



Transit Service Performance Review 2021

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A Message from the CEO of TransLink



Public transit is fundamental to how people in Metro Vancouver move around the region.

In a year full of uncertainty, TransLink provided consistent and reliable service for our customers every day, whether that was to get them to work, services, or help them reconnect with their communities as Metro Vancouver reopened.

In managing the third and fourth waves of the pandemic, we maintained our service to provide customers with the reliability they needed to get to the people and places that mattered the most. We saw an increase in ridership as vaccinations ramped up and people in the region returned to work and school in the fall.

TransLink was responsive to changing demands and shifting customer needs.

Our customers changed the way they move. Hybrid work, school, and virtual appointments reduced long commutes. Still, transit was chosen for travel to industrial employment areas, errands, or short commutes, and we continuously adapted to provide services that responded to our customer needs.

We know that as we continue to face and respond to the ongoing effects of the pandemic, we'll need to reimagine how we serve our customers. Looking ahead, TransLink will continue delivering exceptional service, plan for the bright future of the region, and remain responsive to our ever-changing environment.

Kevin Quinn

Chief Executive Officer
TransLink



Executive Summary

Transit continues its strong recovery as an essential component of Metro Vancouver's ongoing shift to a future new normal. In fall 2021, nearly 2.2 million unique customers used the transit system, equivalent to 84 percent of the Metro Vancouver population.

Transit is fundamental to mobility in Metro Vancouver. TransLink’s system-wide ridership recovery in fall of 2021 was 59% of pre-COVID levels. It exceeded the average recovery rate across most Canadian and American transit agencies, including Montreal, Toronto, Washington DC, Chicago, Ottawa, and San Francisco, despite the significant ridership impacts of the COVID-19 pandemic. In addition, recovery has been consistent across most of our system’s transit modes — all but West Coast Express saw ridership return above 50% of fall 2019 volumes.

Transit recovery reflected many travel patterns from before the pandemic.

Trends that have persevered through the pandemic or rebounded include:

- In September 2021, regional travel constituted the same share of total transit travel as in September 2019, meaning the same proportion of customers are travelling regionally across municipal boundaries as before the pandemic.
- System-wide ridership began to return at similar rates throughout most of the day, at around 60% of pre-COVID levels. This includes the morning and afternoon rush hours which lagged in recovery behind non-rush hour periods in the first year of the pandemic.
- Bus continued to be the mode with the highest ridership volumes.
- Our custom transit service, HandyDART, had one of the strongest recoveries of all modes at 59% of 2019 volumes, as this service provides registered customers access to critical health and medical services such as dialysis and cancer appointments.
- High-frequency bus services, including our top 10 bus routes by boardings, continued to drive ridership across the region.
- The top bus routes in each sub-region remained mostly unchanged from 2019.
- Bus routes serving industrial employment areas continued to see high ridership recovery.
- Customer boardings on routes that primarily serve office commuters and post-secondary campuses have recovered significantly since the first year of the pandemic.
- Nine of the top 10 busiest SkyTrain stations in 2019 continued to be among the top 10 in fall 2021.
- Airport-generated boardings on the Canada Line have returned in line with other Canada Line boardings.

New travel patterns are emerging due to shifts in travel behaviour brought about by the pandemic.

While some pre-pandemic travel patterns have continued, COVID-19 has also given rise to what may be sustained changes in socioeconomic drivers of travel, such as reduced commuting due to shifts toward remote or hybrid work, appointments, and other activities. While these trends differ across Metro Vancouver, new patterns are reflected in the following cases:

- The Southeast sub-region (Surrey, Langley Township, Langley City, White Rock, and North Delta) was the leader in ridership recovery, with a recovery rate of 75%. Bus boardings in the Southeast comprised 20% of all bus boardings in the system, up from 15% in 2019. This area saw relatively lower rates of working from home and higher rates of continued transit use during the pandemic. The Maple Ridge/Pitt Meadows sub-region also had high ridership recovery as a result of the new R3 Lougheed Hwy RapidBus service introduced in January 2020 that has generated new ridership.
- Ridership on the West Coast Express (WCE) lagged behind other modes at 26% recovery, though it still served nearly 3,000 customer boardings per weekday. This service is oriented toward commuters to the Downtown Central Business District of Vancouver, many of whom were still likely working from home.
- Systemwide ridership continued to return slightly more on weekends than on weekdays.
- In fall 2021, customers were less likely to experience overcrowding compared to before the pandemic. However, as ridership continues to return, we anticipate overcrowding levels will increase.



We responded to customers' changing travel patterns and other emerging priorities by adjusting service.

Our ability to adjust service to meet customers' needs as they returned to transit has been critical to the region's recovery by ensuring service was provided where it was needed most. Examples of our service response include:

- We increased bus service by 8% in the Southeast sub-region where ridership has been recovering faster than most other sub-regions. Routes in the Southeast that received more service in 2021 include the 319, 323, 394, 531, and 640.
- Outside the Southeast sub-region, we increased service on routes with overcrowding and strong ridership recovery, including routes 418, 116, and 257.
- We increased service on other modes during times of day with higher levels of demand.
- To increase service in areas that needed it most, we reduced service on frequent routes that had available capacity and continued to suspend three routes that each have alternatives with all-day, every day service that operate along the same corridors.
- We allowed full boarding capacity back onto our transit vehicles on all modes in response to updated public health guidance on July 1st.

Our RapidBus services, introduced in 2020, are champions of ridership recovery in their respective sub-regions.

The success of these fast and frequent services has been supported by pre-existing transit-supportive environments along their service corridors which include characteristics such as density, destinations, and a diversity of land uses. Highlights of RapidBus performance include:

- RapidBus routes saw some of the highest ridership in the region, with three RapidBuses ranked among our top 10 busiest bus routes (R1, R4, and R5).
- RapidBus routes are high ridership routes in each sub-region they serve. All five current RapidBuses are in the top three bus routes for boardings in their respective sub-regions.
- Ridership levels on each RapidBus route varies widely, with the highest ridership on corridors with former B-Line or express bus service (R1, R4, and R5).



About this Report

TransLink manages Metro Vancouver’s integrated regional transit network. Our annual Transit Service Performance Review (TSPR) is one of the ways we regularly evaluate the network.

This report provides key information about how customers used the transit network in 2021 – the second year of the COVID-19 pandemic – and how we adapted transit service in response to these patterns. We use the information included in this report to inform network adjustments that ensure our transit services best meet customers’ needs.

While we regularly monitor ridership across the system to inform network adjustments and provide updates to decisionmakers, looking back at ridership over longer time horizons can be useful for predicting and identifying longer-term patterns.

Although TransLink maintained service at near-normal levels throughout 2021, the COVID-19 pandemic continued to show its impact through fluctuations in the ridership patterns of our customers.

As there was no “average” day in 2021, this report looks at the most stable period of ridership during the year: September 13 to December 5.¹

Ridership was most consistent and reached its highest levels in 2021 in the fall, as customers returned to more regular commuting patterns. Workplaces opened, students returned to in-person classes, and more social activities resumed. This report’s findings concentrate on trends observed during the fall, which may also be increasingly indicative of what a future “new normal” may look like. The information found in this report will inform our future planning as the region continues to respond to the ongoing effects of the COVID-19 pandemic.

Averaged annual ridership data was not used in this report as a result of ridership fluctuations over the course of 2021 as it does not offer meaningful insights. Because of these fluctuations, we will not be updating our online TSPR datasets (for example, the Bus and SeaBus Summaries dashboards) and mapping tools with 2021 data. Online data platforms will remain populated with pre-pandemic (2019 and earlier) data. We anticipate ridership will be more stable in 2022 and plan to return to releasing extensive datasets in 2023; however, some self-serve data will be available on our website.

We illustrate how ridership compared to pre-pandemic levels – referred to as “ridership recovery” – by comparing data to fall 2019.²

Analysing ridership recovery allows us to gauge the extent to which people in the region have returned to pre-pandemic travel patterns and identify any new travel patterns emerging.

¹The 2021 study period for this report is September 13 to December 5, 2021, inclusive.

²The 2019 comparator period for this report is September 16 to December 8, 2019, inclusive.

Findings in this report are not directly comparable to the 2020 TSPR.

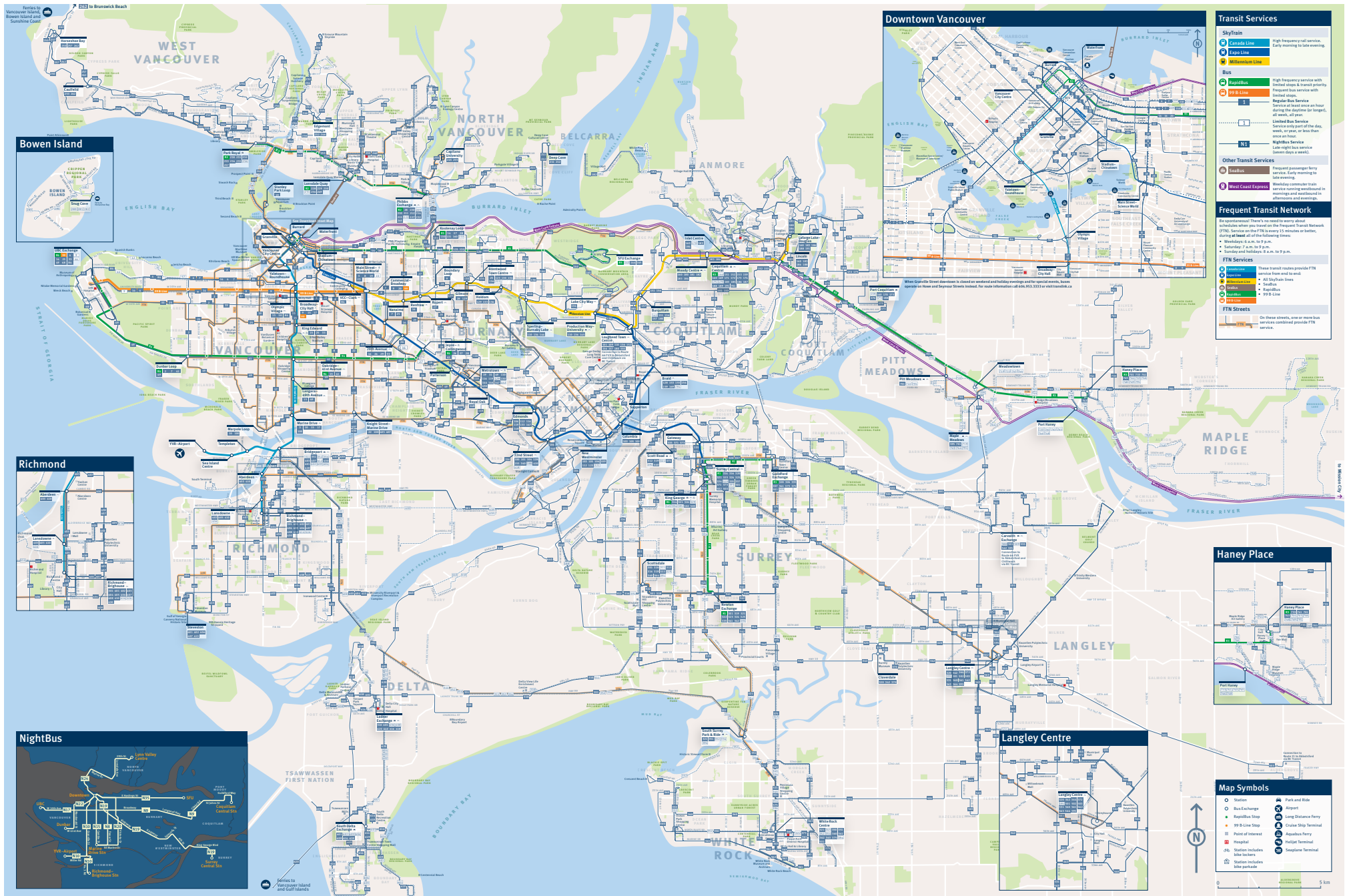
TransLink was the victim of a cyberattack in December 2020. As a result, different data sources and methodologies were used to prepare the 2020 TSPR, meaning that quantitative comparisons between these two reports should not be made. However, indirect, qualitative comparisons to the 2020 report findings have been drawn to illustrate how trends have evolved since 2020. As mentioned, comparisons were also drawn in reference to 2019.

Most ridership information provided in this report is based on Compass boardings.

Boardings have been adjusted to account for lower tap rates on all-door boarding routes, cash users, and customers under the age of 13 who travelled for free as of September 2021. Consistent with previous TSPR reports, SkyTrain boardings are based on entries into fare-paid zones (i.e., entering a station gate), not vehicle boardings (e.g., a trip from King George Station to Moody Centre Station is a single entry but requires three vehicle boardings).

Bus crowding data in this report is based on Automated Passenger Counter (APC) data.

Figure 1: Metro Vancouver Transit Map, Fall 2021.





Introduction

Ridership recovery fluctuated as the region continued to respond to the third wave of the pandemic in the first half of 2021. Then, it rose steadily as vaccination rates increased, and pandemic restrictions eased in Metro Vancouver.

TransLink began 2021 continuing to face the pandemic’s impact on ridership. From January to May, ridership stabilized at around 40% of pre-COVID levels while tight public health restrictions on gatherings and events remained in place. As vaccination rates increased and public health restrictions loosened, more people returned to using transit in the summer, and system-wide ridership recovered to 54% of pre-COVID levels by the end of August. Ridership recovery increased to even higher levels in the fall, which is discussed in the following section.

All transit modes had higher ridership recovery relative to 2020 despite evolving public health restrictions through the first half of the year.

Customer boardings on our bus network recovered to over 60% of 2019 ridership levels in fall 2021, while boardings on our SkyTrain lines, HandyDART, and SeaBus all converged at over 50%. These recovery rates are significant improvements over 2020, when the recovery of each mode was much lower. Although the West Coast Express lagged behind other modes, it still had higher ridership recovery than the previous fall, recovering to 29% by November – its highest point in 2021 since the start of the pandemic.

Ridership is measured by analyzing Compass products and single-use tickets.

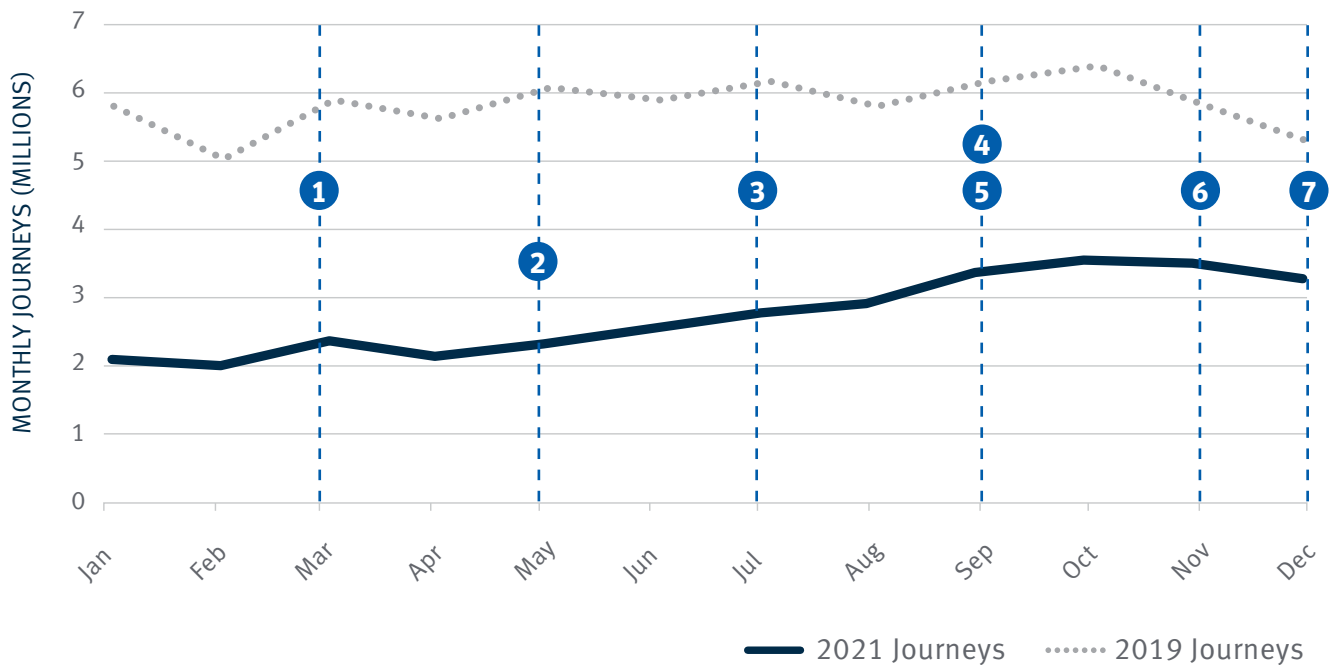
A **boarding** represents each time a customer enters a fare-paid zone; e.g., boarding a bus or tapping into a fare gate.

A **journey** is a complete transit trip, regardless of the number of transfers.

A customer starting their journey at Marine Drive Station, taking the Canada Line to Broadway-City Hall Station, and then boarding the 99 B-Line bus to end their trip at UBC is taking one journey with two boardings.

Figure 2: System-Wide Monthly Journeys, 2021 versus 2019, in the COVID-19 Context.

- 1 Mar 11:** BC allows small outdoor gatherings.
- 2 May 12:** 50% of eligible adults in BC had received a first dose of a COVID-19 vaccine.
- 3 Jul 1:** BC Phase 3 Restart begins. Restrictions on indoor and outdoor personal gatherings lifted.
- 4 Sep 7:** Most post-secondary education resumes in-person.
- 5 Sep 24:** Over 80% of the eligible population in BC had received at least one dose of a COVID-19 vaccine.
- 6 Nov 30:** First cases of the Omicron variant in BC.
- 7 Dec 21:** BC bans indoor events and orders gyms, bars, and nightclubs to close; restricts size of indoor personal gatherings. Some typical holiday decline in ridership.



Note: Journeys are measured as a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers.

Fall 2021 trends provide useful insights into what a future ‘new normal’ might look like for transit in Metro Vancouver.

By the fall, people had begun returning to workplaces part-time or full-time, students returned to in-person classes, and many normal day-to-day and social activities resumed with mask and vaccine mandates in place. System-wide ridership during this period grew steadily every month, eventually peaking at 61% ridership recovery in December, before the onset of ridership impacts from the Omicron variant of COVID-19.

Ridership during the fall period was most consistent and reached its highest level since pre-COVID. Trends from this period can therefore provide useful insights into what future ridership patterns may look like as we transition to a future new normal.

The following sections provide further detail on our four key findings, which are:

- **Transit continues its strong recovery as an essential component of Metro Vancouver’s ongoing shift to a future new normal.**
- **Transit recovery reflected many travel patterns from before the pandemic.**
- **New travel patterns are emerging due to shifts in travel behaviour brought about by the pandemic.**
- **We responded to customers’ changing travel patterns and other emerging priorities by adjusting service.**










Summary of 2021 Trends

Transit continues its strong recovery as an essential component of Metro Vancouver's ongoing shift to a future new normal. In fall 2021, TransLink served nearly 2.2 million unique customers, equivalent to 84% of the Metro Vancouver population.

Transit is fundamental to mobility in Metro Vancouver. TransLink’s system-wide ridership recovery in fall 2021 – 59% – exceeded the average recovery rate across Canadian and American transit agencies, despite the significant ridership impacts of the COVID-19 pandemic. Additionally, TransLink’s 224 million total annual boardings exceeded most American counterparts, including the Boston and Atlanta metropolitan areas, combined.

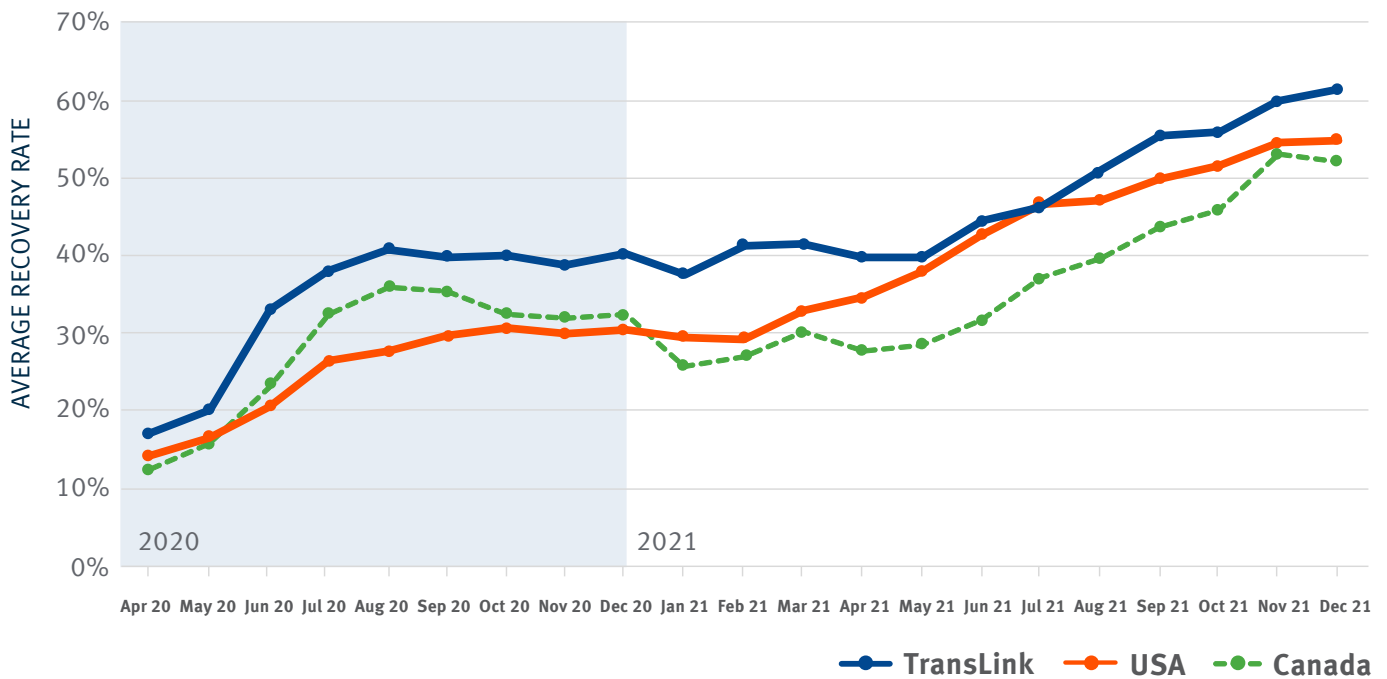
Table 1: Ridership Recovery by Mode, Fall 2021.

Transit Mode							
	System-wide (All Modes)	Bus	Expo & Millennium Lines	Canada Line	SeaBus	West Coast Express	HandyDART
Ridership Recovery*	59%	62%	57%	54%	54%	26%	59%
Average Daily Boardings (Mon-Fri)	846,000	537,000	211,000	82,000	9,000	3,000	3,000
Average Daily Boardings (Sat)	589,000	357,000	156,000	66,000	9,000	–	1,000
Average Daily Boardings (Sun/Hol)	466,000	287,000	118,000	54,000	6,000	–	1,000

*Ridership recovery is fall 2021 boardings as a percentage of fall 2019 boardings.

Note: System-wide totals may not exactly equate to the sum of each mode due to rounding.

Figure 3: Average Transit Ridership Recovery for Major Metro Areas by Country.³



An estimated 2.2 million unique customers used the TransLink system in 2021, which is equivalent to 84% of Metro Vancouver’s 2.6 million residents. This is nearly 70% of pre-COVID levels.

System-wide ridership showed a strong return at nearly 60% recovery, with most transit modes exceeding 50%.

Ridership recovery of all modes grew significantly over 2020 levels. Though still not yet approaching pre-pandemic levels, the continued evolution of system-wide recovery since the onset of the pandemic indicates that customers are returning to the system and ridership will likely continue to trend upward as public health concerns stabilize.

³ Estimated based on data sourced from The International Association of Public Transport.

Transit recovery reflected many travel patterns from before the pandemic.

This section provides an overview of several trends that have either persevered through the pandemic or rebounded in 2021.

Regional travel constituted the same proportion of total transit travel as in 2019.

In September 2021, the same proportion of trips were regional (i.e., across municipal boundaries) as in September 2019: About 50-to-55% of trips on weekdays and just under 50% of trips on weekends. This underlines the importance of the transit system in supporting intermunicipal trips and in reducing congestion by serving customers who travel in and across busy urban areas in the region.



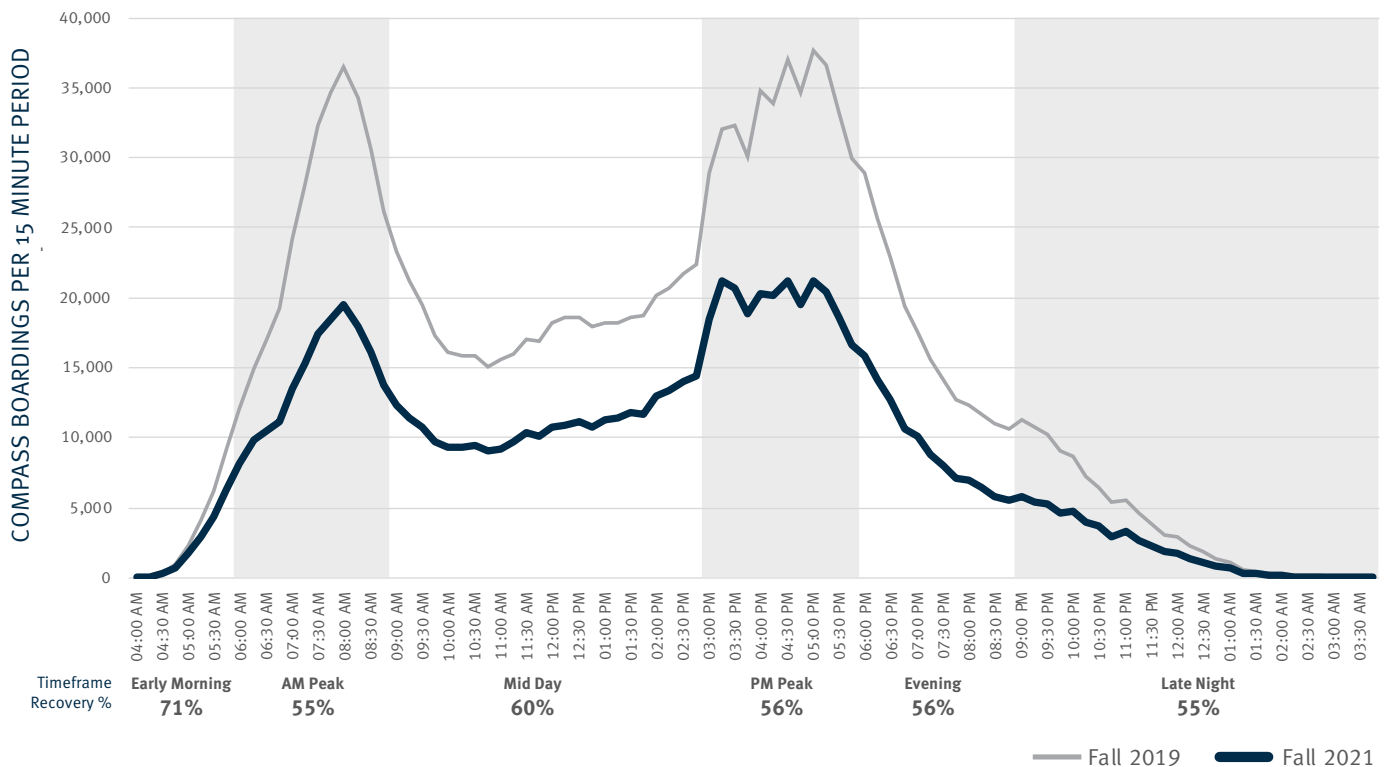
System-wide ridership began to return at similar rates throughout most of the day.

Weekday rush hours, which lagged in recovery behind non-rush hour periods in the first year of the pandemic, have now returned to similar levels (refer to Figure 4). This pattern of consistent ridership recovery throughout the day suggests a variety of drivers of travel activity have begun to resume – be it in-person work, social activities, or regular day-to-day errands like appointments or shopping.

Notably, ridership recovery in the early morning (before 6 a.m.) stands out with a relatively high rate of 71%. This reflects the nature of early morning ridership, which typically comprises workers in manufacturing, healthcare services, or other essential jobs that have continued in-person throughout the pandemic, while many other occupations have shifted to remote or hybrid work formats. Transit is critical for serving the transportation needs of essential workers.

While this is a notable trend, early morning ridership comprises a relatively small proportion of overall ridership relative to other times of day.

Figure 4: System-Wide Average Boardings by Time of Day – Weekdays, Fall 2021 versus Fall 2019.

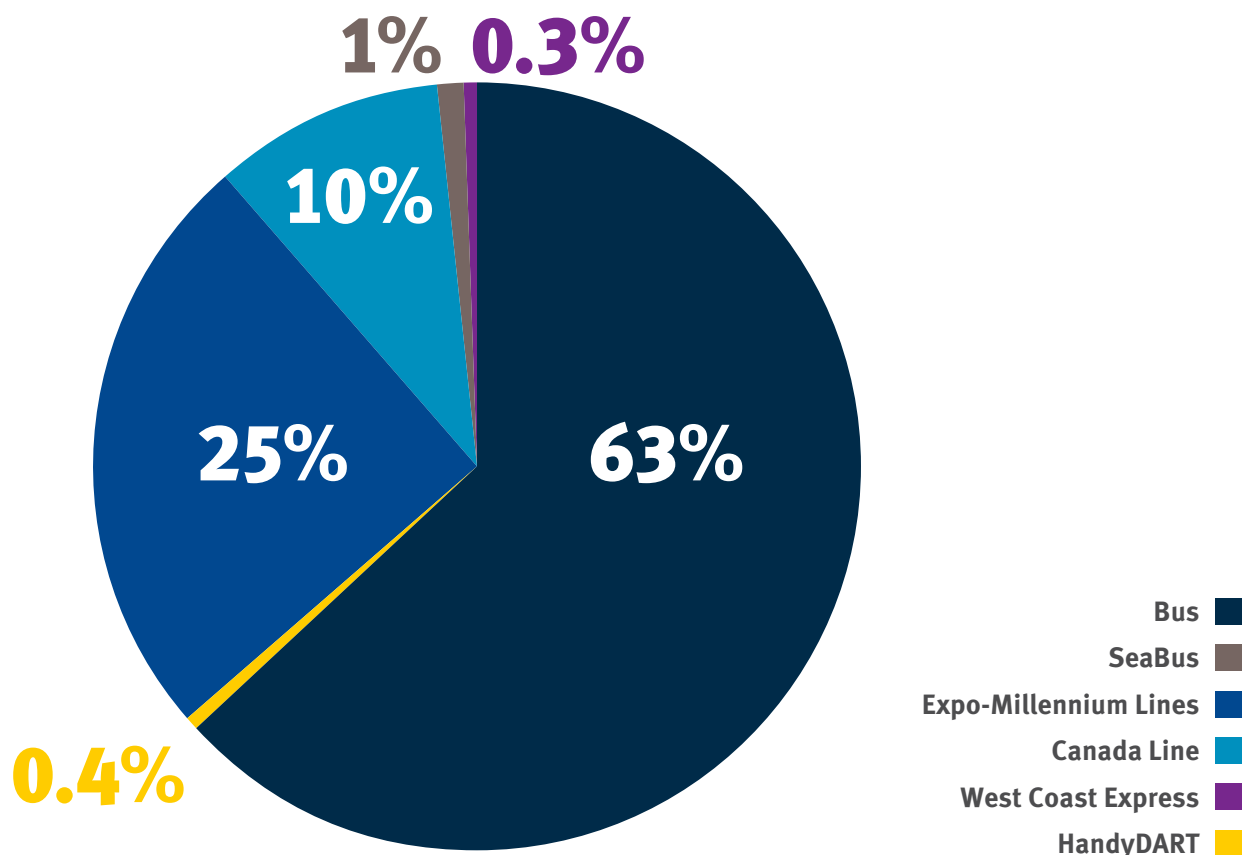


HandyDART not included. Includes Monday to Friday, excluding holidays.

Bus continued to be the mode with the highest ridership volumes.

TransLink's bus network recovered to 62% of 2019 volumes in fall 2021, representing 63% of system-wide boardings. Our extensive bus network reaches the greatest number of communities across the region and provides connections within and across sub-regions and residential, commercial, and industrial employment areas. In addition, most routes run from the morning to evening, seven days a week, offering customers flexibility for different kinds of trips.

Figure 5: Distribution of Total System-Wide Boardings by Mode, Fall 2021.



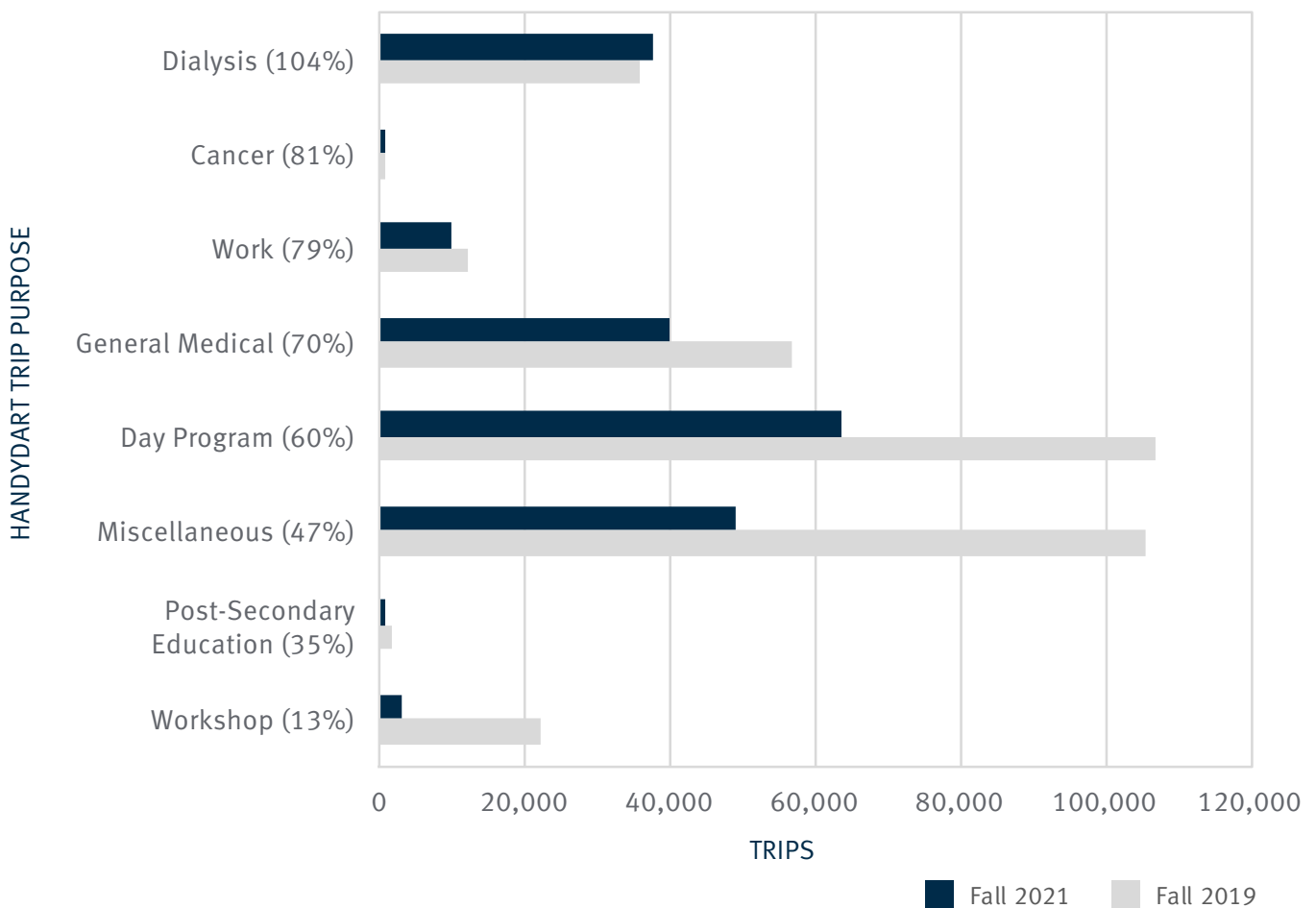
Our custom transit service, HandyDART, had one of the strongest recoveries of all modes at 59% of 2019 volumes, as this service provides registered customers access to critical health and medical services.

Among the various kinds of trips that HandyDART customers take, trips for kidney dialysis appointments exceeded pre-pandemic levels, recovering to 104% in fall 2021. Work trips and cancer appointment trips were also high, around 80% of 2019 levels. The return of work trips was an evolution from 2020, when recovery of work trips was much lower.

In total, critical dialysis appointments, day programs, medical appointments, and miscellaneous trips each comprised nearly a quarter of all HandyDART customer trips.

A comprehensive overview of HandyDART performance in 2021 will be available in the 2021 HandyDART Service Performance Review.

Figure 6: Recovery of HandyDART Trip Purposes, Fall 2021 versus Fall 2019.

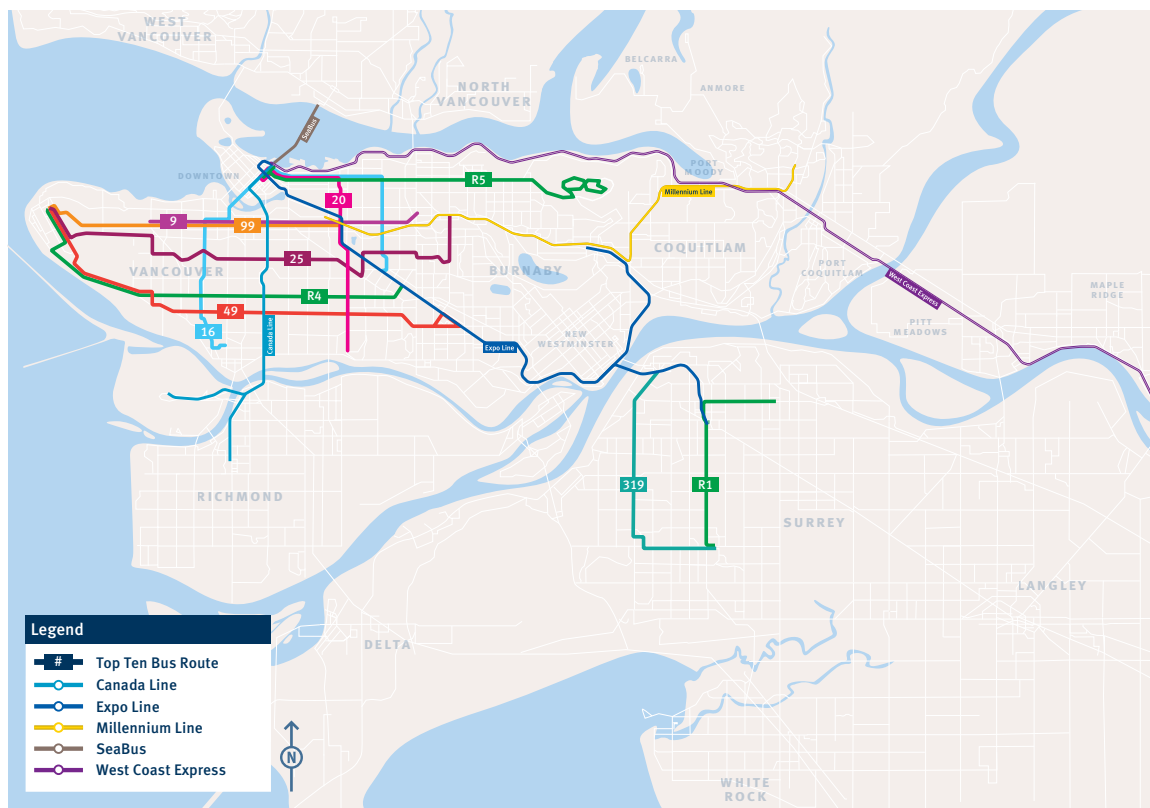


High frequency bus services, including our top 10 bus routes by boardings, continued to drive ridership across the region.

This is a trend from before the pandemic that has persisted, despite some minor re-ordering of the top 10 since 2019. Overall, the highest ridership routes continued to be concentrated in the Vancouver/UBC sub-region, with a select few routes in the Southeast and Burnaby/New Westminster sub-regions (refer to Table 2). As we have noted in previous years, each of these routes serve many important destinations and trip purposes, generating consistent daily demand. The 99 B-Line, the top-ranked bus route for ridership, served nearly 30,000 customer boardings on average every weekday in fall 2021.

Many of these routes are classified as All Day Frequent routes. All Day Frequent and Peak Frequent routes comprise 40% of bus routes (93 of 234) and carried most of our bus ridership in fall 2021 (84%) — a continuation of a trend that existed in 2019 when it was 77%.⁴ The growth of ridership on frequent bus service since 2019 reflects the introduction of several new highly frequent RapidBus routes in early 2020.

Figure 7: Map of the Top 10 Bus Routes in Metro Vancouver – Fall 2021.



⁴Routes that operate every 15 minutes or better most of the day, every day, are classified as All Day Frequent. Routes that operate every 15 minutes or better during weekday peak periods and with lower frequencies throughout the day are classified as Peak Frequent.

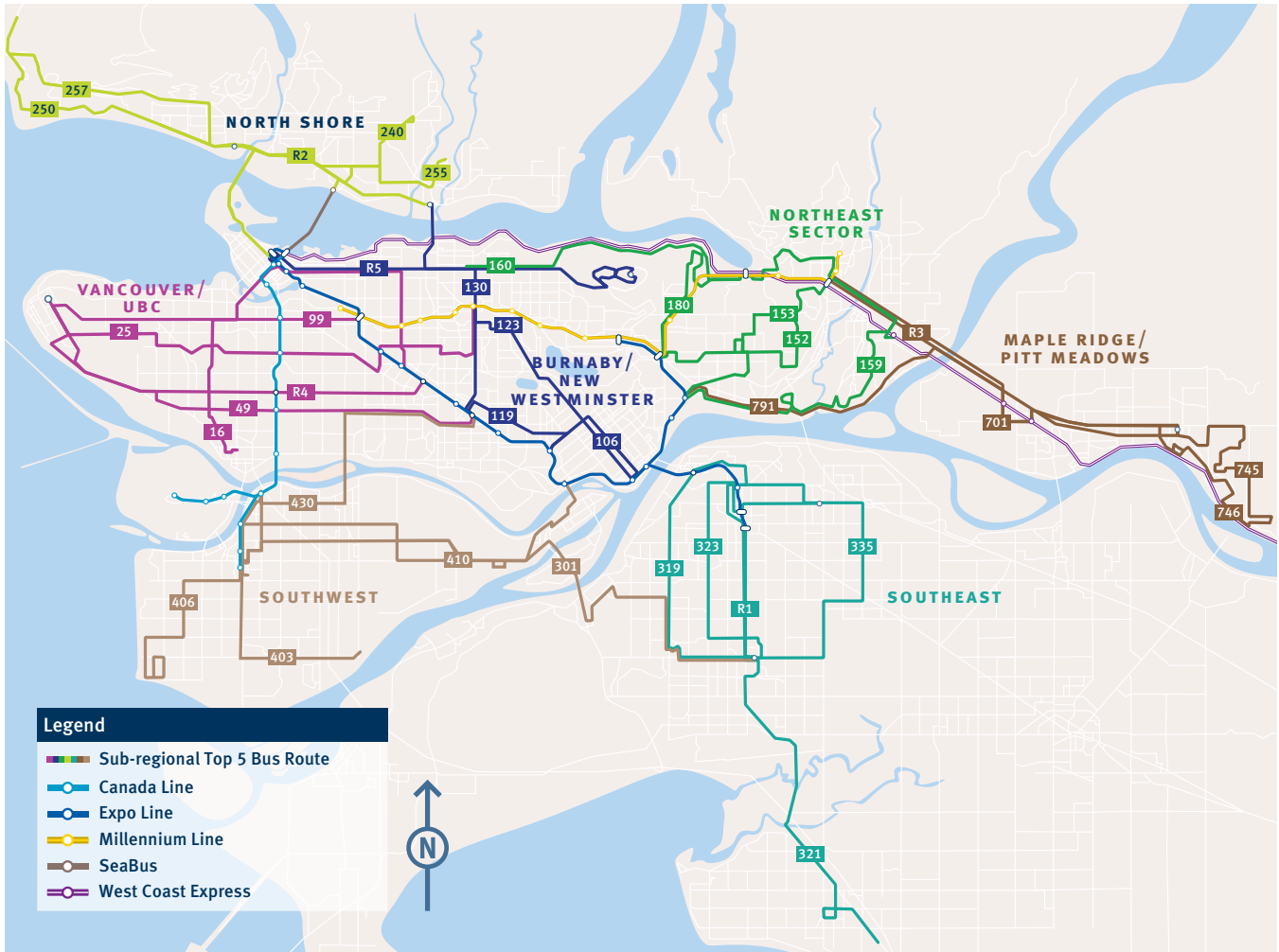
Table 2: Top 10 Bus Routes by Total Boardings, Fall 2021.

Rank Based on Fall 2021 Total Boardings	Route	Sub-region	Average Daily Boardings		
			Weekday	Saturday	Sunday/ Holiday
1	99 Commercial– Broadway/UBC (B-Line)	Vancouver/UBC	29,000	19,000	14,000
2	49 Metrotown Stn/ Dunbar Loop/UBC	Vancouver/UBC	22,000	14,000	11,000
3	R4 41st Ave*	Vancouver/UBC	22,000	13,000	11,000
4	25 Brentwood Stn/ UBC	Vancouver/UBC	17,000	10,000	8,000
5	319 Scott Rd Stn/ Newton Exch/ Scottsdale	Southeast	14,000	11,000	10,000
6	16 29th Avenue Stn/ Arbutus	Vancouver/UBC	13,000	10,000	8,000
7	R5 Hastings St*	Burnaby/ New Westminster	13,000	8,000	6,000
8	20 Victoria/Downtown	Vancouver/UBC	11,000	9,000	7,000
9	R1 King George Blvd*	Southeast	11,000	8,000	7,000
10	9 Boundary/ Commercial– Broadway/ Granville/Alma/UBC	Vancouver/UBC	11,000	7,000	6,000

*In 2020, the R4 replaced the 43 and the western segment of the 41 out to UBC, the R1 replaced the 96 B-Line, and the R5 replaced the 95 B-Line.

The top five bus routes in each sub-region remained mostly unchanged from 2019.

Figure 8: Map of the Top 5 Bus Routes in Each Sub-Region – Fall 2021.



Burnaby/New Westminster

Table 3: Top 5 Burnaby/New Westminster Bus Routes by Total Boardings, Fall 2021.

Rank Based on Fall 2021 Total Boardings	Route	Average Daily Boardings		
		Weekday	Saturday	Sunday/ Holiday
1	R5 Hastings St	13,000	8,000	6,000
2	130 Metrotown/Pender/Kootenay	7,000	5,000	4,000
3	106 New Westminster Stn/Edmonds Stn	7,000	5,000	4,000
4	123 New Westminster Stn/Brentwood Stn	5,000	3,000	3,000
5	119 Edmonds Stn/Metrotown Stn	5,000	4,000	3,000

Two major routes in South Burnaby and New Westminster provide mobility to a growing multicultural population.

In 2017, the 106, which used to operate from Metrotown Station to New Westminster Station, was split at Edmonds Station, with the western section renumbered as the 119. Both the 119, which operates along Kingsway, and the 106, which runs on Edmonds Street and 6th Street, connect a mix of higher-density residential and commercial/retail areas and civic facilities in an area with an ethnically diverse population. In addition, the 106 improves accessibility up the slopes of New Westminster and Burnaby.

Maple Ridge/Pitt Meadows

Table 4: Top 5 Maple Ridge/Pitt Meadows Bus Routes by Total Boardings, Fall 2021.

Rank Based on Fall 2021 Total Boardings	Route	Average Daily Boardings		
		Weekday	Saturday	Sunday/ Holiday
1	701 Haney/Maple Ridge East/Coq Stn	3,000	2,000	2,000
2	R3 Lougheed Hwy	2,000	1,000	1,000
3	791 Haney Pl/ Braid Stn	2,000	N/A	N/A
4	745 Haney Pl/Cottonwood	300	<100	<100
5	746 Haney Pl/Albion	200	<100	<100

Together, the 701 and R3 carried a significant portion of ridership in Maple Ridge/Pitt Meadows.

Both routes serve as all-day frequent, east-west connectors along two overlapping and adjacent corridors between Maple Ridge and Coquitlam. In Pitt Meadows and Maple Ridge, the 701 turns off Lougheed Highway to serve downtown Pitt Meadows and local neighbourhoods along Harris, Hammond, and Dewdney Trunk Roads, and the R3 serves major stops on Lougheed Highway, including at Ridge Meadows Hospital. Other routes, such as the 745 and 746, provide basic service and mobility to less transit-oriented areas in the sub-region.

North Shore (North Vancouver City/North Vancouver District/West Vancouver/Lions Bay/Bowen Island)

Table 5: Top 5 North Shore Bus Routes by Total Boardings, Fall 2021.

Rank Based on Fall 2021 Total Boardings	Route	Average Daily Boardings		
		Weekday	Saturday	Sunday/ Holiday
1	240 Lynn Valley/Downtown	7,000	5,000	4,000
2	250 Horseshoe Bay/Dundarave/ Vancouver	5,000	4,000	3,000
3	R2 Marine Dr	4,000	4,000	3,000
4	257 Horseshoe Bay/Vancouver Express	2,000	2,000	1,000
5	255 Dundarave/Capilano University	2,000	2,000	1,000

The busiest routes in the North Shore served popular destinations.

Lions Gate Hospital, Lonsdale Quay, and Park Royal were all important ridership anchors for the North Shore’s busiest routes. We also saw significant travel demand for connections with BC Ferries services at Horseshoe Bay as people resumed travel to and from BC’s coastal destinations. These locations are all served by frequent routes that travel east-west and/or cross the Lions Gate Bridge.

Northeast Sector (Coquitlam/Port Coquitlam/Port Moody/Anmore/Belcarra)

Table 6: Top 5 Northeast Sector Bus Routes by Total Boardings, Fall 2021.

Rank Based on Fall 2021 Total Boardings	Route	Average Daily Boardings		
		Weekday	Saturday	Sunday/ Holiday
1	160 Port Coquitlam Stn/Kootenay Loop	3,000	2,000	2,000
2	152 Coquitlam Central Stn/Lougheed Stn	2,000	1,000	900
3	159 Coquitlam Central Stn/Braid Stn	2,000	1,000	600
4	153 Coquitlam Central Stn/Braid Stn	2,000	600	600
5	180 Moody Ctr Stn/Lougheed Stn	2,000	800	600

Routes in southwest Coquitlam and Port Coquitlam continue to rank among the routes with the highest boardings in the Northeast Sector.

The 152, 153, 159, and 180 connect many established residential neighbourhoods to commercial corridors, employment centres, and SkyTrain stations. These are all destinations that have continued to generate demand throughout the pandemic in 2020 and 2021.

These routes have connected to SkyTrain at their western termini since 2002, and in 2016 they began providing connections to SkyTrain at their eastern termini. The 159 also serves industrial employment areas in both Port Coquitlam and Coquitlam where ridership has been resilient.

Southeast (North Delta/Surrey/Langley Township/Langley City/White Rock)

Table 7: Top 5 Southeast Bus Routes by Total Boardings, Fall 2021.

Rank Based on Fall 2021 Total Boardings	Route	Average Daily Boardings		
		Weekday	Saturday	Sunday/ Holiday
1	319 Scott Rd Stn/Newton Exch/ Scottsdale	14,000	11,000	10,000
2	R1 King George Blvd	11,000	8,000	7,000
3	323 Newton Exch/Surrey Ctrl Stn	7,000	5,000	4,000
4	335 Newton/Surrey Ctrl Stn	7,000	4,000	3,000
5	321 White Rock/Newton/Surrey Ctrl Stn	6,000	5,000	5,000

The Southeast sub-region has a strong network of north-south routes with high ridership.

All top five routes in the Southeast provide frequent service along mostly north-south corridors. They primarily carry riders from residential areas toward more central areas of Surrey where there is SkyTrain service, dense commercial areas, and employment centres. Plans are underway to improve east-west service in the next few years which will provide better connections between different bus routes and to the future Surrey Langley SkyTrain (SLS) extension of the Expo Line.

Southwest (Richmond/South Delta/Tsawwassen First Nation)

Table 8: Top 5 Southwest Bus Routes by Total Boardings, Fall 2021.

Rank Based on Fall 2021 Total Boardings	Route	Average Daily Boardings		
		Weekday	Saturday	Sunday/ Holiday
1	410 Richmond–Brighthouse Stn/ 22nd St Stn	8,000	5,000	4,000
2	430 Metrotown/Brighthouse Stn	5,000	3,000	3,000
3	403 Bridgeport Stn/Three Road	3,000	3,000	2,000
4	301 Newton Exch/Brighthouse Stn	3,000	2,000	2,000
5	406 Richmond–Brighthouse Stn/ Steveston	3,000	2,000	2,000

Many of the busiest routes in the Southwest sub-region, including the 301, connect Richmond with adjacent municipalities.

The 301 provides fast service between Richmond and Surrey all-day, every day and has seen one of the higher ridership recovery rates in the region (around 75%), including on weekends. It serves Richmond-Brighthouse Station, Scottsdale Exchange, and Newton Exchange, as well as two Kwantlen Polytechnic University campuses. In 2019, we began serving this route with double-decker buses and doubled the frequency on weekends to accommodate steady ridership growth. Exploratory planning for a planned future RapidBus service that would connect Richmond Centre with the Expo Line is currently underway.

Vancouver/UBC

Table 9: Top 5 Vancouver/UBC Bus Routes by Total Boardings, Fall 2021.

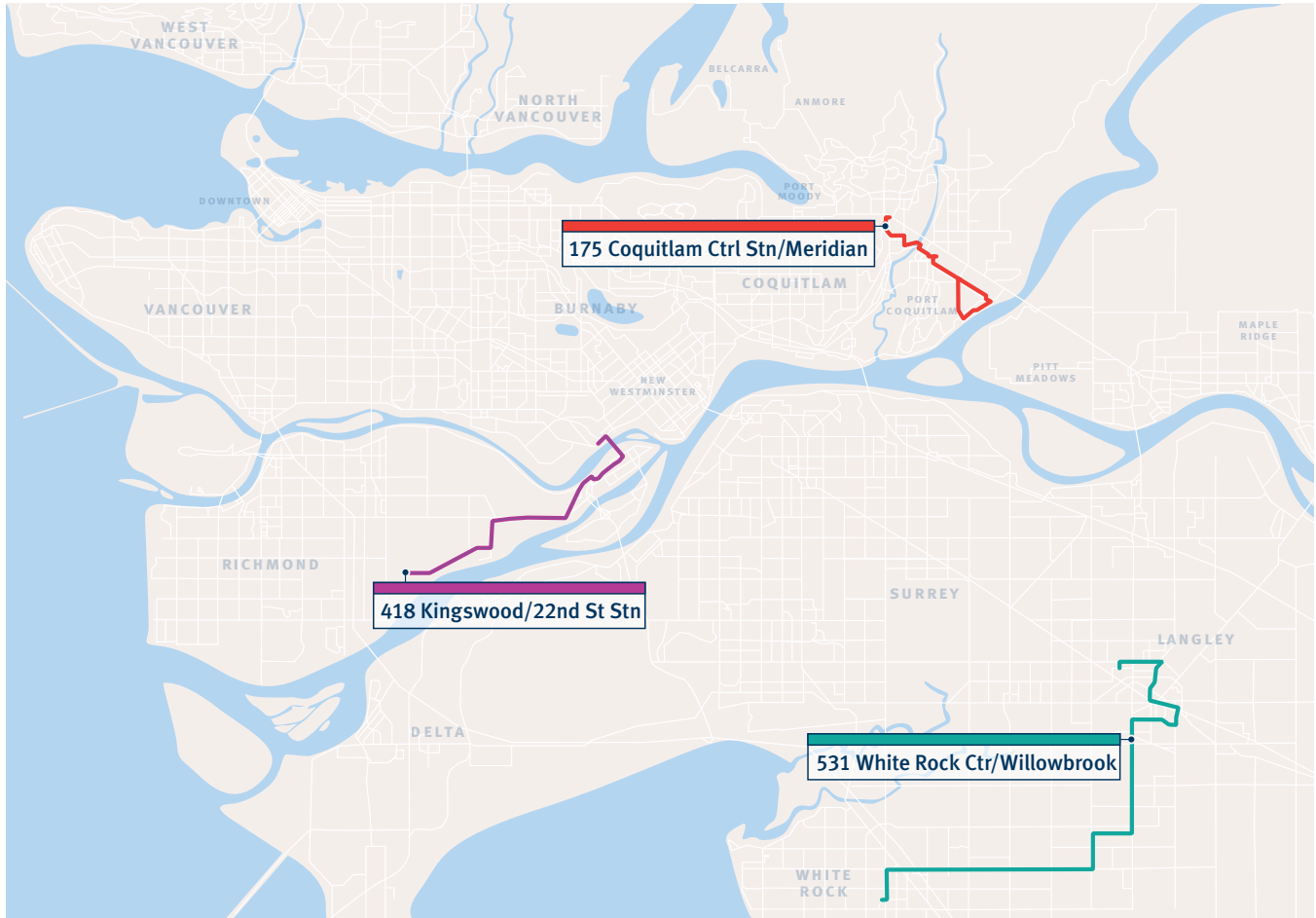
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		Weekday	Saturday	Sunday/ Holiday
1	99 Commercial-Broadway/UBC (B-Line)	29,000	19,000	14,000
2	49 Metrotown Stn/Dunbar Loop/UBC	22,000	14,000	11,000
3	R4 41st Ave	22,000	13,000	11,000
4	25 Brentwood Stn/UBC	17,000	10,000	8,000
5	16 29th Avenue/Arbutus	13,000	10,000	8,000

The 49 has the highest ridership recovery of the east-west routes in the Vancouver/UBC sub-region.

When the R4 41st Avenue RapidBus was introduced in January 2020, the 49 was rerouted to serve Wesbrook Village on UBC campus (previously served by the 41). Two other major destinations on the 49's route are Langara College, near the Canada Line, and Metrotown, one of Metro Vancouver's Regional City Centres. As a result, in fall 2021 the 49 recovered to 73% of its pre-COVID ridership, higher than the 25, 99, or any of the other routes which travel across the City of Vancouver and serve UBC.

Bus routes serving industrial employment areas continued to see high ridership recovery.

Figure 9: Map of Routes 175, 418, and 531.



In the fall of 2021, customers returned to bus routes that serve industrial employment areas at 74% of 2019 volumes. Some individual routes, such as the 418 Kingswood/22nd Street Station, 175 Coquitlam Central Station/Meridian, and 531 White Rock Centre/Willowbrook, saw demand that approached or significantly exceeded 2019 volumes. For example, the 418 recovered to 134% of 2019 volumes; the 175 and 531 followed with just under 100%. These routes were well-utilized prior to the pandemic, but due to the in-person nature of the industrial employment types they serve, ridership has been more resilient than on many other routes.

ROUTE HIGHLIGHT: 104 22ND ST STATION/ANNACIS ISLAND

The 104 connects Queensborough and Annacis Island to 22nd Street Station in New Westminster on the Expo Line SkyTrain. It serves industrial areas on Annacis Island and both industrial and residential areas in Queensborough, which has seen rapid growth and development in recent years.

As industrial workers and residents of the area continued to rely on the service to connect to industrial employment areas and SkyTrain service, the 104 saw a high rate of ridership recovery. By fall 2021, customer boardings recovered to 86% of 2019 volumes, and demand was seven days a week. In order to provide additional capacity for customers, we increased its service frequency during the afternoon peak period from every 15 or 20 minutes to every 12 minutes in January 2021. Subsequently, overcrowding fell from 7% of trips in fall 2020 to about 1% of trips in fall 2021.

Customer boardings on routes that primarily serve office commuters and post-secondary campuses have recovered significantly since the first year of the pandemic.

Bus routes that primarily serve commuters (in 9-to-5-type jobs) and only operate during peak periods recovered to 51% of 2019 volumes. Though still below the bus network average recovery rate (62%), commuter routes saw more ridership than 2020 as more people began to return to workplaces.

Bus routes that exclusively serve post-secondary ridership recovered to 61%, which is almost the same as the bus network average of 62% as major universities and colleges returned to in-person instruction in fall 2021.

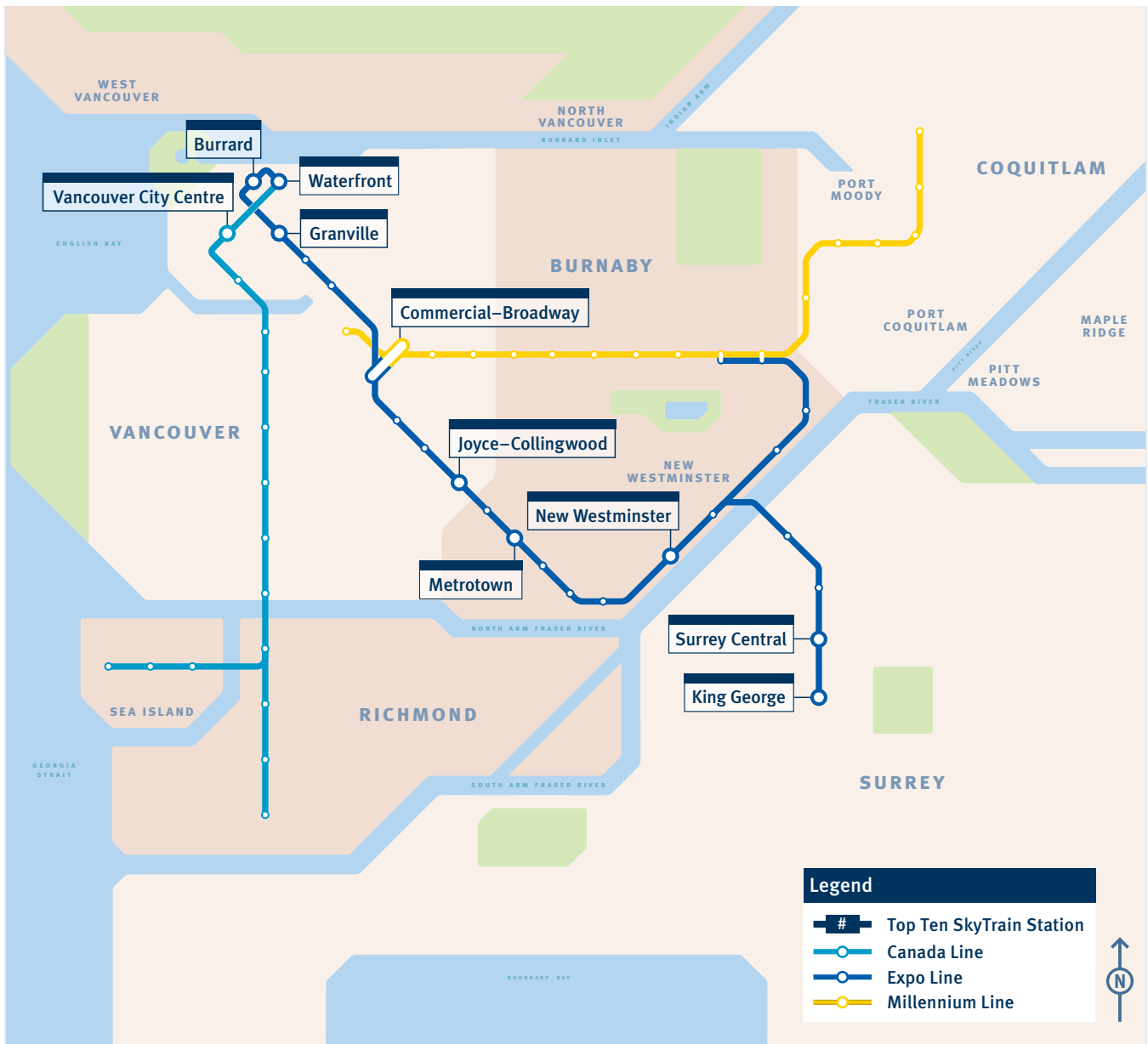
The top 10 busiest SkyTrain stations remained mostly the same as in 2019.

The busiest SkyTrain stations before the pandemic were generally still the busiest in 2021; the top five stations remained exactly the same as in 2019. However, Joyce-Collingwood Station moved up in rank since 2019 following the introduction of the R4 41st Ave RapidBus, which was introduced in January 2020 and connects to UBC. Additionally, Surrey Central Station replaced Stadium-Chinatown as ninth on the list. The decrease in activity at Stadium-Chinatown is attributable to the fewer events, with lower attendance capacities, in the surrounding entertainment district in 2021 (e.g., at Rogers Arena and BC Place).

Table 10: Top 10 SkyTrain Stations by Boardings, Fall 2021.

Rank Based on Fall 2021 Total Boardings	Station	Line	Average Daily Boardings		
			Weekday	Saturday	Sunday/ Holiday
1	Waterfront	Expo and Canada Lines	18,000	14,000	10,000
2	Metrotown	Expo Line	15,000	14,000	11,000
3	Commercial–Broadway	Expo and Millennium Lines	15,000	11,000	8,000
4	Burrard	Expo Line	12,000	8,000	6,000
5	Granville	Expo Line	11,000	10,000	7,000
6	Joyce–Collingwood	Expo Line	11,000	9,000	7,000
7	New Westminster	Expo Line	11,000	7,000	5,000
8	Vancouver City Centre	Canada Line	9,000	8,000	7,000
9	Surrey Central	Expo Line	10,000	7,000	5,000
10	King George	Expo Line	9,000	6,000	5,000

Figure 10: Map of Top 10 SkyTrain Stations by Boardings, Fall 2021.



Airport-generated boardings on the Canada Line have returned in line with other Canada Line boardings.

In fall 2021, overall customer boardings on the Canada Line recovered to 54% of pre-COVID volumes. This is a significant increase from the first year of the pandemic, when Canada Line ridership was lower than other modes, in part because fewer customers were travelling to and from Vancouver International Airport. Notably, in fall 2021 airport-generated boardings on the Canada Line recovered to a similar level – 53% – which indicates a return of air travel and tourism in the region.

New travel patterns are emerging due to shifts in travel behaviour brought about by the pandemic.

The COVID-19 pandemic has given rise to potentially sustained changes in travel patterns, such as reduced commuting due to shifts toward remote or hybrid work, appointments, and other activities. These trends may change as the pandemic stabilizes, but they may be indicative of what ridership in a future “new normal” might look like. This section provides an overview of these patterns.

The Southeast sub-region was the leader in ridership recovery, with ridership at 75% of 2019 volumes.

Bus boardings on Southeast sub-region routes comprised 20% of all bus boardings in the system, up from 15% in 2019 (refer to Table 11). This area saw relatively lower rates of working from home and higher rates of continued transit use during the pandemic.⁵

Table 11: Share of System-wide Bus Boardings by Sub-region, Fall 2021 versus Fall 2019.

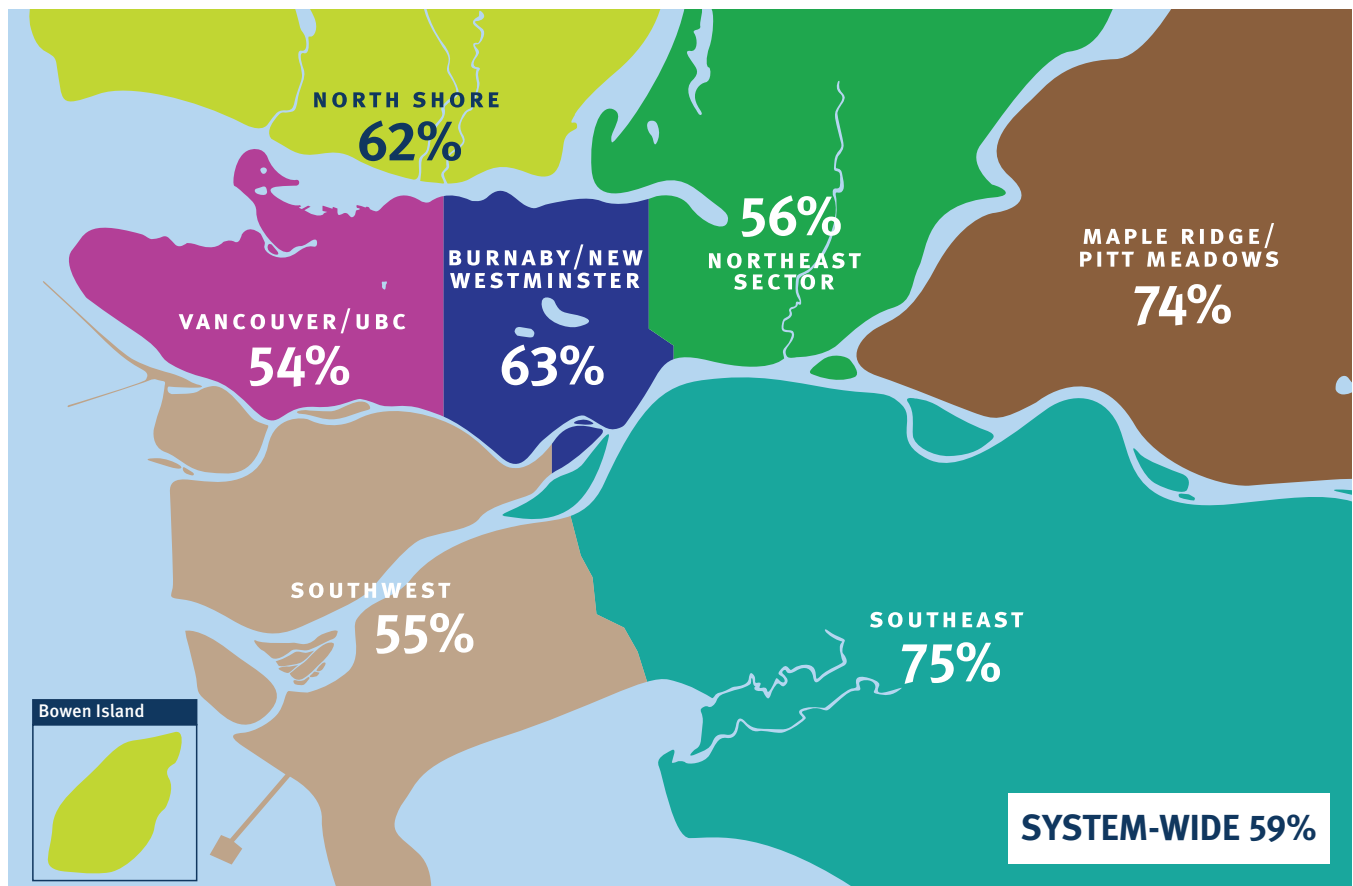
Share of System-Wide Bus Boardings				
	2019	2021	% Change, 2021 vs. 2019	Ridership Recovery
Burnaby/New Westminister	11%	13%	+2%	63%
Maple Ridge/Pitt Meadows	1%	1%	No change	74%
North Shore	7%	8%	+1%	64%
Northeast Sector	4%	4%	No change	56%
Southeast	15%	20%	+5%	75%
Southwest	8%	7%	-1%	55%
Vancouver/UBC	53%	47%	-6%	54%

⁵BC CDC COVID-19 SPEAK Survey, Phase 2, 2021.

Additionally, the Maple Ridge/Pitt Meadows sub-region also had high ridership recovery, at 74% of 2019 volumes in fall 2021. This was a result of the launch of the new R3 Lougheed Highway RapidBus in January 2020 which generated new ridership in the area.

In comparison, despite having lower relative rates of ridership recovery, the Vancouver/UBC and Burnaby/New Westminister sub-regions still had the highest number of unique customers using the transit network, though each customer may have taken fewer trips than they did prior to the pandemic, on average. In Vancouver/UBC in particular, demand on routes into Vancouver’s Central Business District continued to be lower. People may have also taken advantage of walking, cycling, and carshare as alternative travel options for shorter trip distances within this highly urban sub-region.

Figure 11: Ridership Recovery by Sub-region, Fall 2021.



Includes bus and SeaBus boardings and Expo-Millennium Line, Canada Line, and West Coast Express station entries. HandyDART boardings are not included as the HandyDART service has different sub-regional boundaries. Ridership recovery in Maple Ridge/Pitt Meadows is partly due to new boardings on the R3 RapidBus, which was introduced in 2020 and added additional service to the sub-region over 2019.



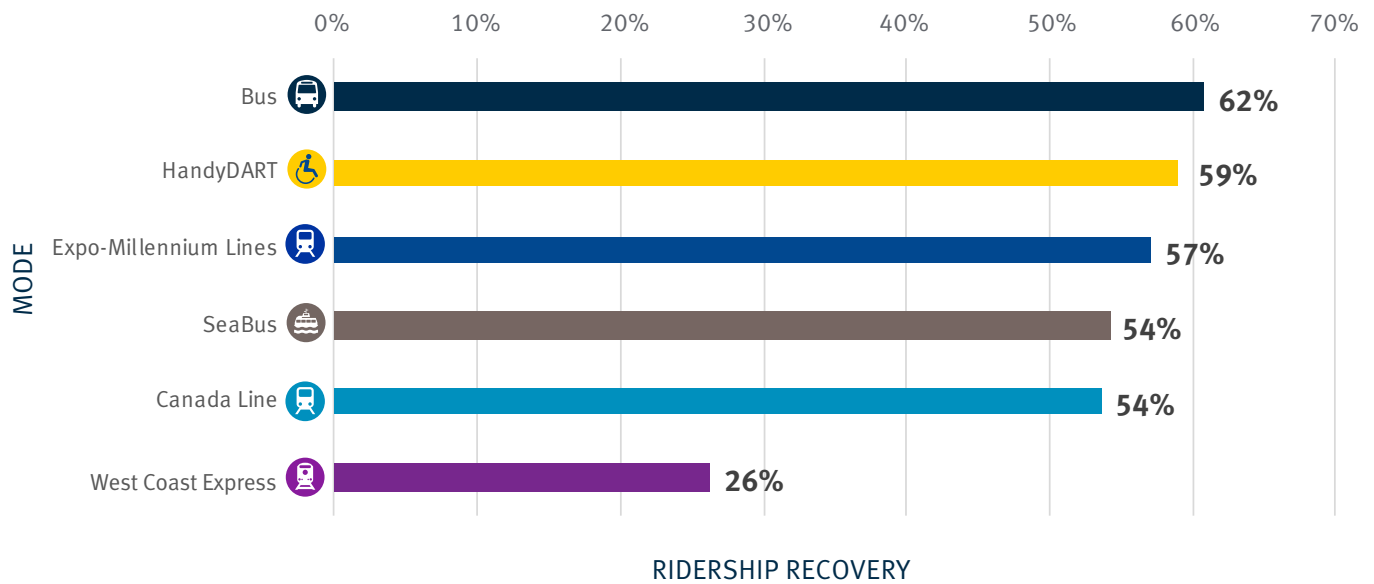
Ridership on the West Coast Express lagged behind other modes.

West Coast Express (WCE) ridership recovered to 26% of 2019 levels in fall 2021, while all other transit modes recovered to around 60%. This service is oriented toward commuters to the Central Business District of Vancouver – many of whom were likely still working from home. In addition, the West Coast Express provides trips in one direction towards Downtown Vancouver in the mornings, and away from Downtown Vancouver in the late afternoon and evenings on weekdays. Other modes operate throughout the day, every day, providing more flexible travel options.

Nonetheless, the WCE served 3,000 customer boardings every weekday as it is a fast and convenient service for longer-distance travellers who reside further from urban centres of Metro Vancouver.

In fall 2021, due to lower demand for the service, the West Coast Express operated four round trips with 18 cars in each direction, while prior to the pandemic, it ran five round trips with 41 cars in each direction.

Figure 12: Ridership Recovery by Mode, Fall 2021.



Ridership continued to return slightly more on weekends than on weekdays.

Weekend and holiday ridership recovered more than weekday ridership, which likely reflects an increase in travel for leisure or errands, and a reduction in work-related travel during the week. However, essential workers continued to use the transit system to travel to work throughout the entire week.

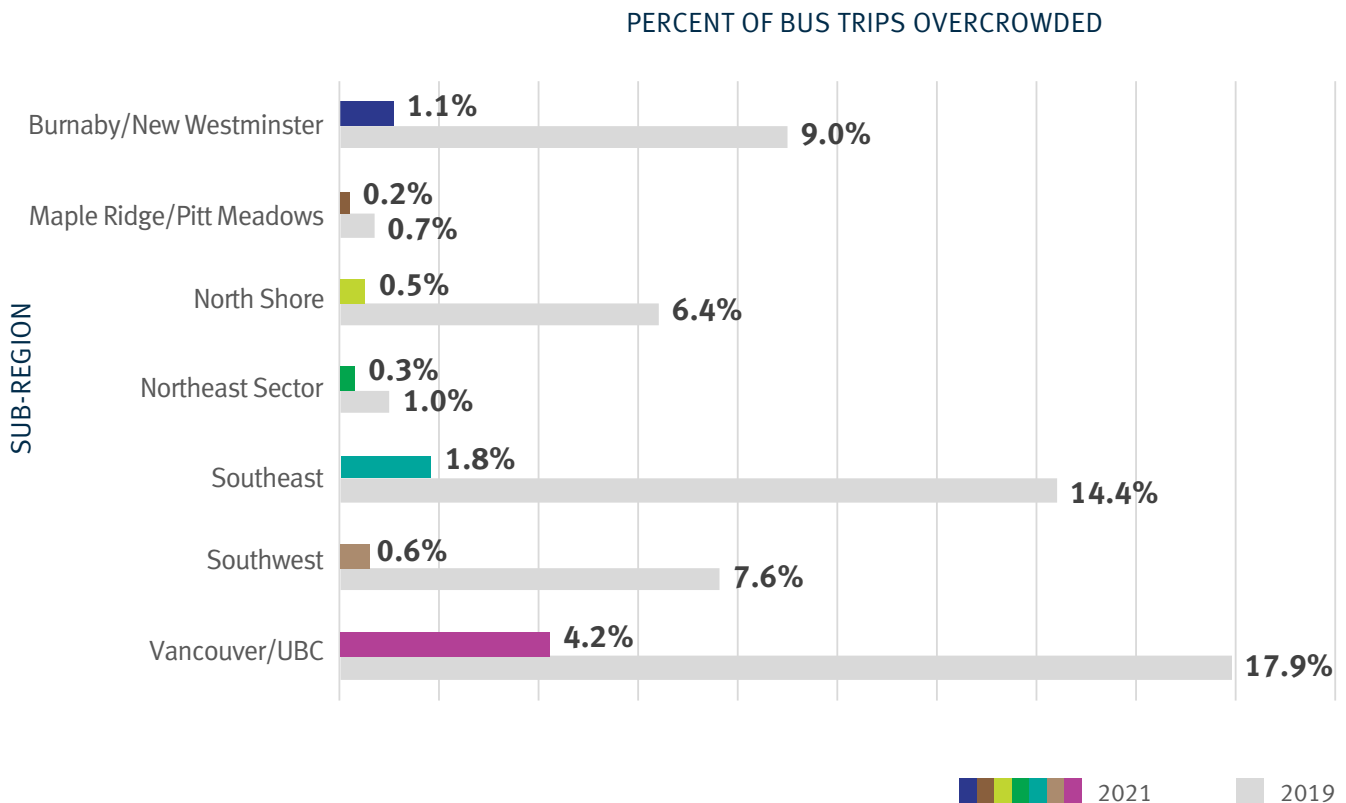
Nonetheless, total weekday ridership still heavily outweighed weekend ridership. For example, on a typical Monday in the fall, average boardings were around 800,000 customers, while average Saturday and Sunday boardings were around 600,000 and 500,000 respectively. Customer boardings remained highest on Fridays of all days of the week, which is consistent with 2019.

In fall 2021, customers were less likely to experience overcrowding compared to before the pandemic. As ridership continues to return, however, we anticipate overcrowding levels will increase.

An overcrowded trip is when the number of passengers on a transit vehicle exceeds the vehicle target capacity at any point during the trip. Prior to the pandemic, as many as 48% of weekday trips on the top 10 most overcrowded bus routes were overcrowded at some point along the route. In fall 2021, however, the incidence of overcrowding on buses declined significantly compared to 2019: only 5-to-10% of weekday trips on the most overcrowded routes had overcrowding. Similarly, on weekends, in fall 2019 the 10 most overcrowded routes had as many as 36% of trips with overcrowding, but in fall 2021, that dropped to under 4%.

Overcrowding is also considerably lower at the sub-regional level compared to 2019 (refer to Figure 13). In five out of the seven sub-regions, more than 6% of all bus trips were overcrowded in fall 2019. In Vancouver/UBC specifically, nearly one-fifth of all bus trips were overcrowded in fall 2019, and in the Southeast the rate was around 15%. In fall 2021, overcrowding in these two sub-regions had fallen to 4% and 2% of bus trips, respectively.

Figure 13: Weekday Bus Overcrowding by Sub-region, Fall 2019 and Fall 2021.



There was minimal overcrowding in 2021 on the Expo and Millennium Lines, Canada Line, and West Coast Express.

Customers have noticed the lower rates of overcrowding. In fall 2021, the average customer rating for overcrowding improved from 6.8 to 7.5 out of 10 for bus, and 6.8 to 7.7 out of 10 for SkyTrain, compared to ratings for the same period in 2019.⁶

While reduced transit use overall is a large contributor to lower levels of overcrowding, TransLink's efforts to reallocate service where it was needed most also minimized overcrowding across the bus network. As will be discussed in the following section, we continued to prioritize bus service in places and at times where there was overcrowding and high ridership demand. As ridership continues to return, we anticipate overcrowding levels will also increase. We will continue to monitor the network closely and adjust service accordingly within available resources.

ROUTE HIGHLIGHT: 601 SOUTH DELTA/BOUNDARY BAY/BRIDGEPORT AND 602 TSAWWASSEN HEIGHTS/BRIDGEPORT

The 601 and 602 connect South Delta and Tsawwassen to Bridgeport Station via Highway 99. The 601 operates all day, seven days a week, while route 602 provides peak-only, peak-direction service on weekdays.

While the two routes are similar, the 601 serves both Ladner and the Tsawwassen Mills shopping centre via Arthur Drive and 52nd Street. The 602 bypasses these destinations and travels on Hwy 17 and Hwy 99 to provide a more direct limited-stop service to Tsawwassen. In fall 2021, customer boardings on the 601 were 62% of 2019 volumes, while the 602 had only reached 39%. This higher ridership return on the 601 has been driven by the jobs and commercial areas that the route provides access to in Ladner and Tsawwassen and the availability of all-day, every day service. In contrast, the 602 primarily serves peak-period commuters travelling to/from Downtown Vancouver via Bridgeport Station, many of whom continued to work from home in 2021.

⁶TransLink Customer Satisfaction Study, Q4 2021

We responded to customers' changing travel patterns and other emerging priorities by adjusting service.

Our ability to adjust service to meet customer needs as they returned to transit has been critical to the region's economic recovery. Compared with transit agencies that faced significant service cuts due to revenue losses and funding shortfalls, financial support from senior governments enabled TransLink to maintain near-normal service levels. We also carefully reallocated service within existing resources to ensure it was provided where it was needed most and supported the ongoing return of our customers and attraction of new riders. Our responsiveness to the needs of our customers, supported by governmental relief funding, has resulted in higher ridership recovery of TransLink services in comparison with agencies in North America that had to substantially cut service.

We increased bus service in the Southeast sub-region by 8%.

Ridership in the Southeast sub-region has been recovering faster than most other sub-regions. In response to overcrowding on some routes, we increased bus service hours in the Southeast sub-region by 8%. These increases included routes such as:

- **319 Scott Road Station/Newton Exchange/Scottsdale:** The Southeast's busiest bus route by boardings and a future RapidBus corridor.
- **394 White Rock/King George Station Express:** Additional frequency and full two-way service implemented to help get customers between White Rock, Newton, and King George Station faster.
- **531 White Rock/Willowbrook:** Serves the rapidly growing Campbell Heights Industrial Area.
- **640 Ladner Exchange/Scott Road Station:** Serves the Tilbury Industrial Area in Delta.

These increases were to respond to changes in ridership patterns previously mentioned in the report, including the high ridership on routes serving industrial employment areas.

ROUTE HIGHLIGHT: 319 SCOTT RD STATION/NEWTON EXCHANGE/SCOTTSDALE

Route 319 connects Scott Road and 72 Ave to Scott Road Station and Newton Exchange. It serves a range of residential and commercial land uses, as well as the Surrey campus of Kwantlen Polytechnic University. Between 2015 and 2019, route 319 was one of the fastest growing routes in Metro Vancouver. This route continues to be incredibly popular and sees strong ridership demand throughout the day. It is so popular, in fact, that it is estimated it moves 24 to 42% of people along the Scott Road and 72 Ave corridors, despite accounting for only 1 to 2% of all vehicles on the roadway.

In fall 2021, the 319 recorded the highest number of customer boardings of all routes in the Southeast sub-region, and had the fifth highest boardings in the entire bus network. Ridership had also recovered to 73% of 2019 levels – well above the bus network average of 62%. To provide additional capacity for customers, we increased service frequency throughout the day on weekends, with trips every 6 minutes on Saturdays and every 8-9 minutes on Sundays in 2021.

In 2023, the R6 RapidBus is planned to be introduced along the corridor of the 319 to provide faster and more reliable service for customers along the route.

Outside the Southeast sub-region, we increased service on routes with overcrowding and strong ridership recovery.

Service increases to routes elsewhere across Metro Vancouver helped to mitigate crowding and support ridership recovery as customers returned to transit. These routes included:

- **418 Kingswood/22nd Street Station**, with a ridership recovery of 134%: Serves Blundell Industrial Area and Queensborough and connects to the Expo Line SkyTrain.
- **116 Edmonds Station/Metrotown Station**, with a ridership recovery of 84%: Serves the Big Bend Industrial Area and two major retail areas in the Burnaby/New Westminster sub-region.
- **257 Horseshoe Bay/Vancouver Express**, with a ridership recovery of 61%: Connects Downtown Vancouver and BC Ferries services at Horseshoe Bay.

These improvements to bus service in general were reflected in customer perceptions: customer survey⁷ ratings for overall service grew from 7.8 out of 10 in fall 2019 to 8.1 in fall 2021. Customer ratings also improved for service frequency and service reliability during this time.

⁷ TransLink Customer Satisfaction Study, Q4 2021.

We increased service on other modes during times of day with higher levels of demand.

On SeaBus, we reinstated 10-minute weekday rush hour service and 15-minute early morning service. Subsequently, customer ratings for service frequency on SeaBus improved in fall 2021 from 7.9 to 8.3 out of 10 compared to fall 2019. For West Coast Express we restored a fourth round-trip and two additional train cars in response to a rise in demand at specific times of day.

To increase service in areas that needed it most, we reduced service on frequent routes that had available capacity.

As TransLink has incurred major financial impacts as a result of the COVID-19 pandemic, we have implemented cost-saving measures in the interest of long-term financial sustainability. In order to maintain total service levels similar to pre-COVID while addressing emerging customer needs, we made small service reductions on frequent bus routes with available capacity.

For example, service was reduced on the 20 Victoria/Downtown in September 2021 from every 8 to 9 minutes to every 8 to 12 minutes during the afternoon rush hour. These small changes in service frequency minimized impacts to customers and allowed for reallocation of service to other routes where customers were experiencing overcrowding.

We also continued to suspend three bus routes - the 32, 258, and 480. Before the pandemic, these routes operated during peak periods or weekdays only to provide more capacity and service to UBC or Downtown Vancouver. Alternative routes with all-day, every day service and additional capacity continued to operate along the same corridors. These continued suspensions have allowed us to prioritize service where it is most needed.

We allowed full boarding capacity back on our transit vehicles on all modes in response to updated public health guidance on July 1st.

Based on guidance from public health authorities, TransLink vehicle capacities at the beginning of 2021 ranged from approximately 35 to 70% of normal passenger loads (varying by mode and vehicle type) to facilitate physical distancing. This was in place until July 1st when all capacity restrictions were lifted in line with public health guidance, allowing more customers on board vehicles and improving our ability to meet demand without requiring additional service.

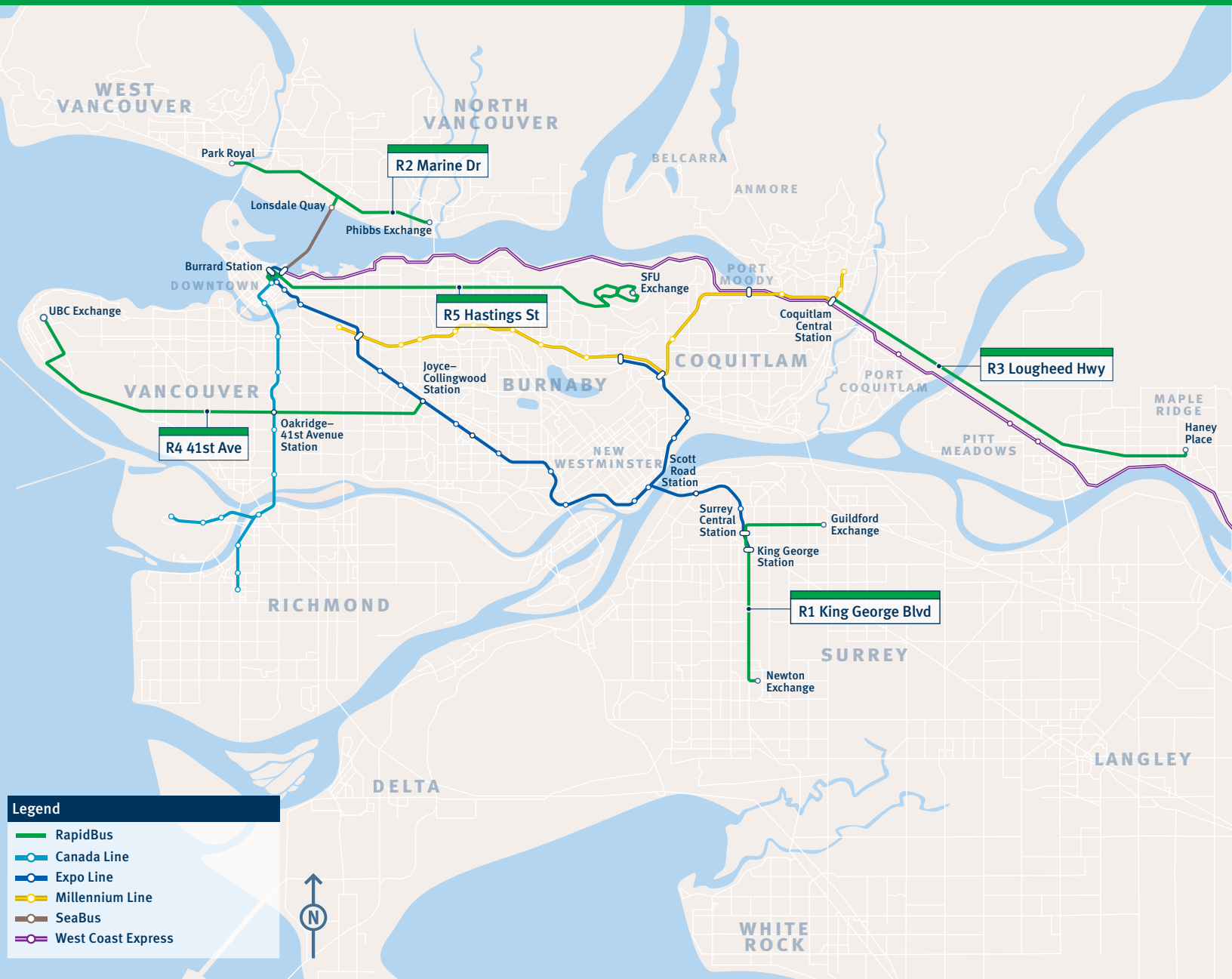
Our RapidBus services, introduced in 2020, are champions of ridership recovery in their respective sub-regions.

RapidBus provides all day frequent service, is faster and more reliable thanks to all door boarding and bus priority measures (e.g., bus-only lanes), and has distinct looks and features unique to the RapidBus brand.

The five current RapidBuses – the R1, R2, R3, R4, and R5 – were introduced in the first half of 2020, just before COVID-19 impacted life in Metro Vancouver and ridership fell. In fall 2021, however, these routes demonstrated their importance within their sub-regions and the bus network as a whole as customers returned to transit.



Figure 14 Map of RapidBus Routes, Fall 2021.



RapidBus routes saw some of the highest ridership in the region.

Three RapidBuses ranked in the top 10 of our busiest bus routes (R4, R1, and R5). All five current RapidBuses were in the top three in their respective sub-regions.

Table 12: RapidBus Route Rankings by Total Boardings, Fall 2021.

Rank Based on Fall 2021 Total Boardings				Average Daily Boardings		
System-wide Rank (out of 234 routes)	Sub-regional Rank	Route	Sub-region	Weekday	Saturday	Sunday/ Holiday
3	3	R4 41st Ave	Vancouver/ UBC	22,000	13,000	11,000
7	1	R5 Hastings St	Burnaby/ New Westminster	13,000	8,000	6,000
9	2	R1 King George Blvd	Southeast	11,000	8,000	7,000
38	3	R2 Marine Dr	North Shore	4,000	4,000	3,000
77	2	R3 Lougheed Hwy	Maple Ridge/ Pitt Meadows	2,000	1,000	1,000

RapidBus routes are high ridership routes in each sub-region they serve.

The R1 King George Blvd ranked #2 for boardings in the Southeast, after the 319 – home corridor of the future R6 Scott Rd.

Both the R1 and 319 also ranked in the system-wide top 10 bus routes by boardings. The R1 continued to build on the well-established ridership of its predecessor route, the 96 B-Line, which it replaced in early 2020. It connects Guildford and Newton with Surrey Central. In 2023, the R6 will be introduced along the corridor of the 319 in Surrey – a route that recovered to 73% of 2019 ridership volumes (versus the bus network average of 62%) and had the fifth highest boardings, system-wide.

The R2 Marine Dr ranked #3 for boardings in the North Shore with more than 10% of its bus boardings.

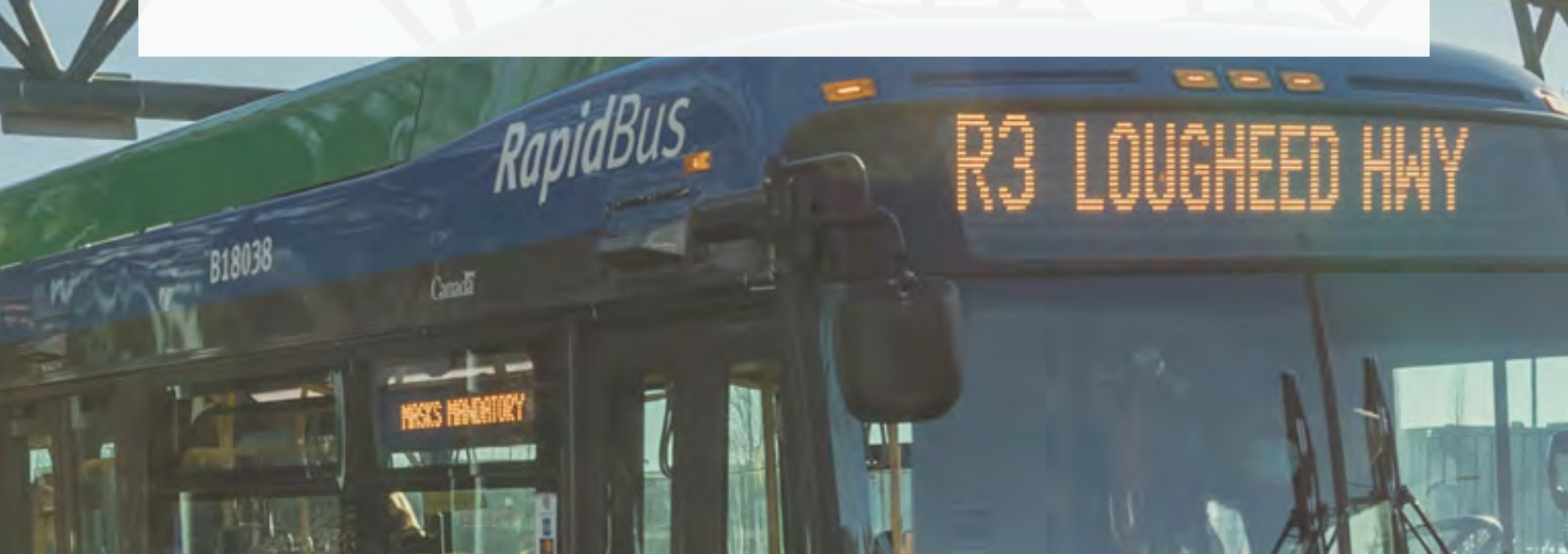
This east-west connector across the North Shore was the third-highest route by boardings in the sub-region. It introduced new transit priority along its corridor when it was launched in April 2020 during a period of low ridership early in the pandemic. This is a new route on an established corridor, and we anticipate ridership will continue to grow.

The R3 Lougheed Hwy ranked #2 for boardings in Maple Ridge/Pitt Meadows.

The R3, introduced in early 2020, connects Maple Ridge to the SkyTrain network and other connecting services at Coquitlam Central Station. In 2021, ridership on the R3 continued to grow, generating new ridership in the Maple Ridge/Pitt Meadows sub-region. The R3 was key to the sub-region's high recovery rate of 74%, and it comprised more than 25% of all bus boardings on Maple Ridge/Pitt Meadows routes.

The R4 41st Ave ranked #3 for boardings in the entire bus network and recorded over 70% of the boardings of all other RapidBuses combined in fall 2021.

Launched in January 2020, the R4 is a ridership powerhouse that connects UBC to Joyce-Collingwood Station along the 41st Avenue corridor. The R4 provides some overcrowding relief to the 99 B-Line as the only other limited-stop route connecting the Expo Line and Canada Line to UBC. In the Vancouver/UBC sub-region, the R4 ranked third for bus ridership, behind the 99 B-Line and 49. The R4 builds on the ridership success established by its predecessor, the 43, and partly the 41, with new transit priority and all-door boarding.





The R5 Hastings St ranked #1 for boardings in the Burnaby/New Westminster sub-region, with almost 70% more boardings than the second-ranked route.

The R5, launched in January 2020, builds on the successes of its predecessor, the 95 B-Line. It connects Downtown Vancouver with SFU at the top of Burnaby Mountain, serving the Hastings Street corridor along its way.

Ridership levels on each RapidBus route varies widely.

RapidBus routes with the highest ridership were implemented along corridors with former B-Line or express bus service (R1, R4, and R5) and established ridership bases. RapidBus routes that were introduced as new routes (R2 and R3) have lower average boardings when compared to the other RapidBus routes.

Over time, ridership on the R2 and R3 is anticipated to grow as each route becomes established and attracts new customers. While growth of these routes has been impacted by the pandemic, which has brought reduced ridership across our system, each RapidBus is already in the top three routes for ridership within its respective sub-region and, as pandemic restrictions subside, RapidBus features such as faster and more reliable travel times will continue to appeal to future customers.



Conclusion

In 2021, TransLink continued its strong recovery and supported Metro Vancouver’s ongoing shift to a future “new normal.”

In closing, 2021 was a year of resiliency that underscored the important role of TransLink’s services in regional recovery. Building off insight from 2020, TransLink strengthened its approach to providing service during a public health emergency and responding to uncertain external conditions.

We continued to serve the thousands of essential workers who needed to travel during the most difficult parts of the pandemic in 2021. When public health restrictions eased during the summer and fall, we helped bring employees back to their workplaces, students to class, and other customers to activities and appointments across the region.

TransLink will continue to move forward, together with the Metro Vancouver region, to serve customers through whatever the future may bring.

