

SkyTrain Fleet Expansion Engagement Summary Report

March 2019



SkyTrain Fleet Expansion: Engagement Summary Report

In June 2018, TransLink's Phase 2 Investment Plan, including the purchase and delivery of approximately 200 Expo Millennium Line SkyTrain cars was approved. To help ensure that the new fleet meets the changing needs of customers and offers a comfortable and safe experience we invited the public to share what was important to them.

Between **January 14 and 25, 2019** we consulted the public on potential layout improvements to our new SkyTrain Cars including:

- Perimeter (sideways) seating for the new SkyTrain cars.
- Bike racks in flex areas for more convenient and comfortable storage.
- Leaning rails for customers who cannot sit and stand easily.
- Flex areas to better serve customers with mobility devices, strollers, bicycles, and luggage.

Outreach



9,000 postcards distributed

3 street teams

10 media stories in print and online

2 newspaper advertisements

62 on-system advertisements

9,250 impressions on Facebook

690 pageviews on the Buzzer blog

20,500 project web page visits

What we did

We used a variety of methods to reach out and engage with customers.

Engagement



1 Public survey

1 TransLink Listens survey

4 SkyTrain Station open houses

Participation



11,700 Public surveys completed

1,715 TransLink Listens surveys completed

350 in-person interactions

What we heard

We asked customers what they thought about seating, bike racks, leaning rails and flex space.



55% of respondents to the public survey use SkyTrain daily and over 75% use the SkyTrain multiple times a month

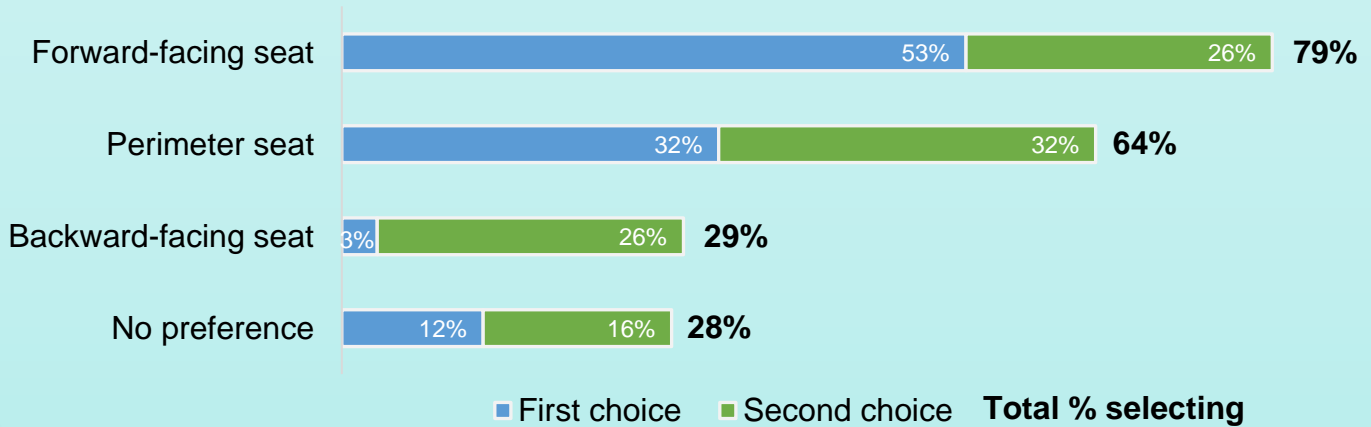


68% of respondents to the public survey use public transit as their most frequent mode of transportation

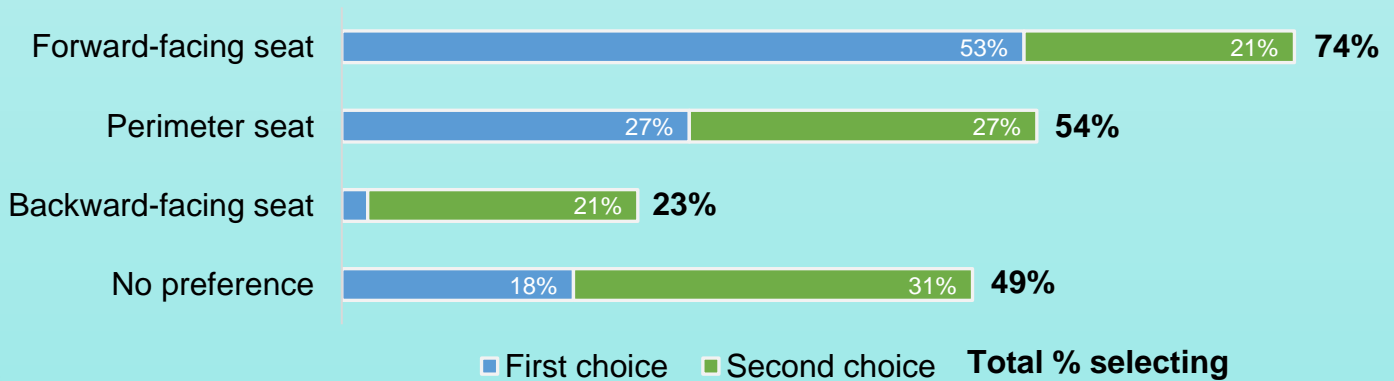


12.5% of respondents to the public survey identify as living with a visible or invisible disability

Preferences for seating layout - Public survey



Preferences for seating layout - TransLink Listens survey



**Customers level of support for bicycle racks
(to improve comfort and stability for customers with bicycles):**

Public survey



■ Strongly support ■ Somewhat support ■ Neither support nor oppose ■ Somewhat oppose ■ Strongly oppose

TransLink Listens survey



21% of people who completed the public survey would use bicycle racks

24% of people who completed the TransLink Listens survey would use bicycle racks

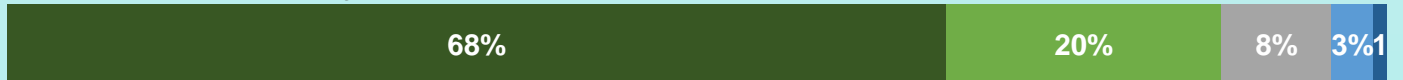
**Customers level of support for leaning rails
(next to windows for people with difficulty sitting):**

Public survey



■ Strongly support ■ Somewhat support ■ Neither support nor oppose ■ Somewhat oppose ■ Strongly oppose

TransLink Listens survey



56% of people who completed the public survey would use leaning rails

71% of people who completed the TransLink Listens survey would use leaning rails

**Customers level of support for additional flex space
(existing Mark III cars have two flex space areas – one at both ends of the train):**

Public survey



■ Strongly support ■ Somewhat support ■ Neither support nor oppose ■ Somewhat oppose ■ Strongly oppose

TransLink Listens survey



We asked public survey and TransLink Listens respondents if they had any other feedback, which generated **6,000+** comments, in **3** categories:



Feedback related to specific survey questions

- Use vertical bike racks.
- Increase the number of seats for more comfort.
- Decrease the number of seats for more capacity.
- There should be a mix of cars, each with different amounts and types of seating and flex space.



Feedback related to SkyTrain cars

- Improve and increase interior signage: upcoming stop, destination and exit side.
- Have more hand rails/lower straps installed on trains.
- Centre poles are good for holding on, but make access difficult for people with mobility devices, bicycles and strollers.
- Ensure proper ventilation and air conditioning.
- Improve visibility of priority seating: different colours for flooring, seats and walls.
- Increase number of folding priority seats for additional capacity when required.



Feedback related to the transit system

- Increase level of service by extending hours and areas served.
- Reduce crowding on all modes of transit.
- Improve station amenities: washrooms, signage and cleanliness.
- Review existing policies: washrooms, pets and bikes.
- Encourage better etiquette amongst riders.

How Public Feedback Was Considered

The feedback we received through public consultation is being used along with historical feedback from customers on the existing fleet and technical considerations to finalize the criteria for new SkyTrain cars. The criteria, in an RFP will be shared with manufacturers so they can bid on the contract to design and build the new vehicles.

Next steps

