



# Helping You Get Around Metro Vancouver During Bus & SeaBus Service Disruptions.

Over 350,000 people use our bus system every day. With upcoming service cancellations, we want to help you get to where you're going with alternative travel options. Here are some ways you can get to where you need to go without the bus.



## CARSHARING

Several car share providers have boosted service during this period. Drive with a coworker or friend and commute in numbers. Visit our [Carsharing](#) page to learn more.



## CARPOOLING

Connect with your neighbours, colleagues and friends to start or join a carpool. Check out our [Carpooling](#) page to learn more.



## PARK AND RIDE

Leave your car at one of our designated lots before taking the SkyTrain or carpooling. Check out our [Park and Ride](#) page to find out where.



## CYCLING

Use bikesharing if you can, or take your bike to one of our parkades and we'll help store it. Learn about [Bike Parking](#). We're also adding more bike parking to meet demand. Learn [here](#).

### MORE OPTIONS

To help minimize disruption to your life, see if some of these options are available at your work.



## PARKING FOR CARPOOL OR BIKES



## FLEXIBLE WORKING HOURS



## TELECOMMUTING

Thank you for your patience during this service disruption.

We hope these alternatives, along with SkyTrain and West Coast Express will help get you where you need to go.



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# Alternative Solutions Guide

## Transit Disruption



CYCLING



WALKING



CARPPOOLING



CARSHARING



FLEX TIME



PARKING

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# Cycling

Cycling to work is one of the most convenient and cost-effective options to choose during a transit disruption and can easily be combined with other forms of transit to skip past congestion. Bicycles can cover 3-5 times the distance with approximately the same amount of time and energy as walking and are comparable to vehicle trip times for distances up to 5km (approximately 20–25 mins). Check with your employer to find out what bike parking and end-of-trip facilities are available to you to complement TransLink’s growing network of Bike Lockers and Bike Parkades. During the disruption, we’ll have complementary BEST bike valets at key SkyTrain stations and extra staff on hand at our bike parkades to help accommodate the higher volume of customers.

## Bike Share

Our partners at Mobi by Shaw Go, U-bicycle and Hoppr will be increasing the number of bikes and staff at and near SkyTrain stations. Waiting for the chance to try Mobi’s dockless bike share? Enter the promo code **biketotransit** to receive a 50% on a 24-hour pass.

**Did you know?** People who bike to work are, on average, 15% more productive, and take fewer sick days than employees who drive.

## Components of a successful bicycle program

- Provide a safe, dry place for employees to lock their bikes, change facilities and ideally a shower
- Provide a corporate fleet of bicycles or e-bikes for offsite trips.
- Offer a workbench and tools as well as drying racks for wet clothing.
- Provide a cash incentive or snacks for employees who cycle to work.

## Tips for employees cycling to work:

- Determine what facilities your workplace offers to support biking e.g. secure bike parking, bicycle fleet, lockers, showers, drying racks.
- Plan your route ahead of time and find out your closest safe cycling route.
- New cyclists should consider starting out with distances from 1-5km.
- Make sure you wear warm/reflective clothing, a helmet and have lights on your rear and front.
- Check out more fall/winter cycling safety tips.
- Find a cycling champion at your work to share tips and answer questions or concerns of new bike commuters.





# Walking

During transit disruptions, customers typically look to other common ways of commuting to keep moving, such as carpooling, cycling and other forms of transit. Often overlooked, and totally free is another option for those who live and work in Metro Vancouver... walking. That's right! During a transit disruption, walking is one of the easiest, most cost effective, and eco-friendly ways to get around. It also takes less time than you might think! Make sure to 'get your daily steps in'.

## Tips for walking to work:

- Plan your route ahead of time
- Calculate your walk time & distances (google maps) 1km=10 minute walk
- Wear the right footwear
- Bring a comfortable bag/backpack
- Stay visible, "be seen"
- Speak to your employer about flexible work times
- Be prepared for changes in weather conditions i.e. umbrellas, windbreakers.

## Walkers think in distance not time.

Distance	Walking Time*
1.6km = 1 mile	15-20 minutes
1km (SkyTrain riders walk on average 1 km to get to the train and in and out of the station )	10-12 minutes
400 meters (average bus riders walk to the closest stop)	5-6 minutes

*\*Approximate times based on a moderate pace*

More and more people are choosing to live closer to work or combine walking with another form of transit. As an employer a walking program can help encourage creative thinking and social interaction. Consider the following:

- Promote a walking program to provide structure and encouragement; consider a walking buddy program or walking group or club (e.g. "Lunchtime walkers")
- Incorporate walking into meetings and daily routines in the office
- Encourage employees who live within 1.5km of work to get their steps in. Eager joggers can cover up to 10-15km on their commute

**Did you know?** During the 2001 transit strike 29% of people who previously took the bus adjusted their travel patterns and walked.





# Carpooling

Carpooling and ride-sharing help to reduce the number of cars on the road and cut the costs of commuting. Carpoolers can also take advantage of HOV lanes and get to work faster. Carpooling apps make it easy for people to connect online and start sharing rides. This allows people to customize their travel preferences, find ride matches, process payments, and earn rewards such as fuel vouchers, parking discounts and gift cards.

For organizations, carpooling reduces the cost and demand for parking and can also increase teamwork across departments. To provide even more encouragement for co-workers to share rides, consider designating priority parking spaces in the most desirable locations for carpools as well as monetary incentives for pooled rides.

## Carpooling Checklist:

- Decide on whether to self-organize an internal carpool solution or partner with one of the leading providers in the region.
- Work with your property manager or parking management company to implement priority parking spaces and determine a discounted rate for carpools.
- Find out if your company offers a Guaranteed Ride Home program in case your employees work later and miss their carpool.

## How to Ensure Success?

- Create an internal webpage, bulletin board or a social media account that employees can find out how to join a carpool
- Where to meet? Decide on a central location for pick-up or door-to-door pickup
- What are the rules of the carpool? (music, weather, smoking, running late, cost sharing)

**Did you know?** During the 2001 transit strike 32% of people who previously took the bus shared rides instead.

## Resources

TransLink supports carpooling providers (Liftango, Rideshark, gobyRide, Poparide, U-Pool) throughout the region to offer solutions to employers, employees and students during transit disruptions. We encourage everyone including large organizations, business parks, airports, educational institutions, small businesses and individuals to review the options below to find what fits best for them.



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## Liftango

Liftango is providing FREE carpooling services to employees of organizations that sign up during the transit disruption period. This means all organizations such as businesses, universities, public institutions and more. Organizations are encouraged to provide incentives for drivers to ensure a high volume of ride matches. Liftango's platform means no cost for drivers or riders, who each benefit from rewards including discounted or free parking.

[www.liftango.com](http://www.liftango.com)

## RideShark

RideShark offers a customizable platform for organizations seeking to launch their own branded carpooling program. Under this program employers can design their own rewards programs, integrate other sustainable modes of travel, and access all their organizations information via one online portal.

[www.rideshark.com](http://www.rideshark.com)

## gobyRIDE

gobyRide is an open network ridesharing app that connects members of the public searching for sustainable ways to commute to work, school and wherever else they need to go. The more people in the car, the cheaper the journey. Drivers are compensated by passengers through the app.

[www.gobyRIDE.com](http://www.gobyRIDE.com)

## Poparide

Poparide provides carpooling for passengers and drivers looking to share longer distance rides between cities as well as commuting within cities. Popular travel corridors are Fraser Valley and between Whistler/Squamish and Vancouver. Riders pay drivers directly. All users and payments are verified and processed securely online.

[www.popairde.com](http://www.popairde.com)

## U-Pool

U-pool is a carpool sharing platform and the sister company of U-bicycle ([www.u-bicycle.ca](http://www.u-bicycle.ca)). Drivers and passengers connect with each other and process payment through the app.

[h5.u-pool.ca](http://h5.u-pool.ca)





# Carsharing

Join the growing number of Metro Vancouver residents becoming carshare members. Carsharing gives you access to hundreds of vehicles, whenever you need one. Even better, combine a carshare trip with transit or walk or cycle part way. You can locate and book a car on-demand via smartphone app, by phone or online. During the transit disruption our partners are working to extend their service areas, expand parking at key transit hubs and within organizations, as well as provide extra staffing to redistribute their fleets.

## Carpooling Checklist:

- During the disruption sharing is key! Catch a ride to work/home with a friend or colleague. Even better, pool with a group.
- Plan your trip ahead and pick up and drop off people at transit hubs for a quicker commute.
- Park for free in designated spots and lots and many “permit-only” residential areas.
- Modo and Evo have reserved spots at [TransLink Park & Ride](#) locations and we will be expanding these spaces during the transit disruption.
- Does your organization have available parking capacity? Contact us to designate carshare spaces at your workplace during the transit disruption

## Parking Perks

The most cited benefits of carshare are the convenience, freedom, peace of mind and cost savings gained from giving up a privately-owned vehicle. For organizations, alleviating the costs of providing parking and leased vehicles, as well as promoting more flexible offsite work trips, are among the many benefits. While you can't park carshare vehicles anywhere, they can be parked throughout Metro Vancouver in any available “permit only” on-street parking spot. Some carshare providers have access to metered spots while shared cars, trucks and vans have dedicated parking spaces in private parking lots and in designated spots on some city streets.

**Did you know?** One quarter of carshare members in Metro Vancouver have disposed of at least one private vehicle after signing up to carshare, while 40% of members avoided acquiring a vehicle. One carshare vehicle can remove anywhere from between 3-15 cars from the road.

## Resources

Forget about the ongoing expenses and challenges of owning, maintaining and parking a personal vehicle. Metro Vancouver's carshare network offers choices of one-way free-floating services like Car2Go (Share Now) and Evo, and two-way (return-to-home) services like Modo and Zipcar.





## Modo

Modo's round trip service is a great complement to transit and cycling and shared travel, for when a car is needed. You can book on the fly or up to a year ahead and park your car where you picked it up. Modos fleet of over 800 vehicles includes SUVs, trucks, mini.

<http://www.modo.coop>

## EVO

Created by BCAA, Evo's fleet of Toyota Prius electric hybrids gives users the flexibility to pick up and drop off in different locations. Just find a car nearby, unlock through the app, inspect your vehicle and hit the road. Simply leave Evo in any approved parking space within the Home Zone and you're done.

[www.evo.ca](http://www.evo.ca)

## Car2go (by Share Now)

Offers an innovative mobility solution via a carsharing network of eco-friendly vehicles that can be picked up and dropped off in different locations. A flexible and on demand mode of transportation, Car2go complements existing public transportation by bridging the gaps between the first and last mile of a member's commute.

[www.car2go.com](http://www.car2go.com)

## Zipcar

Provides members with access to a wide variety of cars—small cars, big cars, BMWs, vans, etc.—in cities, campuses and airports around the globe. Once you join, you can reserve by the hour or day, right away or up to a year in advance. Gas and insurance are always included. More details can be found at [www.zipcar.com](http://www.zipcar.com)

[h5.u-pool.ca](http://h5.u-pool.ca)







# Flexible Work

To alleviate the impact of transit disruptions work practices like teleworking, flexible work schedules and compressed work weeks help businesses support their employees' travel arrangements while also ensuring limited interruption to work load and productivity without the stress of commuting.

## Telework

Often referred to as telecommuting or remote work, teleworking allows employees to work from a remote location, from home or a satellite office. Home-based arrangements are often the most cost-effective and convenient to implement on a full-time, part-time or temporary basis and yield the greatest returns when it comes to commuting impacts. Having a designated teleworking policy is highly recommended for any organization wishing to offer this option to employees.

## Flex-schedule/Compressed Work Week

Allowing employees to work during non-peak hours by adjusting their start and end times is a viable way to reduce the pressures of service uncertainty and help reduce time spent in traffic for a quicker, less stressful commute. Another option to consider is a Compressed Work Week (CWW) where employees enjoy a three-day weekend, by working the same hours in the week but longer hours each day.

## Solutions:

- Shift the start of the work week – work Tuesday to Saturday or Wednesday to Sunday.
- Shift start and end times to non-peak hours (before 7am and 3pm or end the day after 6:30pm).
- All staff who can perform their duties offsite may work from home / remotely.
- Implement Compressed Work Week to decrease the need to commute one day a week.

**Did you know?** 69% of Canadian workplaces have flex-work policies to improve recruitment and retention, alleviate stresses of commuting, promote diversity and work-life balance for their employees.

## Tips for a successful flexible work strategy

- Establish approval processes for supervisors and communicate consistent guidance for all employees
- Set clear parameters for remote office needs including physical (e.g. desk and private room) and digital (e.g. phone access, laptop, internet)
- Carefully assess current work culture and policies and engage all interested parties including management, unions and employees
- For setting up compressed work weeks, determine viability based on job descriptions and employee commute demands
- Incentivize employees to arrive earlier by providing free breakfast/coffee etc.

**Did you know?** Telus introduced three categories through its 'Work Styles' flex work program in 2006 – 'Telework', 'Mobile' and 'Resident' – enabling its mobile workforce to work when and where it is most effective. Nearly 50% of Telus' workforce work remotely on any given day.

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# Parking Strategies

We recognize the need to increase access to key transit hubs during the disruption. In response, we are increasing parking capacity around SkyTrain stations and adding designated carpool spaces at Park & Ride locations. There will also be temporary pick-up/drop-off areas designated at key transit hubs to facilitate safe and easy pick-up and drop-off at stations.

## SkyTrain Connections

To alleviate the anticipated high volumes at TransLink's SkyTrain Park & Ride locations, we are partnering with local parking operators to help meet the increased demand. If you share a ride with one or more people, priority carpool spaces are available on a first come, first-serve basis at the posted rates.

## Drop-off Points

Our municipal partners will provide temporary pick-up and drop-off locations close to SkyTrain, Canada Line and West Coast Express stations, as well as unused bus stops. Look out for temporary signage and make sure to make your stopover a quick one to help keep everybody moving (maximum of 3 minutes).

## Bike Valet

Our Bike Valet friends at BEST will be expanding complimentary bike parking at key stations to be operated 7:30am to 6pm. Grab a ticket, drop your bike off, and park it worry-free.

- Check out our map for full coverage of Park & Ride and bike parking locations and visit our [Stay Informed](#) page for new developments.

## Ways for organizations to boost sustainable smart parking strategies:

For longer term impacts within an organization, consider charging directly for parking facilities and services. Simply switching from a monthly parking fee structure to weekly or daily parking rates is one of the most effective measures to reduce your organization's drive-alone rate and incentivize people to shift to alternative commuting modes. Free or subsidized parking incentivizes employees to drive alone to work and discourages alternative modes. Consider offering priority parking spots, discounted or free parking, or cash-out options to employees who carpool or vanpool, or take other transportation alternatives to work.





## Parking Best Practices

- ✓ Examine your current parking situation to determine who the parking manager is, how many spots are available and how the current structure is priced.
- ✓ If temporary solutions are available, consider allocating the most desirable parking spaces to carpool and vanpoolers – e.g. right outside the building entrance .
- ✓ Contact your parking management company or facility manager to determine whether your organization can source physical amenities like carpool only signage, parking arms, etc.
- ✓ Cap daily parking rates at a price point that doesn't make it prohibitively expensive for employees who must drive to work every day.
- ✓ Parking Cash Out: For companies that lease parking spaces, offer to pay out the cost of the monthly parking spot to employees if they give it up.

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