

# SHUTTLE BUS SERVICE

February 13, 2024

# Today's Presentation

- Purpose and Background
- Making Life Better
- Service Continuity
- Service considerations
- Financial considerations
- Questions



## Purpose

To seek feedback from the Parks, Recreation and Culture Committee re: a shuttle bus service for Confederation and Cameron seniors to attend activities relocated to Christine Sinclair Community Centre during facility construction.

Feedback will be incorporated in a future report to Council requesting resourcing, if needed.

# Make Life Better

## Goals to put the community first:

1. *Focus on minimizing disruptions to services for seniors*
2. *Reduce barriers for seniors to remain active and social in our facilities*
3. *Provide service excellence to our citizens*

# Burnaby STRATEGIC PLAN

**OUR PURPOSE** To create the city that we all want to live in and be in.

**OUR VALUES** Community | Integrity | Respect | Innovation | Passion

## PEOPLE

Empower happy, engaged and committed staff

We hire, develop and support staff to connect to our purpose and values. Our people have the tools and skills to do high-quality work, and the confidence and trust to work together, take risks, and dream big.

## CUSTOMERS

Provide industry-leading and innovative customer experience

We find new ways to make it easy for residents and businesses to get things done. We remove barriers, listen to internal and external customers and make each interaction a positive experience.

## COMMUNITY

Create vibrant communities

We build communities that inspire people to live their best lives. We build a city that is sustainable, inclusive and livable.

Our long term  
GOALS

# Service Continuity

- Renovation has started for additional recreation space at Christine Sinclair Community Centre.
- This space will support the temporary displacement of seniors' programs caused by the construction of new Cameron and Confederation Park Community Centres. Construction timeline is projected for summer 2024 through to early 2028.
- Shuttle bus service to and from this temporary location was raised as a priority in all past engagement sessions with the seniors' societies.

# Three Options

## Option 1:

### Status Quo: No Transportation Services Provided by the City

- TransLink is not able to support this service based on their mandate
- Seniors would continue to rely on their own modes of transportation to access recreation facilities
- Staff will work with the seniors' societies to coordinate carpools, educate on ride sharing and transit routes

## Option 2:

### Use the Current City Bus with a Staff Driver

- Impacts to other City programs and services currently using the bus
- Staff driver availability poses a challenge
- \$9,500/month for staff driver and gas



## **Option 3:**

### **Contract a Private Bus Company (Recommended Option)**

- **Offers optimal customer service to seniors with minimal impact on current City services**
- **Allows best flexibility to adjust schedules and routes based on need**
- **Driver is included in contracted service**
- **Most costly option**





# Shuttle Schedule

Staff will work with the senior's societies to determine a schedule and implement a sign-up procedure for the shuttle.

## **Anticipated Schedule:**

Monday to Friday 9:00am-3:00pm, pick up every 60-90 minutes

Saturday 11:00am-3:00pm, pick up every 60-90 minutes

This schedule and shuttle use will be evaluated regularly and changes may be made to best meet the needs of the users while providing efficient service.

# Financial Considerations

- Initial research shows a cost ranging from \$10,000 to \$15,000 per month (\$120,000 to \$180,000 annually).
- Accurate costing will be reported back after the completion of the RFP process.
- Bus costs in 2024 will be funded by operating contingency.
- For subsequent years, cost will be included in each budget cycle and appropriate funding reserve will be identified.

# Thank you!

Any Questions?