



# C·V·R·D

## TRANSIT COMMITTEE

WEDNESDAY, JUNE 22, 2011

**1:30 P.M.**

CVRD BOARD ROOM, 175 INGRAM STREET

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### AGENDA

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4. <b><u>CORRESPONDENCE:</u></b>	
C1 From: Larry Miller	6 -7
Re: Transit for Special Woodstock Festival – August 21, 2011	
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8. <b><u>CLOSED SESSION:</u></b> .	
9. <b><u>ADJOURNMENT:</u></b>	

The next meeting of the Transit Committee will be held August 3, 2011 @ 3:30 p.m.

**DISTRIBUTION:**

**Transit Committee**

Director Seymour, Chair  
Director Morrison, Vice-Chair  
Director Cossey  
Director Duncan  
Director Giles  
Director Harrison

Director Haywood  
Director L. Iannidinaro  
Director P. Kent  
Director K. Kuhn  
Director T. McGonigle

**CVRD**

Warren Jones, CAO  
Jim Wakeham, Manager, Facility Management, Fleet and Transit  
Mark Kueber, General Manager, Corporate Services  
Brian Dennison, General Manager, Engineering and Environment

**Transit Representatives**

Myrna Moore, Regional Transit Manager, BC Transit  
Bob Allen, FirstCanada ULC  
Colin Oakes, FirstCanada ULC  
Georg Stratemeyer, Volunteer Cowichan  
Carol Blatchford, Cowichan Lake Commuter Service

# M1

Minutes of the regular meeting of the Transit Services Committee held in the CVRD Boardroom, 175 Ingram Street, Duncan, on February 23, 2011 at 1:30 p.m.

**PRESENT:** Director Seymour, Chair  
Director Morrison, Vice-Chair  
Directors Duncan, Giles. Harrison, Haywood (2:44 p.m.),  
Iannidinardo, Kent, Kuhn, McGonigle

**ABSENT:** Director Cossey

**ALSO PRESENT:** Warren Jones, CAO, CVRD  
Jim Wakeham, Manager, Facilities, Transit & Fleet  
B. Dennison, P. Eng., General Manager, E & E  
Mark Kueber, General Manager, Corporate Services  
Sharon Moss, Manager, Financial Services  
Steve Hurcombe, Budget Coordinator, Financial Services  
Joanne Bath, Recording Secretary

## **APPROVAL OF AGENDA**

NB1 – Commuter Service was added under New Business.

**It was moved and seconded that the agenda be approved as amended.**

**MOTION CARRIED**

## **ADOPTION OF MINUTES**

**It was moved and seconded that the minutes of the October 13, 2010 regular Transit Services Committee meeting be adopted.**

**MOTION CARRIED**

## **BUSINESS ARISING OUT OF MINUTES**

### **BA1**

City of Duncan Age-friendly Seniors Safety Project Report was provided in agenda package.

The Director for City of Duncan asked the Committee to consider inviting the report's author to the next Committee meeting to speak to some of the report's recommendations.

**It was moved and seconded that Staff forward a copy of the City of Duncan Age-Friendly Seniors Safety Project report to BC Transit to take into account when they develop the CVRD 25 year transit plan.**

**MOTION CARRIED**

## **CORRESPONDENCE**

No correspondence

**REPORTS**

**R1** A report was provided regarding 2010 ridership information at each commuter stop.

**FOR INFORMATION**

**R2** A staff report was considered regarding expansion of the Transit Service in March 2011.

The Director for Electoral Area C expressed her concern regarding elimination of Route No. 14 from Cobble Hill Village to Mill Bay.

The Director for Electoral Area A expressed his concern regarding the discontinuing of the 6:54pm trip on route 12 and 4:15 pm trip on route 15.

**It was moved and seconded that the Transit Committee approve BC Transit's recommendations for route expansions, deletions and changes as presented in their February 2, 2011 report totalling 2,000 hours to commence approximately May 1, 2011; and further that the CVRD Chair and Corporate Secretary be authorized to sign the corresponding amended annual operating agreements.**

**MOTION CARRIED**

**R3** The 2011 Budgets for Functions 106 and 107 were presented.

A staff report was considered requesting a full time staff position for Transit.

**It was moved and seconded that the Transit Committee approve the hiring of a full time Transit Analyst position to commence approximately July 1, 2011 at an annual cost of \$80,000.**

**MOTION CARRIED**

**It was moved and seconded that \$40,000 be included in the 2011 transit budgets and allocated accordingly between Functions 106 and 107, to support the new position.**

**MOTION CARRIED**

**It was moved and seconded that the Function 106 - Malahat Commuter draft budget be approved as amended to incorporate a staff position and a contingency.**

**MOTION CARRIED**

**It was moved and seconded that the Function 107 - Regular Transit draft budget be approved as amended to incorporate the staff**

**position and contingency of \$55,000 for future service expansion.**

**MOTION CARRIED**

**It was moved and seconded that the requisition in Function 106 be increased to include \$25,143 in contingency.**

**MOTION CARRIED**

**INFORMATION**

**IN1 CVRD 25-year Transit Plan FOR INFORMATION**

**IN2 Bus Shelter Project Update FOR INFORMATION**

Staff advised that various amenities (e.g. garbage cans and posted schedules) are being looked at for the bus shelters.

**NEW BUSINESS**

**NB1 Commuter Service**

The Director for Electoral Area C asked why the reservation system was not still being used. Regular riders are getting frustrated at being displaced for residents opting to use the commuter service instead of Greyhound for a day's shopping due to the difference in fares from \$21 to \$7. The Director asked that the reservation system be put back in place to guarantee regular riders a seat.

Staff will speak to BC Transit regarding the demand being higher than supply on certain trips and report back to the Committee with possible options to resolve the issue.

**ADJOURNMENT**

**It was moved and seconded that the meeting be adjourned.**

**MOTION CARRIED**

The meeting adjourned at 3:35 p.m.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Recording Secretary

Dated: \_\_\_\_\_

**From:** Jim Wakeham  
**Sent:** Tuesday, June 07, 2011 10:49 AM  
**To:** Joanne Bath  
**Subject:** Special Woodstock transit service request

April 28, 2011

To:

Jim Wakeham  
Joanne Bath  
CVRD  
BC Transit and First Bus Canada

Thank you again for your help in providing transportation to last summer's Special Woodstock Festival at Providence Farm.

I am following up on our request of February 7 for something similar this summer (August 21, 2011).

As I believe you know, the festival is open free of charge to the general public. Donations are accepted but not required. Lions Clubs and many charities and businesses give time, money and products to help this family-friendly, community-building, FUN event come off each year.

As mentioned above, our committee would welcome continuation of local transit support. We would like to coordinate our efforts with Cowichan Valley Regional Transit and HandyDART to facilitate enabling people who do not have their own vehicles or access to drivers to attend Special Woodstock this year. We envision one loop route from Duncan to Mill Bay, Shawnigan Lake, Cobble Hill and Cowichan Bay to Providence Farm in the morning, followed by a shorter loop by the same bus to downtown stops at Village Green Mall, Duncan Train Station, Berkey's, Cowichan Commons, Moose Lodge and back to Providence. A second bus would follow part of the #6 and #4 routes, with stops at Chemainus High School, Chemainus Ferry, Crofton and Maple Bay before arriving at Providence; if timing permits, this bus could also do a downtown loop. The two buses would do drop-offs in the afternoon on the above routes as necessary; it may be possible for one bus to do one afternoon shuttle to downtown and both drop-off runs, depending on passenger volume.

Putting timetables together would, at this point, be premature, but if you are receptive to the above or similar idea, we would like to know. Our website, [www.specialwoodstock.ca](http://www.specialwoodstock.ca), should have a transportation update by the beginning of June. This would help people to determine whether they can connect with the local bus at some point, or whether they need to book ahead for the somewhat limited service provided by HandyDART.

Thank you again for your help in the past, and we would appreciate hearing about the above when you have considered it.

Sincerely,

Larry Miller

Transportation Director  
Special Woodstock Society  
Phone: 250-743-4966  
e-mail: [largmiller@gmail.com](mailto:largmiller@gmail.com)

Sent to: [jbath@cvrd.bc.ca](mailto:jbath@cvrd.bc.ca)  
February 7, 2011

To:  
Jim Wakeham  
Joanne Bath  
CVRD  
BC Transit and First Bus Canada

On behalf of the Special Woodstock Society, I express our appreciation to all involved with providing transportation to and from last summer's festival.

If a similar arrangement could be made for this summer's event, we would greatly appreciate it and do a better job with publicity to increase the number of people utilizing the service. The service would continue to be free of charge to the general public, with the Special Woodstock Society covering the costs unless those are waived as the providers generously did last year.

Another idea would enable residents of Crofton, Chemainus, and possibly Ladysmith to be transported by a second bus. Apparently, some people from those locations who wanted to attend were unable to do so due to lack of transportation.

This year's Special Woodstock festival will be held at our usual location, Providence Farm, on Sunday, August 21, 2011.

Again, we thank you for your help in the past, and any help you can provide this year would be greatly appreciated.

Sincerely,

Larry Miller  
Transportation Director  
Special Woodstock Society

festival info: [specialwoodstock.ca](http://specialwoodstock.ca)  
contact me: [largmiller@gmail.com](mailto:largmiller@gmail.com) or phone 250-743-4966

## **Cowichan Valley Commuter Transit Service Review**

### **June 2011**

#### **1. SUMMARY**

Between 2008 and 2011, the average number of passengers per month has more than doubled on the Cowichan Valley Commuter or "CVC" (**118% increase**). Ridership has increased from a total of 2,727 passengers in October 2008 to a total of 5,890 passengers by March 2011. The first AM and PM Peak trip represents a large portion of this growth, prompting concerns about the immediate capacity of the service. The purpose of this report is to analyze and discuss potential service options to address the challenges associated with rapid growth in ridership and increased demand for peak period service.

The report has three parts. First is a review of the existing system to provide context, followed by a discussion of proposed service options. These include:

1. Current bus allocation and schedule (status quo)
2. Current bus allocation with modified and improved schedule
3. Current bus allocation and schedule plus extra return trip to the Cowichan Valley using additional bus
4. Current schedule with first 66 trip using double-decker bus
5. Current bus allocation and schedule plus extra return trip using spare bus (for discussion purposes only)

The second part identifies fleet considerations for each of these options, while the third part identifies financial costs associated with each option. Reported work start and end times are included as an appendix.



## **2. BACKGROUND**

In 2006, the Cowichan Valley Regional District (CVRD) and the Victoria Regional Transit Commission (VRTC) endorsed undertaking a feasibility study to examine transit service connecting the Cowichan Valley and Victoria. The Malahat Feasibility Study was completed in November 2006. The Province announced funding for the proposed transit service a year later, and the service was subsequently implemented in October 2008. Funding for the Cowichan Valley Commuter Transit System is currently cost-shared between the CVRD, VRTC and BC Transit. The initial focus of the service was to provide transit for working commuters, and not other groups such as students/seniors. Also, there was no consideration given initially for future service growth or fleet expansion.

### **2.1 Service Description**

The service consists of two routes, the 66 Duncan Commuter and the 99 Shawnigan Lake Commuter. The 66 follows Hwy 1 from Village Green Mall in Duncan to Victoria, while the 99 follows local roads in Shawnigan Lake and Cobble Hill before turning onto Hwy 1 at Mill Bay. Both routes share common stops within Greater Victoria and terminate at Government at Superior.

The Cowichan Valley Commuter service is designed for commuters travelling from the Cowichan Valley to work in Victoria. The service is available Monday through Friday except statutory holidays. The 66 has four outbound trips leaving Duncan in the AM Peak and four inbound trips leaving Victoria in the PM Peak. The 99 has two outbound trips in the AM Peak and two inbound trips in the PM Peak.

### 3. CURRENT SERVICE REVIEW

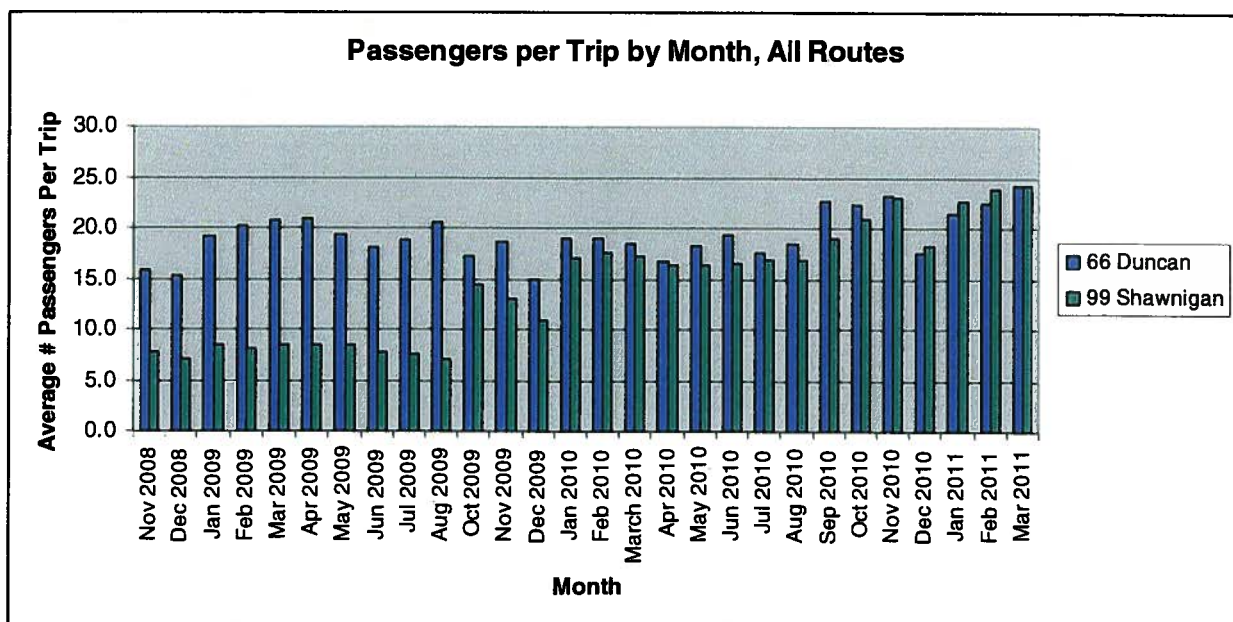
#### 3.1 Ridership

Ridership has increased on both routes since 2008. The service is becoming more and more popular with customers who view it as a cost effective and safe alternative to driving their vehicle. The following table shows the average number of passengers per month for each year, or portion thereof.

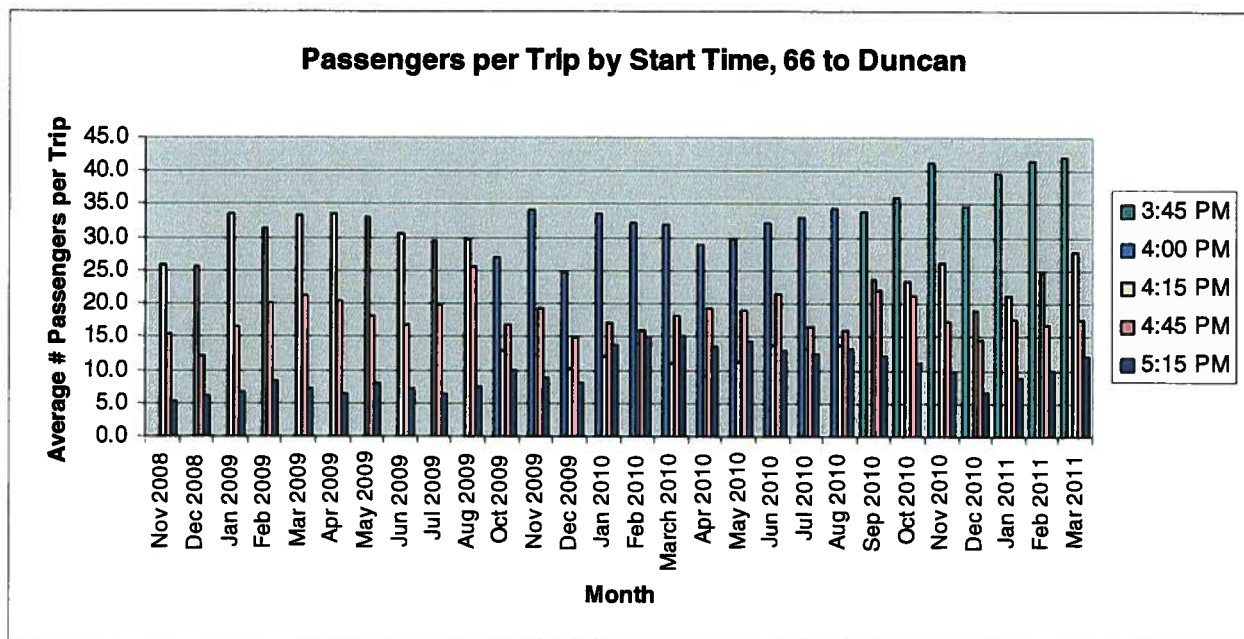
Route	Average Number of Passengers per Month				Growth Rate (Percent Change)		
	2008	2009	2010	2011	2008-2009	2009-2010	2010-2011
66	1,866	2,530	3,155	3,882	36%	25%	23%
99	861	1,011	1,428	2,008	17%	41%	41%
Total	2,727	3,541	4,583	5,890			

#### Average Passengers per Trip by Month

Route 66 has seen a steady increase over time with minor seasonal variations (e.g. lower ridership in December). The following graph would suggest that Route 99 has experienced strong growth. However, it should be noted that the number of trips per day was reduced from 4 trips to 2 trips; thus it follows that there are more passengers per trip, given fewer trips. With this change since January 2010, the amount of passengers on both routes are virtually the same.



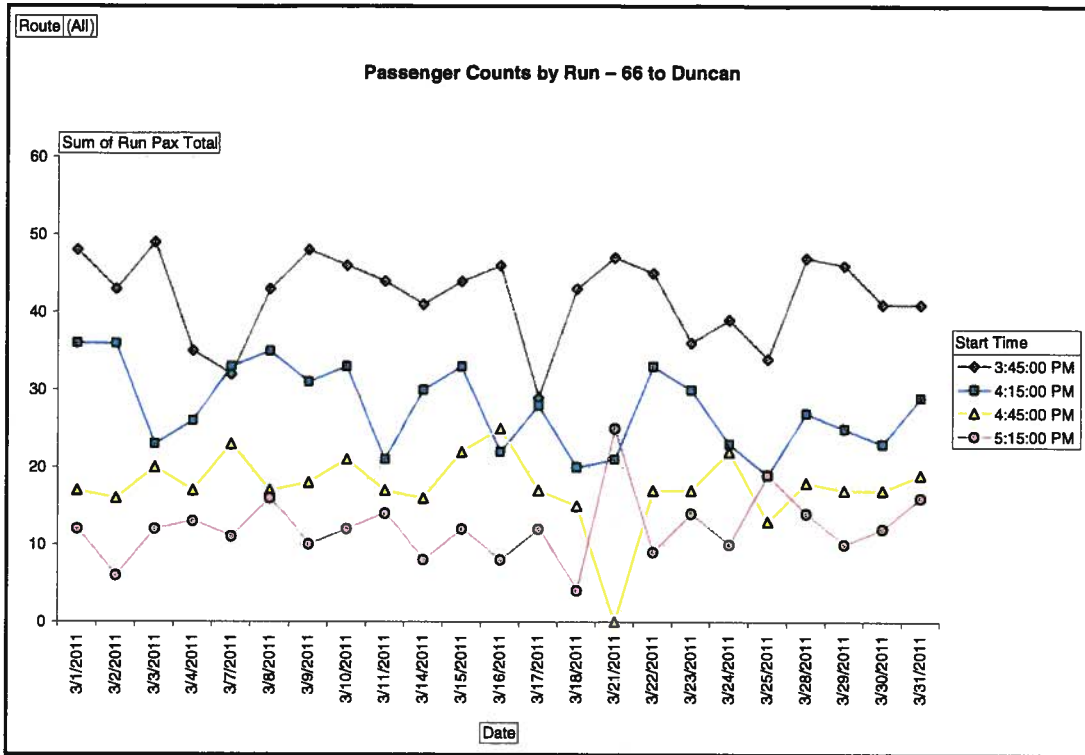
It is also worth noting that the number of passengers per trip varies by start time. The following table, which shows the average number of passengers for each trip time, illustrates the demand for return trips between 3:45 pm and 4:00 pm. For instance, the number of passengers on the 4:15 pm trip drops from 30 to less than 15 passengers when a 4:00 pm trip is introduced in October 2009. Meanwhile, the 5:15 pm trip has the lowest with only 5 to 15 passengers per trip throughout the history of the service.



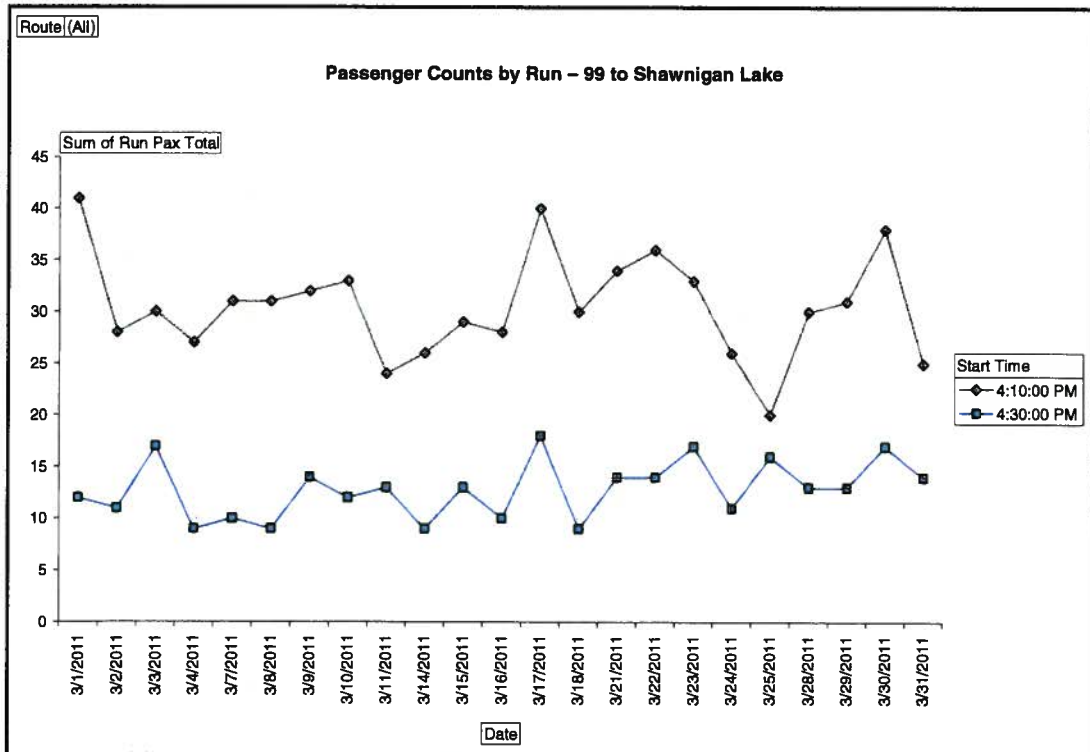
- **The schedule was adjusted in September 2010 – the 4:00 pm trip was modified to depart earlier at 3:45 based on passenger demand and due to View Royal construction.**

**Average Passengers per Trip by Month**

Recent passenger counts (March 1-31, 2011) confirm a strong preference for earlier return trips. The 3:45 pm return trip to Duncan has an average of 42 passengers but carries as many as 49 people, including standees. The number of passengers per trip decreases with time. The last trip of the day has the lowest ridership with an average of only 12 passengers per trip, as shown below.



Route 99 also has more riders on the earlier trip (4:10 pm) compared to the later trip (4:30 pm).



### 3.2 Bus Stop Activity

For the 66 Duncan to Victoria, the majority of riders board at four stops:

- Valleyview (29%); Frayne Park & Ride (28%);
- Central and Cowichan / Duncan Exchange (15%); and
- Hwy 1 at Koksilah Rd (15%).
- Others total (13%)

It is worth noting that Valleyview serves as a formal Park & Ride, hence the higher number of boardings. Valleyview is also a transfer point for both conventional and commuter service. CVC passengers can connect to the 10 South Cowichan Connector, 12 Shawnigan Lake and 15 Mill Bay during the PM Peak period. (Note: Currently, AM Peak service on these conventional routes does not connect with morning CVC trips – service would need to commence well before 7 am, requiring additional service hours). Within the CRD, 88% of passengers alight somewhere on the Douglas Street corridor with the two main stops being Douglas at Fort (23%) and Douglas at Centennial (22%).

### 3.3 Online Survey (March/April 2011)

The purpose of the survey was to mainly collect work start and end times, in response to reports of overcrowding on certain trips, and to allow riders to voice their thoughts on the overall service. Additional questions touched on place of residence, use of Park & Rides and level of satisfaction. 107 people responded to the Cowichan Valley Commuter survey between March 18 and April 5, 2011, most of whom were existing riders. Of those who responded, almost half said that they commute from Duncan and surrounding areas while the other half reported that they live in Cobble Hill, Shawnigan Lake or Mill Bay.

Place of Residence	Response Count	Response Percent
Chemainus	2	1.9%
<b>Cobble Hill (East of Hwy 1)</b>	<b>11</b>	<b>10.5%</b>
<b>Cobble Hill (West of Hwy 1)</b>	<b>12</b>	<b>11.4%</b>
Cowichan Bay	6	5.7%
Cowichan Station / Sahtlam / Glenora	2	1.9%
Crofton	2	1.9%
<b>Duncan</b>	<b>21</b>	<b>20%</b>
Ladysmith	3	2.9%
Lake Cowichan/ Youbou / Honeymoon Bay	8	7.6%
Maple Bay	9	8.6%
<b>Mill Bay</b>	<b>14</b>	<b>13.3%</b>
<b>Shawnigan Lake</b>	<b>13</b>	<b>12.4%</b>
Other	2	1.9%

Overall, respondents reported a high level of satisfaction with the Cowichan Commuter service. Two-thirds of respondents indicated that the service was either “very good” or “excellent”, 25% rated the service as “average” and only 7% rated the service as “poor or very poor”. Many people commented on the drivers’ professionalism and positive demeanour (e.g. “I think this is a great service for the Cowichan Valley – cost effective, safe for the users and less vehicles on the road. The bus drivers are excellent drivers, knowledgeable and very personable.”)

### ***Changes to the Service Suggested by the Public in the Survey***

1. Maintain existing service to retain riders’ confidence in the service. Limit frequency of changes to the schedule when possible.
2. Add additional PM Peak trips between 3:30 pm and 4:15 pm to deal with overcrowding.
3. Consider adding a later AM Peak trip to Victoria and corresponding PM Peak trip to Duncan to accommodate those who start work later (e.g. 8:30 am start time).
4. Review schedule and consider reducing return trip wait times at Millstream. Several people commented that the bus typically sits at Millstream for at least five minutes before continuing on to Duncan.
5. Consider re-instating Hutchinson Rd stop. A number of respondents commented that they used to walk to Hutchinson to catch the bus or make use of the parking lot adjacent to the stop.
6. Replace old bus with a more comfortable model to improve customer experience and address riders’ negative perceptions regarding safety (i.e. concerns about standees).
7. Work towards improving customer amenities at Park & Rides such as bus shelters, adequate lighting and bike racks.

#### 4. SYSTEM PROPOSALS

##### 4.1 Current Bus Allocation and Schedule (Status Quo)

Under this option, the CVC would continue to operate at the current level of service using existing fleet. No changes would be made to the schedule unless there was sufficient evidence. An onboard survey could be used to determine the level of support for moving the 4:10 pm Route 99 trip to 4:00 pm or earlier. Pushing up first 99 pm return trip would help alleviate pressure on the first 66 pm return trip by accommodating those who only want to travel as far as Frayne Rd. (Both the 66 and 99 stop at Frayne). Automated Passenger Count (APC) data indicates that about a third of 99 Shawnigan Lake passengers disembark at Frayne. Likewise, 42% of survey respondents said they parked at Frayne Rd.

Pros	Cons
<ul style="list-style-type: none"> <li>• Cost-neutral: Does not require additional service hours or bus.</li> <li>• Customers only have to wait 15-20 minutes for next return bus to Frayne Rd. About half (44%) of all CVC passengers disembark at this stop.</li> <li>• Does not inconvenience those who are satisfied with current schedule.</li> </ul>	<ul style="list-style-type: none"> <li>• Does not provide a long-term solution to address overloads on the first Route 66 PM return trip. Even if the first 99 left at an earlier time, it would likely reach capacity within a year given the current rate of growth.</li> <li>• Inefficient use of resources: Last trip of the day carries only about 11% of total passengers or an average of 10 passengers per trip (September 2009 - March 2011 data)</li> </ul>

##### 4.2 Current Bus Allocation with Modified/Improved Schedule

This option has the same number of trips per day and would use the same number of vehicles. However the schedule would be modified so as to respond to current ridership patterns and work start/end times. The following table compares the current schedule vs work start/end times, as reported by riders via online survey.

Current Schedule Versus Reported Work Start and End Times		
Route	Arrive in Victoria	Reported Start Times
66	7:00 AM	<ul style="list-style-type: none"> <li>• <b>Duncan and Surrounding Areas (66):</b> Generally between 7:00 and 8:00 am, with 7:30 am being the most popular response</li> </ul>
99	7:15 AM	
66	7:30 AM	<ul style="list-style-type: none"> <li>• <b>Mill Bay / Cobble Hill (66 or 99):</b> Generally between 7:00 and 8:00 am, with 7:30 am being the most popular response.</li> </ul>
66	7:45 AM	
66	8:00 AM	<ul style="list-style-type: none"> <li>• <b>Shawnigan Lake (99):</b> Between 7:15 and 8:15 am.</li> </ul>
99	8:15 AM	

<i>Route</i>	<i>Depart in Victoria</i>	<i>Reported End Times</i>
<b>66</b>	3:45 PM	<ul style="list-style-type: none"> <li>• <b>Duncan and Surrounding Areas (66):</b> Mostly between 3:30 and 4:00 pm, as well as at 5:00 pm.</li> <li>• <b>Mill Bay / Cobble Hill (66 or 99):</b> Between 3:45 and 5:00 pm, especially at 4:45 and 4:00 pm.</li> <li>• <b>Shawnigan Lake (99):</b> Between 3:30 and 4:15 pm.</li> </ul>
<b>99</b>	4:10 PM	
<b>66</b>	4:15 PM	
<b>99</b>	4:30 PM	
<b>66</b>	4:45 PM	
<b>66</b>	5:15 PM	

For this option, the proposed schedule was built around end times since overloads are mainly an issue on PM return trips to Cowichan Valley. Of those living in Duncan and surrounding areas, more than half of the survey respondents indicated that they finish work between 3:30 and 4:00 pm. The proposed schedule would provide an extra Route 66 trip during this period – i.e. 2 trips instead of 1. The 4:45 pm 66 trip is pushed up to 4:30 pm to meet the demand for earlier trips. The last 66 trip of the day is still at 5:15 pm (same as the current schedule) accommodating those who work later. Note that the last 99 trip is at 4:15 instead of 4:30 pm.

	<b>Proposed Schedule To Greater Victoria</b>		<b>Proposed Schedule To Cowichan Valley</b>	
	<i>Depart</i>	<i>Arrive</i>	<i>Depart</i>	<i>Arrive</i>
<b>66 Duncan (90 mins)</b>	5:30 AM	7:00 AM	3:30 PM	5:00 PM
	6:00 AM	7:30 AM	4:00 PM	5:30 PM
	6:30 AM	8:00 AM	4:30 PM	6:00 PM
	7:00 AM	8:30 AM	5:15 PM	6:45 PM
<b>99 Shawnigan Lake (125 mins)</b>	5:50 AM	7:15 AM	3:45 PM	5:10 PM
	6:40 AM	8:15 AM	4:15 PM	5:40 PM

The proposed schedule has minimal impact on the AM Peak schedule to Victoria. The 99 schedule is the same. The first two 66 AM trips are also the same, while the second two trips are pushed back by 15 minutes to create 30 minute headways. This change responds to requests from riders to provide a later AM trip. 6:15 am “regulars” (approximately 15-20 passengers) would need to take either the 6:00 or 6:30 route 66 trips. On the other hand, roughly a quarter of all riders (about 70 passengers) start work between 8:00 and 8:30 am, so the benefits would clearly outweigh the drawbacks.



Pros	Cons
<ul style="list-style-type: none"> <li>• Cost-neutral: Does not require additional service hours or bus.</li> <li>• A more compact PM schedule would mean shorter waiting times between trips. More than 2/3 of survey respondents indicated that they finish work before 4:30 pm. This option provides an extra trip during this period.</li> <li>• Riders simply wanting to travel to Frayne Rd would be able to do so on an earlier trip (3:45 pm instead of 4:10 pm), which could help to even out ridership on the two routes.</li> </ul>	<ul style="list-style-type: none"> <li>• This option may only provide short term relief and not fix the overload problem depending on growth in ridership and may inconvenience a few passengers who prefer the current schedule.</li> </ul>

#### 4.3 Current Bus Allocation and Schedule plus Extra Return Trip Using Additional Bus

From a planning perspective, adding an additional full-length trip to either Duncan or Shawnigan Lake is difficult to justify based on current ridership levels. However, we do expect the ridership to increase.

Acquiring an extra vehicle would allow for an additional round trip to and from Duncan. The bus would leave Village Green Mall at 6:30 am, arrive at 8:00 am and return from downtown Victoria at 4:00 pm (currently no trips at these times).

Note: Given that a round trip to/from Duncan takes just under 3 hours, cycling the bus used for the first PM trip is not an option.

Pros	Cons
<ul style="list-style-type: none"> <li>• Would solve overload problem and increase service frequency during period of highest demand.</li> <li>• Does not inconvenience those who are satisfied with current schedule.</li> </ul>	<ul style="list-style-type: none"> <li>• Total <b>incremental costs</b> associated with <b>add'l hours, vehicle debt service, maintenance, gas, drivers' wages</b>, etc. is approximately \$119,000 per year. (See section 4.6 for cost estimates).</li> <li>• Procurement timelines for an add'l commuter style bus is approximately 14 - 18 months</li> </ul>

**4.4 Current Schedule with First 66 Trip Using Double-Decker Bus**

An alternative to adding an additional trip is to add a higher capacity vehicle or double-decker on the busiest 66 inbound and outbound trips – the 6:30 am inbound trip and 3:45 pm outbound trip. Two Alexander Dennis E500’s could be taken from Victoria Transit Centre’s spare ratio to deploy to the CVC. A 2004 E 500 model with high back upholstered seats double-decker can hold 79 people seated. The second double decker would be deployed to the CVC as a spare.

Pros	Cons
<ul style="list-style-type: none"> <li>• Would solve overload problem and provide capacity for future growth.</li> <li>• Does not inconvenience those who are satisfied with current schedule.</li> <li>• Does not require service expansion hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited demand for this service relative to the number of seats on an Alexander Dennis E500 double-decker (80). Passenger counts show maximum of 49 riders on 3:45 trip, and significantly fewer riders on the next trip at 4:15 pm.</li> <li>• Vehicles would need to be acquired and/or transferred from the Capital Regional District. Total <b>incremental</b> costs associated with this option would be approximately \$93,000 in the first year, including a spare. This cost includes a one-time (\$30,000) estimated cost for training and tooling to allow operating company to perform preventative maintenance. (See section 4.6 for cost estimates).</li> <li>• Potentially, some passengers may have difficulty boarding the upper deck of the double-decker due to mobility issues. Suggest a pilot test period if this option is desired.</li> </ul>

**4.5 Current Bus Allocation and Schedule plus Extra Return Trip Using Spare Bus**

A fifth option was considered for discussion purposes only. However, using the spare bus to provide an extra return trip is not a viable option due to BC Transit Fleet Maintenance Standards and Requirements.

## 5. SERVICE COSTING

Costing is based on the following assumptions:

1. Service would operate approximately 250 days per year, Monday to Friday except holidays.
2. Trip distances are: 62 km from Victoria to Cobble Hill Station via Shawnigan Lake and 62 km from Victoria to Duncan.
3. Bus allocation is based one bus for each trip, plus spares as determined by BC Transit Fleet.

	<b>Option 1</b> <i>Status quo</i>	<b>Option 2</b> <i>Improved schedule</i>	<b>Option 3</b> <i>Extra bus for add'l return trip</i>	<b>Option 4</b> <i>Double-decker bus</i>
One-way trips per day	12	12	14	12
Annual service hours	4,475	4,475	5,100	4,475
Annual service kilometres	186,000	186,000	218,000	186,000
Est. in-service vehicles required	6	6	7	6
Est. spare vehicles required	2	2	2	3
Total vehicles required	8	8	9	9

Total Incremental Costing is provided below.

	<b>Option 2</b> <i>Improved schedule</i>	<b>Option 3</b> <i>Extra bus for add'l return trip</i>	<b>Option 4</b> <i>Double-decker bus</i>
Add'l annual service hours	0	625	0
Add'l annual service kms	0	31,900	0
Add'l vehicles	0	1	0
Incremental operating costs	\$0	\$88,600	\$36,082
Incremental local debt service	\$0	\$30,000	\$21,600
Incremental local equip. debt service (hoist)	\$0	\$0	\$6,000
Total Incremental Costs	\$0	\$118,600	\$63,682**

\*\* Note - the costs shown in option 4 would be \$63,682 annually but \$93,682 in Year 1, which would include a one-time cost of \$30,000 for mechanical training and tooling. The total costs for each option will be subject to cost sharing arrangements between CVRD, VRTC and the Province.

## 6. CONCLUSION AND RECOMMENDATIONS

BC Transit recommends, as a short-term solution, either cost-neutral Option 1 (4.1) – Maintaining the status quo or cost-neutral Option 2 (4.2) – Modifying/Improving the schedule as an interim measure. Option 1 maintains the status quo and, as noted in the survey, some passengers have adjusted their work schedule to accommodate the current schedule and would prefer no change. Option 2 modifies/improves the schedule to better meet the documented demand for earlier return pm trips to Duncan. If Option 2 is approved, a survey of passengers would be conducted in order to confirm that the new proposed schedule benefits the majority of passengers.

From an operational perspective, overcrowding is more of a scheduling issue and has less to do with overall capacity – for example, less than ½ of the seating capacity is currently filled on the last two #66 Duncan pm trips departing from Victoria. Oversubscription on the first #66 pm trip from Victoria illustrates the demand for more frequent service between 3:30 and 4:00 pm. Shifting PM peak trips to accommodate earlier work end times will help to alleviate pressure on the first outbound trip to Duncan.

The CVRD Transit Future long range plan will comment on commuter expansion options to accommodate future growth and will provide a much more in-depth study beyond the need for the acquisition of one additional bus (as noted in Option 3). The Transit Future plan will also take into account important transit connections and Park and Ride facilities, and is therefore a better forum for planning and implementing major (capital intensive) changes.

Following the endorsement of the CVRD Transit Future plan, it is recommended that discussions be initiated between the CVRD, BC Transit and the Province to review additional infrastructure needs and funding.

**APPENDIX**

**Cowichan Valley Commuter Survey – Work / School Start and End Times**

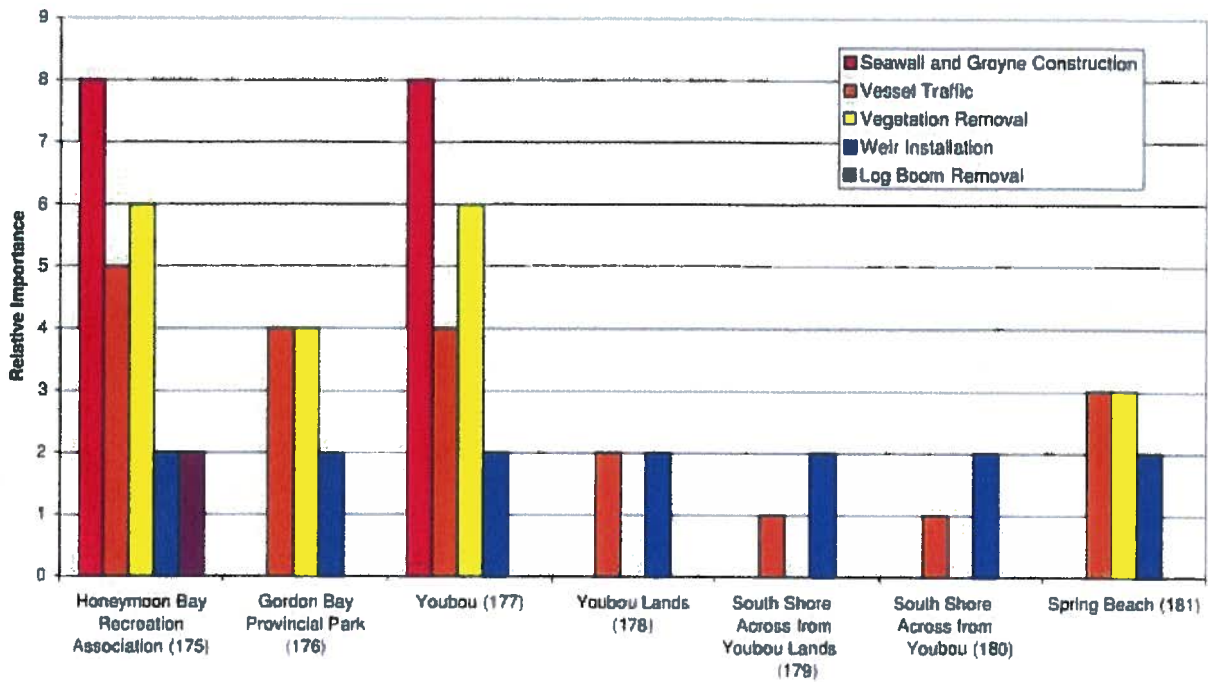
Reported start / end times are grouped into three areas, including Duncan, Mill Bay and Shawnigan Lake. “Duncan and Surrounding Areas” includes Ladysmith, Chemainus, Maple Bay and Lake Cowicham, while “Mill Bay” also includes Cobble Hill.

Common start and end times are shown in red. In addition, a handful of people indicated a degree of flexibility in their schedule – for example, being able to start work between 7:30 and 8:30 AM.

<b>Duncan and Surrounding Areas</b>						
<b>Start Time</b>	<b>Response Count</b>	<b>Response Percent</b>		<b>End Time</b>	<b>Response Count</b>	<b>Response Percent</b>
6:00 AM	0	0%		3:00 PM	1	2%
6:15 AM	0	0%		3:15 PM	1	2%
6:30 AM	0	0%		<b>3:30 PM</b>	<b>9</b>	<b>18%</b>
6:45 AM	1	2%		<b>3:45 PM</b>	<b>10</b>	<b>20%</b>
<b>7:00 AM</b>	<b>7</b>	<b>13%</b>		<b>4:00 PM</b>	<b>7</b>	<b>14%</b>
<b>7:15 AM</b>	<b>11</b>	<b>20%</b>		4:15 PM	3	6%
<b>7:30 AM</b>	<b>7</b>	<b>13%</b>		4:30 PM	3	6%
<b>7:45 AM</b>	<b>7</b>	<b>13%</b>		4:45 PM	2	4%
<b>8:00 AM</b>	<b>7</b>	<b>13%</b>		<b>5:00 PM</b>	<b>6</b>	<b>12%</b>
8:15 AM	0	0%		5:15 PM	0	0%
<b>8:30 AM</b>	<b>7</b>	<b>13%</b>		5:30 PM	1	2%
8:45 AM	1	2%		5:45 PM	0	0%
9:00 AM	2	4%		6:00 PM	1	2%
Other	4	7%		Other	2	4%
Flexible	2	4%		Flexible	3	6%
<b>Total</b>	<b>56</b>	<b>100%</b>		<b>Total</b>	<b>49</b>	<b>100%</b>

Mill Bay / Cobble Hill						
Start Time	Response Count	Response Percent		End Time	Response Count	Response Percent
6:00 AM	0	0%		3:00 PM	4	10%
6:15 AM	0	0%		3:15 PM	0	0%
6:30 AM	5	13%		3:30 PM	4	10%
6:45 AM	1	3%		3:45 PM	8	20%
7:00 AM	5	13%		4:00 PM	6	15%
7:15 AM	3	8%		4:15 PM	3	7%
7:30 AM	7	18%		4:30 PM	4	10%
7:45 AM	4	10%		4:45 PM	4	10%
8:00 AM	5	13%		5:00 PM	4	10%
8:15 AM	1	3%		5:15 PM	0	0%
8:30 AM	4	10%		5:30 PM	1	2%
8:45 AM	1	3%		5:45 PM	0	0%
9:00 AM	1	3%		6:00 PM	1	2%
Other	0	0%		Other	0	0%
Flexible	3	8%		Flexible	2	5%
<b>Total</b>	<b>40</b>	<b>100%</b>		<b>Total</b>	<b>41</b>	<b>100%</b>

Shawnigan Lake						
Start Time	Response Count	Response Percent		End Time	Response Count	Response Percent
6:00 AM	0	0%		3:00 PM	1	10%
6:15 AM	0	0%		3:15 PM	0	0%
6:30 AM	0	0%		<b>3:30 PM</b>	<b>3</b>	<b>30%</b>
6:45 AM	1	11%		3:45 PM	1	10%
7:00 AM	1	11%		<b>4:00 PM</b>	<b>2</b>	<b>20%</b>
<b>7:15 AM</b>	<b>2</b>	<b>22%</b>		<b>4:15 PM</b>	<b>3</b>	<b>30%</b>
<b>7:30 AM</b>	<b>2</b>	<b>22%</b>		4:30 PM	0	0%
7:45 AM	0	0%		4:45 PM	0	0%
8:00 AM	0	0%		5:00 PM	0	0%
<b>8:15 AM</b>	<b>2</b>	<b>22%</b>		5:15 PM	0	0%
8:30 AM	1	11%		5:30 PM	0	0%
8:45 AM	0	0%		5:45 PM	0	0%
9:00 AM	0	0%		6:00 PM	0	0%
Other	0	0%		Other	0	0%
Flexible	0	0%		Flexible	0	0%
<b>Total</b>	<b>9</b>	<b>100%</b>		<b>Total</b>	<b>10</b>	<b>100%</b>



**Figure 5-2: Relative Importance of Erosion Mechanisms at Each Site**



## Summary of Cowichan Commuter Survey

### 1. OVERVIEW

- 107 responses were collected between March 18 and April 5, 2011.
- The vast majority of respondents use the service for commuting to/from work (90%).
- Most respondents indicated that they take #66 Duncan whereas fewer people indicated that they take #99 Shawnigan Lake (67% and 14%, respectively). Many reported that they use both routes (18%).
- Passengers live throughout the region rather than being concentrated in a single area such as greater Duncan. For this reason, Park 'n' Rides and local connector services are an important aspect of the commuter service. The following table shows key origins in red.

Place of Residence	Response Count	Response Percent
<i>Chemainus</i>	2	1.9%
<b><i>Cobble Hill (East of Hwy 1)</i></b>	<b>11</b>	<b>10.5%</b>
<b><i>Cobble Hill (West of Hwy 1)</i></b>	<b>12</b>	<b>11.4%</b>
<i>Cowichan Bay</i>	6	5.7%
<i>Cowichan Station / Sahtlam / Glenora</i>	2	1.9%
<i>Crofton</i>	2	1.9%
<b><i>Duncan</i></b>	<b>21</b>	<b>20%</b>
<i>Ladysmith</i>	3	2.9%
<i>Lake Cowichan/ Youbou / Honeymoon Bay</i>	8	7.6%
<i>Maple Bay</i>	9	8.6%
<b><i>Mill Bay</i></b>	<b>14</b>	<b>13.3%</b>
<b><i>Shawnigan Lake</i></b>	<b>13</b>	<b>12.4%</b>
<i>Other</i>	2	1.9%

- Frayne Rd is the most popular Park 'n' Ride followed by Valleyview Centre (42% and 22%, respectively). A significant number of respondents indicated that they used "other" informal Park 'n' Rides (36%).
- Cost savings are the main reason for using the commuter service. Only several people said that they felt that they were getting poor value for their money and/or that the fares were too high.
- Overall, respondents reported a high level of satisfaction with the Cowichan Commuter service. Two-thirds of respondents indicated that the service was either "very good" or "excellent." Many people commented on the drivers' professionalism and positive demeanor.

### 2. TIME PREFERENCES

#### Work / School Start and End Time

Reported start / end times are grouped into three areas, including Duncan, Mill Bay and Shawnigan Lake. "Duncan and Surrounding Areas" includes Ladysmith, Chemainus, Maple Bay and Lake Cowicham, while "Mill Bay" also includes Cobble Hill.

Common start and end times are shown in red. In addition, a handful of people indicated a degree of flexibility in their schedule – for example, being able to start work between 7:30 and 8:30 AM.

Duncan and Surrounding Areas						
Start Time	Response Count	Response Percent		End Time	Response Count	Response Percent
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6:15 AM	0	0%		3:15 PM	1	2%
6:30 AM	0	0%		<b>3:30 PM</b>	<b>9</b>	<b>18%</b>
6:45 AM	1	2%		<b>3:45 PM</b>	<b>10</b>	<b>20%</b>
<b>7:00 AM</b>	<b>7</b>	<b>13%</b>		<b>4:00 PM</b>	<b>7</b>	<b>14%</b>
<b>7:15 AM</b>	<b>11</b>	<b>20%</b>		4:15 PM	3	6%
<b>7:30 AM</b>	<b>7</b>	<b>13%</b>		4:30 PM	3	6%
<b>7:45 AM</b>	<b>7</b>	<b>13%</b>		4:45 PM	2	4%
<b>8:00 AM</b>	<b>7</b>	<b>13%</b>		<b>5:00 PM</b>	<b>6</b>	<b>12%</b>
8:15 AM	0	0%		5:15 PM	0	0%
<b>8:30 AM</b>	<b>7</b>	<b>13%</b>		5:30 PM	1	2%
8:45 AM	1	2%		5:45 PM	0	0%
9:00 AM	2	4%		6:00 PM	1	2%
Other	4	7%		Other	2	4%
Flexible	2	4%		Flexible	3	6%
<b>Total</b>	<b>56</b>	<b>100%</b>		<b>Total</b>	<b>49</b>	<b>100%</b>

Mill Bay / Cobble Hill						
Start Time	Response Count	Response Percent		End Time	Response Count	Response Percent
6:00 AM	0	0%		<b>3:00 PM</b>	<b>4</b>	<b>10%</b>
6:15 AM	0	0%		3:15 PM	0	0%
<b>6:30 AM</b>	<b>5</b>	<b>13%</b>		3:30 PM	4	10%
6:45 AM	1	3%		<b>3:45 PM</b>	<b>8</b>	<b>20%</b>
<b>7:00 AM</b>	<b>5</b>	<b>13%</b>		<b>4:00 PM</b>	<b>6</b>	<b>15%</b>
7:15 AM	3	8%		4:15 PM	3	7%
<b>7:30 AM</b>	<b>7</b>	<b>18%</b>		<b>4:30 PM</b>	<b>4</b>	<b>10%</b>
7:45 AM	4	10%		<b>4:45 PM</b>	<b>4</b>	<b>10%</b>
<b>8:00 AM</b>	<b>5</b>	<b>13%</b>		<b>5:00 PM</b>	<b>4</b>	<b>10%</b>
8:15 AM	1	3%		5:15 PM	0	0%
8:30 AM	4	10%		5:30 PM	1	2%
8:45 AM	1	3%		5:45 PM	0	0%
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Other	0	0%		Other	0	0%
Flexible	3	8%		Flexible	2	5%
<b>Total</b>	<b>40</b>	<b>100%</b>		<b>Total</b>	<b>41</b>	<b>100%</b>

Shawnigan Lake						
Start Time	Response Count	Response Percent		End Time	Response Count	Response Percent
6:00 AM	0	0%		3:00 PM	1	10%
6:15 AM	0	0%		3:15 PM	0	0%
6:30 AM	0	0%		<b>3:30 PM</b>	<b>3</b>	<b>30%</b>
6:45 AM	1	11%		3:45 PM	1	10%
7:00 AM	1	11%		<b>4:00 PM</b>	<b>2</b>	<b>20%</b>
<b>7:15 AM</b>	<b>2</b>	<b>22%</b>		<b>4:15 PM</b>	<b>3</b>	<b>30%</b>
<b>7:30 AM</b>	<b>2</b>	<b>22%</b>		4:30 PM	0	0%
7:45 AM	0	0%		4:45 PM	0	0%
8:00 AM	0	0%		5:00 PM	0	0%
<b>8:15 AM</b>	<b>2</b>	<b>22%</b>		5:15 PM	0	0%
8:30 AM	1	11%		5:30 PM	0	0%
8:45 AM	0	0%		5:45 PM	0	0%
9:00 AM	0	0%		6:00 PM	0	0%
Other	0	0%		Other	0	0%
Flexible	0	0%		Flexible	0	0%
<b>Total</b>	<b>9</b>	<b>100%</b>		<b>Total</b>	<b>10</b>	<b>100%</b>

### 3. QUALITATIVE COMMENTS

#### Positive Feedback

Overall, service is liked / appreciated

- I think it is an excellent service.
- Love the commuter bus and the drivers have all been great. Have taken it since inception.
- I am very happy with the service and the drivers - even the really old first bus home is fine. I know there has been extreme complaining by some passengers, but I am not among them. I think the majority of daily riders are satisfied with the current service.
- I am fairly new to the system but do enjoy the morning commute. Buses are nice, the driver is great.
- Don't change a thing, I am happy the way it is.
- I love taking the bus - thanks for having the commuter service.
- Excellent service, keep up the good work!
- I have been very happy with the service - when we had concerns regarding the change in schedule around December 2010 they were heard and promptly the schedule was returned to accommodate the working commuter. I have no complaints, it is an excellent service and I plan to continue taking it through my working career. Thank you.
- I consider this service excellent for my needs, however, I can see that in the future additional service will be needed as the population grows and the service becomes

more and more popular. This is a very important service and is greatly appreciated by all of those who use it.

- I think this is a great service for the Cowichan Valley - cost effective, safe for the users and less vehicles on the road. The bus drivers are excellent drivers, knowledgeable and very personable.

#### Drivers are excellent

- The drivers are friendly and professional.
- My rating with respect to the drivers would be "excellent".
- Kudos to drivers Ken, Doug, Robin. I am sure that the others are great too.
- Your drivers are amazing and do a great job (Terry, Dale, Robin, Brian, Glen, Don, Richelle, Yvonne the ones I know) I thank them daily for doing the trip twice a day and riding back and forth. They get us to Victoria and back on time and safely everyday dealing with extreme traffic especially this year. They cope with complaining passengers, snow, traffic delays and accidents and still smile.

#### **Scheduling / Overcrowding**

##### Maintain existing service

- The current schedule works great with my work schedule.
- As the service grows, I hope that you maintain stability in the existing service in order to maintain the confidence in the people who use it.
- I adjusted my work hours the last time the bus schedule changed and I am content with the current schedule and service. I would prefer that the schedule NOT change, as I cannot keep changing my work hours.

##### Add additional PM Peak trips (e.g. 4:00 PM)

- There needs to be more buses leaving Victoria in the afternoon between 3:30 and 4:15. The 3:45 bus is too full.
- The first bus home in the afternoon is too full and the time until the next one is too long. No matter what time the first bus has left Victoria, it has always been the fullest. The departure times need to be space more closely together.
- The 3:45pm (Duncan) bus is extremely busy. One suggestion is to move the 4:10 Shawnigan bus to 3:45 - which would help split the load (since a large proportion of people on the 3:45 bus get off at Frayne).
- It is very obvious that there needs to more buses coming back from Victoria at earlier times. There is a lot of demand for the earliest afternoon bus, because of non-commuters using the service from Victoria to Duncan.
- Increase frequency of early #66 bus leaving Victoria for Duncan.

##### Consider adding a later AM/PM Peak return trip

- The morning routes are all too early. Can't the service be spread out more?
- I would be interested in taking the commuter bus if it could leave later. As a mom with young kids that have to go to daycare prior to me leaving for work, I can't make the last bus at 6:30AM, and would need to leave between 7:30 - 8:00. Perhaps there are others in the same situation.
- Need a bus that gets to Vic later, by 830 am.
- I'd also like to love to have an even later bus leaving Victoria (even after 6:00pm). While I have seen that the late buses are not near capacity, the later buses would allow me (and others I assume) greater flexibility on days when work runs late.

- I would love to see a few more busses to expand the service a little later on both ends of the day. Sometimes I need to be at work at 9 - 9:30 Am and leave work at 6PM. The bus does not work for me on those days. But I love the days it does!
- I would take the bus more if there was another later bus going home because I have to stay at work late sometimes.

#### Consider adding earlier AM/PM Peak return trip

- I wish there was an early bus to Victoria.
- I live in Shawnigan and have to park at the Frayne park and ride because I need to get home close to 5pm and the 1st bus out of Victoria is the Duncan one. Would really like to see a Shawnigan bus leave Victoria earlier than 4:20.
- I am glad that the bus leaves Victoria earlier than originally set. Do wish the bus arrived a bit earlier and left at 3:45.
- Since moving to the Valley in August 2010 I have noticed a dramatic increase in the number of new users. I would like to see an earlier bus in the afternoon from Victoria to Duncan so that a rider would have an option of riding the bus home before the afternoon rush.

#### Investigate demand for "reverse commute" (Victoria to Duncan)

- I was just wondering why there is no service in the morning going the other way? I wouldn't think there would be a giant amount of people commuting to Duncan every day from Victoria, but I'd assume there would be enough to at least fill a bus trip up in the morning...
- I live in Victoria and I have meetings in Duncan often. However the service does not work at all. I seem to be going the wrong direction to be able to use this service. My suggestion would be to think about people coming from victoria wanting to travel back and forth at all times of the day.

*only 1 request →*

#### Investigate demand for weekend service

- We also need to go down there for entertainment purposes, and shopping so it would be nice to see weekend service as well.

#### Reduce wait-times at certain stops

- It does not take 15 minutes to drive from Helmchen to Millstream. The 99 is suppose to be at Helmchen at 4:39 but does not come until 4:47, because the stop at Millstream is at 4:54. So the driver waits at other stops so we don't have to sit a Millstream for 10 minutes. It never takes 15 minutes to drive that distance. Please change the Millstream pick up to actually reflect that time the driver will get there. The drivers are wasting 15 minutes a day to make that stop at Millstream.

#### **Route**

##### Reinstate Hutchinson Rd stop

- The Hutchison road stop should be re-instated. It makes no sense not to have it. There is a parking lot there, a lot of people walked to the stop.
- Why can't at least one of the bus routes provide a pick up at Hutcheson Road and the Highway?
- Removal of the Hutchinson Road park and ride took away one of the few stops where a lot of people walked to catch the bus. We now have to drive 5km each

direction to the nearest park and ride, which significantly adds to our overall carbon footprint.

#### Consider by-passing Mill Bay on #66 trips

- In order to reduce crowding, the Duncan bus could miss the Mill Bay stop, thus forcing those folks to take the less crowded Shawnigan bus.
- No need for the 66 bus to stop in mill bay, that's what the 99 is for.

#### Consider bypassing certain stops

- I feel that the Koksilah stop should have been eliminated. It is not a park and ride stop. Riders park their cars on the street. There is a dedicated park and rider 3 minutes south of this stop. Riders should have to drive this three minutes to the Valley View stop. The northbound bus is forced to cross over the Island Highway twice to drop one or two riders off. The Koksilah intersection is one of the frequent accident sites in the Duncan/Cowichan area.
- Consider dropping the beach estates portion of the run (i.e., cobble hill road then onward to Shawnigan village). None of the other routes have such a suburban meander - why are these folks so special? Doing so could get the first Shawnigan into Victoria quicker. 2) Change the time of the home depot pm pickup. why do 44+ people have to park and sit and wait for no one to show up while Spencer road intersection clogs up?

Valley View  
is Full?

### **Transit Connections**

#### Improve transit connections to Lake Cowichan & Honeymoon Bay

- It would be beneficial for those of us living in Lake Cowichan area (Youbou, Honeymoon Bay, Mesachie) to have a connector bus to the Cowichan Valley Commuter - currently there are no connections and riders drive themselves to & from Duncan.
- It would be nice if the number 66 could meet up with any of the Lake Cowichan buses in the morning. It's very difficult trying to get the most out of my very early day when the buses don't meet and I have to wait or get a ride into Duncan. There's only a seven minute difference, why can't you just make it perfect?
- The service between Honeymoon Bay and Lake Cowichan is not convenient at all. The buses from Honeymoon Bay to Lake Cowichan leaving for Duncan, don't connect well at all. The wait time is too long.
- Connector Service to Lake Cowichan in the AM would be great.

#### Improve transit connections to Shawnigan Lake

- Is there a way to connect the Duncan bus with the Shawnigan lake bus or the Shawnigan / Mill Bay bus #12 at Frayne rd? Or could the Duncan bus turn down Hutchinson and stop at Cobble Hill station before going to Valleyview?
- One more Shawnigan bus would be worthwhile considering.
- There needs to be a later bus on the Shawnigan connector. Most people are not done their day by 4:30.

### **Park 'n' Rides**

#### Improve customer amenities at Park 'N' Rides

- Thank you for the parking lot lines and bus shelter at Frayne Rd - it is appreciated!

- It would be good if it were possible to have a shelter and/or light at Valleyview - the parking is lit but the stop is not, and I once missed the bus by staying in my car.
- I would like to see some lights at the Valley View bus stop. It is a very unsafe situation there in the winter months, especially for women.
- Require a Park & Ride lot for Koksilah Road.
- Much more could be done to encourage riders to leave their cars at home by offering a few more accessible stops and providing bicycle friendly services such as more bike racks on the bus, and safe bike stands at the bus stops.

## **Fares**

### Reduce or maintain current fares

- Thinking about starting to drive because it is cheaper. Qualicum to Nanaimo - \$60 or so per month. Comox Valley to Campbell River - \$60/month. Sooke to Sidney - \$82/month. Duncan to Victoria - \$165/month. Do you see a problem here?????? Price is way out of line compared to the rest of the Island.
- It is also important that the cost not increase greatly from what it is currently.
- I still don't appreciate the 10% increase for south end that favoured Duncan riders; I stayed with the bus to avoid driving but no longer consider it a bargain and will reconsider continuing my ridership if similar arbitrary increases are applied in future.

### Make it easier to purchase tickets / passes

- The bus pass system could be improved; supply dates to vendors are such that I cannot buy too early for the next month and have to make a special trip to not be without. On line purchase or top up for daily commuters or other options such as weekly, quarterly, six month or annual tickets should be explored. The day tickets are useful for holiday times when a partial month is travelled but weekly ones might be handier.

### Consider restructuring fares

- I am a high school student so why don't I get a student rate? And why do Mill Bay commuters pay the same as Duncan commuters?
- A one zone fare rate is not quite 'fair' given the driving distance/cost of fuel from Frayne to Duncan. Any monthly pass increases should first be applied to a Koksilah north zone - in other words again a two zone rate as Duncan riders themselves say it is a 'really good deal for us, not for you in the South.'
- Revenues are critical - suggest a higher 10 ticket rate and a two-week pass also at a higher rate - to discourage afternoon 'shoppers' taking needed commuter seats when monthly passes are prepaid in advance. A higher rate will still be better than Coachlines' rate and a two-week pass at a slightly higher rate than the monthly pass would work to keep revenues up and probably catch the ridership that is on 2-3 days a week. Tickets (10 for \$90.00) and two-week pass (expires in month purchased) \$85.00.

## **Passenger Comfort**

### Replace old vehicles

- The old bus you are currently using is not suitable for the long commute - I hope that you will retire it soon.

- The Classic is very uncomfortable, no storage space, no air, stairs, has trouble on the Hat Hills. Not what we signed up for.
- By the time I get home from work I have been sitting for 11.5 hours. When taking the old bus home I get extremely sore. There is no where to put your bags so they sit on your lap for 1.5 hrs and the seats are extremely uncomfortable. I am 30 years old and 5'8" and by the time I get off the bus I can barely stand up. The ergonomics are a nightmare!
- I can handle the plastic seats. [But] It definitely seems unsafe to have people standing on a bus going over the Malahat.





## **Communication**

### Continue to provide information onboard using posters and leaflets




- Next time you state in a "Rider Alert" that you will post a notice on the bus about something (in this case this survey) Please do so - I found out by accident that the survey was up on your website.
- The Rider Alert on March 1 was helpful and informative. We have been watching for the Survey poster which we saw on the bus. Thanks very much. We want to participate with meaningful information and feedback - the alerts and posters are needed reminders in our busy days when we can't check the computer ☺
- Communications suck. You published leaflets for announcing plans for a survey, but one unreadable poster when it was published.






**1. In the last six months, on average, how frequently have you ridden the Cowichan Valley Commuter bus?**

		Response Percent	Response Count
Every work day		70.5%	74
1-3 times per week		17.1%	18
2-3 times per month		8.6%	9
Never		3.8%	4
<b>answered question</b>			<b>105</b>
<b>skipped question</b>			<b>2</b>














**2. What is the main purpose of your trip?**

		Response Percent	Response Count
Work		91.4%	96
School		3.8%	4
Other		4.8%	5
if you chose Other, please specify			4
<b>answered question</b>			<b>105</b>
<b>skipped question</b>			<b>2</b>

**3. Which Cowichan Valley Commuter route do you use to travel between Cowichan Valley and Victoria?**

		<b>Response Percent</b>	<b>Response Count</b>
<b>66 Duncan Commuter</b>		<b>67.0%</b>	<b>69</b>
<b>99 Shawnigan Lake Commuter</b>		<b>14.6%</b>	<b>15</b>
<b>66 Duncan or 99 Shawnigan Lake Commuter</b>		<b>18.4%</b>	<b>19</b>
		<b>answered question</b>	<b>103</b>
		<b>skipped question</b>	<b>4</b>

#### 4. What area to you live in?

		Response Percent	Response Count
Chemainus		1.9%	2
Cobble Hill (east of Trans Canada Hwy 1)		10.5%	11
Cobble Hill (west of Trans Canada Hwy 1)		11.4%	12
Cowichan Bay		5.7%	6
Cowichan Station/Sahtlam/Glenora		1.9%	2
Crofton		1.9%	2
Duncan		20.0%	21
Ladysmith		2.9%	3
Lake Cowichan/Youbou/Honeymoon Bay		7.6%	8
Maple Bay		8.6%	9
Mill Bay		13.3%	14
Shawnigan Lake		12.4%	13
Other		1.9%	2
if you chose Other, please specify			2
<b>answered question</b>			<b>105</b>
<b>skipped question</b>			<b>2</b>

5. Which bus stop do you get on in Cowichan Valley?

Response  
Count

102

answered question 102

skipped question 5

*Answers  
9-9  
Summarized  
in overview*

6. Which bus stop do you get off in Victoria?

Response  
Count

101

answered question 101

skipped question 6

7. What time do you need to be at work/school/other?

Response  
Count

101

answered question 101

skipped question 6

8. What time do you leave work/school/other?




Response  
Count

103





answered question 103

skipped question 4

**9. If you use a Park & Ride lot, which one do you use?**

		<b>Response Percent</b>	<b>Response Count</b>
Valleyview Centre		21.8%	12
<b>Frayne Road</b>		<b>41.8%</b>	<b>23</b>
Other		36.4%	20
if you chose Other, please specify			23
<b>answered question</b>			<b>55</b>
<b>skipped question</b>			<b>52</b>

**10. Why do you choose to ride the Cowichan Valley Commuter?**

		<b>Response Percent</b>	<b>Response Count</b>
Convenience		25.3%	25
Safety		12.1%	12
<b>Cost</b>		<b>42.4%</b>	<b>42</b>
Other		20.2%	20
if you chose Other, please specify			28
<b>answered question</b>			<b>99</b>
<b>skipped question</b>			<b>8</b>

**11. Based on your own experience, how would you rate the overall service provided by the Cowichan Valley Commuter transit service?**

	<b>excellent</b>	<b>very good</b>	<b>average</b>	<b>very poor</b>	<b>very poor</b>	<b>N/A</b>	<b>Rating Average</b>	<b>Response Count</b>
	17.6% (18)	46.1% (47)	25.5% (26)	4.9% (5)	2.0% (2)	3.9% (4)	2.24	102
	<b>answered question</b>							<b>102</b>
	<b>skipped question</b>							<b>5</b>

**12. Comments on the Cowichan Valley Service.**

	<b>Response Count</b>
	91
<b>answered question</b>	<b>91</b>
<b>skipped question</b>	<b>16</b>

### Cowichan Valley Commuter Transit Service Review June 2011 - Options Summary

Option	Pros	Cons	Total Incremental Cost **
1. Current bus allocation and schedule (status quo)	<ul style="list-style-type: none"> <li>• Cost-neutral: Does not require additional service hours or bus.</li> <li>• Customers only have to wait 15-20 minutes for next return bus to Frayne Rd. About half (44%) of all CVC passengers disembark at this stop.</li> <li>• Does not inconvenience those who are satisfied with current schedule.</li> </ul>	<ul style="list-style-type: none"> <li>• Does not provide a long-term solution to address overloads on the first Route 66 PM return trip. Even if the first 99 left at an earlier time, it would likely reach capacity within a year given the current rate of growth.</li> <li>• Inefficient use of resources: Last trip of the day carries only about 11% of total passengers or an average of 10 passengers per trip. (Sept 09 – Mar11 data)</li> </ul>	\$0
2. Current bus allocation with modified and improved schedule	<ul style="list-style-type: none"> <li>• Cost-neutral: Does not require additional service hours or bus.</li> <li>• A more compact PM schedule would mean shorter waiting times between trips. More than 2/3 of survey respondents indicated that they finish work before 4:30 pm.</li> <li>• Riders wanting to travel to Frayne Rd would be able to do so on an earlier trip, which could help to even out ridership on the two routes.</li> </ul>	<ul style="list-style-type: none"> <li>• This option may not fix the overload problem depending on growth in ridership and may inconvenience a few passengers who prefer the current schedule.</li> </ul>	\$0
3. Add extra bus and trip to current bus allocation and schedule	<ul style="list-style-type: none"> <li>• Would solve overload problem and increase service frequency during period of highest demand.</li> <li>• Does not inconvenience those who are satisfied with current schedule.</li> </ul>	<ul style="list-style-type: none"> <li>• Most costly option.</li> <li>• Total incremental costs associated with additional service hours, vehicle debt service, maintenance, gas, drivers' wages, etc. is approximately \$118,600 per year.</li> <li>• Procurement timelines for an additional commuter style bus is approximately 14-18 months.</li> </ul>	\$118,600
4. Change bus type for first 66 trip to double-decker bus, current schedule	<ul style="list-style-type: none"> <li>• Would solve overload problem and provide capacity for future growth.</li> <li>• Does not inconvenience those who are satisfied with current schedule.</li> <li>• Does not require service expansion hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited demand for this service relative to the number of seats on a double-decker (80). Passenger counts show maximum of 49 riders on the 3:45 pm trip, and significantly fewer riders on the next trip at 4:15 pm.</li> <li>• Vehicles would need to be acquired and/or transferred from the CRD. Total incremental costs associated with this option would be approximately \$93,000 in the first year, including a spare. This cost includes a one-time (\$30,000) estimated cost for training, estimated tooling to allow operating company to perform preventative maintenance and a new hoist.</li> <li>• Potentially, some passengers may have difficulty boarding the upper deck of the double-decker due to mobility issues. Suggest a pilot test period if this option is desired.</li> </ul>	\$93,000 in Year 1 (includes training + tooling + new hoist)  \$63,000/year following Year 1
5. Add extra trip to current schedule by using "spare" bus from current fleet	<b>Using the Spare Bus is not an option due to BC Transit Fleet Maintenance Standards and Requirements</b>		

\*\* The total incremental costs for each option will be subject to cost sharing arrangements between CVRD, VRTC and the province.

June 7, 2011

To: Local Government Partners

**Subject: Transit Improvement Program (TIP)**

In the interest of better serving our customers and funding partners, BC Transit is pleased to present for feedback the Transit Improvement Program (TIP) first discussed at the May 2011 BC Transit workshop in Penticton.

The TIP details the proposed methodology for allocating future expansion hours and aims to provide clarity and openness to the process. It endeavors to group systems based on key performance indicators, as opposed to the current Tier system, and allocate expansion hours accordingly.

The TIP is part of our newly developed Transit Effectiveness Program (TEP) that was also presented at the BC Transit Conference in May. The TEP is designed to provide a framework for how BC Transit will conduct reviews of its existing transit systems to improve the overall delivery of transit services. More information on the TEP may be found beginning at slide 45 in the following link:

[http://www.transitbc.com/workshop/2011\\_pen/ppt/Transit\\_Improvement.ppt](http://www.transitbc.com/workshop/2011_pen/ppt/Transit_Improvement.ppt)

The TIP and related TEP, are key steps towards achieving sustainability and aligning the initiatives of the Province with local areas. The TIP program is in the draft stage and we are now seeking input from our local government partners and contracted operating companies to ensure the best possible outcome.

The following information on the TIP is attached for your review:

- A overview document describing the TIP entitled "Transit Expansion Funding Process Overview- Draft"
- The 2010-11 Systems Ratings for Convention systems
- The Service Evaluation Form used to evaluate service expansion requests
- A Frequently Asked Questions (FAQ's) document to address some of the anticipated questions you may have on the TIP
- A feedback form to collect your input on the draft TIP

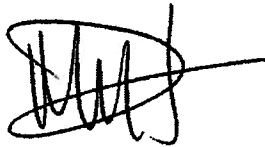
If the enclosed FAQ's do not provide you with an answer to your questions, please do not hesitate to contact your RTM.



We believe this as another step forward in strengthening the partnership and long term sustainability of transit. Your input is invaluable to this continued success and we look forward to your feedback. We would appreciate if you could have your feedback form back to us by June 24th.

Thank you for your effort in providing us input on this new initiative.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mike Davis', with a long horizontal stroke extending to the right.

Mike Davis  
Chief Operating Officer

cc: Regional Transit Managers

## TRANSIT EXPANSION FUNDING PROCESS OVERVIEW- DRAFT

### BACKGROUND

The *Provincial Transit Plan (PTP)* was announced in January 2008 to support investment in transportation systems, to reduce greenhouse gas emissions and to support increased densification of urban centres. Provincial mode share targets were established with the expectation that transit ridership would double by 2020.

Each year BC Transit is faced with requests by local government partners for service expansions that exceed the availability of matching Provincial funds. As a result, it is necessary to evaluate all expansion requests and determine where available expansion funding should be allocated in order to achieve the best results. In the past, the expansion funding allocation process was not well defined and was largely based on system size rather than performance. Traditionally, Victoria was allocated 50% of available hours and 50% to the Regional Transit Systems. Tier 1 systems were offered the first opportunity to use the remaining funding and then what was not used trickled down into the other tiers. Small conventional, paratransit and custom systems (handyDART) had little real opportunity to expand as a result.

BC Transit is required to become more performance based when allocating its Provincial expansion funding to ensure a better return on investment through the development of ridership in the province. To achieve this goal BC Transit has developed a new expansion allocation planning process called the Transit Improvement Plan (TIP).

TIP was developed with the goal of creating a transparent allocation process that:

- Maximizes the return on the Provincial and local governments' investment
- Recognizes local governments' need for better budget planning
- Ensures funding is also available to meet important social needs such as handyDART

Within the conventional transit systems, the new TIP allocates expansion to groups of systems based on performance ratings. The groups are allotted a percentage of hours with the main focus on ridership development. The conventional transit group rankings were based on the 2010/11 operating information.

The TIP has been developed based on standard transit measures that allow us to:

- Monitor, compare, and rate systems
- Rate projects and expansions.
- Create a three year expansion plan
- Reduce unpredictability about new services
- Ensure systems of all size are treated fairly

Due to the unique nature of paratransit and custom transit services, they are considered a separate grouping from the conventional transit performance based grouping (Groups A to E). The paratransit and custom transit grouping will receive a separate annual percentage of service hours that will be allocated within the group in a similar process to that used for rating conventional transit expansion requests (please see the section “Rating Each Expansion Request within a Group” below).

### Transit Improvement Plan

The TIP has two components that are used to create a three year expansion plan which reflects the provincial goals contained within the PTP as well as local government partners’ service priorities and the annual service agreement that is signed between BC Transit and the Province. These two components are:

- Rating each conventional transit system and place them into Groups
- Rating each service request by group and allocate potential hours within the groups

Figure 1 below provides information on how the TIP changes the way in which the expansion funding will be applied as compared to the past process. The percentages have had a slight reallocation to increase the allocation to Group A which is the highest performing of the groups. Group E is not allocated any funding because systems in that group have performance ratings that are below GHG minimum targets.

*Figure 1 – Group Expansion Allocations*

<b>Provincial Allocation *</b>	<b>Targets</b>	<b>2010/11</b>	<b>Difference</b>
Custom & Paratransit	<b>16.0%</b>	14.3%	1.7%
Group A	<b>68.0%</b>	62.3%	5.7%
Group B	<b>10.0%</b>	13.3%	-3.3%
Group C	<b>4.0%</b>	4.8%	-0.8%
Group D	<b>2.0%</b>	4.6%	-2.6%
Group E	<b>0.0%</b>	0.7%	-0.7%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	

\* Allocation as expressed in service hours

### Rating Each Conventional Transit System for Groupings

A process to evaluate conventional transit system performance and allocate expansion funding has been developed. The initial conventional transit system rankings were developed based on the 2010/11 fiscal year system statistics. Conventional transit systems are evaluated using five indices to measure productivity. These indices are:

- **Boardings per service kilometre** - (a boarding is an entry to a transit vehicle. A trip may consist of several boardings where transfers are used). This measure monitors the level of productivity of a route or within a system. Longer regional services or systems that have a spread out urban form will not perform as well compared to compact urban communities,
- **Boardings per service hour** - measures the effectiveness of a service.
- **Cost per Passenger trip** - is a measure of how expensive a service is to operate relative to the volume of people using the service.
- **Cost Recovery** - is a measure of the cost of providing the service versus the rate of return through the fare box.
- **Passengers per Capita** – this is a relative measure of the overall service level

Figure 2 – Performance Thresholds

#### Performance Criteria and Threshold Scoring

	Points				
	4	3	2	1	0
Boardings per service hour	> 35.0	30.0 - 34.9	25.0 - 29.9	12.0 - 24.9	<12
Boardings per service kilometre	>1.5	1.15 - 1.50	0.9 - 1.149	0.50 - 0.89	<0.5
Cost per Boarding	<\$2.50	\$2.51 - \$3.00	\$3.01 - \$4.00	\$4.01 - \$7.00	>\$7.00
Cost recovery	>35%	29% - 34.9%	26% - 28.9%	15% - 25.9%	< 15%
Passengers per Capita	>30	20-29.9	15-19.9	10-14.9	<10

Points are allocated based on the score band in Figure 2 and then a final score is created for each system. The systems were then grouped into 5 groups based on the pointing system out of a total of 20 points. The focus on performance based rating means that smaller systems compete well with larger systems. Performance reviews will be done annually and the groups are to be updated annually. The 2010/11 groupings are as follows:

Group Pointing	
Points Required	
Group A	15+
Group B	10 - 14
Group C	5 - 9
Group D	1 - 4
Group E	0



### Rating Each Expansion Request within a Group

Once the system groupings are completed the TIP will then rate all the service requests within each group using a 21 question multiple account evaluation (MAE). The MAE uses accounts for:

1. Performance
2. Planning and Land Use
3. Vehicles and Facilities
4. Policies and Contracts
5. Social and Operational

Each of the expansions is rated from highest to lowest within the group by the points achieved. Once the annual allocation of expansion hours is known for a group, these hours are allocated starting with the highest rated expansion with a few notable exceptions:

- If a local government partner has expressed no desire for expansion
- If a local government partner has no fiscal ability within the 3 year period
- If the transit centre has no capacity to allow for expansion.
- A system has been allocated as much in one year as the local government partner is capable of financing
- If the service request exceeds the entire groups' allocation

In any of these cases, the service expansion request may be passed over in favour of the next highest rated service expansion request. The service expansion request that has been passed over one year is then examined for the second or third year.

Lower performing conventional transit systems that do not attract expansion funding will have opportunities to improve their ratings through reallocation of services to use their existing service hours in a more efficient way. Additionally, there may be rare instances where there are ample reasons to provide expansion to resolve a critical issue with the existing system that prevents it from improving.

Once a draft three year plan has been created using the TIP, it is provided to the selected local government partners for confirmation that they support the proposed expansions. If a group cannot utilize the available hours in a year, those hours may be offered to the next group. The intent is to provide local government partners with the information in early fall each year in order to allow for insertion into their municipal budgeting process for their approved expansions.

BC Transit System Performance Rankings 2010/11

	Performance Measures										Scoring				Division Ranking
	Boardings per Service hr	Boardings per Service km	Cost per Boarding	Cost Recovery	Passengers per capita	Boardings per Service hr	Boardings per Service km	Cost per Boarding	Cost Recovery	Passengers per capita	TOTAL SCORE	Change from 2009/10			
990 Victoria	38.7	1.84	\$2.42	40.8%	70	4	4	4	4	4	20	0	Group A		
821 Kamloops	45.6	1.85	\$2.06	34.8%	46	4	4	4	3	4	19	-1	Group A		
861 Prince Rupert	47.6	2.66	\$1.98	35.2%	27	4	4	4	4	3	19	1	Group A		
857 Prince George	39.1	1.74	\$2.31	30.0%	32	4	4	4	3	4	19	4	Group A		
875 Whistler	52.3	2.27	\$2.32	28.2%	290	4	4	2	4	4	18	1	Group A		
866 Sunshine Coast*	36.2	0.95	\$2.54	46.4%	23	4	2	3	4	3	16	-1	Group A		
824 Kelowna Regional	34.2	1.20	\$2.63	28.9%	38	3	3	3	2	4	15	1	Group A		
<b>Group A Average</b>	<b>43.3</b>	<b>1.68</b>	<b>\$2.27</b>	<b>35.9%</b>	<b>81.4</b>	<b>4.0</b>	<b>3.7</b>	<b>3.8</b>	<b>3.3</b>	<b>3.7</b>	<b>19</b>				
801 Central Fraser Valley	30.6	1.25	\$2.68	29.3%	19	3	3	3	3	2	14	2	Group B		
841 Nanaimo Regional*	32.2	1.47	\$3.23	31.8%	27	3	3	2	3	3	14	-2	Group B		
804 Campbell River	33.2	1.12	\$2.58	30.5%	18	3	2	3	3	2	13	0	Group B		
844 Nelson*	28.4	1.18	\$3.06	26.8%	20	2	3	2	2	2	11	0	Group B		
831 Kootenay Boundary (Trail)	33.1	1.17	\$3.89	17.0%	23	3	3	2	1	3	12	2	Group B		
851 Port Alberni	31.7	1.30	\$3.85	19.2%	17	3	3	2	1	2	11	0	Group B		
867 Terrace Regional	29.8	1.07	\$2.54	26.8%	14	2	2	3	2	1	10	-2	Group B		
811 Chilliwack	28.8	1.22	\$2.76	26.5%	9	2	3	3	2	2	10	0	Group B		
<b>Group B Average</b>	<b>32.5</b>	<b>1.26</b>	<b>\$2.91</b>	<b>29.0%</b>	<b>26.3</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>	<b>15</b>				
812 Comox Valley	29.8	1.12	\$2.94	24.0%	13	2	2	3	1	1	9	1	Group C		
775 Salt Spring Island	19.9	0.64	\$2.98	40.9%	6	1	1	3	4	0	9	1	Group C		
748 Pemberton	28.3	1.23	\$6.25	33.2%	6	2	3	1	3	0	9		Group C		
735 Port Edward	23.0	0.52	\$4.26	23.4%	49	1	1	1	1	4	8		Group C		
871 Vernon Regional	21.9	0.97	\$4.04	27.0%	11	1	2	1	2	1	7	-2	Group C		
847 Penticton	22.8	1.07	\$3.76	24.0%	14	1	2	2	1	1	7	0	Group C		
810 Cranbrook	23.9	1.07	\$3.48	20.5%	12	1	2	2	1	1	7	0	Group C		
854 Powell River*	23.3	0.84	\$3.90	19.4%	14	1	1	2	1	1	6	-3	Group C		
<b>Group C Average</b>	<b>24.1</b>	<b>0.9</b>	<b>4.0</b>	<b>26.6%</b>	<b>15.7</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>9.0</b>				
865 Squamish	23.9	0.81	\$4.97	24.0%	13	1	1	1	1	1	5	1	Group D		
805 Cowichan Valley Commuter	17.1	0.44	\$11.07	41.7%	4	1	0	0	4	0	5		Group D		
814 Dawson Creek	18.9	0.84	\$6.84	11.5%	13	1	1	1	0	1	4	0	Group D		
827 Kitimat	17.7	0.68	\$5.36	13.9%	15	1	1	1	0	1	4	-2	Group D		
766 Salmon Arm (Shuswap)	12.4	0.51	\$6.27	15.9%	4	1	1	1	1	0	4		Group D		
813 Cowichan Valley	17.2	0.49	\$4.79	19.0%	8	1	0	1	1	1	3	0	Group D		

763	Quesnel	11.4	0.49	\$5.69	25.7%	3	0	0	1	1	0	2	Group D
817	Fort St. John	14.6	0.64	\$9.41	7.8%	7	1	1	0	0	0	2	Group D
876	Sea to Sky	15.2	0.35	\$10.08	14.1%	4	1	0	0	0	0	1	Group D
<b>Group D Average</b>		<b>16.6</b>	<b>0.61</b>	<b>\$6.80</b>	<b>19.9%</b>	<b>8.4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4.0</b>	
772	Williams Lake	11.1	0.48	\$7.07	12.6%	6	0	0	0	0	0	0	Group E
705	Castlegar	8.4	0.37	\$10.79	10.1%	4	0	0	0	0	0	0	Group E
735	Okanagan-Similkameen	7.0	0.22	\$9.42	13.5%	4	0	0	0	0	0	0	Group E
<b>Group E Average</b>		<b>11.7</b>	<b>0.4</b>	<b>\$8.83</b>	<b>14.0%</b>	<b>5.2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>BCT Average</b>		<b>25.5</b>	<b>1.0</b>	<b>4.9</b>	<b>25.6%</b>	<b>24.6</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>9</b>	

\*Municipality run systems. Costing is based on information provided to BCT and may not include all internal municipal charges outside of the AOA.

**Provincial Allocation of Funding - Targets**

Custom and Paratransit	16.00%
Group A	68.00%
Group B	10.00%
Group C	4.00%
Group D	2.00%
Group E	0.00%
<b>Total</b>	<b>100.00%</b>

**Group Pointing**

Points Required	
Group A	15+
Group B	10 - 14
Group C	5 - 9
Group D	1 - 4
Group E	0

**Performance Criteria and Threshold Scoring**

Points	4	3	2	1	0
Boardings per service hour	> 35.0	30.0 - 34.9	25.0 - 29.9	12.0 - 24.9	<12
Boardings per service kilometre	>1.5	1.15 - 1.50	0.9 - 1.149	0.50 - 0.89	<0.5
Cost per Boarding	<\$2.50	\$2.51 - \$3.00	\$3.01 - \$4.00	\$4.01 - \$7.00	>\$7.00
Cost recovery	>35%	29% - 34.9%	26% - 28.9%	15% - 25.9%	<15%
Passengers per Capita	>30	20-29.9	15-19.9	10-14.9	<10



Service Expansion Evaluation Form

LEGEND	
<span style="background-color: #e6f2ff;"> </span>	Input by BCT based on current information
<span style="background-color: #fff2cc;"> </span>	Calculation
<span style="background-color: #fff2cc;"> </span>	Input into evaluation

Transit System:	Great City Transit									
Municipality:	Great City									
Description:	Add peak service to route #5									
<b>System Data</b>										
System Rides per Hour	20.00	← Based on previous year actuals								
Expansion Rides per Hour	19.00	← Uses 65% of system average for year 1								
Estimated Hours	3000									
	Weekday	Saturday	Sunday	Total Annual						
Service Days	250	54	61	365						
Hours Per Day	12	10	0							
Actual Hours per Year	3000	540	0	3540						
Population Served	50,000	← Based on current estimate								
Kilometres per Hour	22.2	← Based on previous year actuals								
Annual Kilometres per Year	66,600									
Marginal Operating Cost per Hour	\$ 65.42	← Based on previous year actuals								
Annual operating cost	\$ 231,587									
<b>Vehicles</b>										
	Double Decker	Standard	Community	Paratransit						
Peak Vehicles		1.31								
Spare Vehicles		0.26								
Total Vehicles	0.00	1.57	0.00	0.00						
2700 hours per bus for Standard 2400 hours per bus for Community 2000 hour per bus for Custom/Paratransit 20% spare ratio used as average										
<b>Costs</b>										
Annual Debt Service per Bus	\$ 80,000	\$ 63,600	\$ 60,000	\$ 45,000						
Additional Debt Service Cost	\$ 100,064									
Total Increase in cost	\$ 331,651	\$ 331,651	\$ 331,651							
<b>Ridership</b>										
Total Boardings	46,020									
Average Fare	\$ 1.25	← Based on previous year actuals								
Estimated annual Revenue	\$ 57,525									
<b>Ridership Productivity</b>										
	Calculation	4	3	2	1	0	Evaluation	Value (\$)	Max	Score
Boardings per Service Hour	19.00	> 23.0	19.5 - 23	16.3 - 19.4	7.8 - 16.2	< 7.8	1	5	20	5
Boardings per Service Kilometre	0.69	> 1	.75 - 0.99	.6 - .749	.33 - .59	< 0.33	2	5	20	10
Cost per Boarding	\$5.03	< \$2.50	\$2.51 - \$3.00	\$3.01 - \$4.00	\$4.01 - \$7.00	> \$7.00	1	5	20	5
Cost Recovery	24.8%	> 30%	24.7% - 29.9%	22.1% - 24.6%	13% - 22%	< 13%	3	5	20	15
Passengers per capita	0.9204	> 1.5	1.0 - 1.5	0.75 - 0.99	.5 - 0.74	< 0.5	2	5	20	10
<b>100 45</b>										
<b>System Ranking</b>										
	System score				Evaluation	Value	Max	Score		
Group A	5				5	4	20	20		
Group B	4									
Group C	3									
Group D	2									
Group E	1									
<b>System Fix vs. Expansion</b>										
Is this a critical system fix?					Yes or No	Value (\$)	Max	Score		
					Yes	(yes 50 no 0)	50	50		
<b>Planning and Land Use</b>										
Master Plan	Does the expansion support the Transit Future Plan?				Yes or No	Value (\$)	Max	Score		
Official Community Plan Policies	Does the OCP support increased transit service through density?				Yes	(yes 2 no 0)	2	2		
Land Use	Is the area within 500m of the bus route(s) supportive of transit service?				No	(yes 2 no 0)	2	0		
Provincial Transit Plan	Is this expansion focussed on PTP goals of increasing ridership?				Yes	(yes 2 no 0)	2	2		
<b>Total Planning and Land Use</b>							<b>6</b>	<b>6</b>		
<b>Vehicles and Facilities</b>										
Fleet	Can any fleet expansion be accommodated in the fleet plan?				Yes or No	Value (\$)	Max	Score		
Vehicle Utilization	Will vehicle utilization be improved by the service?				Yes	(yes 1 no 0)	1	1		
Garage	Can the necessary fleet expansion be accommodated in the existing facilities?				No	(yes 1 no 0)	1	0		
Terminals	Can layover points accommodate the additional service?				No	(yes 1 no 0)	1	0		
<b>Total Vehicles and Facilities</b>							<b>4</b>	<b>2</b>		
<b>Policy</b>										
Profile	Has the expenditure been subject to local, Provincial or Federal commitments?				Yes or No	Value (\$)	Max	Score		
Contractual	Does the trigger significant AOA changes from the operator?				Yes	(yes 1 no 0)	1	1		
Safety/Health	Does the expenditure maintain or improve public and/or employee safety or health?				No	(yes 1 no 0)	1	0		
<b>Total General</b>							<b>3</b>	<b>1</b>		
<b>Social and Operational</b>										
Accessibility	Does the expansion improve the accessibility of the community?				Yes or No	Value (\$)	Max	Score		
Community Connections	Does the service improve connection to health, education and social services?				Yes	(yes 1 no 0)	1	1		
Community Support	Is the project actively supported by the affected community?				No	(yes 1 no 0)	1	0		
Operations	Does the expansion address operational reliability, pass-ups, or crowding?				Yes	(yes 1 no 0)	1	1		
<b>Total Social</b>							<b>4</b>	<b>2</b>		
<b>Total score</b>								<b>189</b>	<b>126</b>	

### 3 Year Transit Improvement Plan - FAQs

- **What is the difference between the Transit Effectiveness Program (TEP) and the Transit Improvement Plan (TIP)?**

The TEP is the overall framework that includes service reviews, efficiency reviews and operational reviews as well as the 3 year TIP. The TIP reflects the process for allocating expansion funding for new service hours.

- **How does the new Transit Improvement Plan (TIP) allocation process work?**

In general the new allocation process is performance based and allocates expansion to defined groups of systems based on a performance rating system. The groups are then allotted a percentage of the total available expansion hours; for example, Group B is allocated 10% of the available expansion hours each year. Once the group allocations are done, each specific expansion request within a group is then rated using a 21 question multiple account evaluation form to prioritize expansions within each group. Where all of the service hours allocated to a group are not used the service hours may then be assigned to another group. For a more detailed discussion on the process please refer to the attached Transit Improvement Plan Overview document which is attached.

- **Why did BC Transit change the way it reviews expansion requests?**

In the past BC Transit had a greater number of service requests than available expansion funding. The old allocation system was largely based on system size rather than performance with no pre-defined rationale allocating the hours. To improve the fairness and objectivity, we have introduced this new process to ensure that systems of all sizes have an opportunity to receive expansion funding and allow our local government partners a better ability to plan for future expansions. Ensuring that an expansion allocation is available for custom and paratransit systems was also an important aim of the new process.

- **How did you determine the groupings?**

Conventional transit systems are evaluated using five indices to measure productivity. These indices are

- *Boardings per service kilometre*
- *Boardings per service hour*
- *Cost per Passenger trip*
- *Cost Recovery*

- *Passengers per Capita*

Each conventional transit group has defined minimum performance levels that must be achieved on each of the indices. The statistics used as the basis of the ratings for conventional systems was based on the 2010/11 fiscal year results.

Due to the unique nature of paratransit and custom transit services, they are considered a separate grouping from the conventional transit performance based grouping.

**Is this a permanent group assignment or do they change over time?**

Conventional transit groupings are based on annual performance results and will change as system performance changes. A system can move up or down within the group rankings. Where a system has previously been allocated an expansion and the local government partner approved the expansion, a movement by them to another group will not impact their approved expansion. This is to ensure our local partners can rely on a level of certainty when they are budgeting for future expansions.

- **If I am allocated expansion and I have approved the expansion, is there any risk the expansion may not occur?**

BC Transit's budgets are currently confirmed by the Province on an annual basis. The Province provides three year spending projections to BC Transit and expansion plans will be consistent with that plan. However, all future expansions are subject to annual confirmation of provincial funding availability.

- **Does this significantly change the way expansion hours are allocated amongst BC Transit systems?**

No not significantly; please refer to the attached "Transit Expansion Funding Process Overview" document where you will see where there have been modest changes in how hours are allocated.

- **Does this mean that if I am low ranked system that, even though we support transit and want to expand, we will not have the opportunity to get expansion?**

All systems are eligible for expansion funding except for conventional transit systems in Group E. Systems that perform poorly and do not offset the greenhouse gases generated by transit service vehicles will be expected to improve performance through reallocation prior to future expansion.

- **Is this allocation process set in stone with no ability to alter the results where it may be warranted?**

The attached TIP process is a DRAFT for review by municipalities. We are requesting your input prior to presentation to BC Transit Board of Directors. This TIP process is an initial step forward to improve the way in which we allocate expansion funding to meet the needs of both the Provincial Transportation Plan and the needs of our local government partners; we anticipate that as with any new initiative, we will find instances where the process may need to be amended or refined over time.

- **What if I cannot approve a proposed expansion for the year it is available, can the expansion hours be carried forward to the following year?**

BC Transit will work with municipalities to program service expansion to meet the funding constraints of both Provincial and local governments.

- **How can a system improve if we are not allotted expansion hours due to our present ranking?**

Systems that perform poorly and do not offset the greenhouse gases generated by transit service vehicles will be expected to improve performance through reallocation prior to future expansion.

- **I am in a lower ranking system does this mean I will not be a priority for service reviews to improve my existing system?**

Service review priorities are not affected by the performance grouping.

## Transit Improvement Plan Feedback Form

### Instructions:

There are 4 key areas of evaluation and allocation discussed in the Transit Improvement Plan (TIP) that we would like your opinions on. Please take some time to respond to the following questions.

This form can be filled and emailed to [Linda Moss@bctransit.com](mailto:Linda.Moss@bctransit.com), or printed and faxed to 250.995.5689, attention: Linda Moss.

Please return by **June 24th, 2011**.

- 
1. The TIP scores conventional transit systems based on 5 key performance indicators to a maximum score of 20 points and then assigns that system to a Group (ranked A to E) based on their score. A score of 1 or more means the transit system is meeting or exceeding greenhouse gas emission targets and is eligible for expansion hours (see Figure 4 in *Transit Improvement Plan* document).

Do you think this evaluation process for Group assignment is fair?  Y  N

If "No", please explain why this is not a fair evaluation process?

How would you improve the evaluation process?

## Transit Improvement Plan Feedback Form

2. Under the Transit Improvement Plan expansion funding (translated into system service hours) will be allocated as follows: 68% to the Group A (top performing systems), 16% to custom and paratransit, 10% to Group B ranked systems, 4% to Group C, 2% to Group D and 0% to Group E (those systems not meeting the minimum GHG targets).

Do you think this allocation is fair?  Y  N

If "No", what do you think would be a fair allocation?

3. Within each Group eligible for expansion, the expansion hours available may not meet the total demand, in order to ensure that the hours are allocated in an equitable manner the "Service Expansion Evaluation Form" has been created to rank the expansion requests. The evaluation measures fall into 7 categories and are weighted by their impact on community and transit system improvement.

Do you think the following measures and weightings are appropriate?

- i) Ridership Productivity = 53% of total score

Y  N suggested weighting? \_\_\_\_\_

- ii) System Ranking (Group assignment) = 10.5% of total score

Y  N suggested weighting? \_\_\_\_\_

- iii) System Fix vs. Expansion (Is this a critical system fix?) = 27% of total score  
(This criteria is to ensure that urgent needed change will be given priority status.)

Y  N suggested weighting? \_\_\_\_\_

- iv) Planning and Land Use (how does this fit into the larger picture?) = 4% of total score

Y  N suggested weighting? \_\_\_\_\_

### Transit Improvement Plan Feedback Form

v) Vehicles and Facilities (is infrastructure in place?) = 2% of total score

Y  N suggested weighting? \_\_\_\_\_

vi) Policy (impact on contracts, health and safety) = 1.5% of total score

Y  N suggested weighting? \_\_\_\_\_

vii) Social and Operational (community benefits) = 2% of total score

Y  N suggested weighting? \_\_\_\_\_

What do you like about the measures used for evaluating each expansion request?

What would you change about these measures?

## Transit Improvement Plan Feedback Form

4. Once a service expansion/request has been evaluated, it is ranked within its group based on total score. Available expansion hours for that group will then be allocated to expansions based on the highest to lowest scores. If a service expansion qualifies for hours, but exceeds available hours or does not go forward for other reasons, it will be deferred and reexamined for the second or third year; and those hours would then be offered to the next on the list.

Is this process a fair way to allocate the available expansion hours?  Y  N

Will this process provide information needed for local government partners to plan their future transit budgets?  Y  N

Additional comments on the allocation process for expansion hours:

Do you have any other comments regarding the Transit Improvement Plan?

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email to [Linda Moss@bctransit.com](mailto:Linda_Moss@bctransit.com),  
or print and fax to 250.995.5689, attention: Linda Moss.

Please return by **June 21<sup>st</sup>, 2011**.

Thank you for your participation!

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June 7, 2011

## **Cowichan Valley Transit Future Update**

### **Purpose:**

The purpose of this report is to provide an update on the progress of the Cowichan Valley Transit Future Plan and to outline the next steps and schedule in the planning process to the CVRD Transit Committee.

### **Background**

The Transit Future Plan will envision what the Cowichan Valley Transit Network should look like 25 years from now.

The objectives of the plan are to:

- Identify and describe the future services, transit network, infrastructure investments.
- Strengthen the link between transportation and land use in order to support sustainable growth.
- Support the livability of the region by making it more economically, socially and environmentally sustainable.

### **Project Update**

The terms of reference for the project were approved by the CVRD Transit Committee and the project was initiated in October 2010. To raise awareness of the plan BC Transit staff made presentations on the Transit Future Plan to each local council. During the fall and winter BC Transit staff conducted a review of the existing transit system, local land use plans and existing and forecast demographic data to provide context for the transit plan.

A stakeholder's advisory group was established consisting of local government staff and council members, local transit operating companies, School District 79, Vancouver Island University, health centres, social planning, CVRD recreation facilities, library, senior's representatives and other members of the general public. The role of the stakeholder's advisory group has been to provide feedback throughout the planning process. The stakeholders group contributed to the development of a vision and goals for the plan and also proposed concepts for consideration in development of the Transit Future Network. BC Transit and CVRD staff have also met separately with Municipal staff, First Nations, and MOTI to discuss the transit plan and receive their input.

Other public consultation on the plan has included a project website and on-site input utilizing the Transit Future Bus (mobile open house). In late January and early February the Transit Future Bus was taken to nine locations within the CVRD to raise awareness of the plan and gather information on people's perception of transit and how transit could

be improved now and in the future. To date, over 330 people have visited the Transit Future Bus, and 286 filled out the survey.

The Transit Future planning process will continue over the summer and into the fall. During the summer of 2011 further work will be conducted by BC Transit to develop future transit network options with forecasted annual service hours and fleet. An implementation plan will also be developed to prioritize and lay out the steps to transform the existing transit system into the transit system of the future.

A draft plan will be presented to the stakeholder's advisory group, local governments, CVRD Transit Committee (August 3) and general public for feedback. Public feedback will occur with a 2<sup>nd</sup> round of Transit Future Bus events. In the fall a Final Transit Future Plan will be presented to the CVRD Transit Committee for endorsement.

See the attached schedule for project details

A handwritten signature in black ink, appearing to read 'James Wadsworth', with a stylized flourish at the end.

**James Wadsworth**  
Senior Transit Planner  
BC Transit Strategic Planning

**Cowichan Transit Future Plan Work Plan**

TASK DESCRIPTION		2010					2011									
		September	October	November	December	January	February	March	April	May	June	July	August	September	October	November
<b>Key Meeting Dates</b>																
	Stakeholder Advisory Group meetings			★			★	★				★	★		★	
	Transit Committee Meetings		★									★	★	★		
	Transit Future Bus					★	★								★	★
	Stakeholder Meetings MOTI, First Nations, Municipal Staff	[Red bar spanning from Jan to May 2011]														
<b>Project Start up</b>																
	Confirm project terms of reference		[Red bar]	[Red bar]												
	Establish working and stakeholder groups		[Red bar]	[Red bar]												
<b>Context</b>																
1.1	Review Official Community Plans & Transportation Plans			[Red bar]	[Red bar]	[Red bar]	[Red bar]	[Red bar]	[Red bar]							
1.2	Collect & review population & demographic data			[Red bar]	[Red bar]	[Red bar]	[Red bar]	[Red bar]	[Red bar]							
1.3	Review existing transit system			[Red bar]	[Red bar]	[Red bar]	[Red bar]	[Red bar]	[Red bar]							
<b>Vision, Goals &amp; Objectives</b>																
2.1	Define Vision					[Red bar]	[Red bar]	[Red bar]								
2.2	Develop Goals and Objectives					[Red bar]	[Red bar]	[Red bar]								
2.3	Refine Goals & Objectives based on feedback							[Red bar]	[Red bar]							
<b>Transit Future Network Development</b>																
3.1	Identify service typology							[Red bar]	[Red bar]	[Red bar]						
3.2	Identify key travel movements							[Red bar]	[Red bar]							
3.3	Develop network and route structures									[Blue bar]	[Blue bar]	[Blue bar]				
3.4	Refine route structure based on feedback									[Blue bar]	[Blue bar]	[Blue bar]	[Blue bar]			
3.5	Forecast fleet and service hour requirements										[Blue bar]	[Blue bar]	[Blue bar]			
3.6	Refine the 25 Year Vision based on feedback										[Blue bar]	[Blue bar]	[Blue bar]	[Blue bar]		
<b>Implementation Plan</b>																
4.1	Identify implementation priorities											[Blue bar]	[Blue bar]	[Blue bar]	[Blue bar]	
4.2	Develop service implementation plan											[Blue bar]	[Blue bar]	[Blue bar]	[Blue bar]	
4.3	Develop facilities plan											[Blue bar]	[Blue bar]	[Blue bar]	[Blue bar]	
4.4	Refine the implementation plan based on feedback											[Blue bar]	[Blue bar]	[Blue bar]	[Blue bar]	
4.5	Identify funding sources											[Blue bar]	[Blue bar]	[Blue bar]	[Blue bar]	
<b>Adoption &amp; Prepare Final Document</b>																
5.1	Document Public Process													[Blue bar]	[Blue bar]	[Blue bar]
5.2	Prepare the draft Plan document													[Blue bar]	[Blue bar]	[Blue bar]
5.3	Present vision, goals and network to local councils for endorsement													[Blue bar]	[Blue bar]	[Blue bar]
5.4	Refine the Plan based on feedback													[Blue bar]	[Blue bar]	[Blue bar]
5.5	Present draft plan to CVRD transit committee for endorsement													[Blue bar]	[Blue bar]	[Blue bar]
5.6	Refine the Plan based on feedback													[Blue bar]	[Blue bar]	[Blue bar]
5.7	Prepare Final Plan document													[Blue bar]	[Blue bar]	[Blue bar]
5.8	Present Plan to BC Transit Board of Directors for approval													[Blue bar]	[Blue bar]	[Blue bar]
<b>Progress</b>																
	Complete	[Red bar]														
	In-Progress	[Blue bar]														
	Forecast Schedule	[Purple bar]														