

PROJECT: Central Okanagan Master Transit Plan – Municipal Advisory Committee Mtg #1
DATE/TIME: Thursday February 25, 2010 – 1pm to 3:00pm
LOCATION: Regional District Office, Woodhaven Room (1450 KLO Rd, Kelowna)
ISSUED BY: Michelle Orfield
PURPOSE: Introduce project and receive feedback on current system

ATTENDEES:

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| TOPIC | ACTION BY | DUE DATE |
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| 1 Project Introduction | | |
| 1.A Transit Master Plan (TMP) Purpose and Process The purpose of the TMP is to create a unified long term vision for the region that guides investment in a thoughtful, methodical way. The process is inclusive and collaborative. Input from the public, stakeholders and each municipality are top priority; various means will be used to get that feedback. | | |
| 1.B Scope and Timeline | | |

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| <p>1.C</p> <p>1.D</p> <p>1.E</p> | <p>The geographic area covered by the project includes all of the current municipalities served by the Kelowna Regional system (Peachland, West Kelowna, Kelowna, and Lake Country), but does not exclude neighboring communities depending on future growth patterns and travel demands.</p> <p>The project is to be complete by the end of 2010. See attached timeline for further details.</p> <p>Public Consult Approach – Three Phases</p> <p><i>Listening.</i> This phase involves reaching out to the community to find out how the system performs, what needs are and are not being met, and what changes the community desires. The Vision and Goals will also be developed during this phase.</p> <p><i>Did We Hear You Correctly?</i> The project team will analyze all public input received during the first phase, and will create and present the 25 year network vision for comment and feedback.</p> <p><i>SneakPeak.</i> The third phase will present the steps required to take the transit system from today to 25 years from now, and will ask for feedback on the prioritized lists.</p> <p>The next MAC meeting is to be held the week of April 19 – 23, where the Vision for the region will be established.</p> <p>Roles and Responsibilities</p> <p>MAC members are to communicate project updates with staff internally to ensure a variety of diverse opinions are incorporated into the plan. They are also asked to assist in communicating public comment opportunities. BC Transit will provide advanced notice of these opportunities so each municipality has adequate time to communicate in as many forms as possible (website, email, large signs, etc).</p> <p>Details</p> <p>Project website: www.bctransit.com/kelowna2035</p> <p>The link to the survey can be found here. Each municipality is asked to provide a link from their site to the project site, highlighting the survey opportunity.</p> | Municipalities | March 10 |
| 2 | Current System Feedback Results | | |
| 2.A | <p>Bus Stop Amenities – Improvements</p> <p>Improvements along highway 97</p> <p>Prioritize users (Seniors, students, disabled)</p> <p>Stevens Exchange (location analysis)</p> <p>Queensway (expand and improve)</p> <p>Rutland Town Centre</p> <p>Glenmore</p> <p>Orchard Park</p> <p>Major trip generators – Connection points like Airport</p> <p>Rural stops – improve sense of security, lighting</p> <p>Collector roads</p> <p>Park and Ride – investigate and plan implementation</p> <p>Consider safety measures at stops (emergency call)</p> <p>Bicycle storage at major stops:</p> <ul style="list-style-type: none"> Parkinson Recreation Centre Encourage Employers (i.e. Landmark) <p>Better interchange facilities</p> <p>Improve signage & information</p> <ul style="list-style-type: none"> GPS Real time information Schedules (listed timetables) <p>Provide WI-FI services along routes</p> <p>Sidewalk Connections</p> <p>Urban environment improvements – urban design and landscaping</p> <p>Advertising in shelters impact</p> <p>Constructability issues – cost, protect ROW for future use.</p> | | |
| 2.B | <p>Bus Stop Amenities – Maintenance</p> <p>Litter control – provision of rubbish bins</p> <p>Overall cleanliness of shelters</p> <p>Snow clearance</p> | | |

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| <p>2.C</p> <p>Improvement Needs</p> <p>Poor connectivity in terms of pedestrian and transit access</p> <p>Poor penetration due to development pattern and land use</p> <p>Lack of investment in transit infrastructure – ped connection, P&R, etc.</p> <p>Multi-modal integration</p> <p>Poor frequency</p> <p>Insufficient services during evening and weekend</p> <p>Some trips are over-subscribed, such as special events</p> <p>Poor choice in current fare products and payment methods</p> <p>Lack of functional classification</p> <p>Lack of investment in new technology, such as ITS</p> <p>Lack of involvement of BC Transit in local land-use and transportation decisions.</p> <p>Reliable service to high density areas</p> <p>Congestion – buses not reliable or convenient</p> <p>Vernon bus connection</p> <p>West Kelowna connections to UBCO – times not working</p> <p>Some poor customer service</p> <p>TDM strategies need to be implemented (pay parking)</p> <p>2.D</p> <p>Safety</p> <p>Good during daytime in urban areas</p> <p>Needs improvement along highways</p> <p>Overall feeling less safe, downward trend</p> <p>Stops – poor lighting, lack of shelters, sidewalk connections, customer information</p> <p>Perception of feeling less safe – Orchard Park unwelcoming</p> <p>All highway stops too close to traffic, cars fly by</p> <p>Stevens after hours – poor lighting</p> <p>All exchanges appear to host loiters</p> <p>Concern for driver’s safety from unruly riders</p> <p>Movement of cars and pedestrians around parked buses – pulling in front, etc.</p> <p>Add more eyes and ears to stops to increase security</p> <p>More frequent safety feedback from riders</p> <p>Empower drivers to use discretion towards actions undesirable.</p> <p>Some feel safe using the bus - especially community buses.</p> <p>2.E</p> <p>What BC Transit does well.</p> <p>Fares are adorable and stable</p> <p>Buses are not crowded</p> <p>Peak service has good frequency</p> <p>Infrastructure: vehicles are comfortable, clean, accessible, with good diversity and bike racks</p> <p>Major routes are well served</p> <p>UBCO – 97 Express good connections</p> <p>UPASS is a success</p> <p>Connections are relatively good at major exchanges, timing during peak hours</p> <p>Courteous, well-trained staff</p> <p>Exploring energy alternative buses.</p> <p>Operating grant is a good thing</p> <p>Bus goes to the airport</p> <p>Coverage is good (but not always enough service)</p> <p>Great improvements over last 8 years.</p> | | |
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