



B-Line Consultation Report

SEPTEMBER 2018



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Summary Report

As part of Phase One of the Mayors' Council 10-Year Vision, TransLink is launching four new B-Line routes in Metro Vancouver in 2019.



In spring 2018, TransLink consulted with the public on the four new B-Line corridors, as well as proposed changes to local routes, streets, and intersections. This report provides a summary of the feedback received, and how this feedback has helped inform and improve design of the new B-Line routes.

Overview of B-Line

In 2014, the Mayors' Council on Regional Transportation developed the 10-Year Vision, a region-wide, integrated transportation plan to keep the region moving. Included in the 10-Year Vision were 12 new or upgraded B-Line corridors, a 200 kilometre network of fast, frequent and reliable service connecting regional centres across Metro Vancouver with transit priority measures to improve speed and reliability, and enhanced passenger amenities to make travel more comfortable.

The Vision is being rolled out in phases; Phase One funded 5 new B-Lines:

- **Hastings**
- **41st Avenue**
- **Fraser Highway**
- **Lougheed Highway**
- **Marine-Main**

The Hastings 95 B-Line was implemented in December 2016, and the remaining four will launch Fall 2019.

The recently approved Phase Two Plan funded two additional B-Lines: Richmond–Brighouse and Scott Road. These B-Lines will be introduced in 2021.

How is the B-Line special?

B-Lines provide limited-stop bus service that run at least every 15 minutes, throughout the day, every day of the week. To improve speed and reliability, B-Line implementation may include enhanced service features, particularly transit priority, and customer amenities. These enhancements to B-Line service are dependent on municipal collaboration with TransLink. B-Line features include:

Improved travel time and reliability

- Stops are spaced approximately 1 km apart
- All-door boarding
- Streets are designed to make buses faster
- High-capacity articulated buses

Frequent

- At least every 10 minutes in peak periods
- At least every 15 minutes at other times

Easy to find

- Buses and stops have a different look
- Stops have Next Bus digital signage
- Route information inside buses

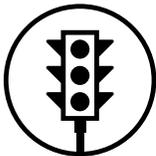
Available all day, every day

- Service from 6 a.m. to midnight, or better

How is the B-Line faster and more reliable?

As part of the launch of these new B-Line routes, TransLink is working closely with municipal and provincial partners to examine how streets can be modified to ensure the B-Line routes don't get stuck in traffic.

TransLink consulted on the following changes:



Changes to traffic signals



Changes to bus stop locations



Changes to avoid delay re-entering traffic



Changes to intersections



Turn restrictions



Introducing dedicated lanes for buses

A detailed description of these changes is available in Appendix B.

Consultation

WHAT WE DID

Engagement on the B-Lines included an **online survey** available on TransLink’s website, and **numerous in-person events**, including:

- 25** public open houses and stakeholder meetings
- 18** Council presentations
- 43** stakeholder groups contacted via email and phone



We reached out to residents across Metro Vancouver through a variety of media, including:

- **2 month-long online survey**
- **3,000 posters and postcards** distributed at community centres, libraries, and senior centres
- **10 newspaper advertisements**
- Promotion and advertising along **17 bus routes** and at **9 key transit stations**



WHAT WE ASKED

The online survey asked respondents to provide feedback on one or more B-Line corridors of their choice.

The survey asked for respondents’ feedback on:

-  **B-Line stops**
-  **Changes to local routes**
-  **Transit priority measures**

To view the complete survey, please see Appendix C.

WHO WE REACHED



- **Over 6.2 million** impressions of digital ads
- **52,223** page views on the B-Line website



5,755 respondents completed the survey.
51 percent of people who began the survey, completed it – a higher than average completion rate for surveys of this type.



- We heard from a **diverse range of transit users** and non-transit users across the region
- Engaged with **1,678 people** at public events

For more details on who we reached see Appendix B.



WHAT WE HEARD

Across all corridors respondents were **very supportive of the proposed B-Line stops and service and potential transit priority measures.**

90 percent of survey respondents either strongly supported or supported the proposed B-Lines.

The pattern of support for B-Lines and transit priority measures was consistent across all demographics including location, age, gender and transit use.



WHAT WE'RE DOING

As a result of consultation, we have made the following revisions to the 2019 launch:

- Implement additional B-Line stop at 41st Avenue and Rupert
- Deliver a B-Line stop at Fraser Highway and 184th for the 2019 launch
- Alter 255 to serve West 3rd and provide direct service between Central Lonsdale and Capilano University
- Introduce a dedicated route between Phibbs Exchange and Capilano University



NEXT STEPS

The B-Line service and changes to local routes will launch in fall 2019.

TransLink will continue to work with municipal and provincial partners to identify and design specific transit priority measures along each corridor as well as enhanced passenger amenities such as shelters and provision of real-time information. These other important parts of the work will be ongoing, and will ensure that these four new B-Lines deliver exceptional service and experience.

Feedback and Recommendations by B-Line Corridor

The following section provides details on the consultation results and revised service plan for the four new B-Lines launching in 2019. Overall, public feedback was very positive for the proposed B-Line stops, changes to local routes and potential transit priority measures. As a result, we have made minor revisions to the proposed service plans and will continue to work with our municipal and provincial partners to deliver the four new B-Lines next year.

41st Avenue (Joyce–Collingwood Station to UBC)

Public support for all aspects of the B-Line proposal was overwhelmingly positive

The majority of respondents supported the proposed 41st Avenue B-Line stop locations, changes to local routes and transit priority measures. Support was consistent across all demographics including, age, gender, transit use and more.

For more details on what we heard see Appendix B.

TransLink will implement the proposed service plan with an additional B-Line stop at Rupert

For more details on the public feedback that shaped the final plan see pages 8-10. Below is the revised service plan and changes to local routes for implemented in fall 2019.

2,368

completed survey responses on the 41st Avenue B-Line

We talked to **297 people** at **5 public events**

in Vancouver

Future B-Line service

Frequency			Hours of Operation
Peak	Midday/Evening/Weekends	Night	
3-6 min	8 min	15 min	6 a.m. to 1 a.m.

See next page for route diagram and planned stops.

Future changes to local routes

Route #	Description
Route 43	<ul style="list-style-type: none"> Discontinue and reinvest service hours into new B-Line
Route 41	<ul style="list-style-type: none"> Truncate route from Crown St to Joyce Station Operate with trolleybuses Reduce frequency to 15 min during the day, 30 min at night* Reinvest service hours into new B-Line
Route 49	<ul style="list-style-type: none"> Adjust route to serve Wesbrook Village, Provide additional late-night and early morning service on weekdays

**Frequency on Route 41 may be improved during peak periods, contingent on travel time savings achieved from bus speed and reliability measures.*

41st Avenue (Joyce–Collingwood Station to UBC)



FREQUENCY: Peak: 3-6 min | Midday/Evening/Weekend: 8 min | Night: 15 min **HOURS OF OPERATION:** 6 a.m. to 1 a.m.

41st Avenue (Joyce–Collingwood Station to UBC)

B-Line Stops

TransLink collected feedback on proposed B-Line stops

One of the keys to the success of B-Lines is having the right number of stops – approximately 1km apart between key locations. TransLink worked with municipal partners to identify stop locations that cover the most popular destinations on the corridor and sought public input on the proposed stops.

For details on 41st Avenue B-Line stops proposed during consultation see Appendix B.

Do you support or oppose changes to B-Line bus stops?




Respondents requested a stop at Rupert Street be added

A majority of respondents were supportive of the proposed stops along the route. 149 respondents (6%) expressed a desire to have a stop added at Rupert St. Most indicated they use this stop to catch the 43 or as a transfer point to the 26.



We’re adding a stop at Rupert Street

As a result of the feedback received during consultation, TransLink has added an additional stop to the 41st Avenue B-Line at Rupert Street. The addition of this stop will help better serve local trips without a significant negative impact to B-Line bus travel time along the corridor.

“Would like [Rupert] to be added as part of the 41st B-Line stops like it had been done with the 43 bus route.”

“Please consider the residents who live in south east Vancouver and need to work/Study at UBC. There should have a stop at the Rupert St for the people transfer from #26 to #43.”

41st Avenue (Joyce–Collingwood Station to UBC)

Local bus routes and connections

TransLink sought input on a number of proposed changes to local routes

These changes enable the high frequency of the B-Line, and are intended to adjust local routes to maintain connections to communities.

For the 41st Avenue B-Line TransLink proposed replacing the 43 with the B-Line, reducing the frequency of the 41 and truncating at Crown, and adjusting the 49 to serve Wesbrook Village. Savings from these changes will be reinvested into new B-Line service and extending the service span of the 49.

For more details on the proposed changes see Appendix B.

Do you support or oppose these changes to local routes?




Respondents are supportive of changes to local routes

73% of respondents (1,721) were supportive of changes to local routes. We heard a variety of comments from the open-ended responses. Concern about the proposed reduced frequency of the 41 was expressed by 147 respondents (6%).

For more details on the open-ended responses see Appendix B.



We're moving forward with proposed changes to local routes

Given the majority support for changes to local service, TransLink will proceed with the changes as proposed during consultation. If significant travel time savings are achieved from transit priority measures (see page 10), TransLink will reinvest any potential savings into improving route 41 during peak periods.

“I think it’s a fantastic and long overdue idea! Since the Canada Line opened, both the 41 and 49 experience such heavy use during rush hours. A B-Line route would be awesome. I am really looking forward to this.”

41st Avenue (Joyce–Collingwood Station to UBC)

Changes to streets and intersections

TransLink consulted on changes to streets to improve bus speed and reliability

As part of the launch of these new B-Lines, TransLink is working with the City of Vancouver, UBC and the BC Ministry of Transportation and Infrastructure to examine how streets can be changed to ensure that B-Lines don't get stuck in traffic. TransLink sought input on general types of changes that could be applied to the streets and intersections, for example changes to traffic signals, turn restrictions, dedicated bus lanes and more. These proposed changes were not unique to a particular corridor and identification of specific projects is ongoing.

For more details on proposed changes see Appendix B.

Should TransLink pursue changes to streets to make these B-Line bus routes faster and more reliable?




Respondents are in support of transit priority measures

A large majority of respondents supported changes to streets and intersections to support speed and reliability of the new 41st Avenue B-Line. Support was strong across all proposed transit priority measures.

See Appendix B for more details on responses for individual priority measures.



We're working with our partners to identify projects that support transit priority

TransLink will continue to work closely with municipal and provincial partners to identify and implement intersection and street improvements that support faster and more reliable transit service.

“I support all of these changes. Buses which transport very large numbers of people are delayed to due to parking lanes and turning vehicles in many places along the routes.”

“More than happy for TransLink and the municipalities to substantially reduce street parking if it means making these new routes faster and more reliable. The era of putting the private automobile first needs to end.”

Fraser Highway (Surrey Central to Langley)

Public support for all aspects of the Fraser Highway B-Line was overwhelmingly positive

The majority of respondents supported the proposed Fraser Highway B-Line stop locations, changes to local routes and transit priority measures. Support was consistent across all demographics including, age, gender, transit use and more.

For more details on what we heard see Appendix B.

1,894
completed survey
responses

We talked to
197 people
at 3 public
events
along Fraser Highway

TransLink will implement the proposed service plan and deliver a B-Line stop at 184th for the 2019 launch

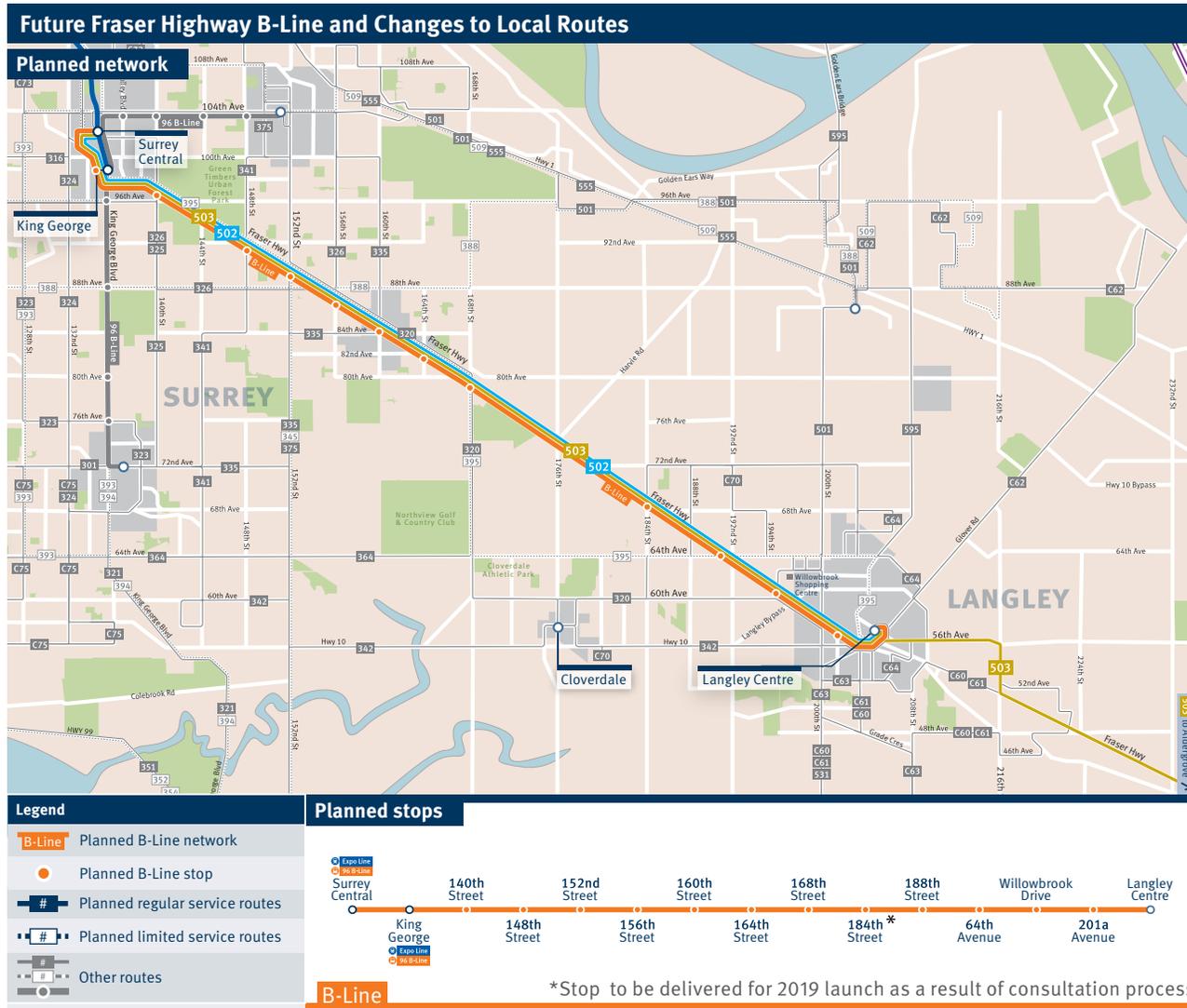
The B-Line stop at 184th was intended for future implementation based on expected changes in land use. Details on the decision to implement this stop along with the originally proposed service plan in 2019 are available on pages 13-15. Below is the revised service plan and changes to local routes for implemented in fall 2019.

Future B-Line service			
Frequency			Hours of Operation
Peak	Midday/Evening/Weekends	Night	
8 min	10 min	15 min	5 a.m. to 12 a.m.

See next page for route diagram and planned stops.

Future changes to local routes	
Route #	Description
Route 502	<ul style="list-style-type: none"> Reduce frequency to provide service every 15 minutes all day and every 30 minutes at night when combined with the 503
Route 503	<ul style="list-style-type: none"> Provide local service along Fraser Hwy between Surrey Central and Aldergrove

Fraser Highway (Surrey Central to Langley)



FREQUENCY: Peak: 8 min | Midday/Evening/Weekend: 10 min | Night: 15 min
HOURS OF OPERATION: 5 a.m. to 12 a.m.

Fraser Highway (Surrey Central to Langley)

B-Line Stops

TransLink collected feedback on proposed B-Line stops

One of the keys to the success of B-Lines is having the right number of stops – approximately 1km apart between key locations. TransLink worked with municipal partners to identify stop locations that cover the most popular destinations on the corridor and sought public input on the proposed stops.

For details on Fraser Highway B-Line stops proposed during consultation see Appendix B.

Do you support or oppose changes to B-Line bus stops?



Respondents requested an earlier implementation of stop at 184th

90% of respondents (1,709) were supportive of the proposed stops along the route. 83 respondents (4%) also voiced support for accelerating the implementation of a proposed future stop at 184th, noting recent residential development and the opening of a new high school.



We're accelerating the introduction of stop at 184th to 2019 B-Line launch

As a result of consultation, TransLink will accelerate implementation of 184th stop to be included when the line initially launches in 2019. Introducing this stop earlier will better meet the expected demand from upcoming development.

“I think this is a long overdue addition. An express bus will definitely aid in reducing car traffic to the King George station.”

Fraser Highway (Surrey Central to Langley)

Local bus routes and connections

TransLink sought input on a number of proposed changes to local routes

These changes enable the high frequency of the B-Line, and are intended to adjust local routes to maintain connections to communities.

For the Fraser Highway B-Line TransLink proposed reducing the frequency of the 502 and adjusting the 503 to provide local service along Fraser Highway.

For more details on the proposed changes see Appendix B.

Do you support or oppose these changes to local routes?



A majority of respondents were supportive of changes to local routes

64% of respondents (1,213) supported or strongly supported these proposed changes. This support was reflected in the additional comments. Feedback from those that opposed included concerns over proposed changes to the 503 and a range of suggestions outside the scope of the project (changes to other local routes, SkyTrain on Fraser Highway, etc.).

For more details on the open-ended responses see Appendix B.



We're proceeding with changes to local routes as proposed

TransLink will proceed with changes to local service as proposed given the level of positive support. As the B-Line will provide limited stop service on Fraser Highway changing the 503 stopping pattern is important to maintain local service.

“I take the 502 daily and sometimes it gets so full I have to wait for the next one even if I arrive earlier at the stop! I would love having the big two part bus as a part of my schedule.”

Fraser Highway (Surrey Central to Langley)

Changes to streets and intersections

TransLink consulted on changes to streets to improve bus speed and reliability

As part of the launch of these new B-Lines, TransLink is working with the City of Langley, Township of Langley, City of Surrey and the BC Ministry of Transportation and Infrastructure to examine how streets can be changed to ensure that B-Lines don't get stuck in traffic. TransLink sought input on general types of changes that could be applied to the streets and intersections, for example changes to traffic signals, turn restrictions, dedicated bus lanes and more. These proposed changes were not unique to a particular corridor and identification of specific projects is ongoing.

For more details on proposed changes see Appendix B.

Should TransLink pursue changes to streets to make these B-Line bus routes faster and more reliable?




Respondents are in support of transit priority measures

A majority of respondents supported changes to streets and intersections to support speed and reliability of the new Fraser Highway B-Line. Support was strong across all proposed transit priority measures.

See Appendix B for more details on responses for individual priority measures.



We're working with our partners to identify projects that support transit priority

TransLink will continue to work closely with municipal and provincial partners to identify and implement intersection and street improvements that support faster and more reliable transit service.

"I rarely use the bus due to where I live/work, but 'strongly support' these changes... if public transit is more accessible and a better overall option for more people, it benefits all including those that don't/can't use it!"

Lougheed Highway (Coquitlam Central to Haney Place)

Public support for all aspects of the Lougheed Highway B-Line was overwhelmingly positive

The majority of respondents supported of proposed Lougheed Highway B-Line stop locations, changes to local routes and transit priority measures. Support was consistent across all demographics including, age, gender, transit use and more.

For more details on what we heard see Appendix B.

TransLink will implement the service plan as proposed during consultation

Due to the overwhelmingly positive feedback TransLink will proceed with the service plan as originally proposed. Below is the revised service plan and changes to local routes for implemented in fall 2019. Details on the public feedback that informed the final decision are available on pages 18-20.

1,298
completed survey
responses

We talked to
676 people
at **6 public**
events
along Lougheed
Highway

Future B-Line service			
Frequency			Hours of Operation
Peak	Midday/Evening/Weekends	Night	
10 min	15 min	15 min	5 a.m. to 12 a.m.

See next page for route diagram and planned stops.

Future changes to local routes	
Route #	Description
Route 595	<ul style="list-style-type: none"> Extend to 203rd Street and Lougheed Hwy to connect with B-Line

Lougheed Highway (Coquitlam Central to Haney Place)



FREQUENCY: Peak: 10 min | Midday/Evening/Weekend: 15 min | Night: 15 min

HOURS OF OPERATION: 5 a.m. to 12 a.m.

Lougheed Highway (Coquitlam Central to Haney Place) B-Line Stops

TransLink collected feedback on proposed B-Line stops

One of the keys to the success of B-Lines is having the right number of stops – approximately 1km apart between key locations. TransLink worked with municipal partners to identify stop locations that cover the most popular destinations on the corridor and sought public input on the proposed stops.

For details on Lougheed Highway B-Line stops proposed during consultation see Appendix B

Do you support or oppose these changes to B-Line bus stops?



Overwhelming support for proposed B-Line stops

90% of respondents (1,168) were supportive of the proposed B-Line stops on Lougheed Highway

We're moving forward with the B-Line stops as proposed

Given the level of positive public support for the proposed stops, no revisions are proposed to the B-Line stop locations as a result.

“As long as all stops are at major intersections or near bigger parts of the city, a B-Line is a great option!”

“I love the additions of new b lines. I won't take this route as a commute but it opens the way for me to take transit to this area of Coquitlam when previously I felt restricted to driving due to long connection times. Awesome!”

Lougheed Highway (Coquitlam Central to Haney Place)

Local bus routes and connections

TransLink sought input on a change to route 595

For the Lougheed Highway B-Line TransLink proposed extending the 595 to connect with the B-Line. No changes to the 701 were proposed.

For more details on the proposed changes see Appendix B.

Do you support or oppose these changes to local routes?



939 Strongly Support and Support
 216 Neutral
 40 Oppose and Strongly Oppose



Respondents are supportive of the proposed change

The extension of the 595 was the only local route change proposed as part of the consultation. No changes to underlying service were proposed. 73% of respondents (939) were supportive of this proposal.

For more details on the open-ended responses see Appendix B.



We're moving forward with the proposed 595 extension

With the overwhelming support for the proposed changes to local service no revisions are proposed. TransLink will proceed to implement a connection between the 595 and Lougheed Highway B-Line.

“I am happy to hear that our neighbourhood will finally have an alternative to the restrictive West Coast Express schedule and that more buses throughout the day will get us between Coquitlam Centre and back.”

Area Transport Plan (ATP)

TransLink is also in the process of developing the Area Transport Plan for Maple Ridge and Pitt Meadows, which involves a comprehensive review of the transportation network, including improving transit, regional cycling, walking access to transit, goods movement, and regional roadways. TransLink consulted on the first phase of the ATP and the Lougheed Highway B-Line concurrently; results of the ATP consultation survey and next steps are available at translink.ca/mrpm.

Lougheed Highway (Coquitlam Central to Haney Place)

Changes to streets and intersections

TransLink consulted on changes to streets to improve bus speed and reliability

As part of the launch of these new B-Lines, TransLink is working with the City of Coquitlam, City of Port Coquitlam, City of Pitt Meadows, City of Maple Ridge, and the BC Ministry of Transportation and Infrastructure to examine how streets can be changed to ensure that B-Lines don't get stuck in traffic. TransLink sought input on general types of changes that could be applied to the streets and intersections, for example changes to traffic signals, turn restrictions, dedicated bus lanes and more. These proposed changes were not unique to a particular corridor and identification of specific projects is ongoing.

For more details on proposed changes see Appendix B.

Should TransLink pursue changes to streets to make these B-Line bus routes faster and more reliable?




Respondents are in support of transit priority measures

A majority of respondents – 84% (1,102) – supported changes to streets and intersections to support speed and reliability of the new Lougheed Highway B-Line. Support was strong across all proposed transit priority measures.

See Appendix B for more details on responses for individual priority measures.



We're working with our partners to identify projects that support transit priority

TransLink will continue to work closely with municipal and provincial partners to identify and implement intersection and street improvements that support faster and more reliable transit service.

“Having B-Line bus service to make transit faster is pointless without implementing these road changes to prioritize buses because they’ll get stuck in the same traffic as everyone else.”

Marine-Main (Dundarave to Phibbs Exchange)

Public support for all aspects of the Marine-Main B-Line was positive with some suggested changes to local routes

The majority of respondents supported the proposed Marine-Main B-Line stop locations, changes to local routes and transit priority measures. Some respondents expressed concern regarding continued local service along West 3rd Street and the reduced frequency of the 255. Others emphasised the need for reliable connections to Capilano University.

1,692
completed survey responses

We talked to **508 people** at **7 public events** on the North Shore

TransLink will move forward with the proposed service plan with minor revisions

Using the feedback we received during consultation, we've revised the proposed service plan to meet local needs. Below is the revised service plan and changes to local routes for implemented in fall 2019. Details on the public feedback that shaped the final plan are available on pages 23-28.

Future B-Line service			
Frequency			Hours of Operation
Peak	Midday/Evening/Weekends	Night	
8 min	10 min	15 min	6 a.m. to 1 a.m.

See next page for route diagram and planned stops.

Future changes to local routes	
Route #	Description
Route 239	<ul style="list-style-type: none"> Discontinue to avoid duplication and reinvest savings into Marine-Main B-Line
Route 240	<ul style="list-style-type: none"> Increase frequency to 7 min in peak periods Extend route to Lynn Valley
Route 255*	<ul style="list-style-type: none"> Alter route 255 to serve West 3rd Street Alter route to Keith Rd between Central Lonsdale and Capilano University (discontinue service to Lynn Valley)
Introduce a new route between Capilano University and Phibbs Exchange	<ul style="list-style-type: none"> Provide service every 8 min frequency in peak periods

*The original proposal for the 255 included reducing frequency during peak periods and altering the route to Phibbs Exchange via Keith Rd. The revised changes above were developed in part from public feedback.

Marine-Main (Dundarave to Phibbs Exchange)



FREQUENCY: Peak: 8 min | Midday/Evening/Weekend: 10 min | Night: 15 min

HOURS OF OPERATION: 6 a.m. to 1 a.m.

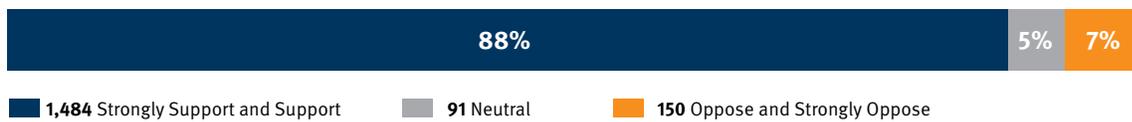
Marine-Main (Dundarave to Phibbs Exchange) B-Line Stops

TransLink collected feedback on proposed B-Line stops

One of the keys to the success of B-Lines is having the right number of stops – approximately 1km apart between key locations. TransLink worked with municipal partners to identify stop locations that cover the most popular destinations on the corridor and sought public input on the proposed stops.

For details on Marine-Main B-Line stops proposed during consultation see Appendix B.

Do you support or oppose these changes to B-Line bus stops?




A majority of respondents support proposed B-Line stops

88% of respondents (1,484) were supportive of the proposed stops along the route.



We're moving forward with the proposed B-Line stops

Given the level of positive public support for the proposed stops, no revisions are proposed to the B-Line stop locations as a result.

“Thank you for proposing this! We have needed an East to West North Shore route. I’m hoping it will encourage more people to get out of their cars, like I will be doing. A step in the right direction.”

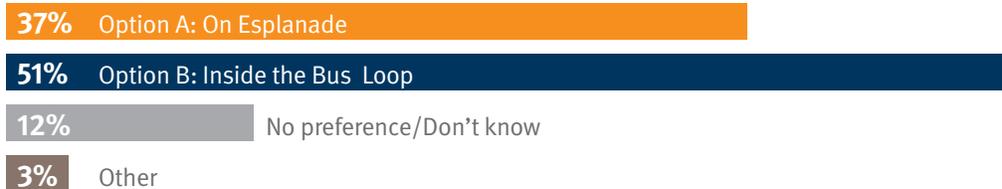
Marine-Main (Dundarave to Phibbs Exchange)

B-Line Stops

TransLink sought input on whether to route the B-Line into Lonsdale Quay or along Esplanade

On opening day, the B-Line's stop at Lonsdale Quay will be located in the bus loop near the SeaBus terminal. This provides a seamless connection to SeaBus, but delays passengers not getting off at Lonsdale Quay by 4 minutes in each direction. Alternatively, routing the B-Line on Esplanade provides faster and more reliable service to those remaining on the B-Line, but increases walking distance from B-Line to SeaBus terminal from 2 min to 5 min.

Over the long term, do you have a preferred location for the Lonsdale Quay B-Line Stop?



Respondents indicated a slight preference for routing the B-Line through Lonsdale Quay

51% of respondents (834) were in favour of routing the B-Line into the bus loop at Lonsdale Quay compared to 37% (609) who supported the routing on Esplanade.

Maintaining connections to the SeaBus was the primary concern among those who preferred routing the B-Line into the bus loop. Many also expressed concern with walking between Esplanade and Lonsdale Quay in wet weather conditions.

Those that preferred routing the B-Line on Esplanade preferred this option due to the reduced travel time savings. Many emphasised the importance of a fast east-west connection on the North Shore over improved connections to Vancouver.



TransLink will route the B-Line through Lonsdale Quay for the 2019 launch

Given the feedback we received, as well as an analysis on ridership patterns and travel time, we have decided to route the B-Line into the Lonsdale Quay when the B-Line launches in 2019. TransLink recognizes the importance of direct east-west connections to future B-Line users on the North Shore and how this decision will affect travel time for those passing through Lonsdale. As such, TransLink may consider routing the B-Line on Esplanade in the future if a high quality pedestrian transfer between Esplanade and Lonsdale Quay is achieved.

“Although saving 4 minutes seems in line with having a B-Line, there are so many people that get on and off at the SeaBus that it doesn't make much sense to avoid them all and make them walk up a block in the rain/snow/whatever”

Marine-Main (Dundarave to Phibbs Exchange)

Local bus routes and connections

TransLink sought input on a number of proposed changes to local routes

These changes enable the high frequency of the B-Line, and are intended to adjust local routes to maintain connections to communities.

For the Marine-Main B-Line TransLink proposed discontinuing Route 239 to avoid duplication with B-Line, extending Route 240 to Lynn Valley and increasing frequency, and shifting Route 255 to Keith Road with reduced frequency.

For more details on the proposed changes see Appendix B.

Do you support or oppose these changes to local routes?



From the survey, 68% of respondents (1,158) were supportive of changes to local routes. Respondents opposing the changes emphasized the importance of the following:

- **Fast, frequent, and reliable connections to Capilano University**
- **Maintaining local service along West 3rd Street**
- **Maintaining the frequency of the 255 at current levels**

The following sections provide details on this feedback and the revisions made to address this feedback.

Marine-Main (Dundarave to Phibbs Exchange)

Local bus routes and connections

Fast, frequent, and reliable connections to Capilano University

TransLink sought input on two options to improve connections between the B-Line terminus at Phibbs Exchange and Capilano University.

Overall, which of the two options do you prefer?




We heard requests for fast, frequent, and reliable connections to Capilano University

From the survey, 51% of respondents (858) supported a dedicated route between Phibbs Exchange and Capilano University whereas only 10% (171) supported improvements to the 28 and 130.



We're introducing a new route between Phibbs and Cap U and direct service between Central Lonsdale and Cap U via the 255

We're introducing a new route to provide a frequent and reliable connection between Capilano University and Phibbs Exchange. This new service will run every 8 minutes is intended to prioritize connection between destinations over providing local service. We will also alter the route of the 255 to offer a more direct link between Central Lonsdale and Capilano University.

“Option 1 [a dedicated route to Cap U] is more preferable because it ensures reliability of service to Cap U. The 28 and 130 are very affected by Bridge congestion and so while increasing their service levels would help, it still doesn't solve the congestion problem”

Marine-Main (Dundarave to Phibbs Exchange)

Local bus routes and connections

Maintaining local service along West 3rd Street



We heard requests to maintain local service along West 3rd Street

With the discontinuation of the 239, some respondents expressed a desire for better local service along West 3rd Street. This request was identified partly through survey responses and partly through in-person stakeholder meetings.



West 3rd current



The 255 will be rerouted to serve West 3rd Street

TransLink has addressed the desire for better local service to West 3rd Street by altering the proposed changes to the 255 to a section of this street previously served by the 239.



West 3rd future

Maintaining the frequency of the 255 at current levels



We heard the proposed 255 was not frequent enough

The original service proposal included reducing the frequency of the 255. TransLink heard from 69 respondents (4%) that retaining the frequency of the 255 is important to many residents.



We will continue operating the 255 at the current frequency

With the savings from altering the 255 away from Phibbs Exchange, the current frequency of the 255 can be maintained. Customers will experience the same level of frequency from the 255 with a slightly altered route.

“Frequency of Route 255 should be maintained at its current rate. Many elderly residents living in West Vancouver need a direct, frequent bus line to Lions Gate Hospital as well as Central Lonsdale.”

Marine-Main (Dundarave to Phibbs Exchange)

Changes to streets and intersections

TransLink consulted on changes to streets to improve bus speed and reliability

As part of the launch of these new B-Lines, TransLink is working with the City of North Vancouver, District of North Vancouver, District of West Vancouver and the BC Ministry of Transportation and Infrastructure to examine how streets can be changed to ensure that B-Lines don't get stuck in traffic. TransLink sought input on general types of changes that could be applied to the streets and intersections, for example changes to traffic signals, turn restrictions, dedicated bus lanes and more. These proposed changes were not unique to a particular corridor and identification of specific projects is ongoing.

For more details on proposed changes see Appendix B.

Should TransLink pursue changes to streets to make these B-Line bus routes faster and more reliable?




Respondents are in support of transit priority measures

A majority of respondents – 79% (1,331) – supported changes to streets and intersections to support speed and reliability of the new B-Line. Support was strong across all proposed transit priority measures.

See Appendix B for more details on responses for individual priority measures.



We're working with our partners to identify projects that support transit priority

TransLink will continue to work closely with municipal and provincial partners to identify and implement intersection and street improvements that support faster and more reliable transit service.

“Unless dedicated transit lanes are implemented, this will do little to encourage people to leave the comfort of their cars. It will only be slower at peak periods than the already slow traffic.”

Next Steps/Conclusion



The four new B-Lines service and changes to local routes will launch in fall 2019.

TransLink will continue to work with municipalities to identify specific transit priority measures along each corridor as well as enhanced passenger amenities, such as shelters and real-time information. These other important parts of the work will be ongoing and will ensure that these four new B-Lines deliver a service and experience that goes above and beyond the B-Line routes in service today.



Appendix A: What we did

In-person engagement

The in-person engagement opportunities resulted in a total of 1678 interactions between residents and TransLink staff across the region! Each location had our survey available online and paper copies for those wishing to fill it out in person.

	2018 Date	Interactions
Lougheed Highway		
Maple Meadows Station	April 25th	225
Haney Exchange Place	May 7th	77
Pitt Meadows Station	May 9th	156
The Arts Centre (ACT)	May 12th	23
Maple Ridge Earth Day	April 21st	125
Coquitlam Station	May 10th	70
Fraser Highway B-Line		
Party for the Planet	April 14th	39
Timms Center	April 15th	66
Willowbrook Mall	April 7th	92
Marine Main B-Line		
Capilano University	April 3rd	30
Park Royal	May 26th	35
Shipyards Night Market	May 5th	136
MLA Bowinn Ma Constituency Office	May 25th	50
Phibbs Exchange	May 25th	120
The Quay Farmers Market	May 19th	94
Ambleside Farmers Market	May 27th	43
41st Avenue B-Line		
The Nest	April 4th	20
Joyce Station	April 26th	148
Vancouver Sun Run	April 22nd	33
UBC Wesbrook	May 16th	47
Oakridge Mall	April 28th	49
Total Interactions		1678

Public and stakeholder engagement

The following identified stakeholders received correspondence from TransLink:

Collingwood Neighbourhood House	Friendship	Silver Valley Neighbourhood Association
Dunbar Village BIA	Langley Chamber of Commerce	ADBIA - West Vancouver Business Improvement Association
Kerrisdale Business Association	Timms Community Centre	Capilano Community Services
Kerrisdale Community Centre	Cloverdale Community Association	Capilano Student Union
Kerrisdale Senior Center	Youth and Family Services of Langley	City of North Vancouver BIA
Oakridge Mall	Surrey Board of Trade	Lionsview Seniors Planning Society
South Hill Business Association	Downtown Surrey BIA	North Shore Chamber of Commerce
University Neighbourhoods Association	Maple Ridge BIA	North Shore Neighbourhood House
UBC Alma Mater Society	Maple Ridge Community Foundation	North Shore Youth Services
Collingwood BIA	Maple Ridge Retirement Services	North Shore Volunteers for Seniors
Langara College	Maple Ridge Rotary Club	West Vancouver Community Centre
South Hill Neighbourhood Centre	Ridge Meadows Association for community living	West Vancouver Community Foundation
Victoria Drive BIA	Ridge Meadows Chamber of Commerce	Ridge Meadows Seniors Society
Aldergrove Kinsmen Community Centre/Library	Tri-Cities Chamber of Commerce	
Fleetwood BIA	Pitt Meadows Family Recreation Centre	
Fleetwood Community Centre		
Fraser Region Aboriginal		

The following identified government officials received correspondence from TransLink:

MLA Adrian Dix	MLA Mary Polak	MLA Bob D'eith
MLA George Chow	MLA Stephanie Cadieux	MLA Lisa Beare
MLA Mable Elmore	MLA Marvin Hunt	MLA Bowinn Ma
MLA Michael Lee	MLA Jagrup Brar	MLA Jane Thornthwaite
MLA Andrew Wilkinson	MLA Bruce Ralston	MLA Ralph Sultan
MLA David Eby	MLA Mike Farnworth	

The following identified government officials received correspondence from TransLink:

Stakeholder	Event	Date
Kerrisdale BIA	Member Meeting	June 6th 2018
Ambleside BIA	Member Meeting	June 8th 2018
Fleetwood BIA	Information Session	June 12th 2018

Municipal outreach

The B-Line team delivered 18 presentations to municipalities to share information and receive feedback on the proposed service changes. These presentations are divided in two rounds; the first was done prior to the consultation period. These presentations centered on providing as much information as possible to communities about the proposal. The second round of presentations was post-consultation period. We shared our findings with councils and any amendments based on the survey results and feedback received during engagement.

Municipality	Engagement Type	2018 Date
District of North Vancouver	Workshop	March 19th
City of North Vancouver	Open Council	March 5th
City of Langley	Open Council	March 5th
Township of Langley	Open Council	March 19th
District of West Vancouver	Open Council	March 12th
Maple Ridge	Open Council	March 27th
Pitt Meadows	Open Council	March 20th
Surrey	Transportation in Committee	March 19th
Port Coquitlam	Open Council	March 27th

Post Consultation:

Municipality	Engagement Type	2018 Date
District of North Vancouver	Council	June 18th
City of North Vancouver	Council	June 25th
City of Langley	Council	July 9th
Township of Langley	Provided Memorandum	July 9th
District of West Vancouver	Council	June 11th
Maple Ridge	Council	July 17th
Pitt Meadows	Council	July 17th
Surrey	Transportation Infrastructure Committee	July 23rd
Port Coquitlam	Council and Intergovernmental Committee	July 24th
City of Coquitlam	Council	July 9th

Online notification

Digital advertising

The B-Line Consultation campaign delivered **52,223 page views** in total from paid and unpaid sources to the campaign landing pages. 46,109 of these page views were from paid sources.

Channel	Clicks	Impressions
Google Adwords Search	14,844	110,409
Bing Search	277	9,264
Google Display Network	6,272	4,822,343
Facebook Newsfeed	23,942	994,791
Twitter	10,222	292,198
Total	55,557	6,229,005

TransLink website

There were **6,108 conversions** (survey button clicks), over 55,000 clicks and over 6.2 million impressions were delivered from the paid B-Line Consultation campaign.

TransLink social media

Promotion of the engagement on TransLink social media channels generated **21,500+ impressions**:

- **Facebook** – Two videos and two post resulted in 61 comments, 35 shares and 3,918 video views
- **Buzzer Blog** – Two posts resulted in 1,393 views and 20 comments

Survey Respondents

There were **5,755 survey completions** tracked in Google Analytics from Desktop and Mobile combined. The top paid performer for survey button clicks was Facebook and Twitter ads. For a detailed breakdown of survey results see Appendix B.

Print notification

Newspaper advertising

Print advertising with 10 insertions and over 570,000 delivered:

- Vancouver Courier
- North Shore News
- Tri-City News
- Langley Times
- Maple Ridge/Pitt Meadows News
- Surrey Now-Leader
- Aldergrove Star
- Ubysey

Poster and postcard

Over 3000 hand-outs were printed for distribution during information sessions, targeted stakeholder engagements, and council presentations. Moreover, our team also distributed postcards through mail drops in affected communities.

Postcards were delivered to civic facilities (city halls and community, recreation and seniors centers) to promote engagement in the following municipalities:

- District of West Vancouver
- City of North Vancouver
- District of North Vancouver
- Vancouver
- Maple Ridge
- Pitt Meadows
- Surrey
- City of Langley
- Township of Langley

Bus stop notices

We had a total of 165 notices at bus stops across 17 bus routes on and near the future B-Line corridors:

Region	Bus route
Fraser Highway:	395, 502, 503
41st Ave:	C18/C20, 41, 43, 49
Marine-Main:	229, 210, 228, 232, 239, 240, 250, 255
Lougheed Highway:	701, 791

In-system

Extensive promoting and advertising across 9 key transit stations:

- Waterfront SeaBus terminal
- Joyce-Collingwood Station
- Surrey Central Station
- King George Station
- Coquitlam Central Station
- Oakridge-41st Station
- Maple Meadows Station
- Pitt Meadows Station
- West Coast Express platforms seat drop

Appendix B: What we heard

A total of 5,755 public surveys were completed across all corridors.

Consultation Method

Respondents were asked about how they heard about the B-Line consultation. Respondents were permitted to select multiple responses.

How did you hear about the B-Line Consultation?	Count	%
Social media	2,722	33.09%
TransLink website	788	9.58%
News media	748	9.09%
Bus shelter advertisements	611	7.43%
Word of mouth	607	7.38%
Advertisements on buses	556	6.76%
Online ad	375	4.56%
None of the above	296	3.60%
Email from an organization	275	3.34%
Buzzer Blog	215	2.61%
Newspaper advertisement	211	2.57%
TransLink email	204	2.48%
Posters	168	2.04%
Post card/brochure	127	1.54%
I work for TransLink, etc.	121	1.47%
LCD screen at transit station	115	1.40%
Open house/info session	87	1.06%

Demographics of Respondents

By Home Location

Of the 5,755 survey respondents, 3,950 provided a home location.

Municipality	Count	%
Anmore	1	0.03%
Bowen Island	7	0.18%
Burnaby	205	5.19%
Coquitlam	121	3.06%
Delta (North)	38	0.96%
Delta (South)	13	0.33%
Langley (City)	82	2.08%
Langley (Township)	127	3.22%
Lions Bay	1	0.03%
Maple Ridge	294	7.44%
New Westminister	88	2.23%
North Vancouver (City)	254	6.43%
North Vancouver (District)	279	7.06%
Outside Metro Vancouver	34	0.86%
Pitt Meadows	53	1.34%
Port Coquitlam	75	1.90%
Port Moody	30	0.76%
Richmond	94	2.38%
Surrey	745	18.86%
Vancouver (including University Endowment Lands)	1,320	33.42%
West Vancouver	73	1.85%
White Rock	16	0.41%

By School or Work Location

Respondents were asked to provide their school or work location and were permitted to select multiple responses. In total 6,910 responses were provided by the 5,755 survey respondents.

Municipality	Count	%
Anmore	12	0.17%
Belcarra	9	0.13%
Bowen Island	15	0.22%
Burnaby	699	10.12%
Coquitlam	267	3.86%
Delta (North)	54	0.78%
Delta (South)	33	0.48%
Langley (City)	192	2.78%
Langley (Township)	178	2.58%
Lions Bay	5	0.07%
Maple Ridge	183	2.65%
New Westminister	255	3.69%
North Vancouver (City)	416	6.02%
North Vancouver (District)	354	5.12%
Outside Metro Vancouver	82	1.19%
Pitt Meadows	57	0.82%
Port Coquitlam	133	1.92%
Port Moody	66	0.96%
Richmond	214	3.10%
Surrey	736	10.65%
Tsawwassen First Nation	13	0.19%
Vancouver (including University Endowment Lands)	2,704	39.13%
West Vancouver	233	3.37%

Demographics of Respondents

By Gender

Gender	Count	%
Female	2,592	45.04%
Male	2,543	44.19%
Prefer not to say	588	10.22%
Other (participant defined)	32	0.56%

By Personal Identity and Characteristics

Respondents were asked to provide information on their personal identity and characteristics. The categories are not discrete and respondents were able to select all characteristics that apply.

Personal Identity and Characteristics	Count	%
Person with a disability	377	6.55%
Aboriginal	149	2.59%
Post-Secondary Student	1,473	25.59%
Secondary Student	332	5.77%
None of the above	2,713	47.13%
Prefer not to say	649	11.28%

By Age

Age	Count	%
18 or Under	367	6.77%
19 - 24	1,238	22.85%
25 - 34	1,246	22.99%
35 - 44	938	17.31%
45 - 54	703	12.97%
55 - 64	489	9.02%
65 +	240	4.43%
Prefer not to say	198	3.65%

By Transit Use

Transit Use	Count	%
Daily or almost daily	3,256	58.84%
Several times a week	1,056	19.08%
Two to three times a month	448	8.10%
Once a month	83	1.50%
About once a month	235	4.25%
Less than once a month	320	5.78%
Never	96	1.73%
Don't know	40	0.72%

Detailed levels of support by route

Survey participants were asked to provide feedback on one or more of the proposed B-Line corridors so that a single survey respondent could provide feedback on multiple corridors. As such, the number of responses per corridor exceeds the number of completed surveys.

Below is a detailed breakdown of survey participant feedback on B-Line stops and changes to local routes by corridor.

Which B-Line route/s would you like to provide feedback on?	Number of Responses
41st Avenue	2,351
Fraser Highway	1,894
Lougheed Highway	1,298
Marine-Main	1,692

41st Avenue (Joyce–Collingwood Station to UBC)

B-Line stops

TransLink proposed a new B-Line network on 41st Avenue as seen in the image below. Respondents were asked to provide feedback on the B-Line stops and changes to local routes.



Do you support or oppose these changes to B-Line bus stops?



1,710 Strongly Support 433 Support 75 Neutral 50 Oppose 63 Strongly Oppose 20 No opinion

41st Avenue (Joyce–Collingwood Station to UBC)

B-Line stops

Should any additional stops be added to this route?



Which stops should be added?*	%	Count
Rupert	6.3%	149
Wesbrook	5.7%	134
SW Marine	4.3%	101
East	1.5%	36
Thunderbird	1.3%	31

* This list reflects only the 5 most requested stop addition requests.

Should any stops be removed from this route?



Which stops should be removed?*	%	Count
West	4.2%	99
Carnarvon	4.0%	94
Clarendon	2.2%	51
Wesbrook	1.6%	38
Oak	1.5%	34

* This list reflects only the 5 most requested stop removal requests.

Local Routes

TransLink proposed the following changes to local bus service:

- Route 43 replaced with new B-Line
- Route 41 to run between Crown Street and Joyce-Collingwood Station
 - › Provides local service in the corridor, with the option to transfer to the new B-Line at Crown Street for travelers continuing to UBC
 - › New routing will operate on electric trolleybuses
 - › Frequency reduced to 15 minutes during the day, 30 minutes at night. This frequency will be reinvested into the new B-Line.
 - › Savings from truncating at Crown Street and reducing frequency will be reinvested into the new B-Line
- New routing of 49 to run via Wesbrook Mall from SW Marine Drive to UBC Exchange
 - › Will offer very frequent service to Wesbrook Village and increased capacity with use of articulated buses
 - › Hours of operation extended to midnight to match current Route 41 service

Do you support or oppose these changes to local bus routes?



■ 1,101 Strongly Support ■ 620 Support ■ 189 Neutral ■ 165 Oppose ■ 169 Strongly Oppose ■ 107 No opinion

41st Avenue (Joyce–Collingwood Station to UBC)

Additional comments

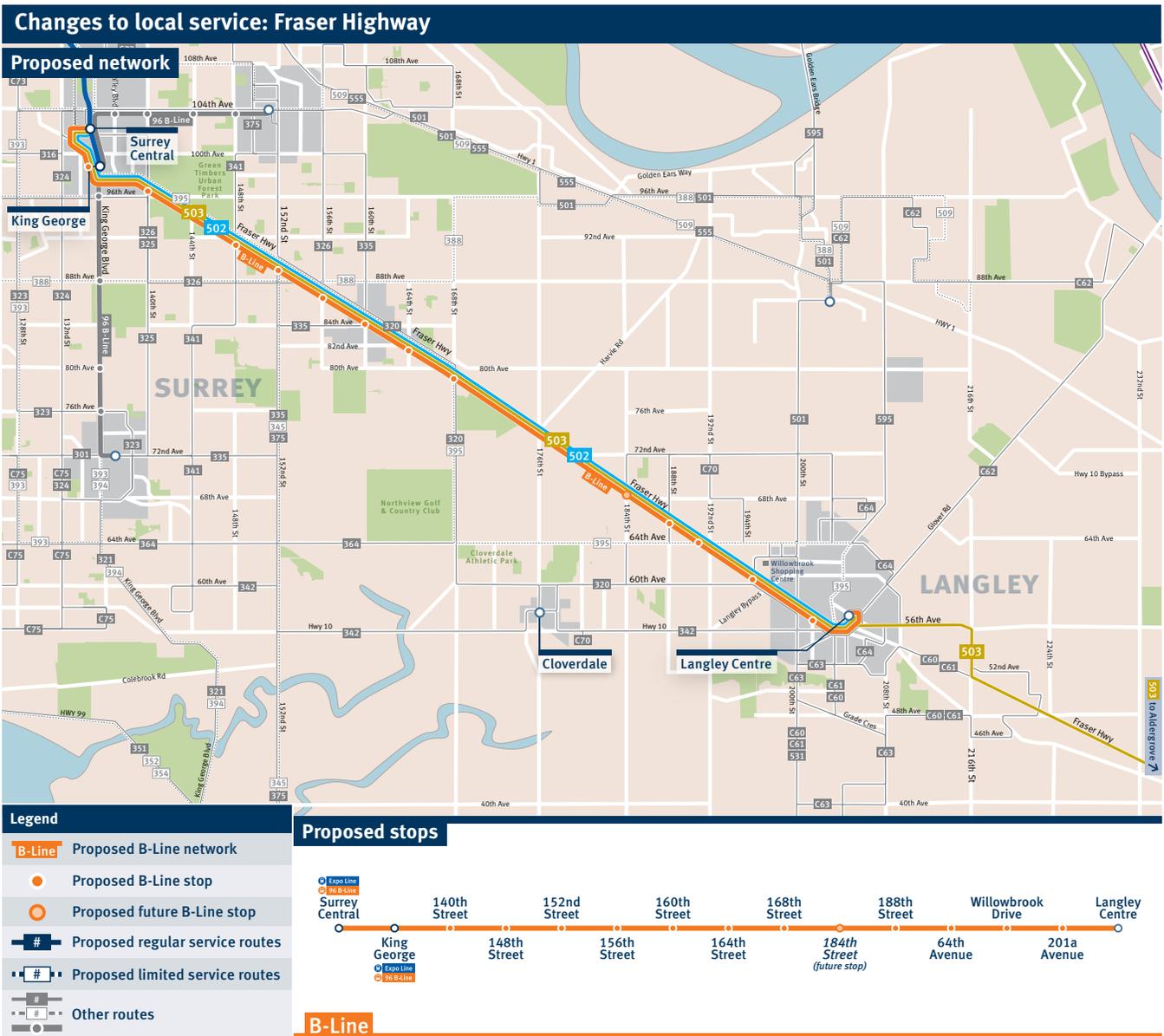
After answering the above questions respondents were asked if they had any additional comments. The following table presents the major themes and examples of response received within each theme from this open-ended section of the survey. In total, **728 respondents provided an additional comment** on the 41st Avenue B-Line.

Topic	Sample responses
In support for B-Line	<ul style="list-style-type: none"> This is a great new plan for getting people out to UBC, the cities biggest employer. Please make it happen as soon as possible. This is a big game changer for students and better housing accessibility. I think this is a great idea, coming from someone that takes this bus route every day
Related to proposed frequency on Route 41	<ul style="list-style-type: none"> Reducing the 41 to run only every 30 minutes at night is very infrequent. It would force some to walk instead of taking the bus. Walking in the winter rain is not pleasant. Route 41 should be slightly more frequent during day time since there are people who will have to go to places slightly further away from the Route 91's bus stop. Reduction of local 41 to every 15min seems too few on a busy route even when new B-Line covers that stretch...
Related to 41 service to UBC	<ul style="list-style-type: none"> The 41 bus should absolutely still run to UBC. I think the 41 should still go to Ubc bus loop, the buses in the morning are always packed with students going to UBC The 41 not going all the way to UBC has the potential to disrupt the commutes of many students living along 41st Ave.
Related to service in Wesbrook	<ul style="list-style-type: none"> Wesbrook Village needs a bus that runs where the 41 currently does without having to change buses at Crown! It's great that the 49 will be going through Wesbrook Village but I think that 41 should still go through it since even now there are long lineups during peak hours & many are not able to get on. There has to be increased service through wesbrook village in order to keep up with the growing population. Please make sure the residents of wesbrook village are accommodated. There are a LOT of us!!!
Related to span of service	<ul style="list-style-type: none"> Night busses should be more frequent at least until 11pm. Many times the 10pm service is delayed by 20 mins and the lineup at oakridge canada line becomes way to long. The later the new B-Line can run (from UBC), the better. Add a local NightBus route along 41st so that there's 24/7 service along the B-Line corridor, kinda like how the Expo Line (excluding Sapperton and Braid), Millennium Line (excluding VCC-Clark), and the current B-Lines (excluding the 96) have full NightBus coverage.
Related to transit priority measures	<ul style="list-style-type: none"> A dedicated bus only lane replacing the parking lane like on Broadway would be nice and I think it would improve travel times Eliminate street parking and fix the routing in Kerrisdale on 41st. That section is very slow during peak periods. This is a very good initiative and if done along with other changes to the traffic (such as dedicated bus lane, traffic lights linked to bus, etc. can reduce the travel time substantively.

Fraser Highway (Surrey Central to Langley)

B-Line stops

TransLink proposed a new B-Line network on Fraser Highway as seen in the image below. Respondents were asked to provide feedback on the B-Line stops and changes to local routes.



Do you support or oppose these changes to B-Line bus stops?



1,372 Strongly Support 337 Support 63 Neutral 29 Oppose 67 Strongly Oppose 26 No opinion

Fraser Highway (Surrey Central to Langley)

B-Line stops

Should any additional stops be added to this route?



Which stops should be added?*	%	Count
184th	4.4%	83
188th	1.4%	27
176th	2.0%	38
168th	0.8%	16
Venture	0.8%	15

* This list reflects only the 5 most requested stop addition requests.

Should any stops be removed from this route?



Which stops should be removed?*	%	Count
164th	3.9%	73
156th	2.7%	51
140th	2.0%	38
148th	1.9%	36
201a	1.0%	20

* This list reflects only the 5 most requested stop removal requests.

Local Routes

TransLink proposed the following changes to local bus service:

- Route 503 to serve all stops along Fraser Highway from Surrey Central to Aldergrove
- Route 502 frequency to be reduced
 - › Combined frequency of local service between Surrey Central and Langley Centre is 15 minutes during the day and 30 minutes at night

Do you support or oppose these changes to local bus routes?



■ 729 Strongly Support ■ 484 Support ■ 227 Neutral ■ 165 Oppose ■ 153 Strongly Oppose ■ 136 No opinion

Fraser Highway (Surrey Central to Langley)

Additional comments

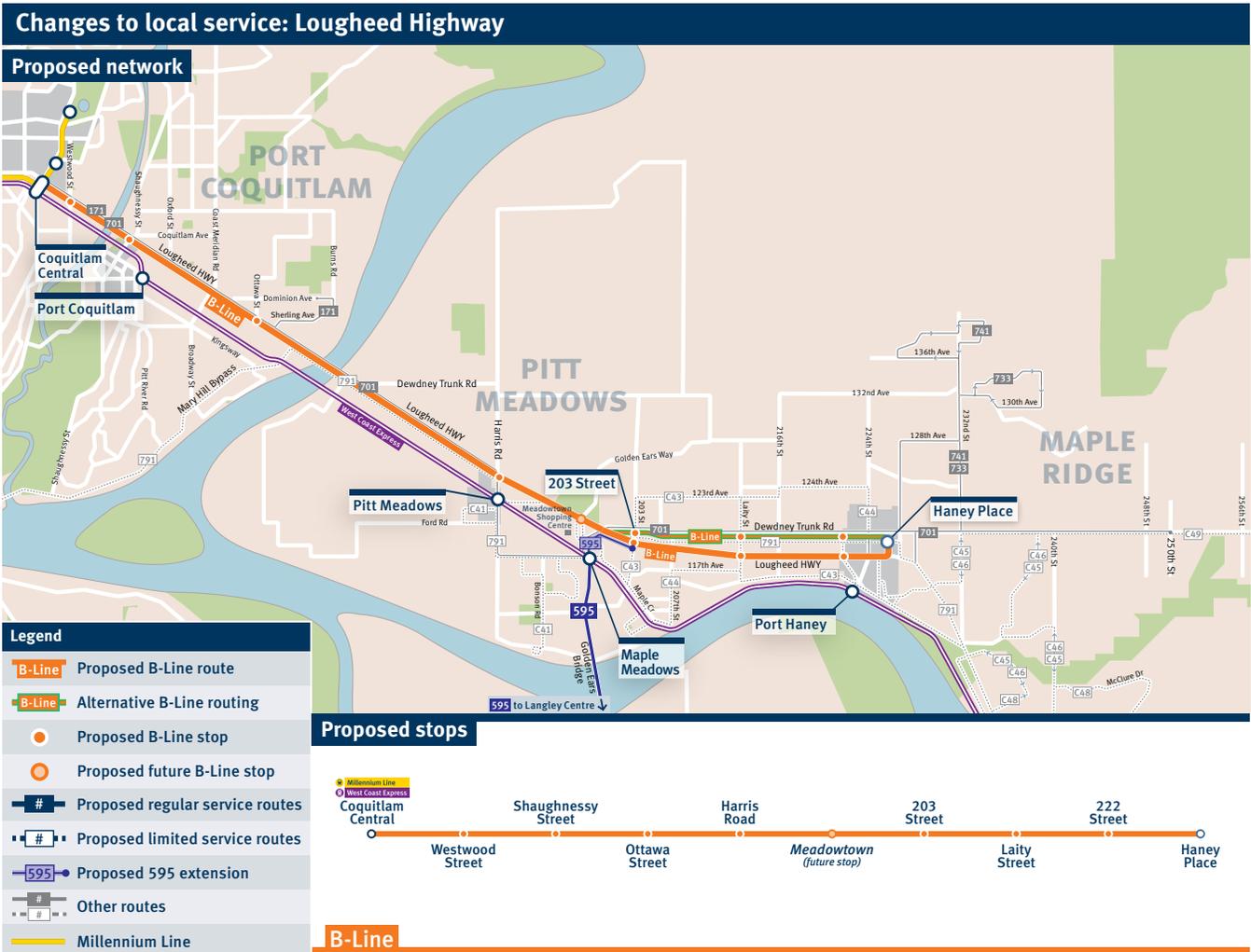
After answering the above questions respondents were asked if they had any additional comments. The following table presents the major themes and examples of response received within each theme from this open-ended section of the survey. In total, **676 respondents provided an additional comment** on the Fraser Highway B-Line.

Topic	Sample responses
In support for B-Line	<ul style="list-style-type: none"> This would make a big difference in the City of Surrey, where accessible transportation is lacking. A B-Line would make it much easier to get to the Sky Train and get into Vancouver for work. This is exciting! I am very happy to know about this service as this is very busy route and i have to wait for buses when its peak time. I will be thankful to you for this service. This has long been needed, thank you for implementing this.
Related to express service of 503	<ul style="list-style-type: none"> The 503 should not serve all stops from Surrey Central because that isn't fair for the travel time of the people coming from Aldergrove. The B-Line is a fantastic idea! The 503 should offer non-stop service from Surrey Centre to Langley and beyond For the most part i support this and i think it is long overdue. However I think the 503 should remain an express bus until langley center with fewer stops.
Related to proposed frequency of 502	<ul style="list-style-type: none"> I'm just worried about the frequency of 502 to being reduced. I believe in the next few years, Surrey's population will grow exponentially and reducing the frequency of route 502 is not the best solution. 502 frequency today is less than 10 mins. Please try to keep the same
Related to span of service	<ul style="list-style-type: none"> Please run it longer than only 12midnight! Extend B-Line service past midnight, at least until the last skytrain arrives at King George Station.
In support for transit priority measures	<ul style="list-style-type: none"> A dedicated bus only lane is a must (where possible, or during rush hours), otherwise bus will stuck with the rest of the car traffic, as is the present case.. What would really bring this service to the next level is designing Fraser Hwy to give buses priority. Currently, the single lane stretch of Fraser Hwy, when traveling from King George station is congested up to 140th st
Related to SkyTrain along Fraser Corridor	<ul style="list-style-type: none"> Admittedly this should be a skytrain or light rail extension and not a BLine. It should go further into Langley. I hope this route precedes an extension of the Expo Line this far out.

Lougheed Highway (Coquitlam Central to Haney Place)

B-Line stops

TransLink proposed a new B-Line network on Lougheed Highway as seen in the image below. Respondents were asked to provide feedback on the B-Line stops and changes to local routes.



Do you support or oppose these changes to B-Line bus stops?



Lougheed Highway (Coquitlam Central to Haney Place)

B-Line stops

Should any additional stops be added to this route?



Which stops should be added?*	%	Count
Coast Meridian	4.2%	54
Meadowtown	2.0%	26
Oxford	1.9%	24
216th	1.4%	18
207th	1.4%	18

* This list reflects only the 5 most requested stop addition requests.

Should any stops be removed from this route?



Which stops should be removed?*	%	Count
Westwood	5.9%	70
Meadowtown	1.5%	19
Ottawa	1.3%	17
Shaughnessy	1.2%	15
222nd	0.9%	11

* This list reflects only the 5 most requested stop removal requests.

Local Routes

TransLink proposed the following changes to local bus service:

- Route 595 to be extended to the corner of 203rd Street and Lougheed to allow connections to the B-Line from Langley.

Do you support or oppose these changes to local bus routes?



Lougheed Highway (Coquitlam Central to Haney Place)

Additional comments

After answering the above questions respondents were asked if they had any additional comments. The following table presents the major themes and examples of response received within each theme from this open-ended section of the survey. In total, **393 respondents provided an additional comment** on the Lougheed Highway B-Line.

Topic	Sample responses
In support for B-Line	<ul style="list-style-type: none"> • Excited for this quick alternative to visit my relatives in the valley. • I am happy to hear that our neighbourhood will finally have an alternative to the restrictive West Coast Express schedule and that more buses throughout the day will get us between Coquitlam Centre and back. • Travel from the tricities to maple ridge is extremely difficult, and takes a very long time. This addition would make transitting much easier for a lot of people.
Related to proposed route	<ul style="list-style-type: none"> • I prefer the alternative route along Dewdney it is closer to residential areas; I think a lot of people already taking the 701 would rather take the B-Line also. • I think the BLine should go down Dewdney rather than Lougheed. Easier for more users.
Related to span of service	<ul style="list-style-type: none"> • Runner it later then midnight so people coming home from the bar have a safe way home. • I would suggest running the line past midnight. Perhaps until 1:30 a.m.
Related to extending the B-Line	<ul style="list-style-type: none"> • I think a bus from Coquitlam to Mission should be in effect. On the weekends when the West Coast Express isn't running and I want to go see my parents in mission it's hard to get out there because all the busses stop at Haney place.
Related to extension of the 595	<ul style="list-style-type: none"> • The extension of the 595 is a nice touch, indicating there's definitely some critical thinking being applied to these future plans. • Extend the 595 to Haney Exchange for better connections.
In support for transit priority measures	<ul style="list-style-type: none"> • A dedicated bus only lane is a must (where possible, or during rush hours), otherwise bus will stuck with the rest of the car traffic, as is the present case.

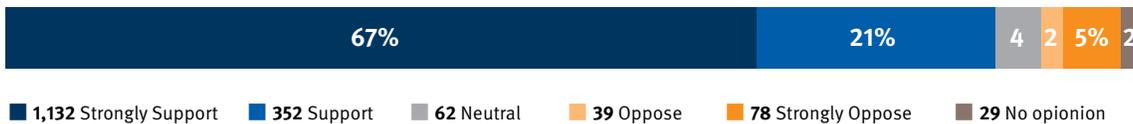
Marine-Main (Dundarave to Phibbs Exchange)

B-Line stops

TransLink proposed a new B-Line network on the North Shore as seen in the image below. Respondents were asked to provide feedback on the B-Line stops and changes to local routes.



Do you support or oppose these changes to B-Line bus stops?



Marine-Main (Dundarave to Phibbs Exchange)

B-Line stops

Should any additional stops be added to this route?



Which stops should be added?*	%	Count
3rd	5.9%	99
Capilano University	4.0%	67
Chesterfield	2.1%	36
Lonsdale	2.0%	33
Andrews	1.8%	31

* This list reflects only the 5 most requested stop addition requests.

Should any stops be removed from this route?



Which stops should be removed?*	%	Count
Lonsdale	3.8%	64
21st	1.9%	32
Andrews	1.8%	31
Bewicke	1.7%	28
Ridgeway	1.7%	28

* This list reflects only the 5 most requested stop removal requests.

Local Routes

TransLink proposed the following changes to local bus service:

- Route 239 discontinued to avoid duplication with B-Line
 - Local service retained along corridor
 - Frequent service from Phibbs Exchange to Capilano University maintained
- Route 240 extended to Lynn Valley & frequency increased
 - Will come every 7 minutes in peak to reduce crowding
- Route 255 shifted to Keith Rd & frequency reduced
 - Maintains link between Capilano University and Central Lonsdale
 - Extension of Route 240 will provide higher frequency to Lynn Valley

Do you support or oppose these changes to local bus routes?



699 Strongly Support 459 Support 155 Neutral 127 Oppose 165 Strongly Oppose 87 No opinion

Marine-Main (Dundarave to Phibbs Exchange)

Additional comments

After answering the above questions respondents were asked if they had any additional comments. The following table presents the major themes and examples of response received within each theme from this open-ended section of the survey. In total, **711 respondents provided an additional comment** on the Marine-Main B-Line.

Topic	Sample responses
Related to maintain the 239	<ul style="list-style-type: none"> I agree with the changes except for discontinuing 239 as there will be no bus for people living in the Lonsdale and 3rd area except to walk down the the quay which will increase travel times for a lot of people If you discontinue the 239 it makes it MUCH more difficult for my family and I to get groceries. We bus to Walmart and Park and Tilford for groceries and other shopping multiple times a week. if you alter the current 239 and 255 bus route to the extreme noted above, then the b-Line will be too packed.
In support of B-Line	<ul style="list-style-type: none"> I think any additional transit options on the North Shore will be well used considering the increase in traffic in our communities. And also is a step in the right direction for environmental responsibility. If route 239 is discontinued in favour of the new B-Line, it would be super innovative take a big leap and make the line an express line. For years I know my friends and I have wished for one. It is desperately needed to counter growing density in the area
In support for transit priority measures	<ul style="list-style-type: none"> In order to be a competitive alternative to private autos, the buses should have signal priority and dedicated lanes. Without these things, the buses will be stuck in traffic with all other cars. Need to figure out how it will keep moving through high density areas like Ambleside, Park Royal and N Van near bridge to Cap Mall Without a dedicated lane, this bus is doomed to sit in traffic at peak times. Also, service up and down Lonsdale should also be lined up with the B line, if this is the direction we've decided to go.
Related to 255 changes	<ul style="list-style-type: none"> I support almost all these changes. However. The 255 passing through Lynn Valley is something many Lynn Valley residents rely on, particularly senior citizens. 255 should not reduce frequency and switch! 255 is the only one bus can go to Lynn Vally from West Vanc! This is a very important and no people want to transfer!
Related to connections to Cap U	<ul style="list-style-type: none"> It should keep going to Capilano University Need more frequency of busses going to Capilano University

Marine-Main (Dundarave to Phibbs Exchange)

B-Line Stop at Lonsdale Quay

Respondents were asked to provide their long-term preference on the B-Line’s stop location around Lonsdale Quay. There were two options:

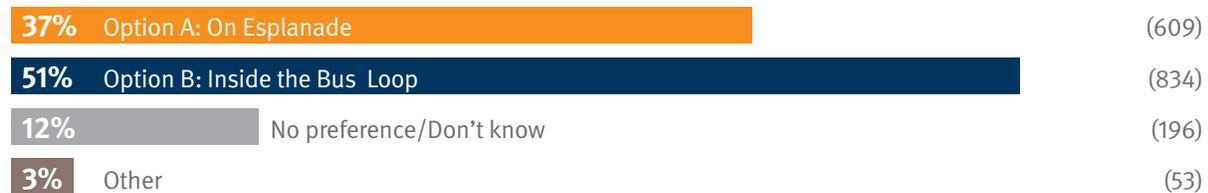
Option A: On Esplanade

- Faster & more reliable for people on the B-Line who are not stopping at Lonsdale Quay
- Reduces overall B-Line travel time from 45 min to 40 min
- Increases walking distance from B-Line to SeaBus terminal from 2 min to 5 min
- Closer to destinations north of Esplanade

Option B: In the bus loop

- Closer & more convenient for travellers connecting to SeaBus
- Closer to Lonsdale Quay Market

Over the long term, do you have a preferred location for the Lonsdale Quay B-Line Stop?



Additional comments

Respondents were provided an open-ended text box to explain why they preferred their chosen option. This question was not required. **1022 respondents answered the question.** Below is a summary of the major themes from each preferred option.

Summary of open ended responses to “Why do you prefer this option?”	
Option A: On Esplanade	<ul style="list-style-type: none"> • Reduces travel time for B-Line riders • Walking distance to Lonsdale Quay is not too far • Bus loop is crowded
Option B: In the Bus Loop	<ul style="list-style-type: none"> • More convenient transfers to other routes/SeaBus • Walking distance is too far in wet conditions and for elderly/disable transit users

Marine-Main (Dundarave to Phibbs Exchange)

Connections to Capilano University

The proposed B-Line & bus network changes would affect connections to Capilano University. TransLink proposes two options to maintain strong connections between Capilano University and the community. Respondents were asked to indicate their preference and level of support for each option. The two options were:

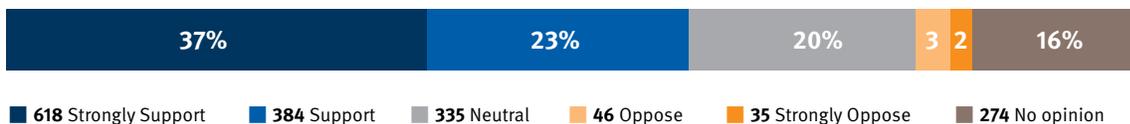
Option 1: A dedicated route to Cap U

- New frequent bus route from Capilano University to Phibbs Exchange (comes every 8 minutes in peak)
- No change to routes 28 or 130
- 255 runs from Capilano University to Central Lonsdale, West Vancouver via Phibbs Exchange
- More reliable because buses are unaffected by bridge congestion
- Closer to destinations north of Esplanade

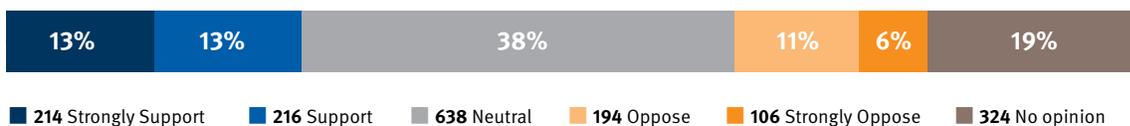
Option 2: Improvements to 28/130

- Route 28 extended to Capilano University at least every 30 minutes, all day, every day
- More trips of Route 130 extended to Capilano University in peak times
- 255 runs from Capilano University to Central Lonsdale, West Vancouver via Phibbs Exchange
- Less reliable and less frequent option but offers most direct connections to SkyTrain

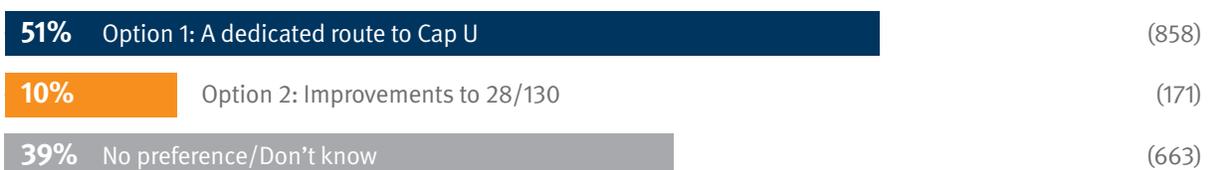
Please indicate your level of support for Option 1: A dedicated route to Cap U



Please indicate your level of support for Option 2: Improvements to 28/130



Overall, which of the two options do you prefer?



Marine-Main (Dundarave to Phibbs Exchange)

Additional comments

Respondents were provided an open-ended text box for additional comments or suggestions about the Capilano University connections. This question was not required. [347 respondents provided an answer](#). Below is a summary of the major themes from each preferred option.

Summary of open ended responses to “Why do you prefer this option?”	
Option 1: A dedicated route to Cap U	<ul style="list-style-type: none"> • Prefer the Capilano University shuttle to avoid delays due to bridge traffic • Frequency of the shuttle is important since a transfer is now required
Option 2: Improvements to 28/130	<ul style="list-style-type: none"> • Better connections from SkyTrain/Hastings Corridor are needed • Prefer less transfers at Phibbs
No Preference/ Don't Know	<ul style="list-style-type: none"> • Not a student/never go to Capilano University • 255 should provide direct service to Capilano University

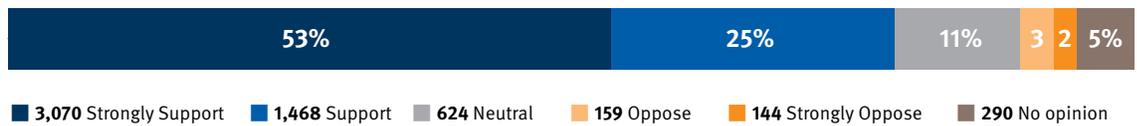
Changes to Streets

Survey respondents were asked to indicate their level of support for potential changes to streets that could make buses faster and more reliable. As part of the launch of these new B-Lines, TransLink is working with local governments as well as the Ministry of Transportation and Infrastructure to examine how streets can be changed to ensure that B-Lines don't get stuck in traffic. These changes are intended to make transit a more attractive way to get around, expand access to jobs, education, and other destinations and allow TransLink to provide more service at a reduced operating cost. TransLink sought input on each potential change, as well as overall support for changes to streets. Responses on transit priority were not specific to a particular B-Line corridor and thus represent general sentiment towards transit priority across all corridors. In total, **5,755** people provided responses.

Overall Changes to Streets

Should TransLink and its partners pursue changes to streets to make these B-Line bus routes faster and more reliable? Please indicate your level of support below.

Overall changes to streets



Changes to traffic signals

Traffic signals can be adjusted so that buses are more likely to get green lights. One way to do this is to time the signals to match the bus speed, and another is to have the buses communicate wirelessly with the signals.

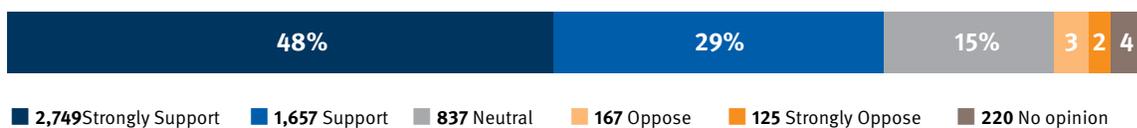
Changes to traffic signals



Changes to bus stop location

Bus stops are usually located near an intersection, but the specific location of that stop can affect the bus route's speed and reliability. In many cases, it is faster to pick up and drop off passengers after passing through the intersection.

Changes to bus stop locations

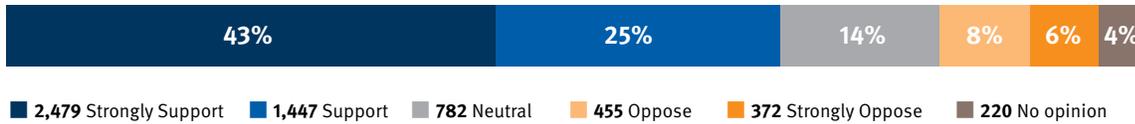


Changes to Streets

Changes to avoid delays when re-entering traffic

At some bus stops, buses have to pull out of the traffic lane. It can take a long time to pull back into traffic if the street is busy. The street can be changed to safely allow passenger pick-up and drop-off while in the traffic lane. Please indicate your level of support below.

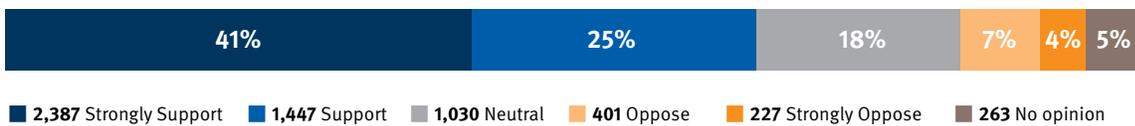
Changes to avoid delays when re-entering traffic



Turn Restrictions

Dedicated turn lanes or turn restrictions can reduce the delays that are caused by turning cars.

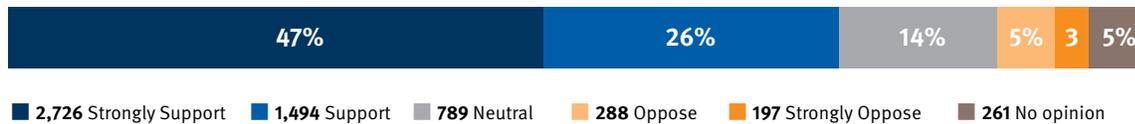
Turn restrictions



Changes to intersections

About 10% of time on a bus is spent waiting behind traffic at red lights. A short bus-only bypass allows buses to pass that traffic.

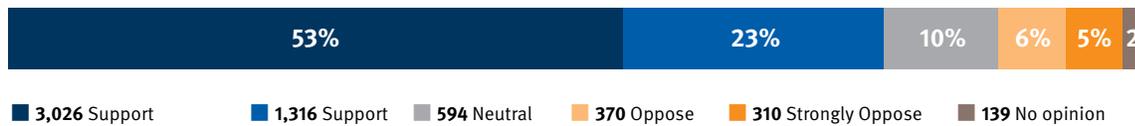
Changes to intersections



Introducing a dedicated lane for buses

When streets become congested, buses get delayed. To protect bus riders from this congestion, lanes can be dedicated for buses – by converting parking spaces or vehicle lanes – at certain times of day, or all day long.

Introducing a dedicated lane for buses



Changes to Streets

Changes to Street: Summary of common themes and sample of comments

Survey respondents were asked to identify specific locations where changes to streets should be implemented. Responses to this question were open ended and the most common responses were grouped by corridor below. 364 respondents provided an answer.

41st Avenue

Location	Count	%
41st	209	8.9%
Kerrisdale	138	5.9%
Granville	38	1.6%
Fraser	36	1.5%
Cambie	35	1.5%
Dunbar	35	1.5%
Joyce	32	1.4%
Marine	31	1.3%
Victoria	29	1.2%
Main	28	1.2%

Fraser Highway

Location	Count	%
Fraser Highway	177	9.3%
Green Timbers	153	8.1%
King George	28	1.5%
Langley	24	1.3%

Lougheed Highway

Location	Count	%
Lougheed	92	7.1%
Pitt River Bridge	32	2.5%
Dewdney	29	2.2%
Harris Rd	25	1.9%
Coquitlam	21	1.6%
Maple Ridge	16	1.2%
Coquitlam Central Station	11	0.8%
Westwood	10	0.8%
Golden Ears Way	8	0.6%

Marine-Main

Location	Count	%
Marine drive	121	9.3%
Capilano	55	4.2%
3rd	47	3.6%
Phibbs Exchange	41	3.2%
Lonsdale	54	4.2%
Keith	14	1.1%
Brooksbank	12	0.9%

Changes to Streets

Location where changes should be implemented

Respondents were provided an open-ended text box for additional comments on potential changes to streets. This question was not required. **935 respondents provided comments.** Below is a summary of the major themes from each preferred option.

Topic	Sample comments
Related to impact of changes to streets	<ul style="list-style-type: none"> • Give the buses priority - we must make them faster and more convenient to get people out of their cars. • Having b-Line bus service to make transit faster is pointless without implementing these road changes to prioritize buses because they'll get stuck in the same traffic as everyone else. • With regards to dedicated lanes for buses, it should be used along with HOV instead of having drivers lose a lane for buses. • I think the idea of making busses faster is good. However, I think it is really important not to make traffic or travel harder for those who are driving • With regards to dedicated lanes for buses, it should be used along with HOV instead of having drivers lose a lane for buses.
Related to dedicated bus lanes	<ul style="list-style-type: none"> • If lanes are to be converted to "Bus Only" lanes make those lanes available all the time. • Dedicated Bus lanes above all • With regards to dedicated lanes for buses, it should be used along with HOV instead of having drivers lose a lane for buses.
Related to parking	<ul style="list-style-type: none"> • As a rule I believe there should be no street parking along arterials. • More than happy for TransLink and the municipalities to substantially reduce street parking if it means making these new routes faster and more reliable. The era of putting the private automobile first needs to end. • Prohibit parking on roads served by B-Lines • The bus lane thought is a good idea until you think about all the drivers that have a hard time finding parking in Greater Vancouver to begin with. Please don't do that. • Getting rid of on-street parking for buses would be very bad for businesses. Needs some way of fixing
Related to enforcement of transit priority	<ul style="list-style-type: none"> • Translink should gain the power to forcibly remove cars that block bus lanes, bus stops, or parked cars in rush hour no parking zones. • Start fining drivers who don't yield to busses merging into traffic. Yes, It's annoying to have a bus there, but we need to move people

Appendix C: B-Line Consultation Survey

The B-Line Consultation Survey can be found on the following pages.

B-Line Consultation

Four new B-Line express bus routes will be launching in 2019. Here are the features that make these new B-Lines special:

Improved travel time and reliability

- Stops are spaced about 1 km apart
- All-door boarding
- Streets are redesigned to improve travel time
- High-capacity articulated buses

Frequent

- At least every 10 minutes in peak times
- At least every 15 minutes at other times

Available all day, every day

- Service from 6 a.m. to midnight, or better

Easy to find

- Buses and stops have a different look
- Stops have Next Bus digital signage
- Route information inside buses

Visit translink.ca/bline for more information.



[Click/touch to enlarge this image](#)

Which B-Line route/s would you like to provide feedback on?

Please select one or more routes. **(Required)**

- 41st Avenue B-Line (Joyce–Collingwood to UBC)
- Fraser Highway B-Line (Surrey Central to Langley Centre)
- Lougheed Highway B-Line (Coquitlam Central to Haney Place)
- Marine-Main B-Line (Dundarave to Phibbs Exchange)

41st Avenue B-Line (Joyce–Collingwood to UBC)

This B-Line will be a new very frequent and reliable express bus route across Vancouver from Joyce–Collingwood Station to UBC. The B-Line connects to many bus routes, major destinations, and growing communities. Local service will be retained along the corridor. [Visit translink.ca/bline](http://translink.ca/bline) for more information.



[Click/touch to enlarge this image](#)

Proposed 41st Ave B-Line at a glance

- Frequency:
 - Peak: 3-6 mins
 - Midday/evening/weekend: 8 min
 - Night: 15 min
- Hours of Operation:
 - Start: 6 a.m.
 - End: 1 a.m.
- Travel time:
 - 45 mins from Joyce–Collingwood Station to UBC during peak periods
- Capacity:
 - 33% more capacity to reduce crowding

Bus Stops

These are the proposed stops of the 41st Avenue B-Line. One of the keys to the success of B-Lines is finding the right number of stops – not too many, not too few. We've worked with our municipal partners to identify stop locations that cover the most popular destinations on the corridor.

- UBC Exchange (99 B-Line)
- Wesbrook Mall & Agronomy Road
- West 16th Avenue between East Mall and Wesbrook Mall
- West 41st Avenue & Dunbar Street
- West 41st Avenue & Camarvon Street
- West 41st Avenue & West Boulevard
- West 41st Avenue & Granville Street
- West 41st Avenue & Oak Street
- Oakridge-41st Ave Station (Canada Line)
- West 41st Avenue & Main Street
- West 41st Avenue & Fraser Street
- West 41st Avenue & Knight Street
- West 41st Avenue & Victoria Drive

- West 41st Avenue & Clarendon Street
- West 41st Avenue & Kingsway
- Joyce-Collingwood Station (Expo Line)

***Do you support or oppose these changes to proposed B-Line bus stops?**

(Required)

- Strongly support
- Somewhat support
- Neither support or oppose
- Somewhat oppose
- Strongly oppose
- No opinion

***Should any additional stops be added to this route?**

(Required)

- Yes
- No
- No opinion

***Which stops should be added?**

Please enter the intersections. *(Required)*

***Should any stops be removed from this route?**

(Required)

- Yes
- No
- No opinion

***Which stops should be removed?**

Please enter the intersections. *(Required)*

Local Service Changes

Along with the new 41st Avenue B-Line, TransLink is proposing the following changes to local bus service. These changes allow the B-Line to offer a frequent, attractive service. More details about the proposed changes are available on the [project page](#).

- Route 43 replaced with new B-Line
- Route 41 to run between Crown Street and Joyce-Collingwood Station
 - New routing will operate with electric trolleybuses
 - Frequency reduced to 15 minutes during the day, 30 minutes at night
- New routing of 49 to run via Wesbrook Mall from SW Marine Drive to UBC Exchange
 - Will offer very frequent service to Wesbrook Village and increased capacity
 - Hours of operation extended to midnight to match current Route 41 service

***Do you support or oppose these changes to local bus routes?**

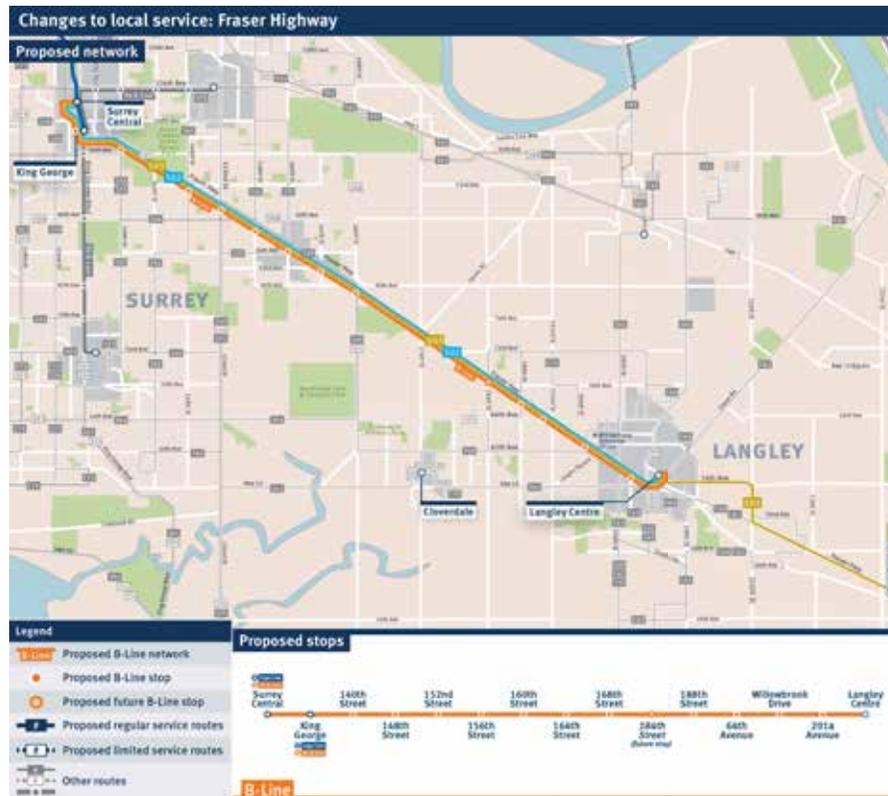
(Required)

- Strongly support
- Somewhat support
- Neither support or oppose
- Somewhat oppose
- Strongly oppose
- No opinion

Do you have any additional comments about the 41st Ave B-Line?

Fraser Highway B-Line (Surrey Central to Langley Centre)

This B-Line will be a new frequent and reliable express bus route across the South of Fraser area from Surrey Central to Langley Centre, via Fleetwood and Clayton. The B-Line connects to many bus routes, major destinations, and growing communities. Local service will be retained along the corridor. [Visit translink.ca/bline](https://translink.ca/bline) for more information.



[Click/touch to enlarge this image](#)

Proposed Fraser Hwy B-Line at a glance

- Frequency:
 - Peak: 8 mins
 - Midday/evening/weekend: 10 min
 - Night: 15 min
- Hours of Operation:
 - Start: 5 a.m.
 - End: 12 a.m.
- Travel time:
 - 40 mins from Surrey Central to Langley Centre during peak periods
(10 mins faster than today)

Bus Stops

These are the proposed stops of the Fraser Hwy B-Line. One of the keys to the success of B-Lines is finding the right number of stops – not too many, not too few. We've worked with our municipal partners to identify stop locations that cover the most popular destinations on the corridor.

- Surrey Central Station (Expo Line, 96 B-Line)
- King George Station (Expo Line, 96 B-Line)
- Fraser Highway & 140th Street
- Fraser Highway & 148th Street
- Fraser Highway & 152nd Street

- Fraser Highway & 156th Street
- Fraser Highway & 160th Street
- Fraser Highway & 164th Street
- Fraser Highway & 168th Street
- Future Stop – Fraser Highway & 184th Street (would be implemented when the population and destinations at this stop increase)
- Fraser Highway & 188th Street
- Fraser Highway & 64th Avenue (192nd Street)
- Fraser Highway & Willowbrook Drive (196th Street)
- Fraser Highway & 201a Avenue
- Langley Centre (Glover Road & Logan Avenue)

***Do you support or oppose these changes to proposed B-Line bus stops?**

(Required)

- Strongly support
- Somewhat support
- Neither support or oppose
- Somewhat oppose
- Strongly oppose
- No opinion

***Should any additional stops be added to this route?**

(Required)

- Yes
- No
- No opinion

***Which stops should be added?**

Please enter the intersections. *(Required)*

***Should any stops be removed from this route?**

(Required)

- Yes
- No
- No opinion

***Which stops should be removed?**

Please enter the intersections. *(Required)*

▲
▼

Local Service Changes

Along with the new Fraser Hwy B-Line, TransLink is proposing the following changes to local bus service. These changes enable the high frequency of the B-Line, and also adjust local routes to maintain connections to communities. More details about the proposed changes are available on the [project page](#).

- Route 503 to serve all stops along Fraser Hwy from Surrey Central to Aldergrove
- Route 502 frequency to be reduced
 - Combined frequency of local service between Surrey Central and Langley Centre is 15 minutes during the day and 30 minutes at night

***Do you support or oppose these changes to local bus routes?**

(Required)

- Strongly support
- Somewhat support
- Neither support or oppose
- Somewhat oppose
- Strongly oppose
- No opinion

Do you have any additional comments about the Fraser Hwy B-Line?

Lougheed Highway B-Line (Coquitlam Central to Haney Place)

This B-Line will be a new frequent and reliable express bus route across the Pitt River from Coquitlam Central Station to Haney Place in Maple Ridge, via Port Coquitlam and Pitt Meadows. The B-Line connects to many bus routes, major destinations, and growing communities. Local service will be retained along the corridor.

Visit translink.ca/bline for more information.



[Click/touch to enlarge this image](#)

Proposed routing through Maple Ridge is along Lougheed Hwy.

An alternate routing along Dewdney Trunk Road may be considered if Lougheed Hwy stops are not implementable by 2019.

Proposed Lougheed Hwy B-Line at a glance

- Frequency:
 - Peak: 10 mins
 - Midday/evening/weekend: 15 min
 - Night: 15 min
- Hours of Operation:
 - Start: 5 a.m.
 - End: 12 a.m.
- Travel time:
 - 40 mins from Coquitlam Central to Haney Place during peak periods
(15 mins faster than today)

Bus Stops

These are the proposed stops on the Lougheed Hwy B-Line. One of the keys to the success of B-Lines is finding the right number of stops – not too many, not too few. Do you support or oppose these stop locations? We've worked with our municipal partners to identify stop locations that cover the most popular destinations on the corridor.

- Coquitlam Central Station (Millennium Line, West Coast Express)

- Lougheed Highway & Westwood Street
- Lougheed Highway & Shaughnessy Street
- Lougheed Highway & Ottawa Street
- Lougheed Highway & Harris Road
- Future Stop – Meadowtown Shopping Centre (would be implemented when funding is made available to make changes to roadway)
- Lougheed Highway & 203rd Street
- Lougheed Highway & Laity Street
- Future Stop - Lougheed Highway & 222nd Street (would be implemented when the population and destinations at this stop increase)
- Haney Place

***Do you support or oppose these changes to proposed B-Line bus stops?**

(Required)

- Strongly support
- Somewhat support
- Neither support or oppose
- Somewhat oppose
- Strongly oppose
- No opinion

***Should any additional stops be added to this route?**

(Required)

- Yes
- No
- No opinion

***Which stops should be added?**

Please enter the intersections. *(Required)*

***Should any stops be removed from this route?**

(Required)

- Yes
- No
- No opinion

***Which stops should be removed?**

Please enter the intersections. *(Required)*

Local Service Changes

Along with the new Lougheed Hwy B-Line, TransLink is proposing the following change to local bus service:

- Route 595 to be extended to the corner of 203rd Street and Lougheed to allow connections to the B-Line from Langley.

***Do you support or oppose this change?**

(Required)

- Strongly support
- Somewhat support
- Neither support or oppose
- Somewhat oppose
- Strongly oppose
- No opinion

Do you have any additional comments about the Lougheed Hwy B-Line?

Marine-Main B-Line (Dundarave to Phibbs Exchange)

This B-Line will be a new frequent and reliable express bus route across the North Shore from Dundarave (24th Avenue) to Lonsdale Quay and Phibbs Exchange. The B-Line connects to many bus routes, major destinations, and growing communities. Local service will be retained along the Marine-Main corridor and connections to other parts of the region will be improved. [Visit translink.ca/bline](http://translink.ca/bline) for more information.



[Click/touch to enlarge this image](#)

Proposed Marine-Main B-Line at a glance

- Frequency:
 - Peak: 8 mins
 - Midday/evening/weekend: 10 min
 - Night: 15 min
- Hours of Operation:
 - Start: 6 a.m.
 - End: 1 a.m.
- Travel time:
 - 45 mins from Dundarave to Phibbs Exchange during peak periods
(15+ mins faster than today)

Bus Stops

TransLink, the District of West Vancouver and the City and District of North Vancouver have together identified the following stop locations that provide access to the most important destinations on the corridor – key transit connections, major retail centres, and growing neighbourhoods.

- Marine Drive & 24th (Dundarave)
- Marine Drive & 21st
- Marine Drive & 14th (Ambleside)
- Park Royal
- Marine Drive & Capilano Road
- Marine Drive & Pemberton Avenue
- Marine Drive & Hanes Avenue (Capilano Mall)
- Marine Drive & Bewicke Avenue

- Lonsdale Quay
- Lonsdale Avenue & East 3rd Street
- *Future Stop - East 3rd Street & St. Andrews Avenue (would be implemented when the population and destinations at this stop increase)*
- East 3rd Street & Ridgeway Avenue
- Cotton Road & Brooksbank Avenue (Park & Tilford)
- Phibbs Exchange

***Do you support or oppose these changes to proposed B-Line bus stops?**

(Required)

- Strongly support
- Somewhat support
- Neither support or oppose
- Somewhat oppose
- Strongly oppose
- No opinion

***Should any additional stops be added to this route?**

(Required)

- Yes
- No
- No opinion

***Which stops should be added?**

Please enter the intersections. *(Required)*

***Should any stops be removed from this route?**

(Required)

- Yes
- No
- No opinion

***Which stops should be removed?**

Please enter the intersections. *(Required)*

Local Service Changes

Along with the new Marine-Main B-Line, TransLink is proposing the following changes to local bus service. These changes enable the high frequency of the B-Line, and also adjust local routes to maintain connections to communities. More details about the proposed changes are available on the [project page](#).

- Route 239 discontinued to avoid duplication with B-Line
 - Local service retained along corridor
 - Frequent service from Phibbs Exchange to Capilano University maintained (options discussed later in survey)

- Route 240 extended to Lynn Valley & frequency increased
 - Will come every 7 minutes in peak to reduce crowding
- Route 255 shifted to Keith Rd & frequency reduced
 - Maintains link between Capilano University and Central Lonsdale
 - Extension of Route 240 will provide higher frequency to Lynn Valley

***Do you support or oppose these changes to local bus routes?**

(Required)

- Strongly support
- Somewhat support
- Neither support or oppose
- Somewhat oppose
- Strongly oppose
- No opinion

Do you have any additional comments about the Marine-Main B-Line?

B-Line Stop at Lonsdale Quay

On opening day, the B-Line's stop at Lonsdale Quay will be located in the bus loop near the SeaBus terminal. This provides a seamless connection to SeaBus, but delays passengers not getting off at Lonsdale Quay by 4 minutes in each direction. TransLink and the City of North Vancouver are assessing the feasibility and trade-offs of moving the stop to a location on Esplanade in the future.

There are two options:

- **Option A:** On Esplanade
 - Faster & more reliable for people on the B-Line who are not stopping at Lonsdale Quay
 - Reduces overall B-Line travel time from 45 min to 40 min
 - Increases walking distance from B-Line to SeaBus terminal from 2 min to 5 min
 - Closer to destinations north of Esplanade

- **Option B:** In the bus loop
 - Closer & more convenient for travellers connecting to SeaBus
 - Closer to Lonsdale Quay Market



[Click/touch to enlarge this image](#)

Note: the exact route between Esplanade and the bus loop is subject to change

***Over the long term, do you have a preferred location for the Lonsdale Quay B-Line Stop?**

(Required)

- Option A: On Esplanade
- Option B: In the Bus Loop
- No preference/Don't know
- Other:

Why do you prefer this option?

Connections to Capilano University

The proposed B-Line & bus network changes would affect Capilano University. TransLink proposes to invest in bus service to maintain strong connections to this community. Below are several ways that this investment could be made.

Please indicate your level of support for the following two options.



[Click/touch to enlarge this image](#)

*Please indicate your level of support for Option 1

- New frequent bus route from Capilano University to Phibbs Exchange (comes every 8 minutes in peak)
- No change to routes 28 or 130
- 255 runs from Cap U to Central Lonsdale, West Vancouver via Phibbs Exchange
- More reliable because buses are unaffected by bridge congestion

(Required)

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose
- Don't Know

*Please indicate your level of support for Option 2

- Route 28 extended to Capilano University at least every 30 minutes, all day, every day
- More trips of Route 130 extended to Capilano University in peak times
- 255 runs from Cap U to Central Lonsdale, West Vancouver via Phibbs Exchange
- Less reliable and less frequent option but offers most direct connections to SkyTrain

(Required)

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose
- Don't Know

*Overall, which of the two options do you prefer?

(Required)

- Option 1
- Option 2
- No preference/Don't know

Do you have any comments or suggestions about the Capilano University connections?

Changes to Streets

As part of the launch of these new B-Lines, TransLink is working with local governments as well as the Ministry of Transportation and Infrastructure to examine how streets can be changed to ensure that B-Lines don't get stuck in traffic.

Why?

- To make transit a more attractive way to get around.
- To expand your access to jobs, education, and other destinations.
- Allows TransLink to provide more service at a reduced operating cost.

This would benefit riders of the new B-Lines, as well as riders on these other bus routes:

- 41st Avenue: 25, 26, 33, 41, 480, C18, C20
- Marine –Main: 228, 229, 230, 231, 232, 236, 240, 241, 242, 246, 247, 250, 251, 252, 253, 254, 255, 256, 257, 258
- Fraser Hwy: 320, 345, 372, 395, 502, 503
- Lougheed Hwy: 159, 160, 171, 172, 701, 791, C41

View the [Speed & Reliability PDF](#) to see maps of congestion hotspots and current bus speeds along the B-Line corridors.

The following questions are about potential changes to streets that could make buses faster and more reliable. Please let us know what you think of each potential change.

*Overall changes to streets

Should TransLink and its partners pursue changes to streets to make these B-Line bus routes faster and more reliable? *Please indicate your level of support below. (Required)*

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose
- Don't Know

*Changes to traffic signals



Traffic signals can be adjusted so that buses are more likely to get green lights. One way to do this is to time the signals to match the bus speed, and another is to have the buses communicate wirelessly with the signals. *Please indicate your level of support below. (Required)*

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose
- Don't Know

*Changes to bus stop locations



Bus stops are usually located near an intersection, but the specific location of that stop can affect the bus

route's speed and reliability. In many cases, it is faster to pick up and drop off passengers after passing through the intersection. *Please indicate your level of support below. (Required)*

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose
- Don't Know

***Changes to avoid delays when re-entering traffic**



At some bus stops, buses have to pull out of the traffic lane. It can take a long time to pull back into traffic if the street is busy. The street can be changed to safely allow passenger pick-up and drop-off while in the traffic lane. *Please indicate your level of support below. (Required)*

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose
- Don't Know

***Turn Restrictions**



Dedicated turn lanes or turn restrictions can reduce the delays that are caused by turning cars. *Please indicate your level of support below. (Required)*

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose
- Don't Know

***Changes to intersections**



About 10% of time on a bus is spent waiting behind traffic at red lights. A short bus-only bypass allows buses to pass that traffic. *Please indicate your level of support below. (Required)*

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose
- Don't Know

***Introducing a dedicated lane for buses**



When streets become congested, buses get delayed. To protect bus riders from this congestion, lanes can be dedicated for buses – by converting parking spaces or vehicle lanes – at certain times of day, or all day long. *Please indicate your level of support below. (Required)*

Strongly Support

Support

Neutral

Oppose

Strongly Oppose

Don't Know

Can you think of any specific locations where changes should be implemented?

Do you have any additional comments on potential changes to streets?

Please tell us about yourself

We're collecting this **anonymous** demographic information to better understand general characteristics of our customers.

How did you hear about the B-Line Consultation?

- Advertisements on buses
- Bus shelter advertisements
- Email from an organization
- I work for TransLink, CMBC, BCRTC, WCE, Transit Police or InTransit BC
- LCD screen at transit station
- News media (newspaper article, radio or TV news story)
- Newspaper advertisement
- Post card/brochure
- Open house/info session
- Buzzer Blog
- TransLink email
- TransLink website
- Social media (Facebook, Twitter, Instagram, etc.)
- Online ad (Google, Bing, Weather Network, etc.)
- Posters
- Word of mouth
- None of the above

Which municipality do you live in?

- Anmore
- Belcarra
- Bowen Island
- Burnaby
- Coquitlam
- Delta (North)
- Delta (South)
- Tsawwassen First Nation
- Langley (City)
- Langley (Township)
- Lions Bay
- Maple Ridge
- New Westminster
- North Vancouver (City)
- North Vancouver (District)
- Port Coquitlam
- Port Moody
- Pitt Meadows
- Richmond

- Surrey
- Vancouver (including University Endowment Lands)
- West Vancouver
- White Rock
- Other:

What are the first *three* characters of your postal code?

Which municipality do you work or attend school in?

- Anmore
- Belcarra
- Bowen Island
- Burnaby
- Coquitlam
- Delta (North)
- Delta (South)
- Tsawwassen First Nation
- Langley (City)
- Langley (Township)
- Lions Bay
- Maple Ridge
- New Westminster
- North Vancouver (City)
- North Vancouver (District)
- Port Coquitlam
- Port Moody
- Pitt Meadows
- Richmond
- Surrey
- Vancouver (including University Endowment Lands)
- West Vancouver
- White Rock
- Other:

Gender

- Male
- Female
- Prefer not to say
- Other:

Age

- Under 19
- 19 - 24
- 25 - 34
- 35 - 44
- 45 - 54

- 55 - 64
- 65 +
- Prefer not to say

Personal Identity and Characteristics

Please select all that apply.

- Aboriginal identity
- Person with a disability
- Post-secondary student
- Secondary student
- None of the above
- Prefer not to say

How often do you take transit in Metro Vancouver?

- Daily or almost daily
- Several times a week
- About once a month
- Two to three times a month
- Once a month
- Less than once a month
- Never
- Don't know