



TRANSIT COMMITTEE MEETING AGENDA

WEDNESDAY, JULY 12, 2017
BOARD ROOM
175 INGRAM STREET, DUNCAN, BC

1:00 PM

	<u>PAGE</u>
1. <u>APPROVAL OF AGENDA</u>	
2. <u>ADOPTION OF MINUTES</u>	
M1 Regular Transit Committee meeting of May 10, 2017	1
Recommendation That the minutes of the Regular Transit Committee meeting of May 10, 2017 be adopted.	
M2 Special Transit Committee meeting of May 24, 2017	3
Recommendation That the minutes of the Special Transit Committee meeting of May 24, 2017 be adopted.	
3. <u>BUSINESS ARISING FROM THE MINUTES</u>	
4. <u>DELEGATIONS</u>	
5. <u>CORRESPONDENCE</u>	
6. <u>INFORMATION</u>	
IN1 Report from the Manager, Facilities and Transit Management Division Re: CVRD Transit Web Map and Google Transit Update	Verbal Report
7. <u>REPORTS</u>	
R1 Report from the Manager, Facilities and Transit Management Division Re: 2016/17 Customer and Local Government Survey Reports from BC Transit	7
Recommendation For information	
R2 Report from the Manager, Facilities and Transit Management Division Re: Update on Duncan-Victoria Saturday Express Transit Pilot Service Implementation	131

Recommendation That it be recommended to the Board:

1. That the May 24, 2017 Board Resolution No. 220.2 be rescinded;
2. That cash-only fares of \$10.00 per one-way trip be implemented for the Duncan-Victoria Saturday Express transit pilot service but that children age 4 years and under have free fare for consistency with existing fare policy on local and Cowichan Valley Commuter routes;
3. That the May 24, 2017 Board Resolution No. 220.3 be rescinded; and
4. That the Duncan-Victoria Saturday Express transit pilot service use the same general routing as the Duncan Commuter Route 66 with modifications to add service to the Duncan Train Station area and to remove the Koksilah bus stop.

R3 Report from the Manager, Facilities and Transit Management Division Re: Proposed 3 Year Transit Service Expansion Plan (2018/19 - 2020/21) 137

Recommendation That it be recommended to the Board:

1. That the 3 year service expansion initiatives outlined in BC Transit's letter of May 15, 2017, and the accompanying Expansion Memorandum of Understanding be approved;
2. That the 200 hour commuter system required hours for April 2018 implementation, be approved and the associate costs be included in the 2018 CVRD Transit Budget for Function 106;
3. That the 1,500 hour conventional system expansion targeted for March 2018 implementation, be approved and the associated local costs be included in the 2018 CVRD Transit Budget for Function 107; and
4. That transit service expansion hours and associated costs for 2019/20 to 2020/21 be incorporated into the 5 year financial plan for Transit Budget Functions 106 and 107.

R4 Report from the Manager, Facilities and Transit Management Division Re: New Transit Service Agreement and Annual Operating Agreement with BC Transit 151

Recommendation That it be recommended to the Board:

1. That the Transit Service Agreement with BC Transit effective April 1, 2017 be approved; and
2. That the Annual Operating Agreement with BC Transit be approved for 12 months commencing April 1, 2017.

8. **UNFINISHED BUSINESS**

9. **NEW BUSINESS**

10. **QUESTION PERIOD**

11. **CLOSED SESSION**

Motion that the meeting be closed to the public in accordance with the *Community Charter* Part 4, Division 3, Section 90, subsections as noted in accordance with each agenda item.

12. **ADJOURNMENT**

The next Transit Committee Meeting will be held Wednesday, September 13, 2017 at 1:00 PM, in the Board Room, 175 Ingram Street, Duncan, BC.

Committee Members

Director K. Davis, Chairperson
Director M. Clement, Vice-Chairperson
Director S. Acton
Director B. Day
Director L. Iannidinardo

Director S. Jackson
Director K. Kuhn
Director J. Lefebure
Director K. Marsh

Director I. Morrison
Director A. Nicholson
Director A. Stone
Director T. Walker

Minutes of the Transit Committee Meeting held on Wednesday, May 10, 2017 in the Regional District Board Room, 175 Ingram Street, Duncan BC at 2:00 PM.

PRESENT: Chair, K. Davis
Director M. Clement
Director B. Day
Director S. Jackson
Director K. Kuhn
Director J. Lefebure
Director K. Marsh
Director I. Morrison
Director A. Nicholson
Director A. Stone
Director T. Walker
Alternate Director S. Acton
Alternate Director A. Bomford

ALSO PRESENT: Brian Carruthers, Chief Administrative Officer
John Elzinga, General Manager, Community Services
Mark Kueber, General Manager, Corporate Services
Jim Wakeham, Manager, Facilities and Transit Management
Erin Annis, Transit Analyst, Facilities and Transit Management
Rob Conway, Manager, Development Services
Kate Miller, Manager, Environmental Services
Michelle Lewers, Recording Secretary

ABSENT: Director S. Furstenau
Director L. Iannidinardo

APPROVAL OF AGENDA

It was moved and seconded that the agenda be approved.

MOTION CARRIED

ADOPTION OF MINUTES

M1 Regular Transit Committee meeting of March 8, 2017

It was moved and seconded that the minutes of the Regular Transit Committee meeting of March 8, 2017 be adopted.

MOTION CARRIED

CLOSED SESSION

2:04 PM It was moved and seconded that the meeting be closed to the public, in accordance with the *Community Charter* Part 4, Division 3, Section 90, (1)(e) Land Acquisition.

MOTION CARRIED

RISE FROM CLOSED SESSION

2:47 PM It was moved and seconded that the Transit Committee rise without report, and return to the Open portion of the meeting.

MOTION CARRIED

ADJOURNMENT

2:47 PM It was moved and seconded that the meeting be adjourned.

MOTION CARRIED

The meeting adjourned at 2:47 PM.

Chair

Recording Secretary

Dated: _____

Minutes of the Special Transit Committee Meeting held on Wednesday, May 24, 2017 in the Regional District Board Room, 175 Ingram Street, Duncan BC at 10:00 AM.

PRESENT: Chair, K. Davis
 Director S. Acton
 Director M. Clement
 Director B. Day
 Director L. Iannidinardo
 Director S. Jackson
 Director J. Lefebure
 Director I. Morrison
 Director A. Nicholson
 Director A. Stone
 Director T. Walker
 Alternate Director M. Maguire
 Alternate Director J. Tatham

ALSO PRESENT: Brian Carruthers, Chief Administrative Officer
 John Elzinga, General Manager, Community Services
 Mark Kueber, General Manager, Corporate Services
 Jim Wakeham, Manager, Facilities and Transit Management
 Erin Annis, Transit Analyst, Facilities and Transit Management
 Meghan Kueber, Transit Summer Student, Facilities and Transit Management
 Michelle Lewers, Recording Secretary

GUESTS: Myrna Moore, Regional Transit Manager, BC Transit
 Shilpa Paniker, Senior Planner, BC Transit
 Colin Oakes, Manager, First Canada
 Bruce Pesowsky, General Manager, Oak Transit
 Carol Blatchford, Cowichan Community Services

ABSENT: Director K. Kuhn
 Director K. Marsh

APPROVAL OF AGENDA

It was moved and seconded that the agenda be approved.

MOTION CARRIED

CORRESPONDENCE

C1 Correspondence from Ken Cossey, Board President, Oak Transit
 Re: Custom Transit Open House for CVRD Directors

The correspondence from Ken Cossey, Board President, Oak Transit, dated May 16, 2017 regarding a meeting invite to the directors for an open house at Oak Transit on June 16, from 12 noon to 2:00 pm, was received for information.

REPORTS

R1 Report from the Manager, Facilities and Transit Management Division
Re: Duncan - Victoria Saturday Express Transit Pilot Recommendations

It was moved and seconded that it be recommended to the Board:

- 1. That three southbound and three northbound trips per Saturday excluding statutory holidays be provided for the Duncan-Victoria Express transit pilot service to maximize travel opportunities in both directions, be approved.**
- 2. That cash-only fares of \$10.00 per one-way trip be implemented for the Duncan-Victoria Saturday Express transit pilot service, be approved.**
- 3. That the Duncan-Victoria Saturday Express transit pilot service use the same routing and bus stops as Duncan Commuter Route 66.**

MOTION CARRIED

R2 Report from the Manager, Facilities and Transit Management Division
Re: October 2016 Transit Service Changes Ridership and Drinkwater Road Route Update

The Manager, Facilities and Transit Management Division provided a comparison on ridership figures since October 2016 for Ladysmith, Youbou, Honeymoon Bay, and the new Saturday morning trip from Mill Bay to Duncan. In addition, an update was provided on Route 7x, Cowichan Lake Express, regarding a revised route as a result of speed tables being installed on the Western portion of Drinkwater Road, buses will use Somenos Road North to Highway 18 starting June 5.

R3 Verbal Report from the Manager, Facilities and Transit Management Division
Re: Local Fleet Replacement Update

The Manager, Facilities and Transit Management Division, presented an update on the expected arrival of the six new Vicinity buses that are scheduled to be in service in early July. An event is being planned with BC Transit (location and date to be determined) for the public and riders to see the new bus and ask questions if they so wish.

ADJOURNMENT

11:08 AM **It was moved and seconded that the meeting be adjourned.**

MOTION CARRIED

The meeting adjourned at 11:08 AM.

Chair

Recording Secretary

Dated: _____



STAFF REPORT TO COMMITTEE

DATE OF REPORT July 7, 2017

MEETING TYPE & DATE Transit Committee of July 12, 2017

FROM: Facilities & Transit Division
Community Services Department

SUBJECT: 2016/2017 Customer and Local Government Survey Reports from
BC Transit

FILE:

PURPOSE/INTRODUCTION

The purpose of this report is to inform the Committee about the results of the 2016/2017 annual customer satisfaction report prepared by the NRG Research group for BC Transit as well as local government satisfaction results from the 2017 CivicInfo BC Partner survey.

RECOMMENDED RESOLUTION

For Information.

BACKGROUND

BC Transit is committed to strengthening organizational performance by understanding the issues that are critical to its success and the partnerships with local governments. Each year BC Transit conducts surveys to seek feedback from the public as well as local government transit representatives. The results of the surveys are reviewed and discussed across BC Transit's management team, and are used to guide decisions on resource planning and future investment in transit systems.

2016/2017 Customer Satisfaction Tracking Research Annual Report

Since April 1998, BC Transit has been conducting research with the residents of Victoria to measure ridership levels and demographics, market trends and changes, and attitudes towards quality of the transit service. In 2009, BC Transit expanded this research to include the rest of the province. Annual results from the 2016/17 survey are discussed in this report.

Survey data was collected from April 2016 to March 2017. Each region had an annual sample size of 400 respondents. To ensure samples accurately reflect the community, data is weighted by community, age, and gender to reflect actual population distributions. Traditionally, surveying has been carried out by telephone, but online surveying was introduced for the 2016/2017 report. This has largely increased the sample size and accuracy of the survey, and as a result, the 2016/2017 results will become the new benchmark levels for future comparisons.

This report updates the Committee on key trends for the Cowichan Valley transit system. Comparisons have been made with regions that have similar transit systems and populations to the Cowichan Valley, including Vernon, Penticton, and the Comox Valley. No two systems are identical but this information is offered to provide the Committee with a general point of reference for comparison. Year over year comparisons within Cowichan Valley are also offered.

2017 CivicInfo BC Partner Survey

This report also updates the Committee on the findings from the annual CivicInfo BC Partner survey. This survey provides an opportunity for the CAO and local government transit representatives to share feedback on the past year of BC Transit's performance levels and provide suggestions on how to improve the partnership. Through CivicInfo, BC Transit has been conducting this survey on an annual basis since 2012, and survey results have been shared with the Committee in past years as correspondence.

ANALYSIS

2016/2017 Customer Satisfaction Tracking Research Annual Report

The survey report provides very detailed information on various aspects of each local transit system and comparisons to similar tier systems. Information below references a few key items.

The survey results indicate that the Cowichan Valley has one of the highest awareness levels of all the local systems, with over half of the population (55%) aware that BC Transit is responsible for the local transit system and 32% aware of the local government's role in transit. Just 16%¹ of Cowichan Valley respondents did not know who was responsible for the system. These awareness levels have dramatically improved since the 2015/2016 report, where 32% of respondents did not know who was responsible for local transit in our community. This is encouraging information, as the first step to increasing ridership is increasing knowledge about the system as a whole, and the past year's improvement is partially a result of improved website information, many local promotions and education sessions that staff have been conducting.

Ridership Levels

While the Cowichan Valley has lower ridership levels than other urban areas of the province, year over year comparisons show some improvement with 26% of respondents using transit in the Cowichan Valley in 2016/17 vs. 23% in 2015/16. The table below offers a year by year comparison of ridership levels in the Cowichan Valley and other similar regions.

Region	Percentage of transit users (2015/2016)	Percentage of transit users (2016/2017)
Cowichan Valley	23%	26%
Vernon	17%	28%
Penticton	24%	29%
Comox	37%	30%

Lower ridership levels are not uncommon in areas with broadly dispersed populations such as the Cowichan Valley. Vernon, Penticton, and the Comox Valley all have similar proportions of transit users.

Use and Satisfaction of Transit Information Services

Of those surveyed, over half of respondents (53%) had accessed information about the local bus system online. The Cowichan Valley has one of the highest ratings for quality of online information

¹ Percentages exceed 100 as respondents could select multiple categories for response.

with 71% of respondents who had accessed information online rating the quality as a 4 or 5 out of 5, with 5 being excellent. These results are beneficial, as just under half of our riders listed online sources (including the BC Transit website) as their primary resource for acquiring information. For the quality of telephone information services, the Cowichan Valley has the highest percentage of positive ratings in all of BC. Of those who have used the telephone information services, 70% rated the quality of services a 4 or 5 out of 5, with 5 being excellent.

Perceptions of Transit Services

The survey showed that residents of the Cowichan Valley, value the transit services we offer. Of those surveyed, 60% believe transit is very important to the community. This is an improvement from the last year, where 52% valued transit as very important.

The table below shows local perception of services from the 2016/2017 timeframe*.

Region	Improved	Worsened	Stayed the Same
Cowichan Valley	21%	5%	48%
Vernon	15%	9%	46%
Penticton	23%	1%	55%
Comox	17%	4%	55%

*Excludes Don't Know responses

In the Cowichan Valley, 21% of residents feel the local transit system has improved in the past year, while only 5% feel it has worsened. These numbers are slightly lower than the previous year, where 23% felt the local service had improved; however, the results are comparable to other similar regions.

With respect to 15 different items questioned about various aspects of the transit service (i.e. fares, frequency of trips, reliability of buses being on time, trip times, cleanliness of buses and stops, bus drivers courtesy, overcrowding on buses, safety, bus stop amenities, etc.), the local public opinion has improved in the past year with ratings of 10 items (67%) improving, which is very good and only 5 having slightly lower ratings. Perceptions about directness of bus routes and availability of bus stop amenities (i.e. benches, shelters, and schedule information) have declined a little in the past year and are potential areas for improvement moving forward.

These survey results offer insights as to general ridership trends, attitudes, and markets in our community that should be considered along with service standards and performance metrics when planning transit service and infrastructure changes.

2017 CivicInfo BC Partner Survey

Most notably, results from the past year (April 2016 to March /2017) survey show that the average rating of services provided from BC Transit has improved; 92% of local government representatives rated services received from BC Transit as 4 or 5 out of 5, with 5 being excellent, in comparison to 80% in the previous year. This is the highest-ranking level of service since the survey was first conducted.

When asked about the level of satisfaction on topics including finance, asset management, operations, and business development, 11 out of the 16 categories showed improvements. CAO's

across the province agreed that BC Transit is easily accessible to staff and the Board, and available to provide assistance during the budget process. Areas noted for potential improvement included more input on annual budgets, strengthening fleet delivery timeframes and enhanced marketing. Results from this survey indicate that, overall, local governments are pleased with the services provided by BC Transit and the relationships with local government partners is continuing to strengthen.

FINANCIAL CONSIDERATIONS

None.

COMMUNICATION CONSIDERATIONS

Survey results will help inform a CVRD PlaceSpeak Transit Conversation designed to help non-transit riders become more familiar with local transit services available and to discuss what might make them more likely to consider trying out local routes and services.

STRATEGIC/BUSINESS PLAN CONSIDERATIONS

This report supports the Engaging our Communities element of the Strategic Plan by providing the community an opportunity to have their interests and opinions voiced.

Referred to (upon completion):

- Community Services (*Island Savings Centre, Cowichan Lake Recreation, South Cowichan Recreation, Arts & Culture, Public Safety, Facilities & Transit*)
- Corporate Services (*Finance, Human Resources, Legislative Services, Information Technology, Procurement*)
- Engineering Services (*Environmental Services, Recycling & Waste Management, Water Management*)
- Land Use Services (*Community & Regional Planning, Development Services, Inspection & Enforcement, Economic Development, Parks & Trails*)
- Strategic Services

Prepared by:



Meghan Kueber
Transit Assistant

Reviewed by:



Jim Wakeham
Manager

ATTACHMENTS:

Attachment A – 2016/2017 Customer Satisfaction Tracking Research Annual Report
Attachment B – 2017 CivicInfo BC Partner Survey



CivicInfo BC Partner Surveys Local Government Representative and CAO

MAY 2017

Highlights – Local Government Staff

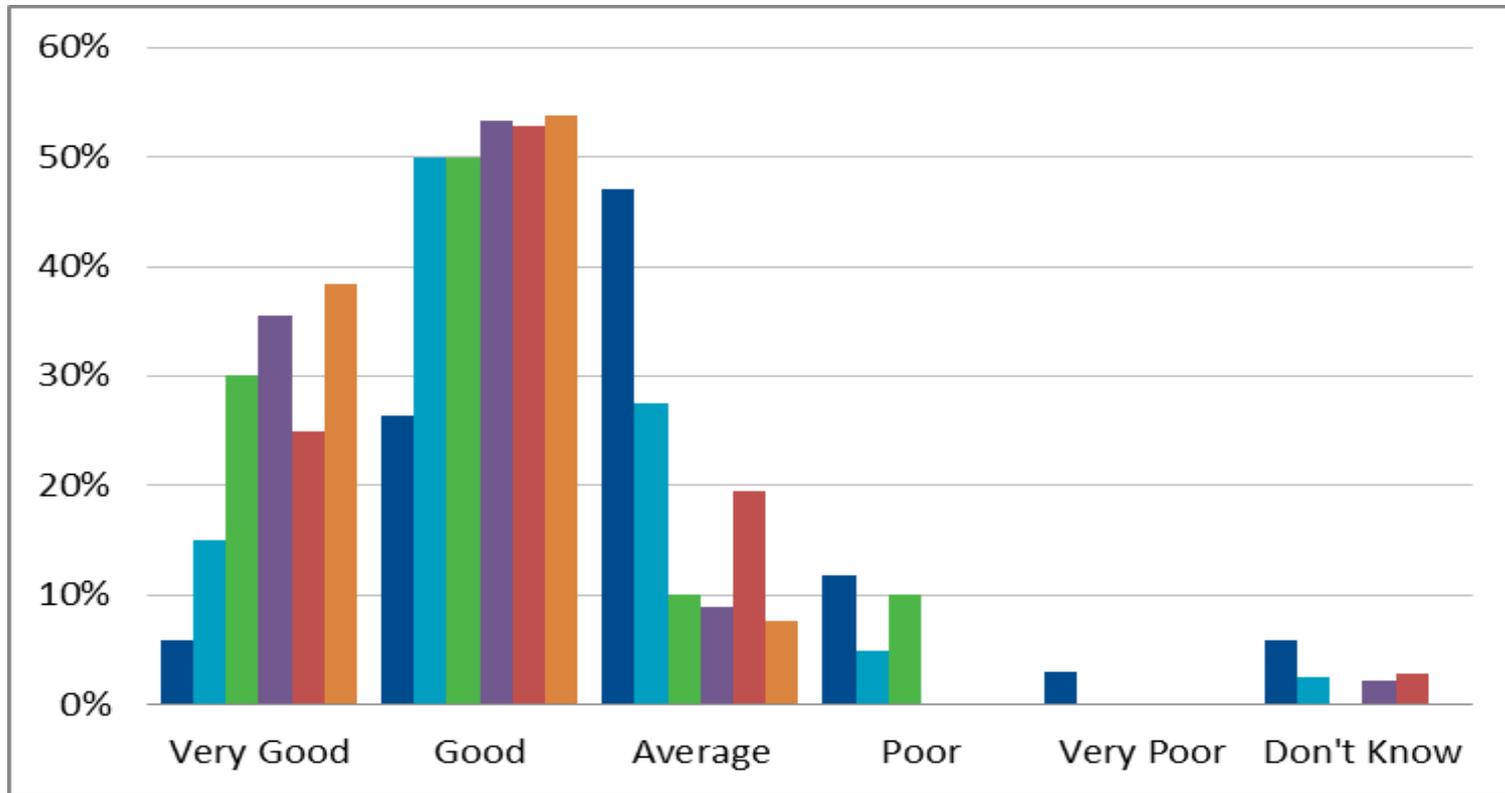
- Rating of the service they received from BC Transit this year:
 - » 92% responded good or very good, compared to 80% last year
 - » Average rating up from last year 4.06 to 4.31
 - » This is the highest ranking since the survey started (2012)
- 26 respondents this year, last year 39
- 11 out of 16 categories showed improvements over last year
- Categories showing highest improvements over last year (Top 5):
 - » Capital planning support for major infrastructure
 - » Promotion of transit in your community
 - » Provision and support for transit infrastructure
 - » Provision of fare media
 - » Management of agreements and contracts

12



Overall how could you rate the service you have received from BC Transit staff over the past year?

13



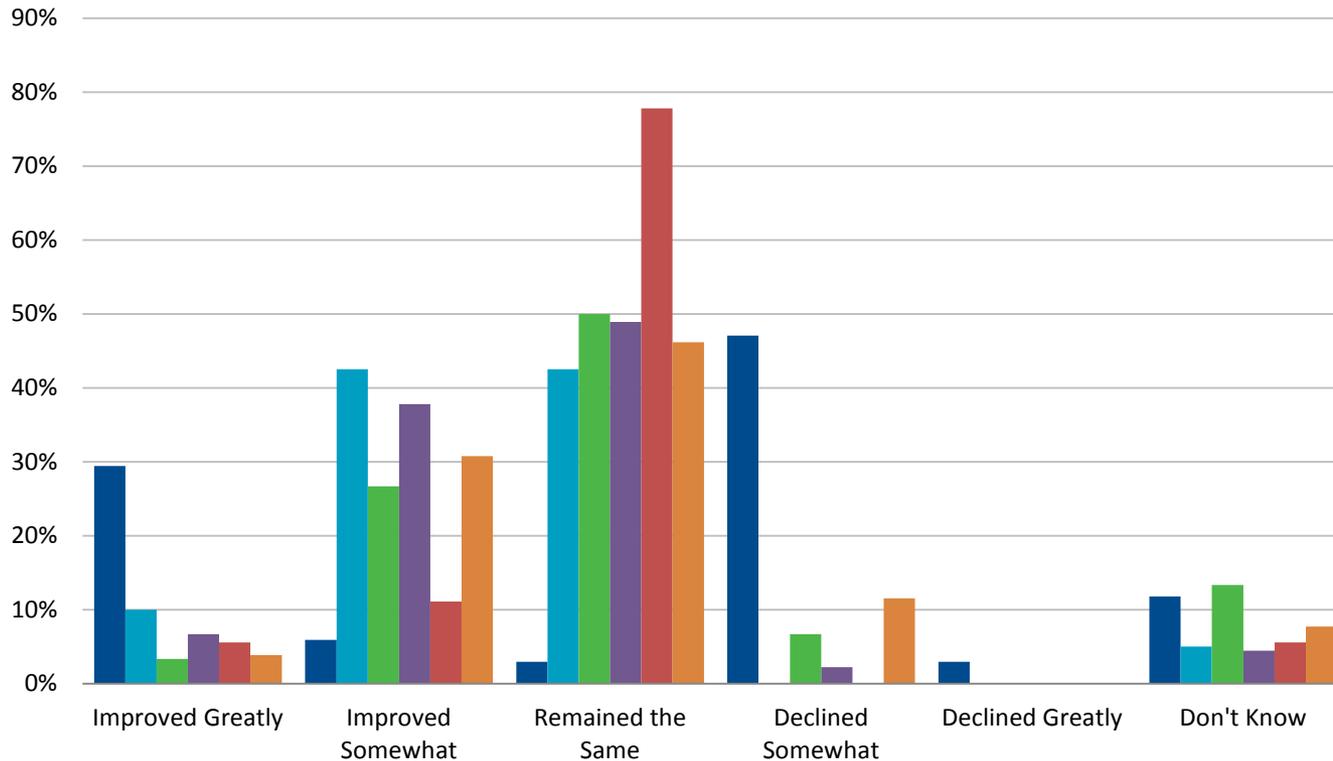
Average Ranking Out of 5

Year	2012	2013	2014	2015	2016	2017
Average Ranking	3.22	3.77	4.00	4.27	4.06	4.31

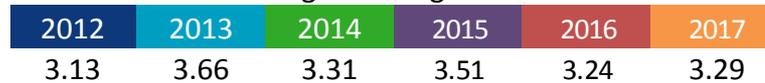


How would you compare this year's service to the service you received last year?

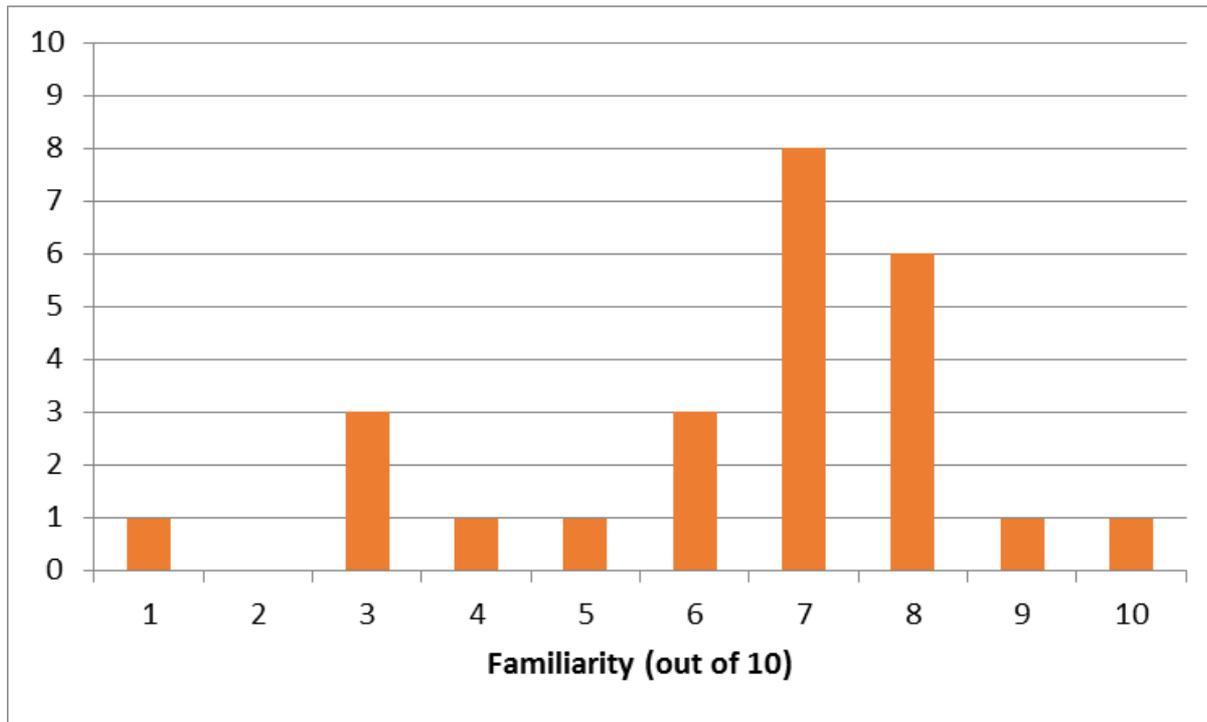
14



Average Ranking Out of 5



How familiar are you with BC Transit's Mission, Vision and Values?



Average Ranking Out of 10

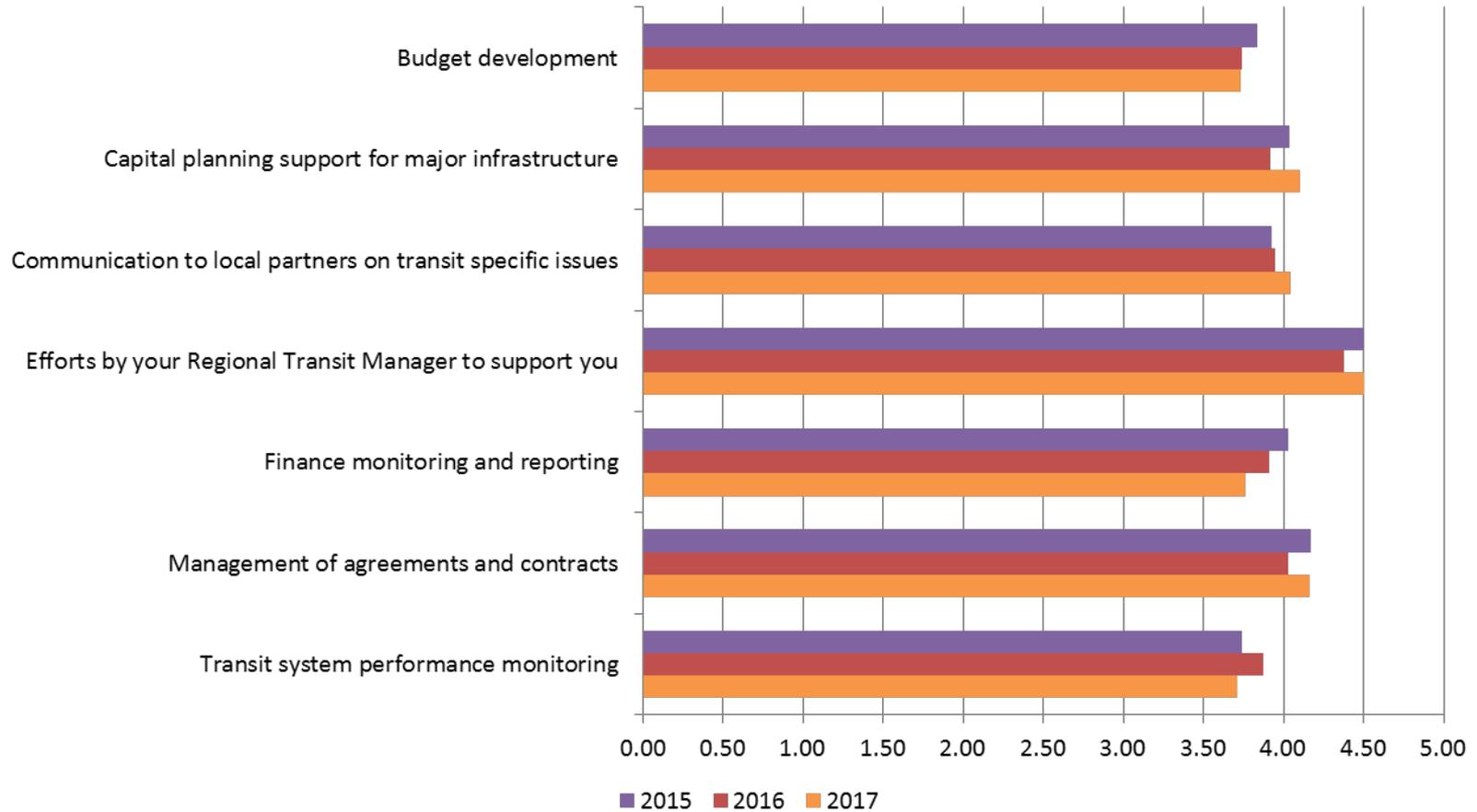
2017

6.40



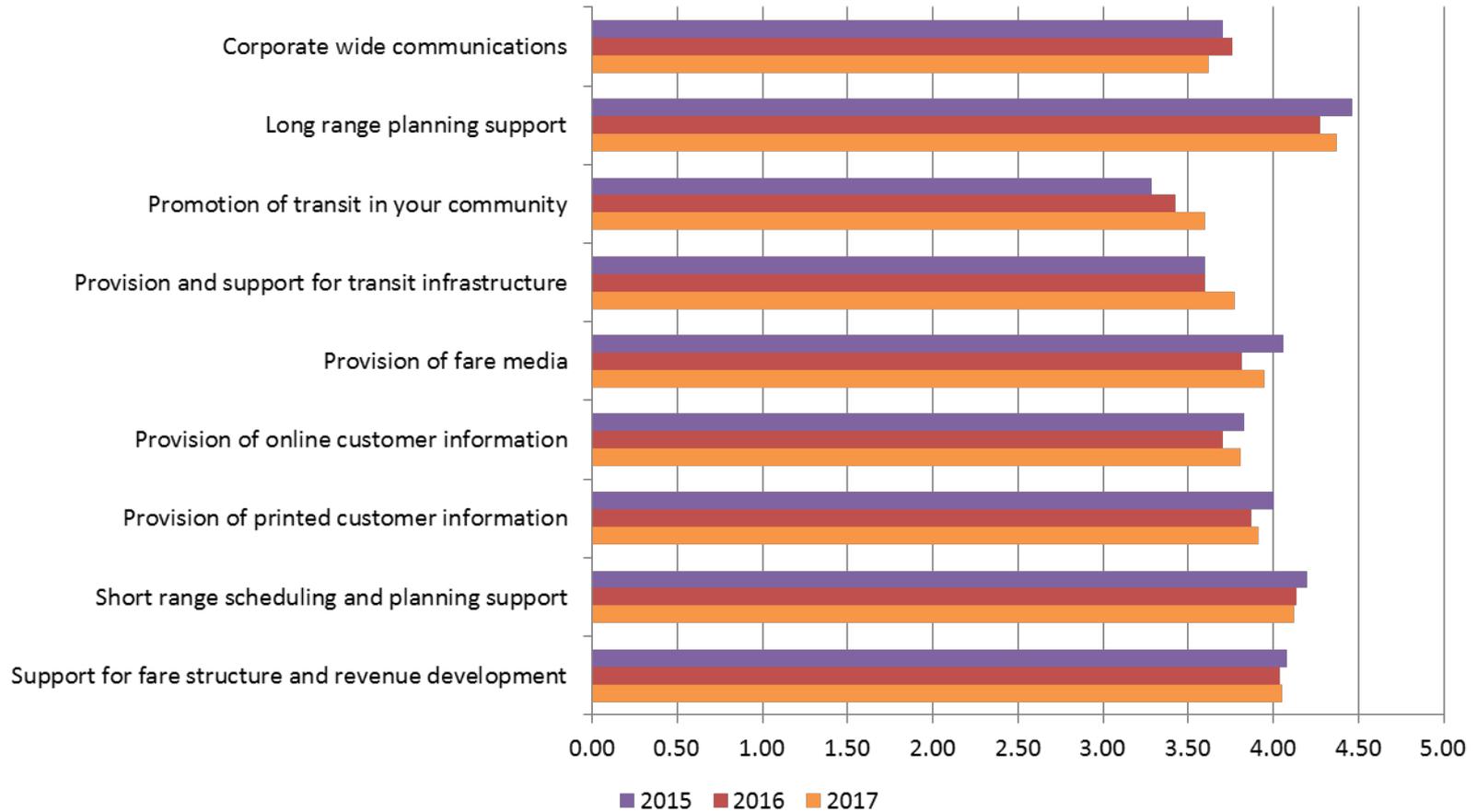
Category Ratings: Finance / Asset Management / Operations

16



Category Ratings: Business Development

17



What specific changes would you recommend to improve the level of service?

- Overall level of service has greatly improved over previous years. The ability to access a Regional Transit Manager on a daily basis is beneficial to local governments.
- Meet timelines agreed to on budget submissions. Ensure long range planning is focused on initiatives important to the local gov't partner
- Better alignment between the type of bus used for the service being provided/route, i.e. long haul/short haul. Primary complaints are: exhaust smell, bus cleanliness, lack of a washroom and heat on long haul route.
- I might consider the placement of permanent BC Transit staff in the region, as opposed to all BC Transit staff based in Victoria.
- Better communication ahead of time for promotions - e.g. explore BC by Bus project. Further development of the hub - could be a great resource for marketing materials, can include items like pictures, templates with your design guidelines for flyers and other promo materials. Further development or implementation of the annual marketing plans, and a follow up to evaluate the plan and improve on it. Better communication on fleet management - e.g. redistribution, Dart realignment. Provide access to the trip planning website for more responsive communication with users.
- Keep doing what you are doing. Communication has improved and it seems to be easier to get information and staff are in touch often.



What specific changes would you recommend to improve the level of service?

- The basic categories of data provided in the annual performance report should be communicated monthly or at least quarterly. There should be information turnaround on expenses that is closer to reality, the two-month invoicing delay makes it harder to anticipate budget variances. Without a budget "buffer" due to the reserve fund, this becomes even more important. Service has improved "somewhat" because it is already pretty good, I feel.
- More communication at the same level with providers & operators
- Regarding the promotion of transit in our community - We have 2 transit systems. On multiple occasions, BC Transit has run promotions for one transit system and not the other. I have repeatedly requested that promotions be run for both transit systems; however, when the next promotion comes around, this is not done and it is only run for one transit system. When I ask, I am told that it needs to be requested but apparently I can't request it because I have done so multiple times. By the time I'm made aware of a new promotion being run, it's usually too late to add another transit system to it. It would be beneficial to be made aware that BC Transit is planning to run a promotion/advertising for a specific transit system in the early stages, well before the advertising proofs are being sent for approval so there's time to revise the list of transit systems participating in the promotion/advertising.
- More assistance with overlapping jurisdictions.



What specific changes would you recommend to improve the level of service?

- More promotion of the service would be good.
- Service level could be improved if BC Transit comes to the table as an equal partner, listens to the needs of local government partners, and responds directly to enquiries as they are brought forward.
- Better communication as it relates to local government budget implications and preparation of yearly budget projections.
- Service is excellent already
- If we received an updated BC Transit organizational chart, it would be very helpful. We would prefer that BC Transit engage us more as a partner and less as a stakeholder. Examples: joint recognition on public advertising and materials (more including LG identification, rather than us asking to be included, and we rarely have meaningful input in the yearly budgets). If we were able to receive a yearly work plan specific for our system, it would assist and provide a better understanding of various initiatives for the year, (i.e. fleet delivery plan, marketing, fare products, service changes). Currently the tasks are being done but in silos. Sometimes receiving updates (i.e. capital project, GFI data, service planning, etc.), is delayed due to apparent limited resources. Need to improve confidence in fleet procurement and delivery timelines. We do appreciate the expertise and experience that BC Transit staff provide from past history or other systems.



What specific changes would you recommend to improve the level of service?

- I believe that BC Transit is making an effort to recognize that rural transit systems cannot operate under the same rules and guidelines that apply to urban systems. This past year has been a difficult one with many operational changes but I believe that we are heading towards a more sustainable and fiscally prudent system.
- It appears that BC Transit has lost a lot of good long-term staff. This has caused issues in service received from BCT. Luckily, this year our local transit system didn't have much change to transit in our community. We've had many new BCT staff members assigned to our community due to BCT staff resignations, maternity leaves and reorganization. It takes lots of Local time (both local partner and operating partner) to bring the new BCT staff up to speed on local conditions and issues. The new staff are keen but they do not have the knowledge. Service levels are definitely lower than last year with more experienced staff. I am hoping that the time invested in the new BCT staff pays off in 2017/2018 service levels. It still feels like BC Transit is very head-office/Victoria focused especially when it comes to branding, marketing and communications. Our new communications staff have questioned why BC Transit is so prominent in the partnership communications. All I can say to my colleagues is "because that's the way it is".
- Improve data collection, quality control and sharing. Increase support for capital planning and infrastructure business case development. Build capacity for evidence based service level and network planning. Improve day to day communication with riders via web and social media. Increase capacity for targeted marketing of existing and future services.



Highlights – CAO Survey

Survey Year	Number of Respondents	Respondents disclosing contact info
2014	35	28
2015	27	21
2016	24	15
2017	22	19



Does BC Transit make itself available to your staff to respond to your questions?

22 x Yes (6 with comments), 0 x No, 0 x N/A

- Yes, we have enjoyed very favourable relationships with our service managers at BCT
- Yes. Our RTM is available and responds to questions
- Yes for the most part.
- Yes, readily, and clear, informative responses are provided
- Yes, always.
- Yes, excellent access.

23



Does BC Transit make itself available to your Council or Board to respond to their questions?

21 x Yes (5 with comments), 0 x No, 1 x N/A

- They have offered to come to Council and make presentations however we have never requested this. It may be something we look at for later this spring.
- It's not ever been requested by either party.
- BCT staff meet a couple of time a year with senior staff and/or Council and provide responses to questions from them as required
- Yes for the most part.
- BC Transit attend Council and committees of Council.

24



Has BC Transit made itself available to provide assistance during your budget process?

- **20 x Yes, 0 x No, 2 x N/A (9 with comments)**

- BCT provides the background info to assist staff in preparing their operational budget. They are not required to be part of our budget process with Council
- No - but we haven't requested or needed that.
- Yes - we have recently complete a full service review
- If requested then they would have likely provided additional services. However, often receiving feedback or input related to finances presents a challenge. Having a direct finance contact might be beneficial.
- When questions arise
- Indirectly
- BC transit has made itself available to provide assistance through out the year related to the City's budget.
- We didn't ask but i am sure they would have assisted.
- Budget assistance has improved over the last few years. The willingness to help has always been a hallmark of BC Transit staff. The recent improvement has involved adjusting the supplied material to make it more relevant, and therefore more useful for City staff.

25



What other efforts could we undertake to make your discussions with Council or Board easier? (1)

- The wait times for expanded or new services is long, leading to perceptions that BC Transit is non-responsive. When BC Transit staff do come to Board Meetings, it is difficult for them to reply positively about service improvements.
- We have a great relationship with our regional transit reps and don't need help in this regard.
- The level of responsiveness to staff and Council is fine right now. As projects/changes/expansions occur, BCT has always made themselves available to assist
- We have been working well with the Senior Regional Transit Manager
- More analysis into how to improve ridership, increase revenues and reduced costs. This needs to be done far more often so that we can show our board that we're using the transit funding effectively.
- Sometimes information on how a process is implemented is helpful. Councils sometimes become nervous when they don't understand the next steps, or how a transit system or other project is implemented. As staff, we can't always answer those questions for them which makes them even edgier. Simple, high level flow charts might be useful.
- We found our recent experience very professional and worth while - the "operator" was inadvertently left out of some discussions but it was intentional
- Can't think of anything, other than to help with reporting on a Jan - Dec Basis.



What other efforts could we undertake to make your discussions with Council or Board easier? (2)

- I feel that communication predominantly happens at the staff level and staff determine if a meeting with Council is needed. It is all good.
- The transit system review currently underway should help
- Provide an annual presentation on the value of the current service.
- Perhaps scheduled in-person meetings with appropriate staff on a regular basis and possibly tie them in with a Board visit as well.
- BC Transit has continued to make themselves available for a number of discussions with Council, no other efforts have been noted at this time
- Annual budget making is a big deal in every City, BC Transit staff have limited understanding of the process and value. Efforts to give City partners what they need, when they need it would benefit communications with Council.

27



Do you have other suggestions that would enable BC Transit to improve its communications with you?

- Communications are great in person, on the phone and via email.
- BC Transit has made continuous improvements in, and development of its communication and engagement practices. I think it is doing a excellent job in this regard.
- The communication s thru the RTM with Staff work well
- Really need to show that BC Transit is responsive to our board requests. It seems that there is not sufficient resources at BC Transit to respond to our needs in a timely manner.
- Easier to read bus schedules :) In truth, I have found BC Transit exceptionally easy to work with. Kudos to your great staff!
- Again, we have had a very professional, engaging and worthwhile experience with BC Transit
- Having either one point of contact for all items, or perhaps having clear definitions of who to contact for different items would be beneficial.
- Be timely and targeted to the appropriate person within our organisation.
- I would suggest annual presentations by BC Transit to City Council, just 5-10 minutes. This would remind Council of the value of the partnership, and the public good of transit services in our town. I would suggest flag officer rank, to ensure the correct tone, and a simple repeatable format touching on historic performance, current challenges/success, and future tid-bits.





Customer Satisfaction Tracking Research Annual Report 2016-2017

April 2017

Prepared by:
NRG Research Group



Suite 1380-1100 Melville Street
Vancouver, BC V6E 4A6

Background and Objectives	3
Executive Summary	4
Methodology	7
Margins of Error	8
Local Transit System Awareness	9
Transit Usage	14
Perceptions of Transit Service	35
Use and Satisfaction with Transit Information Services	49
Advertising Recall	66
Availability and Use of Vehicles	73
Demographic Profile	77
Appendix 1– Questionnaire	84
Appendix 2– Penalty Reward Analysis	92

BC Transit is responsible for coordinating the delivery of public transportation throughout British Columbia outside of Metro Vancouver. In partnership with local government, the Corporation's mandate includes planning, administering agreements, marketing, fleet management and contracting for the operations of transit services.

Since April 1998, BC Transit has conducted ongoing research with Victoria residents to measure transit usage and attitudes. In 2009, other BC Transit service areas throughout the province were added to the research. The study is conducted year-round with daily interviewing and data collection, and quarterly and annual reporting.

The primary objectives for the research are:

- ✓ To identify levels and trends of transit use
- ✓ To identify attitudes towards the quality of service indicators
- ✓ To identify market characteristics of transit riders, potential riders, and non-riders
- ✓ To monitor changes in market and attitudes
- ✓ To measure recall of various public transit advertising and promotions

The results of all the regions are presented in this report. Detailed results for each region are provided each quarter to BC Transit (under separate cover).

Province-wide, residents in BC Transit's operating areas are aware of BC Transit's responsibility.

- ❑ Overall in 2016/17, just over one-half (53%) of total BC residents are aware that BC Transit operates their local transit services. Victoria, has the highest awareness level amongst all communities at 74%. Outside of Victoria, Kelowna, Cowichan Valley, Kamloops, and Comox Valley have higher awareness of BC Transit's responsibility compared to other regions (55%, 55%, 52% and 48%, respectively).

Forty-two percent of residents have used the local public bus system in the past year.

- ❑ Across the entire BC Transit service area, over four-in-ten residents (42%) have taken public transit, with an average of 0.8 one-way public transit trips taken in the past seven days. Almost four-in-ten (39%) used the system in the past 7 days, 22% rode in the past month and 38% used transit more than a month ago.
- ❑ Whistler's transit usage is the highest amongst all regions, with almost three-quarters (73%) of residents using transit in the past year and an average of 2.0 one-way public transit trips taken in the past 7 days. Victoria has the second highest proportion of transit users in the past year at 59%, and riders average 1.5 one-way trips taken in the past 7 days.
- ❑ Province-wide, over one-half (55%) note they use public transit at 'about the same' level compared to a year ago and over one-quarter (26%) mention they use it less often.
- ❑ In terms of transit ridership , Cowichan Valley and Vernon have the highest proportion of non-transit users (74% and 72%, respectively), followed by Penticton (71%), Chilliwack and Comox Valley (70%).

3

Overall, half of users are satisfied with the transit system and note the system has stayed the same compared to a year ago.

- ❑ Province-wide, 51% of residents give the BC Transit system positive ratings overall (4 or 5 out of 5, where 1 is “extremely poor” and 5 is “excellent”) or an average rating of 3.5 out of 5.
- ❑ Ratings are most positive in terms of courteous drivers (65% rate it 4 or 5 out of 5, average rating 4.0), clean/well-maintained buses (65%, average rating 3.9) and personal safety while riding the bus (64%, average rating 3.9). The areas which could improve are bus stops having enough amenities (35%, average of 3.1 out of 5), frequency of scheduled service (37%, average of 3.2) and buses having good connections with reasonable wait times (38%, average of 3.5).
- ❑ At the provincial level, almost one-half (49%) feel the local bus system has stayed the same compared to a year ago and just over one-fifth (21%) say it has improved.

Most residents in BC Transit’s operating areas agree that transit is important to their community.

33

- ❑ At a total BC level, 87% agree that transit is important to their community (4 or 5 out of 5, average rating is 4.4). Whistler residents rate importance highest (92% say 4 or 5, average rating is 4.7), followed by Victoria (90%, average rating is 4.5), Nanaimo (90%, average rating is 4.5) and Kamloops (89%, average rating is 4.5).

Provincially, BC Transit's information online usage and perceived quality remained similar to last year.

- ❑ Province-wide, in 2016/17, over one-half (55%) of respondents accessed BC Transit's information online (encompassing 'Internet', 'Google maps' and 'Smart phone applications').
- ❑ Of note, more than one-third (35%) of Victoria riders used online sources as their primary source of information, while 23% referred to the BC Transit website as their primary source.
- ❑ Of those who accessed BC Transit's information online, 6-in-10 (61%, average of 3.7 out of 5) give positive ratings (4 or 5 on a scale of 5) on the quality of online information. Campbell River (76% rating the online information 4 or 5, average rating of 3.8), Vernon (73% , average rating 3.9) and Cowichan Valley (71% , average rating 3.8) are notably higher than other regions, while Prince George has the lowest proportion of positive ratings (53%, average rating 3.6).
- ❑ Sixteen percent of total BC residents have used BC Transit's Telephone Information Service. Among those who have used it, Cowichan Valley and Kelowna show the highest positive ratings (70% and 69%, respectively rating the quality 4 or 5 on a scale of 5, average ratings of 3.8 and 3.7 out of 5, respectively), while Central Fraser Valley users have the lowest proportion of positive ratings (37% rating the telephone information service 4 or 5, average rating 3.2).

34

Recall of public transit advertising on an unaided basis remains in line with last year.

- ❑ In 2016/17, less than two-in-ten residents (15%) in BC Transit's service areas recall seeing or hearing advertising or promotions for public transit in the past few months. Advertising recall is slightly higher in Whistler (26%), Kamloops (24%) and Victoria (20%).
- ❑ Overall, key sources of advertising recall include newspaper (27%), radio (21%), on buses (20%) and television (13%).

- As of April 2016, the goal is to obtain 1,600 survey completions with residents aged 15 and older each quarter via telephone and online surveys. The quarterly and annual sample is stratified as follows:

Region:	Quarterly Sample	Annual Sample
Victoria:	300	1,200
West shore	100	400
Peninsula	100	400
Urban core communities	100	400
Tier 1 and 2 Communities	1,200	4,800
Central Fraser Valley	100	400
Kamloops	100	400
Kelowna	100	400
Nanaimo	100	400
Prince George	100	400
Whistler	100	400
Campbell River	100	400
Chilliwack	100	400
Comox Valley	100	400
Cowichan Valley	100	400
Penticton	100	400
Vernon	100	400
Tier 3 Communities	100	400
Total	1,600	6,400

- To ensure the final sample is an accurate reflection of each community, the data is weighted by community, age and gender to reflect actual population distributions.
- Telephone interviewing is conducted from NRG’s supervised telephone facility in Vancouver. Online surveys are deployed to Research Now’s online general population research panel.
 - With the change from a solely telephone data collection methodology to a hybrid telephone and online methodology as well as changes to survey questions and the integration of additional Tier 2 communities with increased sample, the 2016/17 results can be considered new benchmark levels for future comparisons.

35

- All random survey results are subject to margins of error. The following table outlines the maximum margins of error for the different sample sizes in the study. It also outlines the difference required in results when making comparisons between two equal sample sizes (i.e. between quarters). For example, when comparing Victoria results between quarters, each with samples of 300, all results that differ by 7.9% or more would be considered statistically significant. Differences less than 7.9% may or may not be statistically significant depending on the level of consensus to the question.

Sub-group	Sample Size	Maximum Margin of Error	Minimum Difference Between 2 Samples to Be Considered Significant
Annual Samples			
Total	6,400	+/-1.2%	1.7%
Victoria	1,200	+/-2.8%	4.0%
Tier 1 and 2 Communities	400	+/-4.9%	6.9%
Quarterly Samples			
Victoria	300	+/-5.7%	7.9%
Tier 1 and 2 Communities	100	+/-9.8%	13.9%
Tier 3 Communities	100	+/-9.8%	13.9%

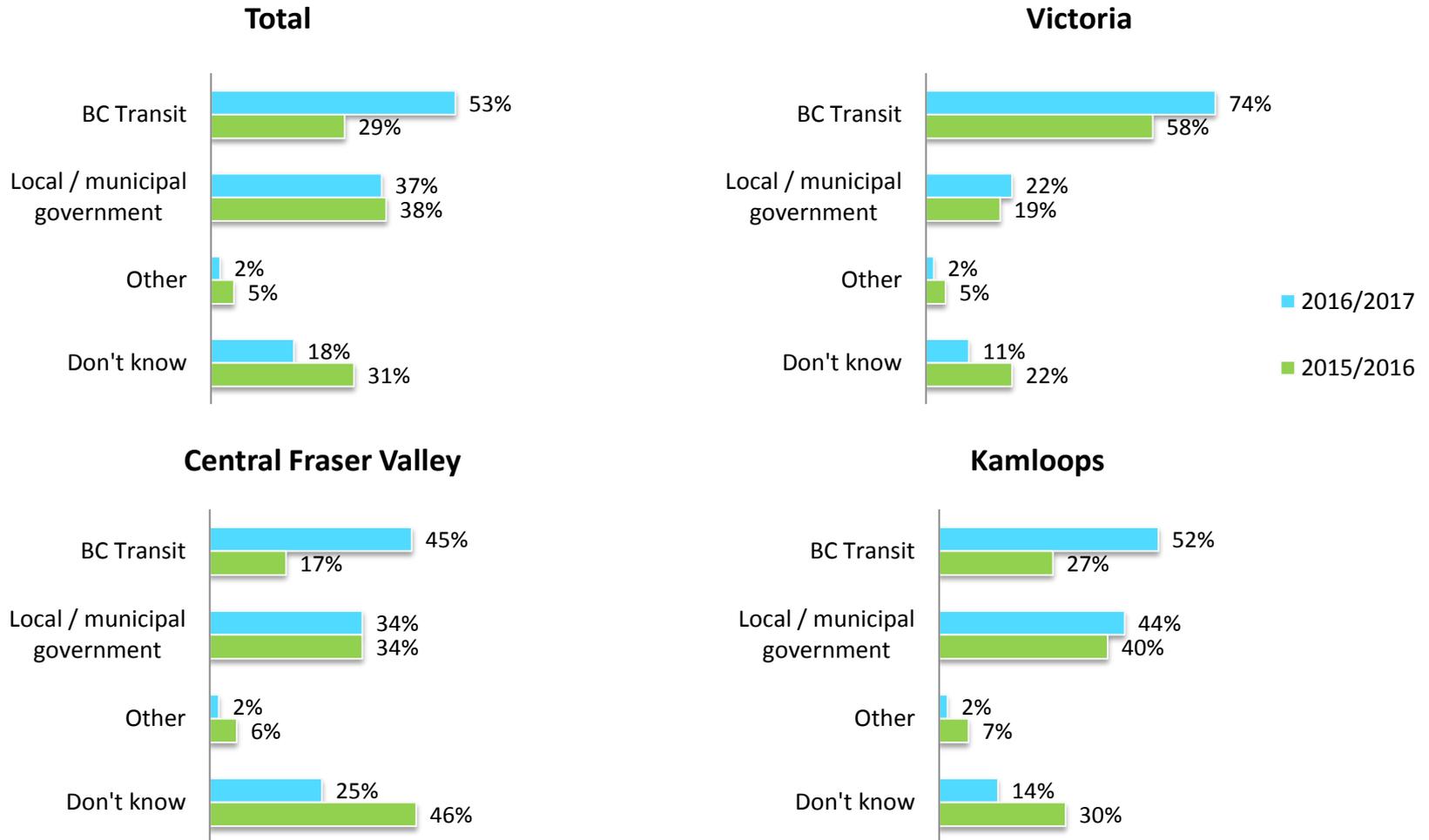
Key Findings: Local Transit System Awareness

- ❑ Province-wide in 2016/17, over half (53%) of residents in BC Transit's operating regions are aware that BC Transit is responsible for their local transit system. The remainder either believe their local government is responsible (37%) or do not know who operates it (18%).
- ❑ Greater Victoria has the highest level of BC Transit awareness, with almost three-quarters (74%) aware that BC Transit is responsible for the local transit system, well above all other regions.
- ❑ Around half of Kelowna, Cowichan Valley, Kamloops and Comox Valley residents are aware that BC Transit is responsible for their local transit system (55%, 55%, 52% and 48%, respectively), while residents in the remaining communities have awareness levels of 43% on average.
- ❑ The proportion of residents who believe their transit system is operated by the local/municipal government is highest for Whistler (53%) and Nanaimo (48%), while Comox Valley (27%), Central Fraser Valley (25%), Vernon (24%), and Tier 3 Communities (24%) have the highest proportions who say they don't know.

37

Responsibility for Local Transit System (Multiple Responses Allowed)

38

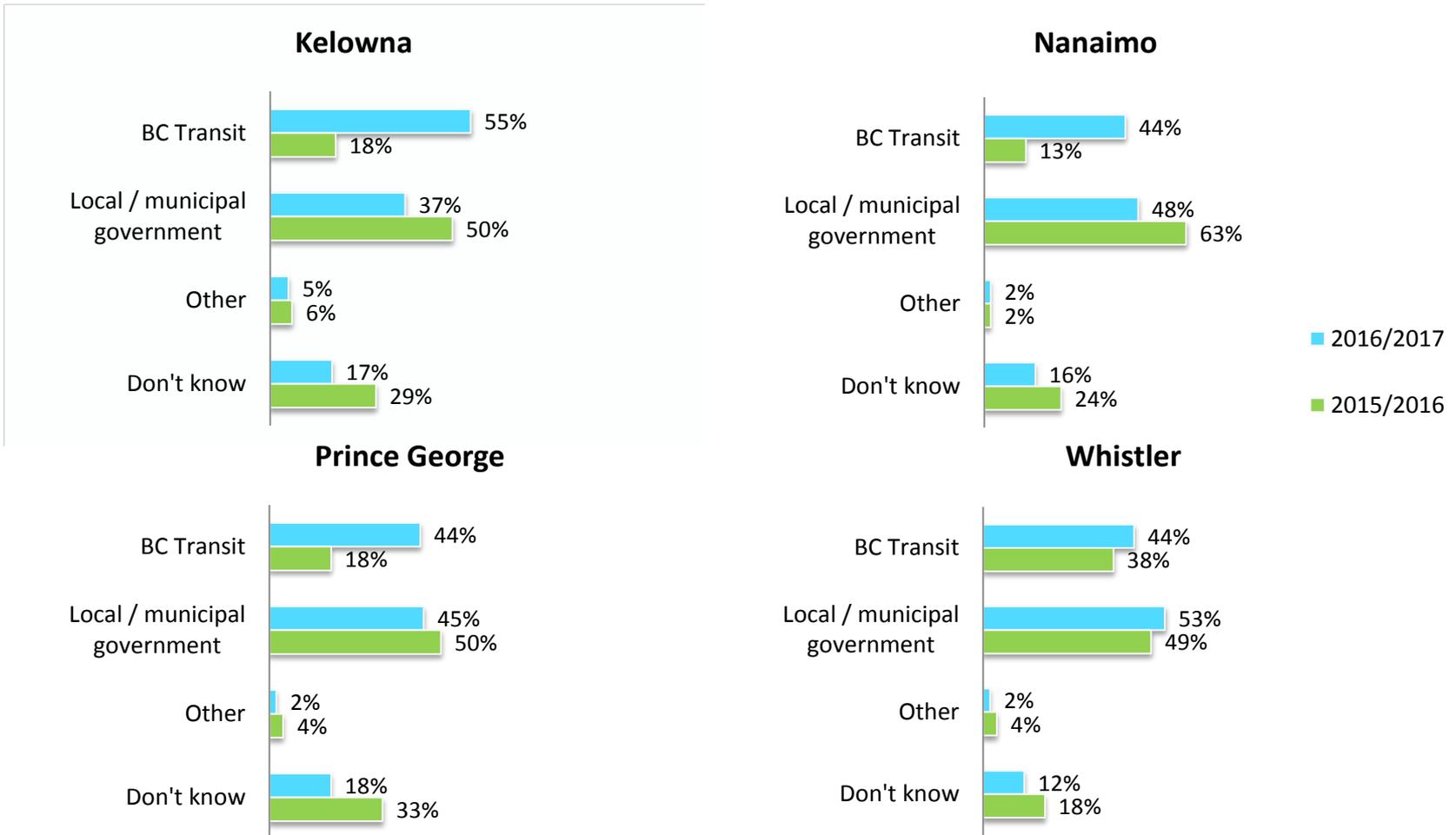


Q1. Can you please tell me who is responsible for your local transit system?

Annual Base: Total=6,365; Victoria=1,202; Central Fraser Valley=400; Kamloops=400.

Responsibility for Local Transit System (Multiple Responses Allowed)

39



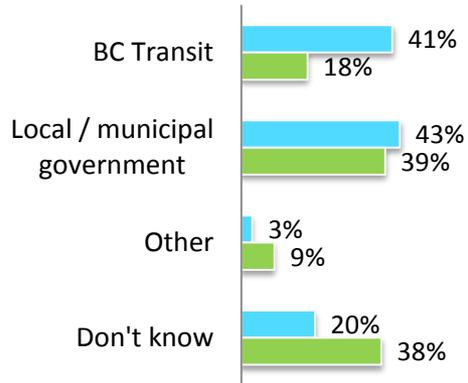
Q1. Can you please tell me who is responsible for your local transit system?

Annual Base: Total=6,635; Kelowna=400; Nanaimo=404; Prince George=400; Whistler=355.

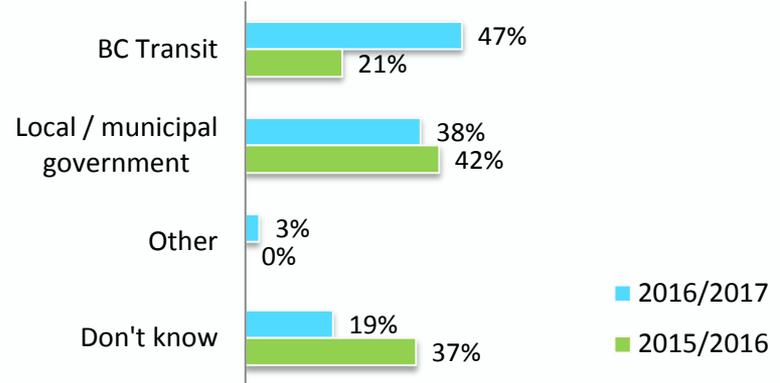
Responsibility for Local Transit System

(Multiple Responses Allowed)

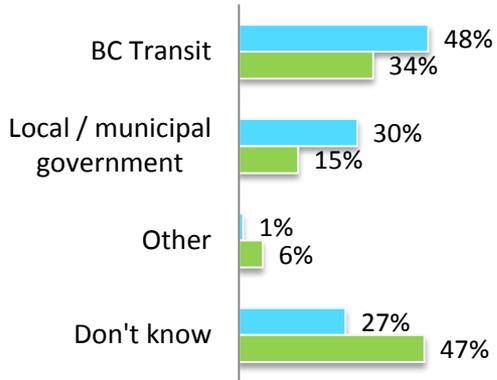
Chilliwack Regional



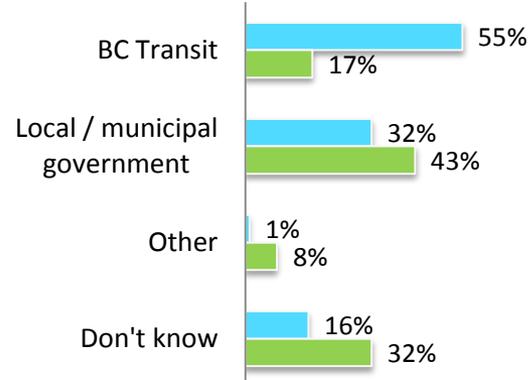
Campbell River



Comox Valley



Cowichan Valley

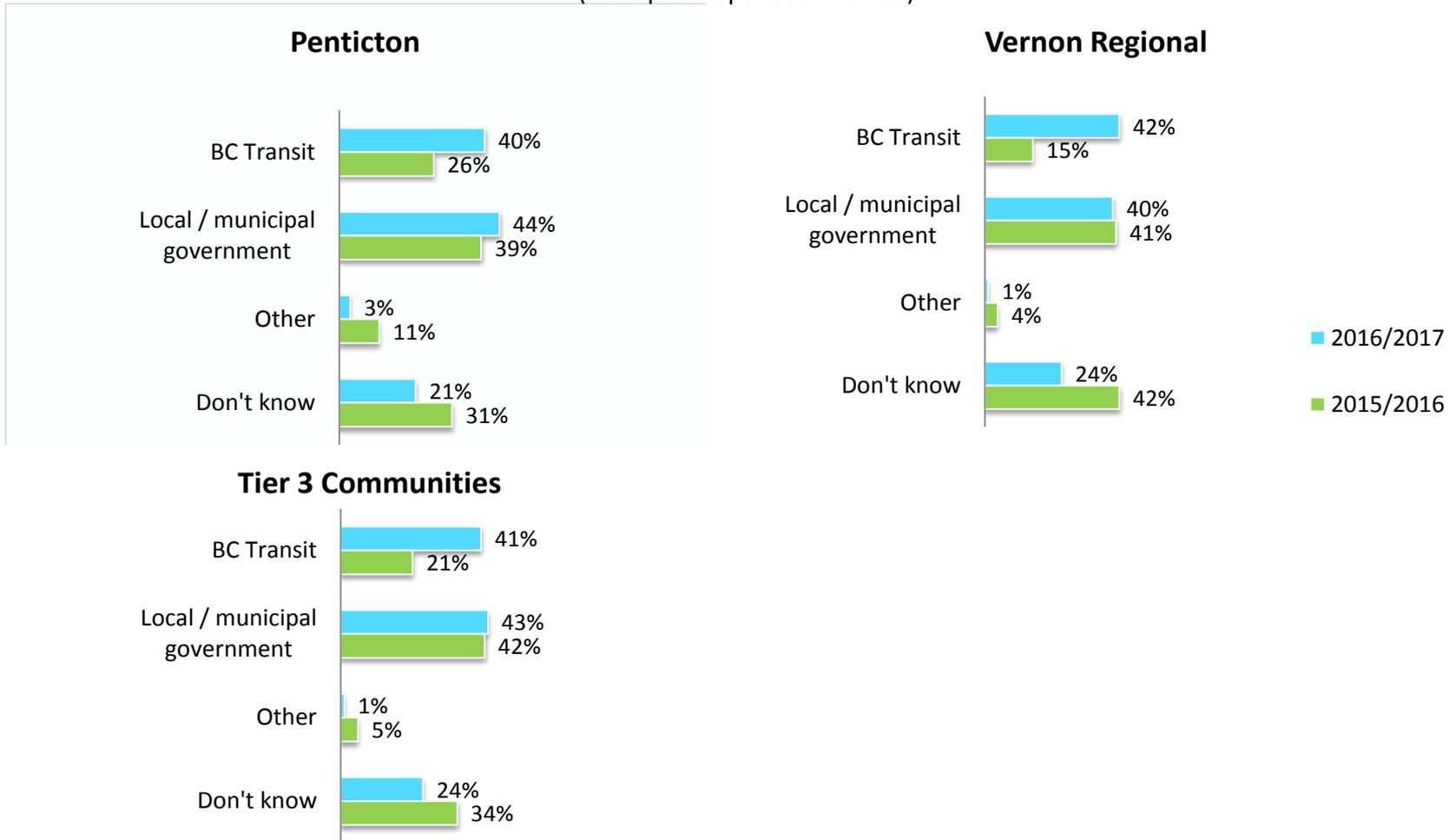


Q1. Can you please tell me who is responsible for your local transit system?

Annual Base: Total=6,635 Campbell River=400; Chilliwack Regional=403; Cowichan Valley=400; Comox Valley=400.

Responsibility for Local Transit System

(Multiple Responses Allowed)



41

Q1. Can you please tell me who is responsible for your local transit system?

Annual Base: Total=6,635; Penticton=400; Vernon Regional=400; Tier 3 Communities=401.

BC Transit Total System

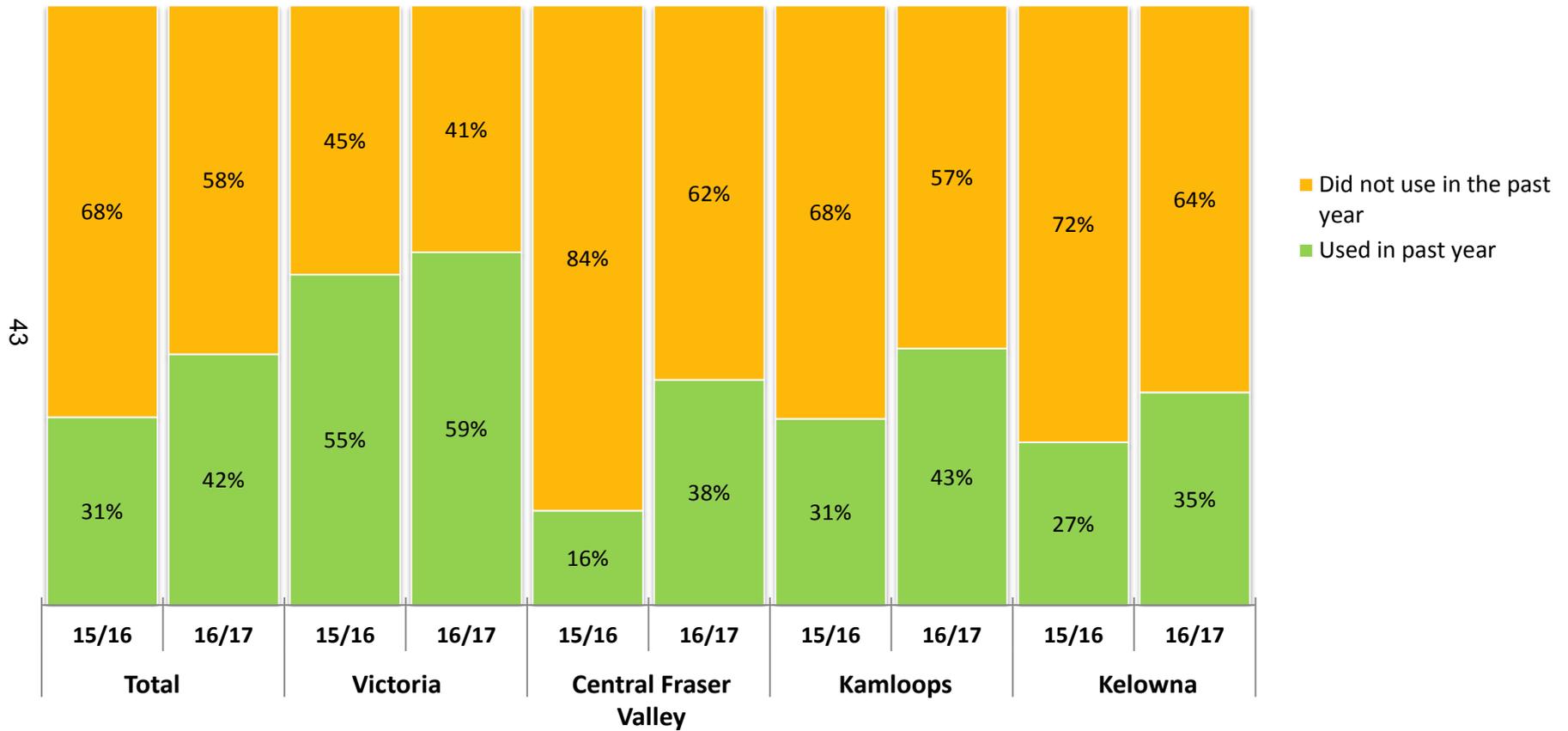
- ❑ Over four-in-ten (42%) residents in BC Transit’s operating areas have used their local public bus system in the past year, while more than half (58%) have not used their local transit system. The average number of one-way trips in the past seven days is 0.8. The proportion of heavy users (10+ one-way trips in past week) is at 2%, medium users (4-9 one-way trips in past week) are at 7% and light users (1-3 one-way trips in past week) are at 8%. Occasional riders (not used transit in the past week) are at 25%.
- ❑ Nearly two-in-ten (18%) BC Transit customers used transit ‘more often’ compared to a year ago, over one-quarter (26%) use it less often and over half (55%) say their usage is ‘about the same’.
- ❑ Province-wide, the overall net loss of ridership is -8% (% of riders using bus system more often subtracted by % using less often). In 2016/17, the regions that have net ridership gains are Whistler (+5%), Tier 3 Communities (+4%) and Penticton (+3%). All other regions have seen a net loss in ridership, notably Vernon (-22%), Cowichan Valley (-22%) and Prince George (-20%).

42

Greater Victoria

- ❑ About six-in-ten (59%) Greater Victoria residents used local transit in the past year, with four-in-ten (41%) indicating they had not used it.
- ❑ Over two-in-ten (21%) of Victorians had used local public transit in the past 24 hours and one-quarter (25%) had used it in the past 7 days.
- ❑ Victoria residents make on average of 1.5 one-way trips per week, with 5% being heavy riders, 12% medium riders and 5% light riders while almost one-third (32%) are occasional riders.
- ❑ Fifteen percent of Victoria transit users indicate they used transit ‘more often’ compared to a year ago, one-quarter (25%) use it less often (net loss of -10%) while almost six-in-ten (59%) riders say their usage is ‘about the same’.

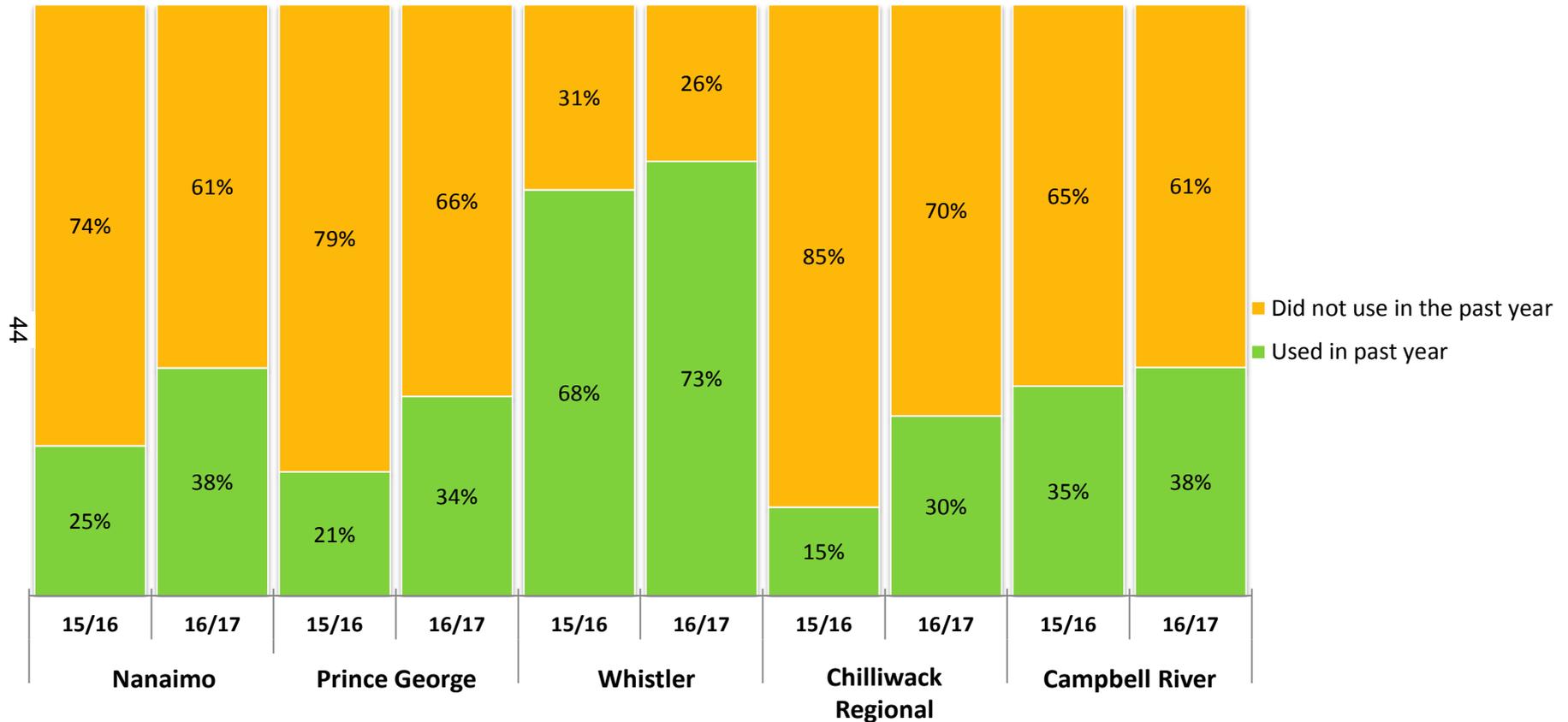
Local Public Bus System Usage



Q3. Have you used the local public bus system in the past year?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

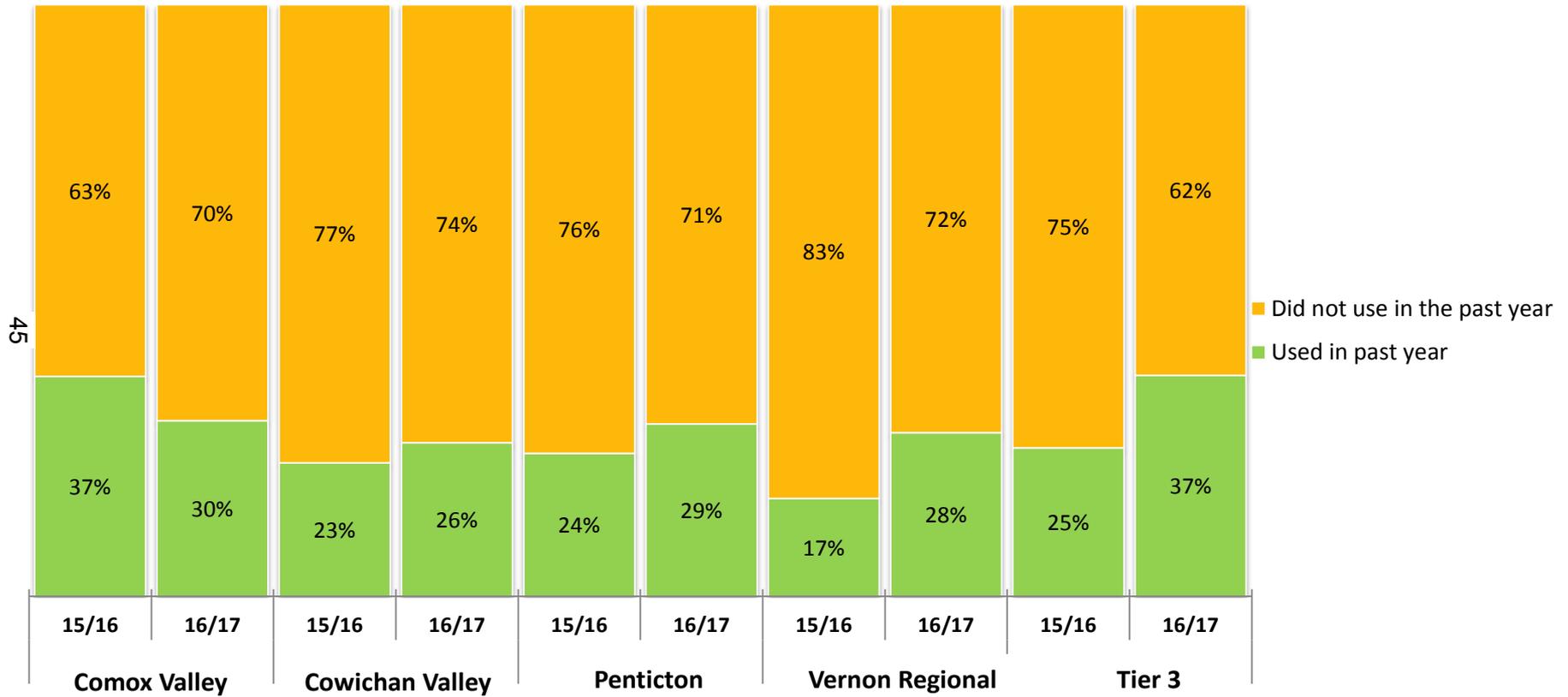
Local Public Bus System Usage



Q3. Have you used the local public bus system in the past year?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

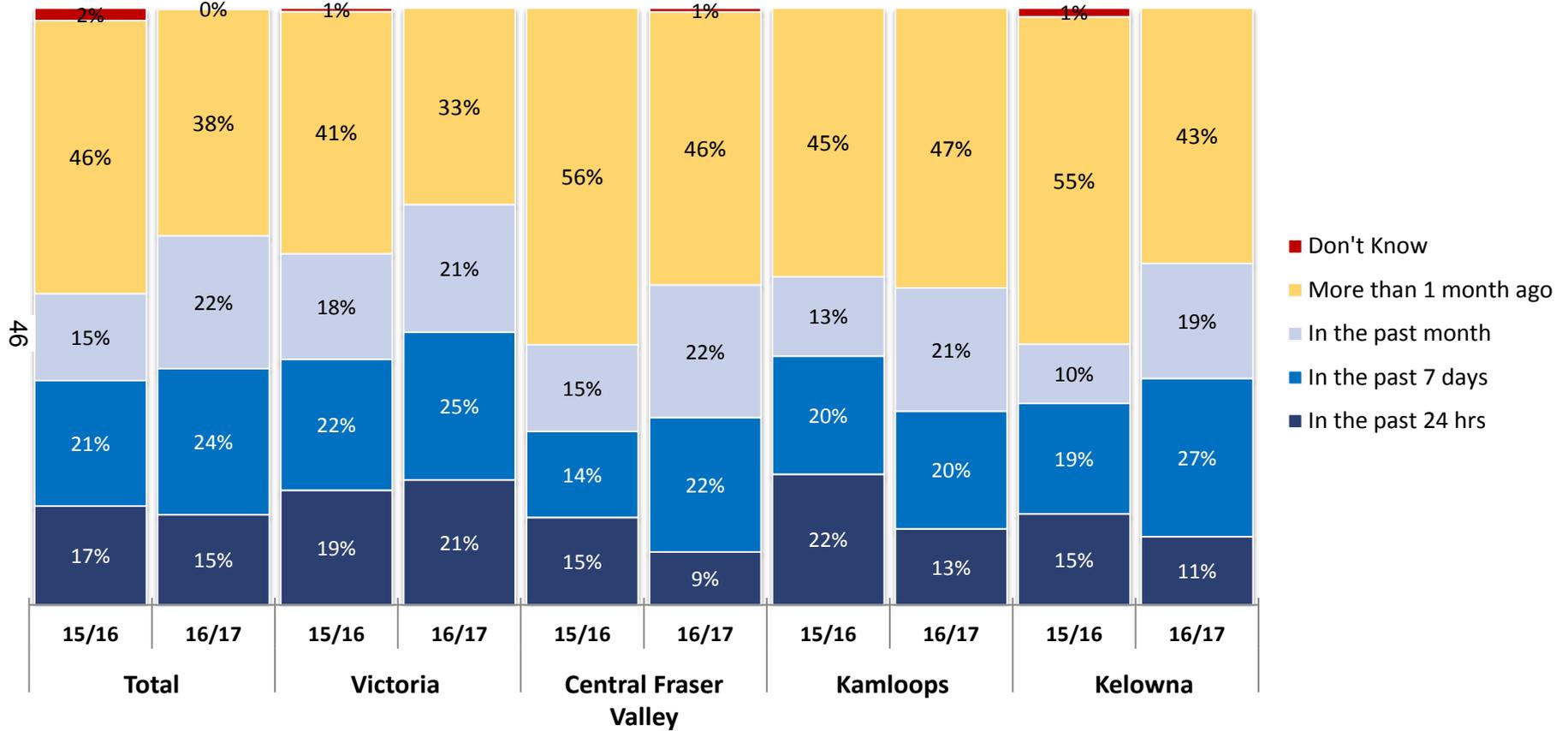
Local Public Bus System Usage



Q3. Have you used the local public bus system in the past year?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

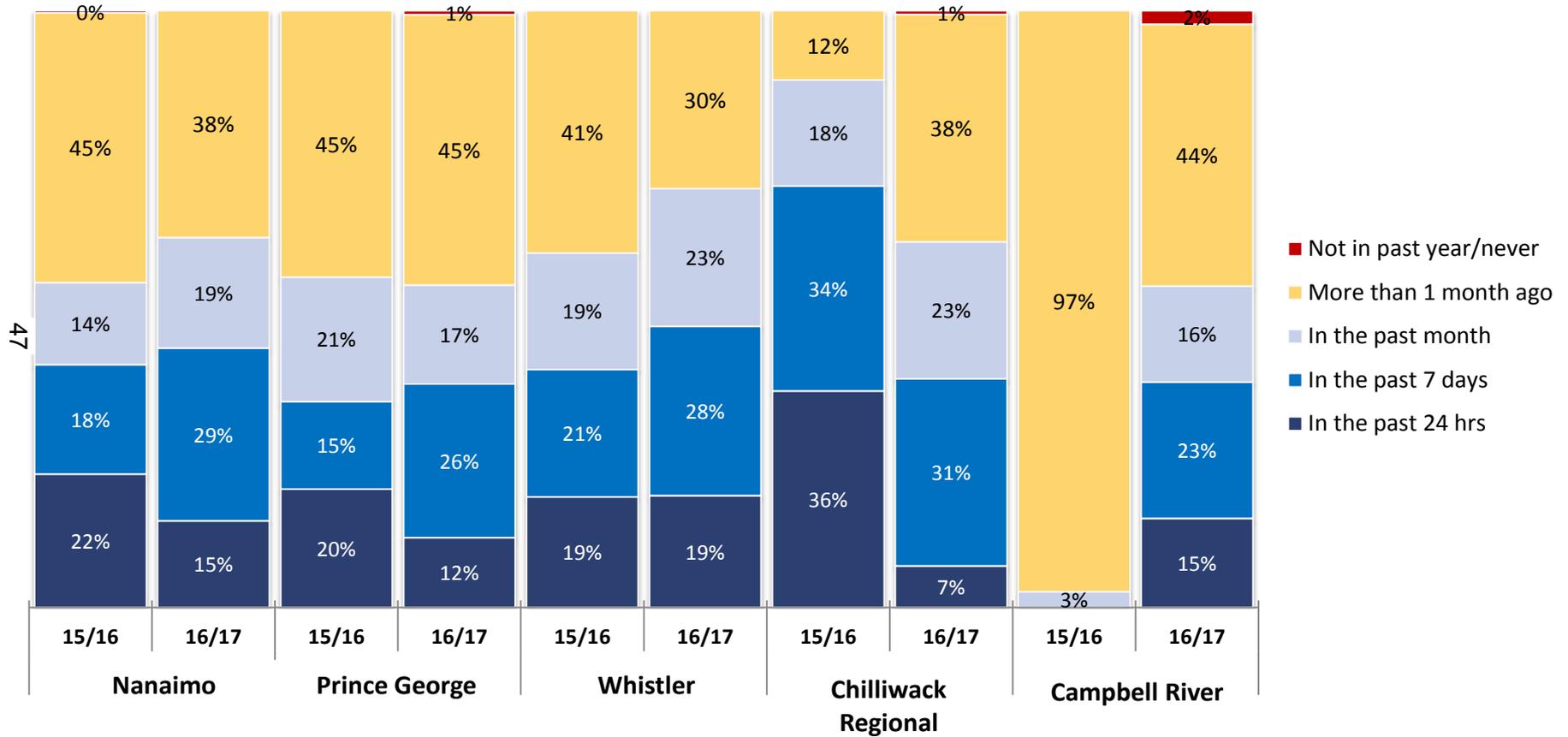
Most Recent Local Public Bus System Usage



Q4. Did you last use the local public bus system...?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

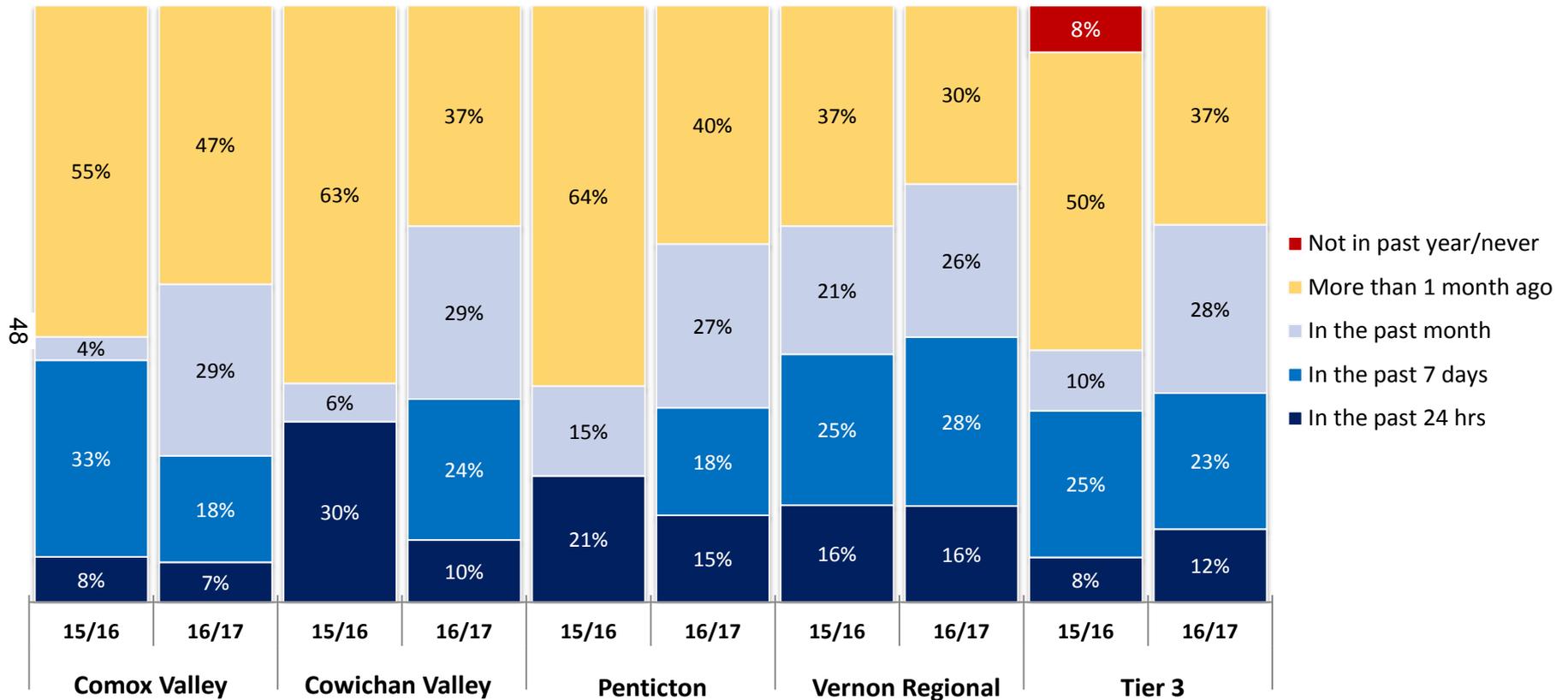
Most Recent Local Public Bus System Usage



Q4. Did you last use the local public bus system...?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

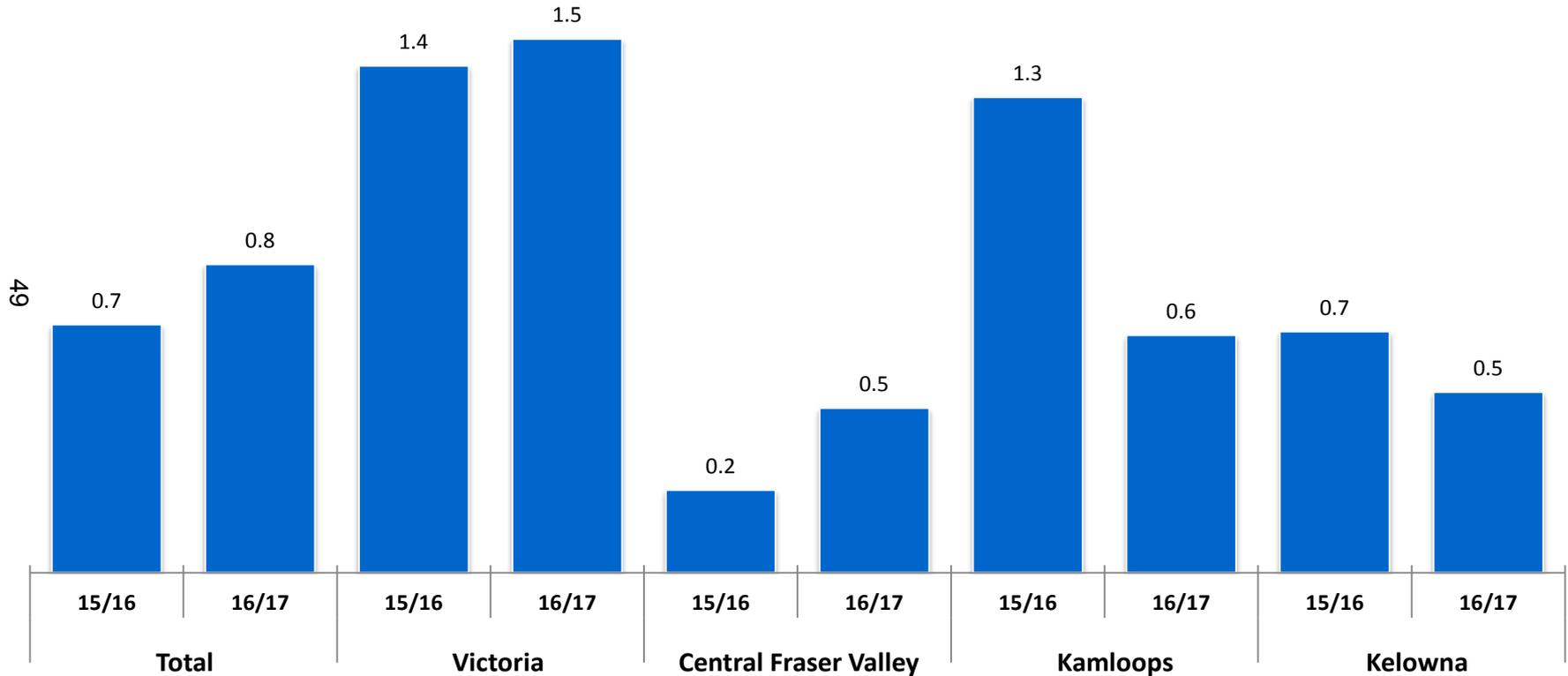
Most Recent Local Public Bus System Usage



Q4. Did you last use the local public bus system...?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

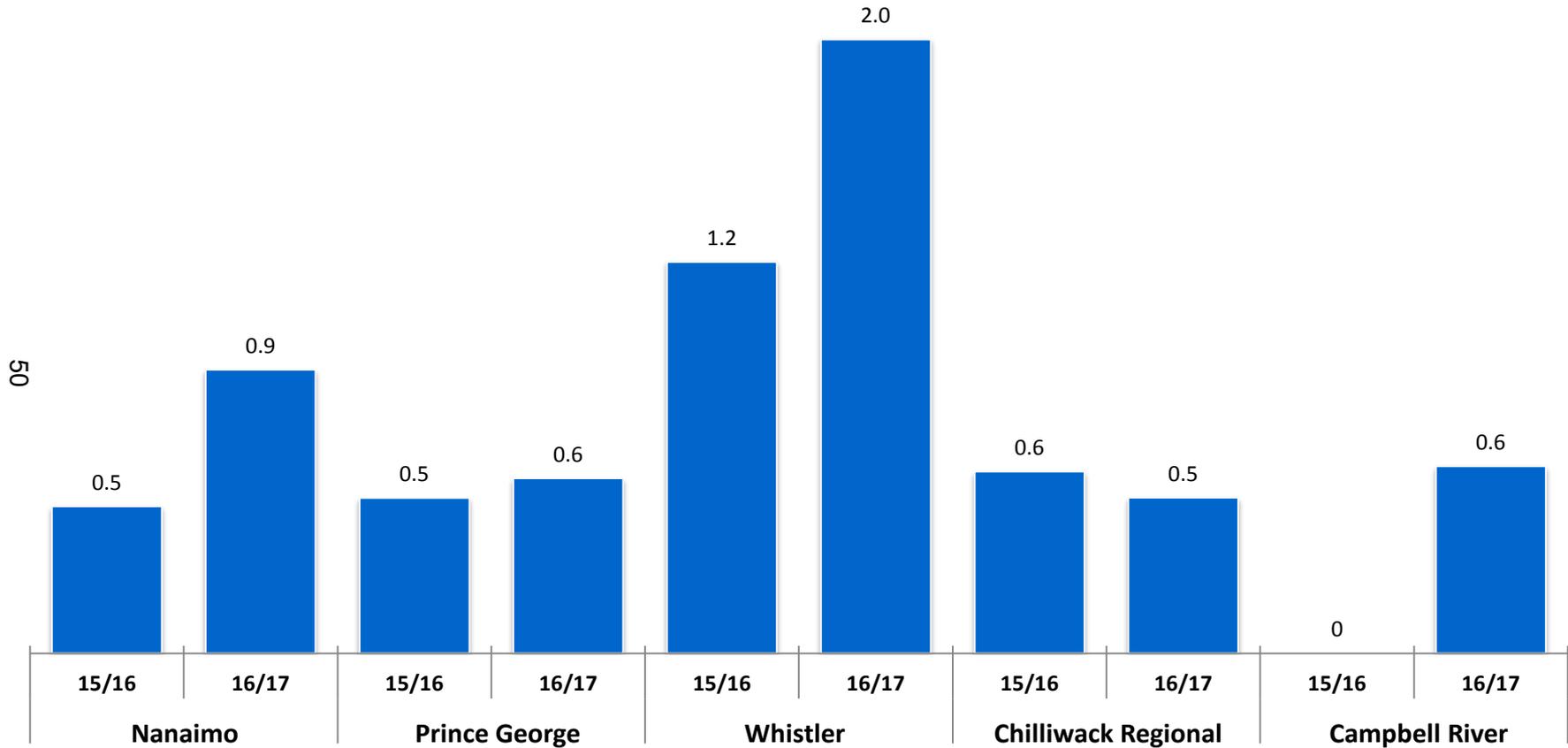
Average Number of One-Way Trips in the Past Seven Days



Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

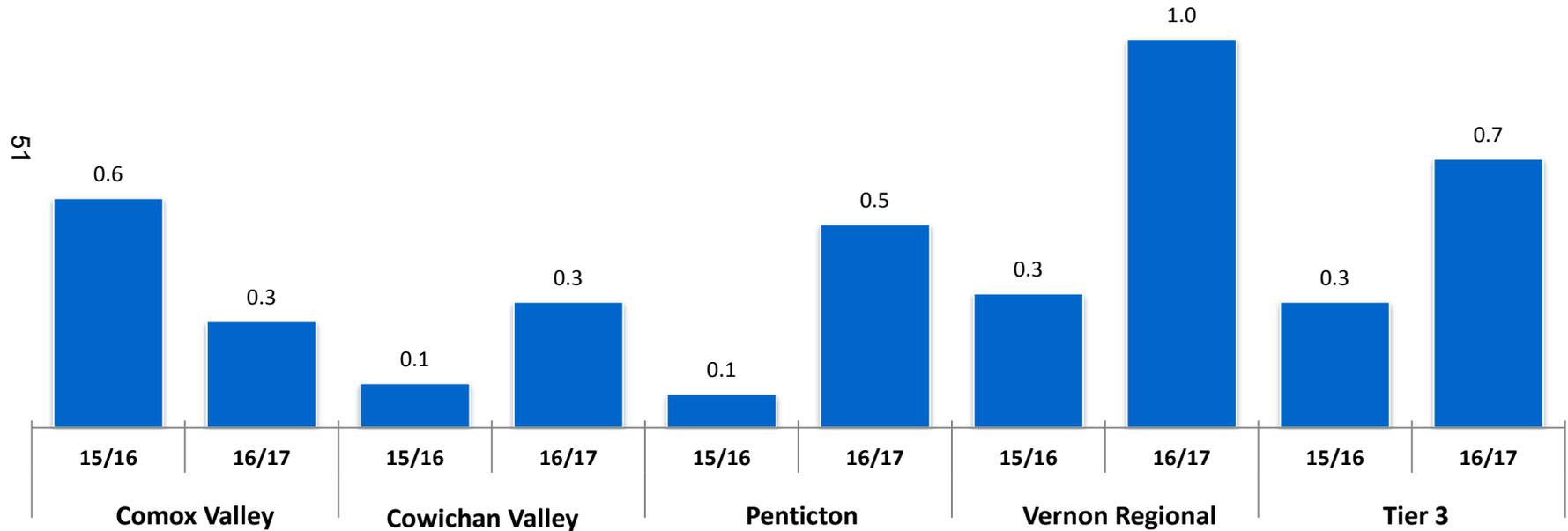
Average Number of One-Way Trips in the Past Seven Days



Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

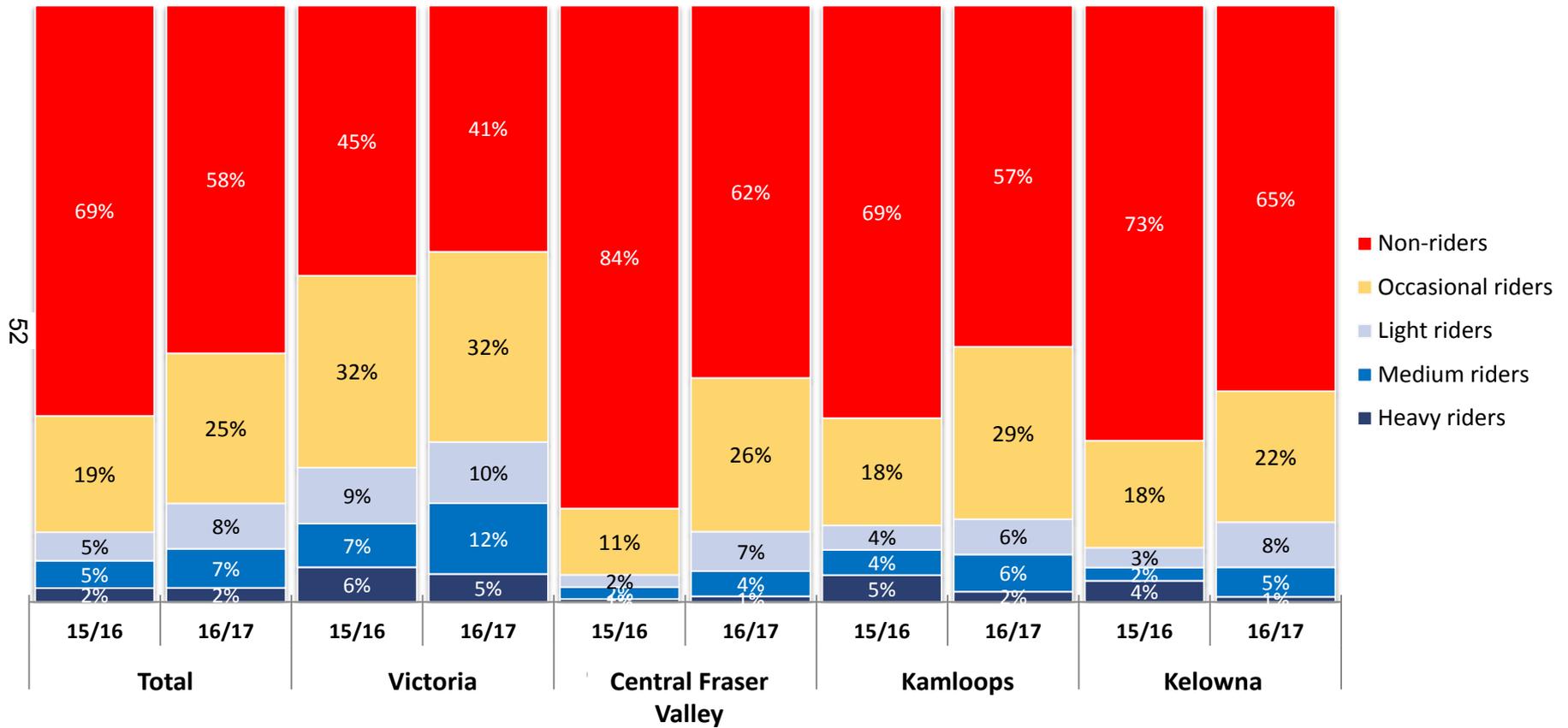
Average Number of One-Way Trips in the Past Seven Days



Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

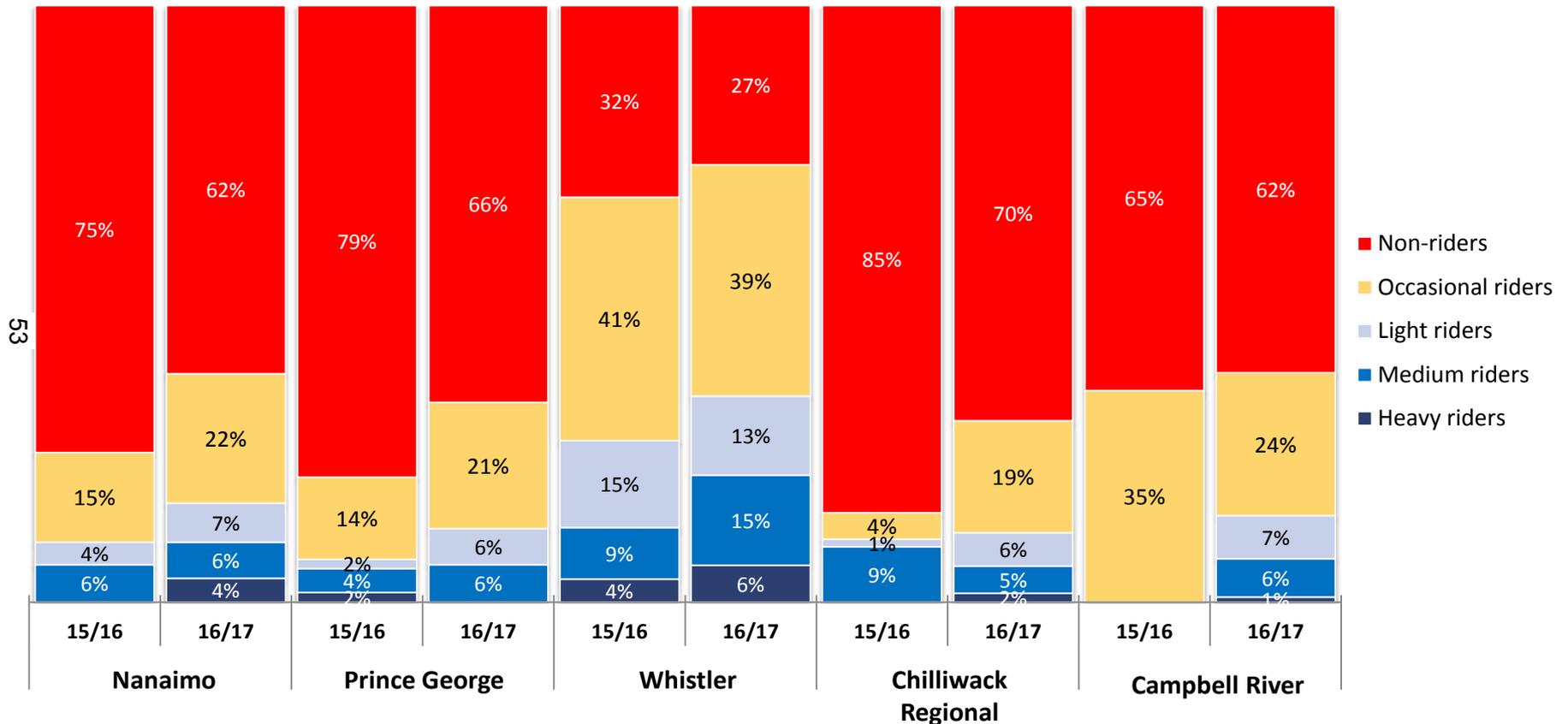
Rider Usage Group



Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

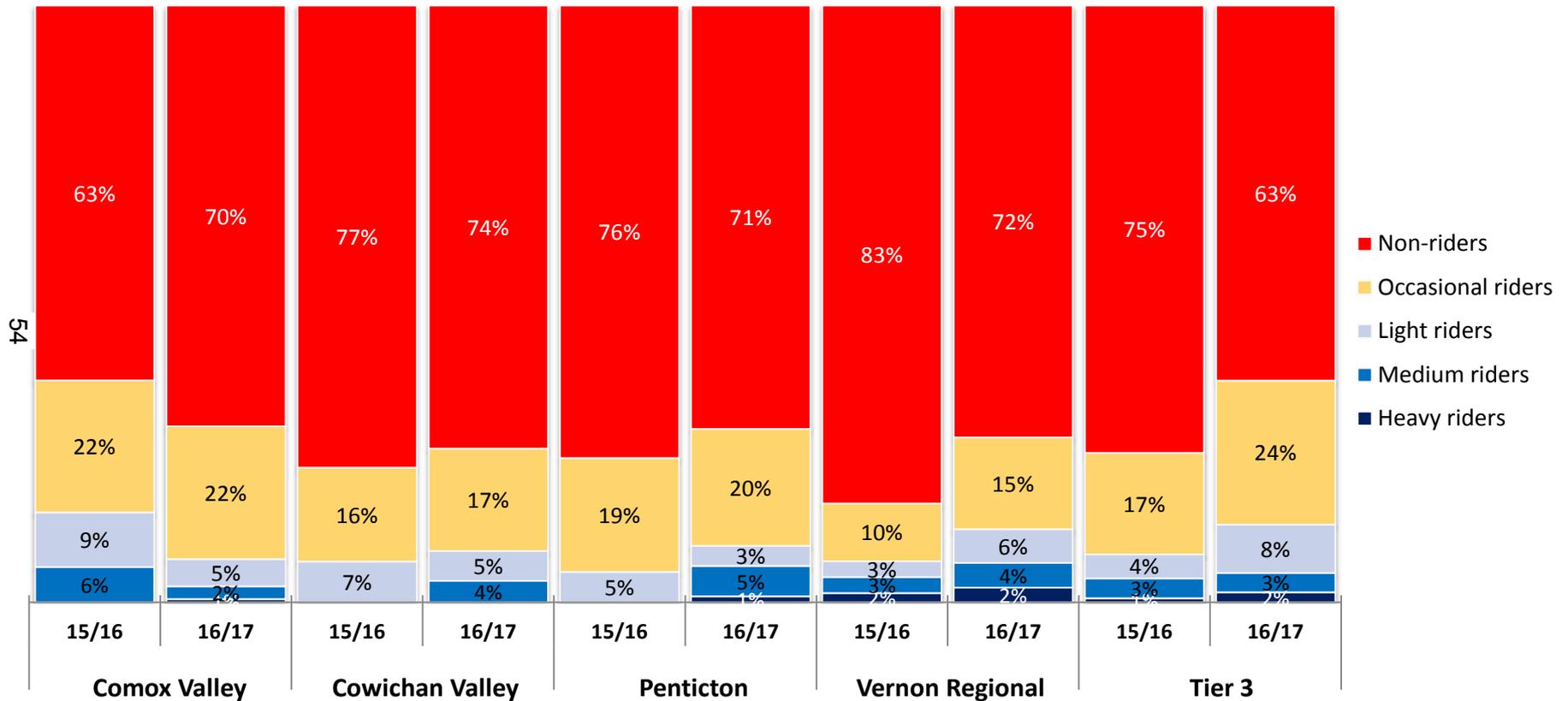
Rider Usage Group



Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

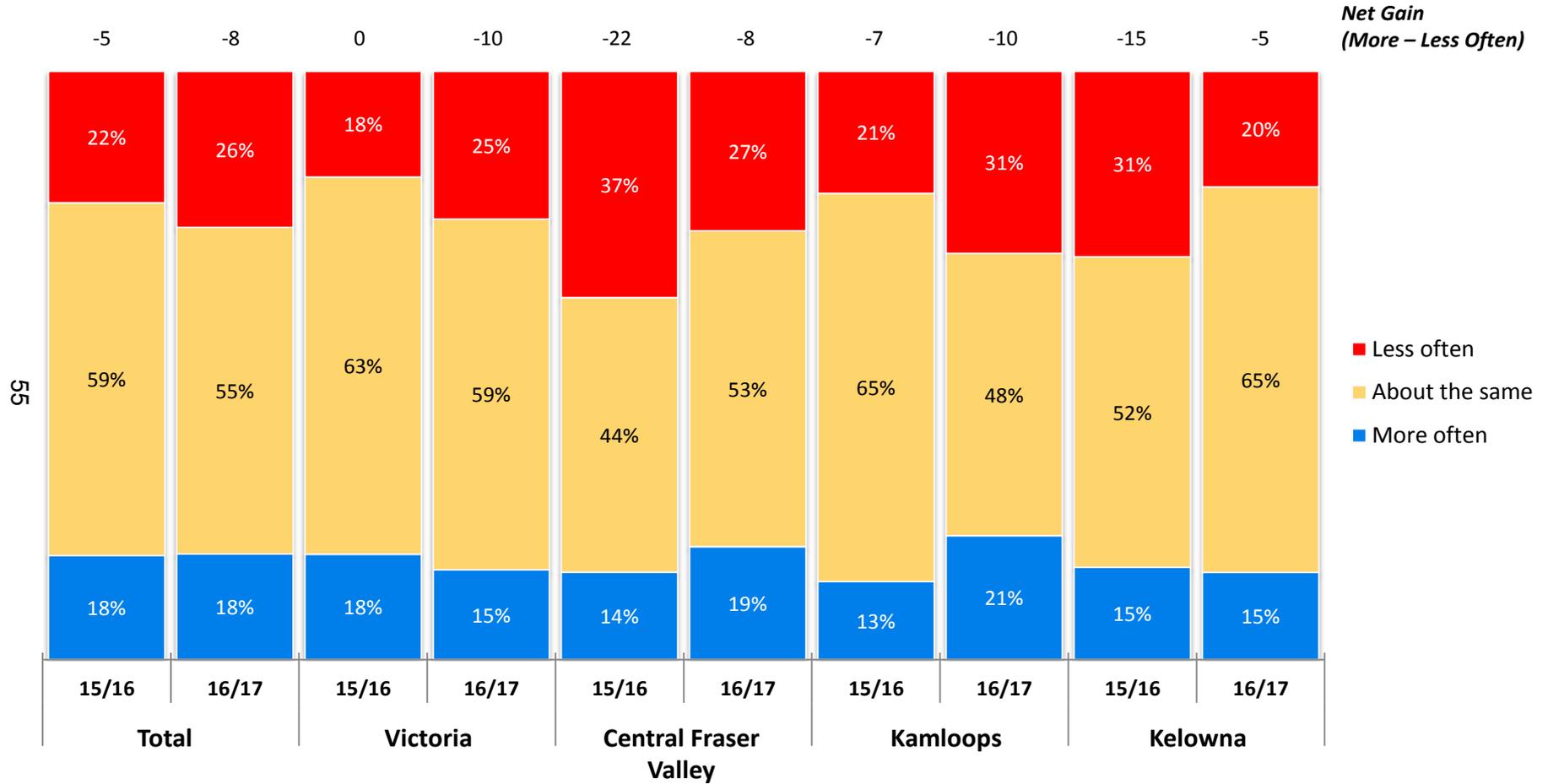
Rider Usage Group



Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

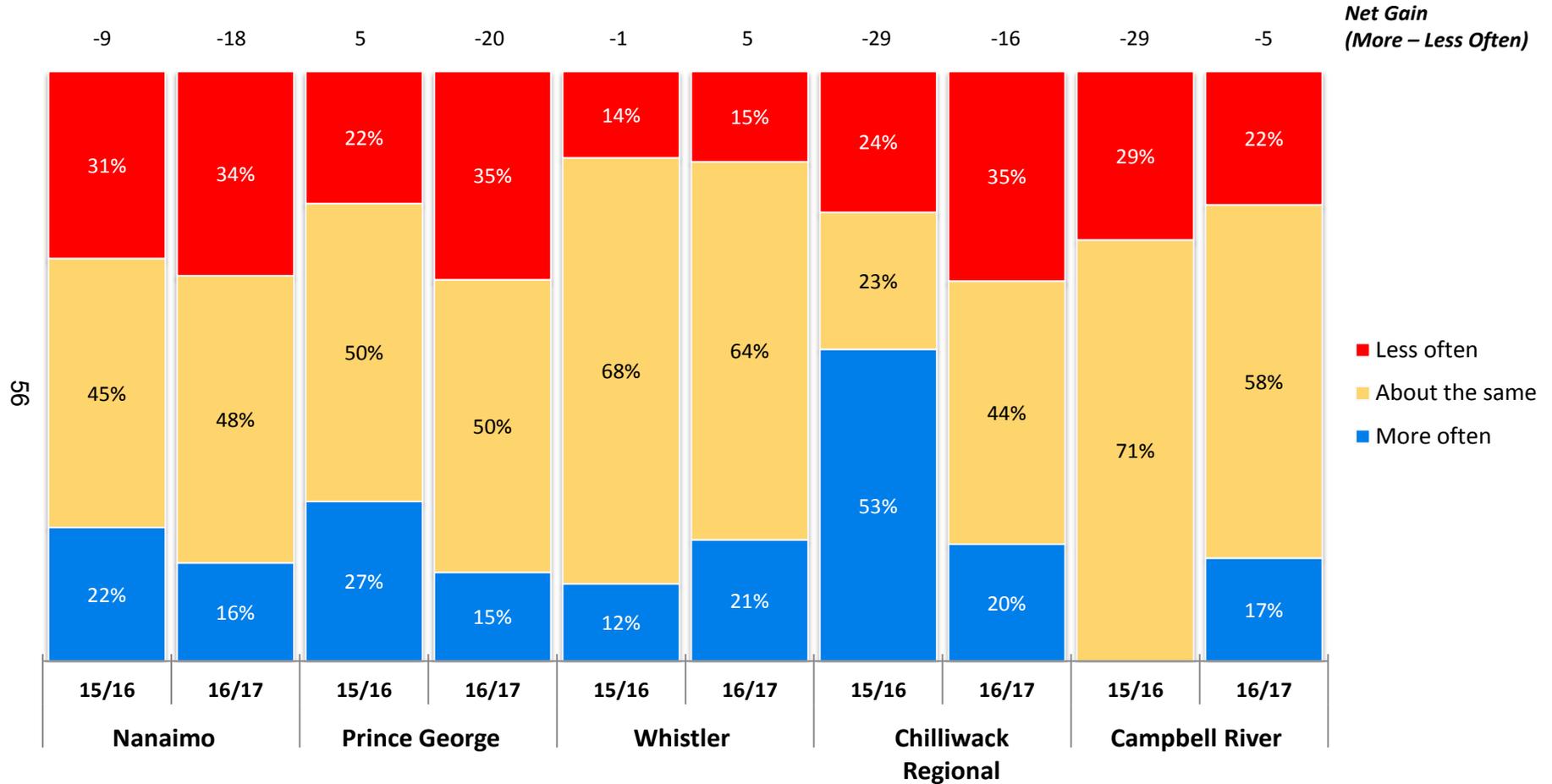
Past Year Change in Local Bus System Usage (Among Past Year Riders)



Q6a. Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

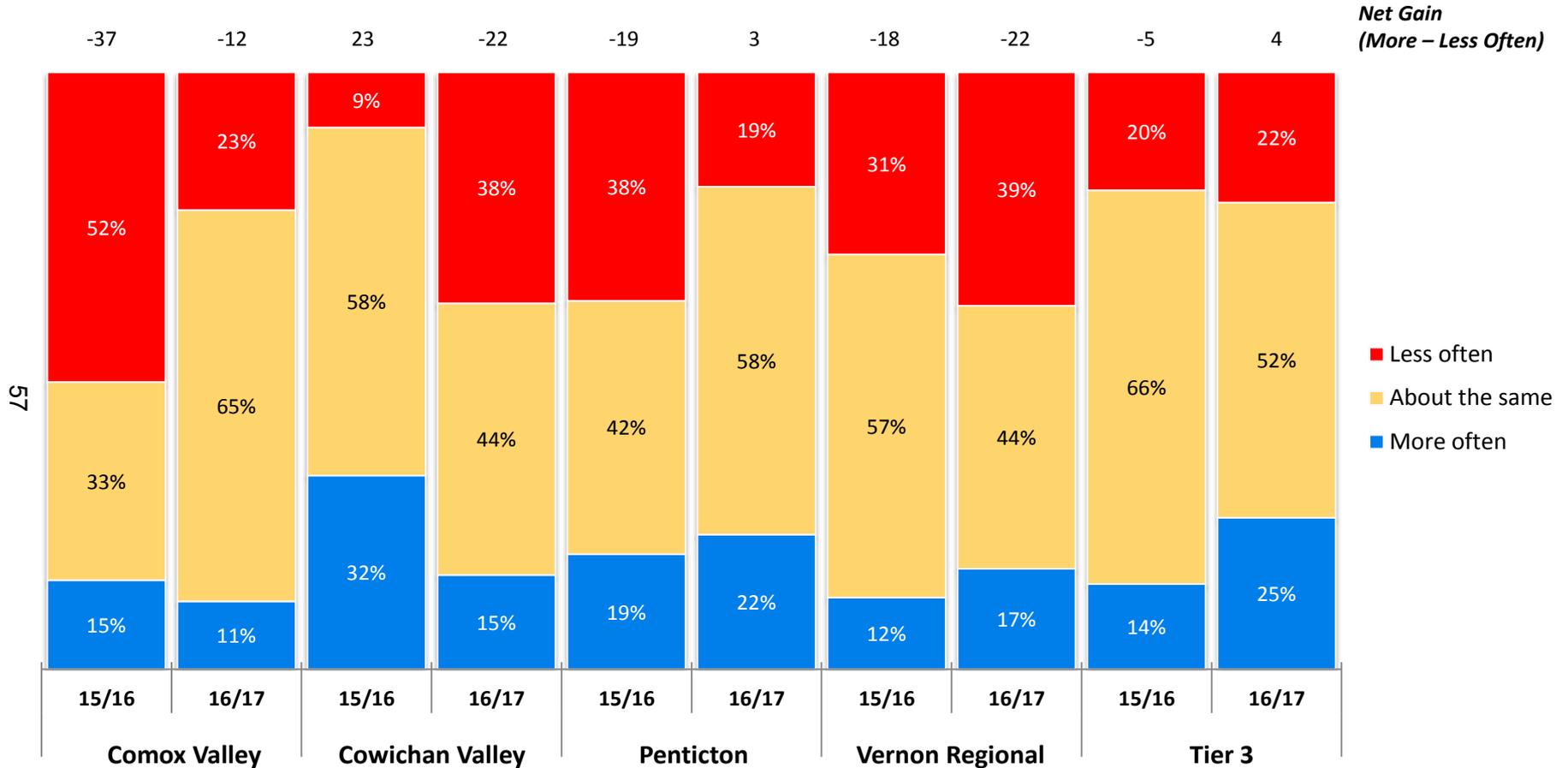
Past Year Change in Local Bus System Usage (Among Past Year Riders)



Q6a. Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Past Year Change in Local Bus System Usage (Among Past Year Riders)



Q6a. Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?

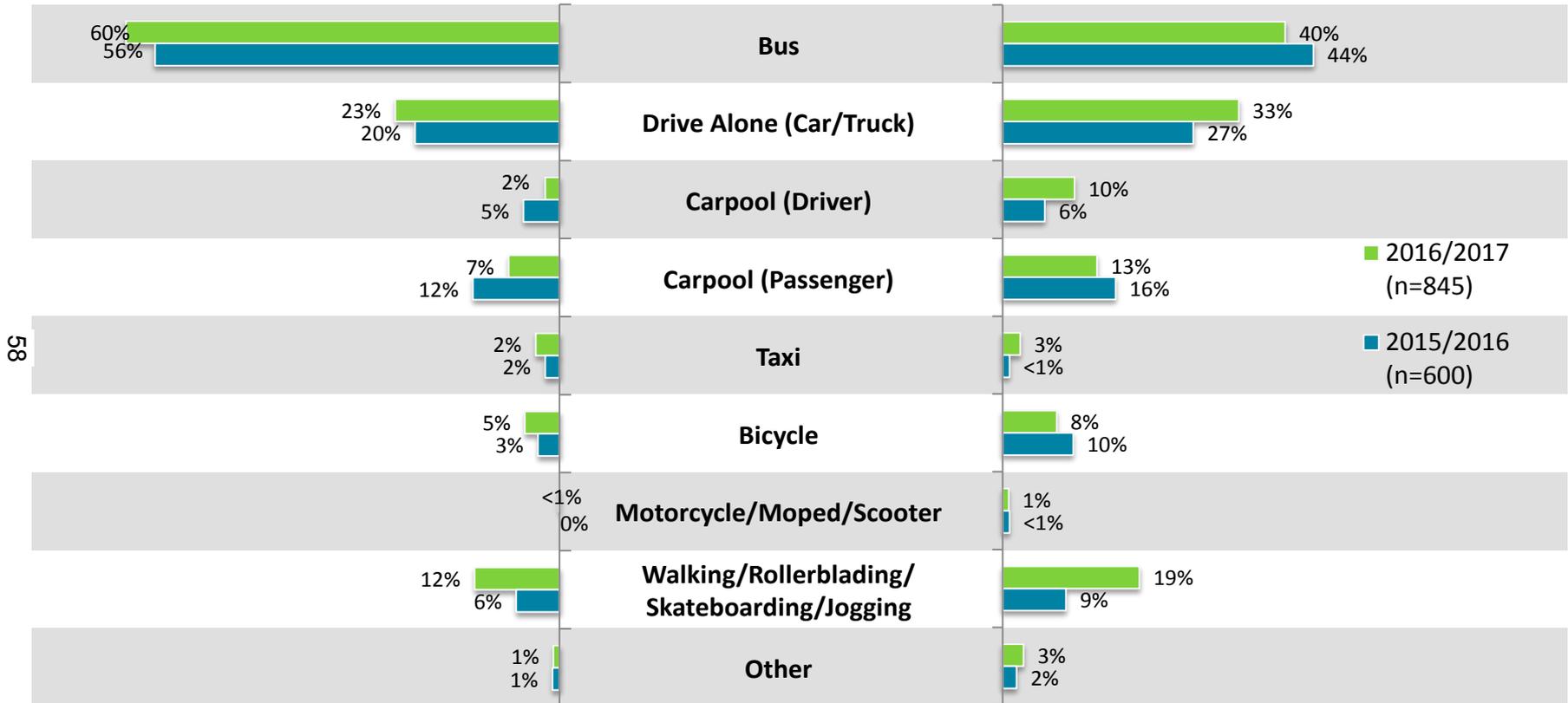
Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Transportation Used Less/More Often - TOTAL

(Multiple Responses Allowed)

Modes of Transportation
Now Used Less Often

Modes of Transportation
Now Used More Often



Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?

Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?

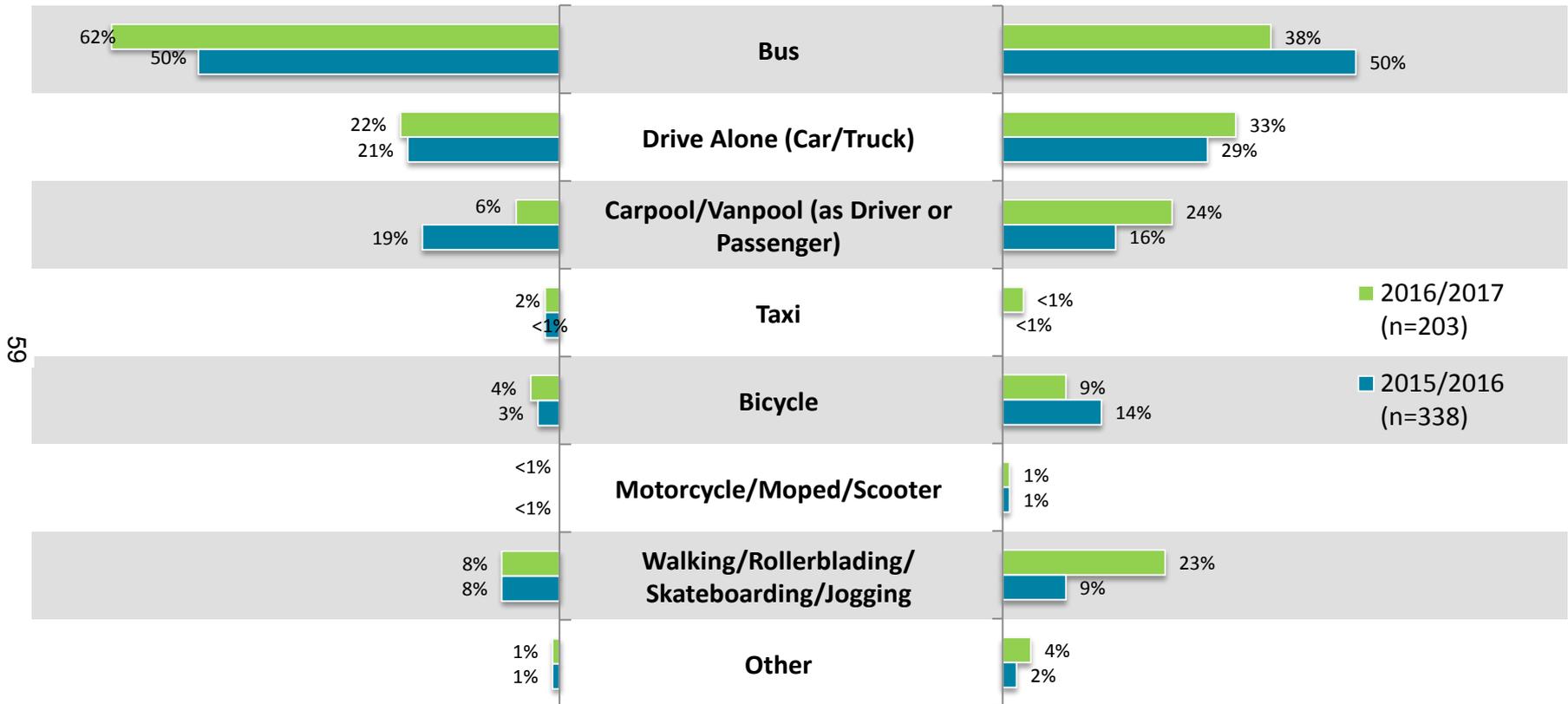
Base: Those using the bus more often or less often compared with a year ago.

Transportation Used Less/More Often - Victoria

(Multiple Responses Allowed)

Modes of Transportation
Now Used Less Often

Modes of Transportation
Now Used More Often



59

Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?

Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?

Base: Those using the bus more often or less often compared with a year ago.

Transportation Used Less/More Often

(Multiple Responses Allowed)

Modes of Transportation Now Used MORE Often	Total		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
n=	600	845	17*	50	28*	69	39	45	35	56	33	46	48	72
Bus	44%	40%	28%	42%	39%	41%	33%	43%	42%	32%	55%	30%	47%	57%
Drive Alone (Car/Truck)	27%	33%	48%	32%	23%	45%	30%	39%	15%	39%	30%	47%	38%	30%
Carpool (Driver)	6%	10%	2%	8%	3%	1%	9%	4%	21%	20%	10%	22%	10%	9%
Carpool (Passenger)	16%	13%	21%	15%	10%	14%	17%	12%	20%	26%	12%	14%	9%	9%
Taxi	1%	3%	-	-	4%	2%	3%	-	4%	6%	1%	5%	-	0%
Bicycle	10%	8%	-	7%	24%	1%	15%	7%	15%	8%	-	8%	12%	17%
Motorcycle/Moped/Scooter	1%	1%	1%	-	-	-	-	-	-	4%	-	2%	2%	1%
Walking/Rollerblading/Skateboarding/Jogging	9%	19%	-	22%	10%	15%	22%	23%	13%	18%	2%	19%	4%	7%
Other	2%	3%	-	3%	-	-	2%	1%	1%	1%	-	1%	5%	5%

Modes of Transportation Now Used LESS Often	Total		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
n=	600	845	17*	50	28*	69	39	45	35	56	33	46	48	72
Bus	56%	60%	72%	58%	61%	59%	67%	57%	58%	68%	45%	70%	53%	43%
Drive Alone (Car/Truck)	20%	23%	6%	19%	22%	27%	11%	28%	18%	23%	41%	6%	32%	23%
Carpool (Driver)	5%	2%	-	1%	-	2%	2%	9%	1%	2%	-	2%	7%	3%
Carpool (Passenger)	12%	7%	19%	4%	4%	5%	7%	18%	8%	8%	7%	1%	11%	14%
Taxi	2%	3%	-	1%	-	8%	11%	2%	3%	6%	-	1%	1%	3%
Bicycle	3%	5%	-	6%	11%	2%	8%	8%	-	3%	8%	-	8%	7%
Motorcycle/Moped/Scooter	<1%	<1%	-	-	-	1%	-	-	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	6%	12%	-	25%	15%	11%	1%	4%	11%	11%	8%	21%	18%	17%
Other	1%	1%	-	-	4%	1%	3%	-	-	-	-	-	6%	1%

Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?

Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?

Base: Those using the bus more often or less often compared with a year ago.

*Caution: Small base size.

Transportation Used Less/More Often

(Multiple Responses Allowed)

Modes of Transportation Now Used MORE Often	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
n=	600	845	10	45	3*	48	5*	35	3*	42	6*	44	5*	43
Bus	44%	40%	69%	36%	-	44%	22%	33%	78%	29%	34%	54%	28%	30%
Drive Alone (Car/Truck)	27%	33%	13%	48%	72%	33%	53%	33%	-	24%	28%	33%	40%	33%
Carpool (Driver)	6%	10%	-	6%	-	9%	-	8%	-	4%	-	3%	-	5%
Carpool (Passenger)	16%	13%	11%	7%	28%	15%	-	18%	22%	23%	30%	10%	31%	18%
Taxi	1%	3%	-	2%	-	-	-	-	-	1%	-	7%	-	13%
Bicycle	10%	8%	-	1%	-	1%	24%	11%	-	3%	-	2%	21%	30%
Motorcycle/Moped/Scooter	1%	1%	-	-	-	2%	20%	8%	-	3%	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	9%	19%	7%	5%	48%	16%	-	26%	22%	23%	-	4%	-	34%
Other	2%	3%	-	2%	-	-	-	6%	-	16%	8%	-	-	1%

19

Modes of Transportation Now Used LESS Often	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
n=	600	845	10	45	3*	48	5*	35	3*	42	6*	44	5*	43
Bus	56%	60%	31%	64%	100%	56%	78%	67%	22%	71%	66%	46%	72%	70%
Drive Alone (Car/Truck)	20%	23%	23%	20%	-	20%	6%	15%	78%	13%	7%	20%	19%	16%
Carpool (Driver)	5%	2%	9%	5%	-	-	-	2%	-	2%	-	4%	-	1%
Carpool (Passenger)	12%	7%	35%	5%	-	15%	-	9%	-	-	26%	23%	-	5%
Taxi	2%	3%	-	6%	-	3%	-	3%	-	4%	-	7%	-	6%
Bicycle	3%	5%	7%	3%	-	13%	16%	2%	-	4%	7%	18%	-	4%
Motorcycle/Moped/Scooter	<1%	<1%	-	-	-	-	-	3%	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	6%	12%	18%	4%	-	18%	-	15%	-	9%	26%	3%	-	7%
Other	1%	1%	-	-	-	2%	-	-	-	-	-	2%	-	-

Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?

Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?

Base: Those using the bus more often or less often compared with a year ago.

*Caution: Small base size.

Transportation Used Less/More Often (Multiple Responses Allowed)

Modes of Transportation Now Used MORE Often	Total		Tier 3 Communities	
	15/16	16/17	15/16	16/17
n=	600	845	30	47
Bus	44%	40%	42%	54%
Drive Alone (Car/Truck)	27%	33%	17%	16%
Carpool (Driver)	6%	10%	3%	8%
Carpool (Passenger)	16%	13%	24%	10%
Taxi	1%	3%	-	-
Bicycle	10%	8%	3%	6%
Motorcycle/Moped/Scooter	1%	1%	-	-
Walking/Rollerblading/Skateboarding/Jogging	9%	19%	7%	16%
Other	2%	3%	3%	2%

Q6

Modes of Transportation Now Used LESS Often	Total		Tier 3 Communities	
	15/16	16/17	15/16	16/17
n=	600	845	30	47
Bus	56%	60%	58%	46%
Drive Alone (Car/Truck)	20%	23%	24%	33%
Carpool (Driver)	5%	2%	14%	2%
Carpool (Passenger)	12%	7%	9%	9%
Taxi	2%	3%	-	2%
Bicycle	3%	5%	-	7%
Motorcycle/Moped/Scooter	<1%	<1%	-	-
Walking/Rollerblading/Skateboarding/Jogging	6%	12%	-	15%
Other	1%	1%	-	2%

Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?

Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?

Base: Those using the bus more often or less often compared with a year ago.

Perception of Past Year Change

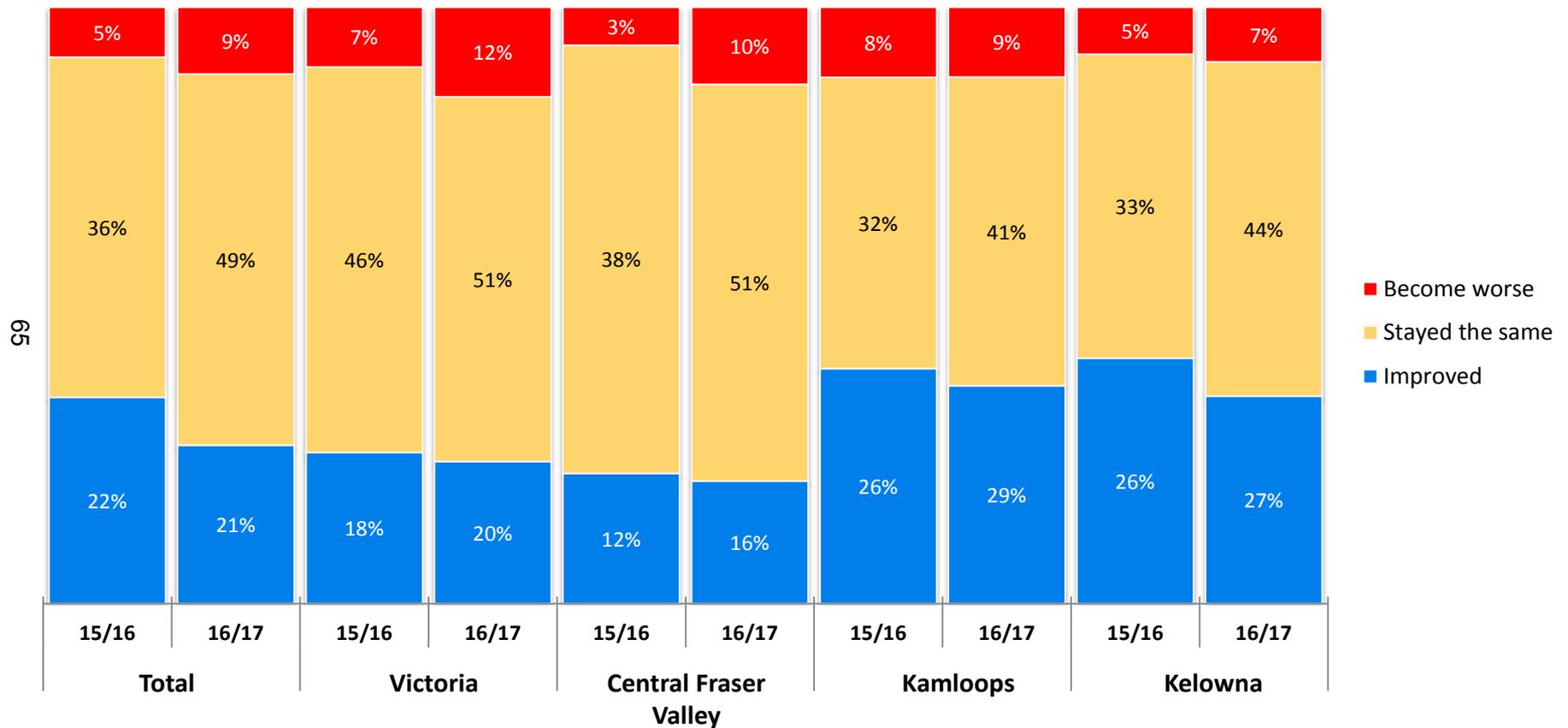
- ❑ At a total BC level, almost one-half (49%) say the local bus system has stayed the same in the past year. The proportion of those who say it has become worse is only 9%, while 21% perceive that it has improved.
- ❑ Four-in-ten (40%) riders in Chilliwack feel the local bus system has improved, which is the highest result in the province, followed by Kamloops and Kelowna (29% and 27%, respectively). Whistler has the largest proportion who think the system has remained the same (60%), followed by Comox Valley and Penticton (55% each).
- ❑ Communities with the highest proportion of riders who think their local bus system has become worse in the past year are Victoria (12%), Central Fraser Valley, Nanaimo and Whistler (10%, each).
- ❑ Overall, 87% feel transit is important to their community (rating of 4 or 5 on a five-point scale), with 61% giving a rating of 5, or very important. Regionally, Whistler riders are the most likely to feel transit is important to their community (92%), followed closely by Victoria (90%), Nanaimo (90%) and Kamloops (89%).

Perception of Service Areas

- ❑ BC residents were asked to rate 15 service attributes of the local transit system on a scale of 1 to 5, where 1 is “extremely poor” and 5 is “excellent.” They were also asked to rate the local transit system on an overall basis on the same scale.
- ❑ At a system-wide level, the three most positively viewed attributes of local transit systems are courteous drivers (65%, average of 4.0 out of 5), clean and well maintained buses (65%, average of 3.6) and personal safety while riding local buses (64%, average of 3.9).
- ❑ Overall in BC, attributes which could use the most improvement are bus stops having enough amenities (35%, average of 3.1), frequency of scheduled service (37%, average of 3.2) and buses having good connections with reasonable wait times (38%, average of 3.5).
- ❑ In an overall basis, BC Transit is rated 4 or 5 out of 5 by half of residents (51%, average of 3.5) in its service areas.
- ❑ Residents’ ratings of the Victoria Regional Transit System in 2016/17 are the most positive in terms of personal safety while riding the bus, (74% rating 4 or 5 out of 5, average of 4.0), clean and well maintained buses (73%, average of 4.0) and courteous drivers (72%, average of 4.0).
- ❑ For Victoria, areas which could use the most improvement are fare prices are reasonable (39%, average of 3.2 out of 5) and buses not being overcrowded (40%, average of 3.2).
- ❑ Overall, the Victoria Regional Transit System is rated 4 or 5 out of 5 by over half its residents (56%, average of 3.6).

64

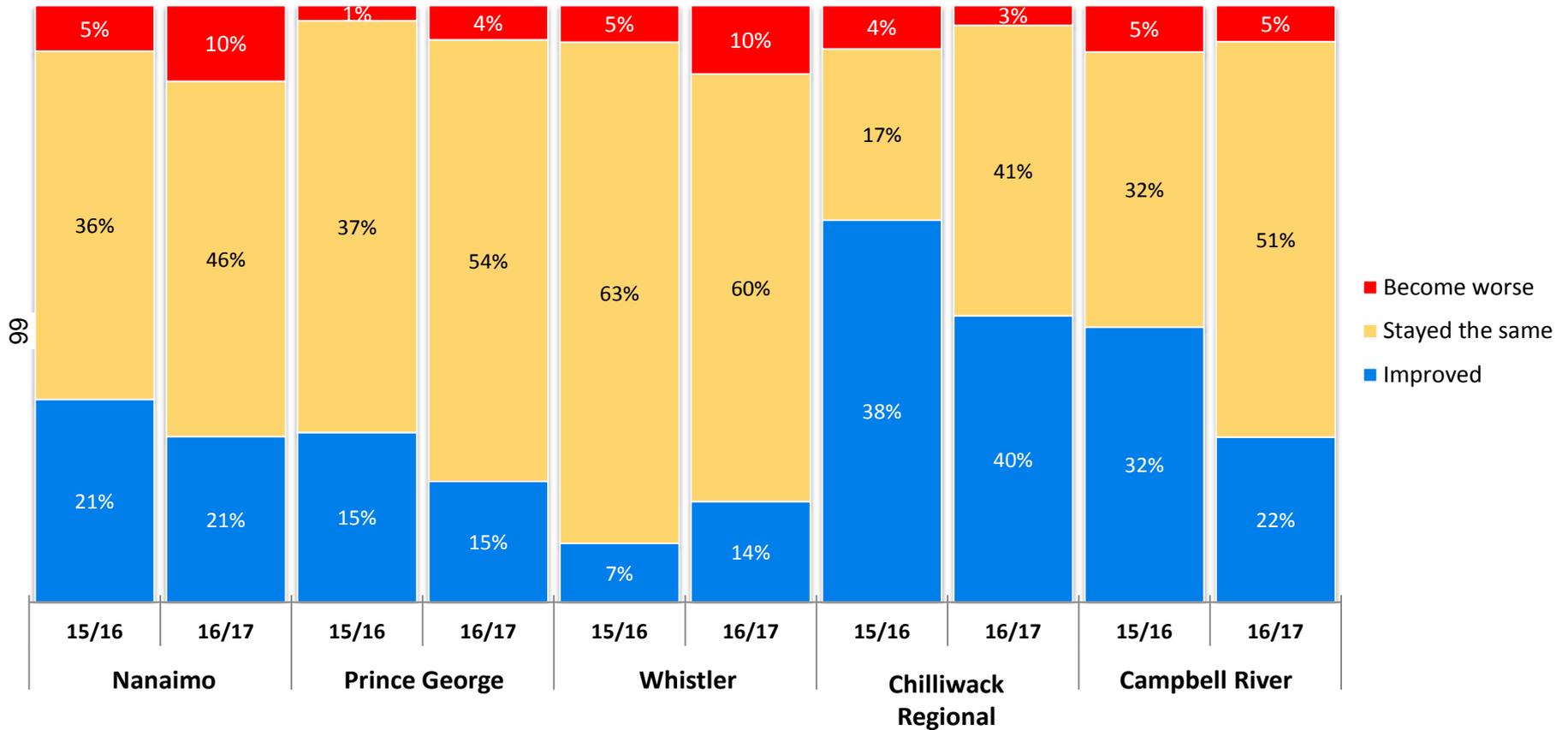
Past Year Change in Local Bus System (Excludes Don't Know Responses)



Q11. Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

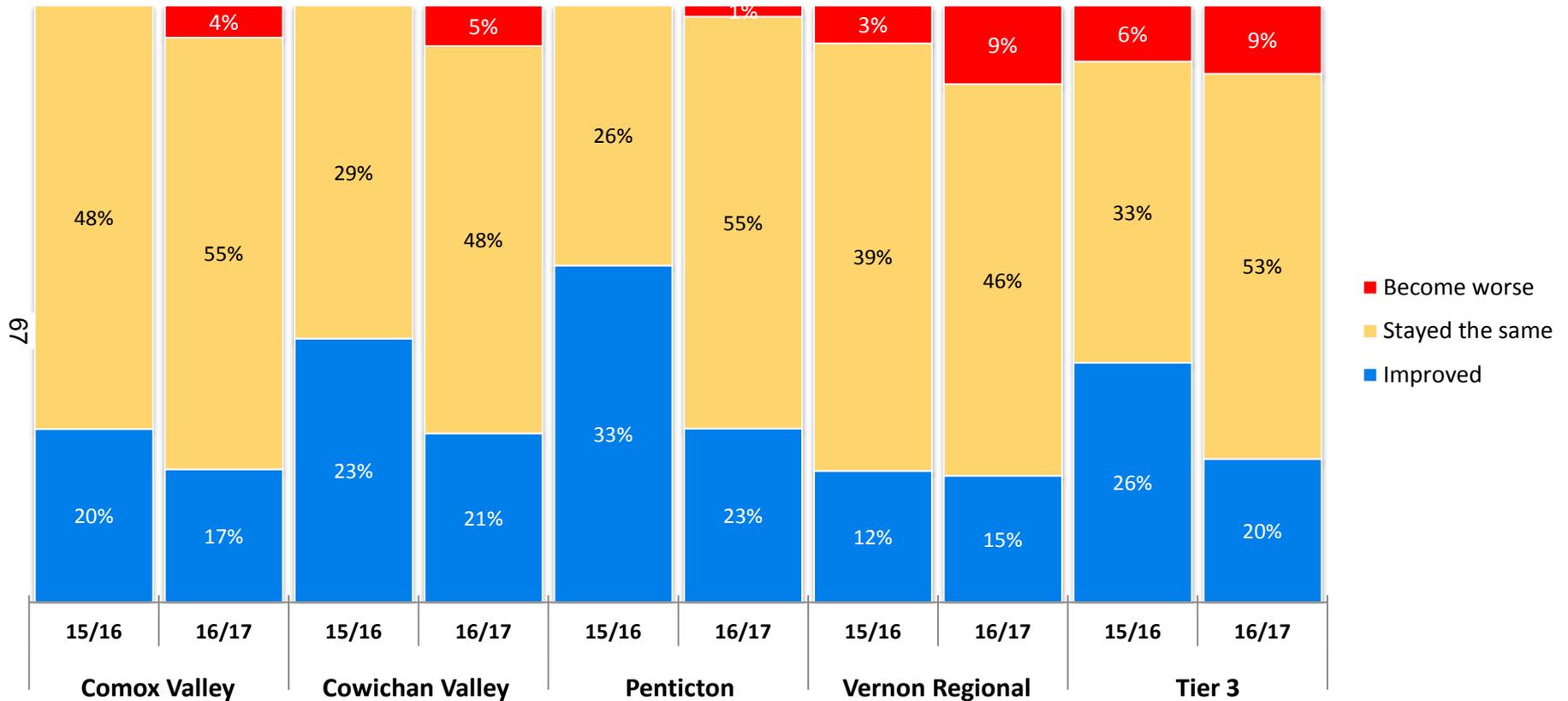
Past Year Change in Local Bus System (Excludes Don't Know Responses)



Q11. Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

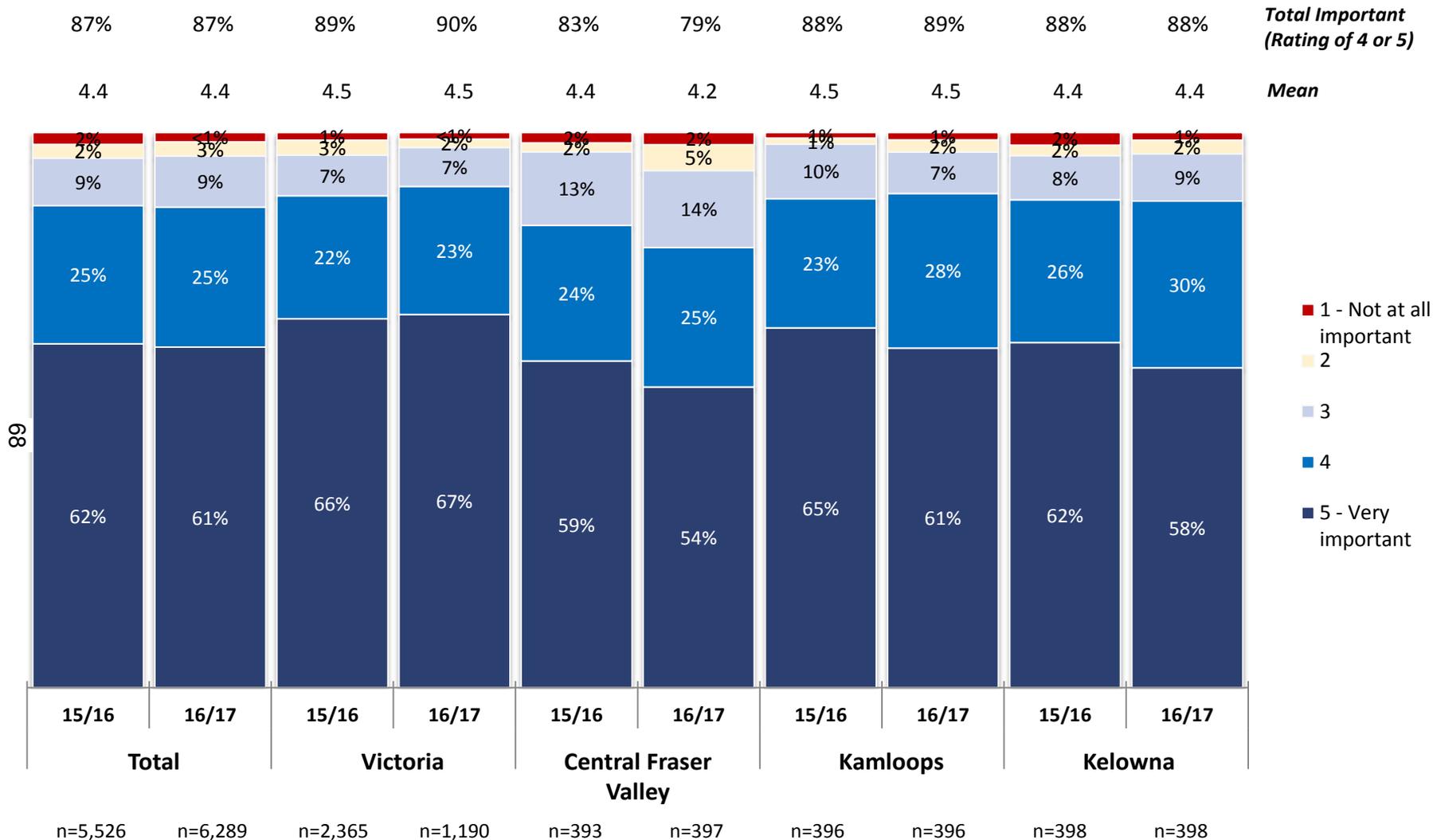
Past Year Change in Local Bus System (Excludes Don't Know Responses)



Q11. Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?

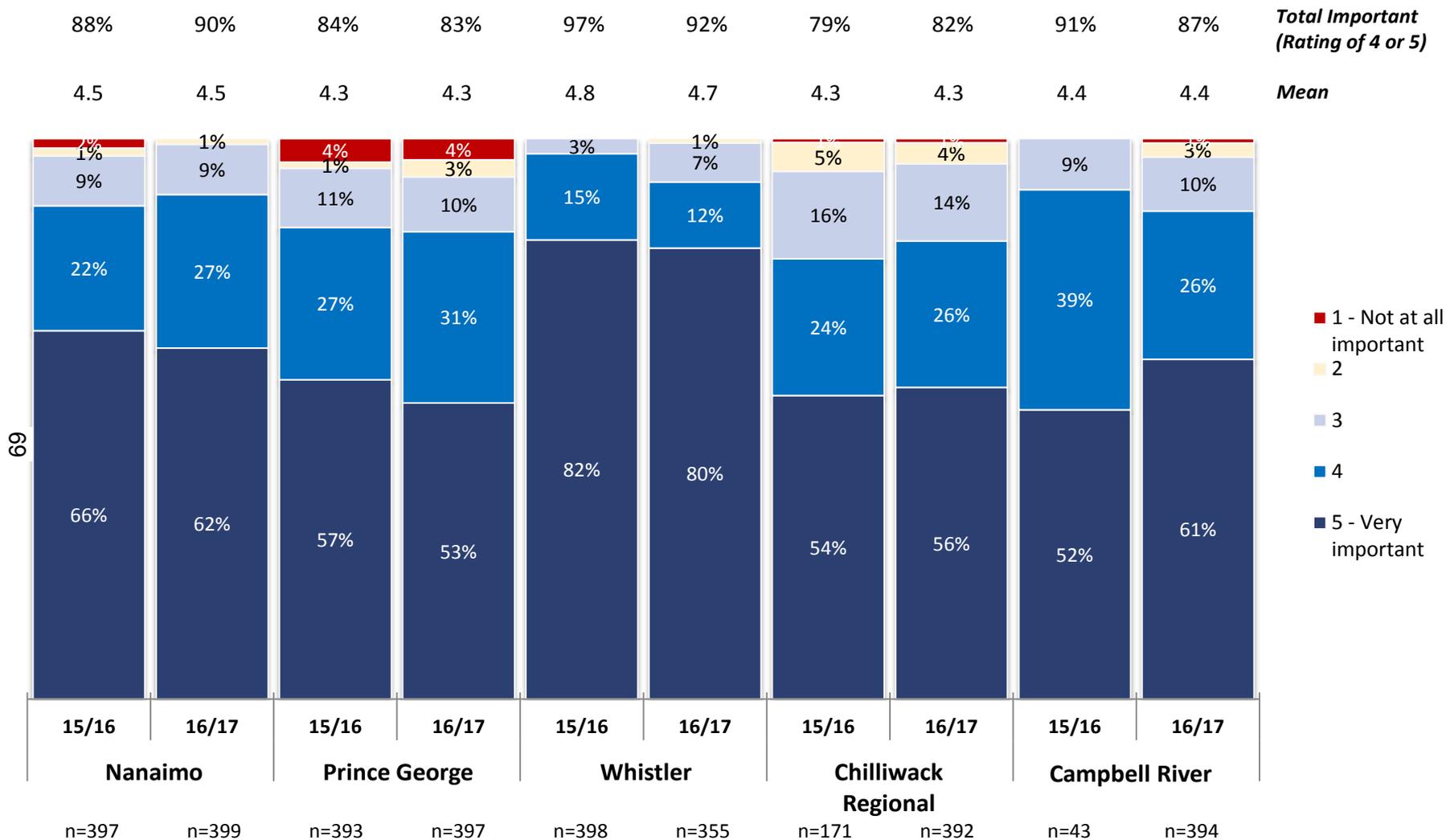
Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Importance of Transit to Community



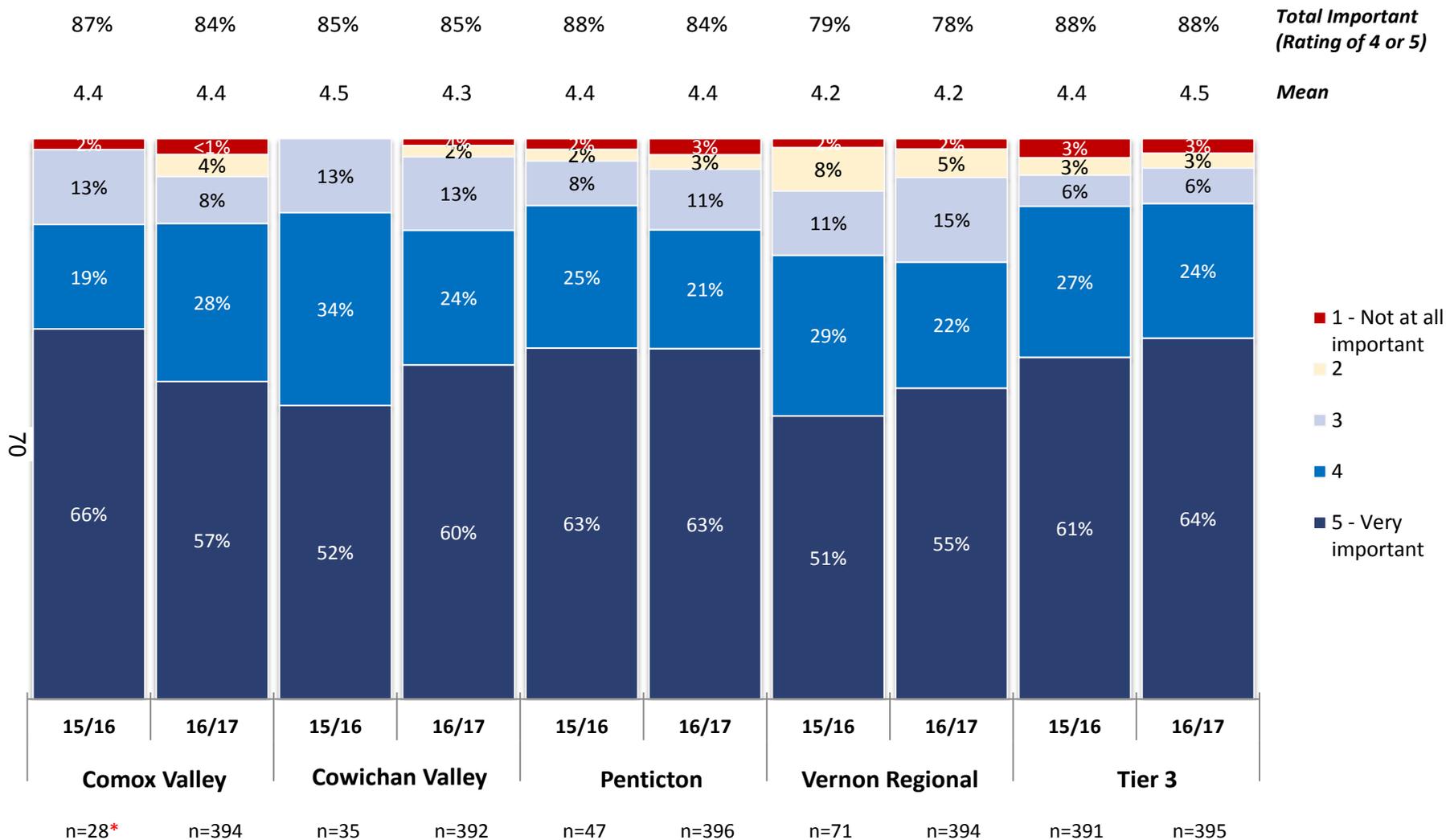
Q11b. How important do you think transit is to your community? (Results excluding Don't know/Refused responses)

Importance of Transit to Community



Q11b. How important do you think transit is to your community? (Results excluding Don't know/Refused responses)

Importance of Transit to Community



Q11b. How important do you think transit is to your community? (Results excluding Don't know/Refused responses)

*Caution: Small base size.

Perceptions of Transit Service

Attributes (% Rating 4 or 5)	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Fare prices are reasonable	57%	47%	60%	39%	53%	42%	60%	57%	54%	46%	55%	46%
Bus drivers are courteous	65%	65%	76%	72%	59%	59%	58%	57%	65%	57%	66%	63%
Frequency of scheduled service	-	37%	-	46%	-	33%	-	37%	-	38%	-	29%
Buses run on time/on schedule	57%	53%	62%	55%	50%	49%	59%	49%	55%	49%	57%	57%
Buses are clean and well-maintained	68%	65%	80%	73%	60%	55%	68%	62%	63%	60%	66%	68%
Personal safety while riding local buses	66%	64%	76%	74%	58%	51%	64%	64%	61%	51%	63%	64%
Personal safety while waiting for local buses	55%	50%	66%	58%	44%	36%	49%	45%	56%	42%	50%	52%
Availability and accuracy of schedule information	55%	50%	67%	57%	44%	46%	57%	50%	58%	51%	52%	51%
Buses not being overcrowded	62%	59%	48%	40%	69%	67%	59%	58%	59%	56%	70%	63%
Buses have a direct route	49%	44%	57%	47%	36%	40%	42%	40%	46%	42%	41%	42%
Bus/fare payment options convenient & easy to use	51%	46%	61%	48%	38%	38%	57%	50%	51%	44%	50%	51%
Buses have good connections with reasonable wait times	44%	38%	52%	42%	37%	38%	47%	36%	38%	36%	33%	32%
Bus stops have enough amenities such as shelters, benches, information & trash cans	40%	35%	51%	44%	37%	29%	31%	27%	55%	51%	33%	31%
Bus stops are clean and well maintained	64%	57%	71%	64%	64%	47%	58%	52%	72%	65%	63%	55%
Trip duration, that is the time from when you boarded to the time you got off the bus	50%	48%	61%	53%	38%	46%	50%	47%	45%	40%	43%	47%
Overall	62%	51%	69%	56%	54%	41%	66%	51%	65%	49%	57%	44%

71

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Perceptions of Transit Service

Attributes (% Rating 4 or 5)	Total		Prince George		Whistler		Chilliwack Regional		Campbell River		Comox Valley	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Fare prices are reasonable	57%	47%	60%	51%	60%	52%	50%	52%	75%	53%	51%	51%
Bus drivers are courteous	65%	65%	66%	64%	74%	72%	57%	60%	82%	70%	74%	62%
Frequency of scheduled service	-	37%	-	36%	-	40%		36%		42%		34%
Buses run on time/on schedule	57%	53%	64%	58%	61%	50%	54%	58%	69%	57%	62%	52%
Buses are clean and well-maintained	68%	65%	63%	58%	85%	73%	57%	58%	79%	72%	72%	66%
Personal safety while riding local buses	66%	64%	67%	66%	85%	77%	52%	60%	68%	73%	75%	65%
Personal safety while waiting for local buses	55%	50%	48%	46%	75%	73%	43%	45%	70%	50%	63%	55%
Availability and accuracy of schedule information	55%	50%	58%	46%	66%	59%	45%	53%	60%	53%	46%	50%
Buses not being overcrowded	62%	59%	79%	73%	62%	48%	64%	67%	63%	72%	67%	73%
Buses have a direct route	49%	44%	46%	35%	56%	54%	38%	49%	56%	52%	46%	37%
Bus/fare payment options convenient & easy to use	51%	46%	52%	47%	57%	58%	48%	44%	61%	50%	47%	45%
Buses have good connections with reasonable wait times	44%	38%	41%	39%	57%	46%	36%	43%	59%	38%	46%	31%
Bus stops have enough amenities such as shelters, benches, information & trash cans	40%	35%	32%	26%	68%	53%	33%	27%	51%	31%	54%	37%
Bus stops are clean and well maintained	64%	57%	59%	45%	72%	66%	59%	57%	78%	56%	71%	58%
Trip duration, that is the time from when you boarded to the time you got off the bus	50%	48%	42%	45%	69%	64%	39%	50%	63%	56%	56%	46%
Overall	62%	51%	61%	48%	78%	65%	52%	55%	72%	58%	49%	50%

72

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Perceptions of Transit Service

Attributes (% Rating 4 or 5)	Total		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Fare prices are reasonable	57%	47%	53%	54%	51%	55%	55%	45%	57%	54%
Bus drivers are courteous	65%	65%	61%	64%	56%	68%	59%	56%	60%	68%
Frequency of scheduled service	-	37%		28%	-	37%	-	28%	-	32%
Buses run on time/on schedule	57%	53%	50%	56%	51%	60%	54%	51%	55%	50%
Buses are clean and well-maintained	68%	65%	55%	63%	63%	73%	63%	59%	65%	64%
Personal safety while riding local buses	66%	64%	62%	65%	66%	70%	58%	54%	64%	65%
Personal safety while waiting for local buses	55%	50%	54%	48%	59%	63%	48%	46%	55%	55%
Availability and accuracy of schedule information	55%	50%	55%	50%	36%	51%	37%	45%	54%	44%
Buses not being overcrowded	62%	59%	68%	69%	62%	74%	68%	62%	67%	69%
Buses have a direct route	49%	44%	50%	42%	50%	52%	43%	39%	52%	45%
Bus/fare payment options convenient & easy to use	51%	46%	39%	54%	50%	54%	36%	42%	46%	46%
Buses have good connections with reasonable wait times	44%	38%	37%	36%	46%	47%	30%	33%	45%	36%
Bus stops have enough amenities such as shelters, benches, information & trash cans	40%	35%	39%	34%	59%	44%	30%	29%	33%	27%
Bus stops are clean and well maintained	64%	57%	59%	60%	76%	71%	56%	51%	57%	52%
Trip duration, that is the time from when you boarded to the time you got off the bus	50%	48%	44%	47%	49%	56%	50%	38%	49%	49%
Overall	62%	51%	58%	50%	53%	64%	54%	44%	60%	52%

73

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Fare prices are reasonable	3.9	3.5	3.8	3.2	3.8	3.4	3.9	3.8	3.8	3.6	3.9	3.6
Bus drivers are courteous	4.2	4.0	4.2	4.0	4.1	3.8	3.8	3.8	4.1	3.8	4.2	4.0
Frequency of scheduled service	-	3.2	-	3.4	-	3.1	-	3.2	-	3.3	-	3.0
Buses run on time/on schedule	3.9	3.6	3.9	3.5	3.8	3.6	3.8	3.5	3.8	3.6	3.9	3.7
Buses are clean and well-maintained	4.1	3.9	4.3	4.0	4.0	3.7	4.0	3.8	4.1	3.9	4.2	4.0
Personal safety while riding local buses	4.1	3.9	4.2	4.0	3.9	3.6	3.9	3.8	3.9	3.6	4.1	4.0
Personal safety while waiting for local buses	3.7	3.6	3.9	3.7	3.4	3.2	3.5	3.4	3.7	3.4	3.6	3.6
Availability and accuracy of schedule information	3.8	3.6	3.9	3.7	3.6	3.4	3.8	3.6	3.8	3.7	3.7	3.6
Buses not being overcrowded	4.0	3.8	3.5	3.3	4.1	4.0	3.9	3.7	3.9	3.8	4.1	3.9
Buses have a direct route	3.6	3.4	3.7	3.5	3.4	3.3	3.5	3.3	3.6	3.3	3.3	3.3
Bus/fare payment options convenient & easy to use	3.9	3.6	3.9	3.4	3.8	3.3	3.9	3.7	4.0	3.6	3.8	3.7
Buses have good connections with reasonable wait times	3.5	3.3	3.6	3.4	3.4	3.2	3.4	3.2	3.3	3.3	3.1	3.1
Bus stops have enough amenities such as shelters, benches, information & trash cans	3.2	3.1	3.5	3.3	3.1	3.0	2.9	2.9	3.6	3.5	3.0	3.0
Bus stops are clean and well maintained	3.8	3.6	3.9	3.7	3.8	3.4	3.7	3.6	4.0	3.8	3.8	3.6
Trip duration, that is the time from when you boarded to the time you got off the bus	3.8	3.6	3.9	3.7	3.5	3.4	3.6	3.5	3.7	3.5	3.5	3.5
Overall	3.8	3.5	3.9	3.6	3.6	3.3	3.8	3.5	3.8	3.5	3.6	3.3

74

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Prince George		Whistler		Chilliwack Regional		Campbell River		Comox Valley	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Fare prices are reasonable	3.9	3.5	4.1	3.7	3.7	3.6	3.9	3.6	4.2	3.8	3.7	3.7
Bus drivers are courteous	4.2	4.0	4.2	4.0	4.2	4.1	4.1	3.9	4.5	4.1	4.3	4.0
Frequency of scheduled service	-	3.2	-	3.3	-	3.3	-	3.4	-	3.1	-	3.0
Buses run on time/on schedule	3.9	3.6	4.2	3.8	3.8	3.4	3.9	3.8	4.1	3.7	3.8	3.7
Buses are clean and well-maintained	4.1	3.9	4.1	3.8	4.3	3.9	4.0	3.9	4.5	4.1	4.3	4.0
Personal safety while riding local buses	4.1	3.9	4.2	3.9	4.5	4.2	4.0	3.9	4.0	4.1	4.2	4.0
Personal safety while waiting for local buses	3.7	3.6	3.6	3.5	4.1	4.0	3.5	3.4	4.1	3.6	3.8	3.8
Availability and accuracy of schedule information	3.8	3.6	3.9	3.5	3.9	3.7	3.6	3.7	4.0	3.7	3.7	3.6
Buses not being overcrowded	4.0	3.8	4.3	4.2	3.9	3.5	4.2	4.1	4.1	4.1	4.1	4.1
Buses have a direct route	3.6	3.4	3.6	3.3	3.6	3.5	3.6	3.6	4.0	3.6	3.3	3.3
Bus/fare payment options convenient & easy to use	3.9	3.6	4.0	3.7	3.7	3.7	4.0	3.6	4.0	3.7	3.8	3.6
Buses have good connections with reasonable wait times	3.5	3.3	3.5	3.4	3.6	3.4	3.4	3.4	4.2	3.3	3.2	3.1
Bus stops have enough amenities such as shelters, benches, information & trash cans	3.2	3.1	3.0	2.9	3.9	3.5	3.0	2.9	3.4	3.0	3.4	3.1
Bus stops are clean and well maintained	3.8	3.6	3.7	3.4	4.0	3.8	3.8	3.7	4.2	3.6	3.9	3.7
Trip duration, that is the time from when you boarded to the time you got off the bus	3.8	3.6	3.6	3.5	4.0	3.8	3.8	3.7	3.9	3.8	3.8	3.6
Overall	3.8	3.5	3.7	3.5	4.0	3.7	3.6	3.6	4.0	3.7	3.5	3.5

75

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Fare prices are reasonable	3.9	3.5	4.1	3.7	3.9	3.9	4.2	3.7	4.1	3.8
Bus drivers are courteous	4.2	4.0	4.1	4.0	4.3	4.2	4.2	4.0	4.2	4.1
Frequency of scheduled service	-	3.2	-	3.1	-	3.3	-	3.1	-	3.1
Buses run on time/on schedule	3.9	3.6	4.0	3.8	4.1	4.0	3.7	3.9	3.9	3.6
Buses are clean and well-maintained	4.1	3.9	4.1	4.0	4.1	4.2	4.2	3.9	4.1	4.0
Personal safety while riding local buses	4.1	3.9	4.3	4.0	4.2	4.2	4.2	3.9	4.2	4.1
Personal safety while waiting for local buses	3.7	3.6	3.6	3.6	3.9	3.9	3.8	3.6	3.8	3.7
Availability and accuracy of schedule information	3.8	3.6	3.7	3.7	3.4	3.7	3.5	3.5	3.8	3.5
Buses not being overcrowded	4.0	3.8	4.4	4.1	4.1	4.3	4.1	4.1	4.2	4.1
Buses have a direct route	3.6	3.4	3.7	3.4	3.8	3.7	3.7	3.4	3.8	3.5
Bus/fare payment options convenient & easy to use	3.9	3.6	3.9	3.8	4.1	3.9	3.6	3.7	4.0	3.6
Buses have good connections with reasonable wait times	3.5	3.3	3.5	3.3	3.6	3.6	3.3	3.3	3.6	3.2
Bus stops have enough amenities such as shelters, benches, information & trash cans	3.2	3.1	2.9	3.1	3.7	3.5	2.9	3.0	2.9	2.8
Bus stops are clean and well maintained	3.8	3.6	3.9	3.8	4.1	4.0	3.7	3.6	3.7	3.6
Trip duration, that is the time from when you boarded to the time you got off the bus	3.8	3.6	3.7	3.6	4.1	3.9	4.1	3.5	3.9	3.7
Overall	3.8	3.5	3.9	3.4	3.8	3.8	3.5	3.4	3.8	3.5

76

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

BC Transit's Information Online

- ❑ At a total BC level, more than one-half (55%) accessed BC Transit's information online, with Whistler (72%) and Victoria residents (70%) using this information the most.
- ❑ Of those who accessed BC Transit's information online, six-in-ten (61%) users overall give positive ratings (4 or 5 on a scale of 5) to the quality of online information. Among the communities, more users in Campbell River (76% rating the online information 4 or 5 on a scale of 5), Vernon (73%) and Cowichan Valley (71%) give positive ratings to the online information than other regions. The proportion of Prince George users (53%) providing a rating of 4 or 5 is lowest of all the communities.

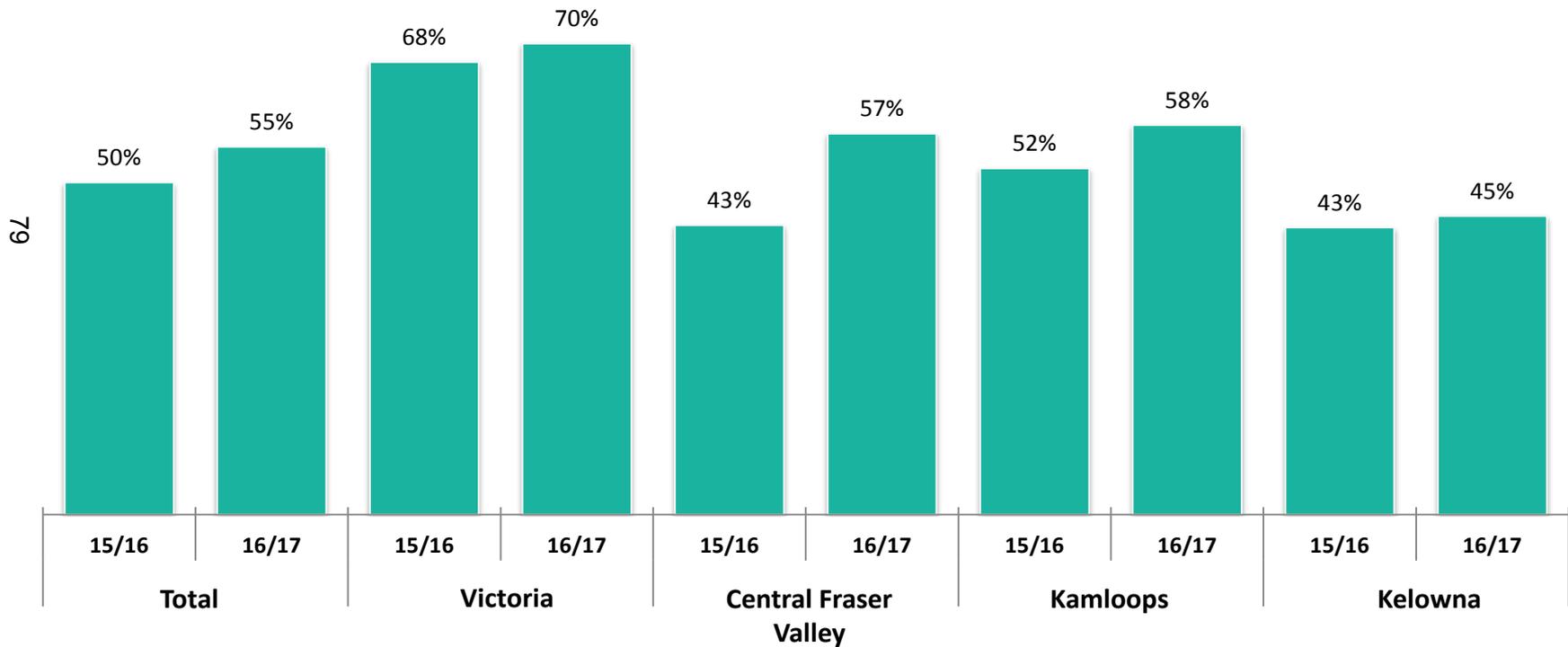
BC Transit Telephone Information Service

- ❑ Province-wide, 16% have used BC Transit's Telephone Information Service.
- ❑ Of these users, nearly six-in-ten (58%) rate the quality of the telephone information service 4 or 5 out of 5. Among the communities, those in the Cowichan Valley and Kelowna show the highest positive ratings (70% and 69%, respectively rating the quality 4 or 5), while the percentage of Central Fraser Valley users providing positive ratings is the lower than the rest of the communities (37% rating the telephone information service 4 or 5).

Primary Source of Information

- ❑ Province-wide, three-in-ten (30%) say they use online (including 'Internet', 'Google maps' and 'Smart phone applications') as their primary source of information regarding public transit. Victoria (35%), Nanaimo (33%), Whistler (32%) and Comox Valley (32%) residents have the highest proportion of those who use online as their primary source of information for public transit.
- ❑ Overall in BC, 16% use printed bus schedules as their primary source of transit information. Primary use ranges from 12% in Victoria and Vernon to 21% in Prince George.
- ❑ Nearly 2-in-10 (18%) province-wide use the BC Transit Website as their primary source of transit information; highest use is from Victoria and Central Fraser Valley residents (23% each).

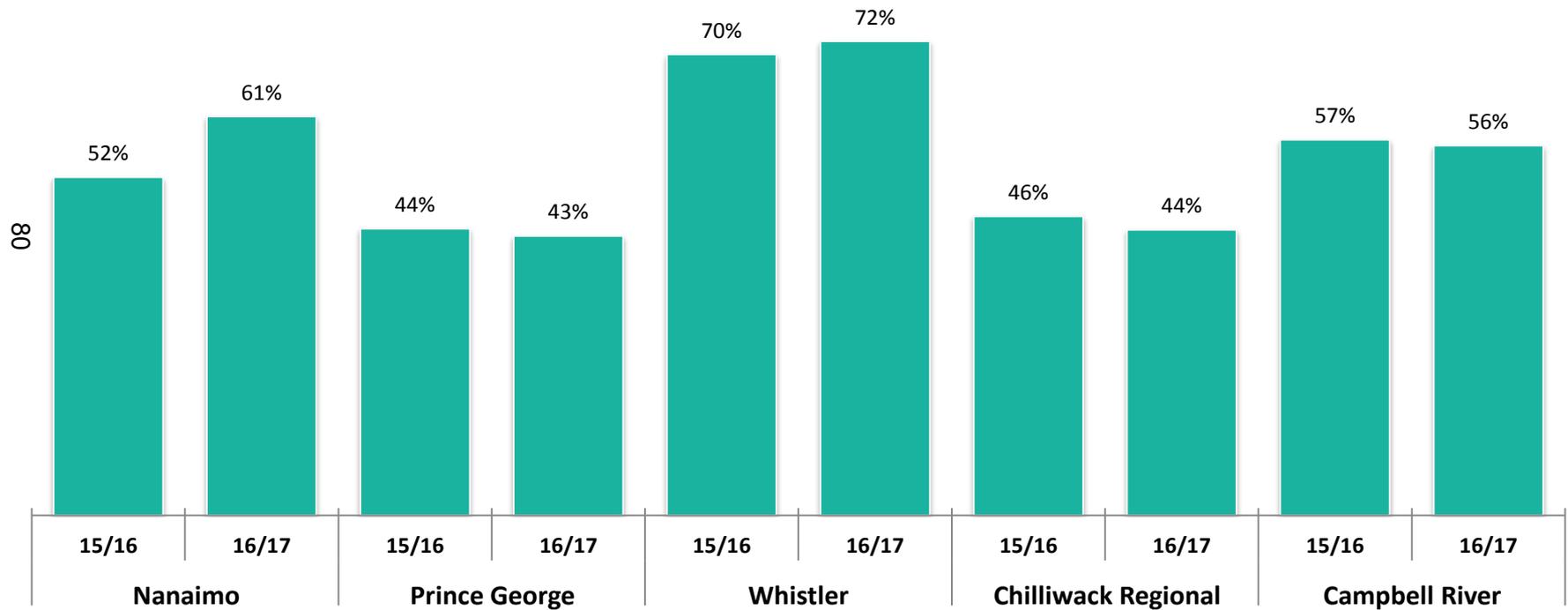
% Accessed BC Transit's Information Online



Q14. Have you ever accessed BC Transit's information online?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

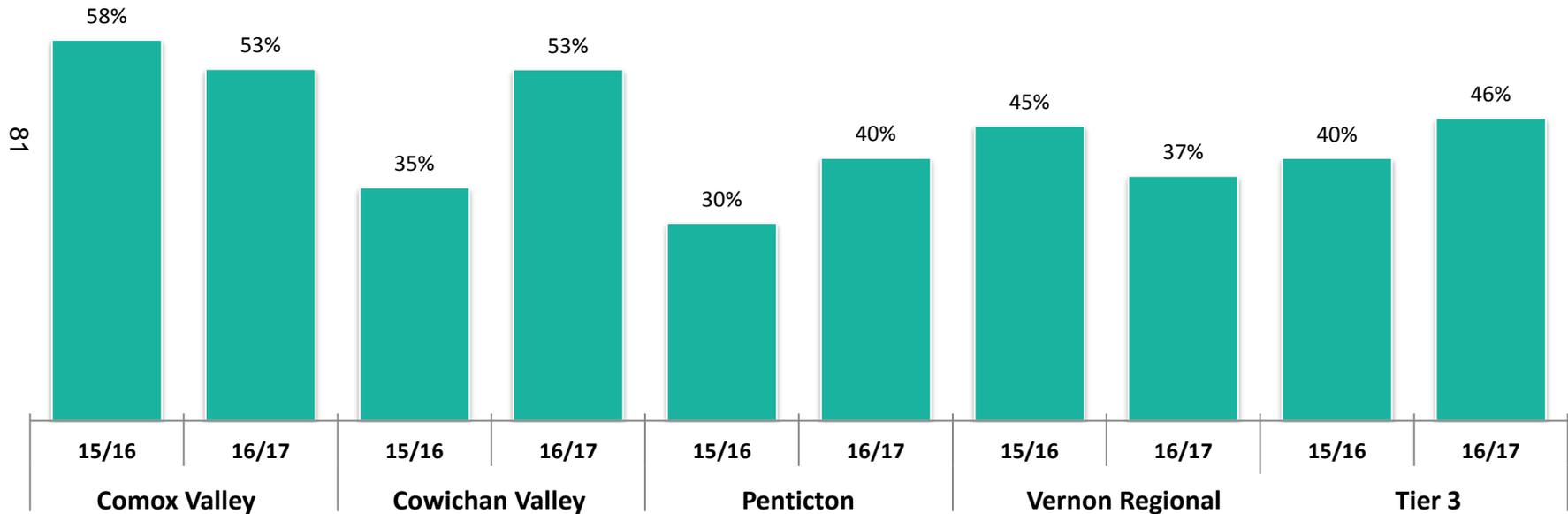
% Accessed BC Transit's Information Online



Q14. Have you ever accessed BC Transit's information online?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

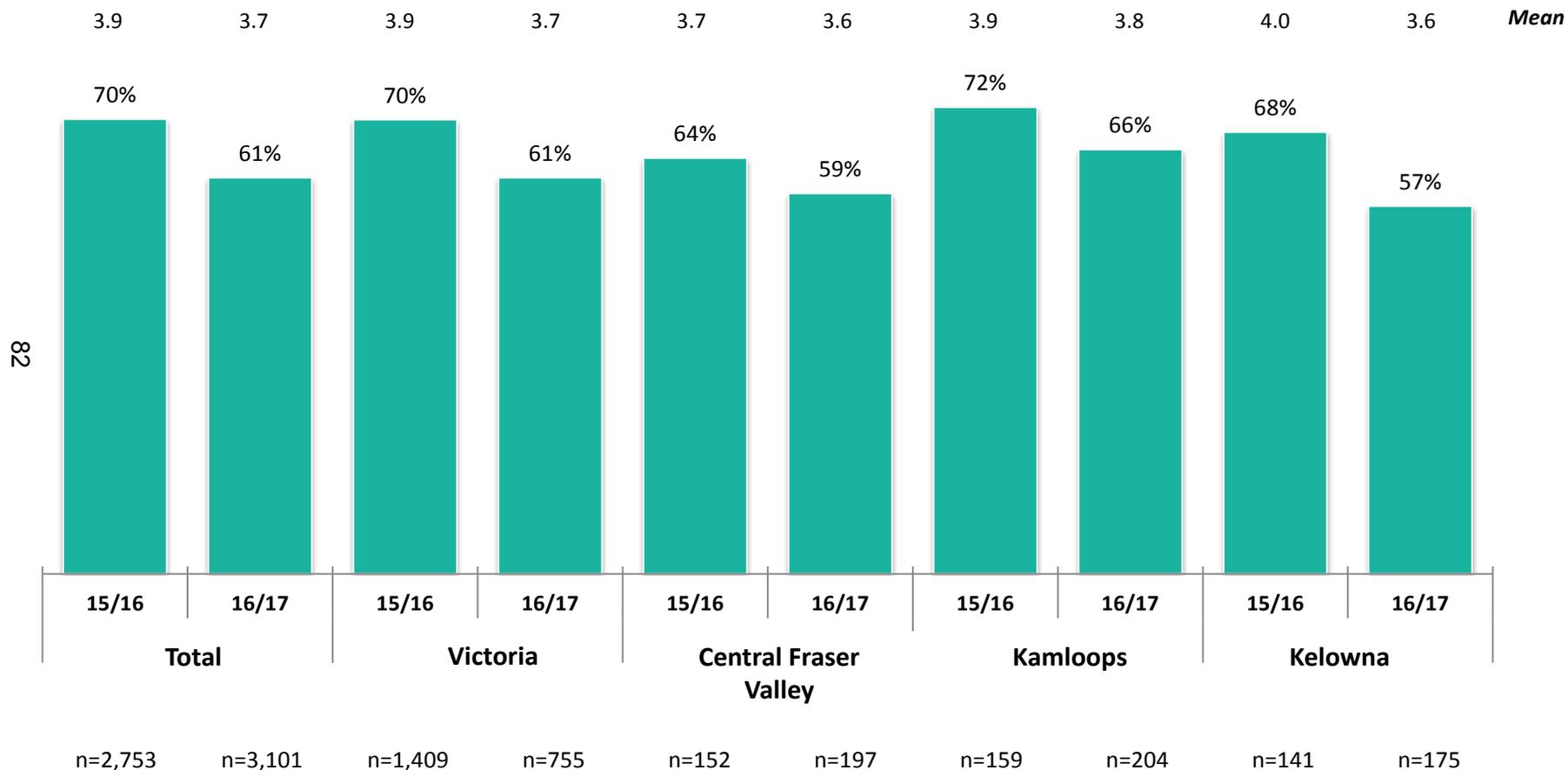
% Accessed BC Transit's Information Online



Q14. Have you ever accessed BC Transit's information online?

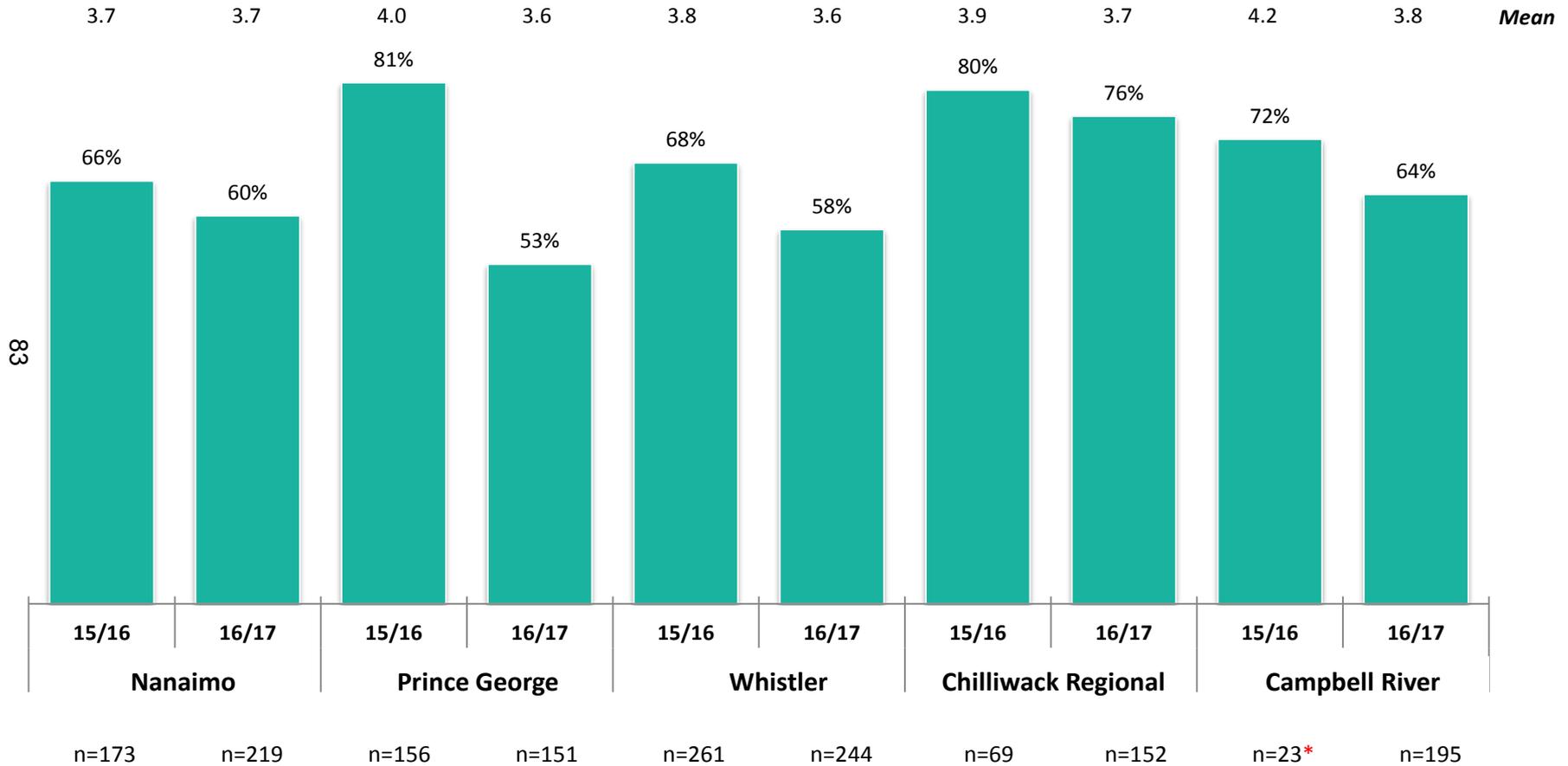
Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Quality of BC Transit's Information Online (Among those who accessed BC Transit's Information Online) (% Rating 4 or 5 out of 5)



Q15. On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of BC Transit's information online?

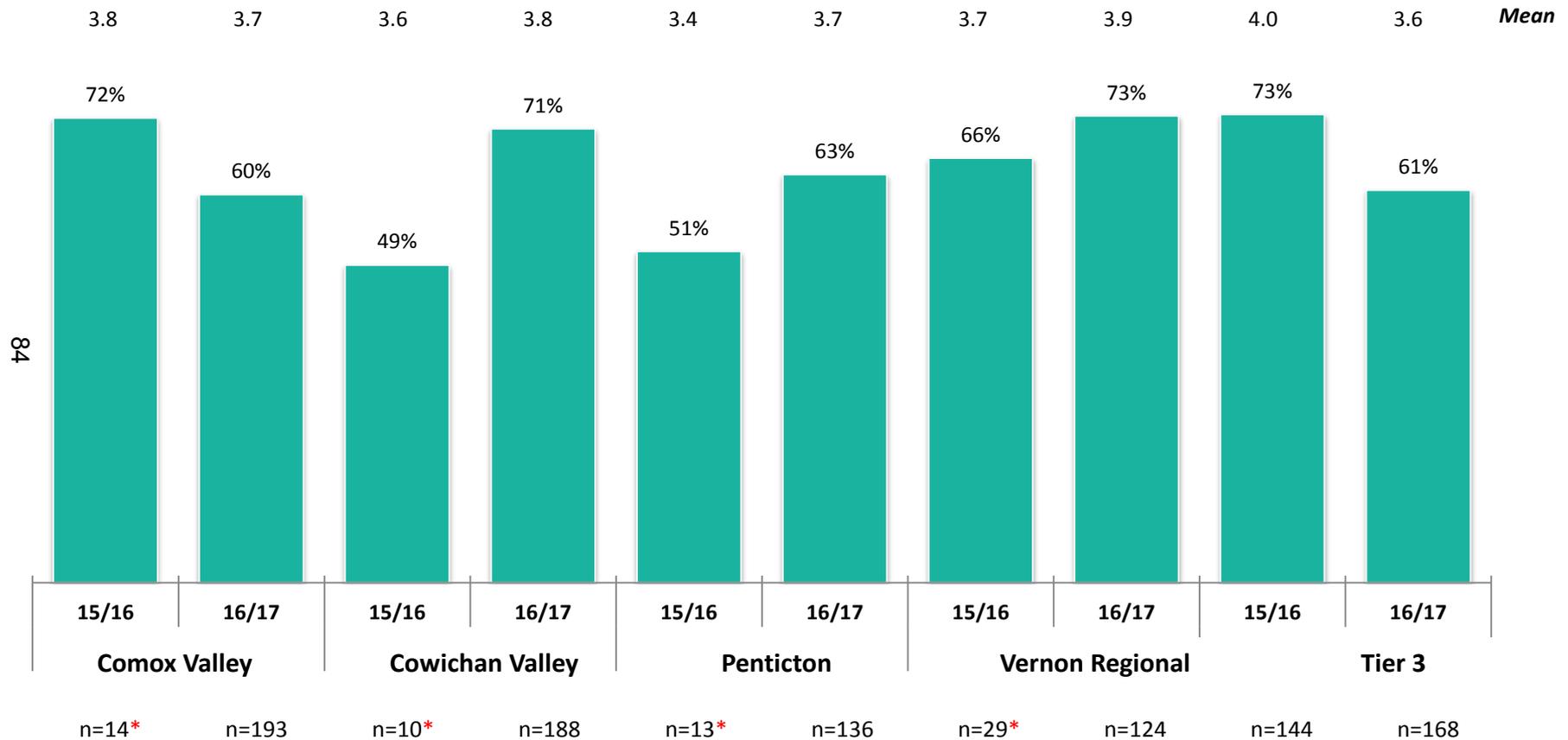
Quality of BC Transit's Information Online (Among those who accessed BC Transit's Information Online) (% Rating 4 or 5 out of 5)



Q15. On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of BC Transit's information online?

*Caution: Small base size.

Quality of BC Transit's Information Online (Among those who accessed BC Transit's Information Online) (% Rating 4 or 5 out of 5)

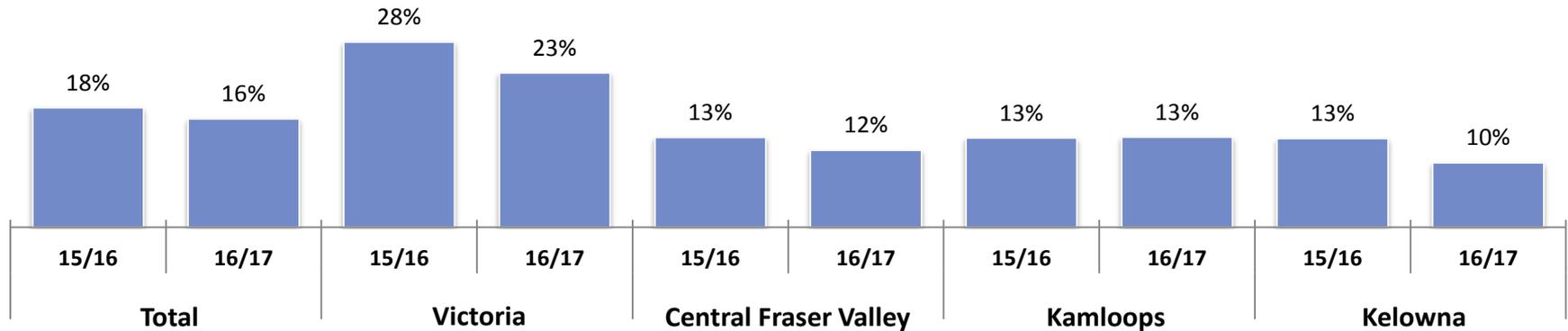


Q15. On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of BC Transit's information online?

*Caution: Small base size.

% Used BC Transit Telephone Information Service

85

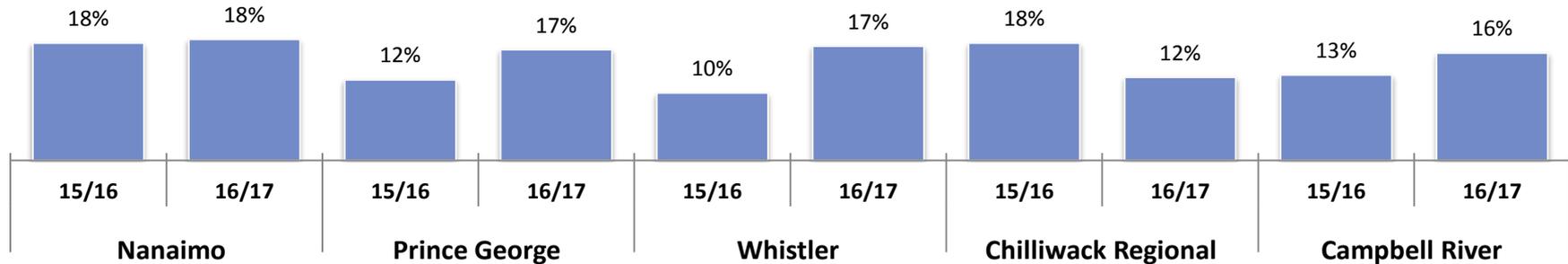


Q16. Have you ever used the BC Transit Telephone Information Service?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

% Used BC Transit Telephone Information Service

98

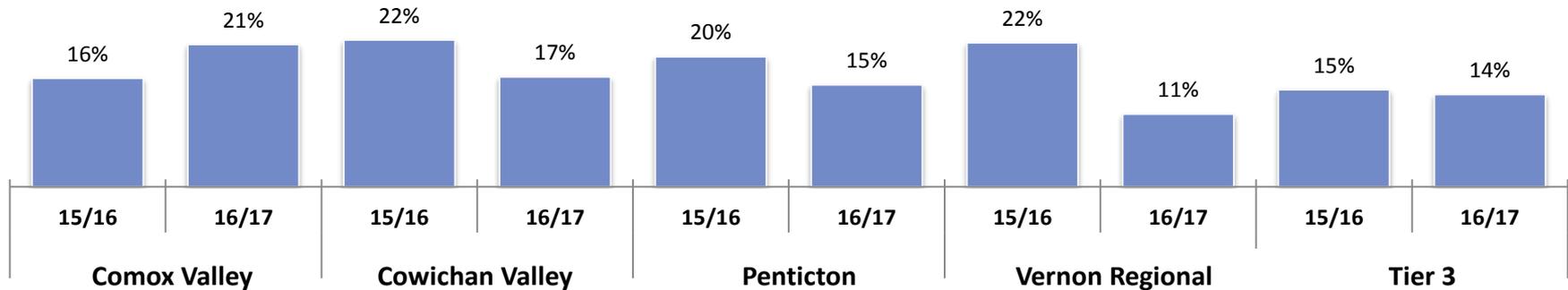


Q16. Have you ever used the BC Transit Telephone Information Service?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

% Used BC Transit Telephone Information Service

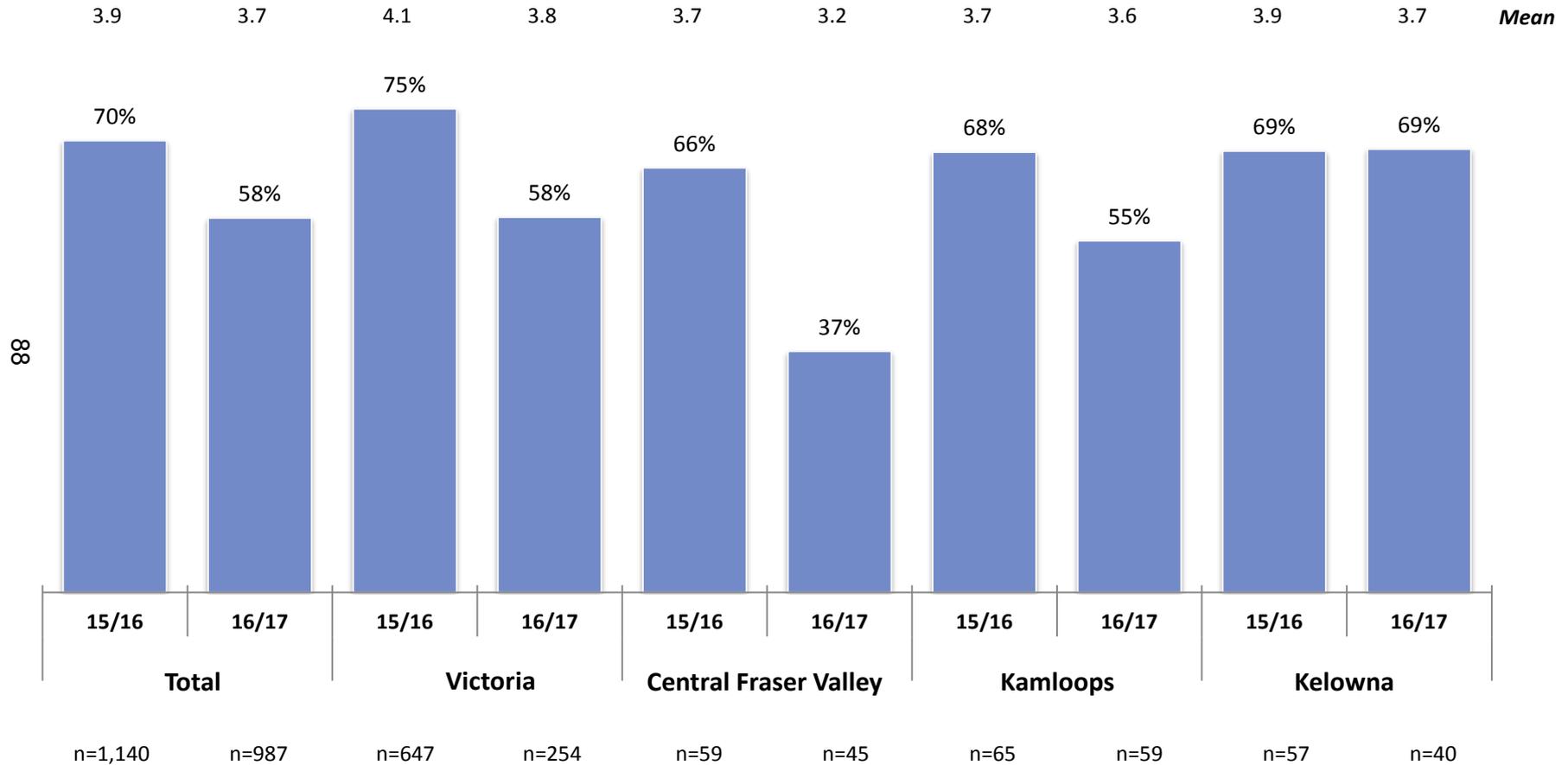
87



Q16. Have you ever used the BC Transit Telephone Information Service?

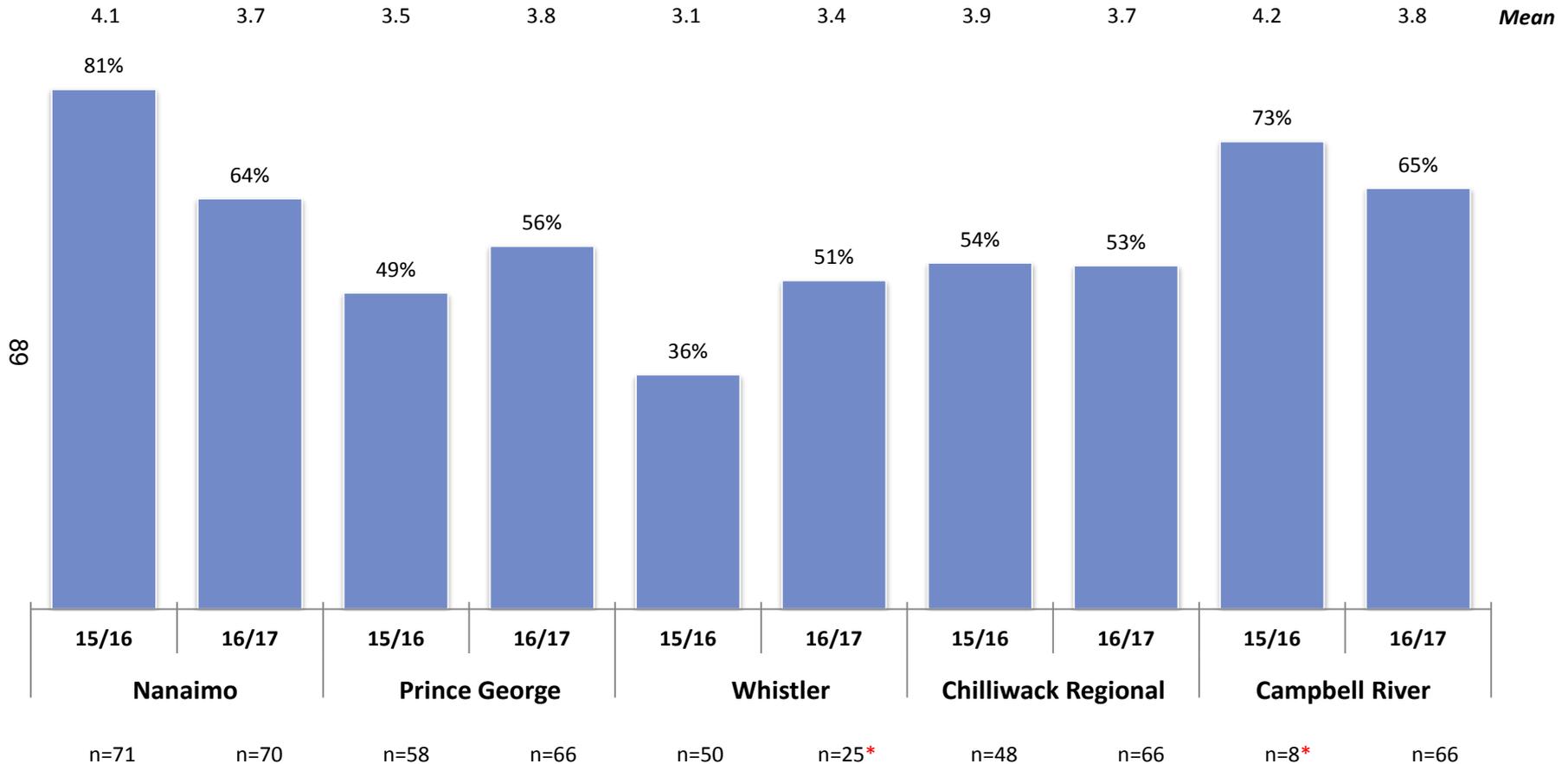
Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Quality of Telephone Information Service (Among Those Who Have Used the Telephone Information Service) (% Rating 4 or 5 out of 5)



Q17. On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of the telephone information service?

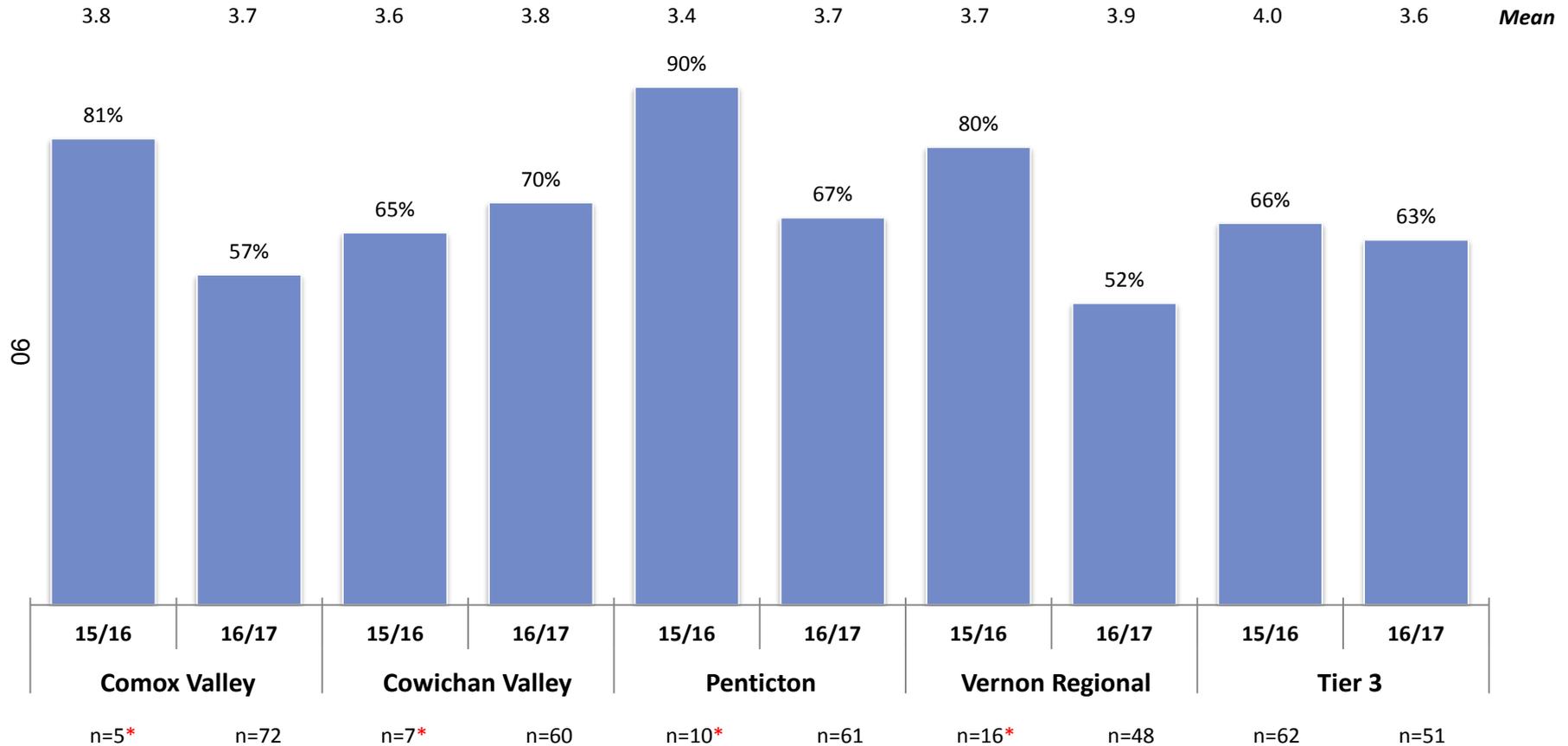
Quality of Telephone Information Service (Among Those Who Have Used the Telephone Information Service) (% Rating 4 or 5 out of 5)



Q17. On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of the telephone information service?

*Caution: Small base size.

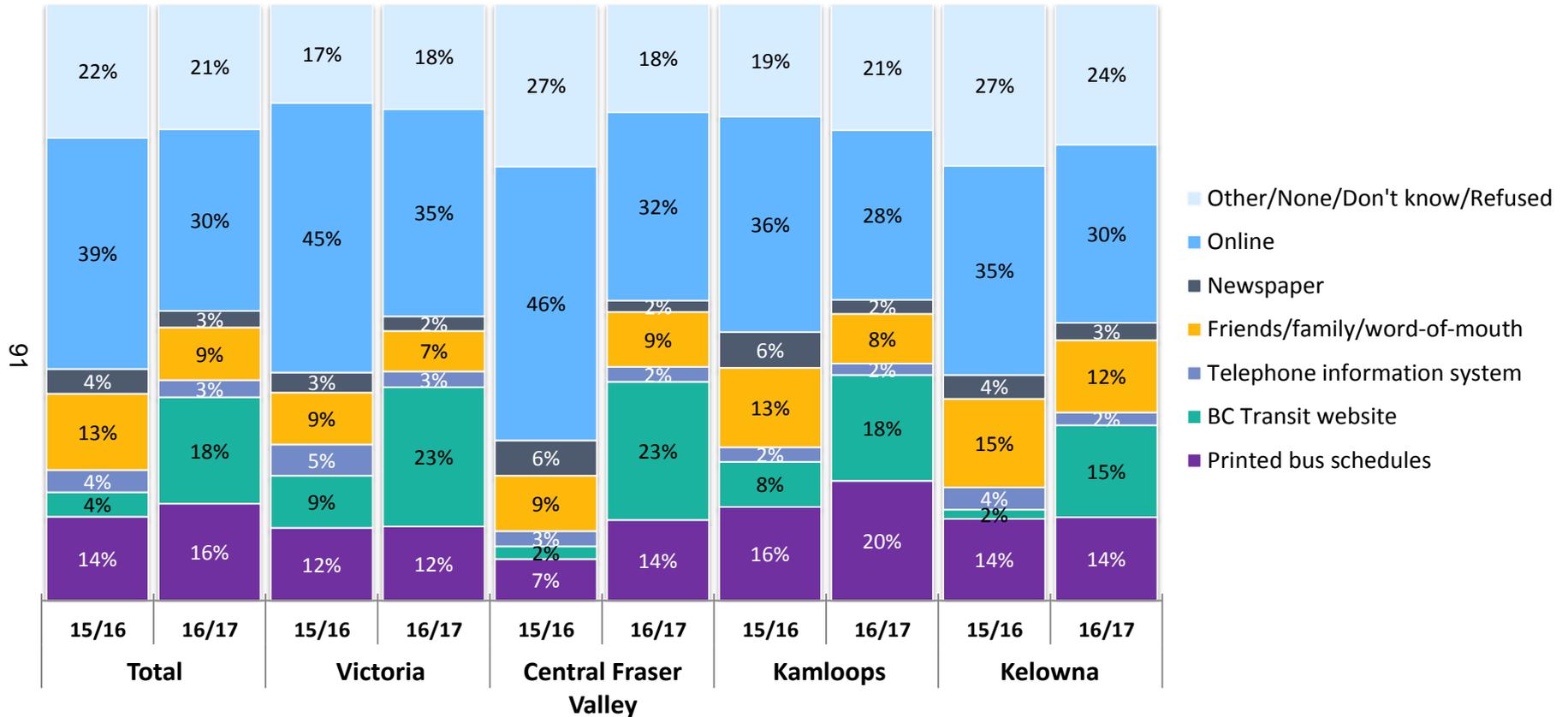
Quality of Telephone Information Service (Among Those Who Have Used the Telephone Information Service) (% Rating 4 or 5 out of 5)



Q17. On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of the telephone information service?

*Caution: Small base size.

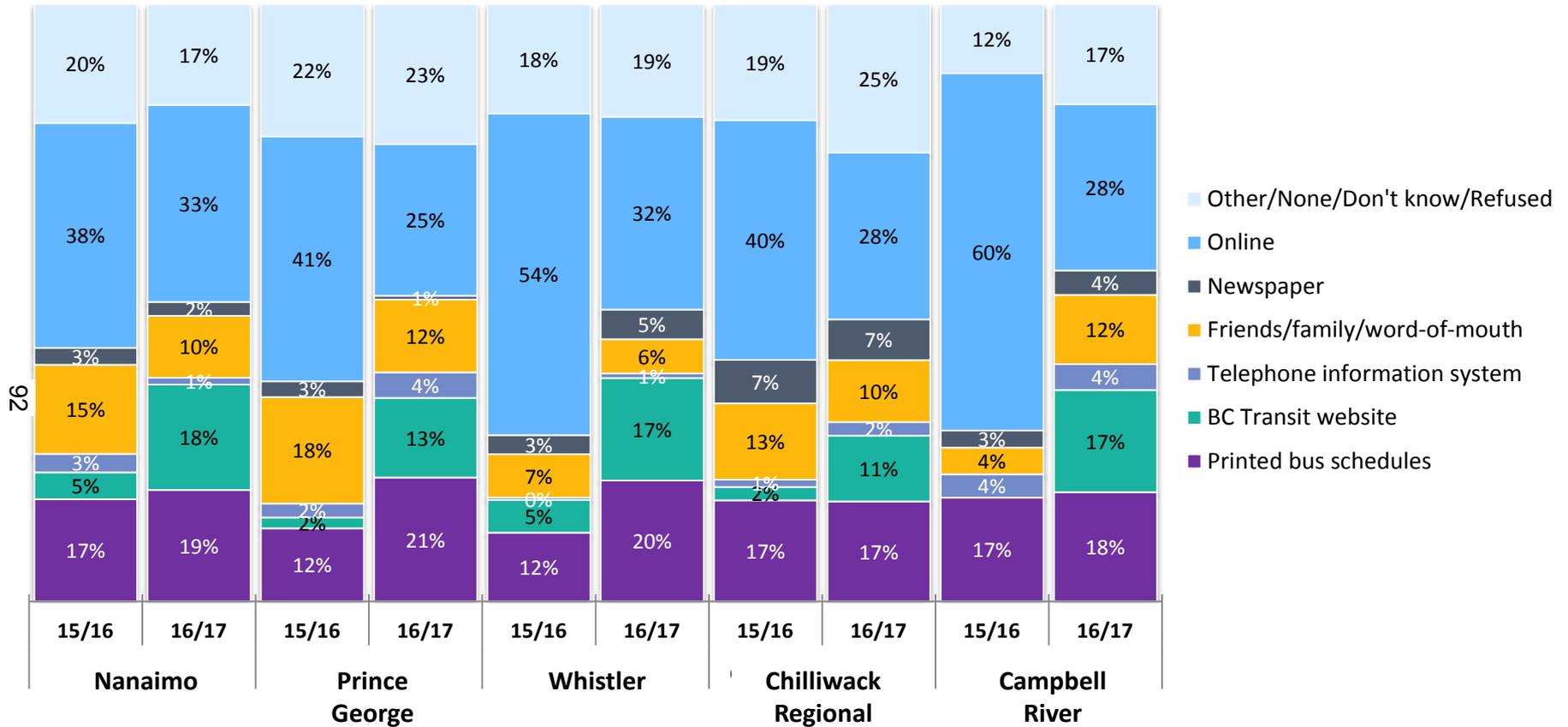
Primary Source of Information



Q18. What is your primary source for information regarding public transit?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

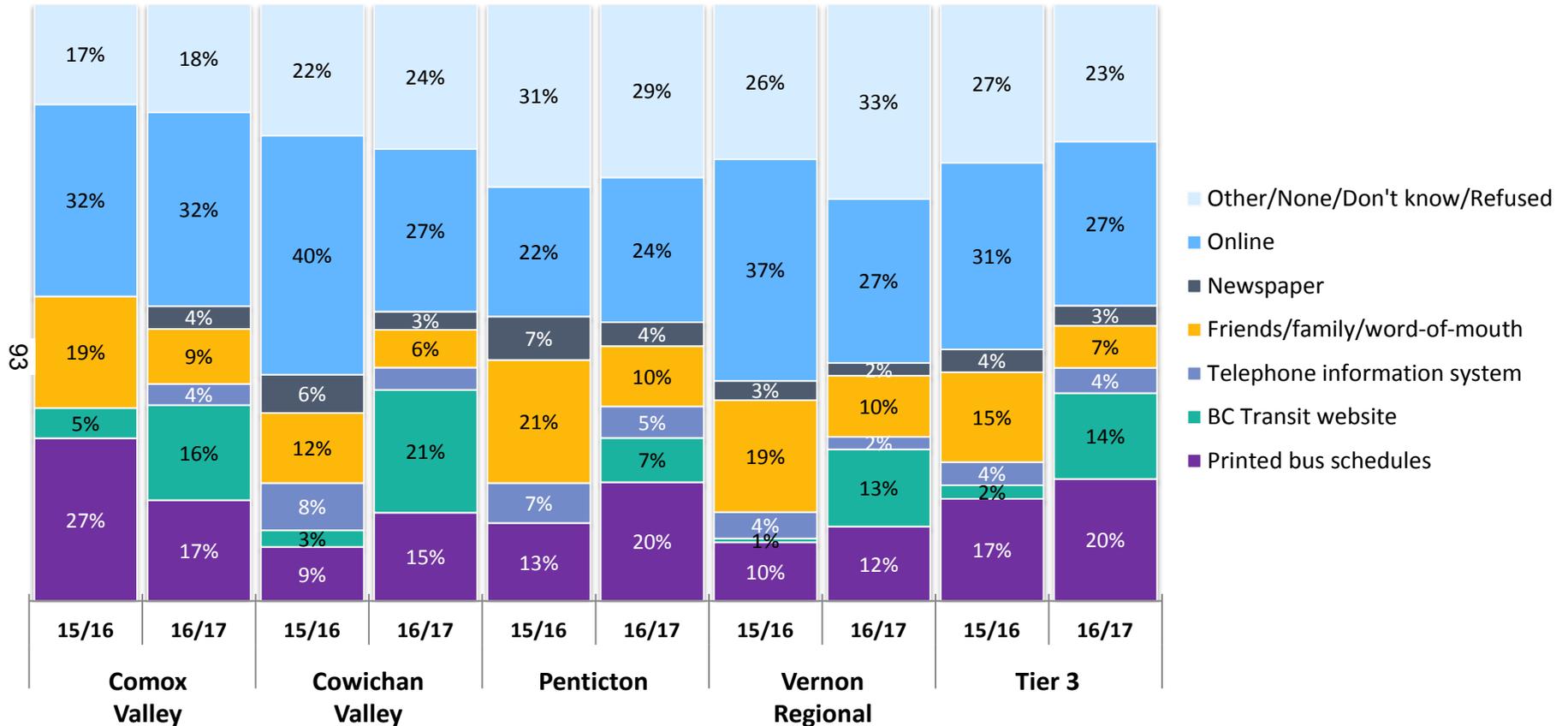
Primary Source of Information



Q18. What is your primary source for information regarding public transit?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Primary Source of Information



Q18. What is your primary source for information regarding public transit?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Promotions Recalled

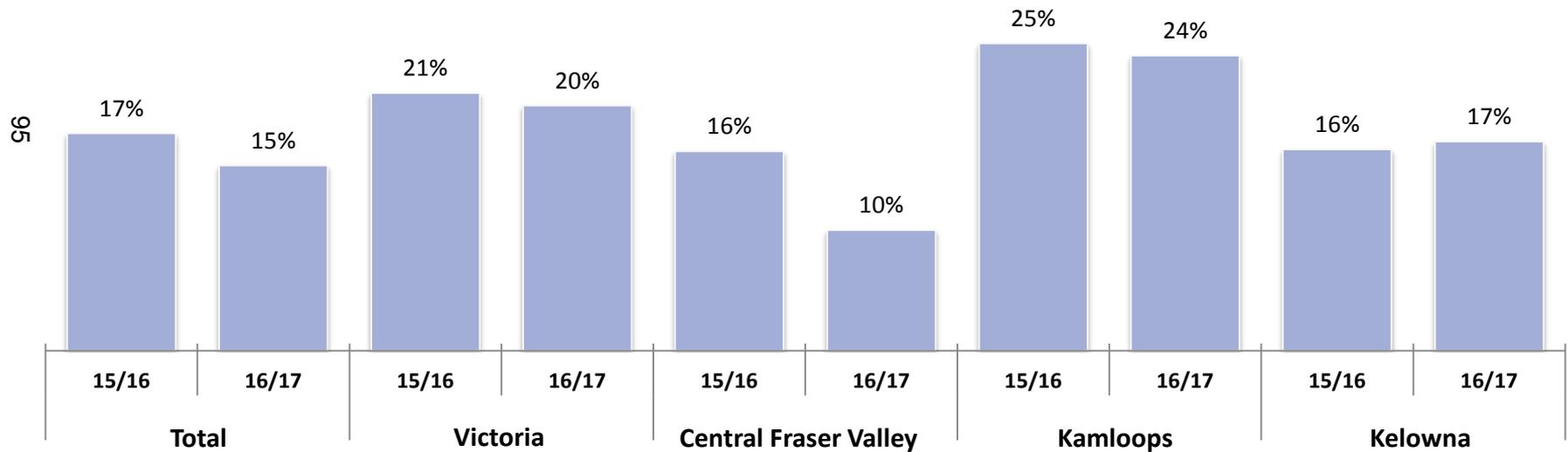
- ❑ Province-wide, only 15% of residents recall seeing advertising or promotions for public transit over the past few months. Among all BC Transit's service areas, Whistler (26%), Kamloops (24%) and Greater Victoria (20%) residents tend to have a higher advertising recall compared to others.

Source of Recall

- ❑ Key sources of advertising recall regarding information on the transit service in their area include newspaper (27%), radio (21%), on buses (20%), and television (13%).
- ❑ Newspaper is the main source of advertising recall in Victoria, Whistler, Chilliwack, Cowichan Valley, Comox Valley, Penticton, Vernon and Tier 3 communities, while radio is the main source in Prince George and Kamloops. Central Fraser Valley and Campbell River residents recall seeing advertising primarily on buses, while Nanaimo residents recall advertising from both newspaper and on buses.

46

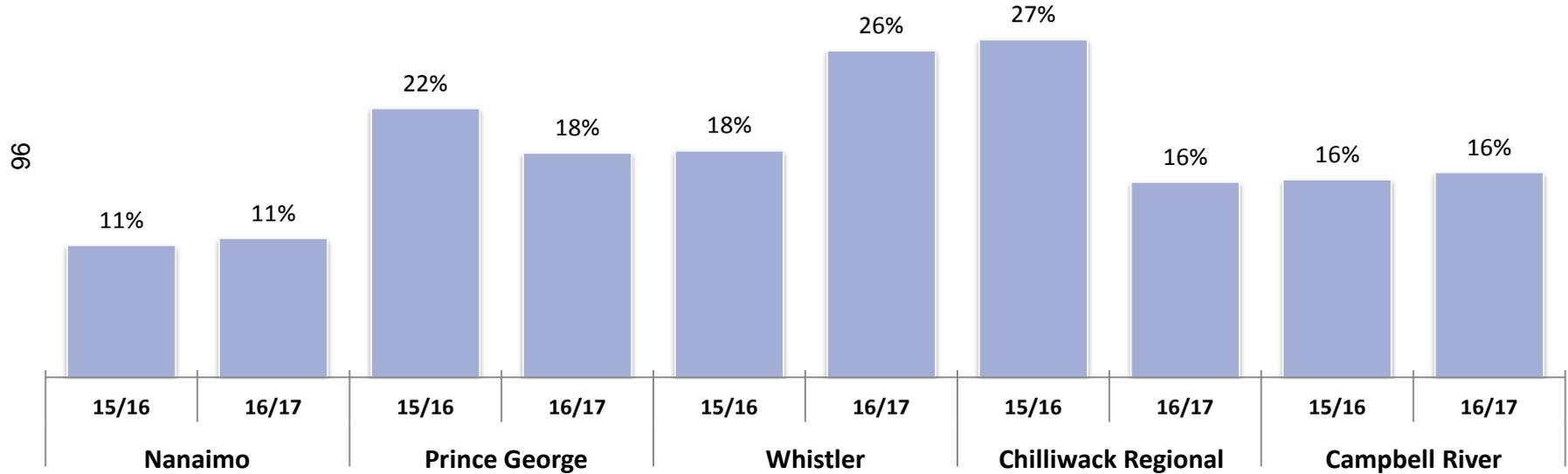
Unaided Recall of Advertising or Promotions for Public Transit



Q19. In the past few months, have you seen or heard about any advertising or promotion for public transit in your area?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

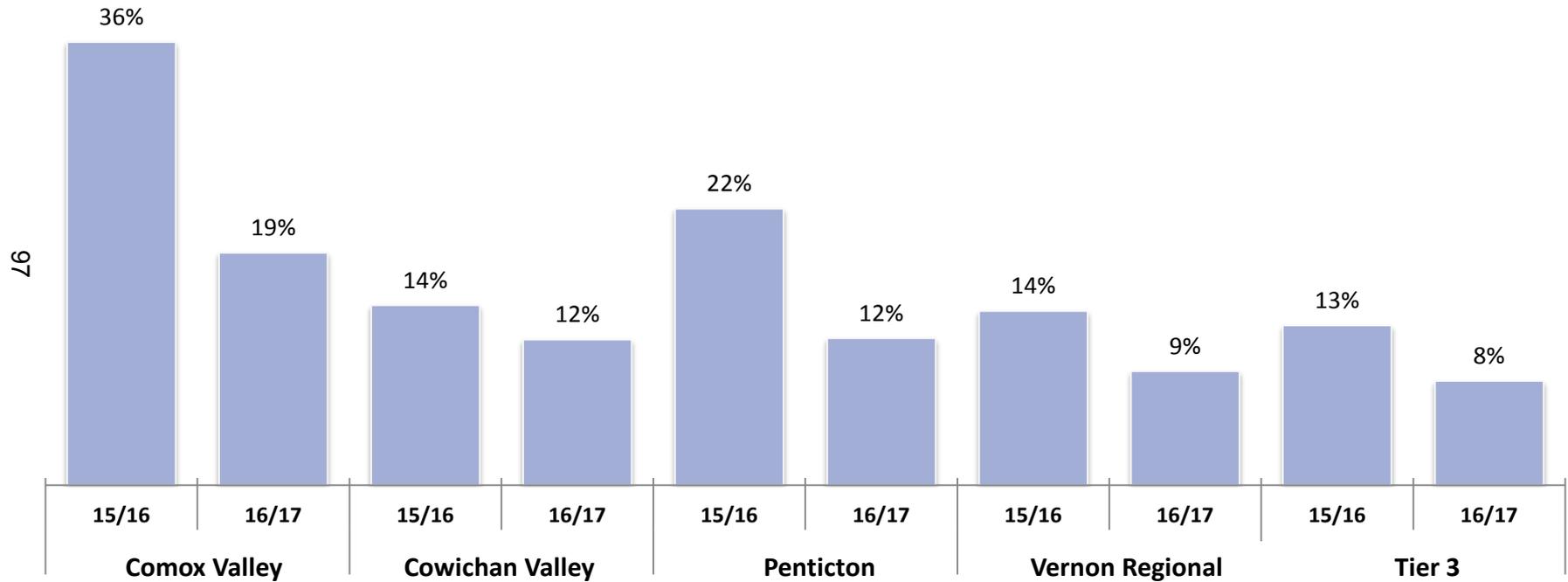
Unaided Recall of Advertising or Promotions for Public Transit



Q19. In the past few months, have you seen or heard about any advertising or promotion for public transit in your area?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

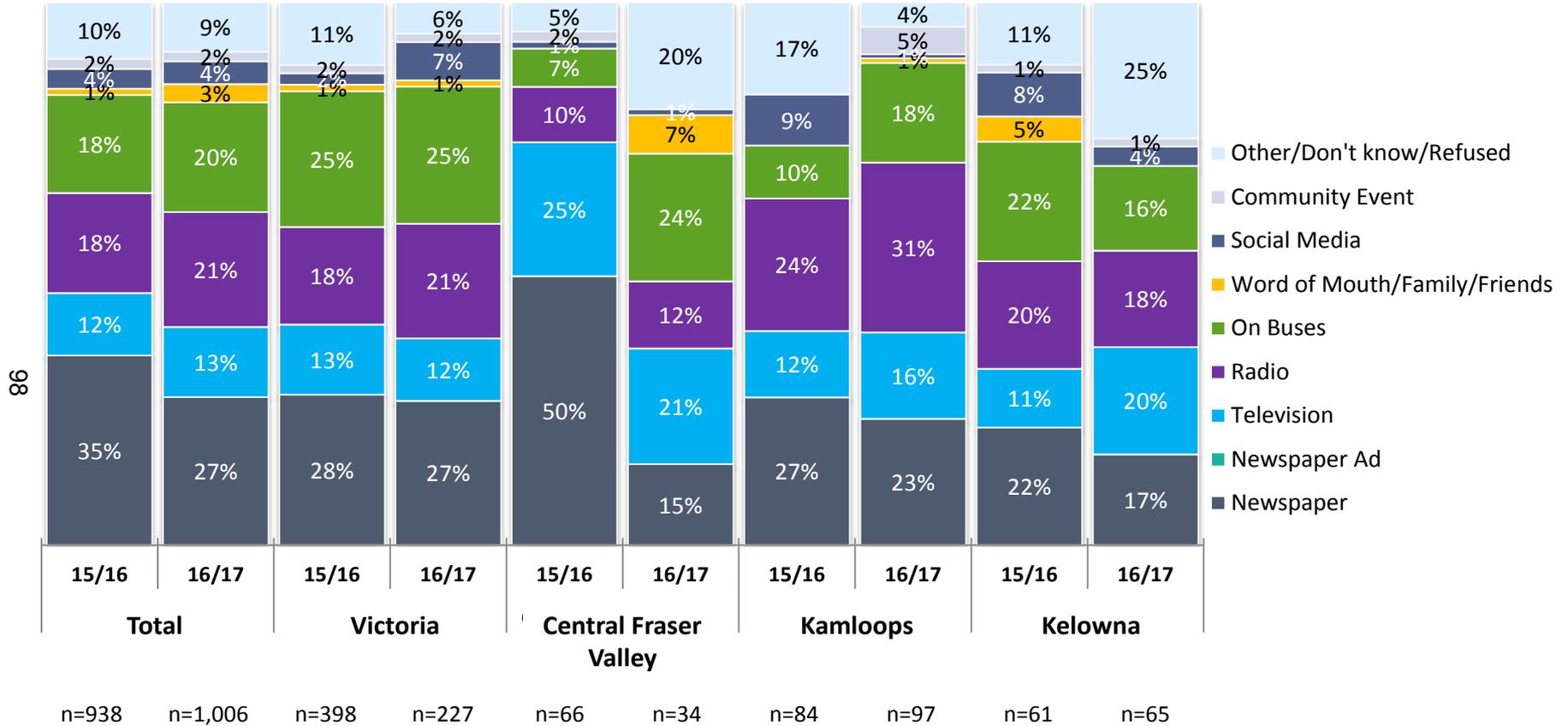
Unaided Recall of Advertising or Promotions for Public Transit



Q19. In the past few months, have you seen or heard about any advertising or promotion for public transit in your area?

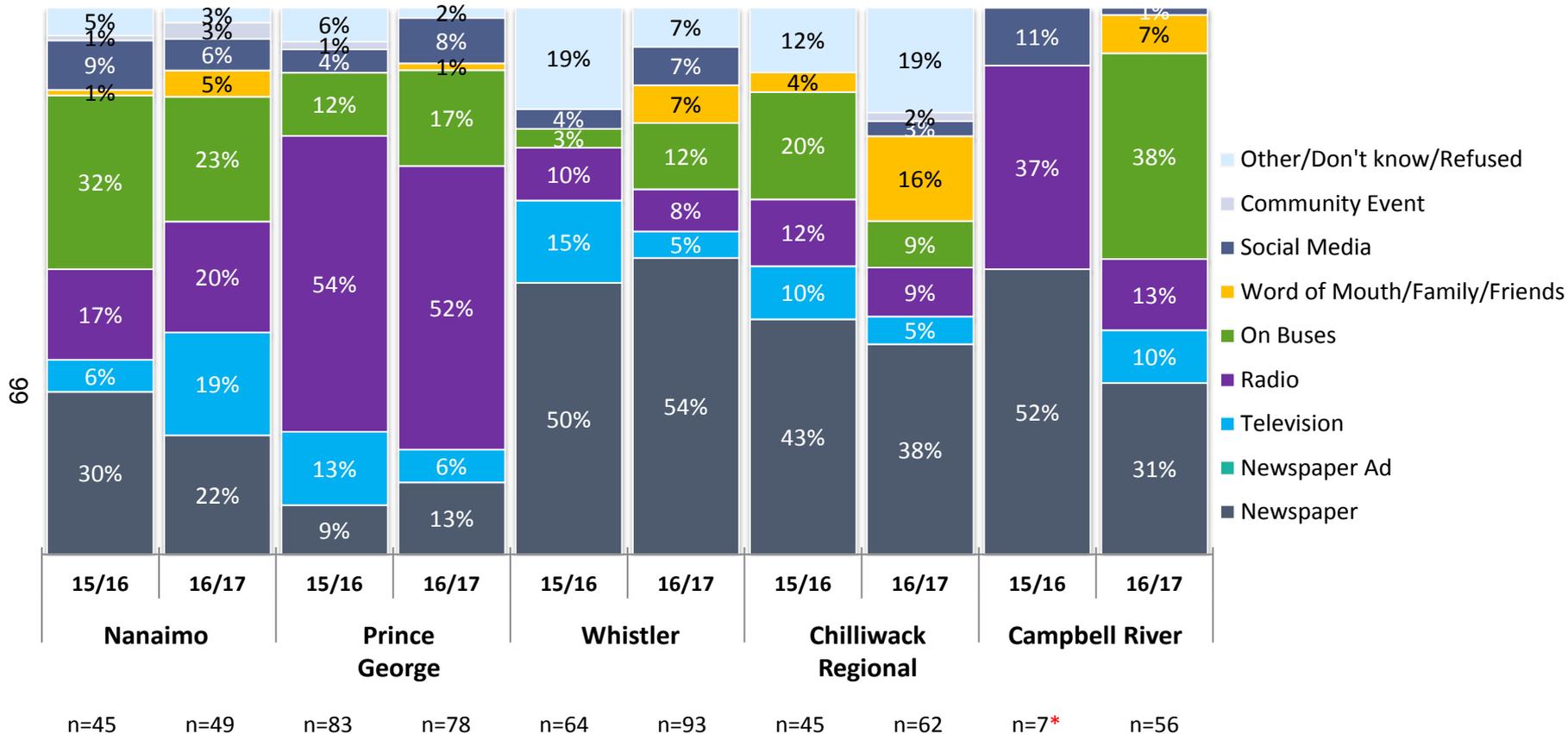
Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Source of Recall: Advertising/Promotion (Multiple Mentions Allowed)



Q21. Where did you see or hear about the advertising or promotion?

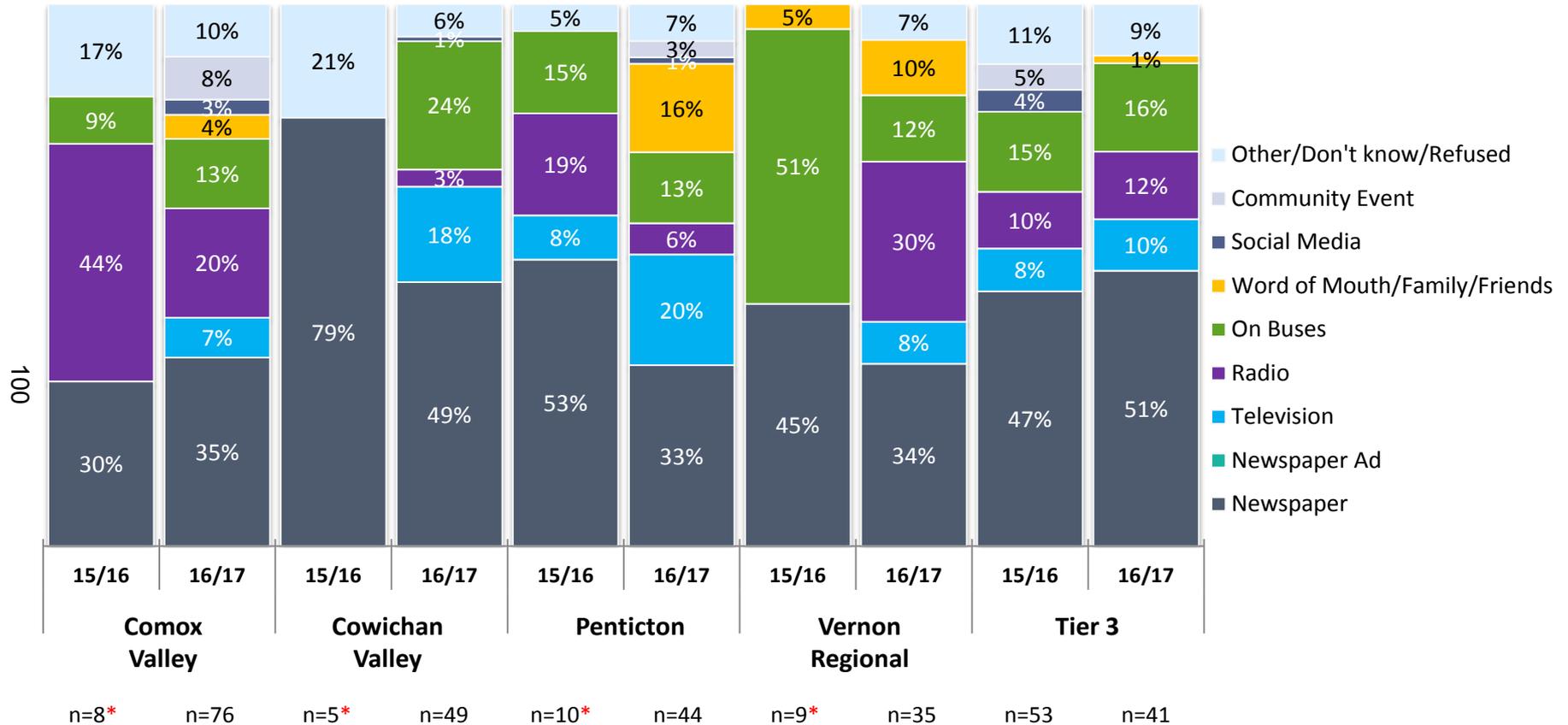
Source of Recall: Advertising/Promotion (Multiple Mentions Allowed)



Q21. Where did you see or hear about the advertising or promotion?

*Caution: Small base size.

Source of Recall: Advertising/Promotion (Multiple Mentions Allowed)



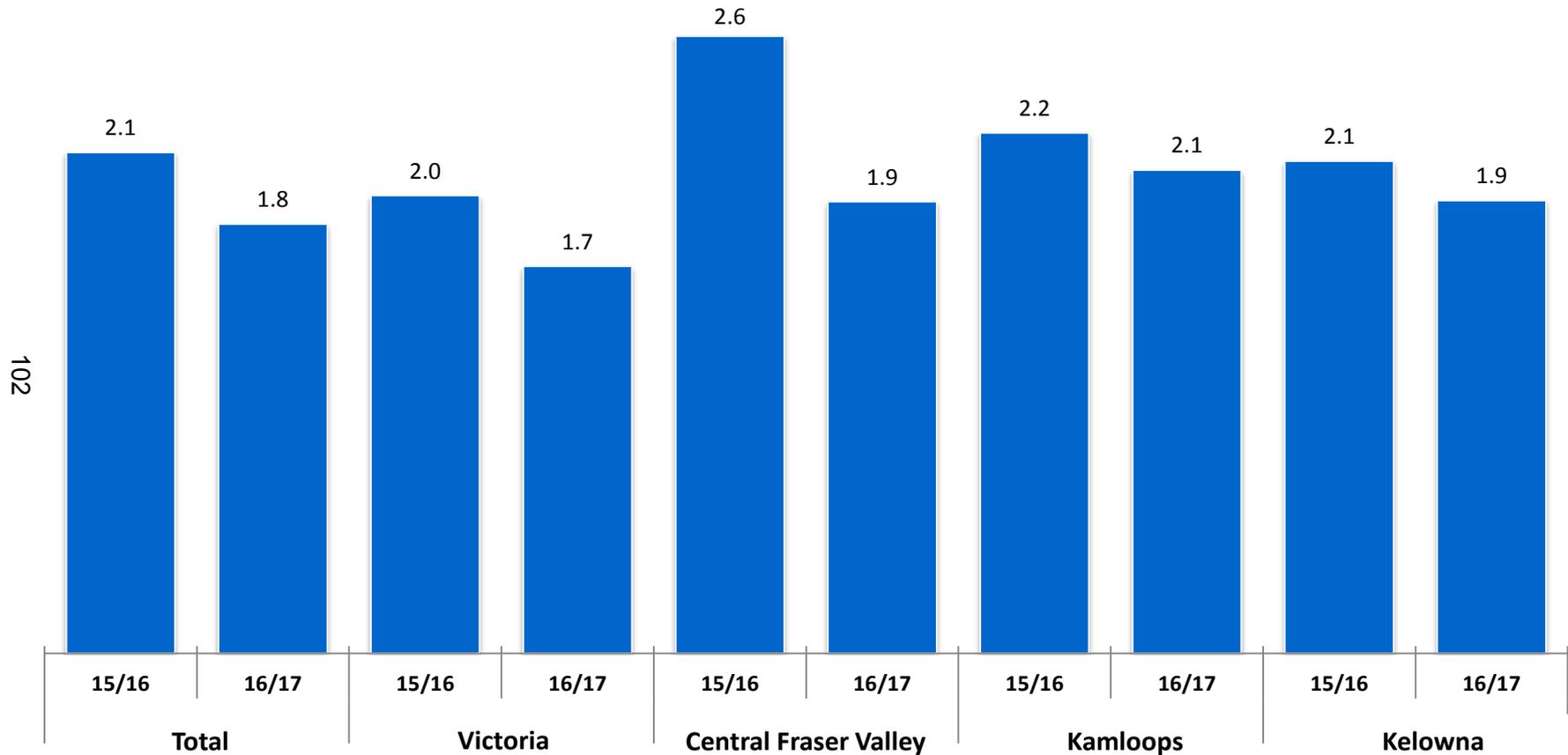
Q21. Where did you see or hear about the advertising or promotion?

*Caution: Small base size.

Average Number of Vehicles in Household

- ❑ Over the 2016/17 period, the average household in BC Transit's operating area has 1.8 vehicles; residents of Kamloops own or lease the highest average number of vehicles per household, with 2.6.

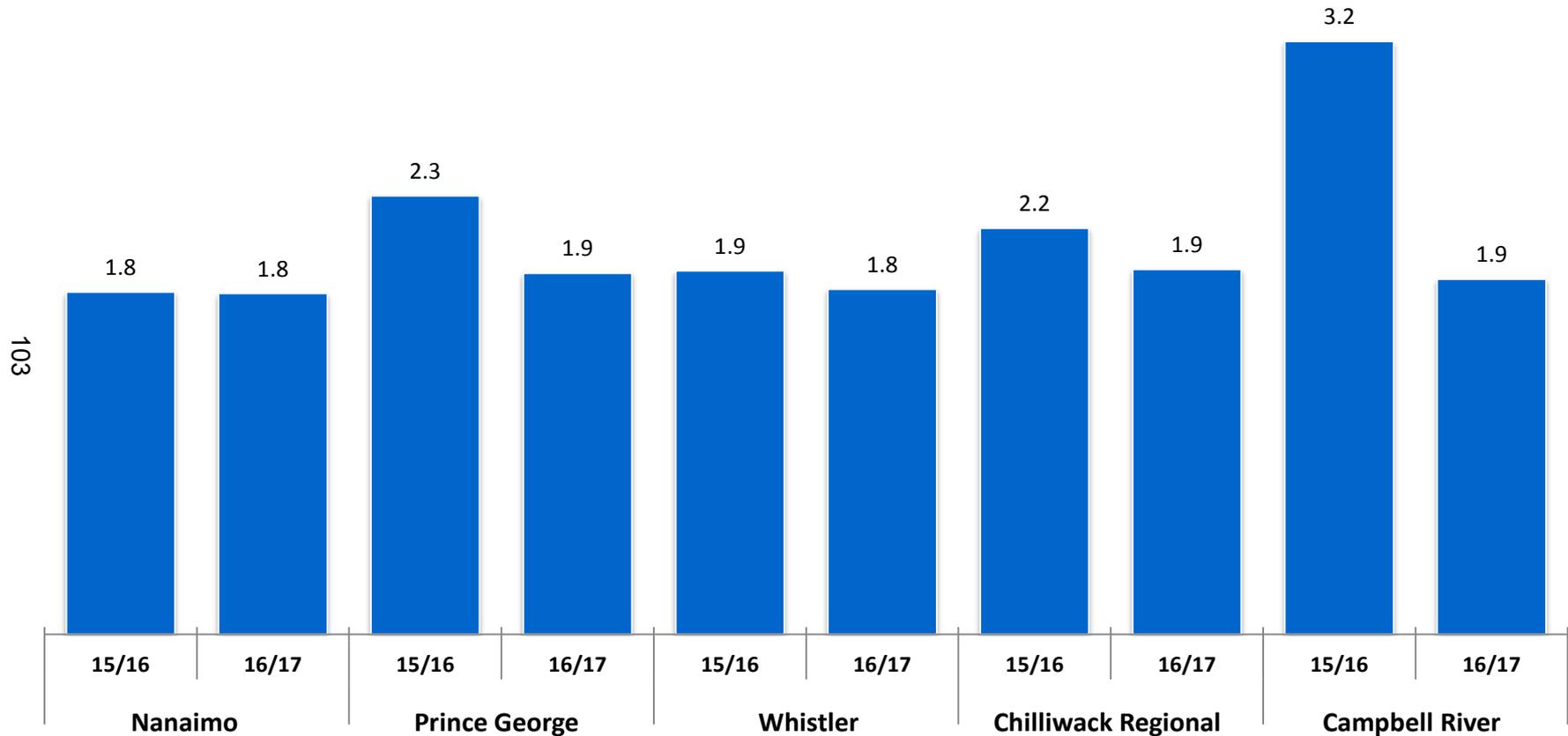
Average Number of Vehicles in Household



QD3. How many motor vehicles, including motorcycles, do you and the other members of your household own or lease?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

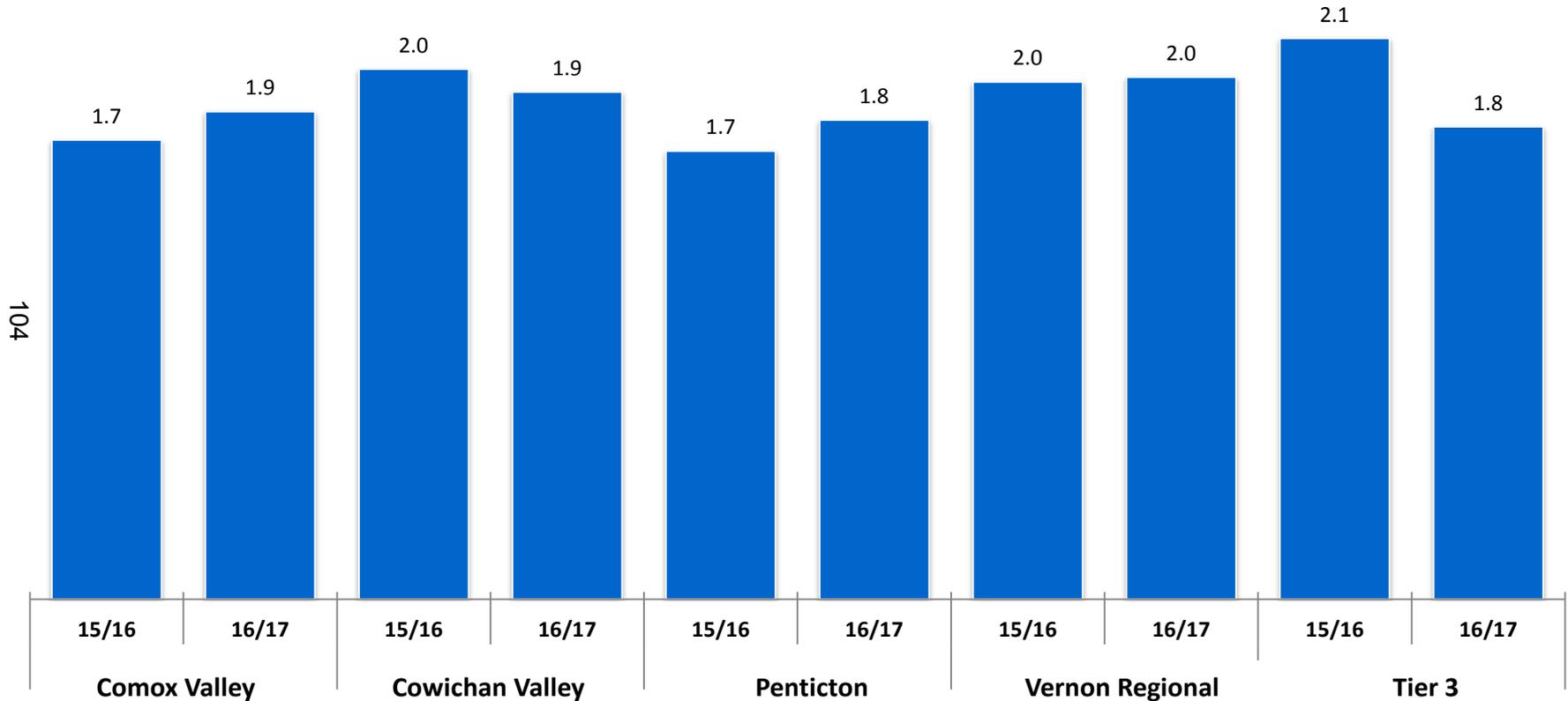
Average Number of Vehicles in Household



QD3. How many motor vehicles, including motorcycles, do you and the other members of your household own or lease?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Average Number of Vehicles in Household



QD3. How many motor vehicles, including motorcycles, do you and the other members of your household own or lease?

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Overall BC Transit Ridership Profile

- ❑ At a total BC level, over half (52%) of respondents are women and two-thirds (66%) of residents consider themselves to be living in an urban area.
- ❑ Province-wide, more than one-third (37%) classify their household income in the \$65,000+ range and almost three-in-ten (29%) indicate their household income fits in the range of \$25,000 to <\$65,000 .

Demographics

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Municipality of Residence												
Victoria	24%	25%	100%	100%								
Central Fraser Valley	10%	11%			100%	100%						
Kamloops	6%	6%					100%	100%				
Kelowna	8%	8%							100%	100%		
Nanaimo	7%	8%									100%	100%
Prince George	5%	6%										
Whistler	1%	1%										
Chilliwack	5%	5%										
Campbell River	1%	2%										
Comox Valley	1%	3%										
Cowichan Valley	1%	1%										
Penticton	1%	3%										
Vernon	2%	4%										
Tier 3 Communities	27%	16%										
Area of Residence												
Urban	66%	70%	73%	81%	73%	77%	81%	84%	74%	77%	76%	74%
Rural	28%	27%	22%	17%	21%	22%	17%	14%	21%	19%	21%	24%

106

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Demographics

	Total		Prince George		Whistler		Chilliwack Regional		Campbell River		Comox Valley	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Municipality of Residence												
Victoria	24%	25%										
Central Fraser Valley	10%	11%										
Kamloops	6%	6%										
Kelowna	8%	8%										
Nanaimo	7%	8%										
Prince George	5%	6%	100%	100%								
Whistler	1%	1%			100%	100%						
Chilliwack	5%	5%					100%	100%				
Campbell River	1%	2%							100%	100%		
Comox Valley	1%	3%									100%	100%
Cowichan Valley	1%	1%										
Penticton	1%	3%										
Vernon	2%	4%										
Tier 3 Communities	27%	16%										
Area of Residence												
Urban	66%	70%	62%	70%	62%	54%	65%	65%	60%	67%	77%	69%
Rural	28%	27%	34%	27%	29%	40%	31%	33%	37%	30%	10%	30%

107

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Demographics

	Total		Cowichan Valley		Penticton		Vernon		Tier 3	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Municipality of Residence										
Victoria	24%	25%								
Central Fraser Valley	10%	11%								
Kamloops	6%	6%								
Kelowna	8%	8%								
Nanaimo	7%	8%								
Prince George	5%	6%								
Whistler	1%	1%								
Chilliwack	5%	5%								
Campbell River	1%	2%								
Comox Valley	1%	3%								
Cowichan Valley	1%	1%	100%	100%						
Penticton	1%	3%			100%	100%				
Vernon	2%	4%					100%	100%		
Tier 3 Communities	27%	16%							100%	100%
Area of Residence										
Urban	66%	70%	43%	41%	71%	75%	51%	52%	51%	49%
Rural	28%	27%	46%	53%	16%	22%	45%	46%	40%	47%

108

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Demographics

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Household Income												
Less than \$25,000	9%	10%	10%	7%	4%	8%	7%	14%	7%	12%	14%	14%
\$25,000 - <\$45,000	14%	14%	12%	11%	12%	15%	8%	10%	16%	16%	11%	13%
\$45,000 - <\$65,000	15%	16%	15%	15%	16%	18%	13%	14%	12%	15%	17%	14%
\$65,000+	36%	37%	37%	40%	42%	33%	45%	43%	39%	38%	30%	36%
Ref./DK	25%	23%	26%	27%	26%	25%	27%	18%	25%	20%	27%	22%
Gender												
Male	48%	47%	46%	47%	47%	48%	50%	47%	47%	47%	47%	47%
Female	52%	53%	54%	53%	53%	52%	50%	53%	53%	52%	53%	53%
Age												
Under 25	13%	14%	13%	13%	16%	16%	14%	16%	14%	12%	8%	15%
25-34	5%	9%	5%	8%	3%	11%	4%	7%	2%	10%	4%	10%
35-54	33%	31%	31%	32%	39%	34%	35%	33%	33%	30%	28%	29%
55-64	27%	26%	28%	25%	24%	21%	27%	25%	27%	23%	33%	22%
65+	20%	20%	20%	21%	17%	17%	17%	17%	24%	24%	26%	25%

109

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Demographics

	Total		Prince George		Whistler		Chilliwack Regional		Campbell River		Comox Valley	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Household Income												
Less than \$25,000	9%	10%	7%	11%	7%	3%	11%	8%		12%	14%	12%
\$25,000 - <\$45,000	14%	14%	12%	12%	5%	6%	17%	16%	17%	17%	4%	17%
\$45,000 - <\$65,000	15%	16%	17%	23%	15%	13%	16%	20%	10%	18%	18%	15%
\$65,000+	36%	37%	42%	40%	48%	54%	33%	41%	59%	32%	34%	38%
Ref./DK	25%	23%	21%	15%	25%	24%	24%	14%	14%	21%	29%	18%
Gender												
Male	48%	47%	51%	48%	57%	53%	50%	46%	48%	47%	40%	48%
Female	52%	53%	49%	52%	43%	45%	50%	54%	52%	52%	60%	51%
Age												
Under 25	13%	14%	12%	16%	19%	20%	19%	13%	25%	11%	17%	7%
25-34	5%	9%	7%	11%	6%	9%	10%	5%	6%	9%	9%	7%
35-54	33%	31%	34%	33%	31%	36%	32%	34%	39%	30%	58%	33%
55-64	27%	26%	33%	28%	33%	29%	20%	27%	19%	33%	4%	26%
65+	20%	20%	12%	12%	4%	4%	19%	21%	11%	17%	13%	25%

110

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

Demographics

	Total		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Household Income										
Less than \$25,000	17%	9%	12%	13%	12%	17%	11%	10%	17%	9%
\$25,000 - <\$45,000	8%	15%	14%	19%	17%	14%	18%	16%	8%	15%
\$45,000 - <\$65,000	10%	17%	25%	16%	10%	18%	16%	16%	10%	17%
\$65,000+	37%	33%	15%	29%	40%	32%	31%	32%	37%	33%
Ref./DK	28%	26%	33%	24%	21%	19%	24%	26%	28%	26%
Gender										
Male	48%	47%	45%	47%	39%	45%	49%	46%	48%	48%
Female	52%	53%	55%	51%	61%	55%	51%	54%	52%	52%
Age										
Under 25	13%	14%	6%	13%	7%	8%	5%	13%	12%	14%
25-34	5%	9%	-	10%	4%	10%	8%	6%	7%	9%
35-54	33%	31%	18%	25%	25%	25%	33%	28%	33%	28%
55-64	27%	26%	41%	22%	37%	25%	26%	28%	27%	31%
65+	20%	20%	32%	24%	27%	31%	28%	24%	22%	18%

Annual Base: Total=6,365; Victoria=1,202; Each Tier 1 and Tier 2=400, except for Nanaimo=404, Whistler=355, Chilliwack=403; Tier 3 Communities=401.

BC TRANSIT MONTHLY TRACKING SURVEY – Updated April 2016

Hello this is _____, and I'm calling from NRG Research Group, on behalf of your local transit company. We are conducting a short survey to learn more about how residents travel around the area. We need to hear from both users and non-users of the public transit system who are 15 years of age or older. May I please have 8-10 minutes of your time to ask you a few quick questions?

Thank you.

IF NECESSARY: CONFIRM R IS 15 OR OLDER
IF R REFUSES, SAY:

Your opinions and the information you provide will help ensure a more effective transportation system, which will help both users and non users of the public transit system.

The questions are not sensitive in nature, but in any case, please be assured that all answers will be kept confidential.

IF RESPONDENT WISHES TO VERIFY SURVEY, RECORD AND READ: You may call Maureen Sheehan at BC Transit at 250-995-5605.

11
2
IF R NOT AVAILABLE: Can I speak to someone else in the household?

- A. Do you or any person in your household work for the local transit system or local, municipal or regional council?
1. Yes >>THANK AND TERMINATE
 2. No

- Q1. Can you please tell me who is responsible for your local transit system?
Probe. Do not read list. Can be multiple response.
1. BC Transit
 2. Local/municipal government
 3. Other (specify) _____

Q2. Deleted [MAR 29, 2016]

- Q3. Have you used the local public bus system in the past year?
1. Yes
 2. No >>GO TO Q11

- Q4. Did you last use the local public bus system...READ
1. In the past 24 hours
 2. In the past seven days
 3. In the past month, or >>GO TO Q6a
 4. Was it more than a month ago >>GO TO Q6a
- Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.
- ____ CODE ABSOLUTE
- Q6a. Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?
IF MORE OR LESS: Would that be much (more/less) often or somewhat (more/less) often?
1. Much less often >> GO TO Q6b
 2. Somewhat less often >> GO TO Q6b
 3. About the same >> GO TO Q7
 4. Somewhat more often >> GO TO Q6c
 5. Much more often >> GO TO Q6c
- Q6b. Now that you are using the local bus system less often, what mode or modes are you using more? (use Q6c code list)
- Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?
- DO NOT READ. Probe. Can be multiple response.
1. Drive alone (car/truck)
 2. Carpool or share a ride as driver
 3. Carpool or share a ride as passenger
 4. Taxi
 5. Bicycle
 6. Motorcycle/moped/scooter
 7. Walking/rollerblading/skateboarding/jogging
 95. Other
- Q7. Deleted [MAR 29, 2016]
- Q8. Deleted [MAR 29, 2016]
- Q9. Deleted [MAR 29, 2016]
- Q10. Deleted [MAR 29, 2016]

113

Q11. Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?
IF IMPROVED/WORSE: Would that be much or somewhat (improved/worse)?

1. Much worse
2. Somewhat worse
3. Stayed the same
4. Somewhat improved
5. Much improved

Q11b. How important do you think transit is to your community? Please use a scale from one to five, where 5 is very important and 1 is not at all important.

1. Not at all important
- 2.
- 3.
- 4.
5. Very important
6. Don't know/Refused

114 Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas. Using a scale of 1 to 5 where 1 means extremely poor and 5 means excellent, what rating would you give the transit system on the following....READ, ROTATE [MAR 29, 2016 CHANGED FROM 7-POINT SCALE TO FIVE POINT]

- a) Fare prices are reasonable
- b) Bus drivers are courteous
- c) Frequency of scheduled service [Changed Mar 29, 2016]
- d) Buses run on time/on schedule
- e) Buses are clean and well-maintained
- f) Personal safety while riding local buses
- g) Personal safety while waiting for local buses
- h) Availability and accuracy of schedule information
- i) Buses not being overcrowded
- j) Buses have a direct route
- k) Bus fare payment options are convenient and easy to use
- l) Buses have good connections with reasonable wait times
- m) Bus stops have enough amenities such as shelters, benches, information and trash cans
- n) Bus stops are clean and well-maintained
- o) Trip duration, that is the time from when you boarded to the time you got off the bus

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? [MAR 29, 2016 CHANGED FROM 7-POINT SCALE TO FIVE POINT]

Extremely poor ...1 2 3 4 5 ...Excellent

Q14. Have you ever accessed BC Transit’s information online?

1. Yes
2. No

Q15. IF YES: On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of BC Transit’s information online? [MAR 29, 2016 CHANGED FROM 7-POINT SCALE TO FIVE POINT]

Q16. Have you ever accessed transit information by telephone?

1. Yes
2. No

Q17. IF YES: On the same scale where 1 means extremely poor and 7 means excellent, how would you rate the quality of the telephone information service?

Extremely poor ...1 2 3 4 5...Excellent

Q18. What is your primary source for information regarding public transit?

ONE RESPONSE ONLY. DO NOT READ

1. Printed bus schedules (Riders’ Guide & Updates)
2. “On-street” bus schedules – InfoTubes/InfoPosts/schedules at bus stops
3. Telephone Information System
4. BC Transit Website
5. Radio
6. Television
7. Newspaper
8. Friends/family/word of mouth
9. Bus drivers
10. Other transit employees
11. Internet
12. Google Maps
13. Apps (applications) on phones
95. Other
97. None/don’t have a transit information source

115

19. In the past few months, have you seen or heard about any advertising or promotion for public transit in your area?

1. Yes
2. No
3. Don't know/Refused

20a. Deleted

Q20b. Deleted

Q20c. Deleted

If Q19 is YES, ask:

21. Where did you see or hear about the advertising or promotion?

Do not read. Probe

1. Newspaper
2. Newspaper Ad
3. Television
4. Radio
5. On Buses
6. Word of Mouth/Family/Friends
9. Social Media
10. Community Event
7. Other
8. Don't know/Refused

116

DEMOGRAPHICS

And just a few questions for classification purposes only.

- D1a. Can I confirm that you live in (import community from file)? CHECK AGAINST QUOTAS
If no: record community using list from sample frame and re-classify quota group if necessary.

Victoria (Areas 1-14)

Urban Core

1. Victoria
2. Oak Bay
3. Esquimalt
4. Saanich

Peninsula

5. Central Saanich
6. North Saanich
7. Sidney

West Shore

8. View Royal
9. Colwood
10. Langford
11. Highlands
12. Metchosin
13. Sooke
14. Other (including Juan de Fuca EA)

Tiers 1 and 2

20. Central Fraser Valley (Abbotsford/ Mission)
21. Kamloops
22. Kelowna
23. Nanaimo
24. Prince George
25. Whistler/Sea-to-Sky
26. Chilliwack/ Rosedale
27. Campbell River

117

DEMOGRAPHICS

- 28. Comox Valley (Comox/ Courtenay/ Cumberland)
- 29. Cowichan Valley (Duncan/ Chemainus/ Cobble Hill/ Crofton/ Mill Bay)
- 33. Penticton (also includes Summerland/ Princeton)
- 34. Vernon (also includes Coldstream/ Armstrong/ Enderby/ Lumby/ Spalumcheen/ Barriere/ Clearwater)

Tier 3 Regions

- 30. Agassiz/ Harrison Hot Springs/ Kent
- 31. Sunshine Coast (Gibsons/ Roberts Creek/ Sechelt)
- 32. Kootenay Boundary (Nelson/ Castlegar/ Trail)
- 35. Cranbrook/ Kimberly/ Creston
- 36. Dawson Creek
- 37. Fort St. John
- 38. Terrace/ Kitimat
- 39. Port Alberni
- 40. Powell River
- 41. Port Edward/ Prince Rupert
- 42. Squamish/ Pemberton
- 43. Quesnel/ Williams Lake

118

D1b. And do you live in an urban centre or rural area?

- 1. Urban
- 2. Rural

D2. Next, are you under 45 or 45 or older?

Under 45 – Are you...45 Or Older – Are you...

- | | |
|----------|-----------------|
| 1. 15-17 | 5. 45-54 |
| 2. 18-24 | 6. 55-64 |
| 3. 25-34 | 7. 65-74 |
| 4. 35-44 | 8. 75 and older |

D3. How many insured motor vehicles, including motorcycles, do you and the other members of your household own or lease?
____ CODE ABSOLUTE

ASK QD3b ONLY IF WORKING OUTSIDE THE HOME (Q7=1, 2 OR 3):

D3b. Deleted [MAR 29, 2016]
D4. Deleted

D5. Lastly, is your total annual household income before taxes under \$45,000 or \$45,000 or more?
Under \$45,000 – Would that be...\$45,000 or more – Would that be...

1. Less than \$20,000	5. \$45,000 to less than \$55,000
2. \$20,000 to less than \$25,000	6. \$55,000 to less than \$65,000
3. \$25,000 to less than \$35,000	7. \$65,000 to less than \$75,000
4. \$35,000 to less than \$45,000	8. \$75,000 or more

D6. RECORD GENDER

1. Male
2. Female

119

Those are all my questions. Thank you very much for taking the time to participate in our survey.

BC Transit

Penalty-Reward Analysis *Key Service Delivery Attributes*

April 2017

Penalty-Reward Method	3
Penalty-Reward Analysis Results	5
Implications for Future Directions	9

- Customers’ overall perception of a company depends on the various service attributes that are provided and the customer’s level of expectation surrounding these attributes.
- A Penalty-Reward Analysis (PRA) shows whether scoring low (or high) on a specific attribute is more strongly associated with a low or high score on an overall measure.
- The PRA produces a Penalty and a Reward score for each attribute and compares the difference between these scores. The difference score is used to categorize attributes into one of three types: Penalty, Reward, and Performance. Categorization depends on the magnitude and direction of the difference between the Penalty and the Reward score.
- A conceptual summary of the outcome is shown on the following slide. A detailed description of the analysis and technique is included in the Appendix.

Penalty Attribute (red arrow in diagram): an attribute that is expected. Failing to provide this service results in decreased satisfaction, but provision of the service does not increase overall satisfaction.

Reward Attribute (green arrow): an attribute that is unexpected but appreciated. Failing to provide this service does not decrease satisfaction, but provision of the service increases overall satisfaction.

Performance Attribute (purple arrows): an attribute which increases satisfaction if provided, however it can also decrease satisfaction if not provided. Unlike Penalty or Reward attributes, Performance attributes can positively or negatively influence overall satisfaction.

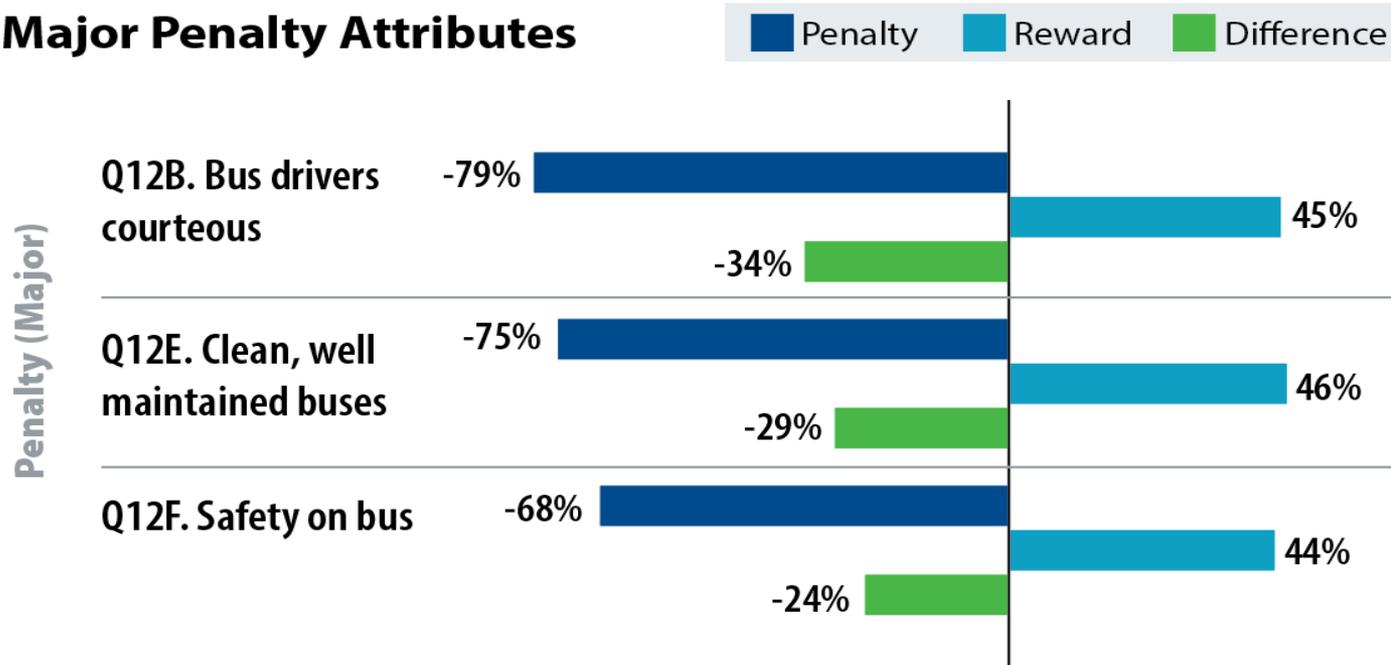


123

•Results

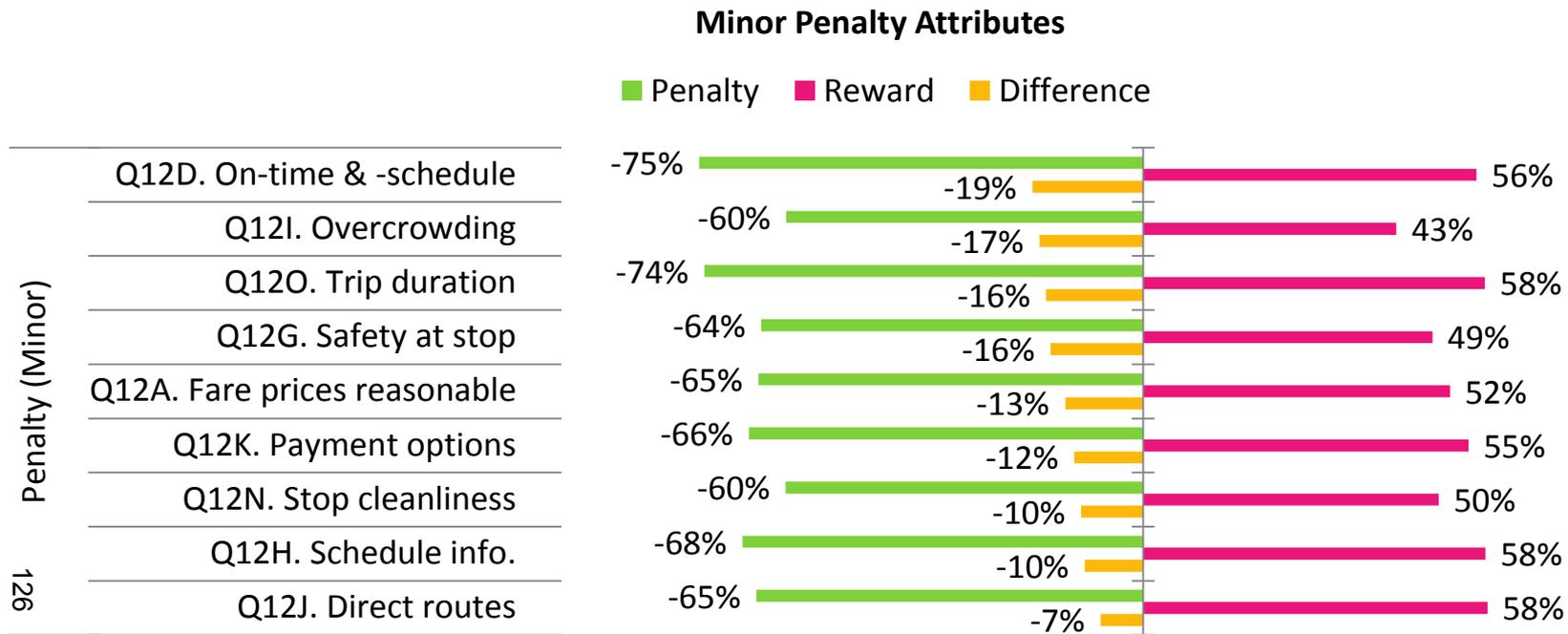
- Penalty-Reward Analysis Results –*
- Province-Wide, April 2016-March 2017*

Major Penalty Attributes

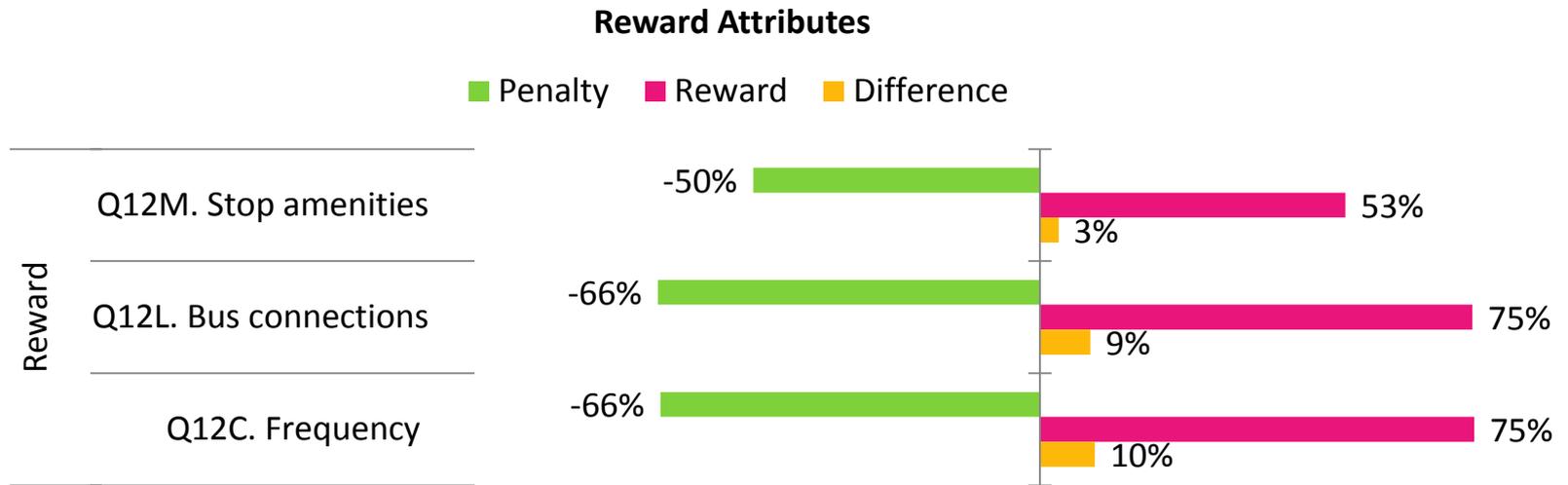


125

- For each of the attributes shown above the Penalty score greatly exceeds the Reward score, which indicates customers expect all of these aspects as part of their transit experience. In addition, the strength of the Penalty scores shows how **important it is to deliver on these factors as they will help strengthen customer satisfaction.**
- Consistent with previous years, the three strongest differences between Penalty and Reward attributes are **bus drivers are courteous (Q12B), buses are clean and well-maintained (Q12E) and personal safety while riding local buses (Q12F).** These remain our “cost of entry” factors.



- In the interpretation of more “minor” Penalty attributes, we need to look at both the Penalty and Reward scores--the difference between these scores should be considered within the context of the full Penalty and Reward scores.
- For example, **buses run on-time/on-schedule** (Q12D) is the strongest minor penalty (-19%), followed closely by **buses not being overcrowded** (Q12I), **trip duration** (Q12O) and **personal safety while waiting for local buses** (Q12G) (differences of -17%, -16% and -16% respectively).
- However, **trip duration** and **on-time and on-schedule** have the highest Penalty scores, thus suggesting these attributes are very important for riders.



127

- For 2016/17 there are no performance attributes and three reward attributes, the strongest being **frequency of scheduled service (Q12C)**. This is not necessarily expected among riders, but **does have the potential to add value and satisfaction if other fundamental needs have been met**.
- **Bus stops have enough amenities (Q12M)** and **buses have good connections with reasonable wait times (Q12L)** continue to have high Reward-side scores, highlighting their potential to add value.
- However, the high Penalty-side score for **bus connections** and **frequency of scheduled service** suggests that for some riders these attributes are indeed **important to their overall satisfaction**.

- **Discussion**
- ***Implications for Future Directions***

Expected Service Delivery Attributes

- Continuing the same pattern of previous years, **bus drivers are courteous** is the strongest contributor to overall satisfaction, and this is followed by **clean and well-maintained buses** and **personal safety while riding the buses**. These results show that BC Transit riders' core expectations remain consistent and above all they want a clean, safe and pleasant trip.
- After these expectations have been addressed there are several additional service attributes where ratings can help determine overall transit system satisfaction in 2016/17:
 - **Buses run on-time/on-schedule**
 - **Buses not being overcrowded**
 - **Trip duration**
 - **Personal safety while waiting for the bus**
 - **Fare prices are reasonable**
 - **Convenience of bus fare payment options**
 - **Bus stops being clean and maintained**
 - **Buses have direct routes**
 - **Availability and accuracy of schedule information**
- Consistent with previous findings, **two of these areas deserve more attention due to their potential to increase customer satisfaction:**
 - **Trip duration**
 - **Buses run on-time/on-schedule**

Value-Added Attributes

- The strongest value-add service in 2016/17 is **frequency of scheduled service**, followed by **bus stop amenities** and **buses have good connections with reasonable wait times**. The status of these attributes remain unchanged from recent years. Their status as value-added attributes indicates that improving ratings in these areas could improve rider perceptions.
- In the case of **bus stop amenities**, consideration should continue to be given to ensure adequate shelter, sitting areas, bus schedule information and the availability of garbage disposal.



STAFF REPORT TO COMMITTEE

DATE OF REPORT July 4, 2017

MEETING TYPE & DATE Transit Committee of July 12, 2017

FROM: Facilities & Transit Division
Community Services Department

SUBJECT: Update on Duncan-Victoria Saturday Express Transit Pilot Service Implementation

FILE:

PURPOSE/INTRODUCTION

The purpose of this report is to update the Committee about the Duncan-Victoria Saturday Express transit pilot service being implemented in the Fall of 2017.

RECOMMENDED RESOLUTION

That it be recommended to the Board:

1. That the May 24, 2017 Board Resolution No. 220.2 be rescinded;
2. That cash-only fares of \$10.00 per one-way trip be implemented for the Duncan-Victoria Saturday Express transit pilot service but that children age 4 years and under have free fare for consistency with existing fare policy on local and Cowichan Valley Commuter routes;
3. That the May 24, 2017 Board Resolution No. 220.3 be rescinded; and
4. That the Duncan-Victoria Saturday Express transit pilot service use the same general routing as the Duncan Commuter Route 66 with modifications to add service to the Duncan Train Station area and to remove the Koksilah bus stop.

BACKGROUND

At the May 24, 2017, Special Transit Committee meeting the Duncan-Victoria Saturday Express transit pilot service implementation recommendations were presented and discussed in detail.

The Committee approved implementation of the pilot service originally planned for September 9, 2017, but had a lengthy discussion about routing and potential to service the Duncan Train Station area directly as a destination for northbound customers from Victoria using the service versus ending trips at the Village Green Mall on the periphery of town.

The Committee also approved \$10.00 one-way cash fares for this service but discussed the potential for fare discounts to encourage use by more families with cars to consider using the bus for Saturday travel instead.

Both items were reviewed by staff from BC Transit, CVRD, and the transit operating company following the May 24 meeting and a few implementation updates are offered below.

ANALYSIS

Fares:

As an oversight at the May 24 meeting, it was not mentioned that children age 4 years and under ride free on local and weekday Cowichan Valley Commuter routes. For consistency with the existing fare policy, it is also recommended that the Duncan-Victoria Saturday Express transit pilot

service allow children age 4 years and under to ride free. This may help make the Saturday service a more affordable option for families with young children.

Consideration of other family travel programs was looked into by BC Transit and CVRD staff, but it was determined that of the few other jurisdictions offering these programs, any family travel discount was always applied with the presentation of a regular monthly transit pass and not applied to a reduction on cash fares. These travel program discounts were also applied to all system routes and were not specific to a particular service (like the Duncan-Victoria Saturday service).

As the Cowichan Valley transit system is already scheduled to begin a comprehensive fare review later this fall to look at rates and options for all routes and systems, it is still recommended that this process be undertaken prior to trying to implement options specific to a new pilot service. This will allow time for holistic fare recommendations for the system and provide an opportunity to get actual ridership data and customer feedback from the first few months of the pilot service in operation.

Routing:

Following the May meeting, BC Transit, CVRD, and transit operating company staff reviewed draft schedules and tested the feasibility of turning movements for a 40-foot commuter bus to service the Duncan Train Station loop. It was determined that adding a loop around the Duncan Train Station area using Trunk and Coronation Streets (see map attached) is possible within the 500 hour expansion. To accommodate the time required to make this loop, a routing modification to bypass the U-turn bus stop on Koksilah near the TransCanada Highway is required. The stop removal at Koksilah is anticipated to have the least impact on ridership and it is recommended that the Duncan Train Station stop be included for the overall economic spin-off benefits it provides on northbound trips as well as possible connections to local routes from the Train Station and Village Green Mall areas. Regarding the removal of the Koksilah stop, customers can also access existing transit park and rides stops at Valleyview or Frayne Road.

It is recommended that the Duncan-Victoria Saturday Express transit pilot service routing be modified to include direct service to the Duncan Train Station area as well as to Village Green Mall as the main transit hub for local Cowichan Valley transit connections.

Timing:

With modifications to routing and scheduling, implementation of the Duncan-Victoria Saturday Express transit pilot service (Route #44) is now targeted for Saturday, October 14, 2017.

FINANCIAL CONSIDERATIONS

Initial high level cost estimates for this service were included in the June 21, 2016, Expansion Memorandum of Understanding signed by the CVRD and BC Transit, and the corresponding prorated costs for September to December 2017 were included in the CVRD Function 107, 2017 budget. BC Transit provided updated and detailed expansion budgets to the CVRD in December 2016 as part of the 2017/18 budget year. Anticipated CVRD costs are reduced to approximately \$7,875 for 3 months (October to December 2017). There is an estimated small savings of \$2,625 from the original cost estimate of \$10,500 reported last month, due to the one-month deferral in implementation timing from September to October.

COMMUNICATION CONSIDERATIONS

Development of marketing and communications materials for the new service.

STRATEGIC/BUSINESS PLAN CONSIDERATIONS

This report supports the Response to Climate Change element of the Corporate Strategic Plan by planning for transit expansion initiatives that will help respond to climate change through Greenhouse Gas reduction strategies.

Referred to (upon completion):

- Community Services (*Island Savings Centre, Cowichan Lake Recreation, South Cowichan Recreation, Arts & Culture, Public Safety, Facilities & Transit*)
- Corporate Services (*Finance, Human Resources, Legislative Services, Information Technology, Procurement*)
- Engineering Services (*Environmental Services, Recycling & Waste Management, Water Management*)
- Land Use Services (*Community & Regional Planning, Development Services, Inspection & Enforcement, Economic Development, Parks & Trails*)
- Strategic Services

Prepared by:

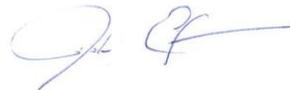


Erin Annis
Transit Analyst

Reviewed by:



Jim Wakeham
Manager

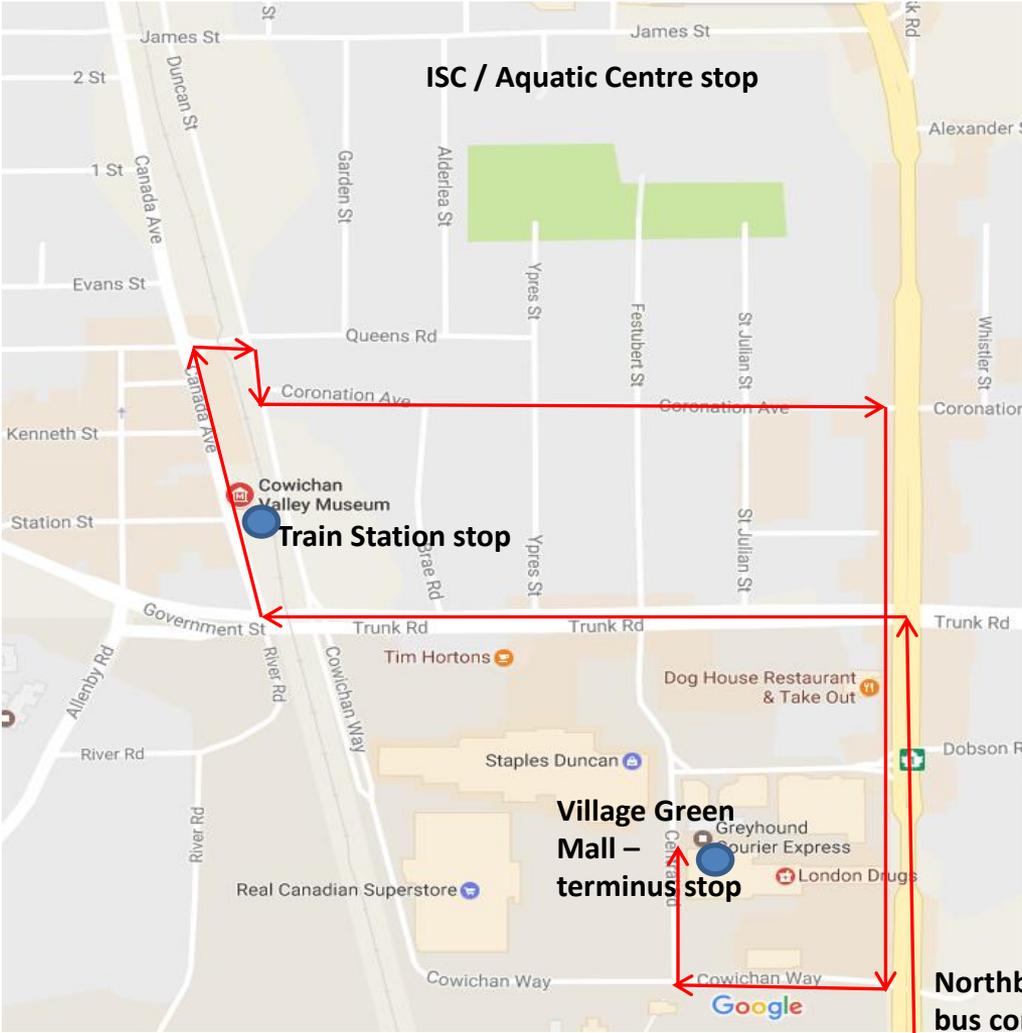


John Elzinga
General Manager

ATTACHMENTS:

Attachment A – Duncan Train Station Area Routing Concept (north and southbound trips)

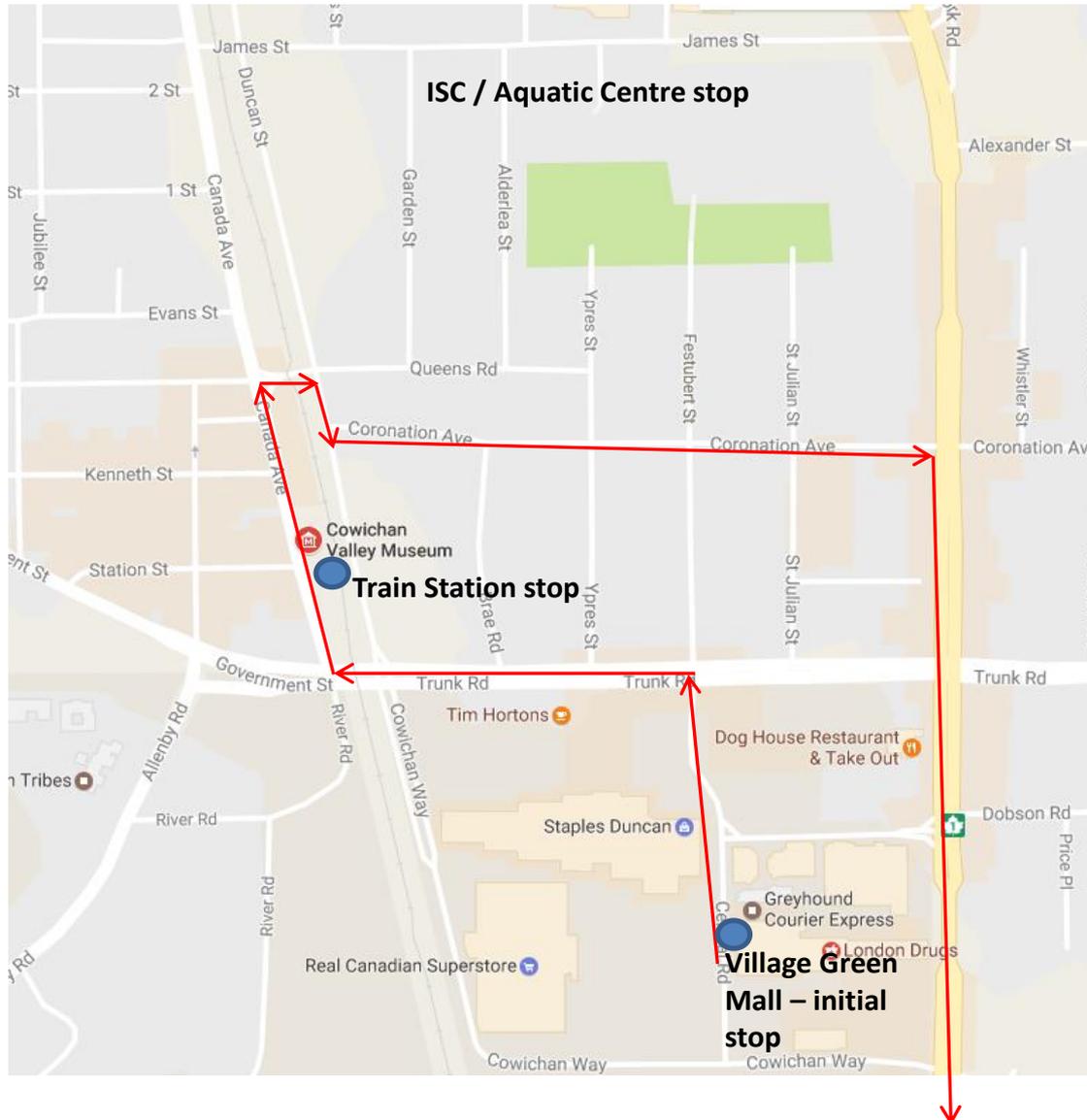
Northbound trips (Victoria to Duncan)



This allows northbound passengers to get dropped off at the Duncan Train Station prior to the bus going to the Village Green Mall hub.

Northbound bus coming from Victoria

Southbound trips (Duncan to Victoria)



This allows passengers to get picked up at the same Duncan Train Station bus stop for simplicity and without waiting at the Village Green Mall for recovery time in between trips.



STAFF REPORT TO COMMITTEE

DATE OF REPORT June 27, 2017

MEETING TYPE & DATE Transit Committee of July 12, 2017

FROM: Facilities & Transit Division
Community Services Department

SUBJECT: Proposed 3 Year Transit Service Expansion Plan (2018/19 - 2020/21)

FILE:

PURPOSE/INTRODUCTION

The purpose of this report is to outline the proposed 3 year transit service expansion plan and associated costs as identified in the Expansion Memorandum of Understanding (EMOU) supplied by BC Transit on May 15, 2017, and to seek approval.

RECOMMENDED RESOLUTION

That it be recommended to the Board:

1. That the 3 year service expansion initiatives outlined in BC Transit's letter of May 15, 2017, and the accompanying Expansion Memorandum of Understanding be approved.
2. That the 200 hour commuter system required hours for April 2018 implementation, be approved and the associated costs be included in the 2018 CVRD Transit budget for Function 106.
3. That the 1,500 hour conventional system expansion targeted for March 2018 implementation, be approved and the associated local costs be included in the 2018 CVRD Transit budget for Function 107.
4. That transit service expansion hours and associated costs for 2019/20 to 2020/2021 be incorporated into the 5 year financial plan for Transit Budget Functions 106 and 107.

BACKGROUND

The attached letter from BC Transit, dated May 15, 2017, includes an Expansion Memorandum of Understanding (EMOU) that outlines proposed transit service expansion initiatives for the three Cowichan Valley Transit systems: conventional, commuter, and custom, along with budgetary implications over the next three years (2018/19 to 2020/21). Expansion initiatives are identified and put forward annually to the Province by BC Transit in July or August after a review of needs, priorities, and funding identified by BC Transit and CVRD based on the approved CVRD Transit Future Plan.

Expansion initiatives with the corresponding funding requests submitted to the Province are not guaranteed and local governments are advised about the outcome of their request the following April once the provincial budget is tabled. For the past few years the provincial transit funding was limited to inflationary increases only and as a result, the CVRD has not had any significant expansion improvements. Recent service changes have been cost neutral based on reallocating resources. The most recent sequence of expansions for the three service types are as follows:

Conventional:

- October 2016 (0) hour expansion. Cost neutral service changes included a consolidation of Ladysmith routes, introduction of a new express route to Duncan, restructured trip times, and removal of Sunday and statutory holiday service in Youbou and Ladysmith. A new trip from Mill Bay to Duncan via Cowichan Bay was also added on Saturday mornings.

- October 2014 (0) hour expansion. Cost neutral service changes included paratransit phase one recommendation of on-request routing in Honeymoon Bay and Youbou, and South Cowichan routes were simplified and restructured.
- Sept 2013 (4,100) hour expansion for the new Ladysmith service and connection through Chemainus to Duncan.

Commuter:

- October 2017 (500) hour expansion for pilot Saturday service to Victoria.
- October 2008 (4,500) hour expansion for the start of Commuter service to Victoria.

Custom:

- Oct 2014 (2,500) hour expansion for the introduction of service to Ladysmith and adding service to peak demand in the rest of the custom system.
- Sept 2012 (1,600) hour expansion to improve peak demand time and Saturday needs. Also added service to Shawnigan and Honeymoon Bay and Youbou areas.

The intent of the EMOU is to have the CVRD incorporate the identified expansions into the 5 year CVRD Transit Financial Plan, and if approved, commit to and budget for the noted first year (i.e. 2018/19) expansion initiatives.

ANALYSIS

Attached is the previous EMOU letter dated June 21, 2016 (and signed by CVRD on August 18, 2016), covering the 3 year period of 2017/18 to 2019/20. This plan included substantial potential expansions to the conventional system, additions to the commuter system, and expansion to handyDART in 2019/20. Since then, two items that will have a significant impact on the CVRD budget have arisen. These include development of a new Transit Maintenance and Operations Facility as part of the Federal Public Transit Infrastructure Fund (PTIF), and the expectation of an RFP process to contract operating companies for management of the new CVRD transit facility and services.

As a result, until final costs and the CVRD share is determined, CVRD staff are recommending that conventional and custom expansions beyond April 1, 2018, be deferred to a later date to ensure CVRD funding is available. Small expansions to the Commuter service are recommended and discussed more below.

Conventional System:

The last EMOU signed in August 2016 identified a 1,500 hour expansion for implementation in March 2018 to address existing gaps in service frequency on well-performing routes to meet short-term service standards approved by the CVRD and Transit Future plan priorities. BC Transit approved this 1,500 hour expansion in March 2017 as part of their 2017/18 provincial fiscal year and therefore it is not listed in the new EMOU attached. However, because this expansion falls within the 2018 CVRD financial year, the CVRD needs to approve the local share of costs for these hours in the 2018 Budget for Function 107. The CVRD has incorporated costs for these service hours into the existing 5 year financial plan. These hours will be allocated to provide more service on well-performing routes that need more service to meet trip frequency standards adopted by the CVRD in 2015, and to address some issues on core routes not meeting ridership targets (i.e. Routes 3, 4, and 5). A 1,500 hour expansion is the most that the CVRD can accommodate without triggering the need for another new bus and associated increased lease fees. Service hour costs are presented below in the financial considerations section.

Although further conventional system expansion is not identified for 2018/19 to 2020/21 in the new EMOU this does not preclude the CVRD and BC Transit from continuously evaluating route performance and making cost neutral changes to adjust service as needed.

Commuter Service:

In 2018/19, 200 hours are identified for weekday commuter trips associated with the TransCanada Highway Mckenzie Interchange Project. Weekday commuter trips have used all of the extra hours allotted within the current budget because of continued construction and congestion. With potential delays increasing as the Mckenzie Interchange project proceeds, 200 budgeted hours are required for the extended trip times. Unfortunately, this is a direct expense increase with no additional revenue.

A 700 hour expansion to add another peak period commuter trip on weekdays originally targeted for September 2018 has been deferred to September 2019 because this expansion requires the addition of a new bus and adds significant costs which need to be balanced with other transit funding pressures.

Custom Service:

No expansion is included in the attached 3 year period for handyDART. The operating company is meeting current trip demands and the new custom registration process implemented in July 2016 is providing an opportunity to educate the community on transit services available and best match clientele with suitable transit services. This is ensuring that those most in need of handyDART services have access to it and those who can use fixed routes are provided with the information and training to do so.

FINANCIAL CONSIDERATIONS

Total estimated incremental costs each year are based on the anticipated in-service dates (i.e. partial year increases). It should be noted that the added service initiatives implementation dates and estimated costs outlined in the June 21, 2016, EMOU letter have been revised and are slightly different than the proposed May 15, 2017, EMOU letter due to revised start dates and/or updated costs. Current CVRD costs associated with the proposed expansion initiatives in 2018 and beyond are listed in the table below.

The intent of the EMOU is to have the CVRD incorporate the identified additional service hours into the 5 year CVRD Transit Financial Plan, and if approved, commit to the first year (i.e. 2018/19) expansion initiatives.

Recommendation	CVRD Function	2018	2019	2020
2	106 – Commuter* 200 hrs needed	\$18,266 (9 months)	\$6,089 (3 months)	\$0
1 & 4	106 – Commuter* 700 hr expansion and added bus	\$0	\$26,812 (4 months)	\$53,625 (8 months)
3	107 - Conventional & handyDART** 1,500 hr conventional expansion (PROPOSED, but Provincial funding approved)	\$54,442 (10 months)	\$10,888 (2 months)	\$0

*Commuter: 2018 = 200 hours with local costs shared 50% with Victoria Regional Transit Commission (to be confirmed). 2019 = remaining partial year (3 months) costs for 200 hours + Sept. 2019 implementation of 700 hours for another peak period trip, with no cost for Saturday pilot service (tbd if service will continue). 2020 = remaining partial year (8 months) cost for 700 hours.

**Conventional & handyDART: 2018 = 1,500 hour conventional expansion based on a March 2018 implementation (no bus required). 2019 = remaining partial year (2 months) cost of 1,500 hours.

COMMUNICATION CONSIDERATIONS

Provide the signed EMOU to BC Transit for confirmation of approved transit expansion initiatives.

STRATEGIC/BUSINESS PLAN CONSIDERATIONS

This report supports the Sound Fiscal Management element of the Corporate Strategic Plan by contributing to budget transparency and service delivery review and as well as planning for transit expansion initiatives that will help respond to climate change through Greenhouse Gas reduction strategies.

Referred to (upon completion):

- Community Services (*Island Savings Centre, Cowichan Lake Recreation, South Cowichan Recreation, Arts & Culture, Public Safety, Facilities & Transit*)
- Corporate Services (*Finance, Human Resources, Legislative Services, Information Technology, Procurement*)
- Engineering Services (*Environmental Services, Recycling & Waste Management, Water Management*)
- Land Use Services (*Community & Regional Planning, Development Services, Inspection & Enforcement, Economic Development, Parks & Trails*)
- Strategic Services

Prepared by:



Erin Annis
Transit Analyst

Reviewed by:



Jim Wakeham
Manager



John Elzinga
General Manager

ATTACHMENTS:

- Attachment A – May 15, 2017 EMOU Letter from BC Transit re: 2018/19 to 2020/21
Attachment B – June 21, 2016 EMOU Letter from BC Transit re: 2017/18 to 2019/20



May 15, 2017

Attn: Jim Wakeham, Manager Facility and Transit Management
Cowichan Valley Regional District
175 Ingram Street
Duncan, BC
V9L 1N8

Re: 3 Year Expansion Initiatives

Dear Jim,

As your transit system has service initiatives requiring expansion funding, we have attached a Memorandum of Understanding (MOU) to formalize the process of securing provincial funding on your behalf. This MOU summarizes specific initiatives for the subsequent three operating years of 2018-2019 through to 2020-2021. These initiatives are derived from recommendations outlined in the most recent service plan(s) received by your council/board and validated in collaboration with local government staff.

Expansion initiatives are an important component to sustaining and growing a successful transit system. This investment in your transit system comes with several considerations. To support council/board decision making, we have provided updated order-of-magnitude costing for each initiative based on the estimated annual expansion hours required. Where proposed expansion is dependent on other infrastructure investment, this dependency will be noted in the proposed expansion initiatives table. If your expansion requires additional vehicles, this is identified and is factored into your estimated total costs. Please keep in mind that should funding be secured to support your expansion initiative and you determine that expansion is no longer desired, the lease fees related to the new buses will still be added to your operating budget for a minimum of a one year period.

By communicating proposed expansion initiatives as far in advance as possible we are trying to achieve three important goals:

1. Ensure 3 year expansion initiatives are aligned with the expectations of local governments.
2. Attain a commitment from local governments that allow BC Transit to proceed with the procurement and management of resources necessary to implement transit service expansions.
3. Provide local government partners with enhanced 3 year forecasts that identify longer term funding requirements.

Upon confirmation of your council/board's commitment to the expansion initiatives, we will include your request in BC Transit's draft Service Plan to the Province to seek the matching funding required for operating and capital costs. If your proposed expansion requires additional vehicles in 2018-2019, a commitment from your council/board is required by mid-June to ensure sufficient time for BC Transit included your requirements in our procurement process. It is important to note

that in the event expansion requests exceed the available funding, a prioritization process is used known as the Transit Enhancement Process.

Following confirmation of the provincial budget, I will confirm with you if sufficient funding is available and initiate an implementation plan, including the development of more detailed costing based on routing and schedules. I look forward to working with you on the continued improvement of your transit service and encourage you to contact me if you have any questions regarding these proposed expansion initiatives.

Yours truly,



Myrna Moore
Senior Regional Transit Manager
BC Transit

Expansion Memorandum of Understanding

Date	May 15, 2017
Expiry	July 31, 2017
System	Cowichan Valley Regional District

Expansion Initiatives Agreement

The following outlines expansion initiatives identified for your transit system along with a high level annual costing based on the hourly rates of your system. Please confirm these initiatives are aligned with the expectations of your local government. Upon confirmation of your local government's intent to commit to the expansion and budget, we will proceed with the request to secure funding from the Province on your behalf.

PROPOSED COMMUTER EXPANSION INITIATIVES						
AOA Period	In Service Date	Annual Hours	Vehicle Requirements	Estimated Annual Revenue	Estimated Annual Total Costs	Estimated Annual Net Municipal Share
2018/19	April-18	200	0	\$0	\$45,686	\$24,355*
		Description	Construction contingency during McKenzie Interchange project			
2019/20	Sept-19	700	1	\$44,639	\$202,720	\$80,437**
		Description	Additional peak trip to Victoria, Monday to Friday – includes local share of lease fees for 1 heavy duty (40')			
2020/21						
		Description	No Expansion			

*Estimated Annual Net Municipal Share of Costs shown are 50% CVRD Costs, shared 50% with VRTC. An upcoming meeting between CVRD and VRTC will be arranged to confirm cost sharing allocation

**Estimated Annual Net Municipal Share of Costs shown are 100% CVRD costs, not shared with VRTC

PROPOSED CONVENTIONAL EXPANSION INITIATIVES						
AOA Period	In Service Date	Annual Hours	Vehicle Requirements	Estimated Annual Revenue	Estimated Annual Total Costs	Estimated Annual Net Municipal Share
2018/19						
		Description	No Expansion			
2019/20						
		Description	No Expansion			
2020/21						
		Description	No Expansion			

PROPOSED handyDART EXPANSION INITIATIVES						
AOA Period	In Service Date	Annual Hours	Vehicle Requirements	Estimated Annual Revenue	Estimated Annual Total Costs	Estimated Annual Net Municipal Share
2018/19						
		Description	No Expansion			
2019/20						
		Description	No Expansion			
2020/21						
		Description	No Expansion			

Approval

On behalf of the Cowichan Valley Regional District, I am confirming to BC Transit to proceed with the request for funding to the province on our behalf for the 2018/19 Fiscal year, and that we are committed to budget accordingly for the 3 year expansion but will review and confirm on an annual basis as per the advice provided and with the knowledge a more detailed budget will follow as service details are confirmed.

Signature: _____ Date: _____

Name: _____ Position: _____

Signature: _____ Date: _____

Name: _____ Position: _____

On behalf of BC Transit, prepared by



Signature:

Date: May 15, 2017

Name: Myrna Moore

Position: Senior Regional Transit Manager



June 21st, 2016

Attn: Jim Wakeham, Manager Facility and Transit Management
Cowichan Valley Regional District
175 Ingram Street
Duncan, BC
V9L 1N8

Re: 3 Year Expansion Initiatives

Dear Jim,

Last month, the Provincial Government announced their commitment to \$12.7 million in funding over the next three years to support transit expansion initiatives throughout the province. Because your transit system has been identified as a candidate for potential expansion, the attached Memorandum of Understanding (MOU) is provided to formalize the process of securing appropriate expansion funding on your behalf. Preliminary interactions with partners indicate there is a possibility that expansion requests may exceed the available funding.

The MOU lists the specific initiatives for the Annual Operating Agreement periods of 2017-2018 through to 2019-2020 derived primarily from recent service plans approved by your local government. Order-of-magnitude costing, including fleet requirements, is provided to define the scope of transit service initiatives based on the proposed annual expansion hours.

Upon confirmation of your Board's commitment to the expansion initiatives, we will include your request in BC Transit's draft Service Plan to the Province to seek the matching funding required for operating and capital costs. Following confirmation of the provincial budget, BC Transit will inform you of allowable funding and initiate an implementation plan, including the development of more detailed costing based on routing and schedules.

By communicating proposed expansion initiatives as far in advance as possible we are trying to achieve three important goals:

1. Ensure 3 year expansion initiatives are aligned with the expectations of local governments
2. Attain a commitment from local governments that allow BC Transit to proceed with the procurement and management of resources necessary to implement transit service expansions as close to targeted scheduled dates as possible.
3. Provide local government partners with enhanced 3 year forecasts that identify longer term funding requirements.

I look forward to working with you on the continued improvement of your transit service and encourage you to contact me if you have any questions regarding these proposed expansion initiatives.

Yours truly,

Myrna Moore
Senior Regional Transit Manager
BC Transit

Expansion Memorandum of Understanding

Date June 21, 2016
Expiry August 12, 2016
System Cowichan Valley Regional District

Expansion Initiatives Agreement

The following outlines expansion initiatives identified for your transit system along with a high level annual costing based on the hourly rates of your system. Please confirm these initiatives are aligned with the expectations of your local government. Upon confirmation of your local government's intent to commit to the expansion and budget, we will proceed with the request to secure funding from the Province on your behalf.

PROPOSED CONVENTIONAL EXPANSION INITIATIVES						
AOA Period	In Service Date	Annual Hours	Vehicle Requirements	Estimated Revenue	Estimated Total Costs*	Estimated Net Municipal Share***
2017/18	Mar 2018	1,500	-	\$12,767	\$141,414	\$62,620
		Description	Phase 1 to improve frequency on well-performing routes and conduct analysis on lower performing routes (e.g. Route 5) as part of continuous service optimization efforts to meet short-term service standards for spans and frequency.			
2018/19	Mar 2019	3,200	2 medium duty (30'/35')	\$27,237	\$384,120	\$210,393
		Description	Phase 2 - Continue improvements to frequency for weekday, evening and weekends on well performing routes consistent with service standards and implement potential route reconfigurations on lower performing routes			
2019/20	Mar 2020	1,200	-	\$10,214	\$122,363	\$55,018
		Description	Potential expansion of service coverage within CVRD areas (Area G?) and/or additional (Phase 2) Paratransit measures.			
	Mar 2020	2,000	1 medium duty (30'/35')	\$17,023	\$240,402	\$128,160**
		Description	Potential inter-regional connection between CVRD and RDN subject to further discussion re: priorities, operating models and cost-sharing arrangements			

* Vehicle costs do not reflect Standardized Lease Fees

** Estimated Net Municipal Share Costs shown are 100% CVRD costs; however, if RDN partners these costs will be reduced.

*** Where there is expansion vehicle requirements, the local share of lease fees is reflected in the estimated net municipal share.

PROPOSED COMMUTER EXPANSION INITIATIVES						
AOA Period	In Service Date	Annual Hours	Vehicle Requirements	Estimated Revenue	Estimated Total Costs*	Estimated Net Municipal Share***
2017/18	Sept 2017	500	-	\$31,361	\$110,325	\$27,453**
		Description	Pilot project for Saturday service between CVRD and Victoria			
2018/19	Sept 2018	700	1 heavy duty (40')	\$43,906	\$199,656	\$80,751**
		Description	Additional peak trip to Victoria, Monday to Friday			
	Sept 2018	200	-	-	\$45,895	\$24,466**
		Description	Construction contingency during McKenzie interchange project			
2019/20		-	-	-	-	-
		Description	No Expansion			

* Vehicle costs do not reflect Standardized Lease Fees.

** Estimated Net Municipal Share Costs shown are 100% CVRD costs, not shared with VRTC

*** Where there is expansion vehicle requirements, the local share of lease fees is reflected in the estimated net municipal share.

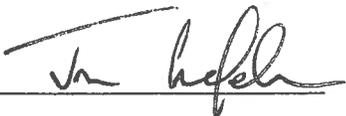
PROPOSED handyDART EXPANSION INITIATIVES						
AOA Period	In Service Date	Annual Hours	Vehicle Requirements	Estimated Revenue	Estimated Total Costs*	Estimated Net Municipal Share***
2017/18		-	-	-	-	-
		Description	No expansion			
2018/19		-	-	-	-	-
		Description	No expansion			
2019/20	Sept 2019	2,500	1 light duty	\$5,845	\$193,974	\$72,096
		Description	Increase in service to decrease peak period unmet trips			

* Vehicle costs do not reflect Standardized Lease Fees

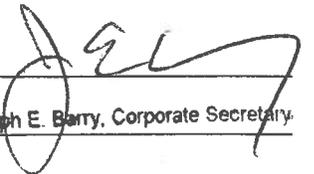
*** Where there is expansion vehicle requirements, the local share of lease fees is reflected in the estimated net municipal share.

Approval

On behalf of the Cowichan Valley Regional District, I am confirming to BC Transit to proceed with the request for funding to the province on our behalf for the 2017/18 Fiscal year and that we are committed to budget accordingly for the 3 year expansion but will review and confirm on an annual basis as per the advice provided and with the knowledge a more detailed budget will follow as service details are confirmed.

Signature: 
Name: Jon Lefebure, Chairperson

Date: August 18 / 16
Position: _____

Signature: 
Name: Joseph E. Barry, Corporate Secretary

Date: August 18 / 16
Position: _____

On behalf of BC Transit, prepared by

Signature: 
Name: Myrna Moore

Date: June 21st, 2016
Position: Senior Regional Transit Manager



STAFF REPORT TO COMMITTEE

DATE OF REPORT July 4, 2017

MEETING TYPE & DATE Transit Committee of July 12, 2017

FROM: Facilities & Transit Division
Community Services Department

SUBJECT: New Transit Service Agreement and Annual Operating Agreement with BC Transit

FILE:

PURPOSE/INTRODUCTION

The purpose of this report is to seek approval for the Transit Service Agreement (TSA) with BC Transit, and the Annual Operating Agreement (AOA) with BC Transit, both commencing April 1, 2017.

RECOMMENDED RESOLUTION

That it be recommended to the Board:

1. That the Transit Service Agreement with BC Transit effective April 1, 2017 be approved, and
2. That the Annual Operating Agreement with BC Transit be approved for 12 months commencing April 1, 2017.

BACKGROUND

Commencing in the fall of each year, BC Transit reviews the Service Agreement terms and conditions with each of the transit operating companies and negotiates the costs for the upcoming year. Also in the fall of each year, as a result of their negotiations with the operating companies, BC Transit advises local governments of the expected costs (i.e. draft budgets) so local governments can incorporate the new costs in their corresponding next year budgets. The CVRD has incorporated the most recent transit cost projections in the 2017 transit budgets.

In addition to receiving the draft budget amounts in the fall of each year, in the following spring BC Transit provides to the CVRD the formal tri-party agreements between BC Transit, CVRD, and the operating company(s) known as the Annual Operating Agreement (AOA). The AOA includes the service terms and conditions plus the negotiated cost amounts with each operating company that the CVRD reviews and approves.

Staff was advised on May 4, 2017, that the tri-party agreements that have been used in the past have been changed to a new two-party agreement between BC Transit and the CVRD. The operating companies are no longer a signatory to the AOA or to the new principal overarching Transit Service Agreement (TSA) between BC Transit and the CVRD that replaces the Master Operating Agreement. This change was a result of a recommendation that came out of the Provincially commissioned Independent Review Panel a few years ago that looked at ways to reduce the administration burden and potential confusion associated with the tri-party agreements, and the change has been supported by recent amendments to the BC Transit Regulations. BC Transit is responsible for contract negotiations, oversight, day-to-day work and management with the operating companies, and having one AOA with the CVRD simplifies and streamlines the administration.

Commencing April 1, 2017, there will no longer be a tri-party agreement but instead, BC Transit will have a standalone Service Provider Operating Agreement with the operating companies (CVRD is not a party to this agreement), and BC Transit will have a separate Transit Service Agreement (TSA) and the Annual Operating Agreement (AOA) with the CVRD. Only the AOA will be renewed annually with updated service levels and budget information as is the current situation, and the (TSA) will only need to be approved with new signatures if there are revisions to any terms of the document; otherwise, it will remain in force as long as the AOA is also in force.

Even though the CVRD is no longer a signatory to the new agreement (Service Provider Operating Agreement) between BC Transit and the operating companies, that agreement does include language that local governments remain among the indemnified parties and that the CVRD is also added as an additional insured to their insurance policies, no different to the previous tri-party agreements.

Detailed budget information is supplied to the CVRD staff for budgeting purposes; however, the commercially confidential information is protected by the Freedom of Information & Protection of Privacy Act and as such, the budget information that is available for sharing has been streamlined and summarized in a schedule that accompanies the AOA agreement.

ANALYSIS

The transit service and budget information in the 2 new agreements, TSA and AOA are correct. Staff have reviewed the 2 agreements with the CVRD's legal service provider and have incorporated his recommended changes in the documents.

FINANCIAL CONSIDERATIONS

The service cost budget implications of the 2017/18 AOA, are in line with what has already been included in the CVRD 2017 (F106 and F107) approved transit budgets.

COMMUNICATION CONSIDERATIONS

Upon Board approval, the signed agreements will be provided to BC Transit.

STRATEGIC/BUSINESS PLAN CONSIDERATIONS

This report supports working towards sound fiscal management and implementation of the 25 year Transit Future Plan, as well as the service excellence by providing Board members with updated information.

Referred to (upon completion):

- Community Services (*Island Savings Centre, Cowichan Lake Recreation, South Cowichan Recreation, Arts & Culture, Public Safety, Facilities & Transit*)
- Corporate Services (*Finance, Human Resources, Legislative Services, Information Technology*)
- Engineering Services (*Environmental Services, Capital Projects, Water Management, Recycling & Waste Management*)
- Planning & Development Services (*Community & Regional Planning, Development Services, Inspection & Enforcement, Economic Development, Parks & Trails*)
- Strategic Services

Prepared by:



Jim Wakeham
Manager

Reviewed by:



John Elzinga
General Manager

ATTACHMENTS:

- Attachment A - May 4, 2017 Letter from BC Transit
- Attachment B - Transit Service Agreement with BC Transit
- Attachment C - Annual Operating Agreement with BC Transit



May 4, 2017

Jim Wakeham
Cowichan Valley Regional District
Manager of Transit and Facilities
175 Ingram Street
Duncan, BC V9L 1N8

Dear Jim,

SUBJECT: 2017-2018 Annual Operating Agreement

Further to the information provided in your budget forecast and subsequent budget discussions, please find enclosed your final 2017-2018 Annual Operating Agreement (AOA) for approval. The attached System Specific Budget Notes outline year-over-year changes along with relevant updates from your budget forecast.

The 2017/18 AOAs incorporate the changes recommended by the provincially-commissioned Independent Review Panel and supported by recent amendments to the BC Transit Regulations. The AOA is now a two-party agreement between the local government and BC Transit reducing the administrative burden and potential for confusion associated with three-party agreements.

To enable this transition, a new Transit Service Agreement (TSA) will serve as the principal overarching agreement, replacing the Master Operating Agreement (MOA). The TSA integrates the relevant language of the previous MOA. Each year, the AOA will confirm the budgeted service levels, revenue projections and cost structure for your transit system. During this transition year, it is important that the TSA and AOA are signed simultaneously and returned to BC Transit in a timely manner. Once signed, copies can be faxed or sent in a .pdf format to BC Transit for execution within thirty days of receipt.

Additionally, based on feedback received from numerous local governments, the budget schedule attached to the AOA has been streamlined to facilitate information sharing and publication. All commercially-confidential information subject to protection by the *Freedom of Information & Protection of Privacy Act* has been removed. This enables the AOA to be more conveniently presented for decision by Council and Regional Boards within the public realm. To support discussions, as well as budgeting and planning decisions, a detailed budget will continue to be provided separately to staff.

.../2

As previously communicated, the new funding model with the Province provides for base operating funding over the three-year period from 2015/16 to 2017/18. The 2017/18 Budget represents year three of this funding agreement and BC Transit continues to work with the Province towards establishing the terms of the subsequent three-year period (2018/19 to 2020/21). Pending approval of the Provincial budget, the new three-year funding agreement will be established. Until this agreement is finalized, we are unable to provide forecasts for 2018/19 and 2019/20. We thank you for your continued patience and understanding.

If you have any questions regarding your AOA, please contact me at your convenience.

Sincerely,

A handwritten signature in cursive script that reads "M. Moore".

Myrna Moore
Senior Regional Transit Manager, BC Transit

COWICHAN VALLEY

TRANSIT SERVICE AGREEMENT

between

THE COWICHAN VALLEY REGIONAL DISTRICT

and

BRITISH COLUMBIA TRANSIT

Effective

April 1, 2017

INFORMATION CONTAINED IN THIS AGREEMENT IS SUBJECT TO THE FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT. CONSULT WITH THE AUTHORITY PRIOR TO RELEASING INFORMATION TO INDIVIDUALS OR COMPANIES OTHER THAN THOSE WHO ARE PARTY TO THIS AGREEMENT.

TRANSIT SERVICE AGREEMENT

BETWEEN:

THE COWICHAN VALLEY REGIONAL DISTRICT

(the "Municipality")

AND:

BRITISH COLUMBIA TRANSIT

(the "Authority")

WHEREAS the Authority has, at the request of the Municipality, established the Transit Service Area described in this agreement pursuant to the *British Columbia Transit Act*,

WHEREAS the Authority is authorized to contract for transit services for the purpose of providing and maintaining those services and facilities necessary for the establishment, maintenance and operation of a public passenger transportation system in the Transit Service Area;

WHEREAS the Municipality is authorized to enter into one or more agreements with the Authority for transit services in the Transit Service Area; and,

WHEREAS the Municipality and the Authority wish to define their respective rights and responsibilities with respect to the provision of transit services in the Transit Service Area.

NOW THEREFORE THIS AGREEMENT WITNESSETH that in consideration of the premises and of the covenants hereinafter contained, the parties covenant and agree with each other as follows:

Contents

SECTION 1: DEFINITIONS..... 4

SECTION 2: INCORPORATION OF SCHEDULES..... 4

SECTION 3: ANNUAL OPERATING AGREEMENT 4

SECTION 4: INCORPORATION OF ANNUAL OPERATING AGREEMENT 4

SECTION 5: TRANSIT SERVICE AREA 4

SECTION 6: TERM AND TERMINATION..... 4

SECTION 7: MUNICIPAL RESPONSIBILITIES..... 5

SECTION 8: AUTHORITY RESPONSIBILITIES 6

SECTION 9: FUNDING AGREEMENT 8

SECTION 10: CAPITAL AND OPERATING EXPENDITURES 8

SECTION 11: FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT 8

SECTION 12: AMENDMENT 8

SECTION 13: SETTLEMENT OF DISPUTES 8

SECTION 14: ENUREMENT..... 8

SECTION 15: ASSIGNMENT..... 8

SECTION 16: GOVERNING LAW..... 8

SECTION 17: COUNTERPARTS..... 9

SECTION 18: NOTICES AND COMMUNICATIONS..... 10

SCHEDULE "A": DEFINITIONS 12

SCHEDULE "B": TRANSIT SERVICE AREA..... 15

SCHEDULE "C": SERVICE STANDARDS..... 16

SECTION 1: DEFINITIONS

The Definitions that shall apply to this Agreement as approved pursuant to the *British Columbia Transit Act* and Regulations are defined in Schedule "A" and, unless the context clearly indicates to the contrary, any words defined in the singular shall include the plural and vice versa.

SECTION 2: INCORPORATION OF SCHEDULES

The parties agree that the attached schedules form part of this agreement and are binding on the parties.

SECTION 3: ANNUAL OPERATING AGREEMENT

The Municipality and the Authority shall enter into an Annual Operating Agreement prescribed by regulation made pursuant to the *British Columbia Transit Act*.

SECTION 4: INCORPORATION OF ANNUAL OPERATING AGREEMENT

Upon execution, this Transit Service Agreement shall be deemed integrated into the Annual Operating Agreement and thereafter the Transit Service Agreement and Annual Operating Agreement shall be read together as a single integrated document and shall be deemed to be the Annual Operating Agreement for the purposes of the *British Columbia Transit Act*, as amended from time to time.

SECTION 5: TRANSIT SERVICE AREA

For the purposes of this agreement, the "Transit Service Area" is defined as the area comprised within the boundaries shown in Schedule "B" to be known as the Cowichan Valley Transit Service Area.

SECTION 6: TERM AND TERMINATION

The parties agree that the effective date of this agreement is to be April 1, 2017, whether or not the agreements have been fully executed by the necessary parties. Once this agreement and the associated Annual Operating Agreement are duly executed, this agreement will together with the associated Annual Operating Agreement will replace all provisions in the existing Transit Service Agreement and Master Operating Agreement with respect to the rights and obligations as between the Authority and the Municipality.

Upon commencement of this agreement it shall remain in full force and effect unless and until terminated in accordance with the provisions of this Agreement. Either party may terminate this agreement as follows:

- a) Cancellation by the Authority: In the event that the Authority decides to terminate this Agreement for any reason whatsoever, the Authority shall provide at least one hundred and eighty (180) days prior written notice. Such notice to be provided in accordance with Section 18.
- b) Cancellation by the Municipality: In the event that the Municipality decides to terminate this Transit Service Agreement for any reason whatsoever, and by extension the Annual Operating Agreement, the Municipality shall provide at least one hundred and eighty (180) days prior written notice. Such notice to be provided in accordance with Section 18.

SECTION 7: MUNICIPAL RESPONSIBILITIES

In accordance with the terms and provisions of this Agreement, and the *British Columbia Transit Act*, and regulations made pursuant to the Act, the Municipality shall be responsible for:

- a) Participating in the development of, and where in agreement approving, plans and amendments to the Public Passenger Transportation System including:
 - i. Determining service goals, levels and objectives for the Public Passenger Transportation System;
 - ii. Establishing service performance standards and guidelines for the System;
 - iii. Approving transit service plans and, where feasible, incorporating these plans into Official Community Plans and transportation plans for the Municipality;
 - iv. Approving bus routes;
 - v. Approving the Service Specifications prepared by the Authority consistent with operating and capital budgets set by the Authority; and,
 - vi. Approving, after prior consultation with the Authority, requests for Special Transit Services in accordance with the policies and procedures developed by the Authority and the contingency budget provisions or as otherwise agreed to by parties for the payment of the Special Transit Services;
- b) Bus stops, shelters and related amenities over which the municipality has direction and control including:
 - i. Approving, installing and maintaining bus stops, shelters and related amenities. The purchasing of materials, installation and maintenance of stops and shelters and related costs are the responsibility of the Municipality except in instances where the Authority has, by a separate written agreement entered into with the Municipality, agreed to share the costs according to the terms of that agreement; and,
 - ii. Identifying bus stops or shelters with signs and decals provided by the Authority and consistent with the Authority's brand standards;
- c) Notifying the Operating Company and the Authority at least 48 hours in advance of any scheduled or anticipated street closures or traffic disruptions affecting transit service over which the Municipality has direction and control; develop alternate routings in consultation with the Operating Company; and ensure that adequate signage is posted along affected portions of routes;
- d) Establishing on streets over which the Municipality has direction and control, or where appropriate work with other jurisdictions to establish, necessary traffic control by- laws and transit priority measures;
- e) With respect to System Revenues:
 - i. Participating in the development of, and where in agreement, approving tariff and Fares including the terms and conditions applicable to each Fare category and amending this Fare structure in whole or in part from time to time;
 - ii. Depositing system revenues received from the Operating Company; and,
 - iii. Submitting a completed "Report of Revenue" form, supplied by the Authority, within 10 working days of the end of each month showing all system revenues collected on a monthly basis;
- f) With respect to budgets and payment:
 - i. Following consultation with the Authority, approve annual budgets consistent with the Service Specification and the Authority's budgets;
 - ii. Paying the amounts owing to the Authority on a monthly basis as invoiced by the Authority in accordance with the budget approved by the Authority and Municipality, a summary statement of which is included in the Annual Operating Agreement; and,

- iii. Where requested by the Authority, the Municipality shall determine its administration costs relative to its responsibilities. Payment for these costs shall not exceed 2% of the Direct Operating Costs provided in the budget provided in the Annual Operating Agreement;
- g) Supporting the sustainability of the Public Passenger Transportation System by:
 - i. Taking into consideration the impacts on transit service effectiveness when making local land use decisions; and,
 - ii. Promoting the use of the Public Passenger Transportation System;
- h) Notifying the Operating Company and the Authority of any customer complaints or concerns received by the Municipality;
- i) The Municipality may negotiate and enter into Community Transit Partnership Agreements only with prior written approval from the Authority; and,
- j) The Municipality agrees that the Authority will be the primary spokesperson for transit operational issues relating to the Public Passenger Transportation System and will cooperate when necessary to ensure accurate and effective public communications.

SECTION 8: AUTHORITY RESPONSIBILITIES

The Authority shall:

- a) Set the annual operating and capital budgets for all transit services in the Transit Service Area following consultation with the Municipality;
- b) Provide the personnel required to develop and implement transit service plans, fare tariffs and marketing programs for the Transit Service Area;
- c) Administer and manage the activities of the Operating Company with respect to the services provided under this agreement, including:
 - i. Conducting financial and service audits of the Public Passenger Transit System;
 - ii. Ensuring that the Operator properly accounts for fares that it collects and remits the same to the Municipality; and,
 - iii. Monitor the Transit Services provided in the Transit Service Area and consult with, and report and make recommendations to the Municipality with respect to the standards of service and performance of the public transportation systems;
- d) Institute marketing programs for transit service in the Transit Service Area, including:
 - i. In consultation with the Municipality, providing public information, marketing and communications services consistent with the budget established in the Annual Operating Agreement and the Authority's branding standards to promote the Public Passenger Transportation System; and,
 - ii. Ensuring that the Municipality's respective corporate graphic standards are met in local promotions and communications;
- e) In accordance with the terms and provisions of this Agreement, and the *British Columbia Transit Act* and relevant *Regulations*, the Authority shall be responsible for directing and managing the Operating Company's overall delivery of Transit Services at all times during the term of this Agreement including:
 - i. Negotiating and entering into operating and all other contracts related to public transit or required by the *British Columbia Transit Act*;
 - ii. Ensuring that the agreement entered into with the Operating Company names the Municipality among the indemnified parties from any suit, claim, loss, damage, injury of any nature or kind whatsoever arising out of or connected with the Transit Service provided by the Operating Company;
 - iii. Establishing customer service practices and procedures; and,
 - iv. Conducting any inspections and audits the Authority deems necessary of the Operating Company, Transit Services, Revenue Service Vehicles, Premises

- f) Develop policies and procedures for the delivery of the Transit Services including:
 - i. Prescribing Registered User eligibility criteria and developing procedures and policies to be used by the Operating Company for the assessment and registration of Eligible Users for Custom Transit Services; and,
 - ii. Developing procedures and policies for the delivery of Extra Services;
- g) Plan, prepare and implement the Transit Services including:
 - i. Providing Public Passenger Transportation System marketing in accordance with Section 8(d) of this agreement;
 - ii. Ensuring that the terms and conditions of the transit advertising agreement between the Authority and the advertising contract company are met, and that the designated revenues generated by this contract are credited to the Municipality;
 - iii. Negotiating the terms of the Provincial BC Bus Pass and ensuring that the designated revenue is credited to the Municipality;
 - iv. Providing to the Municipality on a periodic basis reports which will specify:
 - 1) The actual costs of service compared to the budgeted costs specified in the Annual Operating Agreement;
 - 2) The revenue accrued to date, including farebox and other transit revenue (obtained from the Municipality or credited to the Municipality) compared to the budgeted revenue amount; and,
 - 3) The annual performance summary of the service compared to the service standards established by the Municipality as outlined in Schedule "C";
- h) Determining and providing the Revenue Service Vehicles, Premises and other Physical Assets required by the Operating Company for the provision of the Transit Services pursuant to lease or license agreements with the Authority and monitor the use, maintenance and conditions of such Revenue Service Vehicles, Premises and Physical Assets;
- i) Provide to the Municipality contact information for the Operating Company so that the Municipality may fulfill all obligations under this agreement and/or the Annual Operating Agreement with respect to providing notice to the Operating Company;
- j) Exercise its authority as primary spokesperson for transit operational issues relating to the Public Passenger Transportation System in a manner which does not interfere with the authority of the Municipality to communicate with the public with respect to local public transportation issues;
- k) The Authority shall receive and review any and all proposals from the Municipality to enter into a Community Transit Partnership Agreement and, if acceptable to the Authority, provide its prior written approval of such Community Transit Partnership Agreement, such approval not to be unreasonable withheld by the Authority;
- l) The Authority, throughout the term of this Agreement, shall ensure that an insurance structure is in place that provides coverage to the Municipality for commercial general liability insurance covering the operation of the Public Passenger Transportation System on an occurrence basis in an amount not less than Twenty-Five Million Dollars (\$25,000,000) and third party liability resulting from bus accidents up to Twenty-Five Million Dollars (\$25,000,000). Any policy taken out by the Authority or required to be taken out by the Operating Company for these purposes shall include the Municipality as an additional insured party and further, the policy shall apply in the same manner and to the same extent as if a separate policy was issued to the Municipality; and,
- m) The Authority, in its sole discretion, reserves the right to self-insure part or all of the insurance requirements specified in Section 8(l).

SECTION 9: FUNDING AGREEMENT

The Municipality and the Authority agree to contribute their respective portion of the annual cost of the Public Passenger Transportation System as prescribed in the Annual Operating Agreement.

SECTION 10: CAPITAL AND OPERATING EXPENDITURES

Nothing in this agreement shall be construed as committing the Authority or the Municipality to incur capital or operating expenditures for equipment, facilities or otherwise, within the Transit Service Area unless the same shall be contained within the approved budget of the Authority.

SECTION 11: FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

This Agreement and the parties hereto are subject to the provisions of the Freedom Of Information And Protection Of Privacy Act ("FOIPPA"). Any information developed in the performance of this Agreement, or any personal information obtained, collected, stored pursuant to this Agreement, including database information, shall be deemed confidential and subject to the provisions of the FOIPPA including the handling, storage, access and security of such information. Confidential information shall not be disclosed to any third party except as expressly permitted by the Authority or pursuant to the requirements of the FOIPPA.

SECTION 12: AMENDMENT

This agreement may only be amended in writing signed by the Municipality and the Authority and specifying the effective date of the amendment.

SECTION 13: SETTLEMENT OF DISPUTES

In the event of any dispute arising between or among the parties as to their respective rights and obligations under this Agreement, or in the event of a breach of this Agreement, the parties agree to use their best efforts to find resolution through a mediated settlement. However, in the event that mediation is not successful in finding a resolution satisfactory to all parties involved, any party shall be entitled to give to the other notice of such dispute and to request arbitration thereof; and the parties may, with respect to the particular matter then in dispute, agree to submit the same to a single arbitrator in accordance with the applicable statutes of the Province of British Columbia.

SECTION 14: ENUREMENT

This Agreement shall be binding upon and enure to the benefit of the parties hereto and their respective successors.

SECTION 15: ASSIGNMENT

This Agreement shall not be assignable without prior written consent of the parties.

SECTION 16: GOVERNING LAW

This Agreement is governed by and shall be construed in accordance with the laws of the Province of British Columbia, with respect to those matters within provincial jurisdiction, and in

accordance with the laws of Canada with respect to those matters within the jurisdiction of the government of Canada.

SECTION 17: COUNTERPARTS

This contract and any amendment hereto may be executed in counterparts, each of which shall be deemed to be an original and all of which shall be considered to be one and the same contract. A signed facsimile or .pdf copy of this contract, or any amendment, shall be effective and valid proof of execution and delivery.

SECTION 18: NOTICES AND COMMUNICATIONS

All notices, claims and communications required or permitted to be given hereunder shall be in writing and shall be sufficiently given if personally delivered to a designated officer of the parties hereto to whom it is addressed or if mailed by prepaid registered mail to the Authority at:

BRITISH COLUMBIA TRANSIT
c/o President & CEO
P.O. Box 610
520 Gorge Road East
Victoria, British Columbia V8W 2P3

and to the Municipality at:

Cowichan Valley Regional District
Manager of Transit and Facilities
175 Ingram Street
Duncan, BC V9L 1N8

and, if so mailed, shall be deemed to have been received five (5) days following the date of such mailing.

IN WITNESS WHEREOF, the parties have hereunto set their hand this ____ day of _____,
20__.

THE COWICHAN VALLEY REGIONAL DISTRICT

BRITISH COLUMBIA TRANSIT

PRESIDENT & CEO

CORPORATE SECRETARY

SCHEDULE "A": DEFINITIONS

- a) **“Annual Operating Agreement”** means the Annual Operating Agreement and all attached schedules negotiated and entered into on a periodic basis pursuant to the British Columbia Transit Act, between the parties hereto this Transit Service Agreement;
- b) **“Attendant”** means a person whose presence is essential to the Registered User to enable the Registered User to physically use the service and whose origin and destination are the same as the Registered User;
- c) **“Community Transit Partnership Agreement”** means a partnership agreement entered into by the Municipality and a third party pursuant to Section 7(i) and Section 8(k), whereby the third party agrees to pay a fee to the Municipality in order to fund certain services provided under the Service Specifications;
- d) **“Companion” or “Escort”** means a person who accompanies the Registered User but whose presence is not essential to the Registered User to physically use the service and whose origin and destination are the same as the Registered User;
- e) **“Conventional Transit Services”** shall mean services and facilities operated by or for a Public Passenger Transportation System to transport persons on specified fixed routes and schedules using public streets or thoroughfares, but does not include Custom Transit Services or Paratransit Services;
- f) **“Custom Transit Services”** shall mean services and facilities operated or provided by a Public Passenger Transportation System for on demand point to point transportation of any Registered User;
- g) **“Direct Operating Costs”** means the sum of the Fixed Costs and Variable Costs of service, maintenance and other costs of service, where:
 - i. **“Fixed Costs”** means items of cost that may be reasonably and conveniently identified with the overall service but which cannot be directly assigned to a unit of service such as hours or kilometres of service. Items of cost will exclude the cost of items which are normally capitalized but may include appropriate charges for depreciation of capital assets or the leasing of capital assets. The use of the term Fixed Costs does not mean that some items of cost included will not vary depending on service requirements;
 - ii. **“Variable Costs”** means items of cost which may be reasonably and conveniently identified and allocated to a specific unit of service such as hours or kilometres of service;
 - iii. **“Maintenance Costs”** means parts and materials, sublet and labour costs of a qualified licensed mechanic for the maintenance of the Revenue Service Vehicles, but shall not include costs associated with interior and exterior transit advertising signs and non-mechanical servicing of Revenue Service Vehicles such as fuelling, clearing fareboxes, cleaning and painting wheel rims, vehicle washing and other work performed by a serviceman; and,
 - iv. **“Other Costs”** shall include but not be limited to vehicle insurance costs, incurred by the Authority and Operating Company, contingency costs, taxi program costs (if applicable);
- h) **“Eligible User”** means any person who is deemed eligible to use Custom Transit Services as defined in Section 11 of the *British Columbia Transit Act Regulations*;
- i) **“Extra Service”** means Overloads or Special Transit Service;
- j) **“Fare”** means an entitlement to ride upon the services of the Public Passenger Transportation System;
- k) **“FOIPPA”** means the Freedom of Information and Protection of Privacy Act and Regulations (British Columbia);
- l) **“Municipality”** includes a regional district or part of a regional district;

- m) **“Operating Company”** means:
 - i. the company, companies, or person contracted by the Authority to operate and manage the Public Passenger Transportation System within the Transit Service Area, or,
 - ii. a person designated by the minister to contract with the Authority with respect to the operation by that person of a Public Passenger Transportation System in the Transit Service Area;
- n) **“Overloads”** means additional Revenue Service Vehicles operating on specified routes to cope with ridership demands which cannot be served by the regularly scheduled service;
- o) **“Paratransit Services”** shall mean services and facilities operated or provided by a Public Passenger Transportation System offering more flexible service than Conventional Transit Services. Paratransit Service is a blend of Conventional Transit Services and Custom Transit Services providing service to able bodied transit passengers as well as Registered Users using the same Revenue Service Vehicles that deviate periodically from their fixed route and fixed schedules to provide on demand point to point service;
- p) **“Physical Assets”** other than revenue service vehicles, means any land, buildings, equipment or other items of a material nature which for accounting purposes are considered to contribute to delivery of Transit Services for a period exceeding one fiscal year;
- q) **“Premises”** means the lands, buildings and equipment owned or leased by the Authority and used in the provision of the Public Passenger Transportation System;
- r) **“Public Passenger Transportation System”** means a public transit system as prescribed by the *British Columbia Transit Act*;
- s) **“Registered User”** means an Eligible User who has satisfied certification and registration requirements established by the Authority to allow them to use Custom Transit Services;
- t) **“Revenue Hours”, “Revenue Kilometres”** means those units of service that are actually offered to the public as reflected in the public timetable and set out in the Service Specification, including lay over time between trips;
- u) **“Service Specifications”** means a detailed description of the Public Passenger Transportation System;
- v) **“Shared Services Resources”** means the management, planning, financial, procurement, fleet and maintenance management, contract and performance management, marketing, environmental, safety, training and other services and resources provided by the Authority to support the Public Passenger Transportation System;
- w) **“Special Transit Service”** means infrequent and temporary service provided within the Transit Service Area for specific events or purposes beyond the Revenue Hours outlined in the Service Specifications. Special Transit Services will not exceed the boundaries of the ICBC coverage unless written permission is given in advance by the Municipality and the Authority;
- x) **“Statutory Holidays”** means New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, B.C. Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day and/or any other days that may be gazetted as being a holiday in and for the Province of British Columbia;
- y) **“System Revenues”** means the revenue of the Public Passenger Transportation System and includes revenue from farebox, revenue from sale of passes and tickets, revenue from advertising contracts and any other Fare related revenue accruing from the operation of the Public Passenger Transportation System pursuant to this Agreement;

- z) **“Transit Services”** includes without limitation any activity related to the provision of the Public Passenger Transportation System, whether conducted directly or indirectly by the Operating Company or its agents, affiliates, subsidiaries, contractors or representatives, to operate, maintain, repair or store vehicles, equipment or infrastructure and conduct any related environmental and waste management measures and includes Conventional, Custom and Paratransit Transit Services;
- aa) **“Taxi Supplement”** A portion of Custom Transit Service in which the operating company dispatches taxis in the same shared-ride manner as regular custom transit vehicles in accordance with the Service Specifications; and,
- bb) **“Transit Service Area”** means the boundaries of the Transit Services as defined in Schedule “B” of this Agreement.

SCHEDULE "B": TRANSIT SERVICE AREA**Transit Service Area for the Cowichan Valley Transit Service:**

The boundaries of the Cowichan Valley Regional Transit System:

1. For Conventional Transit Services and Custom Transit Services, shall be those areas of the Cowichan Valley Regional District that are participating areas in the transit service established by Cowichan Valley Regional District bylaw, subject always to the discretion of the Cowichan Valley Regional District to define actual service routes and service parameters; and
2. For Commuter Conventional Transit Services, shall include major travel corridors in the Capital Regional District on which Revenue Service Vehicles operate.

SCHEDULE “C”: SERVICE STANDARDS

The service standards outlined in the Cowichan Valley Regional District Transit System Service Standards & Performance Guidelines document (originally adopted in 2015) form this schedule in accordance with Section 12 of this Agreement to satisfy the requirements of Section 8(g)iv(3).

COWICHAN VALLEY
ANNUAL OPERATING AGREEMENT

between

THE COWICHAN VALLEY REGIONAL DISTRICT

and

BRITISH COLUMBIA TRANSIT

Effective

April 1, 2017

INFORMATION CONTAINED IN THIS AGREEMENT IS SUBJECT TO THE FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT. CONSULT WITH THE AUTHORITY PRIOR TO RELEASING INFORMATION TO INDIVIDUALS OR COMPANIES OTHER THAN THOSE WHO ARE PARTY TO THIS AGREEMENT.

ANNUAL OPERATING AGREEMENT

BETWEEN:

THE COWICHAN VALLEY REGIONAL DISTRICT

(the "Municipality")

AND:

BRITISH COLUMBIA TRANSIT

(the "Authority")

WHEREAS the Authority is authorized to contract for transit services for the purpose of providing and maintaining those services and facilities necessary for the establishment, maintenance and operation of a public passenger transportation system in the Transit Service Area;

WHEREAS the Municipality is authorized to enter into one or more agreements with the Authority for transit services in the Transit Service Area;

WHEREAS the parties hereto have entered into a Transit Service Agreement which sets out the general rights and responsibilities of the parties hereto;

WHEREAS the Municipality and the Authority are authorized to share in the costs for the provision of a Public Passenger Transportation System pursuant to the *British Columbia Transit Act*; and,

AND WHEREAS the parties hereto wish to enter into an Annual Operating Agreement which sets out, together with the Transit Service Agreement, the specific terms and conditions for the Public Passenger Transportation System for the upcoming term.

NOW THEREFORE THIS AGREEMENT WITNESSETH that in consideration of the premises and of the covenants hereinafter contained, the parties covenant and agree with each other as follows:

Contents

SECTION 1: DEFINITIONS..... 4

SECTION 2: INCORPORATION OF SCHEDULES..... 4

SECTION 3: INCORPORATION OF TRANSIT SERVICE AGREEMENT 4

SECTION 4: TERM AND RENEWAL 4

SECTION 5: FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT 5

SECTION 6: SETTLEMENT OF DISPUTES 5

SECTION 7: MISCELLANEOUS PROVISIONS 5

SECTION 8: GOVERNING LAW..... 6

SECTION 9: COUNTERPARTS..... 6

SECTION 10: NOTICES AND COMMUNICATIONS 7

SCHEDULE "A": TARIFF AND FARES 9

 Appendix 1: Tariff Notes 9

 Appendix 2: Tariff and Fares 10

SCHEDULE "B": SERVICE SPECIFICATIONS..... 12

SCHEDULE "C": BUDGET 15

SECTION 1: DEFINITIONS

Unless agreed otherwise in the Annual Operating Agreement, the definitions set out in the Transit Service Agreement shall apply to this Annual Operating Agreement including:

- a) "Annual Operating Agreement" shall mean this Annual Operating Agreement and any Annual Operating Agreement Amendments negotiated and entered into by the parties subsequent hereto; and,
- b) "Transit Service Agreement" shall mean the Transit Service Agreement between the parties to this Annual Operating Agreement, including any amendments made thereto.

SECTION 2: INCORPORATION OF SCHEDULES

All schedules to this agreement are incorporated into the agreement, and form part of the agreement.

SECTION 3: INCORPORATION OF TRANSIT SERVICE AGREEMENT

Upon execution, this Annual Operating Agreement shall be deemed integrated into the Transit Service Agreement and thereafter the Transit Service Agreement and Annual Operating Agreement shall be read together as a single integrated document and shall be deemed to be the Annual Operating Agreement for the purposes of the *British Columbia Transit Act*, as amended from time to time.

SECTION 4: TERM AND RENEWAL

- a) The parties agree that the effective date of this agreement is to be April 1, 2017, whether or not the agreements have been fully executed by the necessary parties. Once this agreement and the associated Transit Service Agreement are duly executed, this agreement and the associated Transit Service Agreement will replace all provisions in the existing Transit Service Agreement and Master Operating Agreement with respect to the rights and obligations as between the Authority and the Municipality.
- b) Upon commencement in accordance with Section 4(a) of this agreement, the term of this agreement shall be to March 31, 2018 except as otherwise provided herein. It is acknowledged by the parties that in the event of termination or non-renewal of the Annual Operating Agreement, the Transit Service Agreement shall likewise be so terminated or not renewed, as the case may be.
- c) Either party may terminate this agreement as follows:
 - a. Cancellation by the Authority: In the event that the Authority decides to terminate this Agreement for any reason whatsoever, the Authority shall provide at least one hundred and eighty (180) days prior written notice. Such notice to be provided in accordance with Section 10.
 - b. Cancellation by the Municipality: In the event that the Municipality decides to terminate this Transit Service Agreement for any reason whatsoever, and by extension the Annual Operating Agreement, the Municipality shall provide at least one hundred and eighty (180) days prior written notice. Such notice to be provided in accordance with Section 10.

SECTION 5: FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

This Agreement and the parties hereto are subject to the provisions of the *Freedom Of Information And Protection Of Privacy Act* ("FOIPPA"). Any information developed in the performance of this Agreement, or any personal information obtained, collected, stored pursuant to this Agreement, including database information, shall be deemed confidential and subject to the provisions of the FOIPPA including the handling, storage, access and security of such information. Confidential information shall not be disclosed to any third party except as expressly permitted by the Authority or pursuant to the requirements of the FOIPPA.

SECTION 6: SETTLEMENT OF DISPUTES

In the event of any dispute arising between or among the parties as to their respective rights and obligations under this Agreement, or in the event of a breach of this Agreement, the parties agree to use their best efforts to find resolution through a mediated settlement. However, in the event that mediation is not successful in finding a resolution satisfactory to all parties involved, any party shall be entitled to give to the other notice of such dispute and to request arbitration thereof; and the parties may, with respect to the particular matter then in dispute, agree to submit the same to a single arbitrator in accordance with the applicable statutes of the Province of British Columbia.

SECTION 7: MISCELLANEOUS PROVISIONS

- a) Amendment: This agreement may only be amended in writing signed by the Municipality and the Authority and specifying the effective date of the amendment.
- b) Assignment: This Agreement shall not be assignable without prior written consent of the parties.
- c) Enurement: This Agreement shall be binding upon and enure to the benefit of the parties hereto and their respective successors.
- d) Operating Reserve Fund: In accordance with OIC 594, in fiscal year 2015/16, the Authority established a Reserve Fund to record, for each local government, the contributions that the Authority has received but has not yet earned.
 - a. The Authority will invoice and collect on monthly Municipal invoices based on budgeted Eligible Expenses.
 - b. Any expenditure of monies from the Reserve Fund will only be credited towards Eligible Expenses for the location for which it was collected.
 - c. Eligible Expenses are comprised of the following costs of providing Public Passenger Transportation Systems:
 - i. *For Conventional Transit Service:*
 1. the operating costs incurred in providing Conventional Transit Service excluding interest and amortization;
 2. the amount of any operating lease costs incurred by the Authority for Conventional Transit Services;
 3. the amount of the municipal administration charge not exceeding 2% of the direct operating costs payable under an Annual Operating Agreement; and,
 4. an amount of the annual operating costs of the Authority not exceeding 8% of the direct operating costs payable under an Annual Operating Agreement.
 - ii. *For Custom Transit Service:*
 1. the operating costs incurred in providing Custom Transit Service excluding interest and amortization, but including the amount paid by the Authority to redeem taxi saver coupons issued under the

- Taxi Saver Program after deducting from that amount the amount realized from the sale of those coupons;
2. the amount of any operating lease costs incurred by the Authority for Custom Transit Service;
 3. the amount of the municipal administration charge not exceeding 2% of the direct operating costs payable under an Annual Operating Agreement; and,
 4. an amount of the annual operating costs of the Authority not exceeding 8% of the direct operating costs payable under an Annual Operating Agreement.
- d. Eligible Expenses exclude the costs of providing third-party 100%-funded services.
 - e. The Authority will provide an annual statement of account of the reserves received and utilized, including any interest earned for each local government.
- e) The parties agree that this agreement is in substantial compliance with all relevant legislative requirements to establish the rights and obligations of the parties as set out in the *British Columbia Transit Act*.
 - f) The Authority acknowledges receipt of a copy of that certain Community Transit Partnership Agreement between the Municipality and the Halalt First Nation (the "Partner") effective October 2014. The Authority hereby provides written consent for the Municipality to enter into the Community Transit Partnership Agreement; provided, however, that:
 - a. In the event the Partner provides one years' notice of its intention to terminate the Community Transit Partnership Agreement, the Municipality will immediately notify the Authority in writing of such termination;
 - b. In the event the Partner provides the Municipality with a payment in lieu of providing notice of termination pursuant to Section 4 of the Community Transit Partnership Agreement, the Municipality will immediately forward to the Authority the full amount of such payment, without setoff whatsoever; and,
 - c. In the event the Partner provides the Municipality with payment in accordance with the subsection above, and the Municipality fails or neglects to forward such payment to the Authority, the Authority shall have the right to include such amount in its monthly invoice to the Municipality for immediate payment by the Municipality.

SECTION 8: GOVERNING LAW

This Agreement is governed by and shall be construed in accordance with the laws of the Province of British Columbia, with respect to those matters within provincial jurisdiction, and in accordance with the laws of Canada with respect to those matters within the jurisdiction of the government of Canada.

SECTION 9: COUNTERPARTS

This contract and any amendment hereto may be executed in counterparts, each of which shall be deemed to be an original and all of which shall be considered to be one and the same contract. A signed facsimile or pdf copy of this contract, or any amendment, shall be effective and valid proof of execution and delivery.

SECTION 10: NOTICES AND COMMUNICATIONS

All notices, claims and communications required or permitted to be given hereunder shall be in writing and shall be sufficiently given if personally delivered to a designated officer of the parties hereto to whom it is addressed or if mailed by prepaid registered mail to the Authority at:

BRITISH COLUMBIA TRANSIT
c/o President & CEO
P.O. Box 610
520 Gorge Road East
Victoria, British Columbia V8W 2P3

and to the Municipality at:

Cowichan Valley Regional District
Manager of Transit and Facilities
175 Ingram Street
Duncan, BC V9L 1N8

and, if so mailed, shall be deemed to have been received five (5) days following the date of such mailing.

IN WITNESS WHEREOF, the parties have hereunto set their hand this ____ day of _____,
20____.

THE COWICHAN VALLEY REGIONAL DISTRICT

BRITISH COLUMBIA TRANSIT

Brian Anderson, Chief Operating Officer
BC TRANSIT

Alan Thomas, Chief Financial Officer
BC TRANSIT

SCHEDULE "A": TARIFF AND FARES

Appendix 1: Tariff Notes

No additional notes required. See Appendix 2 for details.

Appendix 2: Tariff and Fares

Tariffs and Fares for Transit Service Area - THE COWICHAN VALLEY REGIONAL DISTRICT**Cowichan Valley Conventional Transit Service and Youbou Transit Service:**

Fares:

Effective October 1, 2014

- a) Single Cash Fares:
- | | |
|---------------------------|------------------------------------|
| i) Adult | \$2.00 |
| ii) Senior | \$2.00 |
| iii) Student | \$2.00 |
| iv) Child (under 5 years) | Free when accompanied by an adult. |
- b) Tickets: BOOK OF 10
- | | |
|--------------|---------|
| i) Adult | \$18.00 |
| ii) Senior | \$15.00 |
| iii) Student | \$15.00 |
- c) Day Pass:
- | | |
|--------------|--------|
| i) Adult | \$4.00 |
| ii) Senior | \$4.00 |
| iii) Student | \$4.00 |
- d) Monthly Pass
- | | |
|--------------|---------|
| i) Adult | \$48.00 |
| ii) Senior | \$36.00 |
| iii) Student | \$36.00 |
- e) Semester Pass (4 months) \$115.00
- f) BC Bus Pass valid for the current calendar year and available through the Government of British Columbia BC Bus Pass Program.
- g) CNIB Identification Card available from the local office of the CNIB.
- h) BC Transit Employee Bus Pass

Cowichan Valley Commuter Service:

Fares:

Effective October 1, 2014

a)	Cash (one way)	Tickets (sheet of 10)	Monthly Pass Zone A	Monthly Pass Zone B
All passengers	\$8.00	\$72.00	\$192.00	\$232.00

Zone A: Valid on Cowichan Valley Commuter Service and Cowichan Valley Regional Transit System.

Zone B: Valid on Cowichan Valley Commuter Service, Cowichan Valley Regional Transit and Victoria Regional Transit Systems.

- b) BC Bus Pass valid for the current calendar year and available through the Ministry of Housing and Social Development.
- c) CNIB Pass available from the local office of the CNIB.
- d) BC Transit Employee Bus Pass

Cowichan Valley Custom Service:

Fares:

a) handyDART Fares
Effective October 1, 2014

One-way fare:	
Registered User	\$2.00
Companion	\$2.00
Attendant required for travel	Free
Sheet of five tickets	\$10.00

Note: Visitors may register for temporary handyDART service. Proof of registration in another jurisdiction or proof of eligibility is required.

SCHEDULE "B": SERVICE SPECIFICATIONS**Cowichan Valley Conventional and Youbou Service**

Effective April 1, 2017

The Local Transit Service Area for Cowichan Valley Conventional Service shall include the City of Duncan, Town of Ladysmith, Town of Lake Cowichan, District of North Cowichan, and Electoral Areas A – Mill Bay/Malahat, B – Shawnigan Lake, C – Cobble Hill, D – Cowichan Bay, E – Cowichan Station/ Sahtlam/ Glenora, F – Cowichan Lake South/Skutz Falls, and I – Youbou/Meade Creek.

The Annual Service Level for Cowichan Valley Conventional Service shall be 30,200 Revenue Service Hours

The Annual Service Level for Cowichan Conventional Youbou Service shall be 3,500 Revenue Service Hours

The Exception Days recognized annually for Cowichan Valley Conventional Service are:

Exception Day	Service Level
Good Friday	Sunday Service
Easter Monday	Sunday Service
Victoria Day	Sunday Service
Canada Day	Sunday Service
Canada Day (for July 1, 2017 only)	Saturday Service
BC Day	Sunday Service
Labour Day	Sunday Service
Thanksgiving Day	Sunday Service
Remembrance Day	Sunday Service
Christmas Day	No Service
Boxing Day	Saturday Service
New Years Day	Sunday Service
Family Day	Sunday Service

The Exception Days recognized annually for Cowichan Valley Youbou Service are:

Exception Day	Service Level
Good Friday	No Service
Easter Monday	No Service
Victoria Day	No Service
Canada Day	Sunday Service
Canada Day (for July 1, 2017 only)	Saturday Service
BC Day	No Service
Labour Day	No Service
Thanksgiving Day	No Service
Remembrance Day	No Service
Christmas Day	No Service
Boxing Day	No Service
New Years Day	No Service
Family Day	No Service

Cowichan Commuter Service

Effective April 1, 2017

The Local Transit Service Area for Cowichan Valley Commuter Service shall be the Cowichan Valley Commuter Service shall include the City of Duncan, Town of Lake Cowichan, District of North Cowichan, and Electoral Areas A – Mill Bay/Malahat, B – Shawnigan Lake, C – Cobble Hill, D – Cowichan Bay, E – Cowichan Station/Sahtlam/Glenora, F – Cowichan Lake South/Skutz Falls, and I – Youbou/Meade Creek

The Annual Service Level for Cowichan Valley Commuter Service shall be 4,500 Revenue Service Hours

The Exception Days recognized annually for Cowichan Valley Commuter Service are:

Exception Day	Service Level
Good Friday	No Service
Easter Monday	No Service
Victoria Day	No Service
Canada Day	No Service
BC Day	No Service
Labour Day	No Service
Thanksgiving Day	No Service
Remembrance Day	No Service
Christmas Day	No Service
Boxing Day	No Service
New Years Day	No Service
Family Day	No Service

Cowichan Valley Custom Service

Effective April 1, 2017

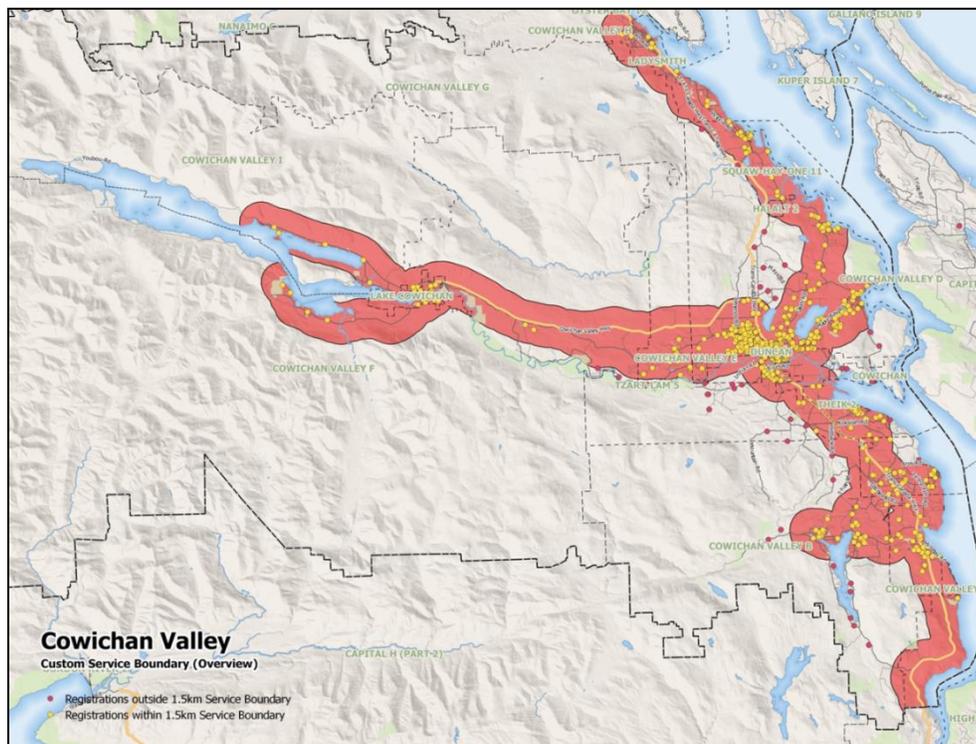
The Local Transit Service Area for Cowichan Valley Custom Service shall be the corporate boundaries of the Cowichan Valley Regional District (CVRD), with the specific service areas being defined by the CVRD. Not all areas within the corporate boundaries of the Cowichan Valley Regional District are serviced, as they are not partners in the actual CVRD transit bylaw function. For the purpose of delivering custom transit service, the custom transit service area is defined in Figure A. For all those who register for custom transit service after May 31, 2016, all pick-up and drop-off locations must be within the specified service area boundary. Any future extensions in fixed-route service will require review of the custom transit service area.

The Annual Service Level for Cowichan Valley Custom Service shall be 9,750 Revenue Service Hours

The Exception Days recognized annually for Cowichan Valley Custom Service are:

Exception Day	Service Level
Good Friday	No Service
Easter Monday	No Service
Victoria Day	No Service
Canada Day	Saturday Service
BC Day	No Service
Labour Day	No Service
Thanksgiving Day	No Service
Remembrance Day	Saturday Service
Christmas Day	No Service
Boxing Day	No Service
New Years Day	No Service
Family Day	No Service

Figure A



SCHEDULE "C": BUDGET**Cowichan Valley Conventional Transit**

	Base Budget 2017/2018
Total Revenue	\$505,728
Total Direct Operating Costs	\$2,785,963
Total Operating Costs	\$3,045,269
Total Costs (including Local Government Share of Lease Fees)	\$3,538,165
Net Local Government Share of Costs	\$1,501,250

Yubou Conventional Transit

	Base Budget 2017/2018
Total Revenue	\$13,623
Total Direct Operating Costs	\$217,346
Total Operating Costs	\$238,888
Total Costs (including Local Government Share of Lease Fees)	\$321,129
Net Local Government Share of Costs	\$192,187

Cowichan Valley Commuter Conventional Transit

	Base Budget 2017/2018
Total Revenue	\$475,104
Total Direct Operating Costs	\$1,001,731
Total Operating Costs	\$1,090,942
Total Costs (including Local Government Share of Lease Fees)	\$1,111,296
Net Local Government Share of Costs	\$93,531

Cowichan Valley Custom Custom Transit

	Base Budget 2017/2018
Total Revenue	\$38,722
Total Direct Operating Costs	\$672,120
Total Operating Costs	\$715,426
Total Costs (including Local Government Share of Lease Fees)	\$817,654
Net Local Government Share of Costs	\$286,400

