

Nelson & Area Transit

Public Consultation Results & Service Recommendations



July 3, 2012

City of Nelson
Regional District of Central Kootenay



ACKNOWLEDGEMENTS

BC Transit would like to thank those Nelson area community members who provided input into this review. In particular, the elected officials and staff of the City of Nelson and the Regional District of Central Kootenay, the transit staff of the City of Nelson and the Arrow & Slocan Lakes Community Services, the Nelson Transit Community, and all residents and organizations who provided feedback at Transit Future open houses, through online surveys and through one-on-one interviews.

TABLE OF CONTENTS

Acknowledgements	2
Executive Summary	4
1.0 Introduction	7
2.0 Public Consultation Process and Results	8
2.1 Public Consultation Phase I: Process	8
2.2 Public Consultation Phase I: Results	8
2.3 Public Consultation Phase II: Process	10
2.4 Public Consultation Phase II: Results	11
3.0 Service Options Using Existing Resources	16
3.1 Summary of Service Options Using Existing Resources	20
3.2 Service Option Conclusions	20
4.0 Future Options: Service Expansion Initial Estimates	21
5.0 Bus Stops and Infrastructure	23
5.1 Coordinating Supportive Road Networks and Land use	25
6.0 Next Steps: Suggested Path to Implementing Integrated Service	26
8.0 Recommendations	28
 Appendices	 29
Appendix A: Comparison to Similar Systems	29
Appendix B: Public Consultation Results Summary	30
Appendix C: Route 2 Fairview Ridership in Douglas and Morgan Area	45
Appendix D: Sample Development Referral	46

EXECUTIVE SUMMARY

1.0 Introduction

At the request of the City of Nelson and as part of the West Kootenay Concept Plan, BC Transit undertook a public consultation process on revised routing for the Nelson Transit System, as well opportunities for further integration with regional services funded by the Regional District of Central Kootenay and operated by Arrow and Slocan Lakes Community Services.

This report describes the February to May 2012 consultation process and results and makes recommendations on service and infrastructure improvements for the consideration of the City of Nelson and the Regional District of Central Kootenay.

2.0 Public Consultation Process and Results

In partnership with the City of Nelson and the Regional District of Central Kootenay, BC Transit undertook two phases of public consultation for this project. These phases complemented information gathered through previous public involvement with the West Kootenay Concept Plan and the development of an initial May 2011 Service Review.

The first phase of consultation was held from February to March 2012. Its main objective was to review initial service review findings with key community members in order to refine the service options to be presented in the second phase. It also gathered further information on the existing system's effectiveness and how it complemented other community plans and initiatives.

The second phase of consultation was held from April to May 2012. Its main objectives were to present and gather input into the various service proposals, integration opportunities and routing options, as well as alternate exchange locations. It also provided an opportunity for passengers and the public to offer ideas and input on how they would improve existing services in the City and surrounding region. This second phase included two round table discussions with Selkirk College students and staff (29 attendees), two open houses (over 140 attendees), a project website and online survey (122 responses) and advertising on all area buses and in the media.

Full results from the open houses and online survey are presented in Appendix B. Section 2.4 also includes a more thorough discussion of feedback. However, key findings from this second phase included:

- That Sunday and statutory holiday service was cited as the top priority for service improvement across all routes.
- That the routing proposals shown for local Nelson routes were generally positively received except for specific concerns about areas of town where service would be cut, a desire to have the 1 Uphill continue to route to Hart and Stanley, and resident concern around maintaining regular transit access to the hospital.
- That the majority of participants liked the concept of changing regional services to offer a route operating between Nelson, Playmor Junction and Castlegar with connecting local services between Playmor Junction and the Slocan Valley.
- That the majority of respondents wanted to keep the Downtown Nelson transit exchange at Ward and Baker at its current location. Other alternate exchange locations frequently suggested were on Victoria Street (especially near the Police / Library building), by the CPR station, and the east end of Downtown.

3.0 Service Options Using Existing Resources

Based on the review of existing Nelson service and findings from both phases of research and public consultation, four service options were developed based on using existing system resources. Each option presented would require a different level of integration between the system serving the City of Nelson and that serving the Regional area. The level of integration also impacts the frequency that a more direct route structure could provide, as shown in the following table.

Summary: Service Options Using Existing Resources

	Option 1: Status Quo Routing with No Service Integration	Option 2: Revised Nelson Routing with No Service Integration	Option 3: Revised System-wide Routing with Limited Service Integration	Option 4: Revised System-wide Routing with Full Service Integration
Routing Impacts				
City of Nelson Routing Used	No change	Revised, more direct	Revised, more direct	Revised, more direct
Regional Routing Used	No change	No change	Revised Slocan Valley / regional service plus change to Six Mile routing on 10 North Shore	Revised Slocan Valley / regional service, plus less in-town duplication. 10 North Shore provides service along 2 nd Ave. plus change to Six Mile routing.
Schedule Impacts				
City service at peak	30 min	30 – 60 min	30 – 60 min	30 min
City midday service	30 – 60 min	60 min	30 – 60 min	30 – 60 min
City evenings & Saturdays	60 – 80 min	80 min	60-80 min	60-80 min
Regional service	No change	No change	Additional Slocan commuter trip(s), better spacing to North Shore	Additional Slocan commuter trip(s), better spacing to all regional services
Key Benefits	Good frequency	Easier to use, more direct	Easier to use, more direct, better service intervals / frequency	Easier to use, more direct, best service intervals / frequency
Key Challenges	Long trip times from indirect and circuitous routes	Less frequent	Will require discussion and agreement among all partners	Most complex to implement; will require discussion and agreement among all partners
Ridership Outlook	Modest	Better	Considerable	Best

Based on the findings of this report, Option 4 would provide the best possible and most customer-focused service within the region's existing transit resources. However, implementing this option would also require the most discussion among partners and revision to existing transit system operating and funding agreements. If Option 4 is not possible, Options 2 or 3 would still offer advantages over the existing service, even though frequencies of service within the City of Nelson may be slightly reduced.

4.0 Future Options: Service Expansion Initial Estimates

Based on feedback heard through public consultation, this review also noted several other expansion options that could be considered in future. These high level estimates are included here to give the City and Regional District a sense of their impact. They include:

- Expansion Option 5: Reinstate Sunday Service Within City of Nelson
- Expansion Option 6: Introduce Sunday Service in Regional Areas
- Expansion Option 7: Additional Regional Commuter Trip
- Expansion Option 8: Introduce Flexible 1 Uphill, Increase 3 Rosemont Frequency to Link to 2 Fairview

5.0 Bus Stops and Infrastructure

The review and consultation highlighted several stops where it would be helpful to improve the location or amenities to attract and retain customers. Similarly, it is possible to apply to BC Transit for funding through its Bus Stop Improvement Project for items such as shelters but these improvements need to be identified and formally approved at the local level.

The top priorities for improvement to bus stops and related infrastructure are (in priority order) Chahko Mika Mall, Playmor Junction, the Downtown Nelson Transit Exchange and the Balfour Ferry Terminal turnaround.

The report also noted opportunities to coordinate supportive road networks and land use, particularly in relation to new residential development occurring off Radio Avenue and the relocation of a major grocery store to Lakeside Drive. A description of BC Transit's development referral process--which enables local governments to send larger scale commercial and residential developments or rezonings to BC Transit for comment—is also included.

6.0 Next Steps: Suggested Path to Implementing Integrated Service

If the City of Nelson and Regional District of Central Kootenay wish to pursue one of the service options that require greater integration, a number of steps are required in terms of approval and agreement. This section outlines a suggested path towards implementing integrated service should area local governments wish to pursue it.

7.0 Recommendations

It is recommended that the City of Nelson and Regional District of Central Kootenay:

- **Receive this report as information, provide comment, and approve it for finalization by City, Regional District and BC Transit staff;**
- **Approve service Existing Resources Option 4 - Revised Routing with Full Integration as presented in Section 3.0 Service Options Using Existing Resources and direct staff to work towards implementation, including creation of an Implementation Plan Memorandum of Understanding supported by the West Kootenay Transit Committee;**
- **Approve creation of local capital project action plans and budgets to address the bus stop and infrastructure priorities identified in Section 6.0. BC Transit's Corporate and Capital Planning Division is available to provide assistance with this.**

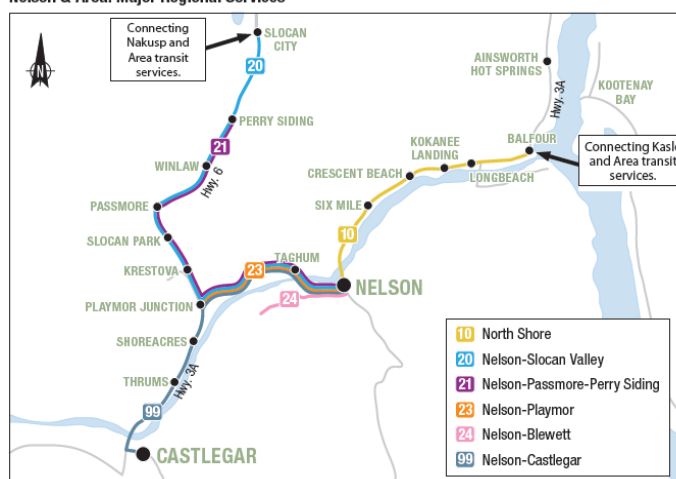
1.0 INTRODUCTION

At the request of the City of Nelson and as part of the West Kootenay Concept Plan, BC Transit undertook a service review of the conventional portion of the Nelson Transit System in 2010/11. The initial results of this Service Review were presented to Council in May 2011. As part of this service review, it was noted that public engagement was not done but that BC Transit would be willing to do so at Council's request.

Stemming from this review, Nelson Council approved transit schedule and minor routing changes that were implemented in November 2011. The schedule changes included trip time adjustments aimed at reducing the number of vehicles on the road at peak times and therefore the total fleet requirements and associated costs. An earlier change in August also eliminated Sunday service.

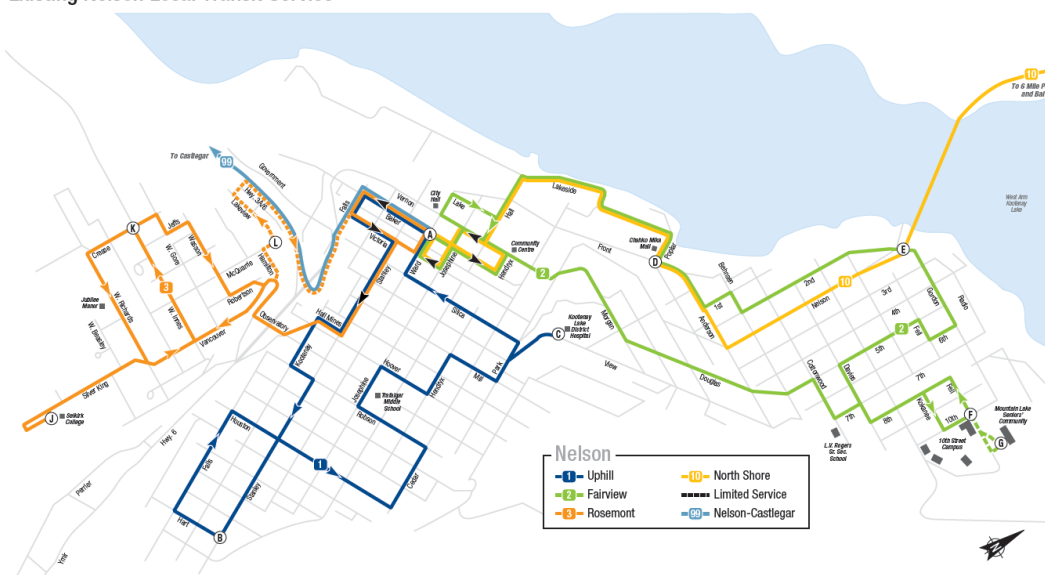
The service review also presented options for more substantial routing and schedule changes, as well as discussions on alternate transit exchange locations and further opportunities to integrate service with regional transit services sponsored by the Regional District of Central Kootenay and operated by Arrow and Slocan Lakes Community Services. The City requested that BC Transit undertake consultation on these elements and this consultation took place from February to May, 2012.

Nelson & Area: Major Regional Services



This report describes the consultation process and results and makes recommendations on service, marketing and infrastructure improvements for the consideration of the City of Nelson and the Regional District of Central Kootenay.

Existing Nelson Local Transit Service



2.0 PUBLIC CONSULTATION PROCESS AND RESULTS

In partnership with the City of Nelson and the Regional District of Central Kootenay, BC Transit undertook two phases of public consultation for this project. These phases complemented information gathered through previous public involvement with the West Kootenay Concept Plan and the development of the initial May 2011 Service Review.

2.1 Public Consultation Phase I: Process

The first phase of consultation was held from February to March 2012. Its main objective was to review initial service review findings with key community members in order to refine the service options to be presented in the second phase. It also gathered further information on the existing system's effectiveness and how it complemented other community plans and initiatives.

Phase I included:

- One-on-one conversations with City of Nelson and Arrow and Slokan Lakes Community Services transit staff
- Conversations with transit system passengers and community groups
- Gathering of schedule and program information from major destinations
- Site visits, ride-alongs and onboard surveys
- An analysis of existing system performance trends and how it compares to other systems
- A review of how transit fits into guiding community plans (Official Community Plan, sustainability strategy, etc.).
- A discussion with City of Nelson elected officials and staff and Regional District of Central Kootenay staff on preliminary Phase I findings and proposed approach for Phase II.

2.2 Public Consultation Phase I: Key Conclusions

Key conclusions arising from this phase of work include the following:

- **How Transit Fits Into the Community:**
 - Within the City of Nelson, supporting and improving the transit system is a key component of three major guiding civic plans: the Official Community Plan, the Sustainability Strategy and the Community Energy and Emissions Action Plan. These plans envision a safe and efficient transit network that is available to people of all ages and which includes improvements to both local and regional travel and links to the airport, hospital and other regional services.
 - In the RDCK, a Corporate Greenhouse Gas Emissions Reduction Plan has been completed as well as work under the banner of sustainABLE Central Kootenay. The vision document for sustainABLE Central Kootenay indicates resident support for daily use of transit and car sharing, the linking of communities through frequent public transit and the improving of land use patterns to be more concentrated and therefore more supportive of transit, walking and cycling.
 - Based on Statistics Canada 2006 Census results, 2% of the City of Nelson's population used transit to get to work. This is in line with results in BC communities of a similar size. It should also be noted that this figure only looks at people travelling to work and does not reflect the proportion of area residents who are seniors, students and adults travelling for other reasons or who are commuters that use an array of travel options to get to work.

However, the most surprising finding from this result is the number of people (33%) who reported walking or cycling to work.

From a service strategy point of view, the walking/cycling figure is important because it means that to gain riders, the transit system needs to think about how it can best complement a walking lifestyle, such as through directness of trips, an easy to remember schedule, concentrating on serving areas outside an easy walk radius of downtown, and the possibility of more longer term pass or ticket options.

Over the entire RDCK, the figure for walking and bicycling is still notable at 13% while transit for work purposes only is at 1%.

- **How Nelson Transit Compares to Other Systems:**

- Appendix A presents a more detailed comparison of how transit within the urban area of Nelson compares against BC transit systems serving communities of a similar population size. In general, the comparison shows that Nelson is already in a fairly good position: it performs above average with respect to the number of passenger trips it carries and its cost per hour of service is lower than average.

In terms of further improving its performance, one item shown by the comparison is that Nelson's average fare (the average amount of revenue contributed by each passenger) is much higher than its peers while its total revenue received and cost recovery is nearer to the middle of the scale. This would seem to indicate that there may be room to increase the amount of transit passes and long term fare products in the system. This might include extending the ability to purchase student monthly passes to Selkirk College students or creating a semester pass (a bundle of four monthly passes) for high school and College students. The plan outlined in the recently completed West Kootenay Fare Strategy begins to address this.

- **Feedback on the Existing System and 2011 Routing Proposals:** Based on conversations with transit customers and staff as well as observations of the system, some key points emerged:

- The August 2011 elimination of Sunday service is still top of mind for most existing passengers. This change, coupled with the November 2011 reductions, has created a sense of anxiousness in the system about whether this is the start of further reductions. This type of worry can become a self-fulfilling prophecy in terms of lower ridership if it is not checked with an overall positive vision for the system. The public consultation in itself can help regain positive momentum for the system. Public perception of the system can also be helped by implementing service improvements and by decision makers clearly conveying their long term objectives for the service.
- Like the 2011 Preliminary Service Review, this review found that the most important travel flow within the system is along the corridor between Selkirk College's Silver King and 10th Street Campuses, including the destinations of Downtown Nelson, Chahko Mika Mall, the mall at Anderson and 1st street, and LV Rogers Secondary, as well as dense residential housing in the Rosemont and Fairview neighbourhoods. Enhancing this flow is key to creating a more convenient system and to building ridership.

- Previous to the November 2011 service change, buses tended to move from one side of town to the other. For instance, a bus operating a 2 Fairview trip would then operate a combined 3 Rosemont/1 Uphill trip and then a 2 Fairview. This flow (called “interlining”) helped passengers move easily along the corridor cited above. Under the November 2011 change, buses at certain times do the same route for several trips in a row and this now often requires passengers to physically get off one bus and onto the other, sometimes resulting in missed transfers if buses are running late.
- One benefit to the existing route structure is that it provides excellent frequency to the areas it serves on a relatively easy to understand half-hourly or hourly trip cycle. However, the cost to this frequency is that routes are long and circuitous. There are also places in the City where routing is somewhat confusing (such as the way the 3 Rosemont does a “loop de loop” on West Innes) or harder to comprehend for a new user (such as the reversing 2 Fairview).
- When looking at the trade offs between “coverage” (the area served by transit) and directness of trips, Nelson transit passengers and staff seem to want a balanced approach: as simple and direct as possible but providing some coverage given the challenges of weather and topography.

2.3 Public Consultation Phase II: Process

The second phase of consultation was held from April to May 2012. Its main objectives were to present and gather input into the various service proposals, integration opportunities and routing options, as well as alternate exchange locations. It also provided an opportunity for passengers and the public to offer ideas on how they would improve existing services in the City and surrounding region.

Phase II included:

- **Promotion** of the service review project and Phase II events through news releases, advertising, links from transit system, municipal and college websites, posters at major exchanges and on board all area buses, and information provided to area elected officials.
- **Roundtable Sessions** held on April 11 and 12 at Selkirk College’s Nelson Silver King campus and Castlegar campus. Twenty five students and two faculty participated in the sessions, as well as several Students Society staff and Selkirk College administration staff.
- **Open Houses** held on April 26 at the Downtown Nelson Transit Exchange (Ward at Baker) and on April 27 at Chahko Mika Mall. These interactive open houses invited people to “vote” and provide comment on priorities and options using sticky dots and notes. The open houses were attended by over 140 people and included the presence of staff from BC Transit, City of Nelson, Regional District of Central Kootenay and Arrow and Slocan Lakes Community Services to help field questions.



Community members providing input at the Downtown Nelson Transit Exchange open house, April 26, 2012.

Members from the Nelson Transit Community group also attended the open houses and assisted with set up and facilitating conversations.

- **Online Survey** held from April 21 to May 10 as well as the creation of a project “Transit Future” website at www.bctransit.com/transitfuture.com. 122 responses were received from the online survey.
- **Further Development of Options** with City of Nelson and ASLCS transit staff based on open house feedback. This included investigating more route options as well as undertaking stop-by-stop counts in one area of the community.

The materials and questions asked at the roundtable sessions, open houses and through the online survey were fairly consistent and concentrated on asking participants to provide feedback on their priorities for improvement, system routing proposals, alternate locations for the existing Downtown Nelson transit exchange, feedback on various fare concepts and other ideas on how to improve transit services throughout the area.

2.4 Public Consultation Phase II: Key Conclusions

Appendix B provides the complete results from the open houses and online survey. However, some key themes emerged in the following areas:

- **Selkirk College:**

- A significant numbers of students travel every day from Trail and Castlegar to trades programs operating from 8:00am to 3:30pm or 4:00pm out of the Nelson Silver King campus. Transit could capture this ridership if the regional services from Trail and Castlegar reached Nelson a half hour earlier (7:45am) and offered a direct connection to the campus. The cost of the commute as well as restrictions on new car drivers carrying passengers would both act as powerful incentives for students to use transit services if times were adjusted.
- There are 100 students living in residence at the Nelson 10th Street campus. These may also be a good source of new riders if transit offered more direct connections to daily needs and the Silver King campus.
- In Castlegar, much of the conversation with students and faculty focused on the need for evening and weekend service to enable 100 students living in residence to access the community. Students also wanted improved service from the Slocan Valley to the campus and it was noted that there is strong use of the Castlegar transit system by international students living with area families.



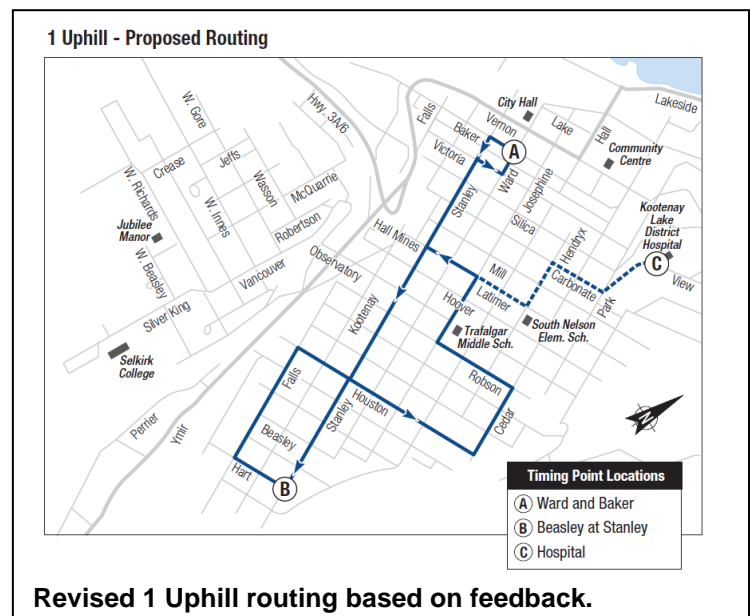
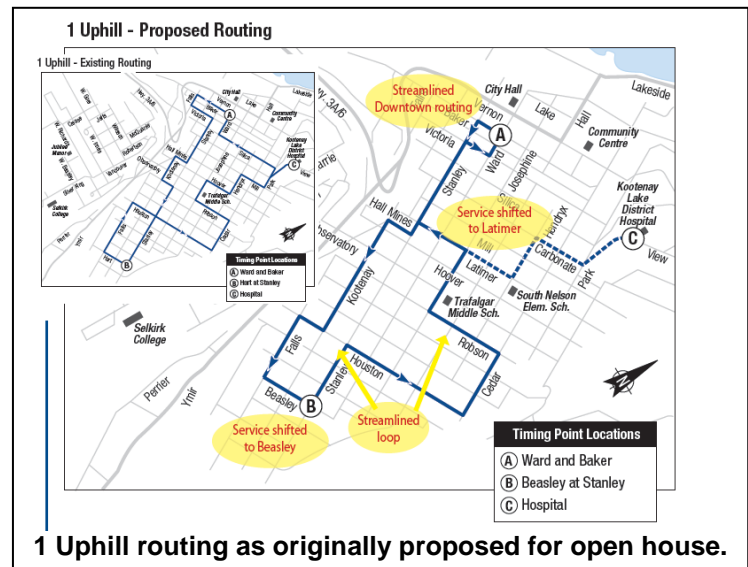
At Chako Mika Mall open house, April 27, 2012.

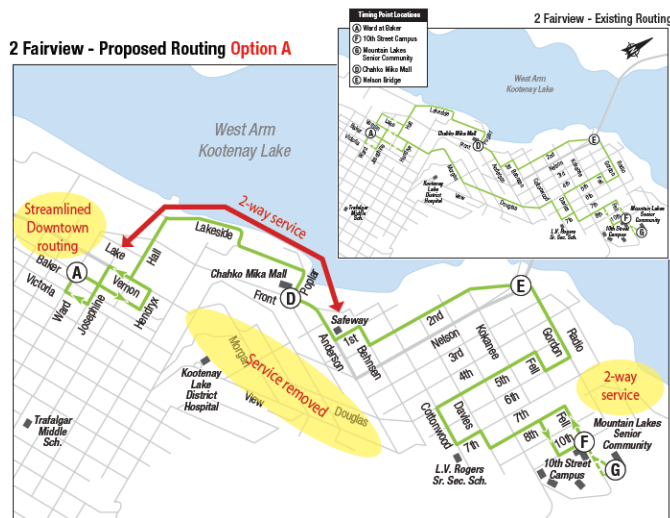
- **Priorities for Service:** When asked what their priorities for more service were by route, the top priority across all local and regional services by far was for **Sunday and statutory holiday service**.

- For routes operating within the City of Nelson, the next priorities (in order) were for more direct routes, more evening service and better connections.
 - For regional routes, the next top priorities were for more frequent commuter service, more Saturday service, more evening service and more direct routes.
- **1 Uphill Routing Proposal:** 36% of respondents supported the proposed change to the 1 Uphill and 46% said it made no difference. However, while most supported or were neutral to the change, this routing proposal had the highest proportion of people who did not support it. The main concern was that the route would no longer go as far up the hill as Hart and Stanley. Other concerns were that service to the hospital—shown as a dotted line on the map--would be too limited or that the use of Latimer would be too busy or indirect.

- Response:

- The shift from Hart to Beasley had been proposed as one way of potentially eliminating the “loop de loop” which the bus is required to do to serve this area. However, it would seem that leaving this section as it is currently would be preferred in order for the bus to serve Hart. The revised route map shows this change.
- The revised route map also reflects a suggestion by Nelson Transit staff that buses could route directly up Stanley instead of making the jog to Kootenay as they do now. This change would be confirmed through the implementation process.
- There are some real advantages to leaving the Hospital section as a dotted line in terms of the ability to make trips at commuter times more direct as well as to create “express” trips directly from Downtown to the Hospital. It is suggested that this section remain expressed as a dotted line on the map but that the majority of trips (especially in the midday) continue to serve the hospital.





- 2 Fairview Routing Proposal:** This proposal presented two options, with Option A providing two-way service along the same corridor to and from Downtown and Option B providing a loop on the end in the Fairview area. Combined, 47% of people liked Option A or B, 43% said it made no difference to them and 9% said they did not support the changes. More people voted for Option B, primarily because it appeared to offer more coverage.

For those that didn't support the changes, the main concern was the loss of service to the Morgan and Douglas area. A number of people expressed concern that this change would mean that Granite Manor would no longer get service.¹ Others said that they use the existing 2 Fairview routing to access the hospital (for instance, travelling from 2nd Avenue to Morgan and walking up the hill). Several others wanted service to new residential developments off Radio Avenue.

- Response:

- Most people at the open houses liked the fact that this routing change would now make it easier to access Chahko Mika Mall and the shopping centre at the corner of 1st and Anderson from Fairview residential neighbourhoods. While more voted for Option B (the loop option), it is recommended that the two-way service Option A be pursued as it will be easier to understand for new users, allows for more time to be built in at the end of the schedule for serving the Mountain Lake Senior's Community, and as the time savings from the loop is not substantial. However, through the detailed scheduling and operational work required for implementation and exploration around integration, it may be determined that loop Option B provides the best benefit to the community. Therefore some flexibility to confirm this through the implementation process is requested.
- Concerns expressed at the open house around accessing the hospital were somewhat alleviated when more information was provided that the 1

¹ It was interesting to note that at the open houses, those people who expressed concern about service to Granite Manor all lived elsewhere. The one open house attendee who identified herself as a Granite Manor resident said that she usually caught transit from the Hospital.

Uphill would now be more direct and that transfers would be available at Downtown.

- The loss of service to Morgan and Douglas is the main trade off to this routing change. However, a week long sample of all bus stops in this section (see Appendix C) showed a total of four people or less getting on or off at these stops per day, or less than 1% of the average daily ridership on this route. Making the route structure more direct for the other 99% would seem to be worth it. Due to routing for school trips, there may be some ability to offer limited service along this corridor.

- **3 Rosemont Routing Proposal:** 44% of respondents supported the change, 45% said it made no difference and 11% said they did not support the change².

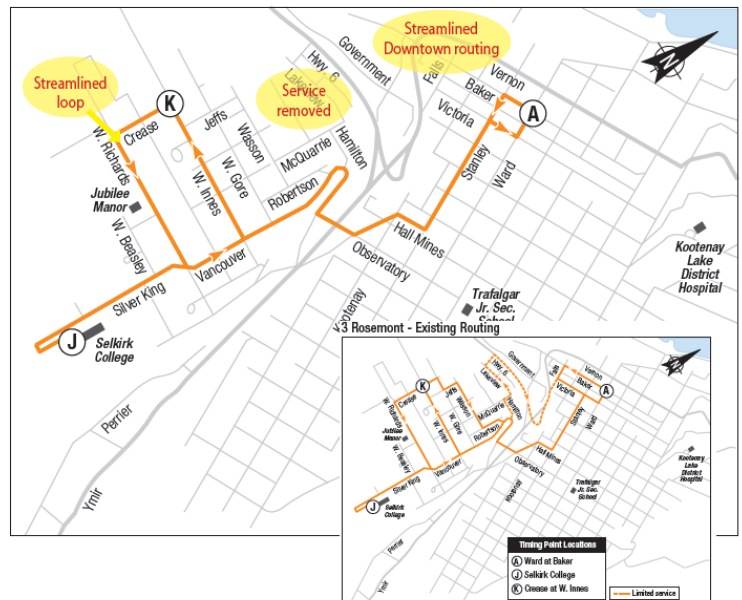
For those who didn't support the changes, the main concern was again the potential loss of service to the area. While some of this concern was from people who lived in the affected area, many comments were from people who lived elsewhere. Some also had comments around the change in the Downtown routing and the ability to transfer to the 1 Uphill.

- Response:

- Similar to the other routing discussions, increasing the directness of Nelson's routes involves making tradeoffs. Given that response at the open house—where there were people on hand to answer questions--was very positive and that ridership on Wasson is centered on a single stop at McQuarrie while the affected area on Lakeview already receives very limited service, this change is still advisable given the positives it brings to the rest of the route.
- That said, stops should be reviewed in the remaining area to make sure that there are alternates as close as possible to the sections previously served by the route.

- **Regional Routing Proposal:** The majority of participants (84%) liked the concept of changing regional services to offer a route operating between Nelson, Playmor Junction and Castlegar with connecting local services between Playmor Junction and the Slokan Valley. 11% of respondents said that the change made no difference to them and 5% said that they did not support the proposal. For those who did not support the proposal, the main concern was that the 99 Nelson-Castlegar route does not currently serve Pacific Insight and that therefore this change would result in that destination no longer receiving service.

3 Rosemont - Proposed Routing

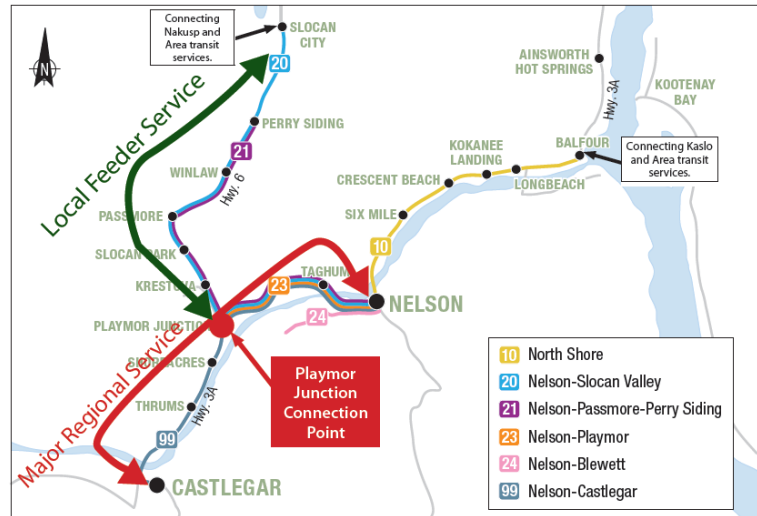


² Interestingly, at the open house, 100% of respondents were in favour of the change, with the votes against all coming from the web survey.

Other regional service ideas included appreciation for the new Blewett service and requests that it be extended to provide service at commuter times. There was also the desire for more service of all types from the Slocan Valley.

In the North Shore area, there were requests for more service to Balfour. Several transit drivers also noted the challenges of exiting the Six Mile area onto Highway 3A when travelling inbound to Nelson.

Nelson & Area: Major Regional Services



- Response:
 - Implementing the proposed route restructuring on the Castlegar/Slocan Valley section of service would seem to be supported and make sense. However, doing so will also require determining the preferred approach to serving places currently served by the Slocan Valley buses but not the 99 Castlegar-Nelson route. For instance, there is currently a mixture of approaches to serving Pacific Insight, Bonnington and Beasley.
 - An alternate route structure in the Six Mile area and/or different stops or pull outs should be examined as part of any service changes.
- **Alternate Exchange Locations:** When asked to suggest other places to locate the current Downtown Nelson transit exchange at Ward and Baker, the majority of respondents wanted to keep it at its current location. Other alternate locations frequently suggested were on Victoria Street (especially near the Police / Library building), by the CPR station, and the east end of Downtown.
- **Fare Ideas and Other Ways to Build Ridership and Revenue:** Participants were open to a wide range of new fare ideas, with the ideas that received the most votes being a single fare structure across the West Kootenay region (49 responses), as well as a community pass idea paid for through property taxes (similar to the Nelson Community Group's "Fair Fare" idea, 45 responses).
- **Other Ideas to Improve Transit:** The most frequent comments on how to improve transit in the area were (in order) increasing the frequency of service, Sunday service, increasing promotion of the system and other ideas related to fare products.

3.0 SERVICE OPTIONS USING EXISTING RESOURCES

Based on the review of existing Nelson service and findings from both phases of research and public consultation, the following service options are possible within existing system costs. Four options are presented because each would require a different level of integration between the system serving the City of Nelson and that serving the Regional area. At the same time, the level of integration has a bearing on the frequency that a more direct route structure could provide.

All options are based on using the same number of revenue hours and the same number of vehicles during peak commuter times (roughly 7:00am to 9:00am and 2:30pm to 5:00pm) as the existing service. The City of Nelson presents the most constraint around existing resources since the goal of recent service changes was to reduce peak vehicle requirements to two buses for services within the City. The system is essentially meeting this goal except that one peak hour vehicle providing service to the North Shore also augments service on one afternoon school trip.

A summary of options is presented in section 3.1, with service conclusions in section 3.2.

Pursuing these options would require discussion and approval by the City of Nelson and Regional District of Central Kootenay as well as discussion and agreement with City of Nelson transit services and Arrow and Slocan Lakes Community Services. Section 6.0 describes a path to implementation if one of the options requiring integration is pursued.

Option 1: Status Quo Nelson Routing with No Service Integration

Description: This option would essentially maintain the existing route structure currently used within the City of Nelson but would make the following schedule changes:

- Schedules would be adjusted to leave more consistently on the hour or half-hour.
- Where possible, the same bus would provide service between Rosemont and Fairview to avoid issues around missed transfers
- The 2 Fairview schedule would be portrayed differently as two routes (one routing clockwise, the other counter clockwise) to make it easier for passengers to understand.

This option could potentially use smaller 28 foot Vicinity buses instead of the existing 40 foot Nova buses by changing scheduling. However, serving school trips to and from LV Rogers would present a challenge and service to the rest of the system would basically need to shut down in order to provide the school service.

Rationale: As discussed in section 2.2, the existing system route structure does provide advantages in terms of the frequency it offers to the community, albeit at the cost of trip directness. The schedule improvements noted above would increase the ease of use of the system.

Benefits: If the goal is to stay within existing resources, and if integration with regional services is not possible, this option provides the best frequency of service to any single point within Nelson. This frequency is currently half-hourly at peak commuter times with half-hourly service (2 Fairview) and a range of 30-60 minute service (combined 1 Uphill-3 Rosemont) during middays.

Challenges: While providing frequency, travel on the existing system is very slow and indirect. The lack of direct trips means that it will be much harder for this system

structure to attract new users, particularly those who can easily access transportation alternatives like walking, cycling or a car.

Option 2: Revised Nelson Routing with No Service Integration

Description: This change would use the existing two peak vehicles in service within the City of Nelson to implement the revised route structure as described in section 2.4, including:

- The revised 1 Uphill routing, which includes service to Hart and Stanley and routing straight up Stanley. Other than to meet hospital work shift changes, service to the hospital would not be included on select morning commuter trips to improve directness. Service to the hospital would also be reduced on some evening and weekend trips.
- The revised Option A (two-way) routing of the 2 Fairview, as proposed, with the ability to also explore Option B (loop) routing instead if the detailed implementation work determines that there are significant advantages to it.
- The revised 3 Rosemont routing, as proposed.

Service would be scheduled as much as possible to use regular half hourly or hourly intervals, with an emphasis on providing good flow along the corridor from Fairview to Rosemont. Transfers would be available at Downtown Nelson to the 1 Uphill.

Rationale: The revised routing will make it easier to attract and keep new users. While service frequency will be less than that provided by the existing routing, its regular nature will be easier to convey.

Benefits: This change provides a faster, more direct trip for the majority of existing users and targets service to major destinations and dense residential neighbourhoods.

Challenges: Since it is constrained by having only two vehicles available at peak times, service frequency would be less than the existing schedule. It may seem counter intuitive that a more direct trip takes more time, but the issue is that a combined 1 Uphill / 3 Rosemont can be accomplished in 31 minutes, while done separately the two routes take a total of 34 minutes. Similarly, performing the existing 2 Fairview as a loop requires 26 minutes but 35 minutes if done as two directions (Option A) and 31 minutes if done as a large loop (Option B).

Therefore, frequency in this option would be mainly hourly on the 1 Uphill and 3 Rosemont—with short periods of half-hourly service on these routes during the commuter peak—and mainly half-hourly on the 2 Fairview with some hourly gaps.

Providing service to LV Rogers may still be a challenge under this option if using smaller Vicinity vehicles.

Option 3: Revised System-wide Routing with Limited Service Integration

Description: This option would implement the City of Nelson routing changes described above in Option 2 but would also adjust the routing of regional routes as follows:

- Service operating between Nelson, Playmor Junction and Castlegar on routes 20 Nelson-Slocan Valley, 21 Nelson-Passmore-Perry Siding, 23 Nelson-Playmor and the 99 Nelson – Castlegar would be combined to appear on a single schedule to make it easier to see the trips operating along this corridor. Where possible, routing to locations along the corridor such as Pacific Insight, Bonnington and Beasley would be made more consistent or targeted to specific users.
- The schedules for the 20 Nelson-Slocan Valley and 21 Nelson-Passmore-Perry Siding would be combined into a single route (20 Slocan Valley) to make it easier to see the schedules to this area.
- A change in the Six Mile area is also recommended to the 10 North Shore to make it easier for vehicles to route inbound.

In addition to the above routing changes, this option would build on the past practice of integrating the 10 North Shore bus with the City of Nelson service on a limited basis. Doing so would enable the following:

- The ability to use the larger North Shore bus at school times, thereby making it more feasible for the City of Nelson service to use smaller Vicinity vehicles without substantial loss of schedule time to school trips.
- The ability to use the North Shore bus to add 2-3 more trips to the 1 Uphill and 3 Rosemont schedules than in Option 2.
- The ability to convert the two existing Saturday 10 North Shore trips that only go as far as Six Mile into full trips to Balfour.
- The ability to more evenly spread out 10 North Shore trips during the midday, particularly on Saturdays.

Rationale: The proposed changes would take advantage of the more direct City of Nelson routing and would also provide an easier to understand route network and schedule in the Regional District of Central Kootenay.

Benefits: In the morning commuter period, there are currently two regional trips leaving Playmor Junction for Nelson within 10 minutes of each other and three regional return trips leaving within 20 minutes of each other in the afternoon commuter period. Combining routes and schedules would enable this duplication to be reduced in order to offer better commuter frequency, including potentially at least one more commuter trip and possibly an additional morning trip from the Slocan Valley.

Within the North Shore and City of Nelson areas, maintaining integration of service as it has occurred in the past would provide better ability to more evenly space trips, meet school trip capacity needs and provide better frequency on the revised City of Nelson routes.

Challenges: While it offers a number of benefits, from a passenger perspective this option is still truly not an integrated system and it retains some duplication of in town routes by regional services from the Slocan Valley.

Option 4: Revised System-wide Routing with Full Service Integration

Description: This change would include the City and Regional routing and scheduling changes outlined in Option 3 but would work toward fully integrating the regional and City systems. This would mean that buses from Castlegar and the Slocan Valley could continue on within Nelson to deliver service on routes within the City. This change would also include the following routing adjustments:

- The 10 North Shore could be routed along 2nd Avenue between Downtown and the bridge to provide additional service along the corridor served by the 2 Fairview. These trips would also appear in the 2 Fairview schedule to make it easier for passengers travelling between Downtown Nelson, Chahko Mika Mall and the shopping centre at 1st and Anderson to quickly get a sense of their travel options.
- Currently, a number of Slocan Valley trips also serve Chahko Mika Mall or the Hospital, duplicating service provided by the City routes. Integrating service would enable this duplication to be eliminated, making the Slocan routes more consistent and providing the ability to augment the frequency of the City routes in a way that attracts users to both systems.

Rationale: This option would provide the best consistency, ease of use and frequency to passengers but may be complex to implement in terms of operating agreements and determining local cost sharing.

Benefits: Reduces duplication, provides more frequency for local and regional routes and provides better flexibility to create more regular intervals on all regional trips. It also offers better opportunity to best match fleet size with passenger capacity needs.

Challenges: This change would require much discussion between the City of Nelson transit services and the ASLCS on how to divide operational functions and service. Dividing service by type of vehicle (conventional or paratransit/handyDART) and operational function based vehicle maintenance and servicing versus telephone customer service and dispatch may be a starting point for discussion.

Similarly, determining local cost sharing would present a challenge under this scenario that would require further discussion and potentially development of new agreements.

3.1 Summary of Service Options Using Existing Resources

The following table summarizes the impacts and trade offs for all service options presented in the above section.

Summary: Service Options Using Existing Resources

	Option 1: Status Quo Routing with No Service Integration	Option 2: Revised Nelson Routing with No Service Integration	Option 3: Revised System-wide Routing with Limited Service Integration	Option 4: Revised System-wide Routing with Full Service Integration
Routing Impacts				
City of Nelson Routing Used	No change	Revised, more direct	Revised, more direct	Revised, more direct
Regional Routing Used	No change	No change	Revised Slocan Valley / regional service plus change to Six Mile routing on 10 North Shore	Revised Slocan Valley / regional service, plus less in-town duplication. 10 North Shore provides service along 2 nd Ave. plus change to Six Mile routing.
Schedule Impacts				
City service at peak	30 min	30 – 60 min	30 – 60 min	30 min
City midday service	30 – 60 min	60 min	30 – 60 min	30 – 60 min
City evenings & Saturdays	60 – 80 min	80 min	60-80 min	60-80 min
Regional service	No change	No change	Additional Slocan commuter trip(s), better spacing to North Shore	Additional Slocan commuter trip(s), better spacing to all regional services
Key Benefits	Good frequency	Easier to use, more direct	Easier to use, more direct, better service intervals / frequency	Easier to use, more direct, best service intervals / frequency
Key Challenges	Long trip times from indirect and circuitous routes	Less frequent	Will require discussion and agreement among all partners	Most complex to implement; will require discussion and agreement among all partners
Ridership Outlook	Modest	Better	Considerable	Best

3.2. Service Option Conclusions

Based on the findings of this report, Option 4 would provide the best possible and most customer-focused service within the region's existing transit resources. However, implementing this option would also require the most discussion among partners and revision to existing transit system operating and funding agreements.

If Option 4 is not possible, Options 2 or 3 would still offer advantages over the existing service, even though frequencies of service within the City of Nelson may be slightly reduced.

4.0 FUTURE OPTIONS: SERVICE EXPANSION INITIAL ESTIMATES

Based on feedback heard through public consultation, this review also noted several other expansion options that could be considered in future. These high level estimates are included here to give the City and Regional District a sense of their impact. These changes would require more service hours and potentially more vehicles, and therefore increased funding. They may also require further consultation with the public and specific user groups prior to implementation.

Discussion around these items would be helpful to get a sense of local government direction on priority next steps for developing the area transit system. Items could be considered for implementation on their own or as part of development of an overall shared regional vision for transit as part the West Kootenay Transit Committee.

Cost impacts included with the estimates are based on 2012/13 budgeted transit service costs. Actual costs may vary depending on date of implementation and finalization of operating details, particularly depending on the results of any discussions around integration.

Expansion Option 5: Reinstate Sunday Service within the City of Nelson – This option would implement 8 hours of service per Sunday on routes within the City of Nelson. Service would operate using one vehicle from roughly 10:00am to 6:00pm, offering trips approximately every 80 minutes on all routes in the system. This service span would be slightly reduced from the previous Sunday service but would be in line with service levels in other comparable BC communities.

Initial High Level Estimate – Additional Annual Impacts

Expansion Option 5: Reinstate Sunday Service within the City of Nelson

Service Hours: 420	Passenger Revenue: \$8,000
Annual Ridership: 6,300	Total Cost: \$46,000
Vehicles Required: 0*	Net Local Share of Costs: \$17,000
	Provincial Share of Costs: \$21,000

* At present this option appears that it could be implemented with no additional vehicles. This would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date. An additional vehicle would increase costs by \$30,000.

Expansion Option 6: Introduce Sunday Service in the Regional Area – This option would introduce two trips per Sunday each to the Slocan Valley and to Balfour Ferry, enabling about 3-4 hours of activity time in Nelson before the return trip.

Initial High Level Estimate – Additional Annual Impacts

Expansion Option 6: Introduce Sunday Service in Regional Areas

Service Hours: 590	Passenger Revenue: \$9,000
Annual Ridership: 4,100	Total Cost: \$52,000
Vehicles Required: 0*	Net Local Share of Costs: \$19,000
	Provincial Share of Costs: \$24,000

* At present this option appears that it could be implemented with no additional vehicles. This would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date. An additional vehicle would increase costs by \$30,000.

Expansion Option 7: Additional Regional Commuter Trip - This option would add one further morning commuter trip on the 99 Nelson – Castlegar route, as well as a connecting trip from the Slocan Valley to Playmor Junction. This trip would serve commuters trying to access earlier work starts in Nelson. If combined with an additional early morning trip between Trail and Castlegar, it would also serve trades students travelling from Trail to Selkirk College’s Nelson Silver King campus. (Depending on the outcome of schedule restructuring and service integration, expansion may not be required for this option).

Initial High Level Estimate – Additional Annual Impacts

Expansion Option 7: Additional Regional Commuter Trip

Service Hours: 1000	Passenger Revenue: \$17,000
Annual Ridership: 8,300	Total Cost: \$125,000
Vehicles Required: 1	Net Local Share of Costs: \$62,000
	Provincial Share of Costs: \$46,000

Expansion Option 8: Introduce Flexible 1 Uphill, Increase 3 Rosemont Frequency to Link to 2 Fairview– Depending on whether transit services in the Nelson area become more integrated and the evolution of the Nelson handyDART system and regional paratransit services, there may be some ability to implement a flexible routing option in the 1 Uphill area during middays. This option would likely better serve the area’s steep topography, dispersed population and the number of seniors and handyDART clients living in this area.

During weekday middays, this option would replace existing conventional service on the 1 Uphill route with a paratransit option. The revised 1 Uphill bus would follow a route but there would be extra time built into the schedule to allow for door-to-door drop off and pick up of handyDART passengers who arranged travel through their driver or dispatch. Potentially this route could also be used to serve Granite Manor residents. This change would increase capacity on the existing handyDART system for medical trips since trips for things like shopping and social visits could be arranged on the paratransit route.

The remaining hours that would then become available on the conventional service by shifting the 1 Uphill to paratransit could then be used to augment the 3 Rosemont to match service on the 2 Fairview and make buses consistently flow from a 3 Rosemont to a 2 Fairview and back again. This would enable the system to provide steady half-hourly service along the key corridor between Rosemont and Fairview’s dense residential housing and the major destinations of Downtown, Chahko Mika Mall and two Selkirk College Campuses. This steady frequency along this corridor would have a significant impact on the ease of use, marketability and ridership of the system.

Initial High Level Estimate – Additional Annual Impacts

Expansion Option 8: Introduce Flexible 1 Uphill During Middays

Service Hours: 1,250	Passenger Revenue: \$17,000
Annual Ridership: 13,800	Total Cost: \$115,000
Vehicles Required: 0.5**	Net Local Share of Costs: \$47,000
	Provincial Share of Costs: \$51,000

** This option would only make sense if shared as part of implementation of another service, such as additional handyDART service at peak times or an increase in paratransit commuter service. It is assumed that a vehicle would be shared and so costs reflect only partial vehicle lease fees.

5.0 BUS STOPS AND INFRASTRUCTURE

The review and consultation highlighted several stops where it would be helpful to improve the location or amenities to attract and retain customers. Similarly, it is possible to apply to BC Transit for funding through its Bus Stop Improvement Project for items such as shelters but these improvements need to be identified and formally approved at the local level.

The top three priorities for improvement to bus stops and related infrastructure are:

Bus Stop Priority 1: Chahko Mika Mall

Issues and Opportunities: This pair of stops is located on the northwest corner of the mall.

These stops (one to serve outbound trips to Fairview and the North Shore, the other to serve trips to Downtown Nelson and Slocan Valley) are used by the 2 Fairview, the 10 North Shore and select trips of most Central Kootenay routes. This stop is one of the most important in the system but it has a number of significant challenges:

- In order to access the stops, buses must travel through a lane where other cars are driving in and out of parking spaces.
- Buses also travel along a length of track for the electric streetcar and this is congested in the summer.
- There is a curb and a bench at the outbound stop but no transit information and only limited lighting. While passengers are near the building and therefore the heat it provides, there is limited protection from the elements at this stop.
- In the inbound direction, there is no shelter, seating, bus stop sign, or other passenger amenities. There is also no sidewalk pad or curb, making it harder for people with mobility issues or using wheelchairs to access transit.

Since it serves a grocery store and other key merchants--and since Nelson Avenue is quite some distance away--it makes sense to continue serving the Mall. However, the transit facilities at this site need to be improved. Transit staff and passengers have suggested a number of alternatives that could be explored.

Bus Stop Priority 2: Playmor Junction

Issues and Opportunities: As discussed in Section 3.2 – Regional Transit

Recommendations, if moving to a different style of service in the Central Kootenay area (with local Slokan Valley buses feeding into regional service between Castlegar and Nelson) it would be helpful to provide an enhanced transfer point at Playmor Junction.

While there is a shelter and park and ride at Playmor Junction, it would be helpful to provide an enclosed and heated space for transferring passengers. An improved turnaround point would also be helpful since currently larger vehicles have to travel several hundred metres past the Park & Ride driveway to a secondary driveway and access road in order to turn around and get close to the shelter area.

The Regional District of Central Kootenay owns land at the site and may consider developing it further in the future. The site should be kept on the radar for future opportunities to develop it.

Bus Stop Priority 3: Downtown Nelson Exchange

Issues and Opportunities: From a passenger and service promotion perspective, the existing Downtown Nelson Transit Exchange at Ward and Baker is ideally located.

- It is a convenient and a relatively flat walk from most Downtown destinations.
- It feels vibrant and safe since it is in the thick of things and there is much pedestrian activity happening around it.
- It offers a substantial and well-protected area for waiting passengers, including transit information.



From these perspectives, it would be a detriment to the service to have to move the exchange from this location. On the other hand, some of the challenges with the current site include:

- The grade on Ward Street makes it harder for passengers using wheelchairs to board the bus using the vehicle ramp.
- The closure of Baker Street for community events impacts the operation of the system.
- There is currently only space for four transit vehicles at the site.

There are some options which could be pursued in order for the transit system to stay at this exchange location, including:

- Integrate the City and Regional District transit systems as described in section 3.0, which would thereby enable the combined system to operate using just the four existing spots.

- Create a bus layover position elsewhere in Downtown, potentially at an unused transit stop made available through the proposed changes to downtown routing, so that vehicles on layover of 10 minutes or more are not taking up vital space at the exchange itself.
- Reexamine the City's special events protocol with respect to transit.

This exchange situation should continue to be monitored and an action plan developed if system integration details go ahead.

Bus Stop Priority 4: Balfour Ferry Turnaround

Issues and Opportunities: Currently the 10 North Shore route ends at Balfour Ferry. In order to turn around, buses are required to pass through lanes congested with vehicles and pedestrians. The situation has been recently highlighted due to construction at the ferry terminal. An alternate turnaround location at this site would be very helpful.

5.1 Coordinating Supportive Road Networks and Land Use

Areas with good residential density and key destinations like major grocery stores are a natural fit for transit. These destinations normally bolster the efficiency and effectiveness of transit systems. However, in order for transit to serve these destinations, the road network needs to support transit.

Within the City of Nelson, denser new residential development has been occurring off Radio Avenue / Bealby Point. Road. At the same time, a major grocery store has relocated from downtown to the portion of Lakeside Drive not currently served by transit.

The major challenge to both of these sites is that there is no way to effectively route transit past them and continue on to other destinations. Instead, they occur in areas where there is only a single road in and out, meaning that transit vehicles would need to double back along the same road to serve these locations. When it occurs in the middle of a route, the act of going off a more direct path and then doubling back has a very strong negative impact on passenger perception of the directness and convenience of transit. In the case of Radio Avenue / Bealby Pt., topography also presents challenges to serving the neighbourhood.

As its community and transit system develops, the City of Nelson may wish to consider continuing to shape and join the road network in the Radio Avenue area where topography permits. The goal of this work would be to create more than one entrance/exit point to allow transit vehicles to flow through the site.

The City and RDCK may also find it helpful to use BC Transit's development referral service, which enables local governments to send larger scale commercial and residential developments or rezonings to BC Transit for comment as part of the development process. As part of this development referral process, BC Transit reviews the proposal and provides local governments with comments on how the proposed development fits with the existing transit network, outlook for future transit service, and comments on pedestrian links or transit amenities that would be helpful to request as part of the development.

Development referrals can be sent to developmentreferrals@bctransit.com. Planning staff at the City, Regional District and other local governments within the Regional District are also welcome to contact Tania Wegwitz, Manager of Operational Planning at 250-995-5632 to learn more about BC Transit's development referral process. A sample completed development referral from BC Transit is presented in Appendix D.

6.0 NEXT STEPS: SUGGESTED PATH TO IMPLEMENTING INTEGRATED SERVICE

If the City of Nelson and Regional District of Central Kootenay wish to pursue one of the service options that require greater integration, a number of steps are required in terms of approval and agreement. The following is a suggested path towards implementing integrated service should area local governments wish to pursue it.

Existing Resources Option 4 (Revised Routing with Full Integration) is used here since if work is going to happen around moving forward to integration, full integration presents more benefit for the community. It would likely be easier to start discussions with this in mind and then scale back to more limited integration if need be than try to do the reverse. However, Option 3 (Revised Routing with Limited Integration) or another combination of routing and integration suggested by the City and Regional District could also be used here in place of where it says "Option 4."

Proposed Path to Implementing Revised Routing and Further System Integration:

1. City of Nelson receives and discusses this report and approves Existing Resources Option 4: Revised Routing with Full Integration to move forward towards implementation.
2. The Regional District of Central Kootenay receives and discusses this report and approves Existing Resources Option 4: Revised Routing with Full Integration to move forward towards implementation.
3. BC Transit would then use Option 4: Revised Routing with Full Integration as part of work underway to develop a preliminary West Kootenay integrated schedule for transmittal to the West Kootenay Transit Committee for their review and discussion (currently scheduled for Fall 2012).
4. The proposed service implementation and integration is discussed and approved by the West Kootenay Transit Committee.
5. BC Transit creates an Implementation Agreement for sign off by the City and RDCK. This Memorandum of Understanding document outlines the detailed process and enables the development of detailed transit trip schedules and vehicle and driver assignment options. It also creates the ability to initiate discussion with City of Nelson transit services and the ASLCS around division of operating functions.
6. The City, RDCK and BC Transit sign the Implementation Agreement.
7. A project team of City of Nelson, ASLCS and BC Transit staff is formed to work through detailed scheduling, routing, operational, infrastructure and financial considerations for implementations with reporting structure to City of Nelson, RDCK and BC Transit senior staff.
8. Detailed schedules and routes are developed with opportunity for input by front line transit staff. Preliminary vehicle and driver assignments and division of operational functions is created and discussed based on these initial trip schedules. An infrastructure plan is developed, along with development of any temporary strategies necessary to meet implementation, such as at Playmor Junction.
9. A formal progress report goes to local governments outlining proposed schedules, functional divisions and cost impacts.
10. A "Sneak Peek" process is held, enabling front line transit staff, existing transit customers and the public to view and comment on proposed schedules and routings.

11. Schedules, routes, division of operational functions, infrastructure needs and cost impacts are confirmed and presented for final approval to the City and RDCK.
12. BC Transit creates Amendments to the Annual Operating Agreements to reflect the new service and structure.
13. If required, the City and RDCK create a revised local cost sharing agreement (or would this happen through the West Kootenay Transit Committee?) BC Transit is available to provide statistics such as breakdown of revenue hours towards development of cost-sharing.
14. Revised marketing and operational materials are created, staff training is held, prerequisite infrastructure created as required and the new service is implemented.
15. The new service is monitored, with an initial “Immediate Impacts” letter report provided to area local governments at one month of operation and a more detailed letter report provided after six months of operation.

8.0 RECOMMENDATIONS

It is recommended that the City of Nelson and Regional District of Central Kootenay:

- **Receive this report as information, provide comment, and approve it for finalization by City, Regional District and BC Transit staff;**
- **Approve service Existing Resources Option 4 - Revised Routing with Full Integration as presented in Section 3.0 Service Options Using Existing Resources and direct staff to work towards implementation, including creation of an Implementation Plan Memorandum of Understanding supported by the West Kootenay Transit Committee;**
- **Approve creation of local capital project action plans and budgets to address the bus stop and infrastructure priorities identified in Section 6.0. BC Transit's Corporate and Capital Planning Division is available to provide assistance with this.**

BC Transit
July 2012

APPENDIX A: COMPARISON TO SIMILAR SYSTEMS

The following table presents performance information for transit systems serving BC communities of a similar size to Nelson. Information for Castlegar and Kootenay Boundary (Trail and surrounding areas) are also included due to their geographic proximity. Information is based on 2010/11 actual fiscal year results.

Transit System	Pop.	Buses	Total Hours	Passenger Trips	Ave. Fare	Net Local Costs per Hour	Op. Costs per Hour	Total Costs per Hour	Cost Recovery	Rides per Hour
Castlegar	10,500	6	5,814	39,000	\$1.56	\$48.34	\$90.49	\$118.25	8.9%	6.7
Kootenay Boundary	13,000	11	13,052	301,000	\$1.00	\$64.41	\$111.81	\$157.26	14.7%	23.1
Prince Rupert	13,600	5	9,956	367,000	\$0.99	\$24.74	\$91.26	\$114.90	31.8%	36.8
Powell River**	13,900	5	10,813	201,000	\$0.63	\$38.88	\$90.41	\$109.47	19.4%	18.5
Nelson**	14,000	6	12,013	273,000	\$1.18	\$33.48	\$84.75	\$112.98	17.8%	22.7
Squamish	16,200	5	10,586	203,000	\$0.95	\$56.18	\$118.84	\$139.65	13.1%	19.1
Port Alberni	18,500	5	12,289	312,000	\$1.00	\$49.18	\$122.12	\$139.74	18.1%	25.4
Cranbrook	19,500	5	12,299	235,000	\$1.01	\$36.31	\$83.25	\$104.46	18.5%	19.1
Average			10,487	217,744	\$1.03	\$46.53	\$103.17	\$126.42	16.8%	20.2

In general, this table shows that:

- Nelson performs in the middle and above average with respect to total hours of service provided and passenger trips. This shows that on a per capita basis the system is providing about as many hours to residents as its peers. Nelson's performance with respect to passenger trips shows that the investment in transit is being met with ridership.
- Nelson's average fare (the average total revenue collected per passenger trip taken) is on the high side with respect to its peers. However, its total cost recovery (the proportion of operating costs covered by passenger fares) is only slightly above average. This would seem to show that there may be some room to better promote transit passes and other long term fare products. There may also be room to offer a deeper discount on transit passes.
- Average fare is also partially impacted by the rides per hour figure, which again is slightly above average.
- Net local costs per hour is second lowest, with only Powell River offering a lower net local cost.
- Similarly, operating cost per hour and total cost per hour are both low when compared to the average.

APPENDIX B: PUBLIC CONSULTATION RESULTS SUMMARY

Online and Open House Survey Results

The recent Nelson and Area Transit public consultation process had two main ways of gathering feedback: an online survey with a series of questions and opportunities to provide comments and “vote” for specific service proposals and interactive boards that were part of the open house that also enabled voting and the ability to make comments, this time with sticky dots and notes.

The majority of questions between the two processes were identical, with the only difference being that the online survey also captured information on where people were living and their current transit usage.

The online survey had 122 respondents. Surveys were completed between April 18 and May 10, 2012. The open houses had over 140 people attend and were held April 26 and 27, 2012. The following section B1 provides a summary of all open house and online survey data, with complete comments provided in sections B2 and B3.

Section B1: Combined Summary of Open House and Online Survey Data

1: What are your overall priorities for service? (Choose three)

	More direct routes	Better Connections	More Frequent Commuter Service	More Frequent Midday Service	Earlier Weekday Service	More Evening Service	More Saturday Service	Sunday and Holiday Service
1 Uphill	23	4	4	5	0	8	4	35
2 Fairview	8	7	5	2	0	8	6	37
3 Rosemont	12	6	2	7	0	7	2	53
10 North Shore	2	2	3	5	1	8	15	20
20 Nelson - Slocan Valley	13	4	10	11	1	7	5	29
21 Nelson - Passmore - Perry Siding	3	4	2	0	0	0	3	11
23 Nelson - Playmor	2	4	9	6	0	7	2	6
24 Nelson - blewett	3	2	1	5	0	14	2	6
99 Nelson - Castlegar	6	5	20	5	0	6	10	11
Nakusp and Area Transit	2	0	2	0	0	0	2	5
Kaslo and Area Transit	5	1	2	1	0	0	4	5
handyDART	8	0	0	0	0	1	2	7
City of Nelson Service Total	43	17	11	14	0	23	12	125
Regional Service Total	36	22	49	33	2	42	43	93
Grand Total, All Areas	87	39	60	47	2	66	57	225

2. What do you think of the proposed 1 Uphill routing?

I support the proposed changes	It means a slightly longer walk, but overall I support the changes	Makes no difference to me	I don't support the proposed changes.
36	5	52	21
32%	4%	46%	18%

3. What do you think of the proposed 2 Fairview routing options?

I like Option A the best	I like Option B the best	Makes no difference to me	I don't support either of the proposed options.
23	33	51	11
19%	28%	43%	9%

4. What do you think of the proposed 3 Rosemont routing?

I support the proposed changes	It means a slightly longer walk, but overall I support the changes	Makes no difference to me	I don't support the proposed changes.
40	6	47	12
38%	6%	45%	11%

5. What do you think of the idea of changing Slocan Valley service to operate as a local feeder route connecting at Playmor Junction to regional route operating between Castlegar and Nelson?

I support the idea if it provides more frequent service and connections are well timed	Makes no difference to me	I don't support the idea. Please tell us why below
102	14	6
84%	11%	5%

6. Other ideas for exchange locations? (See comments sections)

7. Fare Ideas and Other Ways to Build Ridership and Revenue

What do you think of the following fare ideas? Would you use them?

	#	%
Existing Student Monthly Pass made available to Selkirk College Students	25	13%
Student Semester Pass: bundle of four monthly passes sold at a discount	21	11%
Simplified regional fares to make it easier to travel throughout the west Kootenay region	49	26%
Community Pass: One pass per household paid for through property taxes (Similar to Nelson Transit community's "Fair Fare" idea).	45	24%
Long Term Pass offering a discount when six or more months of travel are purchased	26	14%
ProPASS: A perpetual photo I.D. pass paid for through payroll deductions	23	12%

8. Any other comments or other ideas on how we can improve transit?

	#	%
More frequent service	7	11.9%
Evening service	3	5.1%
Weekend service	2	3.4%
Sunday service (specifically)	7	11.9%
Smaller vehicles	4	6.8%
Integrate the bus systems	4	6.8%
Holiday service	2	3.4%
Promote the service more	5	8.5%
I support the Community Pass	4	6.8%
Have a Family Pass	2	3.4%
Other fare ideas	6	10.2%
Match bus times to work/school times	2	3.4%
Other	11	18.6%
Total	59	100.0%
No response	87	59.6%

Section B2: Open House Comments, April 26-27, 2012

Comments from Board 1: What are your priorities for service?

- Bus should go to the Wholesale Store a couple of times daily
- Please bring back Sunday bus. Can't get to church without it! It's really hard in winter to walk from Fairview to downtown and it is dangerous for seniors.
- More frequent runs means increased ridership for Transit overall
- Please, bus service to Real Canadian Warehouse. We have lots of seniors on our block in need.
- Advertise on Kootenay Co-op. The Express for print ad.
- Want 2:00 p.m. bus to Fairview back.
- Shouldn't have to phone ahead for bus to pick us up!
- Saturday service on North Shore needs to be augmented to regular scheduled rides
- Sunday service is essential for health reasons; to get to where someone can come to you or you can go to them if you have a mobility injury or dizzy spells. Not everyone is prepared with cash for a taxi. Having no transit resource is a serious risk for the aging population and families.
- Many people move to Nelson so their children can go to the Waldorf School. Why wouldn't the town support the school, when the families support the town/ (now moving)
- Route #10 – good service except Saturday morning. Should have bus early morning times, same as weekdays.
- Need bus up to Waldorf School.
- A later morning service that arrives from Slocan V. To Nelson for 9:00 a.m. work.
- A bus later than 5 p.m. back to Blewett so us working folks can get home! Preferably 6 or 6:30, could lose the 2:11 or the 1:45.
- More frequent direct uphill service
- Wonderful way to save money
- Hospital to Downtown to Rosemont connection off by 1 minute at present.
- We need more Blewett runs.
- Continue bus from 8 to 10 Balfour on weekdays.
- More later Blewett runs. 3:45 bus is too early for commuters.
- Stop making us transfer downtown!
- Not enough drivers for Handidart. You need to be at least one week in advance.
- Please, more Uphill direct runs ☺

Comments from Board 2: Service Proposals for 3 Rosemont and 1 Uphill

- How we discuss Nelson to lower its carbon footprint & being a greener community when we are reducing bus service
- Keep hospital on most trips
- A lot of hospital tests done in the morning
- Direct routing to hospital instead of Co-op / better connection
- I was working at hospital – Still want it every trip – HR contact
- The extra 2 blocks to Hart are very steep & create better connection to Fort Sheppard. I'd like to see the route remain in Hart.
- Kootenay St. between Robson & Houston is too steep in the winter. People south of Beasley have too long of a walk from Stibbs Street, for example.
- What about using Cedar St. to get to the Hospital & return via Carbonate/Latimer.
- Possible transfer to Uphill after returning over pass at Kootenay & Observatory.
- 3 or 4 runs on Crease, Jeffs Wasson to Hwy 6 and Downtown
- Uphill route change – Group home on Hart & Stanley- Hart & Falls & Jean on Hart. How will they get 4 blocks with mobility issues?
- Prefer every trip to hospital
- Keep Hospital on route , thanks
- Service to Hospital on a more limited basis is O.K. v.s. need to keep service to Hospital
- I live by the Hospital and use the #1 Uphill frequently.
- Seniors fare lowered to \$1.50 please. Thank you.
- Bring back service to Perrier Road.

- Stop cutting services! Our city is growing not shrinking.
- Like going to the Hospital
- Service is too scant in NE
- I miss the 3:05 p.m. bus to Rosemount & 9:00 a.m. Rosemount
- Smaller bus for less busy times.

Comments from board 3: Service Proposals for 2 Fairview

- Would like to see service to the Canadian Wholesale on Lakeside Drive now that the Extra Foods has closed.
- Have North Shore bus stop before crosses the bridge.
- Make sure that Fairview residents can get to the Hospital
- Please bring back Fairview 2 pm bus - to pick up daughter from school. Thank you.
- Too scant of service.
- Service needed for Lakeview Village.
- Keep the Mall stop where it is.
- Service to Lakeview Village
- Keep the Mall stop where it is.
- Sketchy corner at Behnsen & Douglas
- Concerned about no Morgan/Douglas Road service. This would provide Citizen above Douglas with service. Prefer Option B Route proposal.
- I need a 9:30 or 10 pm bus each night to Fairview. I am an adult pass holder and use the bus often.
- Would like to have access from Fairview to hospital.
- Do NOT privatize the bus service!
- Routes on the Pass Cr. Road – There is no service there at all!
- A twice a day route through CR. Valley through to Krestova
- Better connections means better used ridership
- I am concerned about Douglas Road below Granite Manor where seniors live.
- Can't get to park or hospital without going downtown to transfer.
- Thanks for the opportunity. We need Sunday service. Can't get to Capital kids theatre series Sundays. Can't go to church or pool.
- Service to housing on Radio Ave. & Senior's housing 9lakeview Village)
- Please bring back 2 pm service to the Mall.
- It's worth a try.
- Wholesale bus stop; Store manager said it would be O.K.
- More promotions and incentives for bus riding.

Comments from board 4: Slocan Service Idea and Regional Services

- What about deviation to Beasley
- We want a raise!
- Check schedules with major employers to ensure bus service to get workers to and from work.
- Need a bus in evening.
- Service more into Taghum.
- How to use the radio phone function for regional buses?
- 100 lot subdivision just past 4 mile, plus some development going in at six-mile. More low cost
- Connections from North Shore to Castlegar Campus.
- Add the #10 onto the #99 to go straight through.
- Regional service, later runs, more runs.
- Large number of student riders Saturday on Slocan late run.
- Timeliness is important. More frequent buses required i.e. 9 am
- I live in Blewett and have been told to take the Valley bus instead of getting off at the Blewett Road turnoff and walking.
- More info to the drivers on the other parts of the system. Way to connect buses KOB via radio or other protocol

- Earlier trip from Blewett
- Make regional services consistent going to the Mall, not all do, before going to Ward & Baker. Noon & 3:00 p.m. bus – Service Canada, Walmart
- Later buses leaving town for Slocan Valley i.e. 5:45 – 6:00 Same with Castlegar at least 5:15
- More Saturday Valley service
- Absolutely need a later bus – 5:45 – 6:00 to Valley
- Better communication of service between Nelson & Trail
- Service to Krestova
- Have a stop to service Shore Acres. Right now it's a 5 km walk to the bus @ Playmor Jct.
- Need service to Proctor
- Definitely need more trips back and forth Castlegar to Nelson
- Backroads – Passmore to Winlaw. Already doing Winlaw to Perry Siding on some trips.
- More North Shore buses
- Improve schedule especially after 6:00 p.m. for people working until 5:30 -6:00

Comments from board 5: Other Ideas for Exchange Locations?

- Existing exchange is not big enough.
- Possible layover spots would include: Baker @ Hendryx, Baker @ Falls, Cold stops. 2-2.5 layovers
- New exchange spot – Railtown in front of CP Station
- Local initiative \$ for shelters. BCT subsidy for locally made.
- Parking at foot of Baker. Frequent bus up Baker.
- At the Mall.
- What about wheelchairs?
- Concerns about people hanging out on Ward. Concerns about safety.

Comments from board 6: Fare Ideas and Other Ways to Build Ridership and Revenue

- Rider Pass Bundles for Slocan Valley – Nelson. 10 Pass Book? Punch Card?
- I would like to see Family Passes.
- Make Fare for rural routes less complicated.
- Sell passes at rural locations. (Duhamel/ Kokanee)
- Canada Day evening service.
- Nelson in theory supports “green initiatives” but doesn't actually do anything to support them.
- Free New Year's Eve. Service like Castlegar & Kootenay Boundary
- Family passes please.
- Transit buddy program – 1st one pays and the 2nd one goes free.
- All the pass ideas will serve to make our bus service better utilized! EXCELLENT!

Comments from board 7: Final Thoughts and Next Steps

- My lifestyle has changed drastically since Sundays went away. (e.g. all businesses had specials at same time)
- The drivers are excellent!
- Wheelchair designated bus stops. Jubilee Manor. Downtown. Senior's buildings. Mall

Section B3: Online Survey Comments, April 21 – May 10, 2012

Comments from Question 1: What are your priorities for service?

- From Rosemont going to Fairview without having to transfer buses and From Fairview(mall with groceries)go to Rosemont without transferring
- Minimum of regular 1/2 hour service on the scheduled on the hour and 1/2 hour. Guaranteed revenue for operating costs so we do not have to worry about cuts and or changes every year.
- Later evening weekend trips on the North Shore, when the bars close for the night! Less drinking & driving accidents, more people willing to party & take the bus :)
- I would better connections, like Rosemont to Fairview Fairview to Rosemont
- I would love to see an evening service for the Blewett bus because then I could use it to take to and from work, currently I can only take it to work.
- Bring back Sunday bus service. Bring back Sunday bus service. Bring back Sunday bus service. Bring back Sunday bus service. Bring back Sunday bus service. Bring back Sunday bus service.
- I would like to see more evening service, more service on Saturdays and DEFINITELY more service on Sundays since we have none now
- Improved transfer connections. Truly public transit system by connecting annual passes to tax base to cover all operating costs.
- Need more frequent trips to outlying areas, especially Trail, Castlegar, and Kaslo. Would also be good if busses were able to handle more bikes.
- I have been very satisfied with the service during the past year and hope that the new proposal will not interfere with my ability to use the transit available.
- And Sunday Service for 10 North Shore
- offering annual bus passes for payment based on tax amount needed for transit operations; will increase ridership & provide guaranteed revenue source for operating costs.
- Better connections, like Rosemont bus turns into Fairview, Fairview bus turns into Rosemont
- Would like to see better service to Trail from Nelson
- 20 Nelson-Slocan works for me the way it is.AM - Perry Siding to Hospital (work hours 7:30-3:30)PM - Ward/Baker 3:47 to Slocan - thank you.
- There is no bus available for my son can to catch to return home from Trafalgar every day. People who work need more weekend transit options and greater collaboration between other regional centre transit schedules would be great. It would be awesome to get to Kaslo, Castlegar etc - even if this is more of a summer service? Thanks for this survey.
- Sunday on all routes would be nice. And more direct routes into Rosemont, without going all through uphill.
- Transit from Salmo/Ymir to Nelson for commuters.
- My priority is to have direct route Uphill buses available after work, as they used to occur: 4:15; 4:45 and perhaps 5:15 would be ideal. I don't take the bus home from work any longer since I get motion sickness traveling via Rosemont.
- Definitely need a Bonnington-Beasley-Taghum catchment area then a direct route to Nelson (Do not add Blewett to this catchment area - if you add Blewett, this would be a deal breaker. Too much time. Ideally two buses start in South Slocan or Playmor Junction then 1 bus leaves via 49 creek by dams and travel to Nelson on that side of river (Blewett to Nelson) and other bus leave from Playmor or South Slocan then travels along in areas of Bonnington to Beasley (non highway portion) then highway to Greater Taghum area on side roads then to Nelson via highway.) Other priority: a direct transfer from Nelson bus onto Castlegar bus to Trail with timely connections.
- Make a better central Nelson interchange - out of the congested Downtown area
- the 99 route has only one morning trip to Nelson an additional commuter trip would be ideal the 99 afternoon return trips could be timed better for commuters the 3:15 is too early for commuters I would use one that left between 4 to 4:30 pm from Nelson
- Why is Ymir and Salmo not even on this survey? There are plenty of people living out that way that could benefit from a bus. A bus would really help a lot of people out. Not many jobs in Salmo/Ymir, but many people live out that way because it is more affordable then Nelson. This

should really be a priority. I wish I had known about the open house. I'm glad to see that you have been hosting them. Thanks!

- Saturday service would be beneficial as would additional evening service on this route. More convenient bus times would also be greatly appreciated.
- Improve with more services both on weekdays and week-ends between Castlegar and Nelson. I am starting a small business in Castlegar and there are a lot of times I find it very difficult to come to Nelson both for business, shopping and other purposes if transportation is not available in my family.
- More regular trips and more evening and weekend, namely Sunday trips. Also, some of the really remote areas, like over by Toyota, need to be serviced better. If its a low income area, make sure it's serviced!
- Looks like a glitch in No 4 above where it says to select three choices but was only able to make one for some reason. In addition to having evening runs, at least on Thursday and Fridays, the other option I would chose is a midday option from the Beasley area,(Playmor Bus) would be a mid-day bus (for people who don't want to spend the whole day in town, may just want to come in and shop or go to a medical appointment. or, for people who work part time hours during the day. thanks!
- Smaller buses until such time as ridership warrants those monstrosities we have now.
- It's difficult to narrow it down this way. I don't use public transit much anymore because it's inconvenient on a few levels. So, an accurate list of priorities would be:- More evening service for areas outside of Nelson so that commuting is realistic- More direct routes throughout the system. The Fairview/Rosemont/Uphill meandering is terrible.- Smaller busses!
- You have awesome bus drivers :D!
- I think transit should be free and there should be buses to and from the cottonwood market
- More morning trips from Nelson to Castlegar. One that left Nelson around 7:30 or 8 am in addition to the one that leaves at 6:45 would be nice. Saturday service connecting Nelson and Castlegar would be great as well.
- Under Slokan Valley to Nelson more direct routes, bus that arrives in Nelson between 9:00 and 9:15 am and Sunday service
- Get rid of the gas guzzling mega-buses. Have smaller more fuel-efficient buses running more often. THEN people would use the bus!
- Integrate rural and Nelson transit systems so small busses and large busses can be used by both and when appropriate, so that people can get from Nelson to Castlegar and Trail, without spending the whole day doing it. There's so much traffic on that route now that a comprehensive transit system is passed due.
- more bus service, especially early in the morning and evenings to Balfour and town
- I would like to see free buses on July 1st all day and also free busses on New Year's Eve until 2am. Providing such services would encourage people to use transit on non-holidays.
- A bus to or near to the Nelson Waldorf School. An early valley bus that gets one into Nelson for 9 am work, rather than 7:30 am.
- I like how the Balfour bus service uses a large bus at peak hours, and a small one later on. If the bus ran more often, I would not use a car. I have kids in daycare and school, and I go to school in Castlegar. If I knew I wouldn't have to spend hours at a time waiting in Nelson for the next Balfour bus, I would take it more often. It should just go back and forth all day. The reason people are not using the service more is because of the wait times to return to Balfour/North Shore.
- Cheap annual rates
- Not having to transfer going to Fairview from Rosemont Not having to transfer from Rosemont to Fairview
- Don't make more changes to the routes Can't visit my 90 year old mother on
- Don't make anymore cuts to the routes Can't visit 90 year old mother for Sunday dinners
- Restore Sunday service and improve/increase service to all runs, including those recently cancelled. Improve service to Slokan Valley and other rural areas - especially weekend service. Many more would use the bus with improved service.
- More service evenings and weekends to rural areas from Nelson. I work out of town and it's hard to get to and from work at times (I'm a student).

- The table above will only let me pick one thing for the route we use most often which is Nelson Playmor so I put my choices on three different routes but really they should apply to our main route which is Nelson Playmor. More Saturday and Sunday/holiday service would be great too.
- This instrument is a bit clumsy. I want the routes to be more direct, and I want more of the routes that ARE direct, meaning not combined with Rosemont. I also want more Sunday service, but I can only tick one box related to Uphill.
- we need to promote transit use because people don't know about it or don't care.
- Handy Dart due to a lifetime of many surgeries I need this service every few years. This table does not work to express need for improvement, which is MORE availability, i.e. increased service: one vehicle has to cover a vast area and so cannot be available enough to meet our needs. This survey only allows 1 suggestion per route - very frustrating. More direct routes and better connections and the two key improvements I have heard from friends far and near about every one of these routes, so these improvements need to be looked at system-wide, not just each route in isolation, as this survey forces us to respond.
- I have had the opportunity to find out what "proposed" routes are being discussed currently. I am not sure I am in agreement with the "newly proposed" route for uphill. Why is it changing directions from Stanley and Kootenay Streets over onto Houston when it reaches Houston? It seems to make more sense to continue the way it has been going, but perhaps have a few more runs in the day especially at mid-afternoon and on the weekends and evenings!!!!
- Time the bus so that it coincides with events that are happening in town. My main reason for not taking the bus is that it almost never matches up with things I am doing. Bus tends to arrive at times like 1:04 useless if my appointment is at one. Also time the North shore bus with the ferry. If the ferry is five minutes late wait for it (instead of stranding people out there). Also the bus to Castlegar leaves at 6:45 in the morning and gets people to School / work one hour early for classes. I know a lot of people who drive rather than having to leave an hour early and wait at the college for an hour.
- There should be at least one bus on Sunday that does up the valley and back to Nelson, many people would use this!
- Sunday service to Balfour
- At least one bus on Sunday, to Slocan and back to Nelson.
- Sunday bus.
- I would also like to see more Saturday service
- Direct Uphill bus now leaves Ward and Baker at 5:55pm. Why can it not leave at 6:05 for those of us who work until 6:00?
- Regular service into Nelson from Playmor/Taghum area with actual stops
- My family and I would really like to see an established bus stop in the Taghum area with regular reliable bus service to and from Nelson with more trips during the mid day time frame and evenings and weekends instead of always catering only to commuters.
- Increased service on the #6 and #8, to provide a combined daily service between Nelson and Kaslo on weekdays. Connecting the #10 with the #8 in Balfour presently would allow for Thursday trips from Nelson (There is presently a 2.5 hour wait in Balfour going to Kaslo). Also, connecting the #4 to these routes would be very useful as well.
- people needing hemodialysis have to get to the Trail Hospital 3 times a week, either Mon/Wed/Fri or Tues/Thurs/Sat. currently have to do M/w/f morning runs as this is only time that fit with bus schedule. If bus ran later and on a Saturday this would allow more choice for people and steady riders for the service. Handidart between Nelson, Castlegar and Trail once a week would also meet dialysis patients needs. so M/W/F afternoons would be ideal for several people also Handidart should be able to use the provincial bus pass! Connie Poling Social worker for renal program
- I need a Sunday bus.. it would be very helpful, thanks.
- Bike racks on the front of the bus that will hold wider mountainbike sized tires, currently passengers with mountain bikes have to deflate their tires a bit to get them on the racks. thank you!
- Have a bus from Slocan Valley to Castlegar without switching buses.
- more rossland nelson buses

- Regular service from Nelson to Ymir and back. Chamber of Commerce, City Council, Eco Society, Kootenay Co-Op etc. should be encouraging citizens to park their vehicles and take transit not only to reduce carbon footprint but also as an opportunity to socialize with others. Instead we have these groups driving (some multiple vehicles and Co-op even purchasing a huge property in order to provide "more parking"! There should be promotions such as "Bus Buddy" where the first person pays regular fare and the 2nd gets on for half price. Companies and organizations like the previous ones listed should be offering their employees the transit passes 15% discounted as is offered on your site. Fares should be all 1 zone after 6:30pm and on weekends and Stats. Yes there should be bus service on stats especially on July 1st when there are activities at the park. People should be encouraged to leave their vehicles at home and ride transit (as there is limited parking at the Park).
- We really need to keep what service we have, ie at least every half hour service. Having this on Saturday's would be great as well. I would really love to see Sunday service re-instated as there are so many of us regular users that rely on our transit 7 days a week.
- Reinstate the route out the Ymir hiway to the businesses there such as Manadala Homes.

Comments from Question 2: Any comments or other ideas on the proposed 1 Uphill routing?

- Keeping the Hospital bus stop
- Bring back Sunday bus service. Bring back Sunday bus service. Bring back Sunday bus service. Bring back Sunday bus service.
- You need to take another look at the city map. Where you have Hoover St. is actually Josephine. Hoover is on the down side of Trafalgar, not in front. It will be more time consuming for the bus to get across Park at the stop on Carbonate as it is a high traffic area and the traffic going on Park does not have to stop there. So my suggestion is to turn onto Mill from Hendryx, then turn on Park and go to the hospital the way the bus runs now then when it comes back from hospital, go down Carbonate to Hendryx and then Latimer. That way the bus only has to cross that intersection of Park and Carbonate once, not twice. Time will be saved that way.
- By going straight north on Cedar towards the hospital this will provide some service to those citizens living east of Cedar in a higher grade area where the buses cannot go, at least in the winter. At the same time those living in the square from Kootenay to Cedar Sts. will still only have a short 3 block walk to a bus stop. Also, if the schedule of this bus could be made to connect with the returning Rosemont bus at Kootenay and Observatory people wanting to go to transfer to the Uphill bus could do so then instead of waiting at the downtown location. This may be particularly important for people going to the hospital.
- possible route down cedar to mill east on park & into hospital. returning on proposed route.
- I like that the bus goes to the Hospital
- The other changes seem to make it more streamlined which appears reasonable.
- For me, the current Uphill route is fine, or the new proposed Uphill route is fine. The issue is having buses available after work to Uphill without having to travel via Rosemont.
- I think it's fine, but I would not want to lose the link to the hospital because I think that is important.
- This makes more sense. Shifting to Latimer seems smart because it's along the hospital route and already prioritized in terms of parking, snow removal and maintenance. It's a loud street, so might as well put the bus there. Much, much better than sending the Uphill bus to Rosemont first.
- I think we need service to the hospital
- Going down Latimer between Josephine and Stanley will not work. GO and look at the amount of traffic now, also observe the trucks and cars constantly coming and going from the businesses (Oso, NBC, Tofu factory etc) that are a constant there, residents have only one option to park on the downhill side of Latimer too. It is a bottle jam at the best of times. Why not go down Josephine and turn on Victoria for instance.
- If I can take my Fairview Bus and link with the Uphill Bus without a half hour wait, then it's good.
- I really like that the bus stop at the hospital is kept, but every trip, at least until 8:00 pm after visiting hours are over.
- A more streamlined route makes sense if most residents can easily reach a bus stop.
- What does the dotted line going to the hospital indicate?

- I have long thought that a reverse route for Uphill, and Rosemont, as was created for Fairview, would be a good solution. For riders at each end of the current journey, we would have option to travel the short leg instead. And, hospital would then become more accessible by bus from downtown for out of towners, Fairview, etc.
- I am not sure I understand WHY the shift is proposed on FALLS (really? such a STEEP hill and crowded as it is when ANY traffic is on it...) I think winter travel on that route will be treacherous for both driver and rider alike...
- Really like the ability to take the Uphill bus to the hospital, sometimes my kids use the hospital stop and then walk to LVR. We feel strongly the Bus should still continue to Hart Street. Beasley is not far enough uphill for us.
- Will the hospital still have bus service. Service to the hospital is very important
- The only exception is that the current routing at the top makes more sense.
- I only support if there is continued service to the Hospital.

Comments from Question 3: Any comments or other ideas on the proposed 2 Fairview routing?

- I am concerned about the seniors living on Morgon Road who live at Granite Manor.
- Bring back Sunday bus service. Bring back Sunday bus service. Bring back Sunday bus service.
- I have always liked the quick routes from downtown to the 10th st. Campus and M-L community, so am not supportive of losing that option. Otherwise, it seems ok.
- Can you include a link to the Real Canadian Superstore to help people access more affordable food options.
- Here is another opportunity for the decision makers to WALK the route and see the issues with each route. For instance, 5th street is very narrow and the buses have a difficult time navigating traffic and parking (especially between Elwyn and Davies)> AGAIN any route will be better if there are smaller buses. They can navigate the traffic better.
- Use smaller buses for slow times, and make 2 way service throughout the Fairview route.
- I am concerned about the Douglas/Morgan bus stop being taken out. This is where a seniors complex is
- have concerns about no service to Douglas/Morgan
- Removing service from Douglas seems to leave a large section of the city unserved combined with Uphill changes. What about service to the new and planned residential areas in Fairview?
- I think the bus should go along lakeside drive and continue alongside the airstrip to the Real Canadian Super store to help those who used to shop at Extra foods be able to get to that store easily.
- More direct routes will be a big improvement
- My only concern is the removed service from Morgan street. As I ride this route, I have seen quite a few elderly people get on the bus in this area and the extra walk could be a challenge for them.
- Option A provides 2 way service.
- Streamlining the route in Fairview would be helpful.

Comments from Question 4: Any comments or other ideas on the proposed 3 Rosemont routing?

- Bring back Sunday bus service. Bring back Sunday bus service. Bring back Sunday bus service.
- What does streamlined route mean???
- Needs to go direct to downtown from Rosemont, and also have a stop near the intersection of Robertson and Vancouver
- recommend 3 to 4 times a day bus go directly to selkirk college via van/silver king & on the return route use west innes to crease, jeffs, wasson & on to highway returning downtown. also, possible transfer point to uphill bus at observatory & kootenay when returning to town via highway overpass.
- Can there be a link out to the houses by Toyota? That is important to people that live there and essential to their safety!
- No
- Maybe an explanation of the reasons behind the changes would be helpful. Some of us could not make it to the open houses.
- What about Perrier Road?

- Even though i will not lose service, i'm concerned. I am confused whether Rosemont will no longer link to Uphill? Great because shorter journey to get downtown, but will service be considerably less frequent - see 5 b for idea of reverse route
- Moving service to Jeffs and Watson rather the Innes would help to increase the coverage area.

Comments from Question 5: Any other ideas on how we can improve regional service?

- #24: Would make sense to add an evening bus coming back from Nelson sometime after 6pm to allow people commuting for work to be able to get home. Should increase bus usage.
- Improve the regular route stops between Playmor Junction and Nelson. Currently many stops are only available upon a telephone request with 24 hour notice. This is not convenient.
- More frequent busses at all times and all days. Time Castlegar busses to air Canada flight schedule. Better access to trail hospital (not just a 6am bus in the morning). More Saturday and Sunday service for those who are recreating.
- more regular stops between playmore & junction, without having to phone ahead.
- I support any changes as long as I get to work on time and home in a timely manner. 20 Nelson-Slocan works for me the way it is. AM - Perry Siding to Hospital (work hours 7:30-3:30) PM - Ward/Baker 3:47 to Slocan - thank you, I appreciate the service.
- The Ymir/Salmo area has many people commuting to Nelson, and lots of children going to school that are unable to take a school bus. A commuter run in the morning and a school then commuter run in the afternoon would be well supported.
- More frequent buses to Uphill before work and after work.
- You definitely have to add a No. 25 for Nelson-Taghum-Beasley-Bonnington-Playmor areas that is not accessed by highway.
- the current park and ride/pool spot at the junction is poorly designed and maintained and doesn't have a large enough entrance for the large buses and when the school bus is there it's hard for cars to get in and out (very dangerous for kids in the parking lot while cars are trying to get in and out in a hurry) I prefer the 99 because it is a direct route from Playmor to Nelson without as many stops as the 20 bus so it is about 10-15 minutes quicker. The ideal commuter service for me leaves playmor between 7:30 and 8 am and departs Nelson from 4- 5:30 pm that would suit most govt employees
- Another morning bus from Blewett into Nelson, around mid morning for people who don't want to go in early
- Would be very nice to have a bus that took workers to work 6:30/7am and home from Castlegar to Nelson after work at 5:30/6pm, and vice versa. There is a lot of people who live in Nelson and work in Castlegar and vice versa and everyone drives, it is ridiculous the amount of single drivers in cars going back and forth to work and home. Also, I don't drive, and cannot take jobs offered in Castlegar b/c there is no public transportation that can get me to work and home afterwards.
- Bigger Bus or more trips; Sunday service; more affordable fare for lower income families
- Great solution!
- I think it's necessary and it should be done, not "if" this or "if" that. There's so much traffic now that didn't used to exist from Nelson to Castlegar, that it's time to act, and get some of those cars off the road.
- I go to college in Castlegar, and if the bus service was more frequent, I'd use it.
- a bus to Trail hospital without having to transfer
- More frequent evening/weekend service. Weekly service that suits working people. Many teenagers use this service. School bus between Nelson and Castlegar will be cut Sept. 2012 and many more students will need transportation. Add service into Krestova. Ensure bus stops at schools. Much better connection with Castlegar busses - very hard to get downtown from Nelson and back.
- Sunday and evening service
- Yes, connection of bus coming from Castlegar should be timed to meet up with bus going to the Valley and to Nelson.
- Sundays bus.
- Absolutely support any changes that would make it possible to actually USE bus service between Castlegar and Nelson!
- The connections must work. If they don't, the idea is rubbish.

- The connections must work.
- Service from Nelson to downtown Castlegar needs improving so it is more direct with fewer transfers.

Comments from Question 6: Other ideas for possible exchange locations?

- A good location that would accommodate buses going in a reverse direction after completing a Fairview or Uphill-Rosemont run would be on both sides of Ward St., from Baker to Victoria Sts.
- CPR Station area, very west end of Baker Street. Perfect spot for a new modern bus shelter & lots of room for BC Transit buses to manoeuvre.
- police/library building
- Yes, having the exchange on both sides of Ward St. between Baker & Victoria is the best solution. This way buses can be parked in a position where they can simply leave in the direction they need to move.
- Stanley and Victoria. Ward and Victoria. Kootenay and Victoria.
- The location must be in the downtown core so the City Hall and Community Center aren't good choices. Lack of space at the current location means no room for expansion. Perhaps a combination of the current location and by the Capital Theater. As an example, locate the out of town busses and the Fairview bus to the Capitol Theater. Leave the other buses at the current location.
- we recommend both sides of ward st., between baker & victoria be used.
- Anywhere along Victoria St.
- I think it needs to be central for all but also planned in a vital area of town where people who are waiting can get information and other services. I think near the proposed Regional Visitor Gateway Centre is a great idea although the intersection would need to be made much safer for crossing. If it needs to be in a more central location - being near the Library might work but I think nearer the Community Centre is better.
- The current exchange is nicely centralized and works for me!
- 2 block wide interchange? From Stanley to Josephine on Victoria St. Eliminate all parking spots for cars then and convert them into exchange system. That would be perfect spot to feed out or in from many routes. :)
- At the CPR Station at the west end of Baker Street At the current Extra Foods location at the east end of Baker where there is currently far too much unused parking space
- I like the Baker/Ward street exchange as it is central to all downtown area
- the empty lot below Vernon between Josephine and Hall
- The East end of Baker Street.
- I like the current one. I wonder if on Victoria Street somewhere could work?
- the above choices look good, maybe Chako Miko Mall may be an idea.
- There is an abandoned lot at the corner of Baker/Falls (across from SPCA). When the co-op moves, that end of Baker will change, so that may be a good area.
- Kootenay and Baker
- I know the Kootenay Co-op is moving to the existing Extra Foods, perhaps there is extra room in that parking lot area, it is huge.
- It is fine where it is as seniors are handy to everything up town. Just expand the present facility.
- I like the idea for the police/ library building. One thing I don't like about the current location is there are often sketchy people hanging out there.
- Maybe have the Slokan Valley bus site be on Victoria St between Ward and Josephine and keep city bus on Baker and Ward...
- baker
- Options: beside the Civic arena on Vernon where there is shelter and the streets are wider. Another option might be on Hendryx on the west side that borders the old Extra Foods building. NOW that there is a great place to put up some shelter and the road is wider there.
- Bottom of Baker Street, which is being developed and has lots of parking spaces, would be good, but it must be convenient for people to get to easily, so the present spot is that. I'm not sure.
- I think the Old Telsu building right near the Capitol is a nice spot because it is central to the library, banks, schools and businesses.

- I think an exchange up ward would work.
- I like the current location. It would be good if it could be expanded rather than moved.
- Anywhere on Baker Street when the City does the right thing and closes Baker to private transit.
- baker and hendryx
- I like where it is, BUT since it is too small, I support using the all of Ward Street on both sides, it could easily support up to 8 buses
- Ward street using both sides
- Central to downtown - within a block of Baker. Well lit, open and well supervised - current bus stop causes safety concerns with parents of children (and others at times).
- Close to Baker street, safer stop (less drug dealing)
- Lake Street and Josephine, Ward, Vernon block
- At community centre? Near Extra Foods?
- I think expanding the existing exchange might work...also like down on Victoria by the library perhaps--small businesses might not like it though...
- The current exchange is in the perfect spot.
- like existing location
- I think it should stay the same.
- Possibly Victoria and Hall
- I am fine with existing exchange.
- Victoria Street at Capitol theatre is a great place - it's flat, no parking on one side, few residences/businesses. Perhaps a bus shelter deck could be created level to the sidewalk and in the parking area for Telus?
- City Hall or the area around City Hall would seem a logical choice.
- The current transit exchange works great. Please don't relocate.
- Use both sides of Ward Street
- Just leave it at Ward and Baker, possibly having it go further up Ward St. If moving it to Victoria St, that makes it much more difficult for seniors, those with mobility issues and those in wheelchairs to access. That is IF the city ever allows people with wheelchairs to use transit

Comments from Question 8: Any other ideas for how we could improve transit within Nelson and surrounding communities?

- Have a BC Transit app for smart phones, just like Translink has in Vancouver! People like to be kept up to date via the web.
- If there was a way to allow commuters to utilize the bus for getting to and from work I think this would increase usage. This allows the commuter to travel using public transportation instead of their car.
- Bring back Sunday bus service. Bring back Sunday bus service. Bring back Sunday bus service.
- Increase promotion by way of advertising of using the bus. Have special days of free rides, particularly those festival days when lots of cars are travelling to a particular area, such as July 1st to Lakeside park or downtown festival days. Improve over time increased night time schedule including Sat. so that people can take in shows in the downtown area that end at 10:00/10:30pm. A must to provide Sunday service at least with one bus doing all routes on a one hour schedule from around 9:00am to 6:00pm By having funding guaranteed through taxes and providing an annual pass this will go a long way of increasing ridership and also guaranteeing less need to make constant changes to the system. Would recommend that this system be included area wide to include all the Reg. Districts.
- Smaller busses on some routes at some times of day, to save on fuel. Make own biodiesel, or convert busses to run on veggie oil donated by local restaurants once they've used it?
- I understand that some routes in Nelson may need to be streamlined but the overall focus should be on expansion of transit in our region. Taking a bus means less cars on our roads and in the downtown cores of our towns, not to mention the environmental aspects of taking transit. Working with the Regional District to improve service through co-ordinating schedules and fares etc. should be a top priority. The transit system can then be seen in its entirety..to get the overall picture of how various decisions impact each area in the Regional District.

- using a system based on tax contribution & an annual bus pass guarantees increased ridership & stable funding for operating costs.
- This survey is a great start. Thank you.
- Transfers. I don't think I should have to pay again if I get off the bus at a shop and then get on another one 30 min later. Moving from the city that was the biggest change I noticed. There you get a transfer that is good for up to 1.5 hours.
- Expanded punchpasses for those who travel frequently but not everyday
- Sunday service for NorthShore
- Remove some N. Shore runs that are low ridership
- i really don't agree with the Community Pass idea.
- bus service between Castlegar and Nelson on week-ends should be introduced.
- Sunday service and reaching areas of lower income housing as a priority. I do like more regular bus services to Castlegar.
- ADVERTISE more, it's underused and a lot of people don't even know it exists. push the idea of cheaper than driving a car, let someone else drive in the winter (while you read a book) etc.
- Are there smaller buses that are more fuel efficient? The large hills in Nelson must suck a lot of bus fuel up.
- I just wish that there was a bus on holidays as people without a vehicle access or ride cannot take in any holiday activities such as July 1st festivities at the park. There are also a lot of people who would like to go to church on Sundays but no bus service. I would like to mention that the drivers I have dealt with have been absolutely fantastic and are so kind especially to the seniors but also everyone .
- publicize regional routes more.
- Smaller buses is essential (buses now only have a few times of the day they are full and the rest of the time they only have one or two people... I KNOW because i live on a route and see it!)Also have more frequent buses.Turn Baker into a walking street only and encourage less parking downtown and more use of transit.Passes as above are a good idea.Thanks for all your efforts to make our bus system more efficient and to encourage residents to utilize it!
- Integrate the system, the buses, and reinstate Sunday service, and holiday service, as well. Holidays are when people go from one place to another, and they're forced to drive. And holiday service will provide more jobs, too.
- better bus times, and more frequent service along the North Shore to town and Balfour.
- Buy one fair get another passenger on for 1/2 price. And Family Passes instead of each member having to pay after the age of 5, come on that is too young to pay \$1.75.
- bus out to waldorf school or nearby (bottom of the hill)
- Increase the service and decrease the size of the vehicles.
- Improve, increase and support the service. Community Pass is an excellent idea. The cost of living in nelson is high, many can't afford a vehicle. For so many reasons (social, environmental, youth, seniors) transit is critical.
- Have 2 street cars - one that goes all along the waterfront and one that goes along Baker street and loops around Vernon, goes up Ward and back onto Baker, goes down to the Railway yard and loops back doing the whole route again - this covers the down town core and the other one covers the mall, and bits along the waterfront - 2 street cars could meet down by the dump end of things and people could transfer if they wanted to go uptown or down to the mall.
- Make it possible to connect with more buses to Kaslo. People often get stuck in Balfour and have to hitch hike.
- More frequency if possible, a few later buses in the evening, and return full weekend service!
- The U-pass for UBC etc was great. Give college / other students a pass and average the cost int the student fees. If something similar could be done for High School / Middle school Students that would be great too. Some sort of family pass would be good too. I have 3 kids and it is cheaper to take a taxi than for all of us to take the bus.Main thing though is fixing the routes. If students are going to be a major source of ridership then make sure the busses match class times etc.
- more bungee cords for in the bus
- Coordinate with SD8 bus service. It is unfair that SD8 students living in Nelson must pay for the BC Transit service to travel to school, when families outside of Nelson are offered free SD8

school bus service. There should be a coordinated effort between school districts and BC Transit to transport students and community members.

- Just please give some thought to the fact that there are so many people living in the surrounding area around Nelson who are forced to rely on private car transportation because of the inefficiency of the flag stop system and infrequent and extremely limited routes into and out of town along the Castlegar/Nelson corridor. In terms of environmentally responsible operation of a transit system, BC Transit should be encouraging the use of buses by providing a regular, reliable service. If I could catch a bus into town, for example at the Taghum Shell Station on Hwy 3a, take it into town, do a few errands, go for lunch and take another bus home again a few hours later I would. The limited service available now means I have to go in early in the morning and spend the whole day and get the commuter bus home. Even so I have to flag the driver down since there is no designated stop and I find that extremely distressing to do. I am a senior and do not enjoy standing on a highway waving at a bus and hoping he sees me in time to stop!
- Connecting the inter-regional services would help promote growth and commerce using transit. If there were no more long transfers, people could operate on the #31 corridor without cars. Without long transfers, transit could become a lifestyle.
- Promotion and support from City Council, Chamber of Commerce and all these enviro groups and businesses...all of them hypocrites as I have yet to see any of them use public transit!!! Transit should be running later at night. I go to Fliks (film)The film runs from 7 or 7:30pm till 9:15 or 9:30pm only on Wednesdays. I rarely see the ending as the bus leaves at 9:05pm.

APPENDIX C: ROUTE 2 FAIRVIEW RIDERSHIP IN DOUGLAS AND MORGAN AREA

The following table shows a summary of a one week sample of passenger boardings and alightings along a segment of the 2 Fairview route. The route segment focused on the section of Douglas and Morgan currently served by the 2 Fairview (and the 2 Fairview Reverse which runs in the opposite direction). This route segment is the section that would be eliminated by the proposed rerouting of this route.

The sample counted all passengers getting on or off stops in this area and captured all trips during the one week period, including special school routings. While not as statistically representational as a count conducted for a much longer period of time, the count aimed to get a better understanding around transit staff and passenger reports that ridership in this area tended to be very low.

The week of the count coincided with the week of the transit open houses and also took place during the last week of the month, which often tends to have slightly higher ridership than other weeks. There were no school Pro-D days during this time period and weather was a mix of sun and showers with an average daily temperature ranging from 8 Celsius to 16 Celsius.

2 Fairview: Total of all passenger boardings and alightings on Douglas and Morgan
By day of the week and bus stop: April 2012 Sample Week

Stop Location	Mon	Tue	Wed	Thu	Fri	Sat
2 Fairview (clockwise routing)						
Douglas at Anderson	0	0	1	0	0	0
Douglas at High	1	2	0	1	1	0
Douglas at Union	0	0	0	0	0	0
Morgan at Pine	1	0	2	0	0	0
2 Fairview Reverse (counter-clockwise routing)						
Morgan at Pine	1	1	1	1	0	0
Douglas at Union	1	0	0	2	0	0
Total rides per day in this segment of route	4	3	4	4	1	0
Average rides per day on total route	400					
Estimated proportion of ridership in this segment	< 1%					

APPENDIX D: SAMPLE DEVELOPMENT REFERRAL

The following shows a development referral completed by BC Transit for a property on Salt Spring Island. Development referrals include the opportunity to comment on the potential impact of the development on transit operations, transit stops and amenities that might be helpful to request from the developer and the likelihood that transit would ever be provided to the site.



Development Referral Response

January 20, 2012

Development Location:

- Address: 201 and 231 Beddis Road

Local Government: Capital Regional District

Transit System: Salt Spring Island (SSI)

Overall Transit Impact

The intersection of Beddis/Charlesworth & Fulford–Ganges Road is a drop-off and pick up location for the Salt Spring Island Transit System (Route 2, travelling from Fulford Harbour to Ganges Village). The SSI Transportation Commission may wish to consider building bus bays at this location in the future so that buses do not impede traffic along Fulford-Ganges Road. It does not appear that bus operations would be significantly affected by the development of bus bays. Typically, speed limits under 60km/hr do not require bus bays. The Ministry of Transportation and Infrastructure (MOTI) do not require changes to this intersection, based on the Transportation Impact Assessment produced by Bunt & Associates for the proposed developments at 201 and 231 Beddis Road. Therefore, any request from The SSI Transportation Commission for bus bays would not be tied to any other recommended intersection improvements in the report.

Land Use

- The proposed land use at 201 and 231 Beddis Road should not affect transit operations.
- The proposed land use may generate more ridership from employees who wish to use transit. However, any increase in ridership is not possible to predict at this time.

Bus Stops

- BC Transit recommends that safe and accessible pedestrian access is built to existing bus stops.
- While MOTI does not intend to make changes to the intersection, the Ministry would give favourable consideration to issuing a permit for the proposed bus stops/pullouts upon the CRD providing an application and detailed drawings to MOTI. Detailed drawings should also be provided to BC Transit, to ensure that they comply with BC Transit standards.

BC Transit Level of Support

- Contingent on resolution to any issues noted above, BC Transit supports the proposed development at 201 and 231 Beddis Road as it does not appear to impact transit operations. If there is a request from the CRD (through a motion from the Salt Spring Island Transportation Commission) to build bus bays at Fulford-Ganges Road and Beddis/Charlesworth, BC Transit should be provided with all information on the project to provide comment.

Thank you for the opportunity to review this proposed development. If you have any questions or would like further comments on this proposal, please contact:

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