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South Coast British Columbia
Transportation Authority

June 7, 2019

Mayor Neil Blenkie
4084 Bedwell Bay Road
Belcarra, BC V3H 4P8

Your Worship,

At a previous meeting with you TransLink provided some information about ridership in the Village of Belcarra. At your request I am enclosing information that can be publicly shared about transit ridership in your municipality. This information derives from two different data repositories, one that is publicly available, and one that is not.

Annually, TransLink publishes the [Transit Service Performance Review](#) (TSPR) which includes route by route analysis of the performance of all of our bus, rail, and SeaBus services across our network. We have developed interactive dashboards, so members of the public can understand the services we provide, ridership on these services, and to maintain accountability to the Mayors' Vision. I encourage you to share this comprehensive data tool with your residents.

The second data source is from Compass card system. We use this data to help inform long-term investments in the future of our network. Analyzing information from our Compass system is resource intensive and we don't have the staff capacity to regularly provide this information in the same manner as the data that we provide in the TSPR. The information provided herein was in response to your request and is not something that we can habitually produce.

Should you require any additional information or clarification, you can contact me at holly.foxcroft@translink.ca or at 778-375-7876.

Sincerely,

A handwritten signature in black ink, appearing to read "Holly Foxcroft".

Holly Foxcroft, Manager, Transit Network Management

TSPR Highlights

- Bus stops in Belcarra account for 6% of the 2018 stop activity (boardings + alightings) of the 182.
- Only 18% of boardings made within the Village of Belcarra are by Belcarra residents.

Transit Service Performance

The recently released 2018 [Transit Service Performance Review](#) provides information about the performance, cost, and ridership of the 182 that provides service to Belcarra. (NB: We have not included night trips on the 181 which serves Belcarra after 9pm.)

2018 Transit Service Performance Review – 182 Performance Highlights		
Performance	Measure	Rank out of 217 routes
Service Cost	\$809,000	139
Service Cost per Boarding	\$6.64	191
Boardings per Revenue Hour	11	196*
* Boardings are in the bottom 25 routes		

For the Village of Belcarra only:

- **Proportion of 182 Route Length:** Approximately 24% (4.6 of 19.5 km one-way) of the 182 route length is within Belcarra boundaries. Most of route is in Port Moody, with some in Anmore as well.
- **Proportion of 182 Stop Activity:** Bus stops in Belcarra account for 6% of the 2018 stop activity (boardings + alightings) of the 182.
- **Bus Boardings by Muni:** Belcarra has the fewest bus boardings at stops within the municipality, even less than for Mission or Lions Bay (includes 181 and 182) (both 2017 and 2018).

Transit Ridership

We have used Compass card data to derive ridership data related to transit use in Belcarra and by Belcarra residents. We found that 18% of transit boardings within Belcarra were made by Belcarra residents and 82% were made by other Metro Vancouver residents.

Of all 2018 boardings made by Belcarra residents 28% were in Belcarra, 41% were in Port Moody, 11% were in Vancouver, 9% were in Coquitlam, 5% were in Burnaby. About 6% were in other municipalities. On a daily basis, and on most days, the majority of Belcarra residents using transit have at least 1 boarding in a municipality that is not Belcarra.

Some of our customers still pay with cash. We are able to review fareboxes by route, but not by stop because the farebox is not linked to Compass. We have reviewed farebox percentage of total boardings and have found that both the 181 (5.90%) and 182 (6.84%) are largely consistent with the network average for cash fares, 5.45%.

Supporting Data

- We used Compass Card data to derive this ridership data.
- We were able to assume riders' municipality of residence with this information:

Any compass card with more than 4 travel days in one month, and with more than 50% of those days having the first boarding in one municipality, is assumed to belong to a resident of that municipality in that month.