



Port Alberni Post Implementation Review

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January, 2013

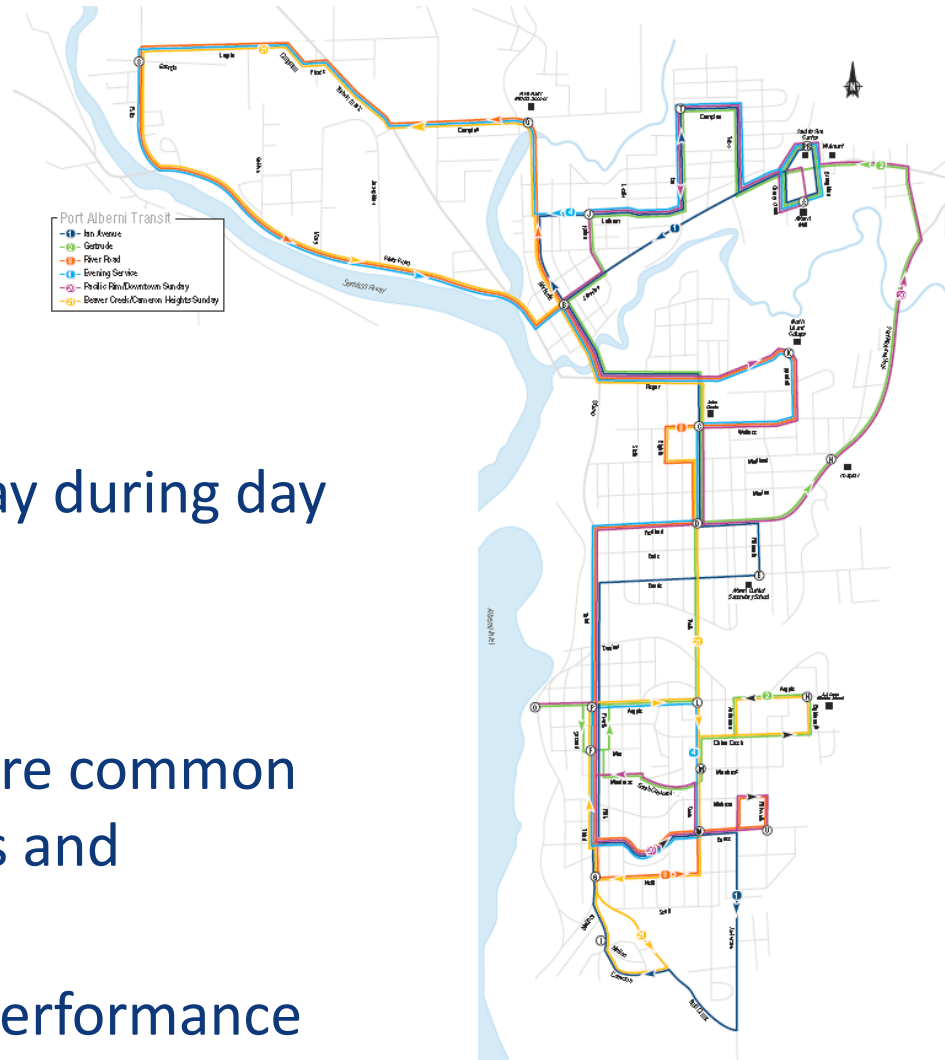
Background

- The City requested that BC Transit identify opportunities for improving the existing transit system
- Two concepts were presented to Council in June 2011 and consultation occurred in October 2011
 - » Modified version of the existing system
 - » Pulse transit system with central exchange
- The preferred concept was implemented in late August 2012
- A rider survey was conducted in October 2012 to receive feedback on the new transit system
 - » Reviewed the survey results, as well as feedback from the customers and operating company



Pre-August System

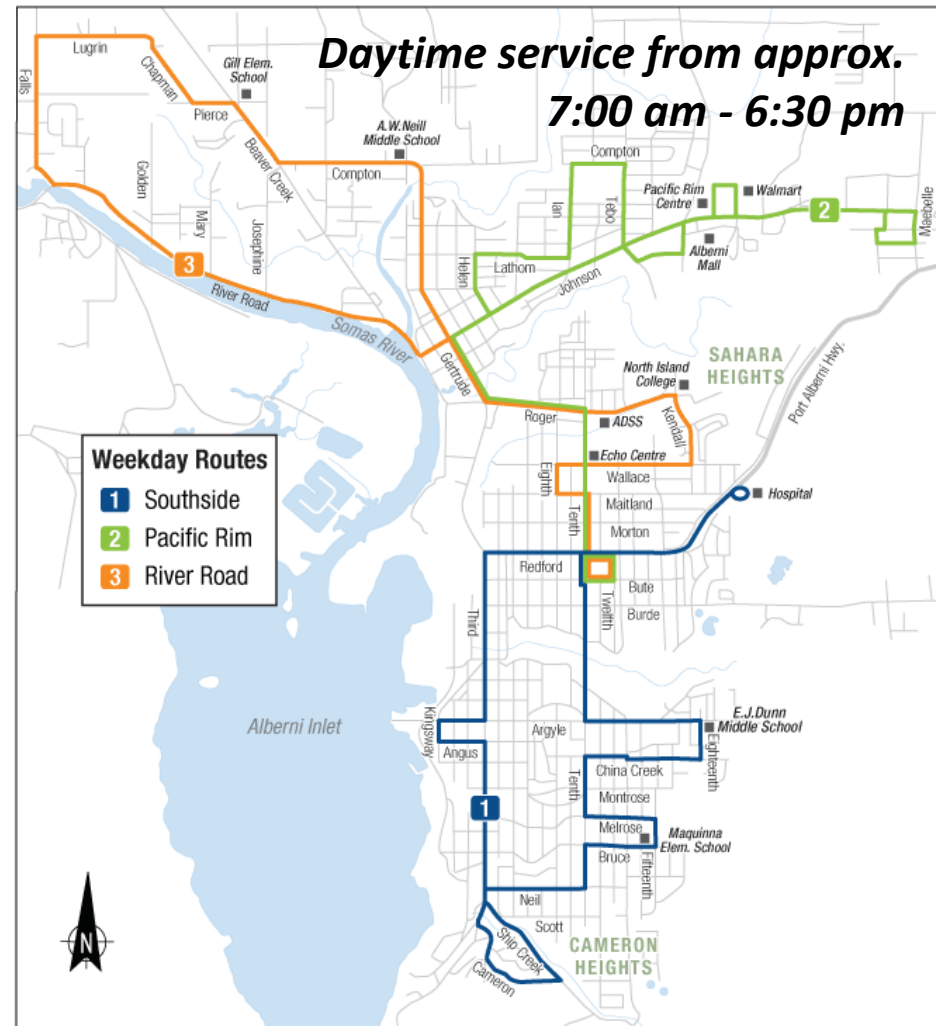
- 6 Routes:
 - » Monday-Saturday - 1,2,3 (day)
 - » Evening - 4
 - » Sunday – 20,21
- Hourly service Monday - Saturday during day
- 1-3 buses
- No structured transfer point
- Some portions of bus routes share common corridors on Third, Tenth, Rogers and Gertrude
- Significant issues with on-time performance



New System

- 4 Routes Systems:
 - » Monday-Saturday - 1,2,3 (day)
 - » Evenings & Sundays - 4
- 45-minute frequency with pulse system
- 1-3 buses
- Centrally located on-street exchange along 12th Ave a Redford St
- Improve on-time performance

Day Routes

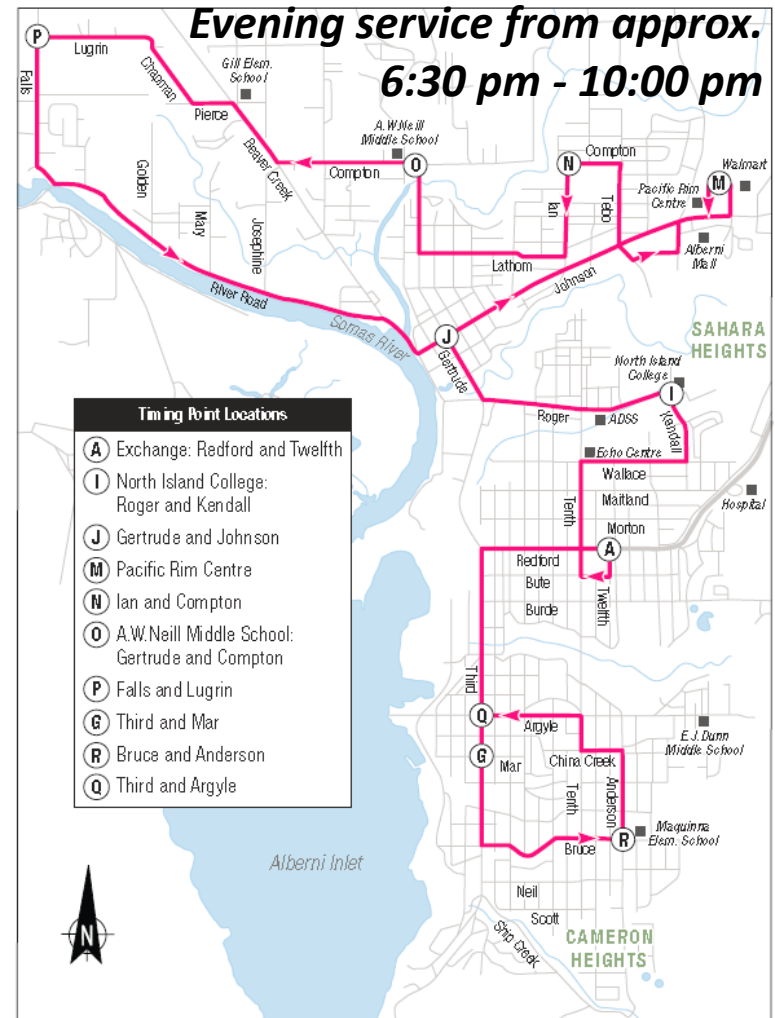


New System

- More frequent daytime service: 60 minutes → 45 minutes (7:00 am-6:30 pm)
- More legible system with convenient transfers at an exchange
- Low cost
 - » Operationally cost neutral – no expansion hours required
 - » On-street exchange

Evening and Sunday Route

4 Crosstown



Customer Feedback - Key Issues

Two-thirds of riders rate the new service as worse, the primary reason is the service is less direct and takes longer for them to get to their destination. Key concerns are the directness of routes and/or too many transfers.

- » The Southside route is not direct enough to downtown
- » Walking distance to the Native Friendship Centre
- » Access to Harbour Quay
- » Hospital service, no access in the evenings, weekends and early mornings—
Additional trips early morning, service on Sundays & evenings
- » Turn-around of Route 2 trip at Maebelle and Brandon
- » Almost half of the residents rate the service as less frequent, prior to August
some areas received more frequent levels of service as some portions of bus routes shared common corridors
 - Third, Tenth (between Redford & Rogers), Rogers & Gertrude (between Rogers & Johnson)



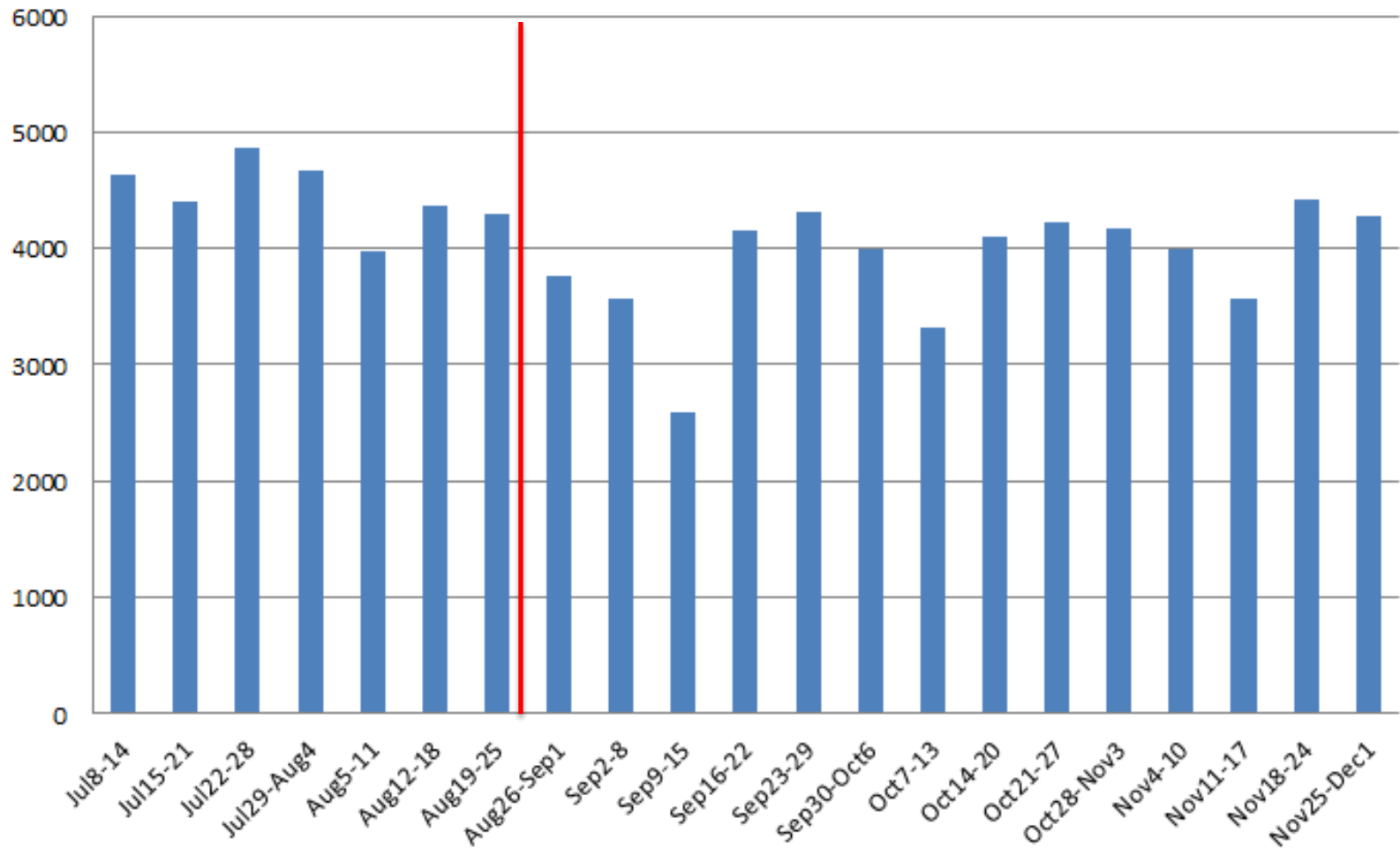
Customer Feedback - Key Issues

Several of the concerns over frequency raised in the survey are related to the directness of the routes

- Longer travel times on buses
- Lack of direct routes
- Perception of fewer route choices and reduced hours
- Waiting time for transfers
- New schedules and transfers are confusing
 - Must carry a timetable to understand
 - Riders guide should be color coded so schedule colours correspond with route colours on map

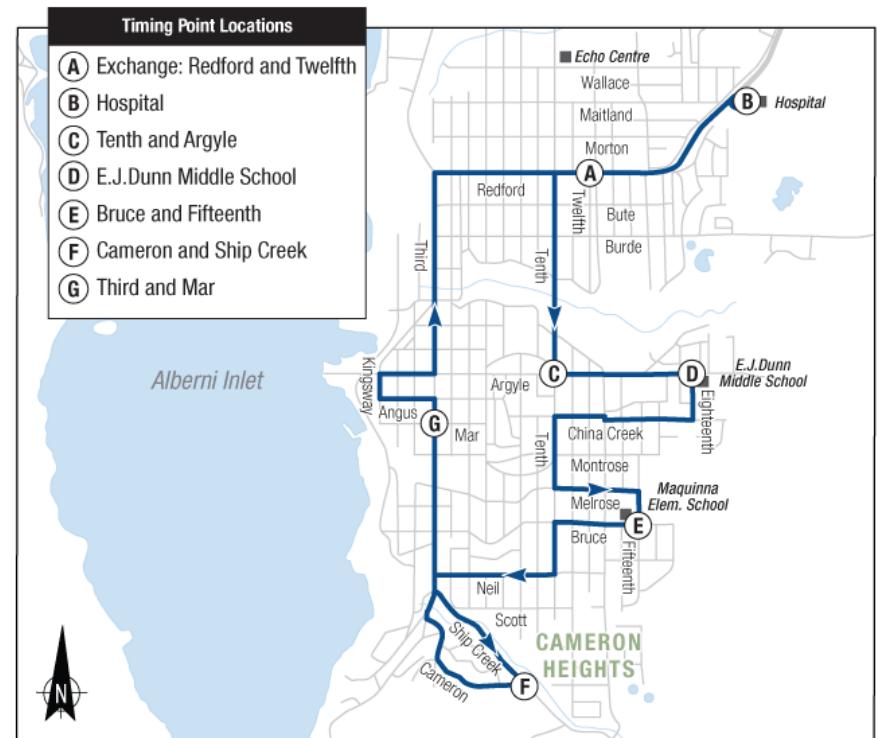


Weekly Transit System Ridership



Recommended Actions to Address Key Issues

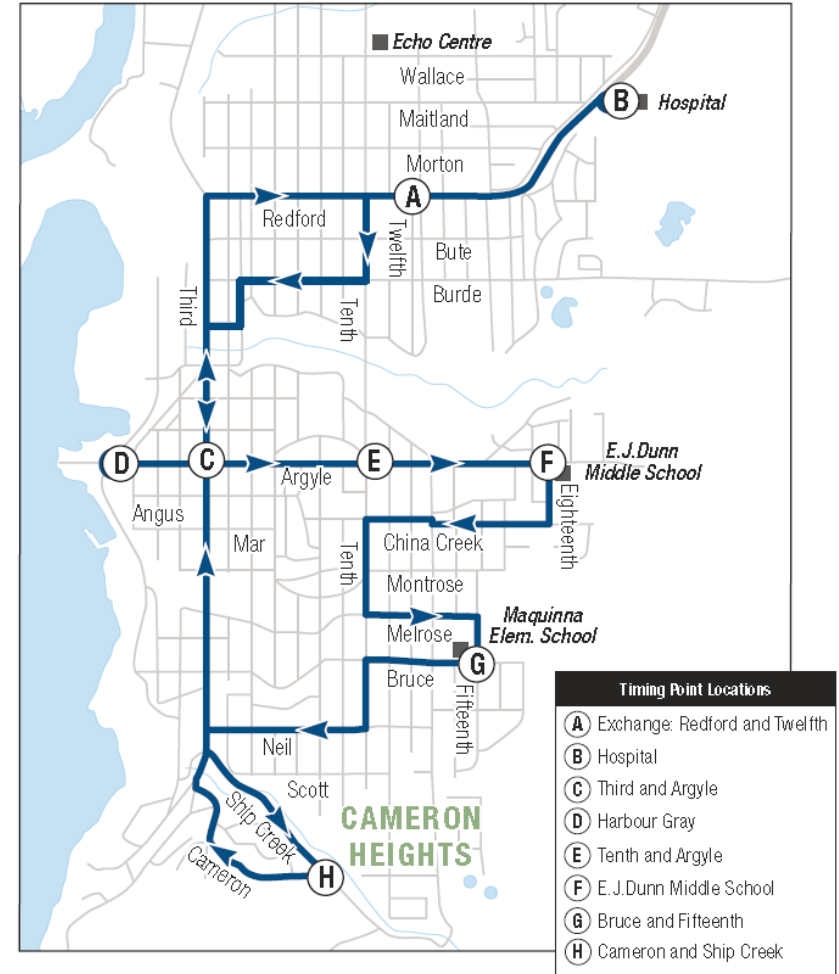
- Reverse direction of Route 1 Southside to operate directly to Downtown
- Route 1 Southside to service Native Friendship Centre via Burde
- Route 1 Southside to service Harbour Quay



Recommended Actions to Address Key Issues

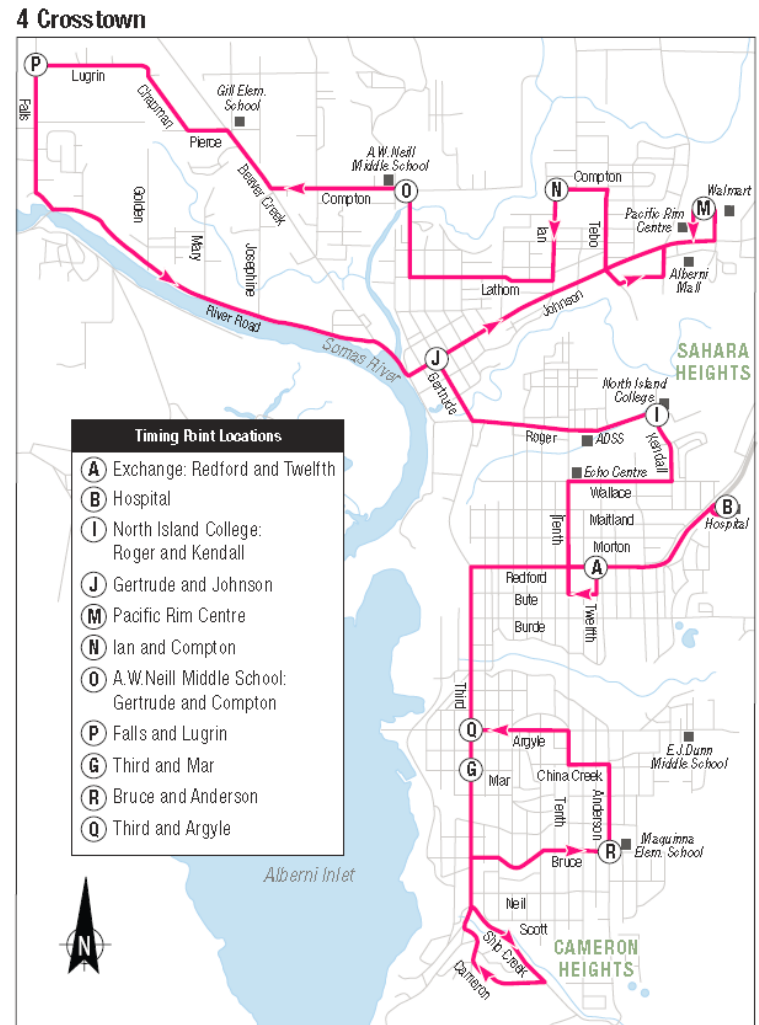
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1 Southside



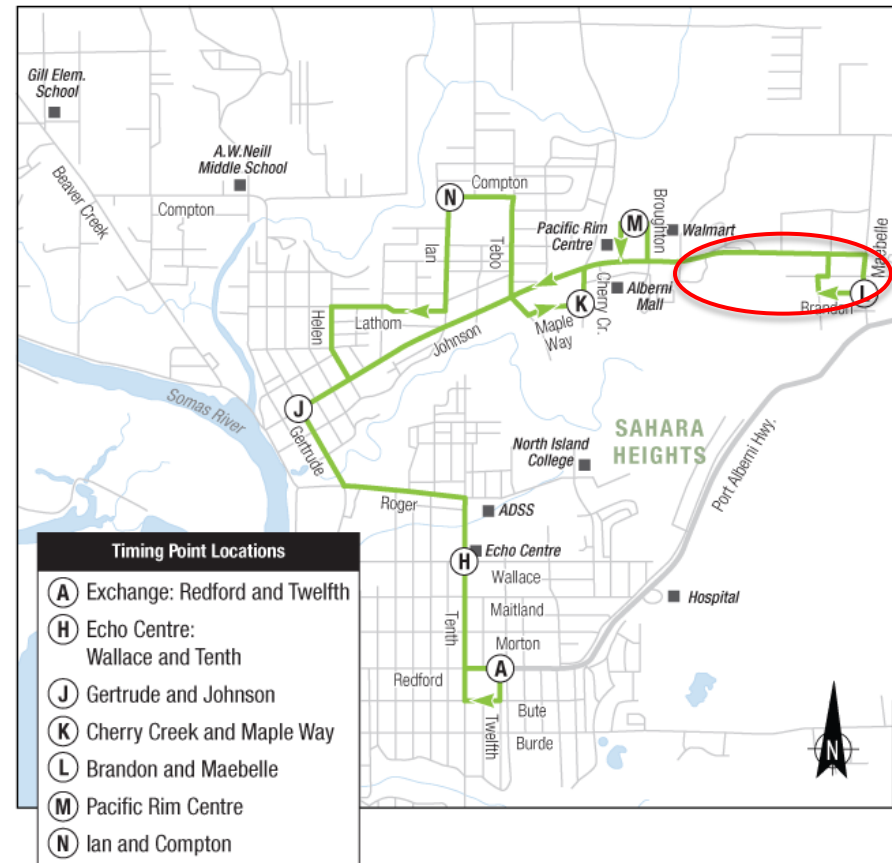
Recommended Actions to Address Key Issues

- Route 4 Crosstown to serve Hospital and the Ship Creek/Cameron loop on Evenings and Sundays



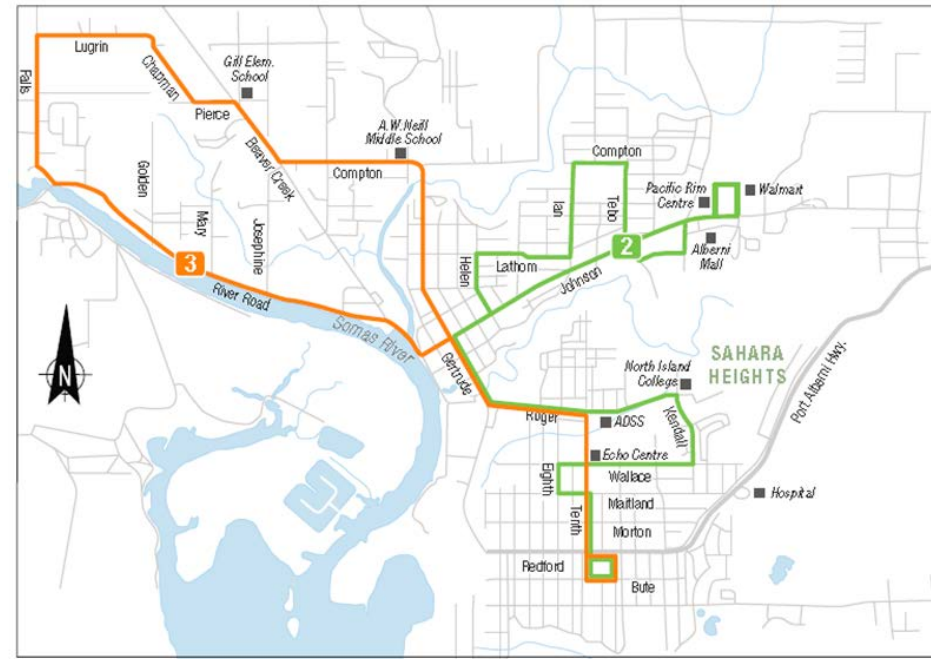
Recommended Actions to Address Key Issues

- Recommend elimination of Maebelle & Brandon loop
 - » There are 17 trips per day that only serve 4-5 passengers per day in this area
 - » Allows swapping of segments of the Route 2 Pacific Rim & 3 River Rd. on Roger, Wallace and Tenth to improve on-time performance of the Route 3 River Rd



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Recommended Actions to Address Key Issues

- Review scheduled trip cycle and recovery times to identify opportunities to improve travel times and transfer waits for passengers

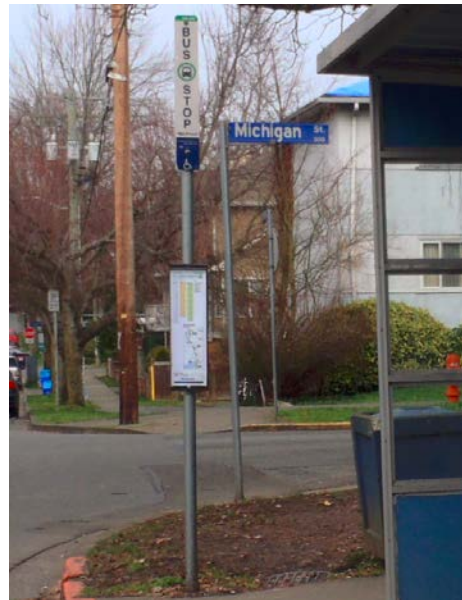
2 Pacific Rim										
Monday to Friday										
A	H	J	K	L	M	N	J	H	A	
Li Exchange- Reid and 12th	Echo Centre- Wallace and 10th	Gertrup and Johnson	Cherry Creek and Maple Bay	Mabile and Bond	Pacific Rim Centre	Ian and Compton	Gertrup and Johnson	Echo Centre- Wallace and 10th	At Exchange- Reid and 12th	
6:20	6:24	6:27	6:31	6:36	6:40	6:47	6:52	6:56	6:59	
7:00	7:04	7:07	7:11	7:16	7:20	7:27	7:32	7:36	7:39	
7:45	7:49	7:52	7:56	8:01	8:05	8:12	8:17	8:21	8:24	
8:20	8:24	8:27	8:31	8:36	8:40	8:47	8:52	8:56	8:59	
9:15	9:19	9:22	9:26	9:31	9:35	9:42	9:47	9:51	9:54	
10:00	10:04	10:07	10:11	10:16	10:20	10:27	10:32	10:36	10:39	
10:45	10:49	10:52	10:56	11:01	11:05	11:12	11:17	11:21	11:24	
11:30	11:34	11:37	11:41	11:46	11:50	11:57	12:02	12:06	12:09	
12:15	12:19	12:22	12:26	12:31	12:35	12:42	12:47	12:51	12:54	
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Saturday										
8:30	8:34	8:37	8:41	8:46	8:50	8:57	9:02	9:06	9:09	
9:15	9:19	9:22	9:26	9:31	9:35	9:42	9:47	9:51	9:54	
10:00	10:04	10:07	10:11	10:16	10:20	10:27	10:32	10:36	10:39	
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3 River Road										
Monday to Friday										
A	H	I	J	O	P	J	I	H	A	
Li Exchange- Reid and 12th	Echo Centre- Wallace and 10th	North Island College, Roger and Kendall	Gertrup and Johnson	At Exchange- Reid and 12th	North Island College, Roger and Kendall	Gertrup and Johnson	Echo Centre- Wallace and 10th	At Exchange- Reid and 12th		
7:01	7:05	7:08	7:11	7:13	7:16	7:25	7:28	7:31	7:35	
7:51	7:55	7:58	8:01	8:03	8:06	8:15	8:18	8:21	8:25	
8:26	8:30	8:33	8:36	8:38	8:41	8:50	8:53	8:56	9:00	
9:16	9:20	9:23	9:26	9:28	9:31	9:40	9:43	9:46	9:50	
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Recommended Actions to Address Key Issues

- The City could consider the installation of on-street bus schedule timetables at key bus stops



Bus Information

BusLine 250-382-6161 www.bctransit.com

ESTIMATED time leaving this location: Effective:

Via Mon-Fri	Via Saturde	Via Sunday	ROUTE INFORMATION
2A 6:41	2A 7:28	2A 8:03	<div style="border: 1px solid black; padding: 2px;"> <p>2 Oak Bay</p> <p>2A Willour</p> <p>2 Oak Bay</p> </div>
2 7:02	2 8:03	2 8:34	
2A 7:14	2 8:12	2A 9:04	
2 7:24	2A 8:28	2 9:34	
2A 7:28	2 8:47	2 9:59	
2 7:38	2 8:52	2A 10:06	
2 8:02	2A 9:16	2 10:26	
2A 8:12	2 9:22	2 10:41	
2 8:15	2 9:43	2A 11:06	
2 8:24	2 9:57	2 11:22	
2 8:46	2A 10:09	2 11:36	
2A 8:47	2 10:32	2 12:05	
2 9:07	2 10:33	2A 12:08	
2 1:30	2 3:55	2 8:04	
2 1:34	2A 4:15	2 8:34	
2A 1:50	2 4:24	2 9:04	
2 2:04	2 4:35	2 9:34	
2 2:06	2A 4:55	2 10:04	
2A 2:20	2 4:59	2 10:34	
2 2:34	2 5:15	2 11:04	
2 2:43	2 5:34		
2A 2:55	2A 5:40		
2 3:06	2 6:04		
2 3:18	2 6:09		
2A 3:23	2A 6:29		
2 3:37	2 6:46		
2A 3:52	2 6:54		
2 3:58	2 7:19		
2 4:04	2 7:48		
2 4:10	2 8:18		
2A 4:22	2 8:48		
2 4:33	2 9:18		
2 4:34	2 9:48		
2A 4:54	2 10:18		
2 5:05	2 10:48		
2 5:13	2 11:18		
2A 5:21	2 11:48		
2 5:34			
2 5:46			

Holiday Service Schedule

100622 Oak Bay_EB NS Hampshire

Linking Communities, Businesses & Lifestyles



Recommendation

- Direct staff to develop a new service plan based on the recommendations identified in this presentation for implementation in late Spring of 2013



Thank you
Questions?

