exchanges and stations.

1. The scheduled hours of service for transit should ensure that 95% of trips identified in the following table could be completed at the times shown. Service should be provided to major regional activity centres to correspond to customary opening and closing times.

SPAN OF SERVICE GUIDELINES*			
LATEST ARRIVAL TIME OF FIRST TRANSIT TRIP IN MORNING			
SERVICE	WEEKDAYS	SATURDAYS	SUNDAYS & HOLIDAYS
From any point to Downtown Vancouver	7:00 a.m.	8:00 a.m.	9:00 a.m.
From any point to nearest town centre	7:00 a.m.	8:00 a.m.	9:00 a.m.
EARLIEST DEPARTURE TIME OF LAST TRANSIT TRIP IN EVENING			
SERVICE	WEEKDAYS	SATURDAYS	SUNDAYS & HOLIDAYS
From downtown Vancouver to any town centre	Midnight	Midnight	11:00 p.m.
From town centre to any adjacent town centre	Midnight	Midnight	11:00 p.m.
* Note: These are minimum Guidelines. Service can be provided beyond these hours if it is cost-efficient.			

2. The Guidelines for the earliest end of service in the evening are:

BRAND OF SERVICE	EVENING SERVICE (Last trip leaving route terminus outbound) should be provided at least until		
	WEEKDAYS	SATURDAYS	SUNDAYS
CORE HOURS SERVICES			
SkyTrain	1:00 a.m.	1:00 a.m.	12:00 a.m.
B-line	1:00 a.m. or meets last SkyTrain		
SeaBus	0:30 a.m.	0:30 a.m.	11:00 p.m.
Express Coach	Midnight	Midnight	11:00 p.m.
Bus	9:00 p.m.	7:00 p.m.	6:00 p.m.
Community Shuttle	9:00 p.m.	7:00 p.m.	6:00 p.m.
LATE NIGHT SERVICES			
NightBus (starts at 2:00 a.m.)	3:00 a.m.	3:00 a.m.	3:00 a.m.

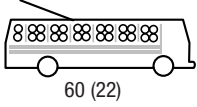
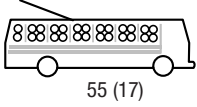
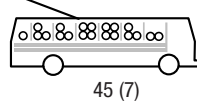
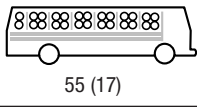
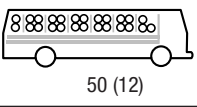
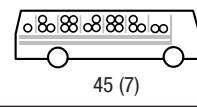
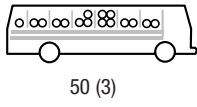
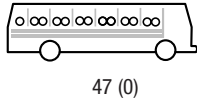
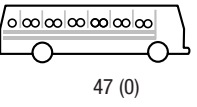
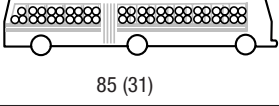
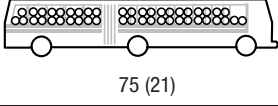
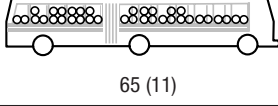
3. Transit services should be scheduled so that transit vehicles arrive at the same time at transit stations and bus loops to allow convenient transfers, except when an area has enough transit demand to support daytime service frequencies of 15 minutes or better on most routes. In such areas, non-timed connections between frequent routes are permitted.

A Comfortable Service

These Guidelines support providing a safe, comfortable and attractive environment for customers on-board transit vehicles. Guidelines for maximum numbers of passengers on-board transit vehicles were developed to ensure standing passengers on all types of vehicles have enough floor space for a comfortable ride. The Guidelines are:

1. The number of passengers on-board SkyTrain cars and buses at the busiest point on the route should not exceed the following values:

MAXIMUM NUMBER OF PASSENGERS by SkyTrain Car and Time Period (number of standing passengers shown in brackets)			
VEHICLE TYPE	PEAK PERIODS (average over 15 minutes)	MIDDAY & EVENING (average over 60 minutes)	LATE EVENING (average over 60 minutes)
MARK I CAR (36 seats)	80 (44)	47 (11)	36 (0)
MARK II CAR (42 seats)	130 (88)	64 (22)	42 (0)

MAXIMUM NUMBER OF PASSENGERS by Bus Type and Time Period			
BUS TYPE	Peak 15 minutes in AM & PM peak periods	Peak 30 minutes in AM & PM peak periods	Weekday Midday & Evening, Weekends (peak 60 min.)
Maximum Number of Passengers On-Board (number of standing passengers shown in brackets)*			
12 METRE HIGH FLOOR TROLLEY COACH (38 seats)	 60 (22)	 55 (17)	 45 (7)
12 METRE LOW FLOOR BUS (38 seats)	 55 (17)	 50 (12)	 45 (7)
12 METRE HIGHWAY COACH (47 seats)	 50 (3)	 47 (0)	 47 (0)
18 METRE LOW FLOOR ARTICULATED BUS (54 seats)	 85 (31)	 75 (21)	 65 (11)
* These Guidelines are for the highest passenger loads averaged for all bus trips on a route within the busiest 15 minutes and 30 minutes in peak periods and over 60 minutes in off-peak periods. Passenger loads on some individual bus trips may exceed the guidelines.			

2. On at least 95% of off-peak period SkyTrain scheduled trips, no customer should have to remain standing more than 20 minutes on SkyTrain. (There is no guideline for maximum customer standing time on SkyTrain during peak periods due to high passenger volumes.)

3. On at least 90% of peak period scheduled trips on a bus route, no customer should have to remain standing more than 30 minutes on one bus. On at least 95% of off-peak period scheduled trips on a bus route, no customer should have to remain standing more than 30 minutes on one bus.
4. On at least 90% of West Coast Express scheduled trains, no customer should have to remain standing more than 30 minutes.
5. On West Coast Express trains, the number of passengers at the maximum occupancy point should not exceed five standing passengers per car averaged over the peak 60 minutes.



A Reliable Service

Service reliability is one of the most important issues for customers. The reliability Guidelines are intended to ensure that published timetables will be adhered to as much as possible, while recognizing that variable traffic conditions and congestion, variable boarding passenger volumes, adverse weather, accident delays and other uncontrollable factors will affect on-time performance of some transit trips. The Guidelines are:

1. 98% of SkyTrain trips should be provided with no more than two minutes of delay compared to scheduled times.
2. 98% of SeaBus trips should depart or arrive not more than three minutes late.
3. 98% of West Coast Express trains should arrive at the terminus station not more than five minutes late compared to the scheduled arrival time.
4. Bus services should meet the following reliability guidelines over time:
 - 90% of bus trips on each route should depart each terminus not more than two minutes late and not early;

- 85% of bus trips on each route should depart each mid-route scheduled timing point not more than three minutes late and not early; and
- 90% of bus trips on each route should arrive at each terminus not more than three minutes late.

The initial bus service reliability guidelines above will be refined and extended in 2005 as more comprehensive data becomes available from Automated Passenger Counters that will be installed on buses in late 2004.

A Simple Service

Transit services should be designed so they are easy for customers to understand and use by ensuring that routings, schedules and service types are consistent throughout the day and across the region. TransLink and its operating subsidiaries and contractors will also continue to improve their customer information services to ensure that customers can easily access information they need to make the best possible use of the transit network.



An Efficient Service

TransLink has a strategic financial objective to provide a cost-efficient transit service to ensure that the most effective service is delivered within the available budget. The Efficiency Guidelines support this overall objective by ensuring that each individual transit route is reasonably efficient in transporting customers by providing an appropriate frequency, vehicle and type of service given the level of demand. The Guidelines are:

1. Each bus service should carry a minimum passenger load as measured by the average percentage of seats occupied over the full length of the route, as shown in the table below:

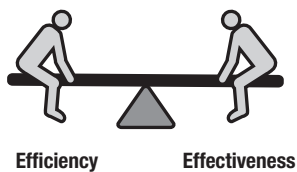
INITIAL MINIMUM EFFICIENCY GUIDELINES FOR BUS SERVICES (Average Percentage of Seats Occupied Over Entire Route in Peak Direction)					
SERVICE TYPE	Weekday Peak Periods	Weekday Midday	Evening	Late Night (Service after 2:00 am)	Weekend Daytime
B-LINE*	50%	40%	30%	—	30%
EXPRESS COACH	50%	40%	20%	—	30%
BUS	30%	25%	15%	—	20%
NIGHTBUS	—	—	—	15%	—
COMMUNITY SHUTTLE**	25%	15%	10%	—	15%

* B-Line rapid transit service frequencies should meet the minimum frequency guidelines set out under Frequent Service

** Community Shuttle guidelines are preliminary and will be adjusted in future based on actual performance of new Community Shuttle services

The above bus service efficiency guidelines were set at approximately the 15th percentile for each service type, meaning that approximately 15% of all bus routes of each type currently fall below the Guidelines. Each year the services falling below these performance levels (except B-Lines) should be reviewed to identify possible ways to improve their efficiency. The values of the Guidelines will be adjusted over time, using the 15th percentile rule, as the efficiency of bus services changes and in response to changes in TransLink’s strategic financial objectives.

Each NightBus service operating after 2:00 a.m. is expected to have at least 15% of seats occupied (i.e. 6 seats on a standard bus) averaged over the length of the route in the busiest direction. This is the same efficiency guideline as for regular evening Bus services, recognizing that NightBus services are not part of core daytime service and are provided on selected routes having the highest demand for late night travel.



In most cases, the efficiency guidelines would take precedence over other Transit Service Guidelines. For example, even though more frequent service may be desirable on a bus route to meet the service frequency guidelines, this change would not be made if it were expected that the ridership on the more frequent service would fall short of the efficiency guidelines. For bus services that do not meet the efficiency guidelines, there is a wide range of potential actions that will be considered to improve their performance. These range from minor schedule and routing adjustments to more significant changes to frequencies and/or vehicle types.



3 When Should New Bus Services Be Introduced?

There needs to be a fair, consistent and accountable means of identifying when and where new transit services should be introduced. The overall objective of the guidelines is to ensure that new transit services will be reasonably cost-efficient and matched to the expected level and nature of demand. For example, transit service cannot be provided cost-efficiently in areas with very low development densities so some of the guidelines include minimum density thresholds.

Flexible guidelines, rather than strict rules, have been developed to assist TransLink and its operating subsidiaries and contractors in determining where and when improvements should be made to TransLink's bus service types – Bus, Express Coach and Community Shuttle. These guidelines will be used in combination with the strategic objectives and policies of TransLink's Annual, Three Year and Long Term Transportation Plans and the results of TransLink's ongoing program of community consultation on transit service priorities through the Area Transit Planning process.

Major investments in the rapid transit network including rail rapid transit, SeaBus and B-Line rapid bus services will continue to be addressed through TransLink's long range planning process.

BUS

Guidelines have been identified to determine when it may be feasible to introduce Bus service into new residential, industrial, commercial and recreational developments. Guidelines are also provided for Bus services with express sections to assist in determining when they should be introduced to supplement the local and regional Bus service.



Following are key conditions that should be met for introducing regular Bus services in new development areas:

- Minimum density of 30 residents per hectare or 25 jobs per hectare as measured over a minimum developed area of 10 hectares.
- There is an adequate road and pedestrian access system that provides for safe access and efficient operation of Bus service.
- It is projected that the area would generate at least 250 total person trips (by auto, bike or bus) for each additional Bus service hour that would be required to provide new service to the area.

In applying these Guidelines, consideration will also be given to the socio-economic characteristics of the community and other factors such as travel demand management programs that may affect potential transit ridership.



BUS SERVICES WITH EXPRESS SECTIONS

The Bus system also includes some routes having express sections with limited stops, differentiated from Express Coach services by the fact that they operate mainly in rush hours on urban arterial streets and do not have significant route sections on highways. These Bus routes with express sections travel to and from downtown Vancouver or other major activity centres on heavily used transit corridors, and include a significant section of limited-stop service. These corridors are usually also served by local transit services. Typically the express services make all local stops at each end of the route, while on the middle section stops are limited to transfer points or major activity centres.

Bus service with express sections may be operated when the following conditions are met:

- The travel time between the start and the end of the route is more than 30 minutes.
- The underlying local Bus service is productive enough to be able to support a service frequency of at least every ten minutes (or at least every 15 minutes for routes having timed connections at major customer transfer points) after implementation of the Bus express service.
- The express service should be at least 15% faster than the local bus, and offer a time saving for the average customer that is greater than the frequency of the local Bus service (for routes not having timed connections at transfer points).
- The travel time savings of Bus express route customers should be greater than the travel time increases for local Bus customers in situations where the local Bus service frequency is reduced with the introduction of the express service.



COMMUNITY SHUTTLE

Community Shuttle services are operated using vehicles smaller than the conventional 12 metres long transit bus and with fewer seats. This could include a range of options from minibuses to shared-ride vans or taxis. These services are implemented in areas where it is not cost-efficient or not physically possible to operate conventional buses.

Some Bus routes that do not meet the efficiency guidelines will be converted to Community Shuttle services. In addition, new Community Shuttle routes may be provided in new areas when the following conditions are met:

- Minimum density of 20 residents per hectare or 20 jobs per hectare measured over a minimum developed area of 10 hectares.
- There is a road and pedestrian access system that provides for safe access and efficient operation of Community Shuttle service.
- It is projected that the area would generate at least 175 total person trips (by auto, bike or bus) for each additional Community Shuttle service hour that would be required to provide new service to the area.

Similar to the Bus guidelines, consideration will also be given to the socio-economic characteristics of the community and other factors such as travel demand management programs that may affect potential transit ridership.

EXPRESS COACH

Express Coach routes operate over longer distances primarily on highways between suburban town centres and between downtown Vancouver and suburban town centres. These services use highway style coaches.

Express Coach service may be introduced when the following conditions are met:

- The travel time between the proposed route terminuses is more than 40 minutes.
- Express Coach service would include at least 15 minutes of non-stop or limited-stop service operated on highways with speed limits greater than 60 kilometres per hour.
- Express Coach should offer a service that is at least 20% faster than Bus or, if there is an underlying local bus service result in a time saving greater than the frequency of the underlying Bus service, over the entire trip.





4 How Will The Guidelines Be Measured, Monitored and Amended?

The new Transit Service Guidelines will be used by TransLink and its operating subsidiaries and contractors to assist in adjusting and improving transit services on an on-going basis and as an aid in developing TransLink's Annual, Three Year and Long Term transportation plans. The application and refinement of these Guidelines will be supported by conducting an annual service monitoring program, which will provide up-to-date information on the performance of individual transit services compared to the guidelines. TransLink will report each year to the TransLink Board on the progress made toward achieving the Transit Service Guidelines as part of the Annual Transportation Plan, starting in 2005 when more comprehensive service performance information from automatic passenger counters becomes available.

The resources dedicated to the Transit Program in TransLink's approved Ten Year Outlook and Three Year Financial Strategy (2005-2007) would enable these Guidelines to be fully met by 2010.

Based upon the annual monitoring and analysis of the performance of transit services and future changes to TransLink's transit services, periodic amendments to the Transit Service Guidelines may be developed and presented to the TransLink Board for approval.

A comprehensive review of the Guidelines will be undertaken during the development of the 2008 to 2010 Three Year Transportation Plan.

The Transit Service Guidelines cover all transit services provided by the Greater Vancouver Transportation Authority known as TransLink and operated by TransLink's operating subsidiaries and contractors, including:

Coast Mountain Bus Company

BC Rapid Transit Company (SkyTrain)

West Coast Express

West Vancouver Blue Bus

Bowen Island Community Transit

D.W. Services (Langley Community Shuttle)

Metro Shuttle (New Westminster Community Shuttle)

The Transit Service Guidelines were prepared by:
Planning Division, TransLink, May 2004

Copies of this Transit Service Guidelines Public Summary Report or the detailed Transit Service Guidelines Technical Report or inquiries pertaining to this report can be directed to:



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www.translink.bc.ca

