

SkyTrain Dispatches

TUNNEL WORK CONTINUES

The work, started in July, continues five nights a week in the SkyTrain Dunsmuir Tunnel this fall. The lower level of the tunnel will close early to allow work crews in at 10 p.m. As a result, **the following service changes are in effect Monday to Friday through to December 11, from about 9:45 p.m. to the end of the service day.**

- » All trains from the east will terminate at Stadium. A single train shuttle will run every 12 minutes between Stadium and Waterfront, stopping at Granville and Burrard in both directions.
- » Everyone must change trains at Stadium. Expect a two to 10 minute wait at Stadium, depending on arrival time and travel direction.

SkyTrain staff will be on hand at affected stations for assistance. Thanks for your patience!

RAIL REPLACEMENT IN NEW WESTMINSTER

After 24 years and more than 10 million SkyTrain cars, sections of rail are being replaced in the New Westminister area over the weekends of November 14-15 and 21-22, resulting in reduced frequency and delays east of Edmonds station. Work began on the rails the weekend of November 7-8.

- » At 22nd Street Station and sometimes New Westminister, trains will operate from a single platform.
- » Frequency in the Edmonds/Columbia section will be reduced to every 16-18 minutes. Expo Line trains will wait for up to seven minutes at Edmonds, New Westminister or Columbia.
- » Millennium Line trains from VCC-Clark will run every seven to nine minutes and terminate at Columbia. Passengers to/from the Expo Line must change at Columbia or Commercial-Broadway.
- » Additional trains will operate between Waterfront and Edmonds, where both tracks remain in service.

We ask all passengers travelling within/through the Edmonds-King George section to allow for an additional 15 minutes on their trip, listen to announcements, read signs and follow the direction of SkyTrain staff.

All efforts will be made to minimize delays and inconvenience.

FLEET EXPANSION

As of November 1, we have 13 pairs of new SkyTrain cars in service. We are lengthening more of our two-car trains to four-cars, in order to alleviate some of the crowding at peak times. We expect all 24 pairs (48 new cars) to be in service by early 2010, providing 30 per cent more capacity during weekday rush hours, as well as during the Olympics.

Contest corner: win a FareCard!

LAST ISSUE'S FARECARD WINNER We had 1,034 eligible entries in our last contest, and **Edina S** of North Vancouver won the FareCard. The answer? The average annual cost of car ownership in 2009, according to the CAA, is \$6,515.



WIN A FREE FARECARD! It will be for 1, 2, or 3 zones, based on where the winner travels. Email thebuzzer@translink.ca with the answer to the question below, your full name, daytime phone number, and where you got the *Buzzer* (include the route number if you got it on a bus). Make sure you include everything—entries missing any of this info will not be entered to win! One entry per person, please.

Owing to repairs, a shuttle train is running in downtown Vancouver after 9:45 p.m on weekdays. How frequently will the shuttle run? (Hint: it's in this issue!)

Enter by **Mon Nov 30 at 9am**; we'll draw a name from all eligible entries if more than one is right. See who won in the **Dec 4** issue!

PRIVACY POLICY We only use your personal info for this contest and then we delete all entry emails. Here's the long version: *Your personal information is being collected, pursuant to section 26(c) of the Freedom of Information and Protection of Privacy Act, solely for the purpose of administering this contest; it will be destroyed upon the determination of a contest winner. Please direct any questions regarding this collection to the Buzzer Editor at TransLink, 1600-4720 Kingsway, Burnaby, BC V5H 4N2, or thebuzzer@translink.ca.*

BACK ISSUES

Back Issues is a new section that mines past issues of *The Buzzer* for nuggets of transit history. Huzzah!

1953 As it is today, safety was a concern over 50 years ago as noted in the following November 16, 1953 *Buzzer* article.



The Buzzer logo, Nov. 16, 1953

All the care you can take in the next few months, either in walking or in driving, will pay big dividends. This is because of the fact that darkness falls so early, and often walking and driving conditions are deteriorated by driving rain. National Safety Board figures indicate that more accidents happen in late afternoon and early evening than at any other time during the 24 hours of the day, which makes it sensible to be more on the alert than ever in the pre-dark and early evening hours. It is a good point, as well to pass along a word of acknowledgement of the excellent work being done by school safety patrols through the city, a number of which we have observed in action lately.

COMING EVENTS

- ✓ **Vancouver Marpole Lions Club** presents **Bollywood Night** on Nov.14. Renfrew Community Centre, 2929 East 22 Ave., Vancouver. Food music, and dance. Adults \$5, children <12 free. Info: 604-436-9334.
- ✓ **64th Annual Kabalarian Craft Fair** - A Christmas Tradition. Crafts, fashions, gifts, preserves, baked goods, Friday dinner and more. Free. 5912 Oak Street (43 & Oak). Nov. 13 - 3-9pm, Nov 14 - 12-4pm.
- ✓ **New vendor artisans wanted!** **Conderation Centre**, 4585 Albert St., Burnaby, invites you to drop by to introduce yourself and your craft on any Wednesday, 10am-2pm, for sale in the Cozy Corner store.
- ✓ **Theatre West Van** presents "**Here on the Flight Path**" a comedy by Norm Foster. Studio Theatre in the Kay Meek Centre, 1700 Mathers Ave., West Vancouver. Nov. 13 and 14 and 18-21 at 8pm. Adults \$20, seniors/18 & under \$17 and \$15 for groups of ten or more. Info: 604-913-3634 or www.kaymeekcentre.com
- ✓ **Vancouver Chamber Choir** presents **SING OUT! A Choral Festivity**, a one night choral festival of singers mix and match from the Focus! Choir, Pacifica Singers, UBC and Cap U. Ryerson United Church, 2195 West 45 Ave., Vancouver. Nov. 20, 8pm. Adults \$20, seniors and students \$20. General admission seating only.
- ✓ **Burnaby Potters Guild** invites you to their **Christmas Show and Sale**. Nov. 21 & 22, 10am to 5pm at Capital Hill Hall, 361 South Howard St. (at Hastings), Burnaby. Light refreshments. Free.
- ✓ **Murder and Mayhem** - What it takes to write a mystery! Meet Crime Writers of Canada authors, Elizabeth Elwood and Debra Purdy Kong. Nov. 22, 12-3pm, Renaissance Books, 43 6th Str., New Westminister. Info: 604-525-4566
- ✓ **Vancouver Chamber Choir and Vancouver Chamber Orchestra** celebrate **A Baroque Christmas, Bach, Vivaldi and more** at the Orpheum Theatre, 601 Smithe Str. (at Seymour), Vancouver, Dec. 4, 8pm. Adults \$40. Seniors and students \$35.
- ✓ **Canada Place's "Donate & Win" Holiday Contest** to help feed kids in need. Donate \$5+ online to Strathcona Community Centre's Food Security for Children program and enter to win a trip for two to Jamaica courtesy of Air Canada Vacations & Sandals Resorts. Info: www.christmas.canadaplace.ca. Draw date: Jan. 10/09
- ✓ Learn public speaking and leadership skills through **Positive Thinkers Toastmasters**, a friendly supportive non-profit club. Non-member guests welcome. Meetings: Tuesdays at 7:30pm, BC Hydro Building, 333 Dunsmuir Str., Vancouver. Info: 604-922-6295.
- ✓ **FOR THE OPERATORS AT RICHMOND AND VANCOUVER TRANSIT CENTRES**
What did 0 say to 8? "Nice belt."

Send your community events to
thebuzzer@translink.ca

Win a free FareCard!



BUZZER

THE

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Get ready for winter!

Also in this issue...

- » Happy Birthday Buzzer blog!
- » New SeaBus arrives!
- » SkyTrain update: trackwork repairs coming
- » Mayors decide on TransLink funding

Visit the Buzzer blog at buzzer.translink.ca

Ready yourself for winter on transit!

Here's some helpful things to consider when travelling in foul weather!

Have a **transit plan** in place. Wait times for Customer Information can be very long during bad weather. Trip planning and schedule information is available 24 hours a day at www.translink.ca, or through our Customer Information interactive voice recognition service at 604-953-3333. For West Coast Express, call 604-488-8906 or visit westcoastexpress.com.

Check the weather and remember that conditions and transit service can change quickly. Major advisories will be broadcast regularly on local radio stations and also posted on TransLink's website.

Allow for **extra time** as traffic or system problems could delay transit service. Buses and trains might be overcrowded and when roads are slippery, buses might not be able to get around bridges or hills.

Bad weather and possible delays could mean more passengers. Please **move well inside the vehicle** so others can board.

When weather conditions are poor, buses and trains could need to make quick, unexpected stops. Remember to **hold on firmly** to a stanchion or seat rail.

Wear appropriate footwear and walk cautiously. If you're trying to board a bus, **signal to the operator** while standing safely back as the bus approaches. Streets and train platforms could be slippery. Check out our tips for signalling your driver in this issue!

Service delays and disruptions can happen, so bundle up! **Dress for the weather outside**, not on board.

Make sure you **visit the washroom before travelling** – a service disruption could happen, with no option to disembark.

To avoid overcrowding, it could be necessary to limit entry to busy stations. Please **follow SkyTrain staff directions** in the event



of lineups at downtown SkyTrain stations. Passengers for SeaBus and West Coast Express should be prepared to walk to Waterfront to make their connection.

When weather conditions are very bad, **stay at home** unless you absolutely need to travel.

WHAT ARE WE DOING TO HELP YOU GET AROUND?

The TransLink family of companies work very hard at making your transit trip less stressful when the weather isn't so fun!

Coast Mountain buses are inspected and maintained on a regular basis for all weather conditions, for example, trolley buses are fitted with special ice cutters to cut through overnight ice buildup on overhead wires.

Special **SkyTrains**, equipped to prevent ice buildup on power rails, are run empty throughout the night to keep tracks free of snow buildup. Longer trains will operate at reduced frequency and speed, with staff on board to attend to operating difficulties. The doors are regularly cleared of ice.

Although a large part of the **Canada Line** operates underground, there are plans in place to keep the outdoor track, trains and bridge clear of snow and ice.

Radar and other navigational aids ensure **SeaBus** operates safely through fog, heavy rain and snow. Routes to terminals are regularly cleared of snow.

West Coast Express easily operates in all weather. Park & Ride lots, walkways, and platforms are cleared and sanded as required.

Community Shuttles are winterized and equipped with snow tires. However, vehicles operate on minor streets that might not receive snow-clearing priority. Routes could be affected in snowy weather.

The **Customer Information/website departments** are staffed to capacity during winter weather. Our website, translink.ca features up-to-date transit service information and advisories.

TransLink also works closely with city snow-clearing crews to ensure transit routes are given priority, so buses can run and passengers have safe sidewalk boarding points.

Now that you're prepared, sit back and enjoy the weather!



Mayors' Council approves new funding for TransLink

In case you missed it, the Mayors' Council met on Oct. 23 and decided on a "funding stabilization" transportation plan for TransLink.



The plan provides \$130 million in funding to maintain existing levels of road and transit service, and puts expansion of the system on hold, for now.

The mayors have also asked TransLink to develop a new transportation plan for next year, establishing a framework to initiate system-wide expansion once again.

We issued a news release that you can see at translink.ca and on the Buzzer blog, but here's a key point in the release on how we are working hard to bring costs down.

For their part, Chair Parker and TransLink's CEO Tom Prendergast committed to continuing with aggressive cost controls and efficiency gains in order to completely resolve the \$150 million annual funding gap. The Authority has frozen the salaries of management and exempt staff as well as expansion capital; no further hiring is underway and the 2009 budget was reduced by \$6 million. TransLink also ended 2008 with an \$8.2 million surplus, \$3.2 million better than expected.

The release also has details on how the funds for the Funding Stabilization option will be raised.

The additional revenue will be generated in part by three cents per litre increase in fuel taxes levied within Metro Vancouver (to 15 cents per litre) and a transit fare increase on FareSaver tickets and monthly passes in 2010. TransLink will apply to the Regional Transportation Commissioner for the price increase on FareSaver tickets. There will be no increase in cash fares in 2010 and U-Pass rates are set in contracts with participating colleges and universities.

We will announce the timing of those increases by the end of the year. As for now, we'll be working to figure out the details of what comes next under our newly determined funding. Keep an eye on translink.ca or the Buzzer blog at buzzer.translink.ca for more info.

The new SeaBus arrived!

Keep an eye out for the new SeaBus—the Burrard Pacific Breeze—which sailed in from Victoria on Friday, October 9.

The Burrard Pacific Breeze is currently located at the North SeaBus terminal, where it will undergo



Photo by Charlotte Boychuk, CMBC

sea trials, staff training, and certification by Transport Canada. Once that's through, the SeaBus will enter revenue service, which we estimate to be in December or so.

The Buzzer blog turned one!

Yes, the Buzzer blog celebrated its first birthday on October 6!

Proud Online Communications Advisor (and blog writer), Jhenifer Pabillano, celebrated with a group of blog enthusiasts at St. Augustine's cafe on October 8.

In the last year, the blog posted approximately 500 articles, received 327,000+ pageviews, and 3,600+ comments.

Congratulations Jhenifer for a job well done! Visit the blog at buzzer.translink.ca!



Give your driver the heads up!

As we slip into the darker months of winter, please remember that bus drivers could use your assistance to see you at your stop!

You can ensure yourself a pickup if you stand beside the bus stop pole when you see the bus coming. This is especially helpful to the bus driver when you are standing at a stop that several different routes use.

Try to make eye contact or give them a wave and a smile. You can even use the light from your cell phone to signal that you're there. It's easy and everyone benefits!

