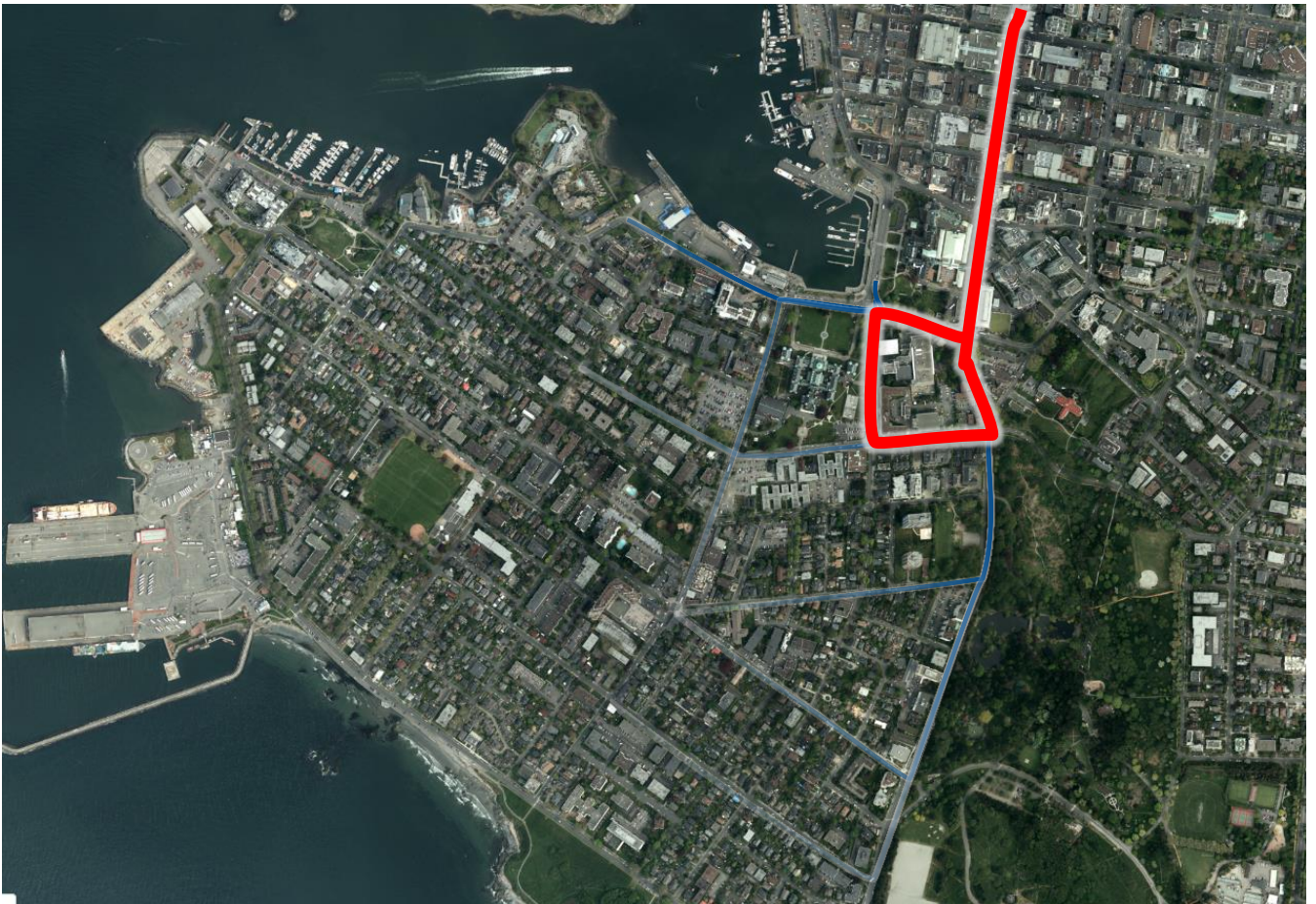


VICTORIA REGIONAL TRANSIT SYSTEM

James Bay Local Area Transit Plan



June 2017

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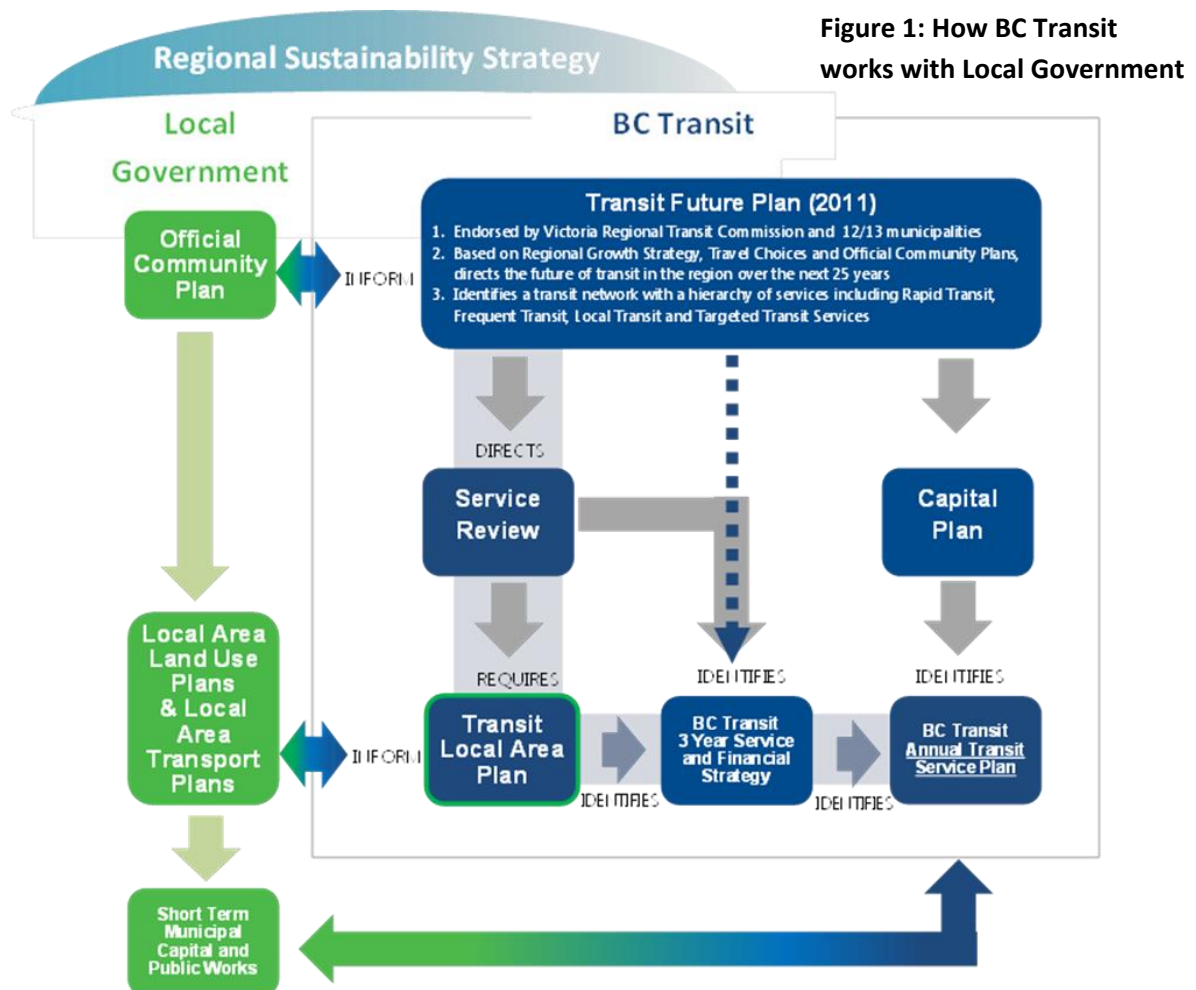
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BC Transit would like to thank the many individuals, community organizers, City staff, and businesses who assisted in this consultation process. Your support in working to better transit in our community is appreciated.

1. PURPOSE OF THIS DOCUMENT

The 2013/14 Victoria Regional Transit System Service Review recommended developing a number of Local Area Transit Plans based on the strategic direction of the Transit Future Plan and regional priorities identified in the Service Review.

Local Area Transit Plans define the short to medium-term transit service and infrastructure strategies for specific areas, neighborhoods or sub-regions served, prioritizing future service investments in the plan area. These plans provide further guidance to the development of the Three Year Service and Financial Strategy and future Annual

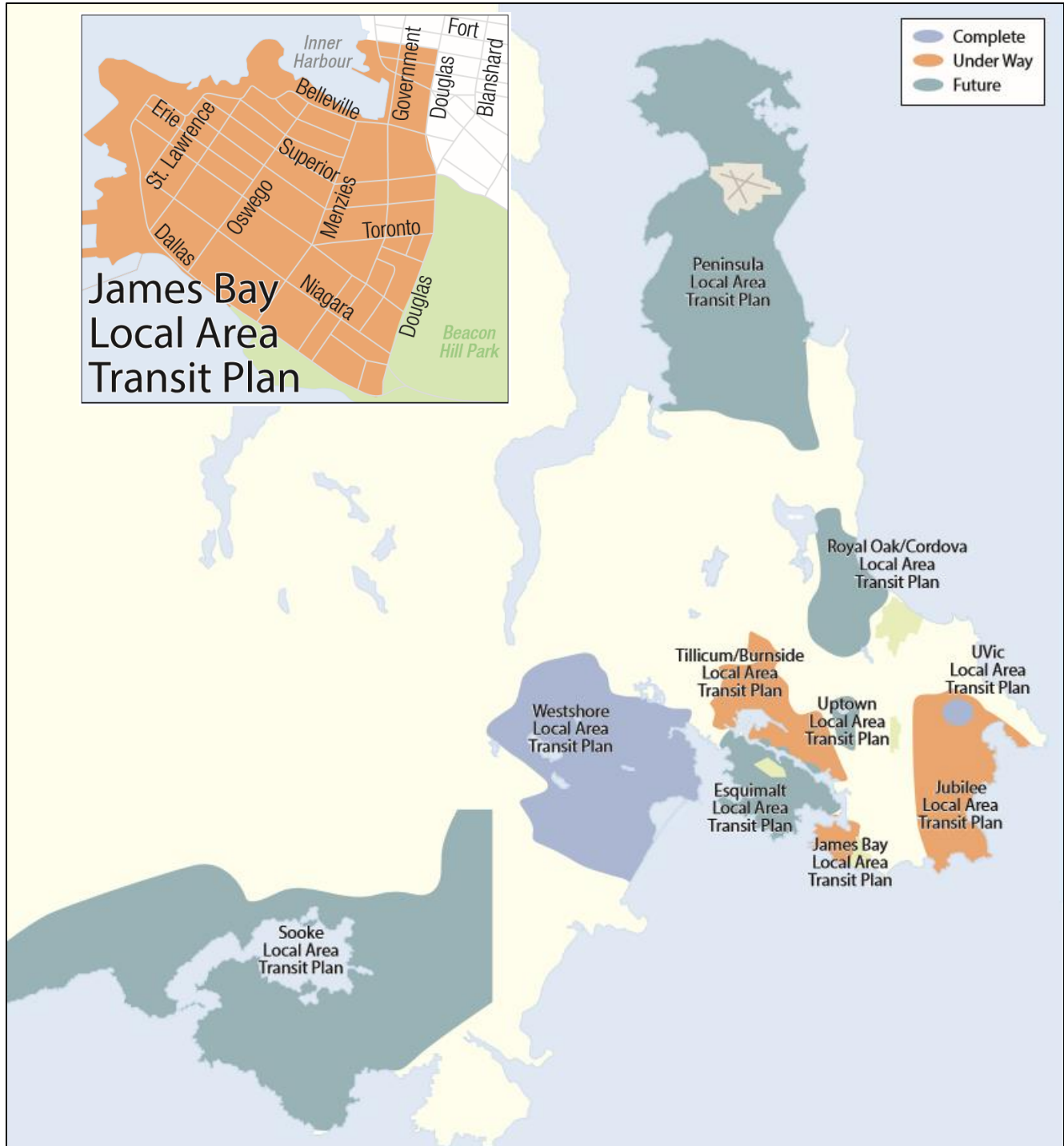


Service Plans to the Victoria Regional Transit Commission.

The James Bay Local Area Transit Plan is the third Local Area Transit Plan undertaken for the Victoria Regional Transit System. Each Local Area Transit Plan is intended to support local community development by aligning with the strategic direction of the applicable Official Community Plans (OCP), Neighborhoods Plans and

Transportation Plans. Development of the Local Area Transit Plans includes consultation with the public and local municipal partners.

Figure 2: Local Area Transit Plans



Service improvements identified in Local Area Transit Plans are based on the strategic direction of the Transit Future Plan and prioritized concepts identified in the 2013/14 Victoria Regional Transit System Service Review.

The James Bay Local Area Transit Plan outlines short to medium-term improvements for transit service and infrastructure over the next 5-10 years. Phase 1 identifies short-term initiatives with planned implementation dates in 2018. Phase 2 identifies medium-term initiatives that do not have a specific implementation date and may require additional resources that are not outlined in the existing Three Year Service and Financial Strategy. Additional public consultation may be required prior to implementing medium-term initiatives identified in this plan.

Links to Plans

Transit Future Plan - <http://bctransit.com/victoria/transit-future/victoria-transit-future-plan>

Transit System Service Review - <http://bctransit.com/victoria/transit-future/victoria-completed-plans>

Objectives of the James Bay Transit Local Area Plan are to:

- Support the implementation of the Transit Future Plan, associated ridership targets, and also the community goals outlined in the Regional Growth Strategy (RGS)
- Highlight key changes, challenges and opportunities in the study area that relate to or may impact transit service and coordinate with other transportation modes
- Examine future transit requirements based on community plans, demographic trends, proposed land development and road network changes, as well as citizen priorities expressed through consultation;
 - Strengthen and support municipal land use planning goals by aligning future transit provision with municipal Local Area Plans
 - Support continued economic development by facilitating cost-effective and reliable movement of employees and patrons between the James Bay area and other parts of the region
 - Address mobility for James Bay area residents from an inclusive, all-abilities perspective

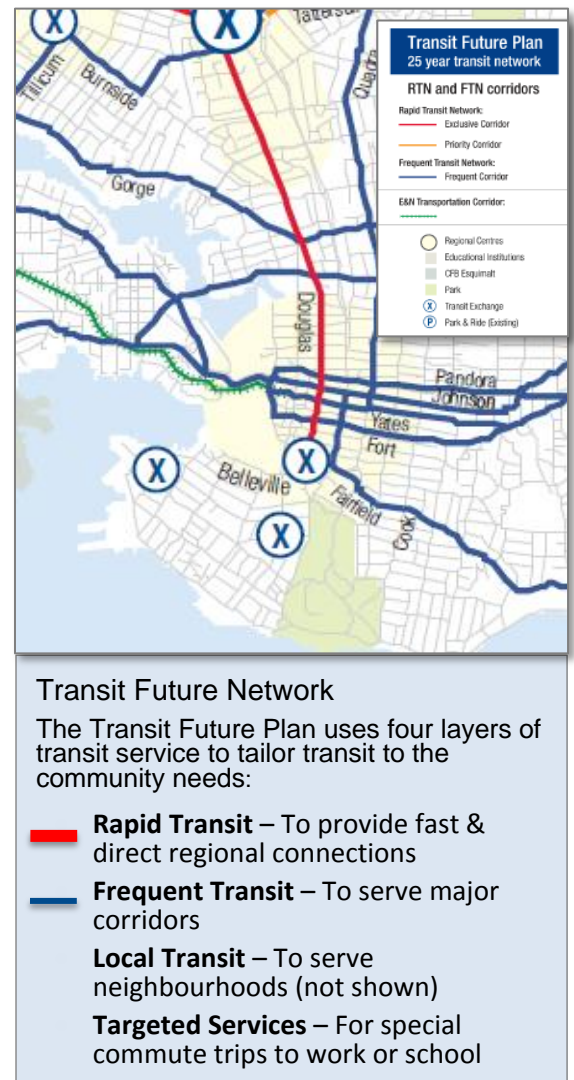


Figure 3: Transit Future Network

Source: BC Transit Victoria Regional Transit Future Plan

- Identify cost neutral service changes that align with the Transit Future Plan and improve service efficiencies within the local area
- Review existing transit facilities and identify future transit facility needs such as transit terminals and stops
- Identify future transit service expansions to inform Three Year Service and Financial Strategies
- Identify ways to maximize transit system legibility and ridership through improved customer information

These objectives will be realized by:

- Introducing consistency to existing transit service
 - Distributing bus trips so that there are even intervals between buses
 - Developing consistent weekday, evening and weekend routes
 - Ensuring consistent trip end-destinations
 - Ensuring that the transit service provided is equitably distributed across the neighbourhood
- Prioritizing further service improvements
- Describing infrastructure needs required to support transit
- Understanding some of the unique challenges in James Bay in order to minimize their impact (such as regular service detours for special events)

2. BACKGROUND

The James Bay Local Area defined in this plan closely follows the City of Victoria's boundary for the James Bay neighbourhood, and is shown in Figure 2 (page 4). The area is bounded by Victoria's Inner Harbour to the north, Outer Harbour to the west, Juan de Fuca Strait to the south and Beacon Hill Park to the east.

Although the James Bay Local Area Transit Plan is one of the few plans where geographic boundaries are contained entirely within one municipality, this area is the busiest terminus for regional-scale transit routes within the Victoria Regional Transit System. This important regional role means that strategies for this area must take broader system needs into consideration.

2.1 Community Development

Forecasts produced by the Capital Regional District (CRD) in the Regional Growth Strategy show an expected increase in population from 342,500 people in 2011, to 435,600 people in 2038. Projections estimate that 37,000 residents will be added to the core municipalities (District of Saanich, City of Victoria, Township of Esquimalt, District of Oak Bay and Town of View Royal), of which 20,00 are expected to reside in Victoria. As one of the most developed of the 12 village areas within the city, James Bay's population increase to 2038 will be relatively modest compared to the population increase in other Local Area Transit Plan sectors.

Key areas of development in James Bay include:

1. Legislative Precinct	Encompassing the BC Legislature block as well as blocks fronting Superior Street and Menzies Street, this area contains the largest intensification sites within the James Bay Local Area. Redevelopment is already underway with the construction of Capital City Park, which will add 22,000 m ² of office space, over 150 residential units and 1700 m ² of retail use.	Similar to hospital campuses, the legislative precinct offers a significant opportunity to monitor, incentivize and celebrate mode-shifts among provincial employees.
2. James Bay Village	Designated as a “Large Urban Village” in the City of Victoria’s OCP, James Bay Village is expected to share in accommodating about 8,000 new residents along with 11 other designated villages within the City.	As the primary local service centre for James Bay, transit service connections to this node are important to maintain.
3. Core Inner Harbour	<p>Extending north from Quebec street to the Inner Harbour, this portion of James Bay forms a portion of city lands designated as “Core”. In addition to accommodating new population through intensification, these lands also house the Belleville Marine terminal buildings. The beginning of a \$17.4 million upgrade of terminal wharf facilities for both Black Ball and Victoria Clipper vessels in 2016 is expected to catalyze a long-anticipated redevelopment and consolidation of the terminal buildings.</p> <p>The City is also in the midst of making significant walkway improvements with the David Foster Walkway which connects the Harbour areas through the Belleville Marine terminal to Downtown.</p>	The David Foster Walkway development will include a way-finding component. As a way to facilitate transit use to and from destinations such as the Belleville Marine Terminal, the City should be encouraged to integrate wayfinding information to nearby transit services with the walkway.
4. Ogden Point	Located on the south west portion of James Bay, Ogden Point is designated as Marine Industrial in the Victoria OCP. The Greater Victoria Harbour Authority (GVHA) is in the midst of completing a new Master Plan for the site. Specific zoning is still to be determined and approved by the municipality.	If the GVHA is interested in the development of on-site transit facilities, BC Transit could offer support in the way of design consultation and service amendments to maximize the benefits to the transit market.

2.2 Challenges and Opportunities

2.2.1 SERVICE DESIGN

In 2006, 11 per cent of James Bay residents used transit to commute to work. Figure x is a table based on CRD data showing the top five destinations of transit trips made by people originating in James Bay.

Routes that terminate in James Bay account for 30,116 passengers per weekday, representing approximately 30 per cent of all ridership in the Victoria Regional Transit System. As the majority of passengers using these routes board and alight in downtown, passenger activity within James Bay is considerably low, ranging from 40-80 people at most stops with the exception of stops located near to 5 Corners, where passenger activity is about 250 people per day. By comparison, the busiest stops in the Victoria Regional Transit System have 2,000 people using each stop.

There are currently six transit routes which terminate/circulate through James Bay.

- 3 Gonzales
- 27/28 Gordon Head/Majestic
- 30/31 Royal Oak
- 19 Hillside Mall provides a school trip on weekdays

These routes account for over 30 per cent of transit hours provided across the Victoria Regional Transit System.

Due to multiple routes, service frequency is erratic.

- Route timing for most of the routes is designed independently of the others – the primary focus is to accommodate needs outside of James Bay such as getting passengers starting in outlying areas such as Royal Oak and Gordon Head into downtown
- Routes follow closely upon one another and then may have long gaps, such as Route 3 and Route 30
- Inconsistent trip ends for some bus routes depending on time of day or day of the week causes confusion for riders, especially in a location with a high numbers of visitor transit riders.
- Route 30 may terminate at either Fisherman's Wharf or at Beacon Hill

DESTINATIONS

Downtown	18%
UVic	14%
Rockland	9%
Cadboro Bay W	9%
Saanich Core	5%

Figure 4: Destinations of James Bay Residents

Source: CRD 2011 Original Destination Study

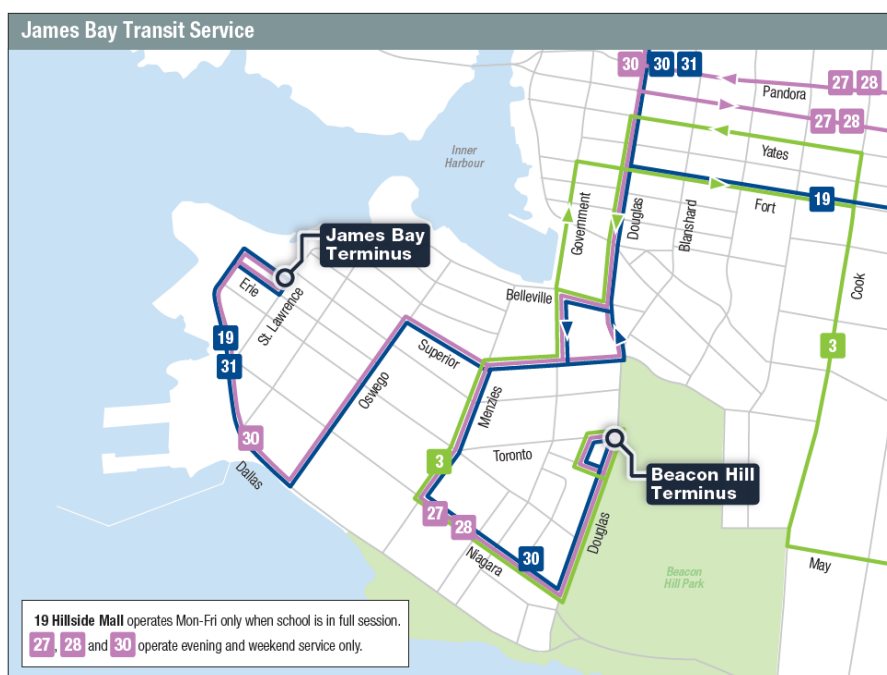


Figure 4: James Bay Transit Service Network (2017)

Source: BC Transit

- Route 27 and 28 only go through James Bay in the evenings and on weekends
- Routing changes occur throughout the day, even on the same route. As a result, some parts of James Bay receive better service than others.
- Route 30 may terminate at either Fisherman's Wharf or at Beacon Hill
- Special Events regularly occur in the legislative precinct which often require detours and re-routings

2.2.2 AGING POPULATION

Despite relatively modest population growth increases in the Core, demographic changes in Greater Victoria will be strongly defined by an aging population dynamic. The region is expected to gain about 40,000 more seniors by 2038 (see Figure 5) driving shifts in housing, and increasing the need for all-ages and all-abilities mobility among residents considerably.

2.2.3 INTEGRATING LOCAL NEEDS WITH REGIONAL NEEDS

The Victoria Regional Transit Future Plan indicates that the southern terminus of the rapid transit corridor will extend into James Bay. Going forward, a challenge will be to effectively integrate rapid transit with frequent and local transit in order to balance this terminus role with local needs within the James Bay neighbourhood.

2.2.4 ROAD CLASSIFICATIONS AND TRANSIT

Figure 6 shows the City of Victoria's road classification network. Frequent transit is permitted on arterials, secondary arterials and collectors; local transit is permitted on secondary collectors and local streets. In their turning movements, heavy duty 12-metre-long buses are similar to large trucks. As such, they are commonly limited to arterial and collector-level streets where these movements can be accommodated. When compared to the complete linear kilometres of all rights-of-ways, arterials and collectors form a small proportion of the road network. As such, preserving road space for transit vehicles and considering the future transit network is of the upmost importance in James Bay as there are a limited number of corridors transit vehicles can drive on.

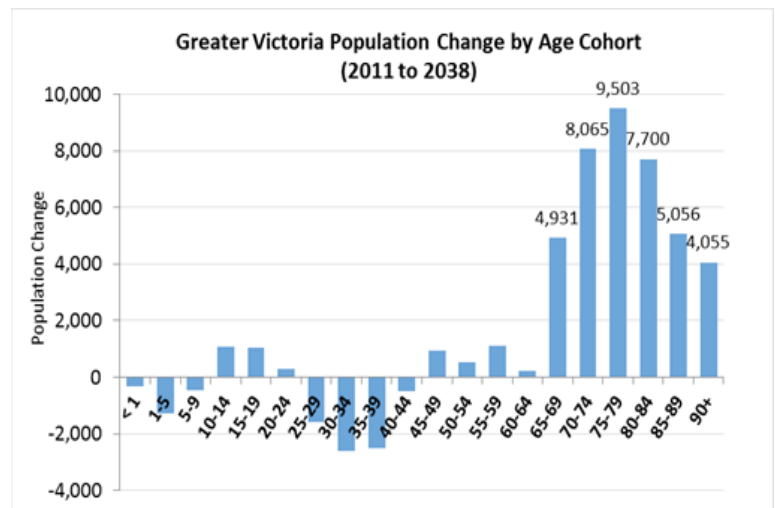


Figure 5. Greater Victoria Population Change by Age Cohort.

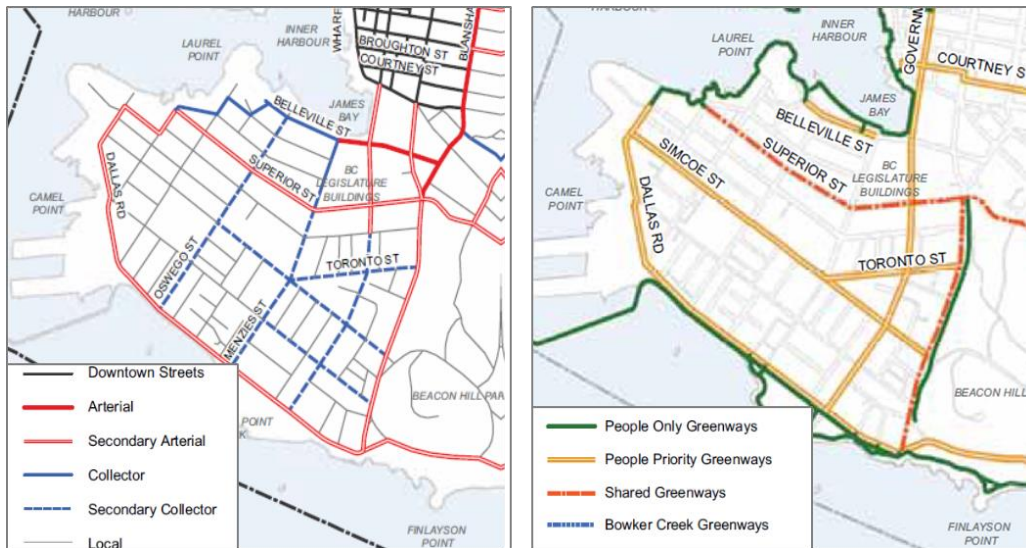


Figure 6: James Bay Road Classification Network
Source: City of Victoria Official Community Plan (2012)

2.2.5 ACTIVE TRANSPORT AND TRANSIT

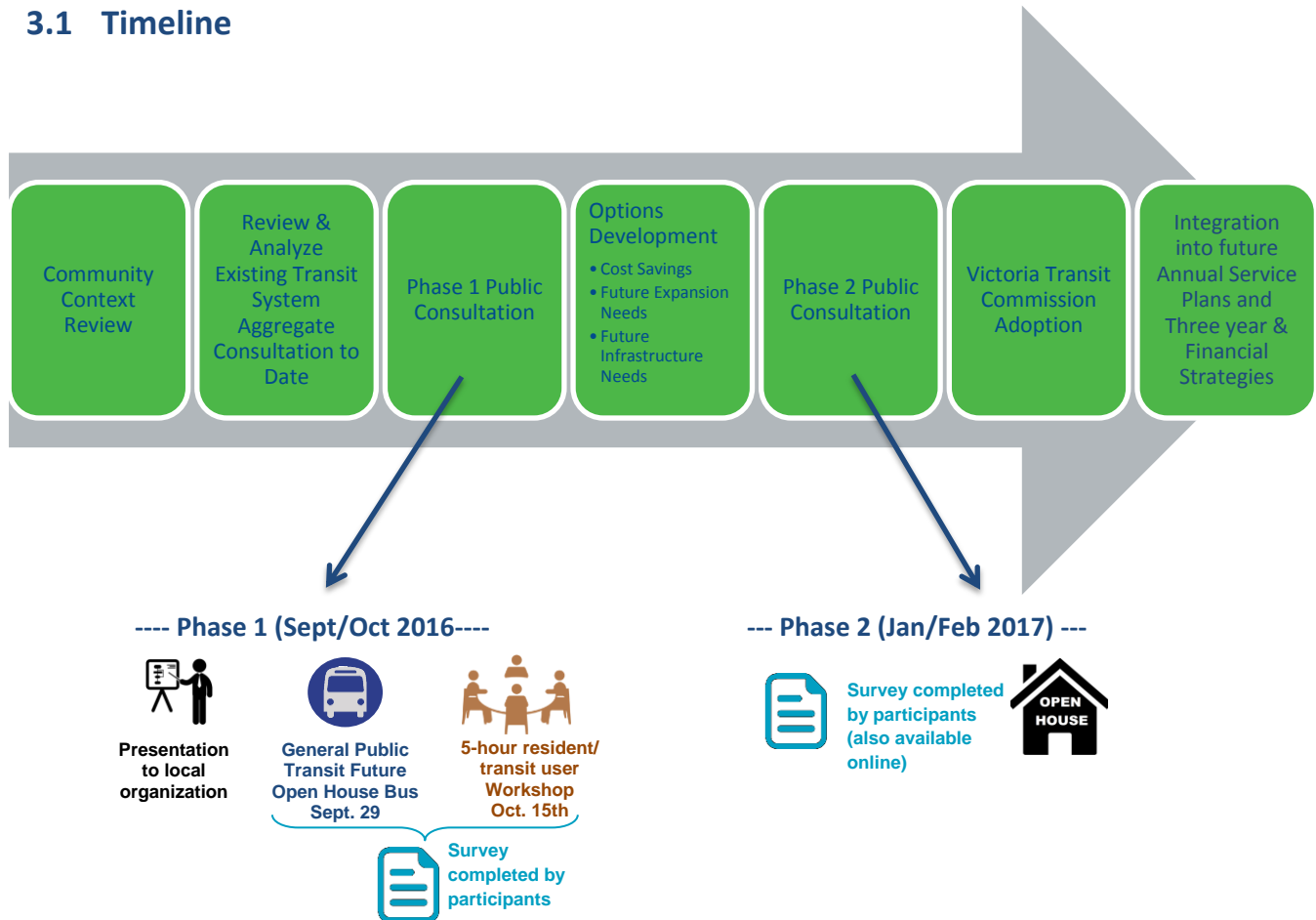
A key policy direction within Victoria's OCP is the improvement of integration between transit and cycling through the co-location of cycling amenities at key transit stops. Victoria's Biketoria plan has introduced upgrades which will see the eventual construction of separated bikeway facilities on Dallas road from Clover Point to Ogden Point (2018). The transit network needs to be an important consideration in the planning and route selection of the cycling network as many of the key corridors will need to share road space with transit vehicles.

3. PUBLIC CONSULTATION SUMMARY

Public consultation for the James Bay Local Area Transit Plan was carried out in two phases. Phase 1 was conducted in September through to October 2016 and Phase 2 was carried out in February 2017. Each phase included events developed for different audiences and various tools to solicit input and feedback, as well as opportunities for one-on-one conversations with project staff. A website was also created to house information and the online survey for those who could not attend an in-person event.

Public consultation was critical in providing transit staff with insights into community priorities and needs to enable the further shaping of service. More details regarding public consultation may be found in Appendix C of this document.

3.1 Timeline



3.2 Phase 1 Public Consultation

A total of 175 people participated in Phase 1 of consultation. Phase 1 was designed to reflect earlier priorities indicated by the community, seek confirmation of what key priorities the community has and test early network concepts. There were over 70 people who visited the Transit Future Bus, 85 respondents for the online survey, and 20 attendees at the resident user workshop. In addition, a presentation was made to the Community Association. Detailed results may be found on pages C-6, and C-15 of Appendix C.

Networks

Workshop participants in Phase 1 were presented with several local network alternative concepts (shown here, and also in Appendix C). Option 2, which introduces a new loop network to James Bay, was viewed as the most positive however, there were concerns that this option generates the need for transfers to some high-priority destinations.



Figure 7: Local Concept Option 1 Routing

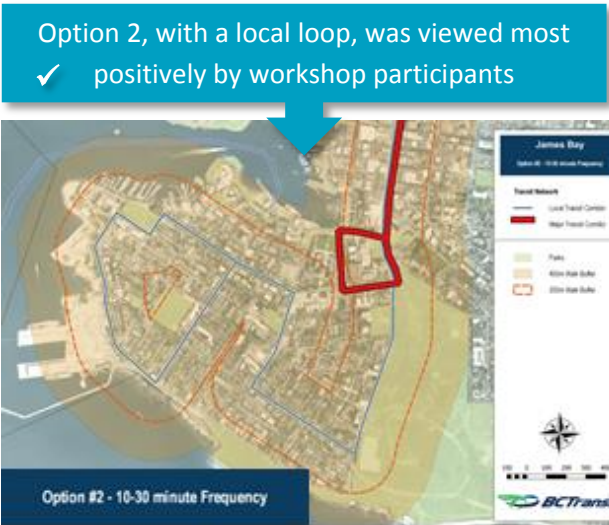


Figure 8: Option 2 Concept Local Routing



Figure 9: Option 3 Concept Local Routing

3.3 Phase 2 Public Consultation

A total of 286 people participated in Phase 2 of the public consultation. Phase 2 presented community members and James Bay stakeholders with four draft transit service design options to comment and provide feedback on. In addition, participants were asked to rank future service priorities and provide specific locations for infrastructure improvements.

There were 86 people in attendance at the open house providing their preferences using dot votes and 200 people completed the online survey.

Detailed Phase 2 results are available on pages C-10 and C-19 of Appendix C.

The 30 Beacon Hill and 31 Fisherman's Wharf continue to serve the James Bay neighbourhood, but other existing transit services no longer serve James Bay, including:

- > 3 Gonzales
- > 27/28 Gordon Head/Majestic
- > 19 Hillside Mall (Sept-June)

Benefits

- Consistent service
- Similar routing to existing service

Considerations

- Does not address internal James Bay connections
- Some areas are still a long walk to transit
- Reduced service on east side of James Bay
- Does not provide direct services to secondary schools or Cook St. Village

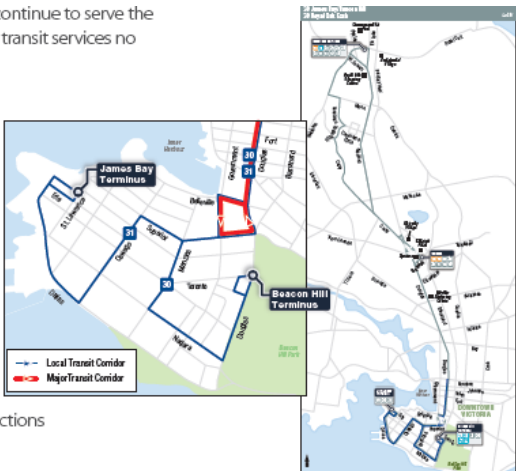


Figure 10: Draft Option 1
*30/31 Royal Oak; and
30 Beacon Hill and 31
Fisherman's Wharf (split
routing in James Bay)*

Service Design

Frequency: In minutes								
Route	Service Day	Early Morning Before 7am	AM Peak 7am - 9am	Midday 9am - 3pm	PM Peak 3pm - 6pm	Evening 6pm - 10pm	Late Evening After 10pm	Span
30 Beacon Hill	Weekday	30	20	30	20	30	30	6am-12am
31 Fisherman's Wharf	Weekday	30	20	30	20	30	30	6am-12am
30 Beacon Hill	Saturday	—	30	30	30	30	30	7am-12am
31 Fisherman's Wharf	Saturday	—	30	30	30	30	30	7am-12am
30 Beacon Hill	Sunday	—	30	30	30	30	30	7:30am-11pm
31 Fisherman's Wharf	Sunday	—	30	30	30	30	30	7:30am-11pm

Existing transit service is replaced with a new bus route to Oak Bay (2 Oak Bay) and the 30 Beacon Hill and 31 James Bay terminate at the Legislature but other existing transit services no longer serve James Bay, including:

- > 3 Gonzales
- > 27/28 Gordon Head/Majestic
- > 19 Hillside Mall (Sept-June)

Benefits

- Consistent service with direct connections to downtown and Oak Bay Village
- Direct connections to Central and Victoria High schools
- Better James Bay connections to shopping

Considerations

- Some areas are still a long walk to transit
- No direct service to Cook Street Village



Figure 11: Draft Option 2
2 James Bay; and 2/ 2A Oak Bay/Willows (all trips zig zag to Fisherman's Wharf)

Service Design

Frequency: In minutes							
Route	Service Day	Early Morning Before 7am	AM Peak 7am – 9am	Midday 9am – 3pm	PM Peak 3pm – 6pm	Evening 6pm – 10pm	Late Evening After 10pm
2 Oak Bay	Weekday	30	10	15	10	15	30
2 Oak Bay	Saturday	—	30	20	20	30	30
2 Oak Bay	Sunday	—	30	30	30	30	30
							Span
							6am-12am
							7am-12am
							7am-11pm

Existing transit service is replaced with a new bus route to UVic (7 UVic) and the 30 Beacon Hill and 31 James Bay terminate at the Legislature. Other existing routes that would no longer serve James Bay include:

- > 3 Gonzales
- > 27/28 Gordon Head/Majestic
- > 19 Hillside Mall (Sept-June)

Benefits

- Consistent service with connections to UVic and Cook Street Village
- Better James Bay connections to shopping hubs

Considerations

- Serves fewer downtown stops and requires longer walks to connections to other routes
- Longer walking distance at Cook Street Village
- Does not provide direct service to Central and Victoria high schools
- Some areas are still a long walk to transit

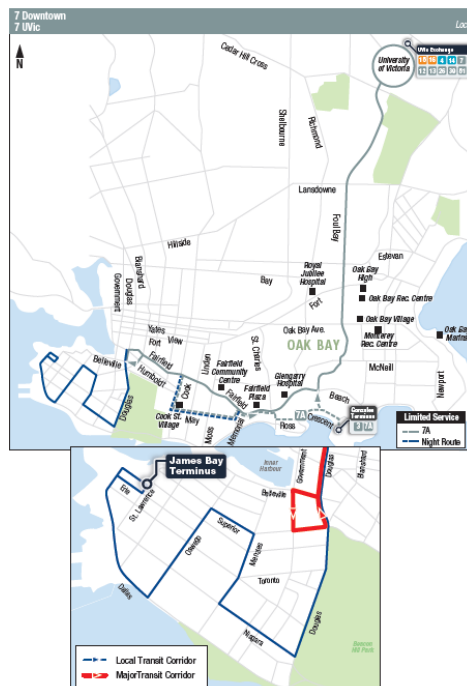


Figure 12: Draft Option 2 A
7 UVic; and 7 Fisherman's Wharf (all trips zig zag to Fisherman's Wharf)

Service Design

Frequency: In minutes							
Route	Service Day	Early Morning Before 7am	AM Peak 7am – 9am	Midday 9am – 3pm	PM Peak 3pm – 6pm	Evening 6pm – 10pm	Late Evening After 10pm
7 UVic	Weekday	30	15	15	15	20-30	30
7 UVic	Saturday	—	30	20-30	20	30	30
7 UVic	Sunday	—	30	30	30	30	30
							Span
							6am-12am
							7am-11:30pm
							7am-11pm

Change Overview

Existing transit service is replaced with a new bus route to Oak Bay (2 Oak Bay) and the 30 Beacon Hill and 31 James Bay terminate at the Legislature. Other existing transit services no longer serve James Bay including:

- > 3 Gonzales
- > 27/28 Gordon Head/Majestic
- > 19 Hillside Mall (Sept-June)

Benefits

- Consistent service with direct connections to downtown and Oak Bay Village
- Does not provide direct service to Central and Victoria high schools
- Better James Bay connections to shopping
- Most residents within a five minute walk to transit

Considerations

- No direct service to Cook Street Village
- Transit service operates on new roads – Superior west of Oswego

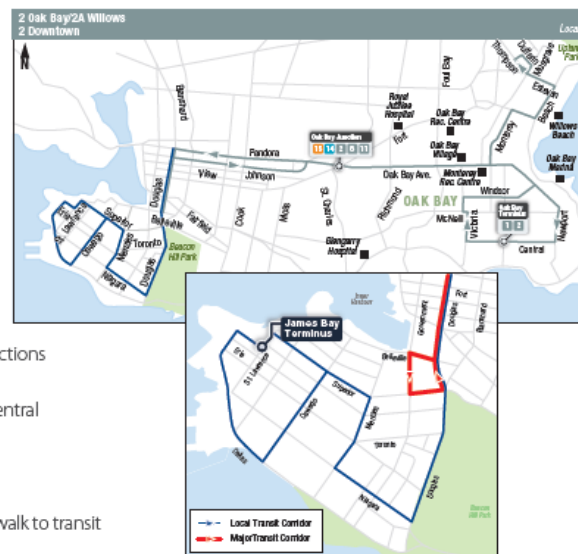


Figure 13: Draft Option 3
2 Oak Bay/2A Willows; and
2 James Bay (all trips loop through
James Bay without laying over)

Service Design

Frequency: in minutes								
Route	Service Day	Early Morning Before 7am	AM Peak 7am – 9am	Midday 9am – 3pm	PM Peak 3pm – 6pm	Evening 6pm – 10pm	Late Evening After 10pm	Span
2 Oak Bay	Weekday	30	10	15	10	15	30	6am-12am
2 Oak Bay	Saturday	—	30	20	20	30	30	7am-12am
2 Oak Bay	Sunday	—	30	30	30	30	30	7am-11pm

Key public priorities identified in the consultation included improving frequencies at peak travel times and providing consistent and easier to understand routes. A maintained connection from 5 Corners to downtown, direct service to University of Victoria (UVic) and connections to surrounding villages and amenities were identified as most important. Residents also expressed a need for bus stop improvements such as real-time information.

The proposed removal of Route 3 from James Bay caused concern for community members and formed the basis of most conversations between open house participants and BC Transit staff.

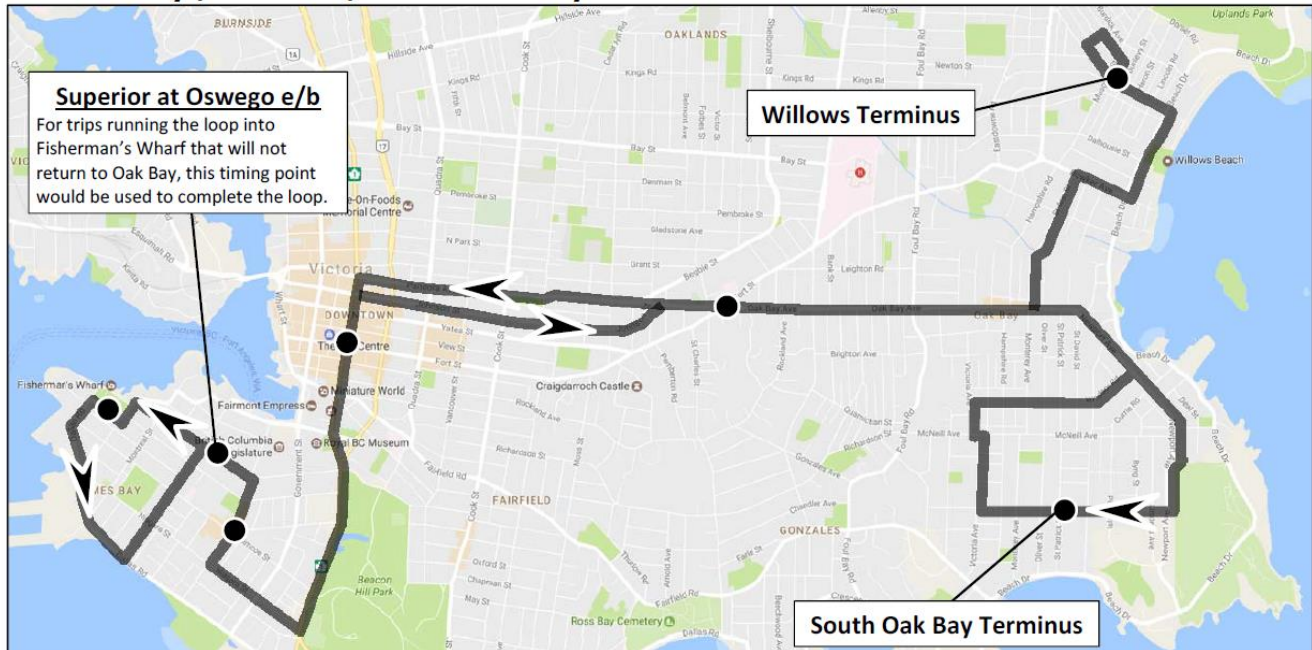
Based on the conversations at the public engagement events, the draft service changes were revised to include an option for the retention of a modified Route 3 service. This option has the added advantage of also serving high-level service priorities identified by James Bay stakeholders in Phase 1 of the consultation.

See Appendix C for the full public consultation summary.

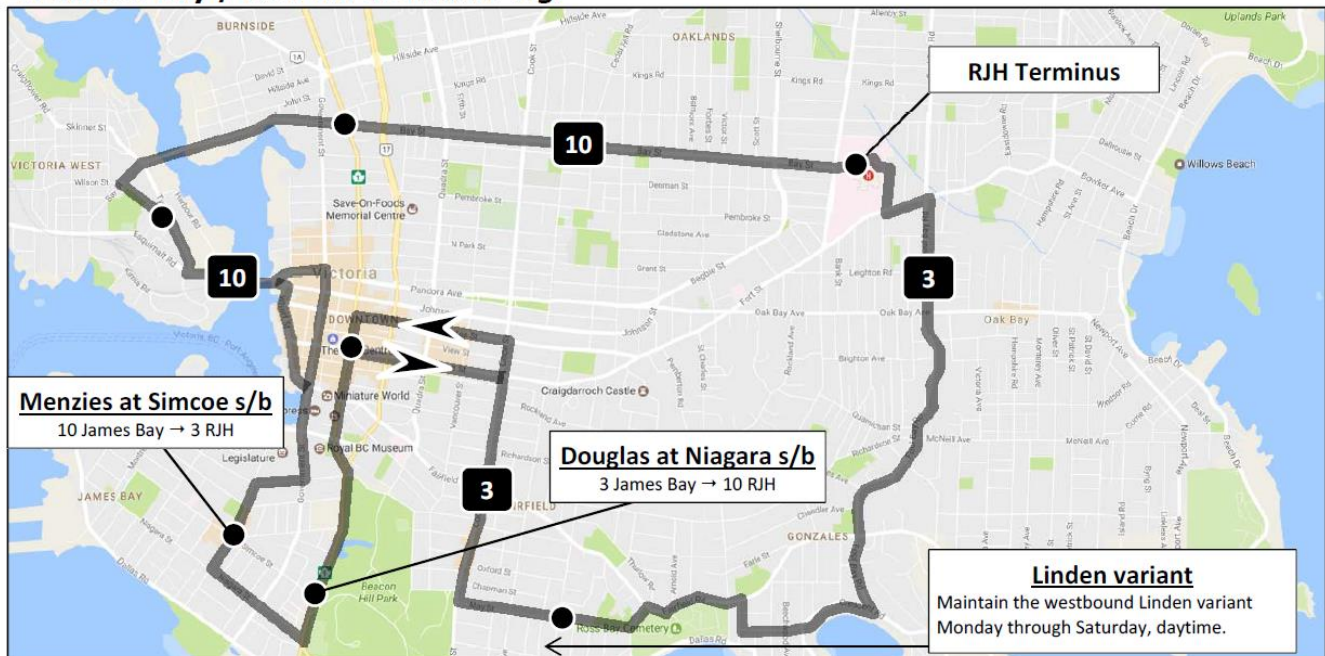
4. SERVICE PRIORITIES

Proposed New Routes for January 2018

2 James Bay / Willows / South Oak Bay



3 James Bay / RJH via South Fairfield 10 James Bay / RJH via Westside Vlg.



4.1 Short-term Service Changes – Implementation January 2018

Route	Improvement	Benefit
2 Oak Bay/2A Willows	<p>Route 2/2A re-aligned to continue into James Bay from Oak Bay, via downtown, and loop through James Bay</p> <p>New</p> <ul style="list-style-type: none"> • 2 James Bay • 2 Oak Bay / Willows 	<p>Consistent routing on all trips through James Bay and more regular trip intervals.</p> <p>Improved access to 5 Corners from more of the neighbourhood.</p> <p>No transfers needed for grade-school students destined to Central Middle School and Victoria High School.</p> <p>Alternative transfer points for service to UVic at Oak Bay Junction.</p>
30/31 Royal Oak	<p>Routes 30 and 31 restructured to terminate at the Legislature Terminal</p>	<p>Resources saved will be re-allocated to Route 2 improvements and the Douglas Rapid Bus service corridor once bus lanes are complete.</p>
3 Gonzales 10 Songhees/Jubilee	<p>Route 3 re-aligned and destined to Jubilee Hospital. Route 10 (Jubilee/Songhees) re-aligned to interline with the new Route 3 in James Bay and at the Jubilee Hospital</p> <p>New</p> <ul style="list-style-type: none"> • 3 James Bay • 3 Royal Jubilee via south Fairfield • 10 James Bay • 10 Royal Jubilee via Westside Village 	<p>The revised routes 3 and 10 will work in combination as downtown/village connector service.</p> <p>Counter clockwise: James Bay > Downtown > Cook Street Village > Fairfield Plaza > Gonzales > Oak Bay/Foul Bay > Jubilee Hospital > Bay/Quadra > Vic West > Downtown > James Bay</p> <p>Clockwise: Reverse</p>
27 Gordon Head/ 28 Majestic	<p>Routes 27 and 28 restructured to terminate downtown Victoria</p>	<p>Resources saved will be re-allocated to Route 2 improvements and the Douglas Rapid Bus service corridor once bus lanes are complete.</p>
19 Hillside Mall	<p>This route is discontinued</p>	<p>Resources saved will be re-allocated to Route 2 improvements and the Douglas Rapid Bus service corridor once bus lanes are complete.</p>

4.1.1 CONCEPT SERVICE HOURS

Route	Short term Changes	Weekday Hours
2 Oak Bay/2A Willows	Route 2/2A re-aligned to continue into James Bay from Oak Bay, via downtown and loop through James Bay.	+34.05
30/31 Royal Oak	Routes 30 and 31 restructured to terminate at the Legislature Terminal.	-24.13
3 Gonzales	Route re-aligned and destined to Jubilee Hospital. Concurrent to this the Route 10 (Songhees/Jubilee) is interlined with Route 3	-7.00
10 Bay	Route 10 re-aligned to interline with the new Route 3 in James Bay and at the Jubilee Hospital.	+7.05
27 Gordon Head/ 28 Majestic	Routes 27 and 28 restructured to terminate in downtown at all times.	-7.6
7 UVic	As a result of the re-aligned 2/2a, Route 7 UVic will be through routed with 21 Interurban to eliminate unnecessary duplication in Downtown.	-2.35
21 Interurban	The 21 Downtown will through route with Route 7 UVic to eliminate unnecessary duplication.	5.71
22 Vic General		-2.58
19 Hillside Mall	This route is discontinued.	-0.93
TOTAL		2.22

4.2 Short -term James Bay Infrastructure - Priorities

Initiative	Benefit
Replacement of the Capital Park transit stop	Provides the best opportunity to increase transit mode share with improved transit travel times and on-time performance.
Accessibility Improvements to James Bay transit stops – specifically the 5 Corners transit stop	Provides suitable space and improves network accessibility for people using mobility devices as well as people travelling with infants in strollers.
Wayfinding (in partnership with the	Increases legibility and helps people find their way.

City of Victoria)	Increases brand familiarity of Transit Future Network layers (rapid, frequent and local).
Installation of Real-time Information	Improves accuracy of bus arrival time information.
Upgrades to Legislature Terminal in Anticipation of Rapid Bus Station	Allows for the installation of higher capacity bus shelters, future real-time information and off board fare payment. Creates a higher quality perception that distinguishes rapid transit services from other types of transit service.

4.3 Medium-term James Bay Service Priorities – contingent on third facility

Route	Improvement	Benefit
NEW GO Bus	Conduct a service review examining potential for implementation of a local GO bus circulating within the James Bay neighbourhood	Provides a local alternative to handyDART for people less able to use the conventional bus service.
2 Oak Bay/2A Willows 2/2A James Bay	Increase frequency on weekends and evenings	Addresses James Bay stakeholder service priorities.
3 Jubilee/James Bay Via Cook Street 10 Jubilee/James Bay Via Vic West	Addition of James Bay Local loop	Aligns Route 3 local service with Route 2 for more routing consistency within James Bay.

4.4 Medium-term Infrastructure & Information Priorities

Medium-term infrastructure and customer information priorities support the development of rapid transit line connecting the Westshore with the region as a whole, as well as the overall development of the transit system.

Initiative	Benefit
Brand Rapid Transit Line	Identifies and differentiates high quality transit service from regular services
Improve on-street signage	Improves schedule and way-finding information at bus stops

5. MONITORING

The short term implementation service changes will be monitored closely in post-implementation to ensure that schedules and route alignments are meeting the needs of customers. If any changes are required, they will be made at the regular 2018 Summer and Fall seasonal schedule changes.

Route performance will be measured using the Route Performance Guidelines approved by the Victoria Regional Transit Commission. Route performance information will be reported in the Planning Reports to the Commission.

6. CONCLUSION

The service changes planned for 2018 include a reallocation and restructuring of conventional bus services in the James Bay area in order to make transit schedules and routes more consistent and easier to understand, improve local mobility and access to 5 Corners within the community, and address broader connection priorities identified by the community. The majority of the service changes will be achieved by reallocating savings from adjustments to the existing services in the community.

Medium-term service changes identified in the James Bay Local Area Transit Plan describe a series of service and infrastructure improvements to develop a transit network that aligns with the expected growth of the broader community and changing demographic needs of James Bay residents. The service changes are intended to move towards the vision of the Transit Future Plan to develop rapid and frequent transit lines connecting the Legislature Terminal with the region as a whole, as well as a more robust local bus network within James Bay. The priorities identified in this plan will be used to develop Capital Plans, the Three Year Service and Financial Strategy and Annual Service Plans. The success of this plan requires new investments in transit from local partners and the Province. It is also vital that local partners continue to support transit growth by integrating transit plans with other local planning initiatives as well as making transit supportive land-use decisions.

7. RECOMMENDATIONS

It is recommended that the Victoria Regional Transit Commission:

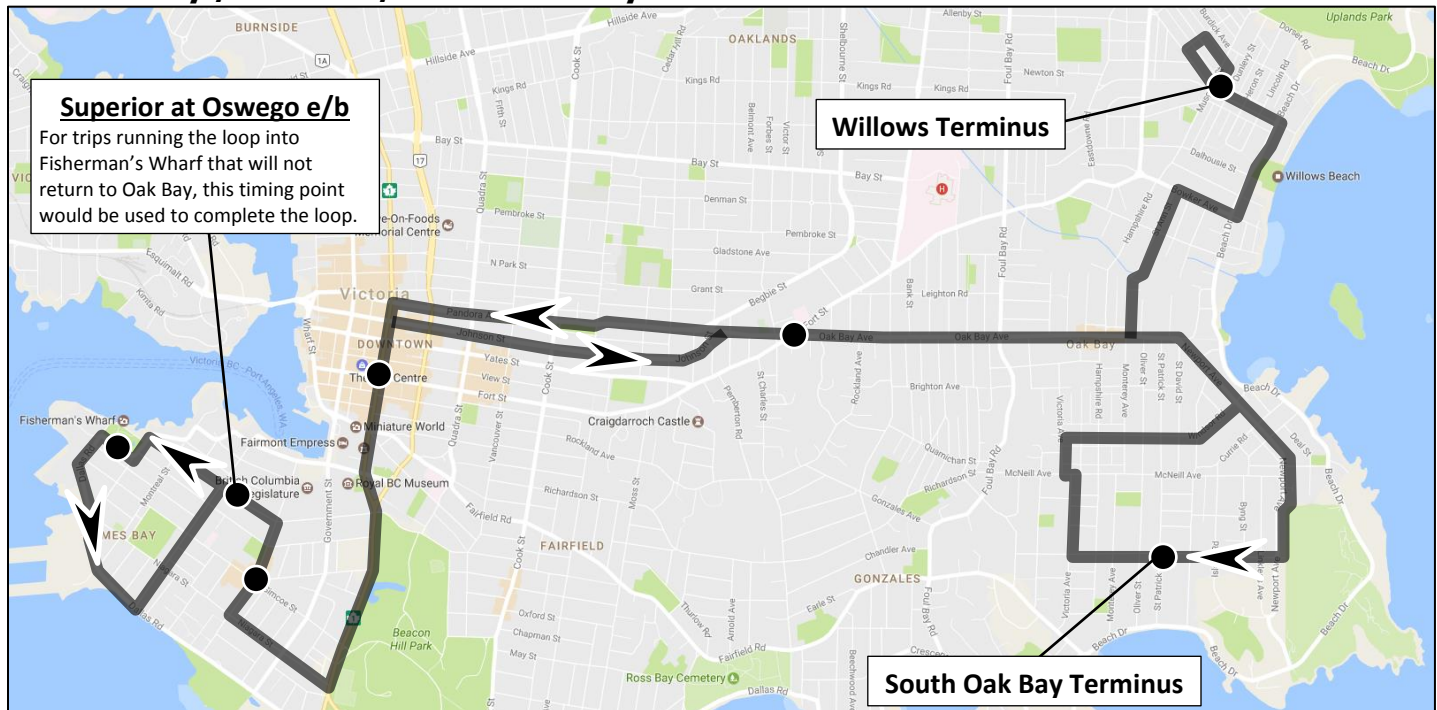
- Implement revised routes 2, 3 and 10 in Winter or Spring 2018
- Receive this report as information
- Use the information in this report to inform the development of future Capital Plans, the Three Year Service and Financial Strategy and Annual Service Plans

8. DETAILED SHORT TERM SERVICE CHANGE INFORMATION (JANUARY 2018)

8.1 Route 2

This conceptual route design option for re-structuring of James Bay service involves maintaining a direct link with Cook Street Village and James Bay. The new route 2 JAMES BAY / WILLOWS / SOUTH OAK BAY would remain unchanged with this option; however, service levels would be reduced with the route 3 services being maintained. This document discusses some of the necessary actions required to implement this option, tentatively effective January of 2018.

2 James Bay / Willows / South Oak Bay



Benefits

- Simplified service design in James Bay – five routes re-configured into a single route, also with service between James Bay Square and Cook Street Village maintained.
- Direct service established between James Bay and Oak Bay.
- Better coverage with a simplified route design to serve all of James Bay at reduced service levels.
- Removal of both terminals in James Bay (at the request of local residents). All recovery/layover would be scheduled in Oak Bay.
- Frequencies essentially match current 2/2A levels.

Considerations

- Removal of direct service along Douglas Street north of Downtown.
- Removal of evening/Sunday direct service to Shelbourne Street services (routes 27 and 28).
- Elimination of route 19 HILLSIDE MALL.

Approximate Service Frequency, Approximate headways between trips

Route Segment	Monday through Friday					Saturday	Sunday
	AM Peak	Midday	PM Peak	Early Eve.	Late Eve.	Midday	Midday
	6AM – 9AM	9AM – 3PM	3PM – 6PM	6PM – 9PM	After 9PM	9AM – 6PM*	11AM – 5PM*
James Bay ↔ Oak Bay Vlg. (common segment)	10-12	15	10-12	20-30	30	15-20	20-30
Estimated # of vehicles	8-9	6	8-9	5	3	5	3-4
Willows routing	20	30	20	60	-	40	60
South Oak Bay routing	20	30	20	30	30	40	60

* - Reduced service before and after the times indicated for Saturday and Sunday service levels.

Approximate Span of Service

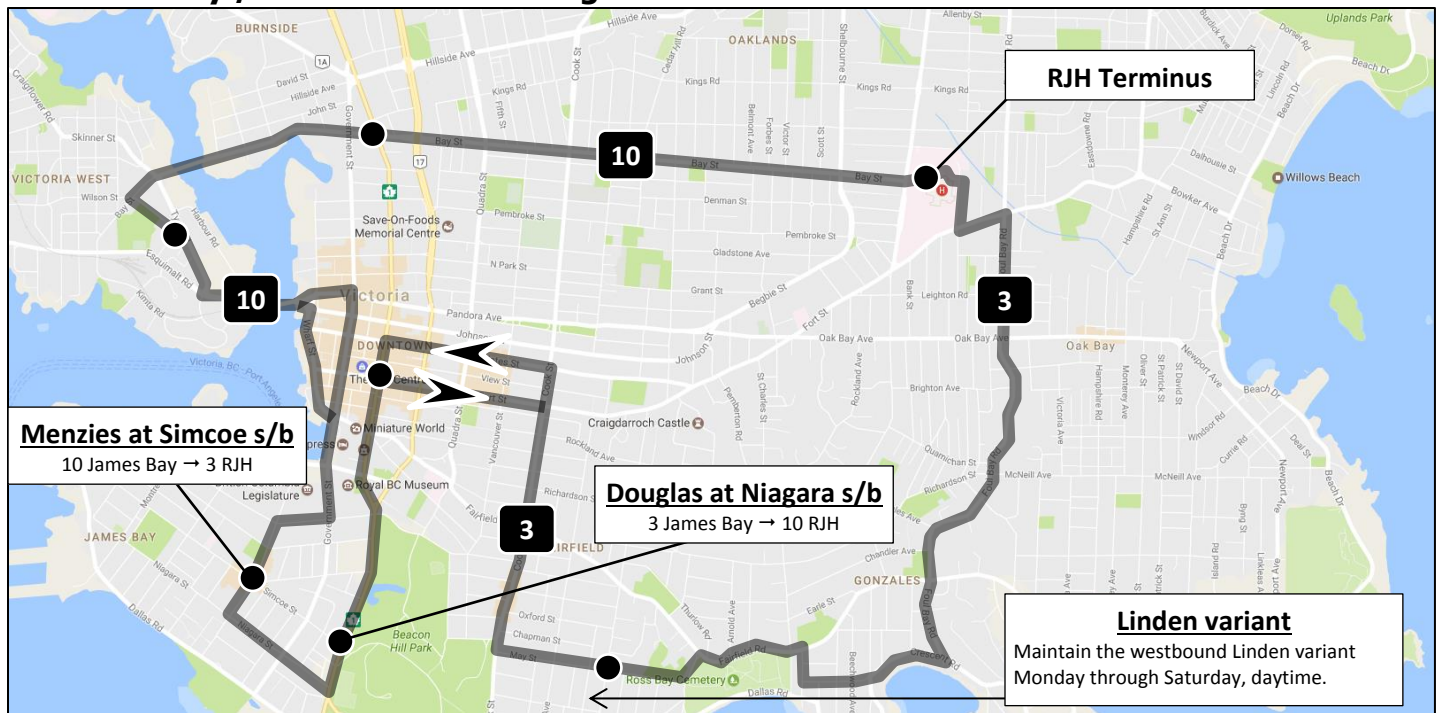
Day	To James Bay		To South Oak Bay & Willows	
	First trip	Last trip	First trip	Last trip
	Departing from Oak Bay*		Departing from Fisherman's Wharf*	
Weekday	6:00	23:30	6:00	24:00
Saturday	6:30	23:30	7:30	24:00
Sunday	7:00	23:00	8:00	23:30

* - Willows service typically ends between 7pm and 8pm.

8.2 Route 3 and 10

Removing the direct link between James Bay and South Fairfield (route 3) was identified as the priority concern for residents in James Bay and South Fairfield. As a result, the direct link between James Bay and South Fairfield will be retained; an opportunity to establish a *Village Connector* type of service is available by combining routes 3 and 10 into one service. This route re-structure offers other key destinations to be easily accessible to passengers who find transferring a challenge.

3 James Bay / RJH via South Fairfield 10 James Bay / RJH via Westside Vlg.



Benefits

- Current service span to be maintained.
- Current frequencies remain **similar** to existing levels.
- Provides a new direct service for South Fairfield residents to Royal Jubilee Hospital.
- Provides direct service for Bay Street residents to Downtown (via Vic West).
- Service span would remain relatively unchanged. Route 7N to remain serving South Fairfield after 7pm.

Considerations

- Direct service between James Bay and South Fairfield eliminated.
- Quimper Terminal would no longer be served.
- Adds extra service to Foul Bay Road.
- Headways / service levels do not work well with proposed route 2 headways, resulting in bus bunching – something residents in James Bay wish to eliminate.

Option 1A – Higher peak directional headways**Approximate Service Frequency, Approximate headways between trips**

Route Segment	Monday through Friday					Saturday	Sunday
	AM Peak	Midday	PM Peak	Early Eve.	Late Eve.	Midday	Midday
	6AM – 9AM	9AM – 3PM	3PM – 6PM	6PM – 7:30PM	After 7:30PM	9AM – 6PM*	11AM – 5PM*
Clockwise	20	30	30-35	40	-	30-40	30-40
<i>Estimated # of vehicles</i>	4	2.5	2	2		2	2
Counter-clockwise	30-35	30	20	40	-	30-40	30-40
<i>Estimated # of vehicles</i>	2	2.5	4	2		2	2

* - Reduced service before and after the times indicated for Saturday and Sunday service levels.

Option 1B – Even peak headways, both directions**Approximate Service Frequency, Approximate headways between trips**

Route Segment	Monday through Friday					Saturday	Sunday
	AM Peak	Midday	PM Peak	Early Eve.	Late Eve.	Midday	Midday
	6AM – 9AM	9AM – 3PM	3PM – 6PM	6PM – 7:30PM	After 7:30PM	9AM – 6PM*	11AM – 5PM*
Clockwise	25-30	30	25-30	40	-	30-40	30-40
<i>Estimated # of vehicles</i>	3	2.5	3.5	2		2	2
Counter-clockwise	25-30	30	25-30	40	-	30-40	30-40
<i>Estimated # of vehicles</i>	3	2.5	3.5	2		2	2

* - Reduced service before and after the times indicated for Saturday and Sunday service levels.

Approximate Span of Service

Day	3 JAMES BAY / 10 RJH		10 JAMES BAY / 3 RJH	
	First trip	Last trip	First trip	Last trip
	Departing RJH*		Departing RJH*	
Weekday	6:00	19:15	6:30	19:30
Saturday	7:00	19:15	7:30	19:30
Sunday	7:30	19:15	8:00	19:30

* - Last bus should aim to capture shift change at Royal Jubilee.