

**From:** Wayne McQueen [REDACTED]  
**Sent:** September-20-17 9:17 PM  
**To:** Clerks  
**Subject:** Changes to Translink Bus Route 049

Dear Mayor and Council;

As I'm sure you are aware of changes to the 049 Route going South on Willingdon from Central Ave. This change became effective on Sept. 04, 2017, where this bus no longer travels South on Willingdon, leaving many seniors, and those of us with mobility issues unnecessarily inconvenienced. I live on the eastern corner of Maywood St. at 4165 Maywood St. I require a walker in order to get around, and the only option I have now of getting home from Metrotown is to leave the Skytrain and walk West on Central Blvd., all the way to Sussex St. where the C7's stop is presently located due to the construction. Getting there is extremely difficult for someone with mobility limitations, because one must go through a hole in the fencing to a sort of pathway, but in front one encounters a hedge, which people with no mobility issues simply walks through. Once through the hedge, I encounter no ramp to get to the street level, so I have to take my chances going down over the curb with my walker, taking a chance of getting injured, then cross the street, with no crosswalk. I spoke to Translink to ask them a couple of questions, the first being why they needed to cancel service on Willingdon in favour of going down Central to Imperial, then Imperial to 49<sup>th</sup> St. This leaves the people going South on Willingdon with no service going South. You must be aware that there are many of seniors who relied on that service, and it was taken away with no consultation, or you would be aware had you bothered to consult with the many people who were accustomed to boarding the 049, at any one of the three stops along Willingdon. Translink told me that they would not have made this change without consulting with your Engineering Department from the City of Burnaby. Did they even bother to find out how many people were using that service, before they signed off to this reduction of service?

7 was suggested as the only option for people going South, but C7 goes to Edmonds, not to 49<sup>th</sup> St. C7 is simply not a viable option for many of us due to it's lack of capacity for mobility appliances, and of course strollers. I pointed out that the 430 Richmond bus is still traveling down Willingdon to Imperial and why it could not make at least a couple of stops along Willingdon, considering it's first stop upon leaving Metrotown is at Kerr St., in Vancouver. Taking the 049 off Willingdon cannot be saving any time, considering it added at least 3 stops on Imperia, before it gets to Pattersonl. Translink advertises that they have dramatically increased bus services right across their system, but taking relied upon service from one area, and moving it to another area, is not enhancing service, but reducing it.

Copied to:  
Planning and Development Committee (2017.10.17)  
Dir. Planning and Building  
Dir. Engineering

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Maybe some Council member should take this opportunity to try getting from Metrotown Station to Sussex St., using a walker, or some other mobility device, then maybe have a talk with your Engineering Department to do the same, allowing them to be able to understand what has been done to downgrade service in Burnaby proper to many users of Translink. Do they want us to just stay at home to wither away? I am writing, because I see people everyday waiting patiently for a 049 bus, that is not coming. People like myself are not willing to just accept the slow downgrading of our bus service, and I would use a car if I had one, but I don't, so I am stuck with using public transit.

I plan to copy this letter to The Burnaby Now, because Translink personnel assured me that they would not have made this drastic change, without first consulting with the Engineering Department from the City of Burnaby. My hope is that they did so in conjunction with, and the permission from the Mayor and Council.

Sincerely,  
James McQueen  
603-4165 Maywood St.,  
Burnaby, BC V5H 4E3  
