

Appendix D - PROPOSED 2014 SERVICE CHANGES

SERVICE CHANGES THAT REQUIRE EXPANSION RESOURCES

Service Layer	Route	Service Change Information	Key Benefits
All	Various	Improve service reliability and address ongoing service issues by adjusting schedules and trip spacing	Improve service reliability, schedule efficiency and address over-crowding and pass-ups
Rapid Transit Network	15x UVic/Downtown Express (Future Crosstown Rapid Line)	<ul style="list-style-type: none"> Consider extending peak period service to HMC Dockyard via Esquimalt Road Improve service levels on weekdays to meet Frequent Transit Network Service Standards 	Develops the Rapid Transit Network and prepares it to become the Crosstown Rapid Line in the following year
	16x Uptown/UVic Express (Future McKenzie Rapid Line)	Improve service levels on weekdays to meet Rapid Transit Network Service Standards	Develops the Rapid Transit Network and prepares it to become the McKenzie Rapid Line in the following year
	50 Downtown/Langford New Westshore Express (Future Westshore Rapid Line)	Using resources from the 50, introduce limited stop express service during weekday peak periods between Downtown and Langford Exchange.	Develops the Rapid Transit Network and prepares it to become the Westshore Rapid Line the following year
	70x Downtown Express/Swartz Bay (Future Pat Bay Rapid Line)	<ul style="list-style-type: none"> Extend 70x service on Monday-Saturday to meet with later arriving ferries Service to stops at McKenzie Street and Herald Street 	Develops the Rapid Transit Network and prepares it to become the Pat Bay Rapid Line the following year
Frequent Transit Network	4, 6, 11, 14, 26, 27/28, 30/31	Improve service levels on weekdays to meet Frequent Transit Network Service Standards	Develop the Frequent Transit Network
	4 Hillside/UVic	Improve service levels towards achieving Frequent Transit Network service standards	Addresses over-crowding and pass-ups and develops the Frequent Transit Network
	27 Gordon Head/Downtown	Improve late night service (in coordination with the 28 Majestic/Downtown)	Addresses over-crowding and pass-ups
	27 Gordon Head/Downtown	Improve service levels (in coordination with the 28 Majestic/Downtown) towards achieving Frequent Transit Network service standards	Develop the Frequent Transit Network
	28 Majestic/Downtown	Improve late night service (in coordination with the 27 Gordon Head/Downtown)	Addresses over-crowding and pass-ups
	28 Majestic/Downtown	Improve service levels (in coordination with the 27 Gordon Head/Downtown) towards achieving Frequent Transit Network service standards	Develop the Frequent Transit Network
Local Transit Network	7 UVic Downtown	Improve service going to UVic during the AM peak and departing from UVic during the PM peak	Addresses over-crowding and pass-ups
	8 Interurban/Tillicum Mall/Oak Bay	Improve service going to Camosun Interurban during the AM peak and departing from Camosun Interurban during the PM peak	Addresses over-crowding and pass-ups
	12 UVic/University Heights	Improve service to UVic during the AM peak and departing from UVic during the PM peak (utilizing resources from the discontinued #29 service)	Addresses over-crowding and pass-ups
	21 Downtown/Interurban	Improve service going to Camosun Interurban during the AM peak and departing from Camosun Interurban during the PM peak	Addresses over-crowding and pass-ups
	39 Royal Roads/UVic/Royal Oak	Consider splitting service into two separate routes. The first operating between Camosun Interurban and UVic, and the second operating between Royal Roads and Camosun Interurban, which will enable additional service to be directed to the segments with higher demand	Optimizes existing resources and better matches service to demand
	39 Royal Roads/UVic/Royal Oak	Improve peak-directional service levels to post-secondary institutions	Addresses over-crowding and pass-ups
	New Route	New service to Bear Mountain and Westhills neighbourhoods	Improves service coverage

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SERVICE CHANGES THAT DO NOT REQUIRE EXPANSION RESOURCES

Service Layer	Route	Service Change Information	Key Benefits
All	Various	Adjust service levels to match Service Standards (see section 2 for more information)	Optimizes existing resources and better matches service to demand
Rapid Transit Network	14 Vic General/UVic 15x UVic/Downtown Express	Increase service frequency on the 15x UVic/Downtown Express with resources from the 14 Vic General/UVic	Develops the Rapid Transit Network by focusing resources on the key corridors of the network
	16x Uptown/UVic Express 26 UVic/Dockyard	Increase service frequency on the 16x UVic/Uptown Express with resources from the 26 Dockyard/UVic	Develops the Rapid Transit Network by focusing resources on the key corridors of the network
	50 Downtown/Langford New Westshore Express (Future Westshore Rapid Line)	Using resources from the 50, introduce limited stop express service during weekday peak periods between Downtown and Langford Exchange.	Develops the Rapid Transit Network and prepares it to become the Westshore Rapid Line the following year
Frequent Transit Network	4 Hillside/UVic	Re-design AM peak service so that service between Downtown and UVic operates every 10 minutes and service between Kings Road at Douglas Street to UVic operates every 4-5 minutes	Addresses over-crowding and pass-ups
	4 Hillside/UVic	Reduce peak period service from April to August to match reduced seasonal U-Pass demand and reallocate where needed	Optimizes existing resources
	6 Esquimalt/Royal Oak Exchange	Consider reducing service between Downtown and HMC Dockyard to every 8 - 10 minutes during the AM and PM peak periods and extending 15x UVic/Downtown to Dockyard at peak times.	Optimizes existing resources
Local Transit Network	All local routes	Adjust services levels to better meet the local transit service standards, re-allocate resources to match service to demand and improve consistency between services	Improves service reliability and consistency
	3 Beacon Hill/Gonzales	Route service onto Douglas Street in both directions (service currently operates southbound Douglas and northbound Government)	Improves service consistency and customer ease of use
	2/2A Oak Bay/Willows/Downtown 7 UVic Downtown	<ul style="list-style-type: none"> Separate the 2/2A and 7 routes at Downtown Consider extending 7 service to HMC Dockyard via Esquimalt Road, to replace existing 6 Esquimalt Service Optimize service levels on the 2/2A to better reflect demand 	Optimizes existing resources
	10 Royal Jubilee/Dockyard	Reallocate service to the 15x UVic between the Westside Village and HMC Dockyard. Route 10 service will now operate between Royal Jubilee and Westside Village routing via Bay, Kimta, Tye and Wilson (note that all schedule recovery to be scheduled at the Royal Jubilee)	Optimizes existing resources
	13 Ten Mile Point/University Heights	Discontinue service operating between McKenzie Street and UVic (service to operate between Ten Mile Point and UVic only)	Optimizes existing resources
	24 Cedar Hill/Admirals Walk	Review opportunities to convert weekend service to Community Bus	Optimizes existing resources
	25 Maplewood/Admirals Walk/Western Exchange	Re-allocate Kimta routing to the 10 Royal Jubilee/Westside (route 25 service will operate on Esquimalt Road)	Improves service consistency and customer ease of use
	25 Maplewood/Admirals Walk/Western Exchange	Review opportunities to convert weekend service to Community Bus	Optimizes existing resources
	26 UVic/Dockyard	Discontinue night route via Tillicum Mall lower level	Improves service consistency and customer ease of use
	29 UVic	Discontinue service and re-invest into 12 UVic/University Heights	Optimizes existing resources and consolidates trips among fewer routes
	49 Langford Exchange	Discontinue service due to extremely low ridership and re-invest into Westshore services	Optimizes existing resources
	51 Langford/UVic	Change the stopping policy so that it only serves limited stops along McKenzie (similar to the 16x).	Reduces travel times and improves customer convenience
	52x Downtown/Colwood	Discontinue one AM peak trip, re-invest service to address pass-ups	Optimizes existing resources
	52 Colwood	Operate via Cairndale in both directions (currently operate via Stornoway for the inbound service)	Improves service consistency and customer ease of use
	53 Atkins	Match service to demand and re-invest service in unserved areas of the Westshore	Optimizes existing resources
	53 Atkins	Extend service to Thetis Lake seasonally	Matches service to seasonal demand
	56/57 Florence Lake/Millstream	Restructure service to improve access and connections along Veteran's Memorial Parkway	Optimizes existing resources to match service to areas of higher demand
	58 Langford Meadows	Reduce service to better match demand and re-invest service in unserved areas of the Westshore	Optimizes existing resources
	63 Otter Point	Extend the final trip to Whiffin Spit	Improves service consistency and customer ease of use
81 Swartz Bay/Sidney/Brentwood/Keating X	Convert service to larger sized buses during summer, spring and fall season	Optimizes existing resources and reduces passenger pass-up to the Saanich Peninsula Hospital	
86 Deep Cove/McTavish Exchange	Discontinue service and re-invest into local Community Bus service and improve schedule consistency in West Sidney and the Airport	Optimizes existing resources	

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2014 Proposed Infrastructure Changes

Service Layer	Route	Service Change Information	Key Benefits
Rapid Transit Network	Various	Implement Phase 1 of Douglas Street Bus lanes.	Improves travel times and service reliability
Rapid Transit Network	Westshore Rapid Line	Identify Rapid Line stops for Langford service	Develops the Rapid Transit Network
Various	Various	Introduction of expanded UVic Exchange	Improves terminal capacity
Various	Various	Downtown/Legislative Terminal Review	Improves terminal capacity
Local Transit Network	61 Langford/Downtown/Sooke	Improve safety of bus stops on Sooke Road	Improves service safety and access
Various	Various	Install bus shelters and work with municipalities to improve bus stop accessibility	Improves customer access

2014 Proposed Customer Information Improvements

Service Layer	Route	Service Change Information	Key Benefits
Rapid Transit Network	Various	Identify and name the Rapid Transit Network routes	Improves customer communication and access
Frequent Transit Network	Various	Introduce Frequent Transit Network map	Improves customer communication and access
Various	Various	Improve route and network maps Rider's Guide	Improves customer communication and access
Various	Various	Improve Online communication	Improves customer communication and access

2014 Additional Plans/Projects

Plan	Information
Westshore Service Plan Phase One	The first phase of the Westshore Service Plan will identify short-term service enhancements that will optimize existing resources
School Bell Review	Review the school bell times to ensure service meets current start/finish times
Major Employer Shift Time Check-in	Review major employers to ensure service meets current shift start/finish times