

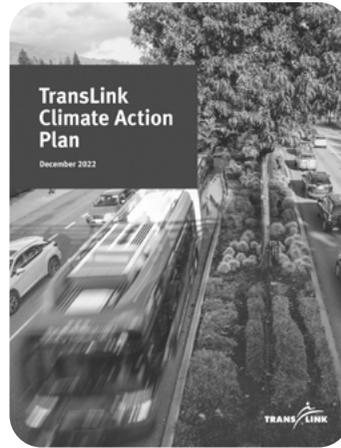
Climate Action Plan released

The Climate Action Plan outlines what we are doing over the next three years to address the climate emergency and meet our ambitious climate targets for the transit system. It accelerates progress towards a carbon neutral region by 2050.

Over the past two years, extreme weather in the form of deadly heat waves, intense rain, and flooding have had an enormous impact on people who live, work, and play in the region.

In response to this unprecedented extreme weather, the Climate Action Plan prioritizes climate resilience, so we can keep our customers safe and comfortable while keeping the region moving. We're evaluating climate risks and taking steps to transform our operations, assets, and passenger facilities to become more climate resilient.

Read the plan at translink.ca/climate.



New plan to enhance customer experience

We've released a new Customer Experience Action Plan to better serve the changing needs of customers over the next five years.

The plan outlines five key priority areas to provide customers with a more exceptional experience on transit: making transit more personalized, easier to use, more reliable, safer, and more climate friendly.

Some initiatives identified to improve the customer experience include:

- » Developing the next generation of Compass to allow for more personalization
- » Introducing contactless payment options to make using transit easier
- » Exploring options for more washrooms on the system and working towards improving customer facilities like more all-weather bus shelters
- » Installing more real-time information displays and multi-lingual signage
- » Continuing to invest in RapidBus routes, improvements to bus speed and reliability, and more comfortable SkyTrain cars



Read the plan at translink.ca/cxplan.

BACK ISSUES

The Buzzer has been published for more than 100 years! In this section, we mine through our archives for some fun historical finds!

2013 The May 10, 2013 issue of The Buzzer was all about TransLink's roads and bridges work. It was part of a yearlong look at different transportation topics.

Most riders know us as a transit authority—but did you know that TransLink is also responsible for Metro Vancouver's major road network and a collection of bridges as well? It's true: in Metro Vancouver, TransLink is responsible for the movement of both people and goods, particularly corridors that connect communities.



In 2022, the TransLink Municipal Funding Program provided \$130 million for 107 projects across the region. It's going towards new or upgraded walking, cycle and multi-use paths, as well as roads and infrastructure, new or enhanced bike lanes, bus stop balancing, and bus priority.

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Transport 2050: the future of transportation in Metro Vancouver starts now

We've turned your ideas into Transport 2050 — the region's new 30-year transportation strategy!

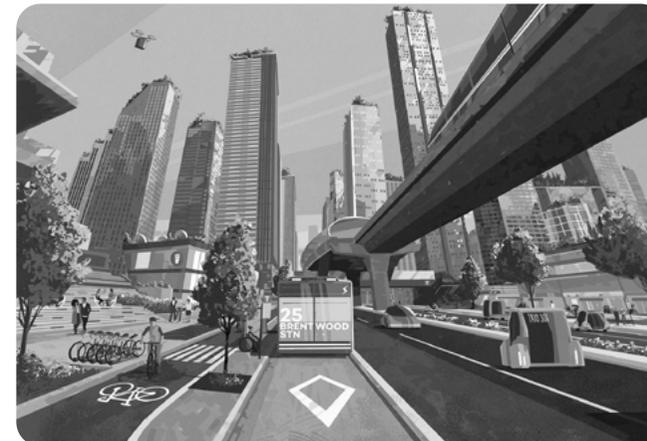
It responds to residents' top priorities, such as climate change and affordability, and will create more transportation options for everyone. We heard throughout engagement that expanding and improving Metro Vancouver's transit system was a top priority for residents regardless of whether they drive, cycle, or take transit.

The strategy identifies more than 100 actions to improve transportation:

- » Quadrupling the size of the rapid transit network, from 100 to 400 kilometres
- » Building out an 850-kilometre traffic-protected major bikeway network
- » Dedicating more streets to walking, biking, rolling, and transit
- » Putting frequent transit within a short walk of most homes and jobs
- » Promoting electrified and shared bikes, scooters, and cars

The Mayors' Council on Regional Transportation and the TransLink Board of Directors adopted the strategy in January 2022.

Read the strategy at transport2050.ca.

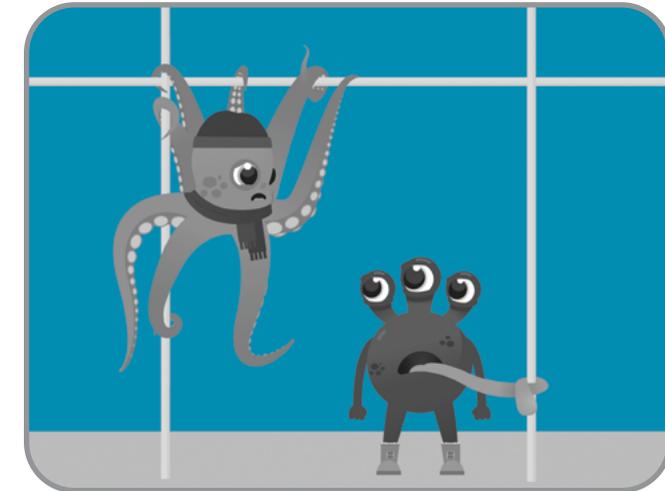


Read *The Buzzer* blog at buzzer.translink.ca

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THE BUZZER

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Staying safe shouldn't be alien

ALSO IN THIS ISSUE...

- » Customer experience plan and service centre
- » A singalong on the SeaBus
- » Transport 2050 strategy arrives....and more!

buzzer.translink.ca





TransLink Customer Service Centre opens

A flagship TransLink Customer Service Centre at Waterfront Station is providing customers with more opportunities to access in-person assistance.

“We need to be more available to our customers when and where they need assistance. That’s why we’ve moved our customer service centre to Waterfront Station, which is located at the intersection of every one of our transit modes,” says TransLink CEO Kevin Quinn.

“Moving our customer service facility to this prime location opens new opportunities for us to elevate customer experiences, create more meaningful connections, and build ridership.”

Waterfront Station is one of the region’s busiest transportation hubs. It connects the SkyTrain’s Expo and Canada Lines, the SeaBus, and the West Coast Express. Nearby is the cruise ship terminal at Canada Place and the Helijet heliport.

Customers can:

- » Receive support from customer service employees
- » Purchase and activate Compass products
- » Get wayfinding advice through the facility’s touch-screen transit kiosk
- » Pay fare infraction tickets
- » Purchase Taxi Savers
- » Sign up and get keys for bike lockers on TransLink’s system

The TransLink Customer Service Centre is open every weekday between 9 a.m. and 5 p.m.

Transit Friendly Employer

Our certification program recognizes leading organizations for making employee travel easy, affordable, and climate friendly.

Learn more at translink.ca/transitfriendly

10 tips to stay safe when riding transit this winter

The transition from summer to winter carries wet, colder, and shorter days in our part of the world. It’s imperative to be extra careful and prepared when commuting.

Here are some tips and resources to help you prepare for the rainy months:

1. Check the weather forecast before leaving.
2. Dress warmly and wear reflective clothing and accessories, as well as non-slip shoes.
3. Sign up for Transit Alerts
4. Avoid rush hour or add extra travel time.
5. Go slow and step carefully. Floors may be slippery.
6. Walk, don't rush for your train or bus.
7. Hang on while the bus or train is in motion.
8. Stay aware of your surroundings.
9. Watch for your bus.
10. Call Customer information for assistance at 604.953.3333 or tweet us @TransLink.

Learn more at translink.ca/winterconditions



Hundreds sing Adele's Someone Like You on the SeaBus

The SeaBus ride was a little different for two hours on Aug. 20 as people took a break from the views and their phones, choosing to connect with each other instead.

Hundreds sang along in a made-for-Internet moment, passionately belting out Someone Like You by Adele in unison as the SeaBus sailed across the Burrard Inlet.

The surprise singalong was part of Art Moves, our music and performance residency series bringing vibrancy to the transit system.

Vancouver vocal coach Sing with Jill led the crowd, on piano, in singing five-to-six songs, as the SeaBus sailed back-and-forth between Lonsdale Quay in North Vancouver and Waterfront Station in downtown Vancouver.

One customer declared it to be the best SeaBus ride, ever.

For Jill, it was an unbelievable and awesome experience that went beyond her wildest expectations.

“I was really nervous because I thought I might get some hecklers,” joked Jill, “but everybody wanted to sing and we don’t have much opportunity to do that.

“It was just lovely.”



WINTER TRANSIT SERVICE CHANGE STARTS JAN. 2

We’re adjusting bus service levels around the region to better match customer demand.

Learn more at translink.ca/servicechanges.

Word Search



Complete this word search by locating all the words listed below in the grid, running up, down, forward and backward (not diagonal). Once all words are found, 10 letters will remain to form a hidden message.

» BRAID	I	S	M	S	T	R	Y	B	S	S	E	B
» BURQUITLAM	L	K	U	N	E	V	U	K	R	V	S	
» BURRARD	O	Y	I	B	O	B	R	R	Y	A	E	A
» DECEMBER	V	B	N	D	R	M	U	R	T	E	R	P
» EVERGREEN	E	R	N	I	F	E	P	A	R	Y	G	P
» ILOVETRANSIT	T	I	E	P	R	C	E	R	A	W	R	E
» INLET	R	D	L	A	E	E	R	D	I	E	E	R
» KINGGEORGE	A	G	L	R	T	D	T	U	N	N	E	T
» MILLENNIUM	N	E	I	Z	A	T	E	L	N	I	N	O
» NEWYEARS	S	Z	M	E	W	B	R	A	I	D	E	N
» RAPIDBUS	I	M	A	L	T	I	U	Q	R	U	B	R
» REINDEERBUS	T	E	G	R	O	E	G	G	N	I	K	R
» RUPERT												
» SAPPERTON												
» SKYBRIDGE												
» SKYTRAIN												
» WATERFRONT												
» YVR												



NEW BATTERY-ELECTRIC BUS ARRIVES

In November 2022, the first of 15 new battery-electric buses arrived in Metro Vancouver. The Nova Bus LFSe+ bus is slated to enter service in early 2023 and is an important step in our journey to net-zero greenhouse gas emissions by 2050.