

Better Environmentally Sound Transportation (BEST)

2018 Annual Report Executive Summary



This report contains information on all of BEST's programs in 2018, compared with previous years.



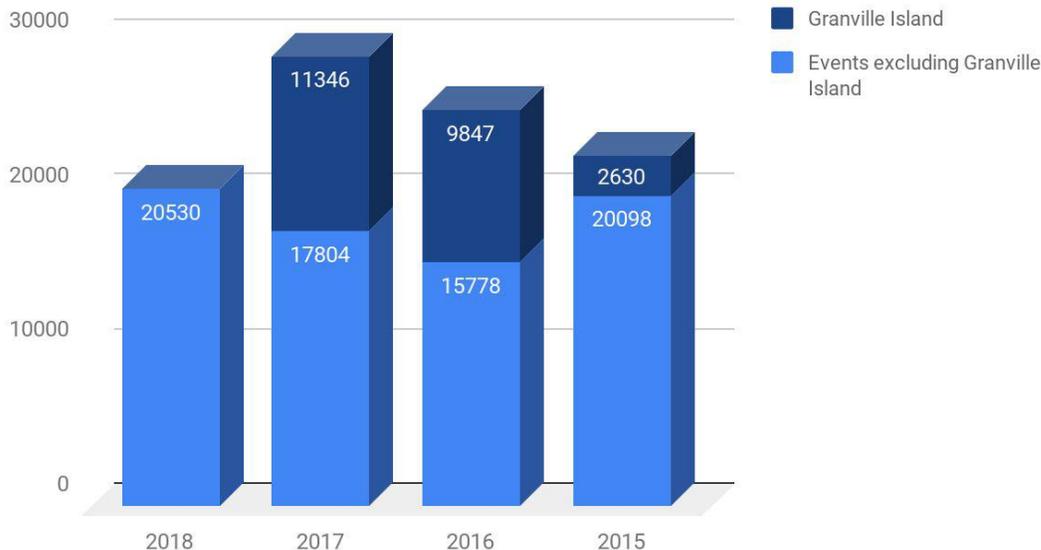
The Bicycle Valet

Number of bicycles parked

2018	2017	2016	2015
20,530* bicycles Parked	29,150 bicycles Parked	25,625 bicycles Parked	22,728 bicycles Parked
0 bicycles Parked at Granville Island	11,346 bicycles Parked at Granville Island	9,847 bicycles Parked at Granville Island	2,630 bicycles Parked at Granville Island
20,530* bicycles without Granville Island	17,804 bicycles without Granville Island	15,778 bicycles without Granville Island	20,098 bicycles without Granville Island

*Estimated figures used for events after November 9th

Bicycles Parked



The Bicycle Valet was active at 187 event days this year parking over 20,500* bicycles in the process. In comparison with 2017 this represents a decrease of roughly 30% in total bicycles parked. However this decrease can largely be accounted for by the loss of our seasonal valet operation at Granville Island. In 2017 we operated a daily valet at Granville Island between June 26th and October 1st spanning 98 days and parking 11,346 bicycles. By comparing 2017 and 2018 figures, and removing Granville Island from the equation, a 13% increase in bicycles parked can be seen. We are hopeful about returning to Granville Island for the summer of 2019 and are confident that our presence there would continue to contribute to the upwards growth of The Bicycle Valet and bicycle safety on the island.

Successful New Events

Event	Total bicycles Parked	Daily Breakdown
Port Coquitlam Grand Prix	283	283
Carnaval Del Sol	863	285/578
TD Vancouver International Jazz Festival	866	189/188/202/287
Skookum	3000	839/1742/419

This year saw several new, highly successful events using The Bicycle Valet for the first time. The Port Coquitlam Grand Prix brought together racers and spectators alike, with the valet parking 283 bicycles during and after the races. After much anticipation, Carnaval Del Sol joined the ranks of Bicycle Valet events, with 863 cyclists riding out over the course of a beautiful weekend. After several years we were finally able to secure the Vancouver International Jazz Festival for 2018. Spread across two weekends, and two locations, we parked 866 bicycles! Finally, Skookum Music Festival, held in Stanley Park, was by far our best utilized event of the year. Spreading over three days the valet oversaw 3000 bicycles come and go, including 1742 on the Saturday - a new single valet record! Our valet at Skookum resulted in incredible cycling mode share numbers with 7.5% of festival attendees cycling to the event over the weekend, including 13% on Saturday!

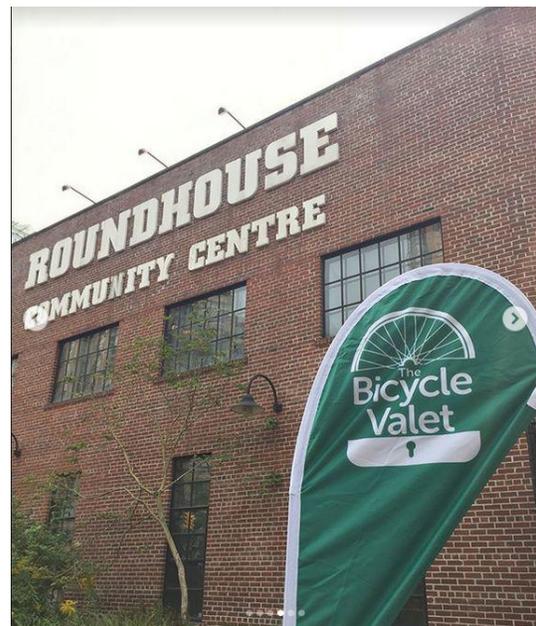
A very good turnout for our first time at Jazz Fest!



Number of event days

2018	2017	2016	2015
69 Unique	83 Unique	79 Unique	74 Unique
19 Additional Event Days	25 Additional Event Days	16 Additional Event Days	20 Additional Event Days
19 Whitecaps	19 Whitecaps	22 Whitecaps	22 Whitecaps
53 Pacific Centre	62 Pacific Centre		
10 BC Lions	10 BC Lions		12 Women's World Cup
8 Summer Cinema	8 Summer Cinema		10 Food Cart Fest
9 VAG Movies	9 Drum is Calling		4 bicycle Cafe
	98 Granville Island	87 Granville Island	32 Granville Island
187 Total	314 Total	204 Total	174 Total

The Bicycle Valet was active at a total of 187 event days this year. This represents a decrease of 127 event days between 2017 and 2018. Similarly to the bicycles parked figures, it is important to take into consideration the loss of the Granville Island valet when examining these numbers. This year's operation was scheduled to take place between May 19th and September 3rd totalling 107 days. This along with an additional 9 days of Pacific Centre valet operation in 2017 results in a disparity of 116 event days which if added to the 2018 total would bring the number up to 303. Although this still falls short of 2017 figures by 11 days it's important to note 2018's increased bicycles per event average. Excluding Granville Island, during an average event in 2017 we would park 82.4 bicycles, while in 2018 this figure rises to 109.8*. Even including Granville Island statistics in this calculation 2017's average number of bicycles parked per event only reaches 92.8, displaying a clear increase in event usage in 2018.



Views

2018	2017	2016	2015
	Granville Island - 2,920,000	Granville Island - 2,610,000	Granville Island - 800,000
	Canada Day at Canada Place - 1,500,000		
5,402,998*	9,692,390	5,773,000	5,114,305

*Estimated figures used for events after November 6th

The Bicycle Valet garnered over 5.3 million views in 2018 displaying a 4.3 million reduction in comparison to 2017 and a 400,000 decrease from 2016 figures. 2017 was somewhat of an anomaly largely due to an increase of events and traffic during the Canada 150 celebrations. An example of this is Canada Day at Canada Place. Spreading across two days in a highly visible location this event was viewed by approximately 1.5 million people and did not repeat in 2018. Furthermore our daily valet at Granville Island was a sizable loss in valet views. In it's highly visible location in the ever-busy tourist destination, it reached a view count of almost 3 million, representing 30% of 2017's total valet views.



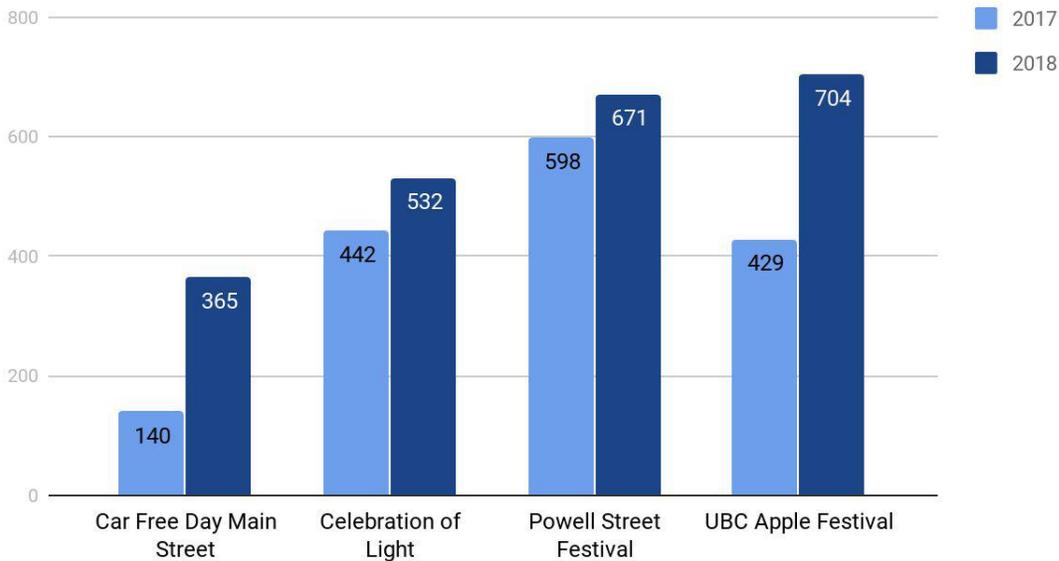
New tents!

Successful Recurring Events

Event	2017	2018
Car Free Day Main Street	140	365
Celebration of Light	442	532
Powell Street Festival	598	671
UBC Apple Festival	429	704

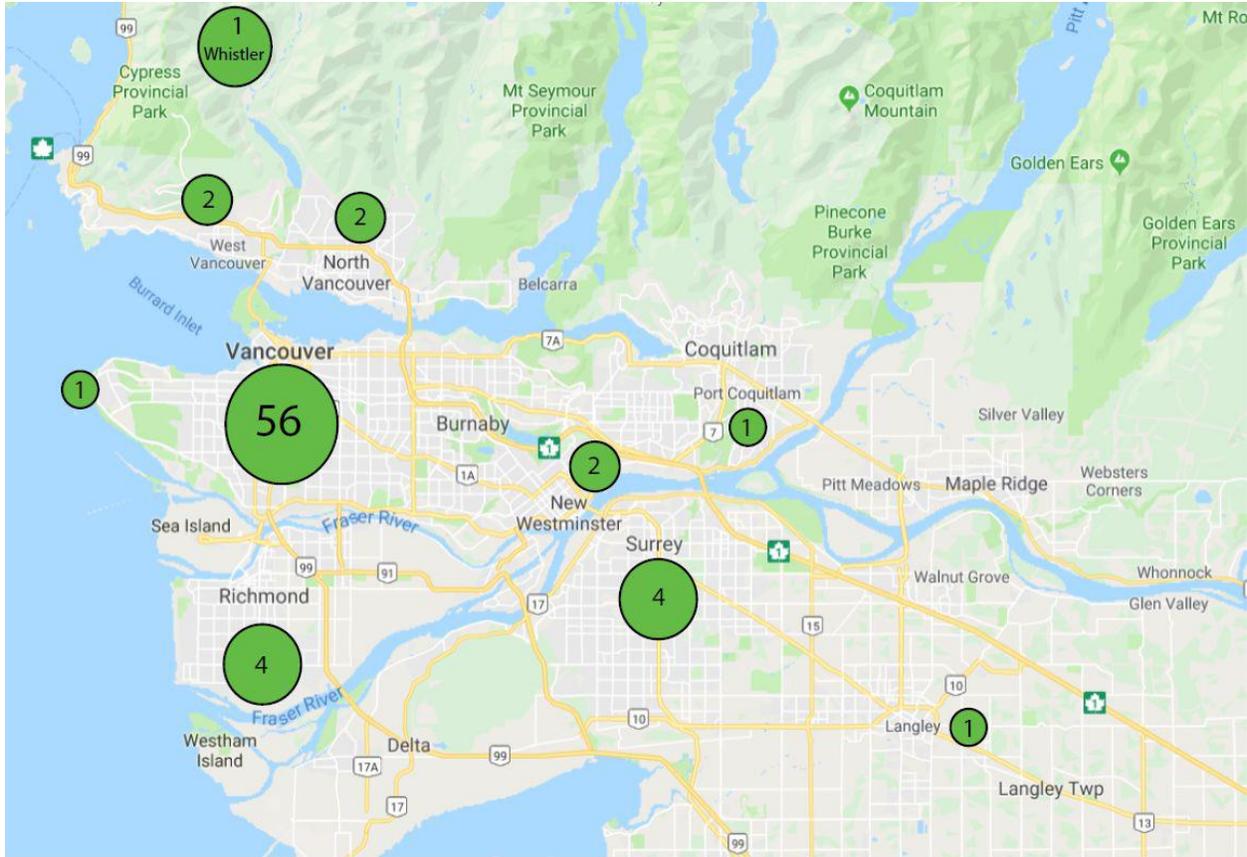
2018 saw an increase in usage at several of our already popular events. Main Street Car Free Day saw an increase of bicycle parked by 160%, Celebration of Light's usage increased 20%, Powell Street Festival saw 12% more cyclists utilize our service, while Apple Fest grew by 64%.

Bicycles Parked



Total Number of Events by Municipality

It is both an goal of The Bicycle Valet to encourage cycling not only in the City of Vancouver, but also in the surrounding municipalities. Out of the 74 separate events that The Bicycle Valet was at this year, 18, or 24%, of them were located outside of Vancouver. While it's clear that Vancouver has a higher concentration of events, more developed cycling infrastructure, and a large cycling population, it's impressive to see such a large percentage of events occurring in other municipalities. We are excited to see this number grow in future years.



Testimonials

“Experience was great. I'm glad I could be environmentally friendly and have fun at the same time.”

“Please never discontinue the Bicycle Valet service! My partner and I look forward to the summer when the valet is available as we love cycling around the city and feel endlessly more comfortable leaving our bikes with the valet versus locking them up unattended. The attendants are always quick, efficient, and friendly. We cannot thank you or rave about the service enough.”

“I try to always ride my bike downtown. Bicycle Valet gives me peace of mind: when I park my bike, I don't have to worry about damage or theft. This makes it easier for me to enjoy whatever event I am attending.”

Project 529

Continuing our partnership with Project 529 in 2018, we registered 327 bicycles at various event days throughout the year. In comparison with previous years this figure seems low, however it's important to note that previously a vast majority of our registrations were done at our seasonal valet on Granville Island. In 2016 we registered 1347 bicycles total, with only 40 being registered at events outside of the Granville Island valet. 2017 had 939 registrations with 0 at other events. As is the theme throughout this report, the loss of Granville Island this year has had negative impacts on our total numbers, however we have grown our registration count vastly at events outside of Granville Island.



Commuter Challenge



Summary of Results

British Columbia

	2018	2017	2016	2015
Unique Workplaces	332	304	186	177

Total Workplaces	528	561	317	389
Registrants	3,256	4,160	3,487	4,172
Participants	2,565	3,459	2,819	3,396
Total Kilometres	267,880	339,809	297,379	342,959

Canada

	2018	2017	2016	2015
Total Workplaces	1,514	1,674	1,397	1,601
Registrants	17,537	19,982	19,427	23,981
Participants	14,798	17,068	16,554	20,298
Total Kilometres	1,555,291	1,621,646	1,624,580	2,018,898

Living Streets

Living Streets is a community-based pedestrian engagement program consisting of educational workshops on sustainable transportation, walking audits, and mapping the audits for stakeholders to improve the built environment.



Highlights:

- 10 presentations were completed resulting in 54 street audits in small groups
- Over 150 participants were involved in the Living Streets program in 2018
- 102 data points were recorded during street audits and then mapped by BEST staff and volunteers
- 1 audit with Dunbar Residents Association
- 2 with Mount Pleasant Neighbourhood House
- 1 with Point Grey Community Centre
- 1 with Frog Hollow Neighbourhood House
- Collaborated with SFU Gerontology to train seniors organizations and volunteers to use Stakeholders Walkability/Wheelability Audit in Neighbourhoods (SWAN) tool

Beyond 2018: how to use data and community mapping as pedestrian and accessibility advocacy tool

STAR/Seniors on the Move:



Transit Training Level 1 at Collingwood Neighbourhood House

Programming highlights:

- Transit training
 - Multiple levels- most uptake for advanced (level 2 or 3)- trip planning
 - Best results when ask people to bring their own device (about 50% doing this)
 - Lots have compass cards (not at events though) but learning how to register them at sessions
 - Most popular topics for further training are trip planning, travel safety and tips
 - Building a list of seniors interested in training others
 - Most felt comfortable after session 2 on helping friends
- Driver cessation workshop in North Vancouver with ICBC, RCMP, TransLink and HandyDART
- Continued quarterly Seniors Advisory Committee meetings
- Completed Driver Cessation Brochure
- Currently working on evaluation
- Hoping to continue project beyond mid 2019.

Seniors Transportation Hotline and Hub Project

Seniors on the Move (SOTM), a project of Allies in Aging, is spearheading the Seniors' Transportation Hotline and Hub. The seniors transportation hotline idea was suggested by members of the Seniors Advisory Committee (with the help of the SFU students) in the fall of 2016. A Seniors Transportation Hub was also suggested for seniors-serving agencies in Metro Vancouver to be better connected and collaborating around this need. The intended goal is to demonstrate that the effects on seniors' social isolation is reduced by better coordinated services, through the realization of a regional seniors transportation network "hub" for Metro Vancouver. The Hotline and Hub portion of the Seniors on the Move project has been made possible through funding provided by ICBC, TransLink, and Vancouver Coastal Health.

Hotline Launch during BC Seniors Week:



Monday, June 4th 8:30a.m. - Media Launch @ Burnaby Community Resource Centre

11 agencies represented, 5 media representatives, 22 SOTM collaborators

Monday, June 4th 1-3:30p.m. - Transit Day @ Lougheed Town Centre Station

4 partner agencies, 100 plus interactions with transit users

Tuesday, June 5th 10a.m. - 2p.m. - Active Transportation day @ Kerrisdale off Arbutus Greenway
9 partner agencies and businesses, 100 plus interactions with public

Wednesday, June 6th a.m. and p.m. - Walkability Audits in neighbourhoods

5 partner agencies, 34 participants

Thursday, June 6th a.m. and p.m. featuring Rideshare/Shuttle/HandyDART

3 partner agencies, 3 participants

Friday, June 7th 10a.m. - 3p.m. Tri-Cities Elder Abuse and Seniors wellness forum

4 partner agencies, 6 presenters/participants, 150-200 members of public

Bc211 - Metro Vancouver Seniors' (65+) transportation call summary*

From January to September, 115 out of the total 1037 Seniors' calls in Metro Vancouver were transportation related

June - September Metro Vancouver Seniors' transportation call data

June call volume increased by 48%

Averaged 4.2 % of total Metro Vancouver call volume (529 out of 12,629 total)

Five highest call areas: Vancouver, Burnaby, New Westminster, Richmond and Surrey

Translation requests: Cantonese, Mandarin, Farsi, French and Korean

Total referrals 174: HandyDART (10), TransLink (20), and other transportation services (144 - mostly Better at Home for volunteer driver programs)

Feedback received from bc211 to date includes:

"The collaboration has really been a positive one from the Resource team perspective." With specific positives mentioned as:

- *We deepened our knowledge about the issues around transportation for seniors*
- *We learned about important resources that were missing from the bc211 database, and added them*
- *We enhanced our data collection for this service area, and therefore are now able to maintain more detailed resource listings that support I&R as well as the public and service providers using the website directory.*

BEST is continuing to connect and work together with bc211 to fine tune the reporting needs and service provisions for seniors' needs for transportation information and access.

Hub project

Work is presently underway in preparation for launching the new STAR website at the end of November with updated seniors transportation related information and resources. Also, the FAQs originally prepared as an internal document for bc211 training purposes will be revised as a resource for partner agency staff and adapted into a simplified pocket booklet for seniors in January. Contents of the FAQs can be introduced in a workshop for our partner agencies, and can also be shared with others as a Seniors on the Move / Allies in Aging resource.



Seniors Transportation
Access and Resources

DRIVER TRANSITIONING AGENCY SUPPORT

TRANSPORTATION OPTIONS FOR SENIORS

OUR MISSION

To activate better transportation options
for seniors, through initiatives,
collaboration and leadership.

METRO VANCOUVER

BRITISH COLUMBIA

NEED HELP GETTING AROUND METRO VANCOUVER?

Call **211**

STAR's recent resource updates and [hotline project](#) have been made possible by the support of ICBC, Vancouver Coastal Health, TransLink and funded in part by the Government of Canada's New Horizons for

New STAR website preview

Parkbus:



- 2500 passengers to Joffre, Garibaldi, Shannon Falls, Alice Lake, Chief, Cypress (84 trips)
- Launched free shuttle to Golden Ears with support from MEC and TD
- Developing volunteer base
- Introduced Active Days- group trips
- Will continue to expand destinations as we can with partners and also introduce new programming, particularly for New Canadians
- Also looking at developing registration/transportation demand management system for parks and potentially other tourist destinations

WalkSide:

- Received 30k from City of Vancouver

- 38% of City of Vancouver mapped
- discussed the project and potential collaboration with other organizations, including BC Cycling Coalition, United Way of the Lower Mainland, SFU Gerontology, the City of Surrey, Real Estate Foundation
- applied for funding from Disability Alliance of BC, Liveable Cities Challenge (placed 4th out of 350), Canada Accessibility Fund, Vancouver Foundation, Telus, Vancity. Waiting for additional funding to be able to develop project on a full time basis.
- launched website to be more visually appealing

