

TRANSIT *future*



VICTORIA REGIONAL TRANSIT SYSTEM Broadmead-Cordova Bay Local Area Transit Plan



ACKNOWLEDGEMENTS

BC Transit would like to thank the many individuals, community organizers, local government staff, and businesses who assisted in this consultation process.

Thank you to the more than 1,000 members of the public, riders and non-riders alike, who contributed to the plan's development by attending open houses, taking surveys, or submitting written or verbal comment.

Your support in working to better transit in our community is appreciated.

TABLE OF CONTENTS

| | |
|-----------------------------------------------------------|----|
| Acknowledgements | 1 |
| Table of Contents..... | 2 |
| Executive Summary | 3 |
| 1. Introduction | 5 |
| 1.1 Purpose and Objectives | 6 |
| 2. Background and Context..... | 7 |
| 2.1 Plan Area | 7 |
| 2.2 Community Context | 8 |
| 2.3 Existing Transit Service..... | 10 |
| 2.3.1 Daily Ridership and Route Performance | 11 |
| 2.4 Challenges and Opportunities | 13 |
| 2.4.1 Road Classifications and Transit..... | 13 |
| 2.4.2 Supportive Policies | 13 |
| 2.4.3 COVID-19 Impact on Service and Planning | 14 |
| 3. Public Engagement..... | 16 |
| 3.1 Phase 1: Open Engagement..... | 16 |
| 3.2 Phase 2: Route Design Consultation..... | 17 |
| 3.2.1 Public Response to Service Change Proposals | 18 |
| 4. Service Priorities | 20 |
| 4.1 Short-term Service Priorities | 20 |
| 4.2 Proposal 3: Medium-term Service Priorities | 24 |
| 4.3 Long-term Service Priorities | 26 |
| 5. Infrastructure Improvements | 29 |
| 5.1 Short-term Infrastructure Improvements..... | 29 |
| 5.2 Medium and Long-Term Infrastructure Improvements..... | 29 |
| 6. Implementation and Monitoring | 30 |

EXECUTIVE SUMMARY

The Broadmead-Cordova Bay Local Area Transit Plan builds upon the 25-year vision for development of the Victoria Regional Transit System identified in the 2011 Transit Future Plan. This Plan provides specific transit network modifications, service level changes and infrastructure improvements to support the development of the transit network within the District of Saanich.

The tables below detail the proposed service (Table 1) and infrastructure changes (Table 2) that are discussed in greater detail in this Plan.

| Route | Improvement | Implementation Timeline | Estimated Additional Hours (annual) | Vehicle Requirements |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------------|----------------------|
| 6 Royal Oak Exchange/ Downtown | Optimize routing, increase service frequency. | Short-term | +1,060 | 0 |
| 25 Maplewood/ Admirals Walk | New service on Blenkinsop Road, maintains access to downtown Victoria for Chatterton and Emily Carr residents. | Short-term | +10,000 | 4 |
| 35 Ridge | More direct service to Royal Oak Exchange from the ridge, addition of weekend service. | Medium-term | +5,900 | 3 |
| 34 Santa Clara/ Royal Oak Exchange | New service for residents living between the Patricia Bay Highway and Cordova Bay Road. | Long-term | +6,900 | 3 |

Table 1: Proposed service changes for the Broadmead-Cordova Bay area.

| Proposal | Improvement | Implementation Timeline |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Blenkinsop bus stops | In collaboration with the District of Saanich, determine appropriate locations for future bus stops on Blenkinsop Road. | Short-term |
| Royal Oak Exchange capacity and functional requirements review | Conduct a review of the existing exchange, based on previously identified capacity constraints and additional space requirements as a result of proposals in this LATP. | Short-term |
| Address Route 35 operational constraints | Recent modifications to lane widths on Haliburton Road have introduced operational constraints to the Route 35. These constraints must be addressed before further route modifications are made. | Short-term |
| Royal Oak Exchange improvements | Implement facility improvements based on the outcome of the Royal Oak Exchange capacity and functional requirements review. | Medium-term |
| Address Route 34 operational constraints | Existing lane widths on three roads proposed to receive transit service through Route 34 will cause challenges for the safe passage of transit vehicles. Modifications to these lane widths are recommended prior to implementing new transit service on these roads. | Long-term |

Table 2: Proposed infrastructure changes for the Broadmead-Cordova Bay area.

Service improvements will be integrated into the three year Transit Improvement Process (TIPs), which is updated on an annual basis. Infrastructure priorities will inform Capital plans for the Victoria Regional Transit System. Prior to implementation of service changes, BC Transit planning staff will work with District of Saanich staff to ensure service improvements appropriately reflect local needs. Additional targeted engagement may be required.

While the Broadmead-Cordova Bay LATP was in development, the global COVID-19 pandemic began to take hold in Canada, causing significant and rapid changes to the transit landscape.

Due to the COVID-19 global pandemic, it is possible that the timelines laid out in this document will need to be revisited in the future, prior to implementation. The transit landscape is continuing to evolve rapidly due to COVID-19, and as community needs shift so will transit service.

1. INTRODUCTION

The [Victoria Region Transit Future Plan \(May 2011\)](#) established a 25-year vision of an integrated regional transit system to meet the transportation needs of the region. The [2013/14 Service Review](#) builds upon the Transit Future Plan by identifying specific transit priority measures, infrastructure needs and service improvement priorities to effectively implement the Transit Future Plan.

The Broadmead-Cordova Bay Local Area Transit Plan (LATP) builds upon the Transit Future Plan and the 2013/14 Service Review by establishing localized transit service and infrastructure improvements over the next five to ten years. These improvements have been prioritized into short, medium, and long-term categories based on a review of existing transit service, changes to land use and land use plans, and feedback collected through public engagement.

Each LATP builds upon local community objectives by supporting goals of the community's Official Community Plan (OCP), local area neighborhoods plans and transportation plans. LATPs include significant collaboration, and are developed through extensive consultation with the public and local government partners.

Every year, the priorities included within local area transit plans inform the development of Capital Plans, the Three-Year Service Expansion Request and the Annual Service Plan for the entire Victoria Regional Transit System. However, due to the COVID-19 global pandemic, it is possible that the timelines laid out in this document will need to be revisited in the future prior to implementation. The transit landscape is continuing to evolve rapidly due to COVID-19, and as community needs shift, so will transit service.



1.1 Purpose and Objectives

The purpose of the Broadmead-Cordova Bay Local Area Transit Plan is as follows:

- To support the implementation of the Transit Future Plan, while building ridership and supporting goals identified in the Regional Growth Strategy (RGS);
- To consider key changes, challenges and opportunities in the study area that may shape transit service and impact other transportation modes; and
- To explore emerging demands for transit – as informed by land use and road network changes, new community plans, changing demographics and public priorities.

The objectives of this Local Area Transit Plan are as follows:

- To identify service changes that improve service efficiencies within the local area and build upon the objectives of the Transit Future Plan;
- To assess existing transit facilities and identify needs for future transit facilities;
- To identify transit service expansions for incorporation in three-year service planning; and
- To identify measures to maximize transit system legibility and ridership through improved customer information.

2. BACKGROUND AND CONTEXT

2.1 Plan Area

The Broadmead and Cordova Bay Local Area discussed in this plan is situated entirely within the District of Saanich, and encompasses four Saanich neighbourhoods: North Quadra, Blenkinsop, Royal Oak, and Cordova Bay. The plan area is bounded by Elk Lake Drive, Dooley Road, the Salish Sea, Shelbourne Street, and McKenzie Avenue, as shown in Figure 1 below.



Figure 1: Existing transit network and approximate scope of this Local Area Transit Plan.

2.2 Community Context

The Broadmead-Cordova Bay area is made up of four neighbourhoods, discussed below:

Cordova Bay

Located in the north-east corner of Saanich, Cordova Bay is bounded by Central Saanich municipality on the north, Haro Strait on the east, the Patricia Bay Highway on the west and the Broadmead residential area and Blenkinsop Valley on the south. As of 2016, its population was 8,125.

Land use in Cordova Bay is a mix of suburban, rural residential and agricultural. The suburban area is defined by the Urban Containment Boundary, which generally follows the height of land along Cordova Bay Ridge and skirts the northern farmlands.

Cordova Bay is currently served by the route 32 Cordova Bay/Royal Oak Exchange and the route 35 Ridge.

North Quadra

North Quadra is bounded by McKenzie Avenue on the south, the Patricia Bay Highway on the west, Broadmead residential area on the north, and Blenkinsop Valley on the east. As of 2016, its population was 7,880.

Land use is predominantly single detached dwellings, except for the triangle bounded by McKenzie Avenue, Saanich Road, and Quadra Street, which is predominantly multi-unit dwellings. A commercial centre concentrated around the McKenzie-Quadra Street intersection extends into North Quadra. Quadra Street, which bisects the area, carries heavy traffic volumes, as does McKenzie Avenue on the south and the Patricia Bay Highway on the west.

North Quadra is currently served by the routes 6 Royal Oak Exchange/Downtown, 17 Cedar Hill and 32 Cordova Bay/Royal Oak Exchange.

Blenkinsop

The Blenkinsop Valley is primarily a rural residential and agricultural area located mostly outside the Urban Containment Boundary. It is generally defined by Cordova Bay Road and Royal Oak Drive on the north, Broadmead residential area on the west, Mt. Douglas on the east and McKenzie Avenue on the south. It is bisected from north to south by Blenkinsop Road. With the exception of Mt. Douglas Park, the valley is surrounded by urban residential development. As of 2016, its population was 1,320.

Blenkinsop currently has no service that travels through the area, but the routes 32 Cordova Bay/Royal Oak Exchange and 39 Westhills/Interurban/Royal Oak/UVic provide service along Royal Oak Drive at the northern extent. The southern extent receives service

along McKenzie Avenue, from the 25 Maplewood/Admirals Walk, 26 Dockyard/UVic and 51 Langford/UVic.

Royal Oak

Royal Oak is located in the Colquitz River watershed. There are prominent highlands on the eastern side of the Patricia Bay Highway, including Boulderwood Hill, Rithet Reservoir, Maltwood Hill and Valewood Trail Hill. As of 2016, its population was 8,855.

The land use is predominately single detached dwellings, but there are also multi-unit housing options, including both apartments and townhouses, throughout the area. A pocket of land in the Pipeline, Goyette and Cheeseman Road area has retained its rural character and lot sizes, due to its location outside of the Urban Containment Boundary. Commercial uses are located primarily within Broadmead Village Shopping Centre, Royal Oak Shopping Centre, the Chatterton Way office complexes, and along West Saanich Road and Elk Lake Drive.

This neighbourhood also contains Royal Oak Exchange, affording it significant access to local, frequent and regional transit service, including routes 6 Royal Oak Exchange/Downtown, 39 Westhills/Interurban/Royal Oak/UVic, 71 Swartz Bay/Downtown and 75 Saanichton Exchange/Royal Oak Exchange/Downtown

The Saanich Official Community Plan (OCP) establishes the municipality's goals in a wide range of areas, including social well-being, the built and natural environment, and the local economy. Through the OCP, it is recommended that Saanich work with BC Transit to provide accessible bus stops and shelters, maximize opportunities for transit use across the District, limit growth to areas within the Urban Containment Boundary, and focus new development in Centres and Villages, which are intended to become walkable areas that fulfill a number of different needs.

The study area for this LATP includes two Major Centres: Royal Oak and University. Major Centres are envisioned as hubs at both a community and regional level, providing access to commercial, residential and service needs for a broader range of the population. Transit access is an important component of Major Centres, and should be embedded in future development in these areas.

The study area also includes Neighbourhood Centres and Villages, which are smaller in scale while still being essential parts of the community. The scope and frequency of transit service in these areas is different than in Major Centres, but still provides critical connections for individuals looking to access housing or services.

According to growth projections outlined by BC Stats, the District of Saanich as a whole is expected to grow from 124,357 residents in 2019 to 139,897 by 2038, representing approximately 12.5 per cent population growth. While this growth will not be concentrated in the Broadmead-Cordova Bay area, it is important to ensure that transit service is available to those who choose to live in, work in or explore one of the four neighbourhoods discussed above.

Origin-destination information compiled for the District of Saanich also helps to paint a picture of the municipality’s needs by providing a snapshot of travel behaviours. Overall, most AM peak period beginning in Saanich also ends there, with some trips to and from downtown, north and south Victoria. These travel patterns indicate a need to ensure that there are strong connections within the District, while also balancing the desire to travel to and from destinations outside of Saanich.

As indicated in Figure 2, over a 24-hour period, transit represents 12 per cent of all trips to and from the district, but only 7 per cent of travel within the district is done via bus. This breakdown is similar specifically within Saanich East, which contains the majority of the study area.

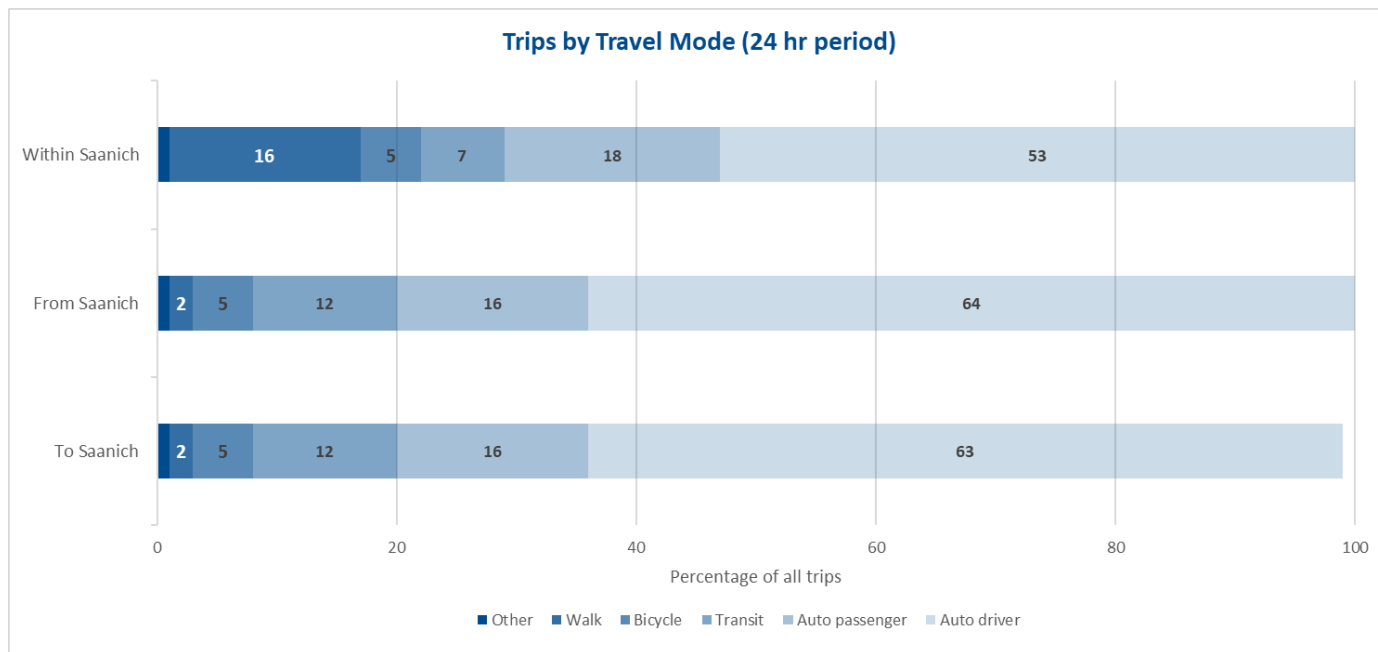


Figure 2: Trips by travel mode across the District of Saanich. Note that “To Saanich” trips do not equal 100 due to rounding. Source: 2017 Capital Regional District Origin Destination Household Travel Survey.

2.3 Existing Transit Service

Routes that operate within the Broadmead-Cordova Bay area account for approximately 18,300 passengers each day, representing about 24 per cent of total ridership in the Victoria Regional Transit System. The 12 routes directly serving the study area require approximately

As indicated in Figure 1, the Broadmead-Cordova Bay area currently receives transit service from a number of routes, providing strong connectivity to the peninsula, downtown Victoria and the West Shore through Royal Oak Exchange. The area is directly served by 12 routes, with an additional four routes passing through Royal Oak Exchange before travelling north along the peninsula.

Popular destinations from these neighbourhoods include downtown Victoria, the University of Victoria, local high schools (Lambrick Park Secondary, Mount Douglas Secondary, Reynolds Secondary and Claremont) and the University Heights Shopping Centre area.

The plan area includes the major transit hub Royal Oak Exchange, and is also located near the University of Victoria exchange. The University of Victoria is one of the busiest exchanges for regional-scale transit routes within the Victoria Regional Transit System.

2.3.1 DAILY RIDERSHIP AND ROUTE PERFORMANCE

The 2014 Victoria Regional Transit System Service Review identified a hierarchy of transit services to support the implementation of the long-term transit strategy and satisfy various market segments, including existing transit rider and potential transit riders. Below are definitions for these types of transit service:

Rapid Transit: Rapid Transit routes are designed to move large volumes of passengers between major destinations with very frequent service and a limited number of stops or stations.

Frequent Transit: Frequent routes that operate at a minimum 15-minute frequency over a specific span of service. Routes generally operate on arterial roads, serve corridors with mixed land use and provide connections between urban centres.

Local Transit - Ridership: Local ridership routes generally serve less densely populated suburban areas with a focus on providing connections to local centres and to rapid and frequent transit routes, but has ridership that generally merits a reasonable service level.

Local Transit - Coverage: Local coverage routes generally serve less densely populated suburban and rural areas at a basic service level with a focus on providing connections to local centres and to rapid and frequent transit routes.

Targeted Transit: Targeted routes are created to provide service to specific areas such as schools, universities and/or peak commuter trips.

In accordance with these types of transit service, service levels and resources are allocated to meet ridership demand. At the time of this report, the routes 6, 26, 30 and 31 provide frequent transit service from 7 am to 7 pm, seven days a week. Late night bus service is typically offered on route 6, though this service has been limited to reflect changing ridership behaviour due to COVID-19.

| Route | Route Type | Daily Trips Operated | Avg Daily Boardings |
|-----------------------------------------------------|-----------------------------|----------------------|---------------------|
| 6 Royal Oak Exchange/Downtown | Frequent Transit | 193 | 6,015 |
| 9 Royal Oak Exchange via Gorge/UVic | Local Transit – High Demand | 26 | 680 |
| 12 University Heights/UVic | Local Transit – Coverage | 33 | 466 |
| 17 Cedar Hill | Targeted Routes | 2 | 64 |
| 25 Maplewood/Admirals Walk | Local Transit – High Demand | 34 | 807 |
| 26 Dockyard/UVic | Frequent Transit | 138 | 5,576 |
| 30 Royal Oak Exchange/Downtown | Frequent Transit | 85 | 2,000 |
| 31 Royal Oak Exchange/Downtown | Frequent Transit | 86 | 2,196 |
| 32 Cordova Bay/Royal Oak Exchange | Local Transit – Coverage | 29 | 156 |
| 35 Ridge | Local Transit – Coverage | 17 | 158 |
| 39 Westhills Exchange/Interurban/Royal Oak Exchange | Local Transit – High Demand | 70 | 2,069 |
| 51 Langford/UVic | Targeted Routes | 12 | 312 |

Figure 3: Number of daily trips and average daily boardings for the 12 routes serving the Broadmead-Cordova Bay area (weekday 2019 only).

As Figure 4 below indicates, ridership performance for routes serving the Broadmead-Cordova Bay area varies across route types. Routes generally meet or exceed one of two performance metrics, or fall within the target range for their route type.

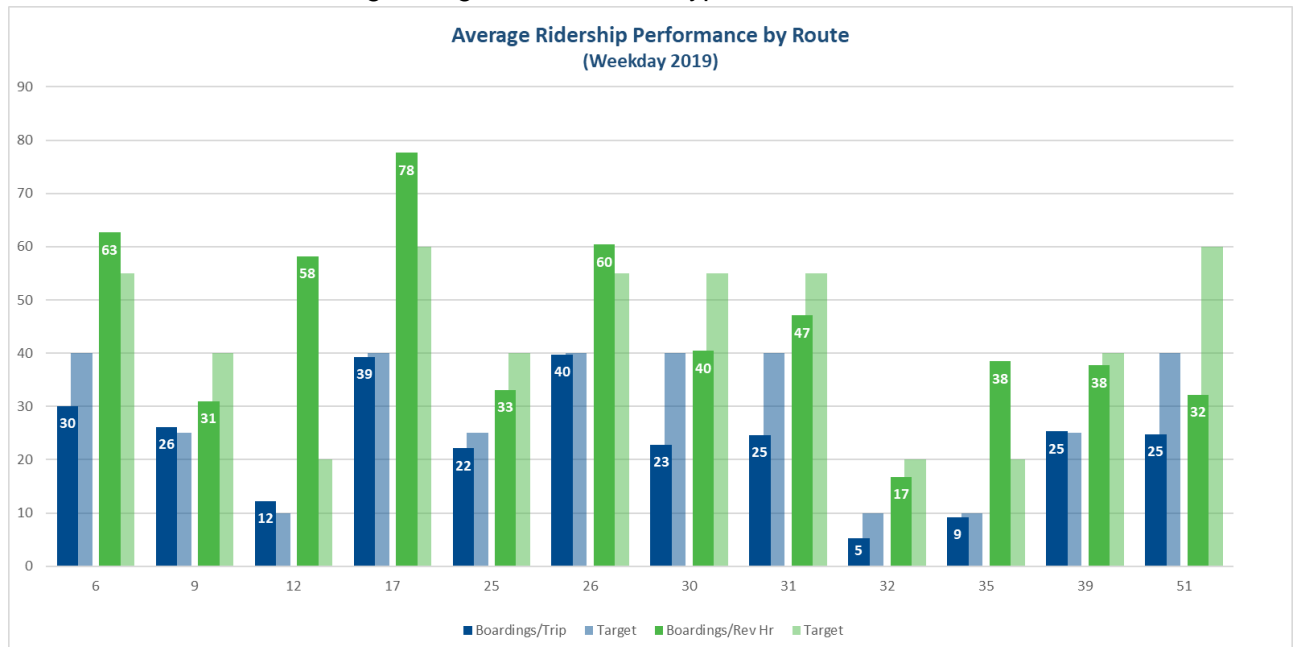


Figure 4: Pre-COVID-10 ridership performance for routes serving the Broadmead-Cordova Bay area (weekday 2019 only).

2.4 Challenges and Opportunities

2.4.1 ROAD CLASSIFICATIONS AND TRANSIT

Frequent transit is supported on higher capacity roads, including arterials, secondary arterials and collectors, while local transit is supported on secondary collectors and local streets. Heavy-duty 12-metre buses, typical for most frequent transit routes, are similar to large trucks in their spatial requirements for turning. As such, they are often limited to arterial and collector streets where such turns can be accommodated. As arterials and collectors form a small portion of the total road network, preserving sufficient road space for transit vehicles within the area of this local area transit plan is critical for the long-term development of the transit network. It is important that BC Transit be involved as new developments are planned and as roadwork occurs, so that transit access remains feasible as Saanich develops further.

2.4.2 SUPPORTIVE POLICIES

Official Community Plan (OCP)

The Official Community Plan (OCP) for the District of Saanich is a guiding document that, among other things, guides growth and development within the District's boundaries and outlines transportation priorities. Transit-supportive land use and developments are central to the success of transit service in Saanich. Similarly, transit will be of the greatest benefit to the Saanich community if it is well integrated into land use patterns.

Regional Growth Strategy

Similar to the OCP, the Regional Growth Strategy (RGS) is an important framework for future development within the Capital Regional District (CRD). The RGS directs growth to specific areas of the CRD, which can help increase densities that support higher levels of transit service. By creating complete communities that are transit-oriented, transit can more efficiently and effectively serve Saanich residents, while also still providing service to the less dense areas that are not expected to see the same level of growth.

Active Transportation and Transit

A key policy direction identified by the District of Saanich is the development of active transportation facilities, including bike lanes and pedestrian amenities. The implementation of bike lanes often involves the reduction of lane travel widths, the alteration of bus stop design and the redesign of intersections. Such changes can impact transit speeds, service reliability and the ability of safely navigate constrained roadways. Therefore, transit's operational requirements need to be considered in the design of new transportation infrastructure so that adverse impacts can be mitigated or avoided. A strong transportation system is one that works for all road users, and communication between all involved jurisdictions is essential.

Climate Change

The District of Saanich's Climate Plan calls for cutting emissions in half by 2030, and for achieving net zero emissions by 2050. With this in mind, the Plan directs the District to prioritize transit-supportive policies and practices moving forward, and outlines the goal of achieving a 14 per cent transit mode share by 2030. Service expansions and modifications proposed through this LATP can help move Saanich towards achieving this mode share goal.

2.4.3 COVID-19 IMPACT ON SERVICE AND PLANNING

In March 2020, the World Health Organization officially declared the novel coronavirus (COVID-19) global outbreak a pandemic. In response, the Province of British Columbia declared a State of Emergency. Within this, Emergency Management BC declared public transit to be an essential service. To mitigate the spread of the virus, the Office of the Provincial Health Officer (PHO) ordered the indefinite limitation of all travel and transportation (except for essential purposes) and to suspend all mass gatherings to encourage physical distancing. This included the suspension of in-person classes at all schools, the closing of most service industry establishments, the transition of most office and administrative jobs to work remotely and the introduction of new strict protective health measures.

These orders had an immediate and profound impact on BC Transit services across the province. Figure 5 below shows that transit usage in Victoria decreased sharply in mid-March 2020 and remained low through the summer, as COVID-19 cases rose and the curve of infections flattened. Ridership fell by up to 78 per cent compared to 2019 levels, but has begun to return as services and some businesses opened in mid-June. This ridership response is typical of other large to medium size transit systems across the province, though the drop was the most dramatic in the Victoria system.

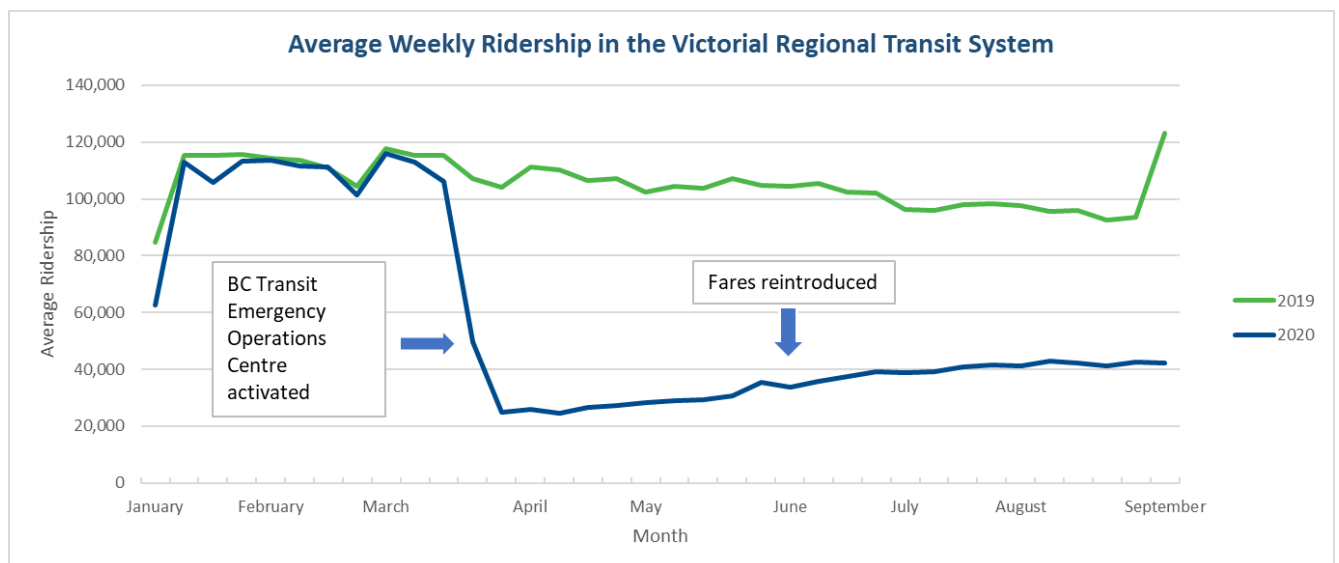


Figure 5: Ridership drop due to the COVID-19 pandemic, expressed as average weekday boardings for 2019 and 2020. Note that the spike in ridership in September 2019 reflects the return to school, which was delayed in September 2020.

The focus of this LAMP is on the expansion and modification of transit service in the Broadmead-Cordova Bay area. Due to the ongoing pandemic it must be acknowledged that the timelines and priorities established in this plan and through community engagement may need to be re-evaluated as the Victoria Regional system transitions through the recovery phases of the pandemic, and ridership demand returns.

3. PUBLIC ENGAGEMENT

Public consultation for the Broadmead-Cordova Bay Local Area Transit Plan was carried out in two phases. Phase 1 was conducted in October 2018, and Phase 2 in January 2020.

Over the course of two phases of engagement, over 1,000 respondents provided input on changes proposed to transit in the Broadmead and Cordova Bay area, including new routes and modifications to existing routes.

In addition to feedback gathered through in-person engagement events, input came through an online survey made available on the project website during Phase 2. Feedback through the survey primarily came from individuals between the age of 35 and 54, who use transit five or more times a week. Intermittent transit users, such as those who use transit a few times each month or a few times each year, as well as those who are not transit users, were also represented in the survey results, as were those of all age groups, including youth and seniors.

Support for proposals outlined in the online survey was generally consistent, with most respondents expressing favourable opinions of the proposed service changes. General concerns were raised by some respondents, primarily related to how certain proposed changes would increase their travel time or the need to transfer during their trips. These concerns are examined in more detail below.

Additional targeted engagement was conducted between July and August 2020, to refine specific elements of proposals presented to the broader public in Phase 2.

3.1 Phase 1: Open Engagement

Phase 1 of engagement took place in October 2018 with four open houses, two workshops, and an initial online survey. One workshop was held for community stakeholders and transit advocates, and a second for transit operators. These workshops provided stakeholder groups with an opportunity to discuss concerns, challenges and opportunities for transit in the Broadmead and Cordova Bay area.

The Phase 1 online survey allowed respondents to review previously identified priorities for transit improvements and note whether they agreed or disagreed, as well as rank additional priorities that could be explored in the LAMP process. Through Phase 1, key themes that had been identified previously were clarified, and were further refined in Phase 2.

| Service Option | Survey Priority Ranking |
|--------------------------------------------------------------------------|-------------------------|
| Increased service frequency at peak travel times (7 - 9 am and 4 - 6 pm) | 1 |
| More direct service between key destinations | 2 |
| Increased service frequency on weekends | 3 |
| Increased service frequency during the midday (9 am - 4 pm) | 4 |
| Increased service frequency during the evenings (starting at 7 pm) | 5 |
| Improved bus stop amenities | 6 |
| Improved transfer opportunities | 7 |

Table 3: Service priorities ranked by respondents on the Phase 1 online survey.

Respondents of the Phase 1 online survey also had the opportunity to rank their service priorities (Table 3). Overall, respondents demonstrated a desire to see more frequent, direct service, particularly during the morning and evening peak travel times. Respondents were also interested in seeing more direct service between key destinations, such as village centres, employment hubs, hospitals and recreational centres.

Of less importance, but still of interest, was more frequent service during the evenings, improved bus stop amenities (such as lighting, benches, shelters and customer information kiosks) and improved transfer opportunities.

Feedback gained outside of the online survey indicated that residents wished to see local service expanded to Blenkinsop Road and along the ridge of Cordova Bay. Overall, there was a strong desire to see more frequent service, particularly connecting Cordova Bay to downtown Victoria.

3.2 Phase 2: Route Design Consultation

As part of Phase 2, an online survey was also made available on the project webpage, with over 1000 respondents providing their feedback on proposed changes, including the introduction of new routes and modification of existing routes. Additional open houses were also held in January 2020 at Lochside Elementary School, Cordova Bay United Church and the Cordova Bay 55+ Association, in order to gain more community feedback.

3.2.1 PUBLIC RESPONSE TO SERVICE CHANGE PROPOSALS

Support for the service change proposals outlined in Phase 2 of public engagement was generally positive, with certain proposals garnering more support than others. Most popular was the proposal to extend the existing Route 35 Ridge and increase its frequency, with 89 per cent of respondents supporting the proposal. Support for other proposals ranged from 70 per cent to 82 per cent, with the exception of the proposed modifications to Route 6 Downtown/Royal Oak Exchange, which 63 per cent of respondents supported, and an additional 13 per cent supported with modifications.

The proposals to extend Route 25 and introduce the new Route 33 both received strong support, each receiving the support of 82 per cent of respondents. During engagement, respondents also indicated a clear desire to maintain a direct connection between downtown and Royal Oak and to maintain service on Emily Carr Drive and Chatterton Way. Upon further investigation, staff determined that the proposed changes to Route 25 should be prioritized, given the ability to meet the request for retention of direct downtown service for those working and living in the Emily Carr and Chatterton area.

Figures 6 and 7 below outline the response to service change proposals.

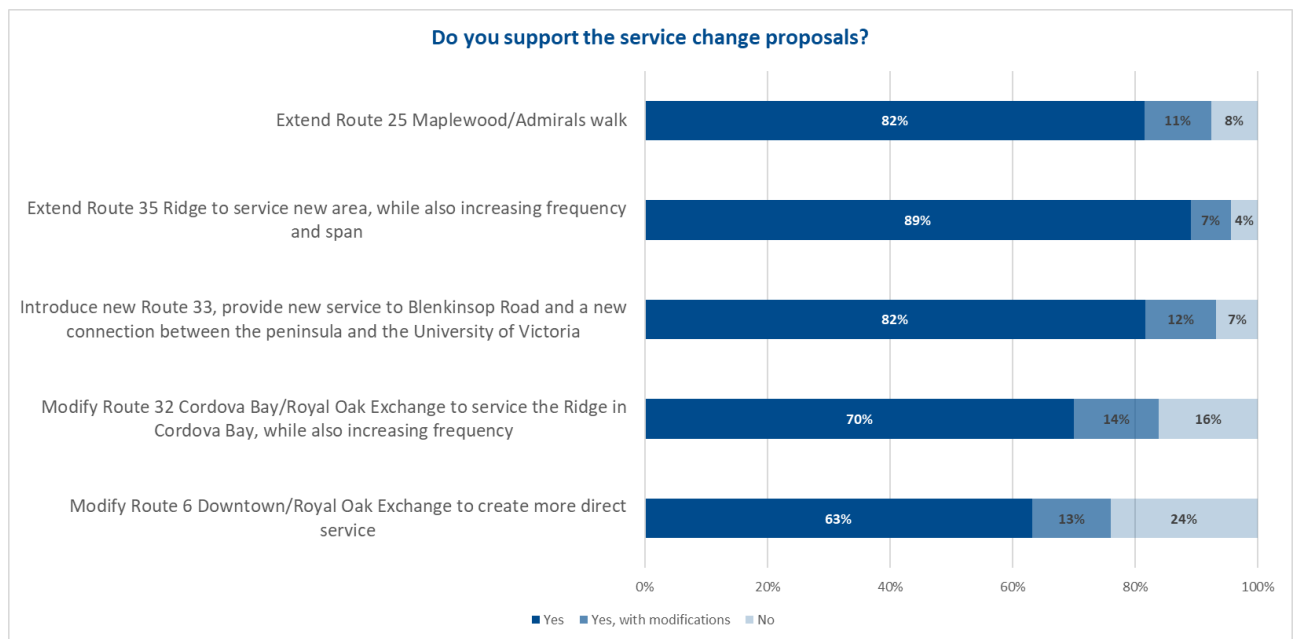


Figure 6: Support for service change proposals outlined in Phase 2 of engagement.

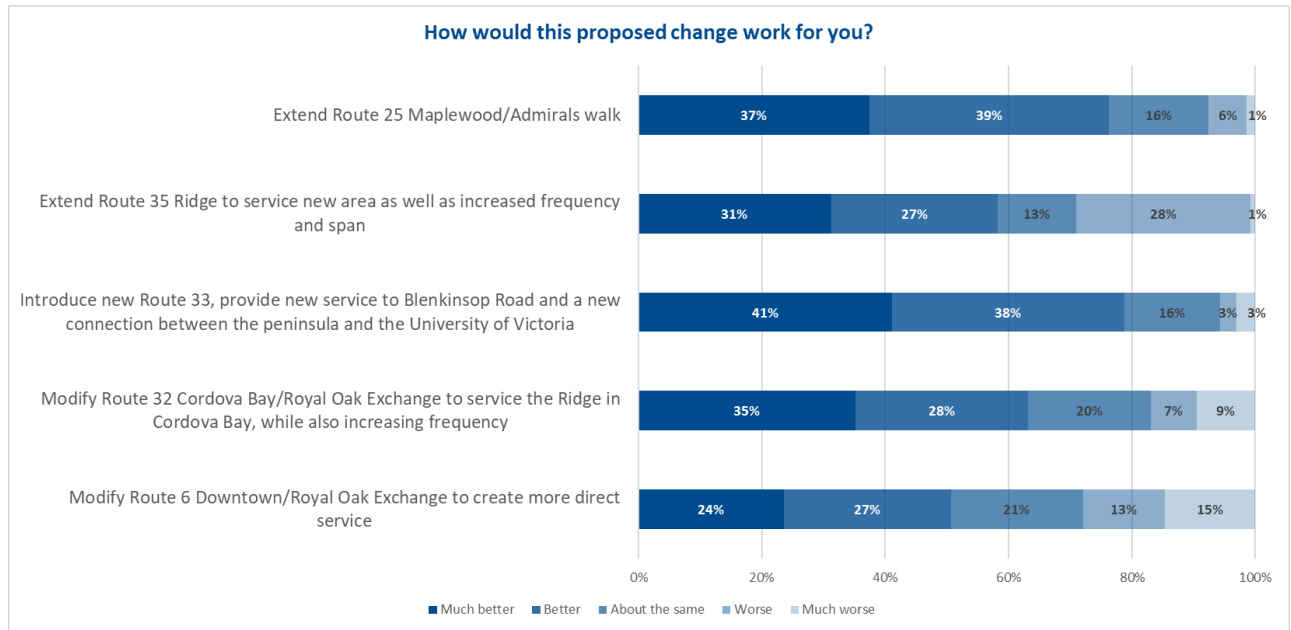


Figure 7: Impact of service change proposals according to Phase 2 survey respondents.

Additional themes from feedback gathered in Phase 2 include:

1. Concern about modifications to Route 6

- Concerns stemmed from two places: the proposed removal of the Emily Carr Drive and Chatterton Way variants on Route 6, and the subsequent need to transfer at Royal Oak Exchange for users in this area wishing to travel downtown.
- Concerns related to transferring at Royal Oak Exchange were largely related to the additional time and cost associated with the transfer.
- It should be noted that the survey distributed during Phase 2 engagement specified that other route modifications proposed would ensure coverage was still provided to these two streets. Further modifications to Route 25 have also created a one-seat trip opportunity for Emily Carr and Chatterton residents travelling downtown.

2. Concern about suitability of transit service on Blenkinsop Road

- Concerns largely revolved around the potential impact that introducing transit service on Blenkinsop Road may have on vehicle traffic. However, the vast majority of respondents were supportive of the proposed introduction of service to this area north of McKenzie.

3. Desire for more frequent service and increased service span

- Some respondents requested an express bus route along Quadra, as well as additional service along this corridor.
- There were also requests for more service on Routes 33, 34 and 35.

4. Requests for pedestrian realm improvements

- Requests were made to ensure that improvements to the pedestrian realm are made in conjunction with the addition of new stops.

4. SERVICE PRIORITIES

The following section outlines the proposed network changes for existing and new routes developed by BC Transit staff following consultation with the public, municipal staff and operators. Route changes are indicated in the maps below, along with a table summarizing service span, service frequency and resources required. These changes have been organized into short, medium and long-term priorities and will be integrated into service planning in the future.

4.1 Short-term Service Priorities

Based on feedback received during engagement, the following two proposals emerged as short-term service priorities due to their ability to provide more direct connections and frequent service during peak times. In order to ensure service is maintained on Emily Carr Drive and Chatterton Way after the restructuring of Route 6, it is recommended that changes to Route 25 be implemented simultaneously.

Proposal 1: Route 6 Royal Oak Exchange/Downtown

This proposal would modify the existing Route 6, removing the 6A and 6B variants that currently serve Emily Carr Drive and Chatterton Way respectively. This streamlined routing is simpler and also improves frequency and span on the route overall. As detailed in Proposal 2, both Emily Carr Drive and Chatterton Way would still be served by the Route 25 Maplewood/Admirals Walk, and thus this proposal does not remove service from those two areas.

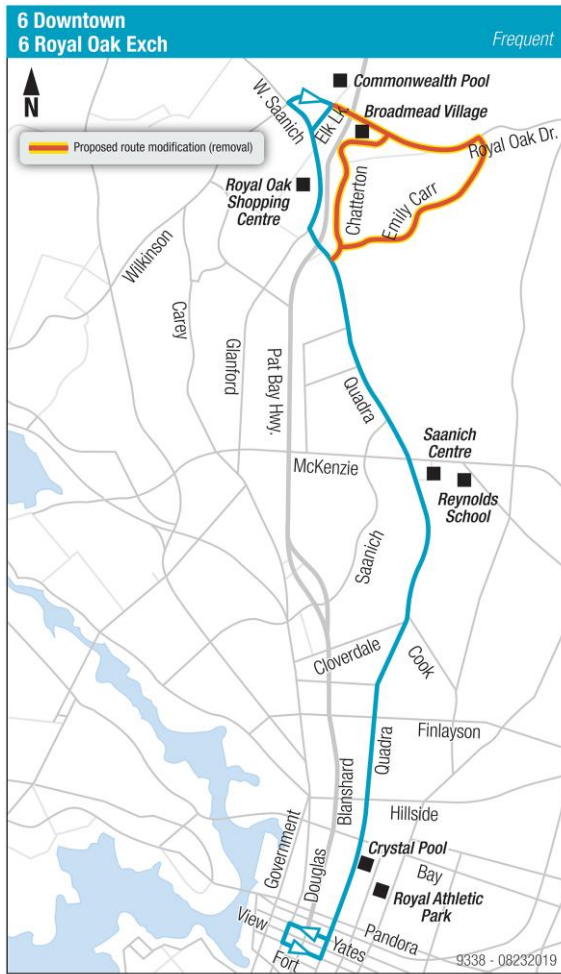


Figure 8: Proposed modification for Route 6 Royal Oak Exchange/Downtown.

| Target Service Frequency: | | | | | | | | |
|---------------------------|-------------|-------------|------------|-----------|---------|------------|-------------|----------------|
| Route | Service Day | Early AM | AM Peak | Midday | PM Peak | Evening | Late PM | Span |
| | | Before 7 am | 7am – 9 am | 9am – 3pm | 3pm-6pm | 6pm – 10pm | After 10 pm | |
| 6 Downtown/Royal Oak Exch | Weekday | 15 | 5-10 | 10 | 5-10 | 15 | 30 | 7am – Midnight |
| 6 Downtown/Royal Oak Exch | Saturday | 30 | 10 | 15 | 15 | 15 | 30 | 7am – Midnight |
| 6 Downtown/Royal Oak Exch | Sunday | - | 10 | 15 | 15 | 15 | 30 | 8am – 11pm |

Benefits

- Reduces user confusion and improves clarity, by simplifying the existing routing and removing variants.
- Provides faster, more frequent service for riders travelling between Royal Oak Exchange and downtown Victoria.

Considerations

Service will be provided on Emily Carr Drive and Chatterton Way will be provided via the Route 25, detailed in Proposal 2. **Estimated Resources**

| Route 6 optimization and frequency improvements | | |
|--------------------------------------------------------|---------------|------------------|
| | Service Hours | Additional Buses |
| Remove Route 6 variants and increase service frequency | 1,060 | 0 |

Proposal 2: Route 25 Maplewood/Admirals Walk

Route 25 Maplewood/Admirals Walk is an existing route that begins in View Royal and runs through Esquimalt before travelling north to its terminus at Saanich Centre. This service change would see the route continue from Maplewood and McKenzie north on Blenkinsop Road to its new terminus at Royal Oak Exchange. This change would also include the addition of Chatterton Way and Emily Carr Drive to the routing.



Figure 9: Proposed modification for Route 25 Maplewood/Admirals Walk.

| Target Service Frequency: | | | | | | | | |
|----------------------------|-------------|-------------|------------|-----------|---------|------------|-------------|----------|
| Route | Service Day | Early AM | AM Peak | Midday | PM Peak | Evening | Late PM | Span |
| | | Before 7 am | 7am – 9 am | 9am – 3pm | 3pm-6pm | 6pm – 10pm | After 10 pm | |
| 25 Maplewood/Admirals Walk | Weekday | - | 40 | 40 | 40 | 40 | 60 | 7am–11pm |
| 25 Maplewood/Admirals Walk | Saturday | - | 40 | 60 | 40 | 60 | 60 | 8am–11pm |
| 25 Maplewood/Admirals Walk | Sunday | - | 60 | 60 | 60 | 60 | 60 | 8am–11pm |

Benefits

- Provides service along Blenkinsop Road.
- Connects Route 25 Maplewood/Admirals Walk to Royal Oak Exchange.
- Provides another option for residents in Broadmead to access downtown Victoria.
- Improve weekend and evening transit service for residents and businesses along Chatterton Way.
- Provides the peninsula with access to Victoria West and Esquimalt.
- Retains a direct connection to Downtown Victoria for residents on Chatterton Way and Emily Carr Drive.

Considerations

- This extension will increase the total route time, which will alter the existing schedule.

Estimated Resources

| Route 25 extension | | |
|-----------------------------------------------------------|---------------|------------------|
| | Service Hours | Additional Buses |
| Extend Route 25, introduce new service to Blenkinsop Road | 10,000 | 4 |

4.2 Proposal 3: Medium-term Service Priorities

The following proposal received strong support during engagement, but is more suitable as a medium-term service priority due to existing service priorities for the Broadmead-Cordova Bay area.

Proposal 3: Route 35 Ridge

This proposal would see an increase in frequency and span, including the introduction of weekend service. A routing change is also proposed, which would result in service along Greenlea and Wilkinson being added to the route while a small stretch of West Saanich Road is removed.

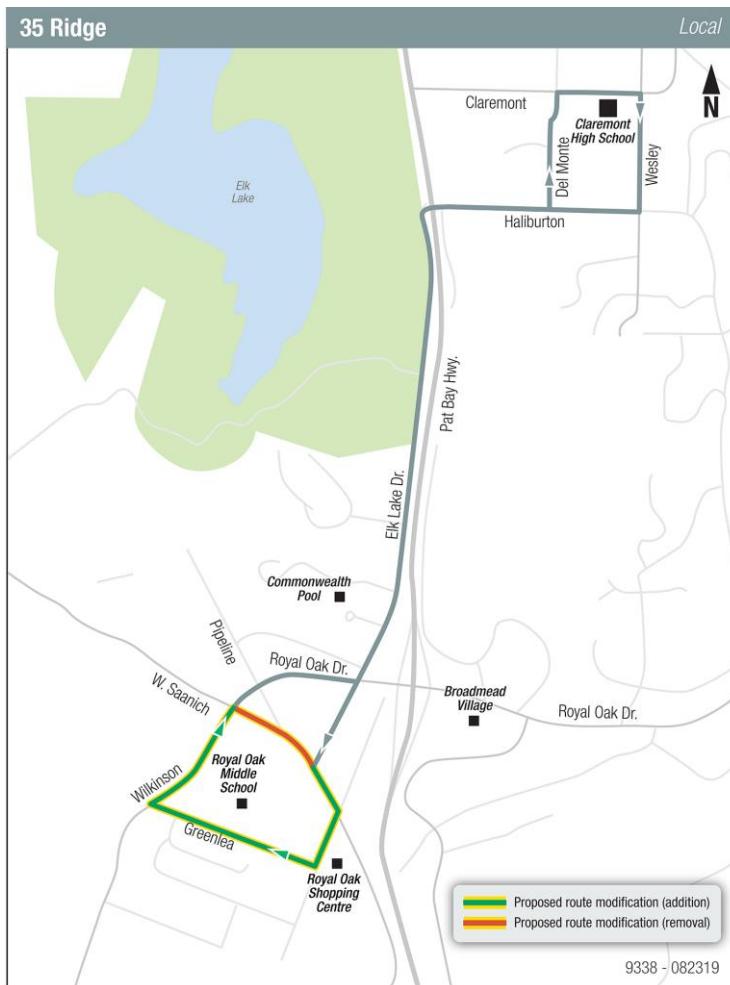


Figure 10: Proposed routing change for Route 35 Ridge.

| Target Service Frequency: | | | | | | | | |
|---------------------------|-------------|-------------|------------|-----------|---------|------------|-------------|--------------|
| Route | Service Day | Early AM | AM Peak | Midday | PM Peak | Evening | Late PM | Span |
| | | Before 7 am | 7am – 9 am | 9am – 3pm | 3pm-6pm | 6pm – 10pm | After 10 pm | |
| 35 Ridge | Weekday | - | 15 | 30 | 15 | 30 | 60 | 7am–Midnight |
| 35 Ridge | Saturday | - | 30 | 30 | 20 | 30 | 60 | 7am–Midnight |
| 35 Ridge | Sunday | - | 30 | 30 | 30 | 60 | 60 | 8am–11pm |

Benefits

- Provides more direct service to Royal Oak Middle School and Royal Oak Shopping Centre.
- Enables residents of the Ridge to have direct service to the shopping hub.
- Provides weekend service to residents serviced by this route.

Considerations

- Service may not align exactly for all bell times at Royal Oak Middle School.
- Additional bus stop(s) will be required along the new routing.
- A recent roadway project on Haliburton Road has created constrained lane widths, presenting an operational challenge that may require action to ensure that this proposal is viable.

Estimated Resources

| Route 35 extension | | |
|--------------------------------------------|---------------|------------------|
| | Service Hours | Additional Buses |
| Extend Route 35, introduce weekend service | 5,900 | 3 |

4.3 Long-term Service Priorities

This final network proposal is a long-term option for continued development of the transit network serving the Broadmead-Cordova Bay area. Positioning this as a long-term option provides additional time to determine future capacity needs at Royal Oak Exchange, as well as the roadway functional requirements, detailed below.

Proposal 4: Route 34 Santa Clara/Royal Oak Exchange

The Route 34 was originally proposed as a modification to the existing Route 32 to extend coverage to serve the Ridge in Cordova Bay. However, based on feedback and further review, a decision was made to maintain the existing routing for the 32 and instead create a new, separate Route 34. This new proposed route would bring service to the Ridge (Santa Clara Avenue and Sea Ridge Drive) and allow residents to access Broadmead Village, Royal Oak Exchange and other destinations by bus. Splitting this route off from the Route 32 will improve route legibility for users and ensure uniform inbound and outbound routing on both. The existing Route 32X will also be maintained, with service frequency increases in the future.

There are operational constraints associated with Proposal 4 that would require action before Route 34 can be implemented. Lane widths along stretches of Sea Ridge Drive, Santa Clara Avenue and Lochside Drive are currently below the desired minimum lane width of 3.3 metres. These limitations must be addressed before service is implemented on these roads. Moving forward, BC Transit will collaborate with the District of Saanich to determine how and when to best address these challenges.



Figure 11: Proposed routing for new service on Santa Clara Avenue and Sea Ridge Drive, through the Route 34 Santa Clara/Royal Oak Exchange.

| Target Service Frequency: | | | | | | | | |
|-----------------------------------|-------------|-------------|------------|-----------|----------|------------|-------------|----------|
| Route | Service Day | Early AM | AM Peak | Midday | PM Peak | Evening | Late PM | Span |
| | | Before 7 am | 7am – 9 am | 9am – 3pm | 3pm- 6pm | 6pm – 10pm | After 10 pm | |
| 34 Santa Clara/Royal Oak Exchange | Weekday | - | 30 | 60 | 30 | 60 | - | 7am–10pm |
| 34 Santa Clara/Royal Oak Exchange | Saturday | - | 30 | 60 | 30 | 60 | - | 8am–9pm |
| 34 Santa Clara/Royal Oak Exchange | Sunday | - | 60 | 60 | 60 | 60 | - | 9am–8pm |

Benefits

- Provides access to the Royal Oak Exchange area for residents along Santa Clara Avenue and Sea Ridge Drive.
- Creates an alternate route for Claremont High School students to access the surrounding neighbourhood, as well as destinations around Royal Oak Exchange.

Considerations

- Possible infrastructure upgrades required in order to ensure stops are accessible.
- Additional capacity required at Royal Oak Exchange to accommodate this route.
- Constrained lane widths present operational challenges that require action prior to implementing service on Sea Ridge Drive, Santa Clara Avenue and Lochside Drive.

Estimated Resources

| Route 34 implementation | | |
|-------------------------------------------------------|---------------|------------------|
| | Service Hours | Additional Buses |
| Introduce new Route 34 Santa Clara/Royal Oak Exchange | 6,900 | 3 |

5. INFRASTRUCTURE IMPROVEMENTS

5.1 Short-term Infrastructure Improvements

Proposal 1: Blenkinsop Bus Stops

In advance of introducing service on Blenkinsop Road via the Route 25, it is necessary to determine appropriate stop locations. BC Transit will work with District of Saanich staff to identify preferred locations in advance of the service change.

The District of Saanich is responsible for installing any required bus stop infrastructure, including bus stop amenities such as benches, shelters, lighting or waste receptacles.

Proposal 2: Royal Oak Exchange Capacity and Functional Requirements Review

With service improvements recommended in this plan, as well as those proposed through the Burnside Tillicum Local Area Transit Plan, it is necessary to conduct a review of the Royal Oak Exchange capacity and functional requirements. Existing capacity constraints were identified in the Burnside Tillicum Local Area Transit Plan, along with the recommendation that the exchange be expanded to accommodate at least two additional buses. Given the additional space requirements as a result of proposals in this LATP, it is recommended that a review of the existing exchange be undertaken.

5.2 Medium and Long-Term Infrastructure Improvements

Proposal 3: Royal Oak Exchange

Based on the outcome of the Royal Oak Exchange capacity and functional requirements review, improvements to the existing facility should be implemented in order to accommodate the proposed medium and long-term service expansions and network changes.

6. IMPLEMENTATION AND MONITORING

The service changes proposed in this LATP include a reallocation and restructuring of conventional bus services in the Broadmead-Cordova Bay area, in order to make transit schedules and routes more consistent and easier to understand, improve local mobility and provide access to more local and regional transit services.

These service changes describe a series of service and infrastructure improvements to develop a transit network that aligns with the Transit Future Network and the needs of the growing community. The priorities identified in this plan will be used to develop Capital Plans, Three Year Service Expansion Requests and Annual Service Plans.

The success of this plan requires sustained investments through the Victoria Regional Transit Commission and the Province. However, the COVID-19 pandemic has significantly impacted both ridership and government budgets, leading to a delay in future service expansions. The proposals within this LATP received strong support during public engagement, and should be implemented in the future once expansions are once again feasible.

It is also vital that the District of Saanich continue to support transit growth by integrating transit plans with other local planning initiatives, as well as making transit supportive land-use decisions.

The service changes and infrastructure improvements identified in the preceding sections will be evaluated through a Transit Expansion Prioritization process (TEPs) that will include all proposed service improvements from completed transit plans across the region. Service change proposals will be evaluated on an annual basis, which is an important step in the development of the Three Year Service Expansion Request and the Annual Service Plan.

Upon implementation, service changes will be monitored to ensure that schedules and routes are meeting the needs of passengers. If any changes are required, they will be made as part of subsequent seasonal service changes.

Route ridership performance will be assessed using the Route Level Performance Guidelines identified in the Victoria Regional Transit System Service Review. Route ridership performance is reported in the Planning Reports to the Commission and supports development of changes to network structure to enhance the performance of the overall transit network.