

2003 SKYTRAIN SYSTEM MONITORING PROGRAM

Volume 1 – Summary Report



Prepared for:

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SECTION
1**INTRODUCTION AND BACKGROUND****1.1 Introduction**

Creative Transportation Solutions Ltd. (CTS) was retained by TransLink on Monday, 13 January 2003 to undertake the 2003 SkyTrain System Monitoring Program. The main objectives of the study were to record all customers entering and exiting all Expo and Millennium Line stations and to report station usage according to agreed format(s). The final report consists of the following two volumes:

- VOLUME 1 *Summary Report***
- VOLUME 2 *Technical Appendices***

Volume 1 summarizes the global results of the 2003 SkyTrain System Monitoring Program and Volume 2 documents the detailed data collected at all 31 stations.

1.2 Background

Translink initiated a system-monitoring program (SMP) of the entire SkyTrain system to assess station usage and overall ridership. The goal of the SMP was to collect, analyze and report station usage. Findings of the SMP will be used as base data for a number of current and future planning processes. In addition, monitoring will be done to establish a system performance baseline from which future performance reviews can be based upon for performance trend analysis.

1.3 Summary of Survey

Each Skytrain station was surveyed for five (5) full days (Tuesday, Wednesday, Friday, Saturday and Sunday) from 6 am to the end of service each day. The surveys commenced on 28 January 2003 and were completed by 23 February 2003.

1.4 Special Events

During the survey period, the following major events impacted the ridership for the system:

- Tuesday, 28 January 2003 – Vancouver Canucks Hockey game at General Motor Place
- Saturday, 1 February 2003 – Motor Spectacular at BC Place (i.e. Monster Truck Rally)

Both of these events occurred in the evening.

SECTION
2
RIDERSHIP
2.1 Summary of System Ridership

The observed system ridership by line by survey day is summarized in **TABLE 1**.

**TABLE 1
SUMMARY OF DAILY BOARDING RIDERSHIP BY LINE**

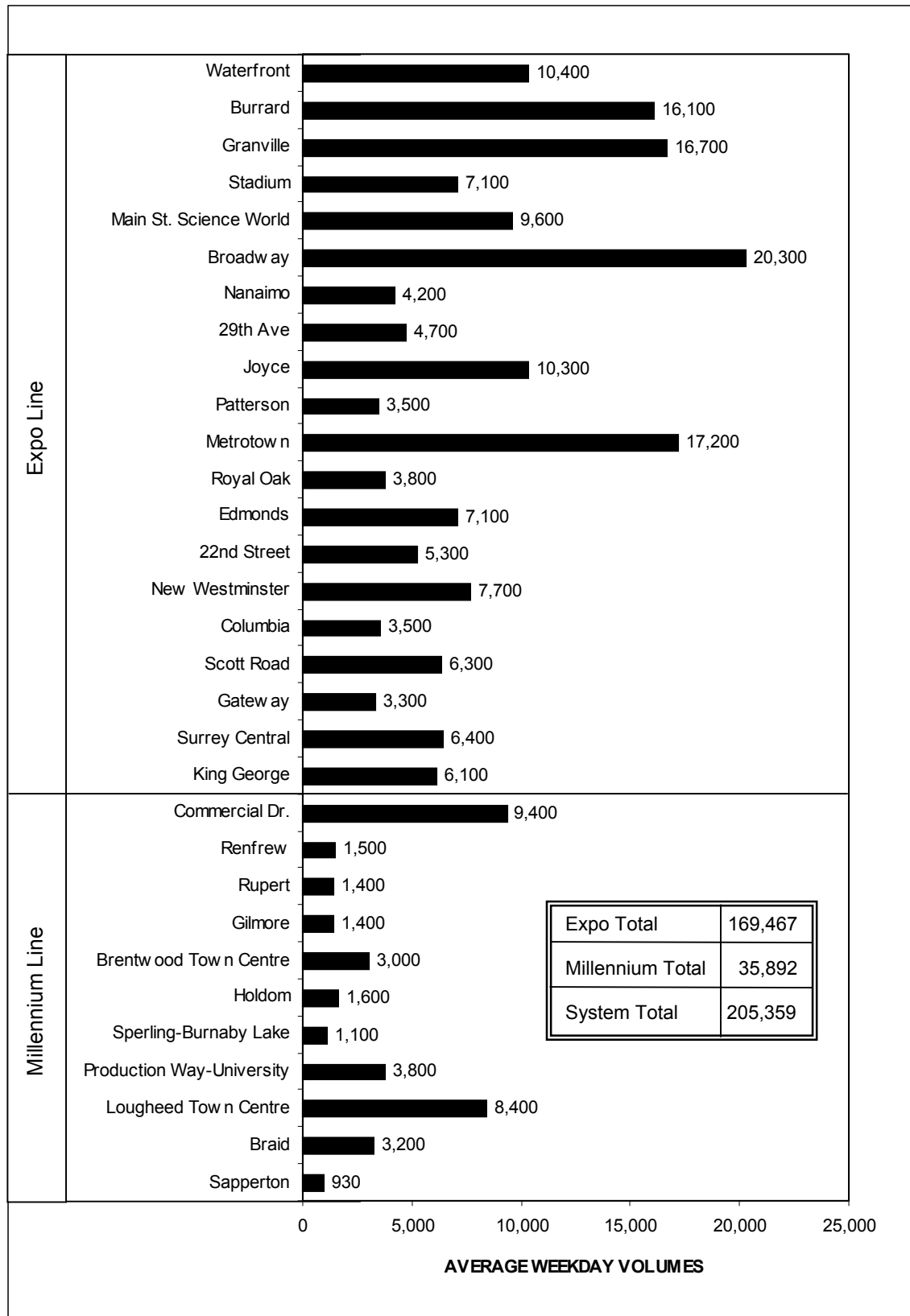
DAY	ALL DAY BOARDING (06:00 - 02:00)		
	EXPO	MILLENNIUM	TOTAL
Tuesday	172,301	36,620	208,921
Wednesday	161,471	32,503	193,974
Friday	174,629	37,444	212,073
WEEKDAY AVERAGE	169,467	35,522	204,989
Saturday	131,076	25,856	156,932
Sunday	90,341	18,363	108,704

2.2 Summary of Daily Station Ridership

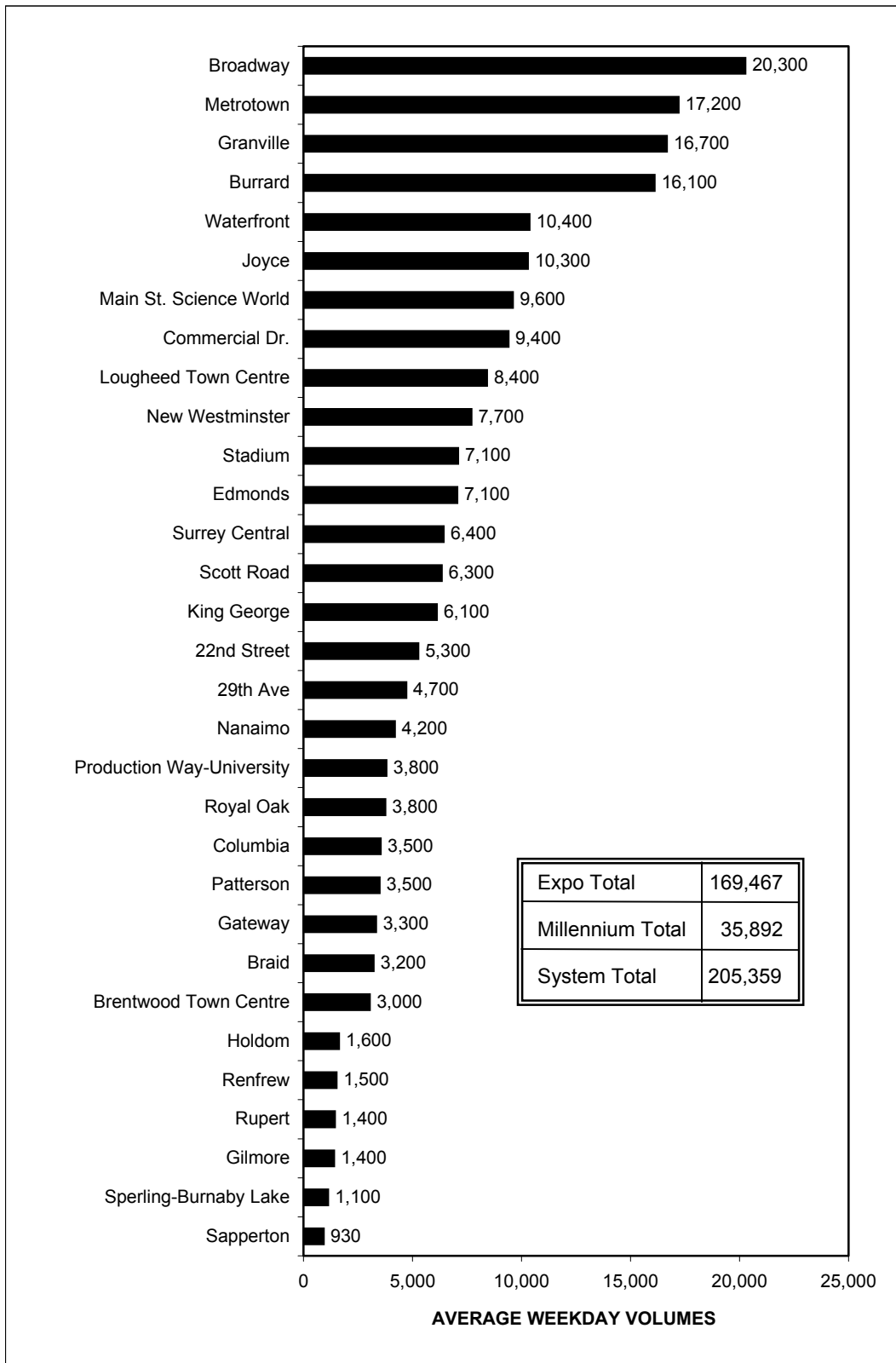
FIGURE 1 and **2** summarize the Weekday all-day average boardings by station. The station with the highest weekday all-day average volume was 20,262 (Broadway Station).

FIGURE 3 to **6** summarize Saturday and Sunday all-day boardings by station. On Saturday and Sunday, the station with the highest average volume was 18,761 and 13,134 (Metrotown Station) respectively.

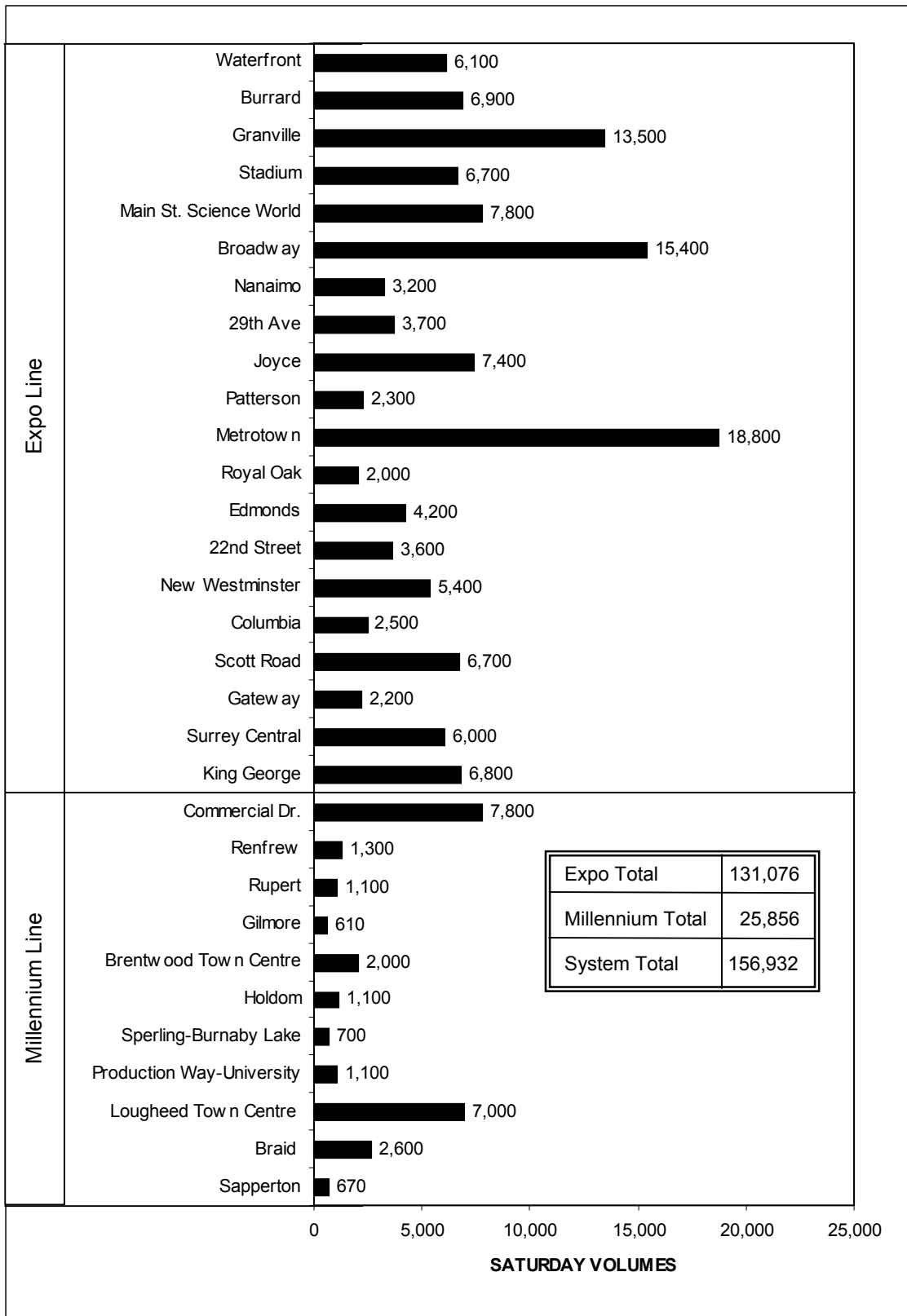
**FIGURE 1
AVERAGE WEEKDAY BOARDINGS BY SKYTRAIN STATION (06:00 – 26:00)**



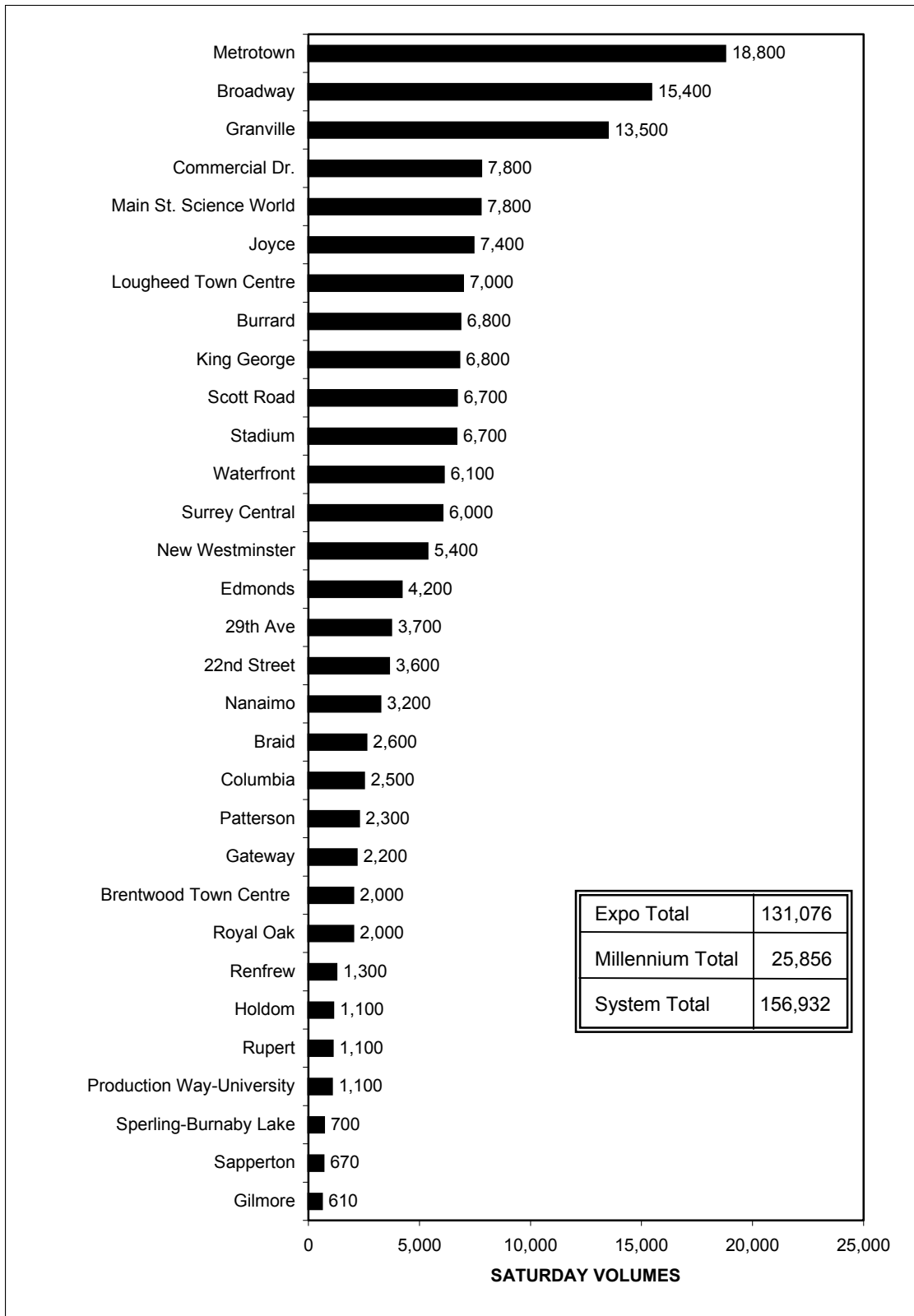
**FIGURE 2
AVERAGE WEEKDAY STATION BOARDINGS BY RANKING (06:00 – 26:00)**



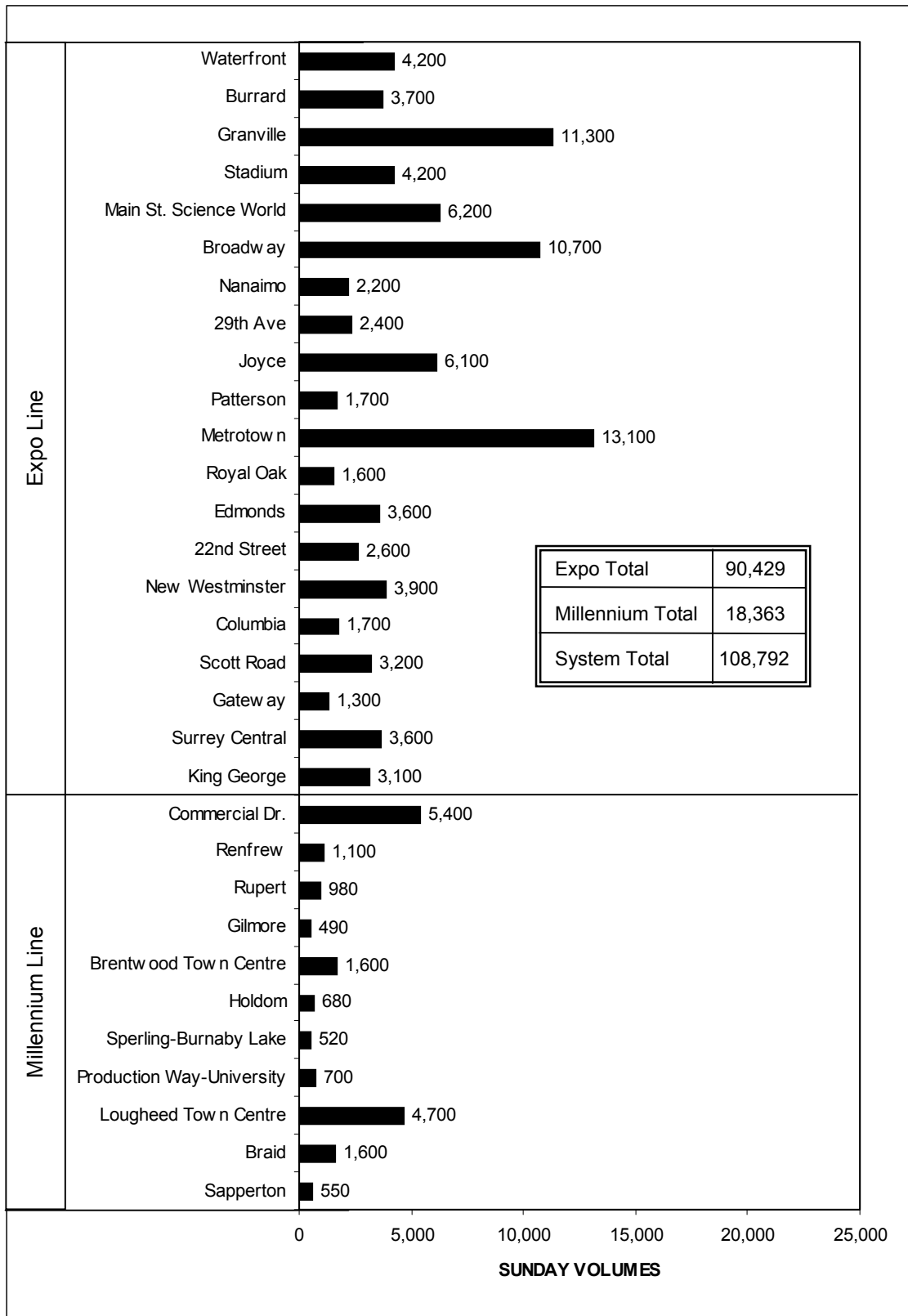
**FIGURE 3
SATURDAY BOARDINGS BY SKYTRAIN STATION (06:00 – 26:00)**



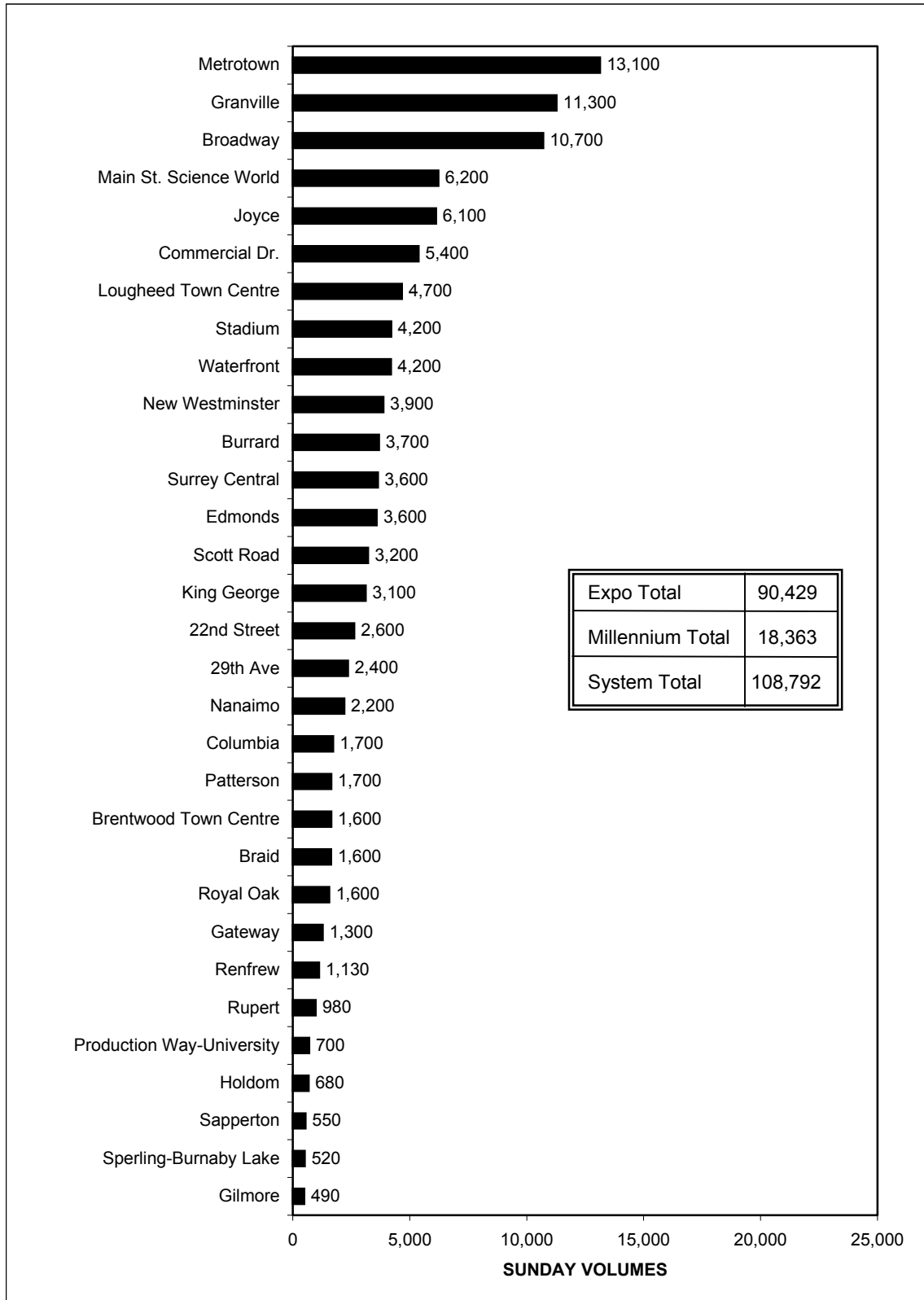
**FIGURE 4
SATURDAY STATION BOARDINGS BY RANKING (06:00 – 26:00)**



**FIGURE 5
SUNDAY BOARDINGS BY SKYTRAIN STATION (07:00 – 24:30)**



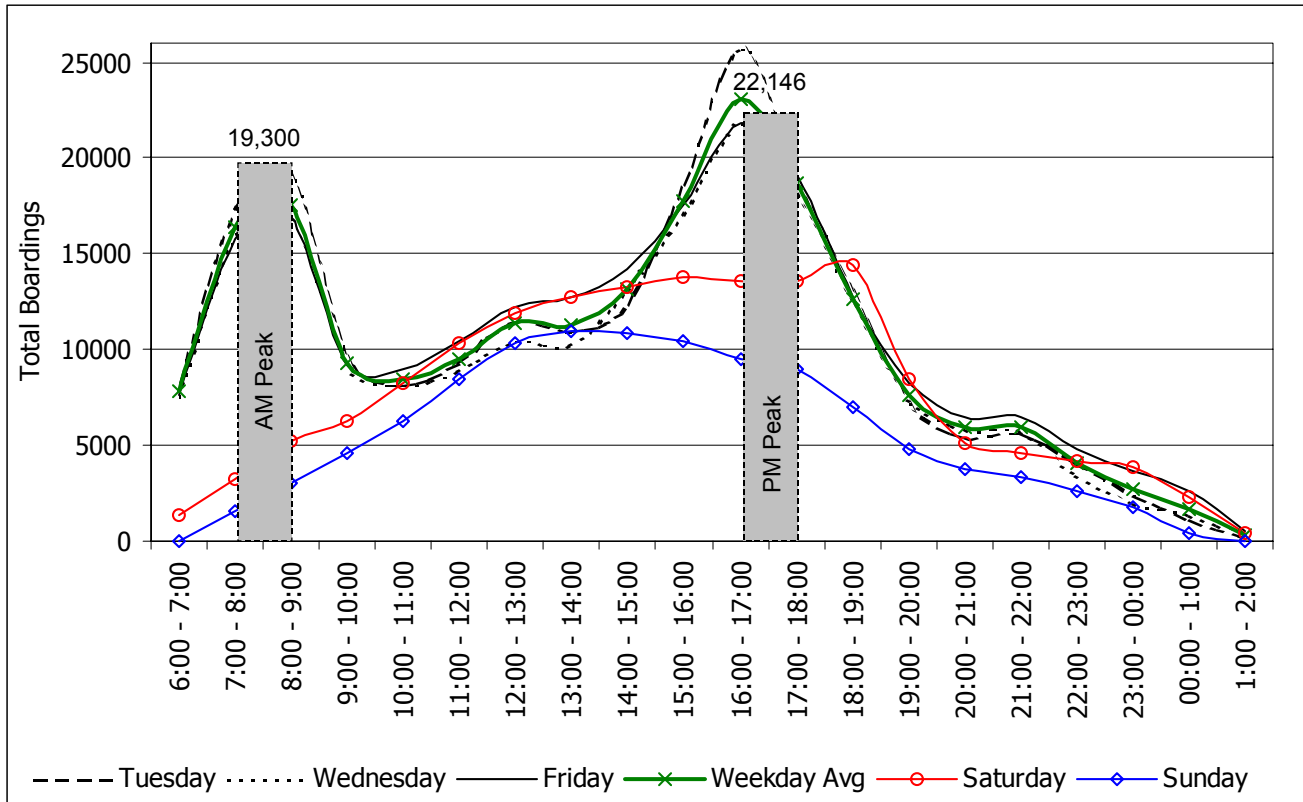
**FIGURE 6
SUNDAY STATION BOARDINGS BY RANKING (07:00 – 24:30)**



Summary of System Boardings by Time of Day

FIGURE 7 summarizes the 5-days Skytrain system boardings by time of day.

**FIGURE 7
5-DAY SYSTEM BOARDINGS BY TIME OF DAY**

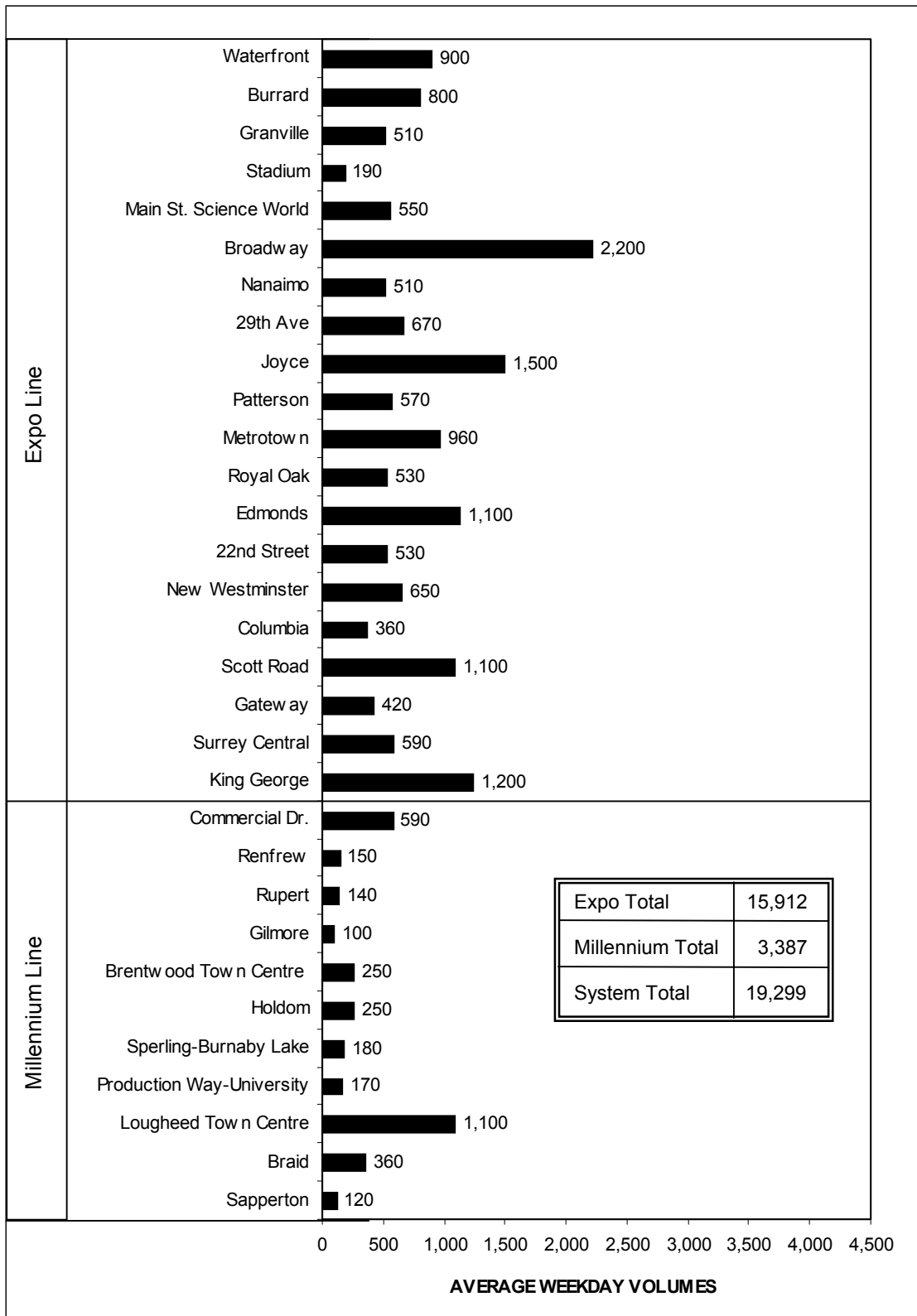


2.4 Summary of Peak Hour Ridership

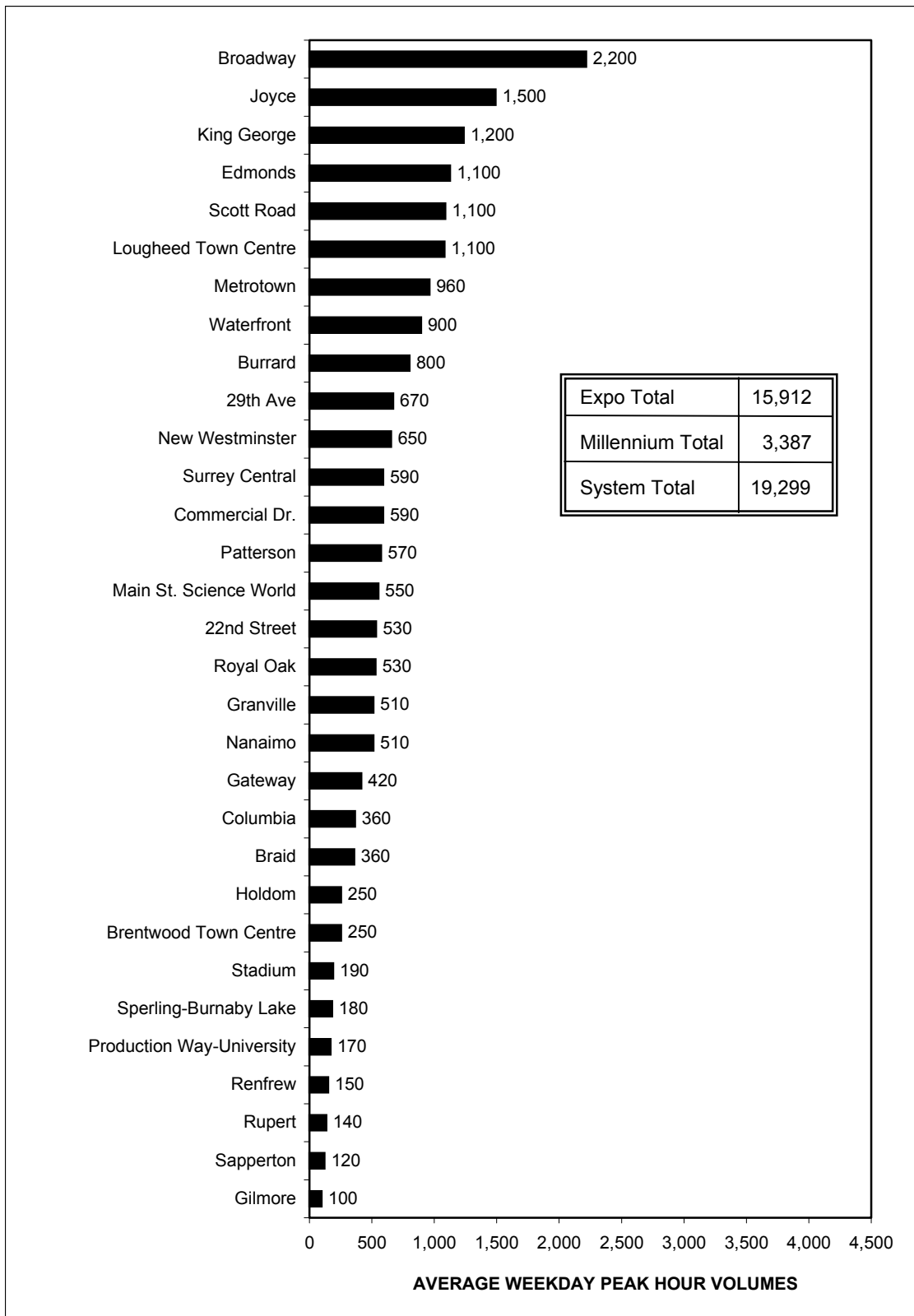
FIGURE 8 and 9 summarize the weekday morning peak hour average boardings by station. The station with the highest weekday average volume was 2,216 (Broadway Station).

FIGURE 10 to 11 summarize the weekday afternoon peak hour average boardings by station. The station with the highest weekday average volume was 3,673 (Burrard Station).

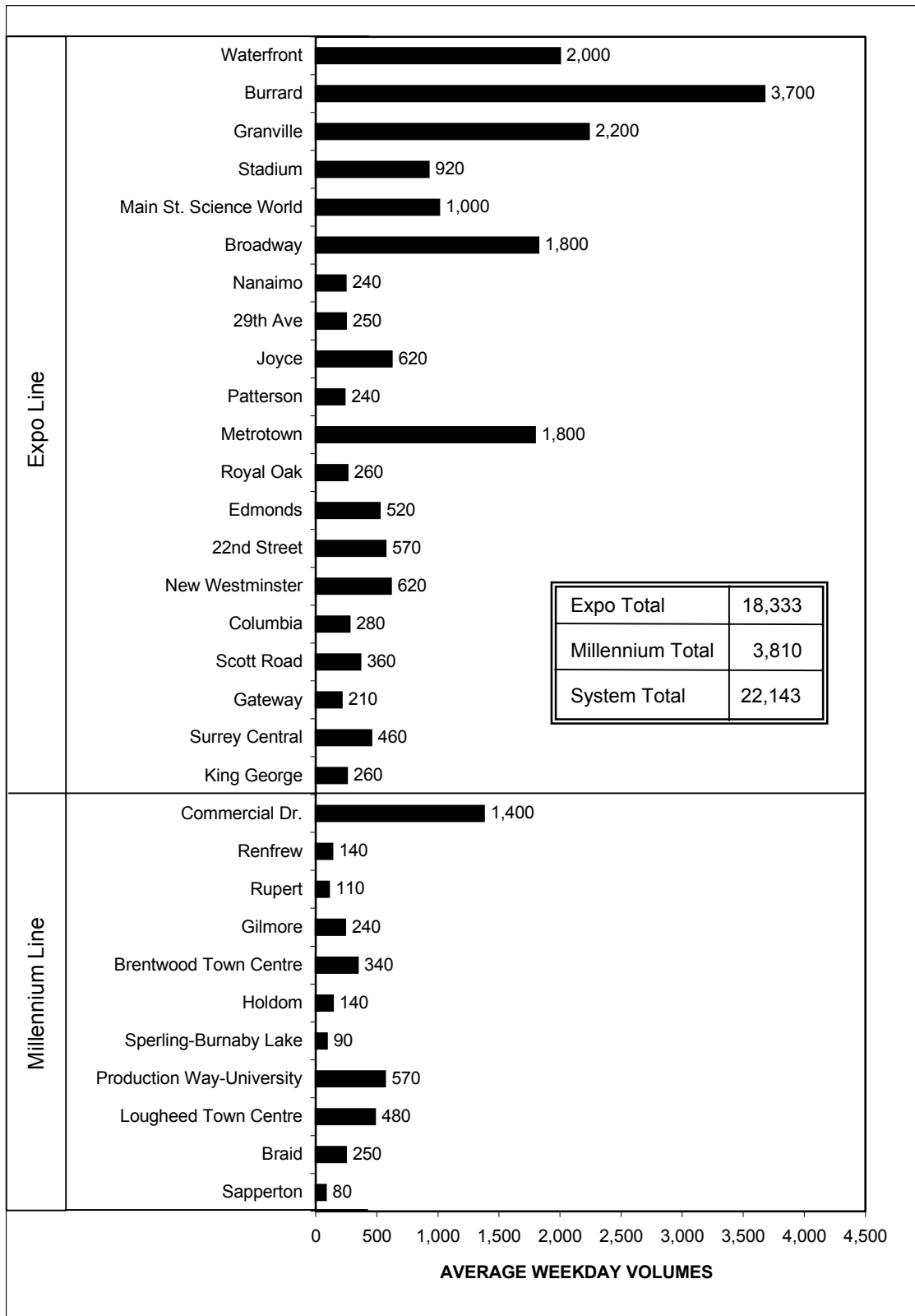
**FIGURE 8
AVERAGE BOARDINGS BY SKYTRAIN STATION
WEEKDAY MORNING PEAK HOUR (07:30 - 08:30)**



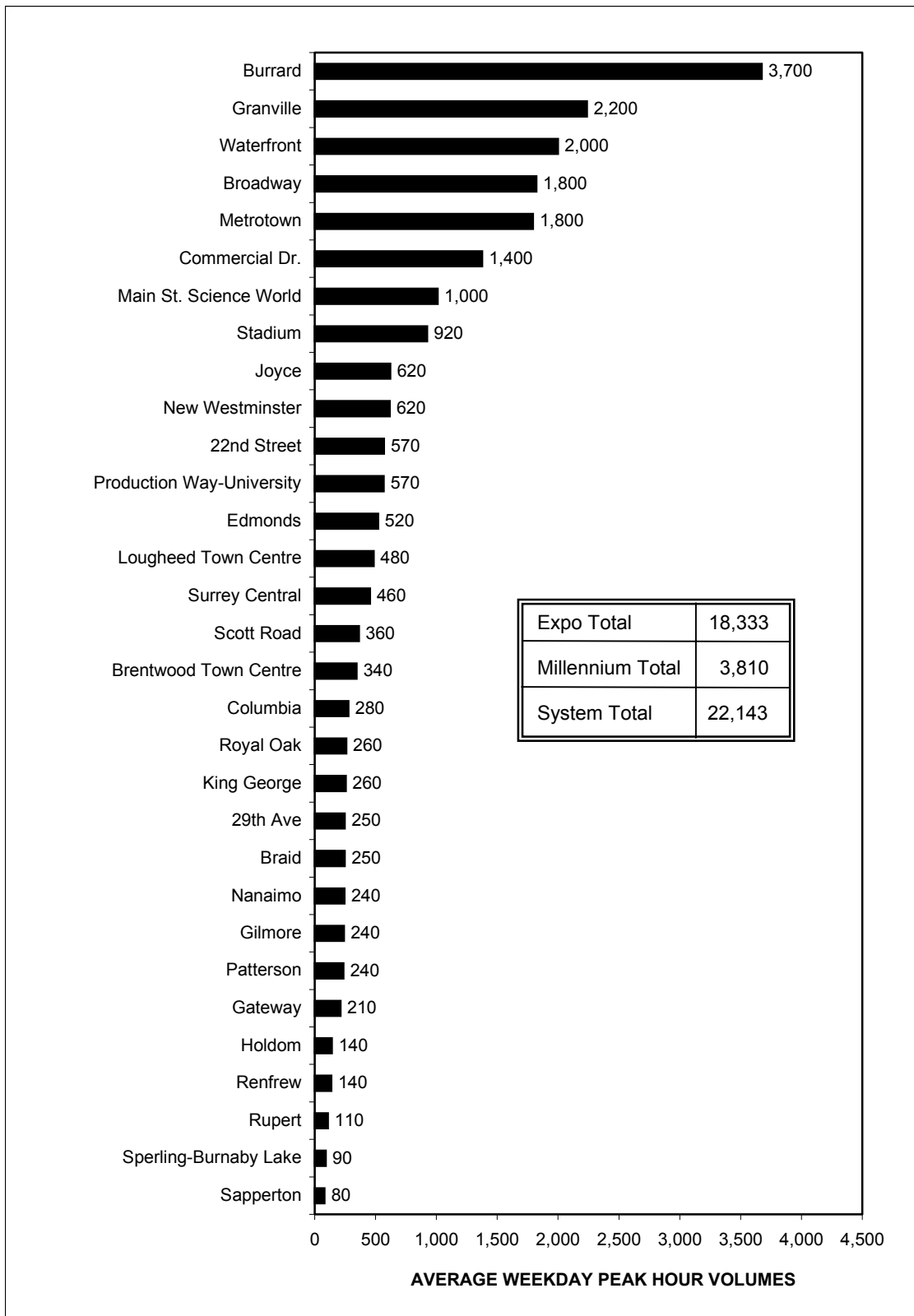
**FIGURE 9
AVERAGE STATION BOARDINGS BY RANKING
WEEKDAY MORNING PEAK HOUR (07:30 – 08:30)**



**FIGURE 10
AVERAGE BOARDINGS BY SKYTRAIN STATION
WEEKDAY AFTERNOON PEAK HOUR (16:30 – 17:30)**



**FIGURE 11
AVERAGE STATION BOARDINGS BY RANKING
WEEKDAY AFTERNOON PEAK HOUR (16:30 – 17:30)**



**FIGURE 12
AVERAGE WEEKDAYS PEAK HOUR STATION BOARDINGS**

