

# TRANSIT *future*

## Service Plan

### PORT ALBERNI

---

2025



# Territorial Acknowledgement

We acknowledge with respect that BC Transit carries out its work on the traditional territories of indigenous nations throughout British Columbia.

The Alberni Valley lies within the treaty and territorial lands of the Tseshaht and the Hupacasath people, and as both stakeholders and rightsholders, we value their local knowledge and ongoing contributions to this region.

*We are grateful to deliver our work on their traditional lands.*

# TFSP Table of Contents

<b>01</b>	Transit Vision & Shaping Your Transit Future	<b>06</b>	Route Performance	<b>11</b>	Infrastructure Priorities 2025-2029
<b>02</b>	BC Transit Corporate Initiatives	<b>07</b>	Engagement Summary	<b>12</b>	Investment Strategy & Moving Forward
<b>03</b>	Transit Today	<b>08</b>	Ongoing Engagement	<b>13</b>	Acknowledgements
<b>04</b>	Transit Need	<b>09</b>	Conventional Service Priorities 2025-2029	<b>14</b>	Next Steps
<b>05</b>	System Performance	<b>10</b>	Custom Service Priorities 2025-2029		

# 01 Transit Vision

The Port Alberni Transit System connects people and communities through cost-effective, convenient, safe and accessible transit services.

The Transit Future Service Plan builds upon the Port Alberni/Clayoquot Transit System Service Review (April 2012) and the Alberni-Clayoquot Regional District Electoral Area Feasibility Study (April 2020).

This purpose of this plan is to develop a cohesive regional transit plan to incorporate the Transit Vision and Goals for the City of Port Alberni, in consultation with the Tseshaht and Hupacasath First Nations.



Identify improvement opportunities for service and infrastructure.



Ensure alignment with local area plans and development strategies



Make the transit system more efficient and receptive to community need.

Figure 1: Transit Future Service Plan objectives

# 01 Transit Vision

## **City of Port Alberni Official Community Plan (2007)**

- The Alberni-Clayoquot Official Community Plan (2007) calls for efficient transit service connecting the community in Section 8.4 of the document.
- Calls for the coordination between bus stop location and sidewalk design (for pedestrian safety and accessibility), as well as regional transit connections to Sproat Lake and Cherry Creek.
- Under general provisions, the city will also encourage greater residential density near transit routes.
- Local roads will also consider transit in infrastructure improvements.
- Transit will be enhanced to conserve energy and minimize air and noise pollution.

## **Port Alberni/Clayoquot Transit System Service Review (2012)**

- Recommendation of various changes to the system, some of which have been implemented. These include:
- Re-organization of transit system. Pulse transit system with central exchange. Concept implemented in August 2012.
- Increased frequency on Sundays, evenings and holidays (proposed Route 4).
- Service to newly developed areas – e.g., Burde Street, Pacific Coast University
- Expansion to Tseshaht Market (with a new route).
- Service beyond City limits, provided in partnership with the Alberni-Clayoquot Regional District – e.g. Beaver Creek, Cherry Creek and Sproat Lake as part of a separate service review.

## **Port Alberni/Clayoquot Post-Implementation Review (2013)**

- An overview of prev. year system reorganization and identification of operational issue areas.
- Document included the creation of Redford Exchange and supported improved access to West Coast Hospital and Harbour Quay (since implemented).

## **City of Port Alberni Active Transportation Plan (2017-2018)**

- Supports improved transit connectivity for seniors and youth and better multi-modal integration.

## **Alberni-Clayoquot Regional District Electoral Area Feasibility Study (2020)**

- Outlined potential travel times, resource allocation, and concept routes for connecting Sproat Lake to Port Alberni.
- Analysis reviewed noted service could be implemented with a terminus at either the Wal-Mart in the north or Redford Exchange downtown, with approximately 1000 annual hours and 1 bus (plus 1 spare). The estimate total cost was \$177,799 with the local share being \$118,953. Service frequency would be every 2 hours.

## **City of Port Alberni Official Community Plan (TBD)**

- An update to the Official Community Plan is forthcoming from the City of Port Alberni.
- Calls for complete communities with support for modal variety (incl. public transit).

# 02 BC Transit Corporate Initiatives

Over the next five years, the Alberni-Clayoquot Regional District, the City of Port Alberni, and BC Transit will continue to evolve the transit system by introducing and further promoting new and existing programs and technologies to improve the customer experience and promote accessible and affordable travel.

*BC Transit's Strategic Plan provides the blueprint for how we will facilitate the transformation and pursue our common vision for a transit-supportive environment:*

- Create responsive and reliable services
- Improving integration with other mobility providers, introducing electronic fares.
- Building more transit-supportive infrastructure and supporting transit's integration with land-use planning.
- Transitioning to increasingly-sustainable fleet vehicles.

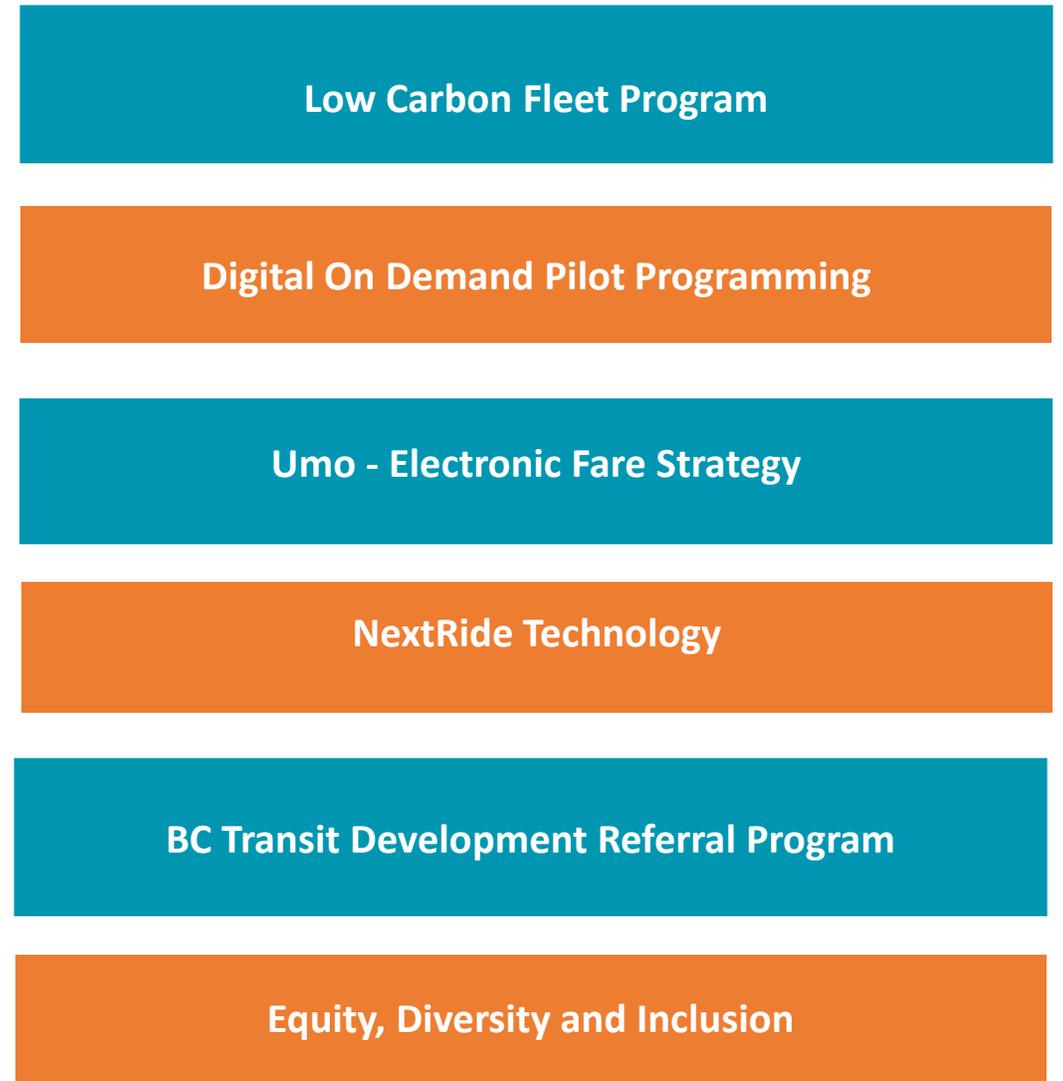


Figure 2: Ongoing BC Transit Corporate Initiatives

# 02 BC Transit Corporate Initiatives

## Low Carbon Fleet Program

BC Transit is working with key provincial partners in support to electrification and the overall reduction of emissions in its active fleet of vehicles.

The low carbon fleet program focuses on four principles:

- Transitioning vehicles to electric propulsion based on the fleet replacement plan and service delivery strategy.
- Bridging transition to electric with renewable fuels.
- Using business cases to guide investment decisions.
- Developing partnerships with key local stakeholders and industry leaders.

## Digital On Demand

This is an exciting initiative that uses technology to dynamically dispatch a bus or fleet of vehicles to locations dictated by customers using an app or phone-in service.

BC Transit has recently undertaken a feasibility study on digital on-demand transit and plans to roll out this service type a number of communities in 2025 (pending funding approvals), with a view to add more communities in future years, based on the success of the current project phase.

## Equity, Diversity and Inclusion

BC Transit is committed to building an inclusive work environment that reflects the diversity of the communities we serve. Every day, we aim to ensure our communities thrive by providing the safest, highest-quality, most accessible public transit – this means listening to and meeting the transportation needs of British Columbians.

Future plans include furthering engagement with Indigenous communities and using Gender-Based Analysis+ (GBA+) to integrate multiple perspectives in transit planning, and guide decisions that provide the best experience for all riders.

# 02 BC Transit Corporate Initiatives

## Umo - Electronic Fare Strategy

Umo is BC Transit's recently-launched electronic fare platform, allowing users to pay via smartphone app or reloadable, contactless card. This program was launched in Port Alberni in 2024. The Umo system accommodates a mix of fare products, including cash fares, and can operate in areas with low-cell phone coverage/service.

Via this program, BC Transit is working to not only improve rider convenience but also enable mobility partnerships and create new data collection opportunities.



## Development Referral Program

Local governments or developers can send any referrals and supporting information to BC Transit to review.

BC Transit can provide comments to the local government or developer on how the proposal may impact current or future transit service and infrastructure. BC Transit will also suggest changes to better support transit service and infrastructure, both now and in the future. Responses may include comments on:

- Land-Use and Density
- Alignment with Transit Policy, Plans, and BC Transit Infrastructure Design Guidelines
- Site Design
- Location and Amenities of Transit Stops.
- Relevant Future Transit Planning Priorities

## Next Ride

NextRide was launched in 2024 in the Port Alberni and offers door to door journey planning. It provides bus location information to customers via transit apps, enhances operations control and route information for the operator.

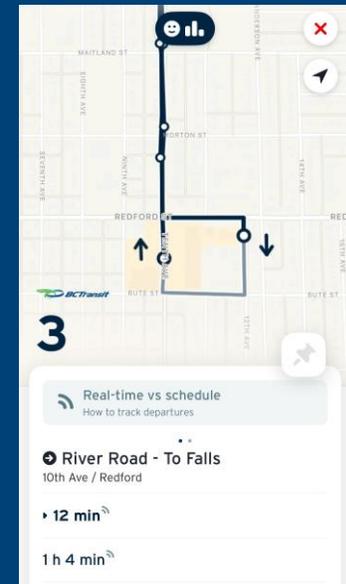


Figure 3: Transit App, Port Alberni Transit System

# 03 Transit Today

Port Alberni transit ridership operators 7 days/week and sees approx. 250,000 boardings annually.

The system is delivered through BC Transit’s innovative cost sharing model, and in coordination with the Alberni-Clayoquot Regional District and City of Port Alberni, who support decision-making on fares, routes, and service levels.

Recent changes to the system include:

- Minor trip time adjustments for Routes 1, 2, 3.

4

Routes in the system

5

Fleet Vehicles

250k

Annual Ridership

MON.  
TO SUN.

Operates 7 days a week

12,300

Annual Service Hours



# 03 Transit Today

## Port Alberni Transit Network

- **Route 1 (Southside)** provides service from the Redford Exchange, going west to West Coast General Hospital, and south as far as Cameron and Ship Creek. It also services the Alberni Harbour Quay.
- **Route 2 (Pacific Rim)** provides service from the Redford Exchange to Pacific Rim Centre (including Wal Mart) in the north.
- **Route 3 (River Road)** operates from the Redford Exchange, going northeast as far as Falls and Georgia.
- **Route 4 (Crosstown)** provides service on evenings and Sundays, servicing a portion of all 3 weekday routes. Service is provided to places such as North Island College, West Coast General Hospital, and Pacific Rim Centre.

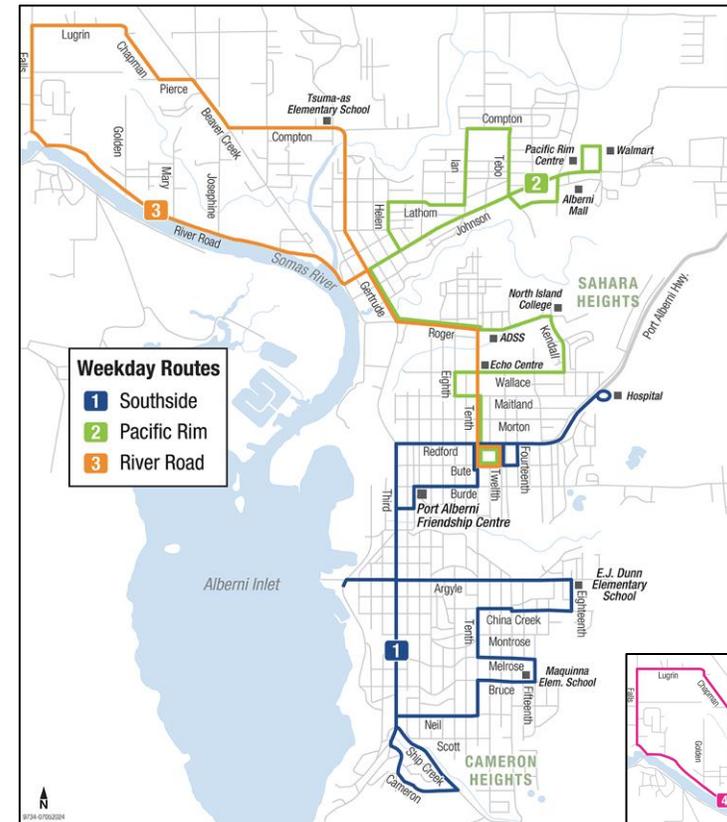


Figure 4: Port Alberni Transit System map

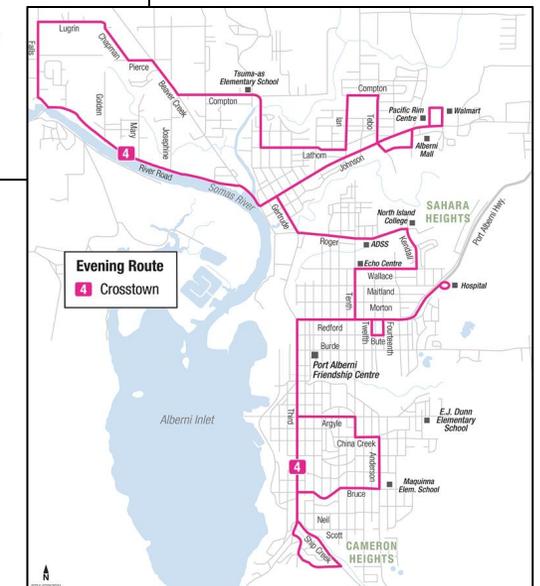


Figure 5: Route 4- Crosstown (Evening-Only/Sunday Service)

# 04 Transit Need

## Demographics in the Alberni Valley

- The population in the Port Alberni grew by 4.5% per cent between 2016 and 2021 (Census 2021).
- Key corridors of residential density include Argyle St. Redford St., 10<sup>th</sup> Ave. and the Uptown core (Johnson Rd.).
- A low density and dispersed population in outlying communities and electoral areas outside of the City of Port Alberni makes providing efficient transit service a challenge.

Transit is an important resource in Port Alberni, in connecting residents to social, educational, and economic opportunities. and ensuring greater accessibility whilst supporting a shift to active and sustainable modes of transportation.

Transit growth and improvements need to match population growth and community trends to support new residents with transportation solutions that are sustainable, affordable, and efficient.

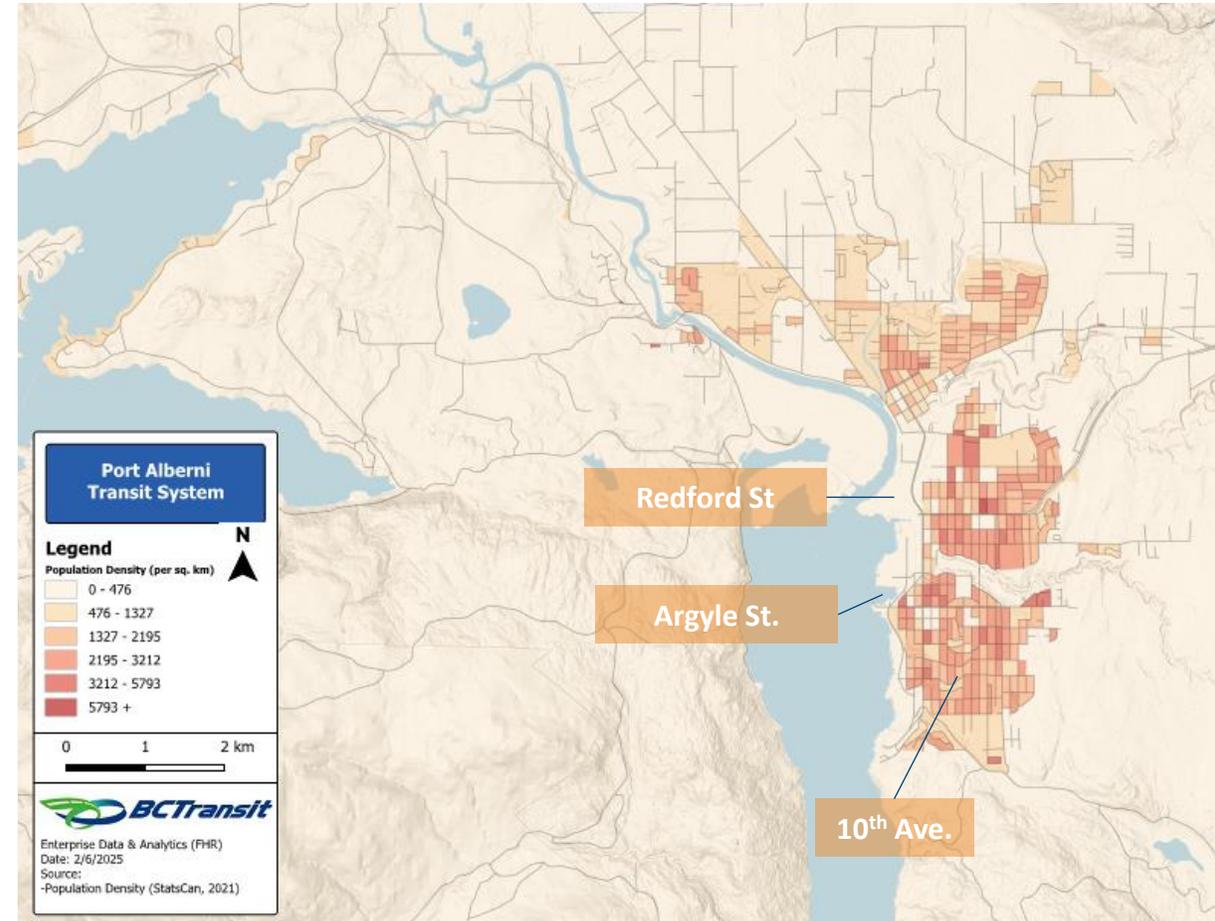


Figure 6: Population density in the Alberni Valley

# 04 Transit Need

## Alignment with Population Density, Community Growth, and Local Planning Priorities

- In consultation with the City of Port Alberni, this plan and subsequent transit priorities aim to offer alignment with the City's ongoing Transportation Master Plan development process. Planning shall guide investment and recommend priorities for essential coverage services, and, in pursuit of ridership growth, support future transit expansion on defined key corridors with planned higher-density and mixed-use development, and offer connections to defined neighbourhood nodes.
- At a high-level, and in review of census data, the existing routes in Port Alberni provide good coverage in relation to areas of higher population density, and with consideration to concentrations of seniors and low-income residents.

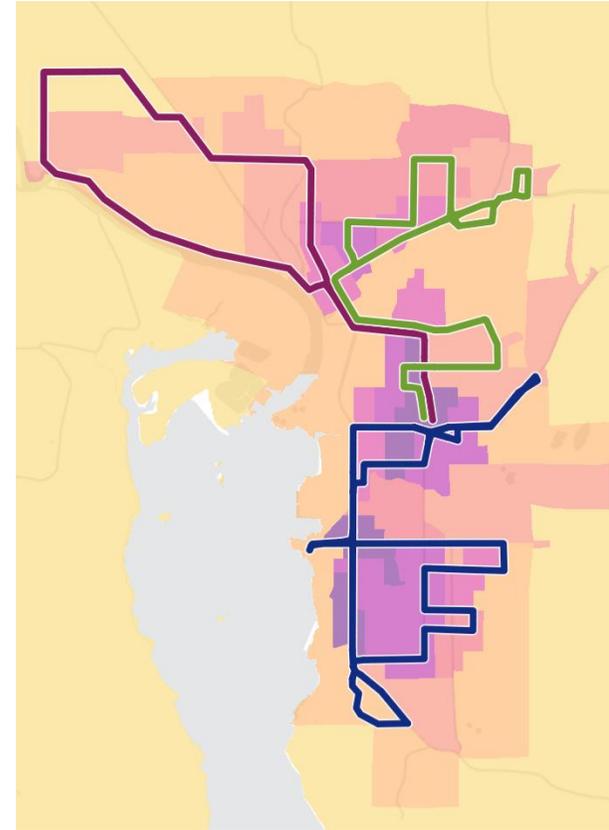


Figure 7: Population density in the Alberni Valley

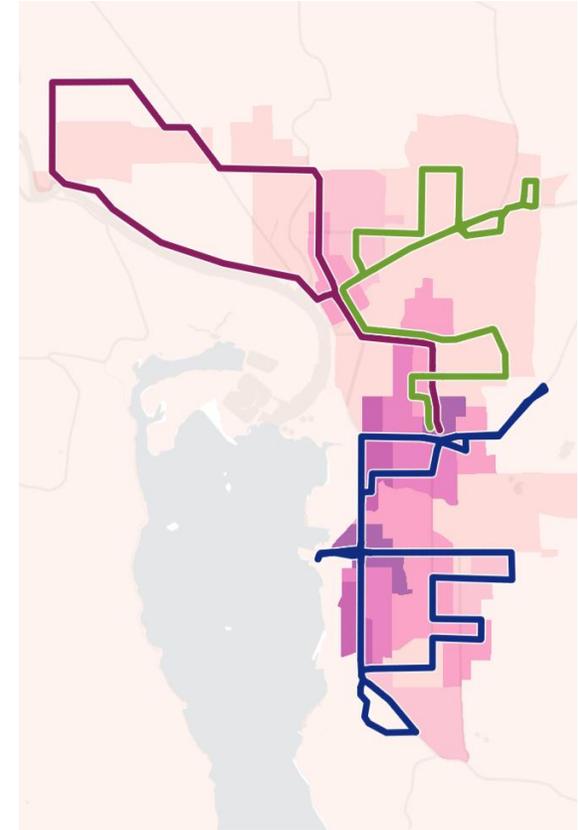


Figure 8: Low-Income residential concentrations in the Alberni Valley

# 05 System Performance

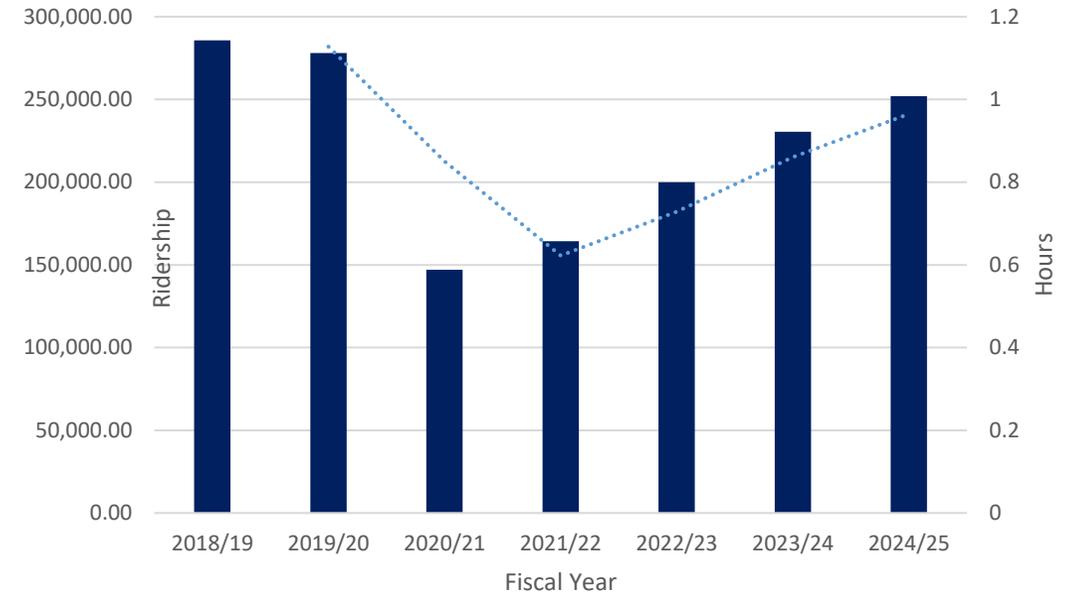
Post-pandemic, and in line with other small/mid-sized systems across the province, Port Alberni Transit has seen a gradual year-over-year ridership return since 2021 but has not yet seen 100% ridership recovery as compared to pre-pandemic levels.

- The 2024-2025 fiscal year saw approx. 250k rides, as compared to 146k rides during the 2020-2021 year (Pandemic low-point). This is below the 275-280k rides observed annually pre-pandemic.

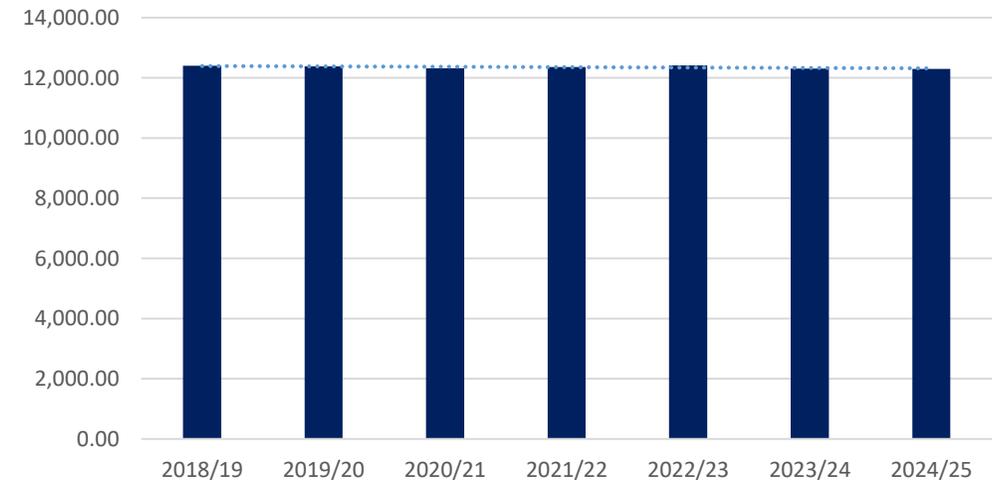
Port Alberni is experiencing ridership at 5-10% below the provincial average, however, the local transit system is 25% smaller than the average Tier 3 system, so in short, factoring in system size, ridership proportionally is strong compared to other peer transit systems in BC.

Similar to peer systems, Port Alberni's dedicated transit service hours have remained stable year-over-year, with approx. 12.3k/hours dedicated to the system annually since 2021.

System-Level Ridership: Port Alberni Transit



Scheduled Service Hours: Port Alberni Transit



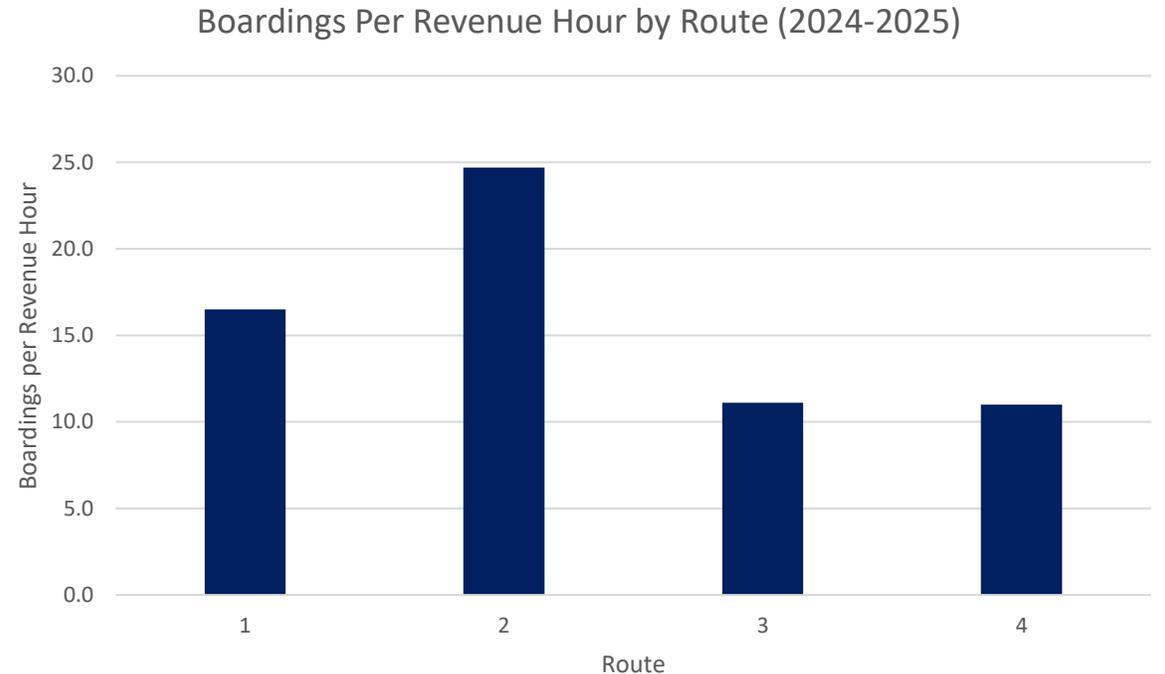
# 06 System & Route Performance

## Key Takeaways

- The Route 2- Pacific Rim is the highest ridership route in the Port Alberni Transit System, with approx. 24 boardings/per in-service hour (2024-2025 Fiscal Year Data).

Within the Port Alberni Transit System, the noted lower-performing transit routes provide boarder service coverage and important connections to commercial, recreational, and health services. Route 4- Crosstown in specific, offers essential evening and Sunday service for Port Alberni. Major alterations to these services could have an impact on dedicated existing ridership.

Any prospective routing changes implemented through this plan shall be monitored from a customer service and operational perspective, in addition to service performance data (as collected by BC Transit).



# 07 Engagement

As part of BC Transit’s commitment to public engagement, outreach was carried out to identify draft service and infrastructure priorities based on community feedback, and to hear both from transit users on their experiences navigating the local transit system, and from non-users around increasing access to transit services.

Public engagement was launched online in April 2024, with community marketing facilitated via BC Transit through a variety of tools including in-person engagement, a project website, local media ads, internal bus ads, and social media promotion.

Engagement for the Port Alberni Transit Future Service Plan was facilitated through a variety of different methods/settings, to ensure a variety of voices and experiences were represented in the planning process.



- 240 Public Survey Responses

- 200+ Unique Comments (via Public Survey)

- Transit Open House

- 4 Key Stakeholder Workshop Sessions

- Engagement with local First Nations (Tseshaht First Nation, Hupacasath First Nation- via ACRD staff)

- Transit Operator-specific Survey

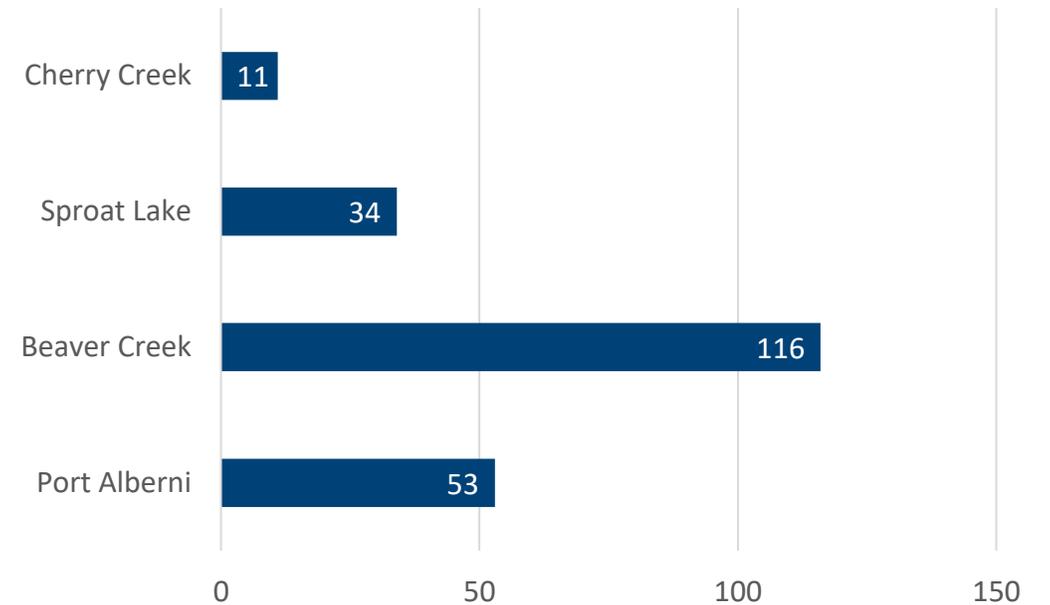
# 07 Who we heard from

Approx. 240 public survey responses were received, along with supplemental comments from transit users and non-riders, and feedback via stakeholder and rightsholder engagement.

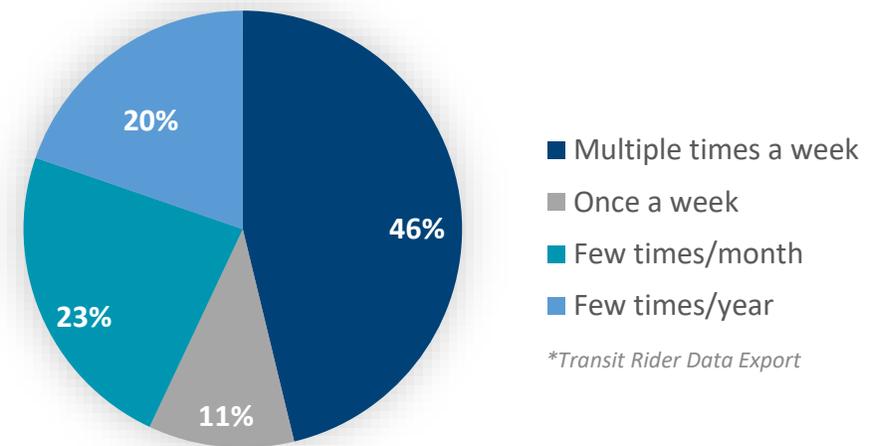
Via the public survey:

- Approx. 50% of respondents were from Beaver Creek, with approx. 23% from Port Alberni.
- Less than 30% of respondents were transit riders. Given split in riders/non-riders, additional survey export was required to quantify existing transit-user focused data.
- Of existing users, approx. 65% of respondents were from Port Alberni, with approx. 46% of respondents noting use of transit multiple times/week.
- In addition to public engagement, a survey was prepared and distribute specifically to local Transit operators for their feedback, analysis, and review of the current system.

Where do you live?



How often do you use the Port Alberni Transit system?



# 07 What we heard

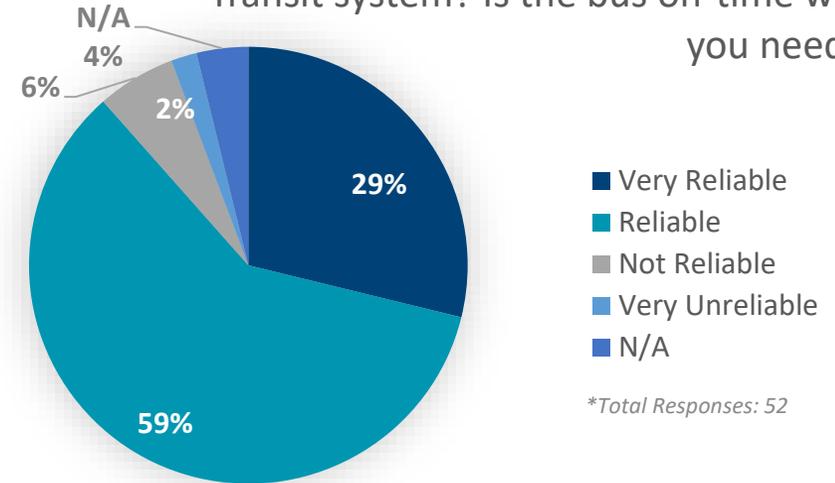
## Current Service:

- Current service is quite reliable. Transfers between routes are largely seamless based on pulse service scheduling. Strong satisfaction with existing service amongst regular users (approx. 71%). Service reliability also noted as positive (approx. 87%).
- Most transit riders feel safe when using transit, but non-riders and parents of youth expressed safety concerns.

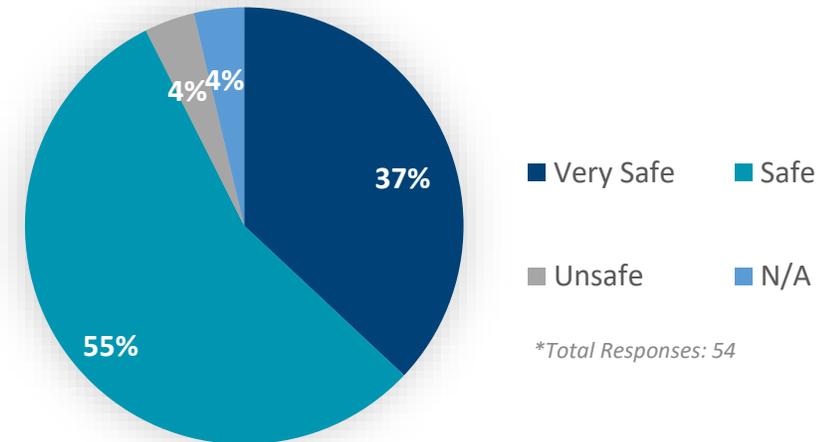
## Future Service:

- Frequency and span improvements to weekday and weekend evening service was the most desired amongst engagement participants and survey respondents.
- Strong support for the study and future implementation of interregional service between Port Alberni and the Regional District of Nanaimo (Qualicum Beach).

How reliable do you find the Port Alberni Transit system? Is the bus on-time when you need it?



How safe do you feel using the Port Alberni Transit system?



# 07 Transit Service to Sproat Lake

Early engagement and previous feasibility studies outlined opportunity for service extension to Sproat Lake Provincial Park, however service proposal received strong to mixed support from existing ridership and Port Alberni residents, and strong opposition from Sproat Lake residents (36% support across all respondents vs. 85% support amongst riders).

- Redford Exchange to Sproat Lake noted as preferred option amongst existing ridership, with slightly stronger likelihood for use seasonally.

Based on feedback regarding local funding and future usage considerations, service to Sproat Lake is not supported (as previously outlined) as a priority within the 2025 Port Alberni Transit Future Service Plan.

Based on local government, key stakeholder engagement, and public feedback, a prioritization of improvements to existing services, interregional service planning, and improved service to Tseshaht First Nation is supported. Further public engagement would be required to confirm funding capacity for this proposed expansion.

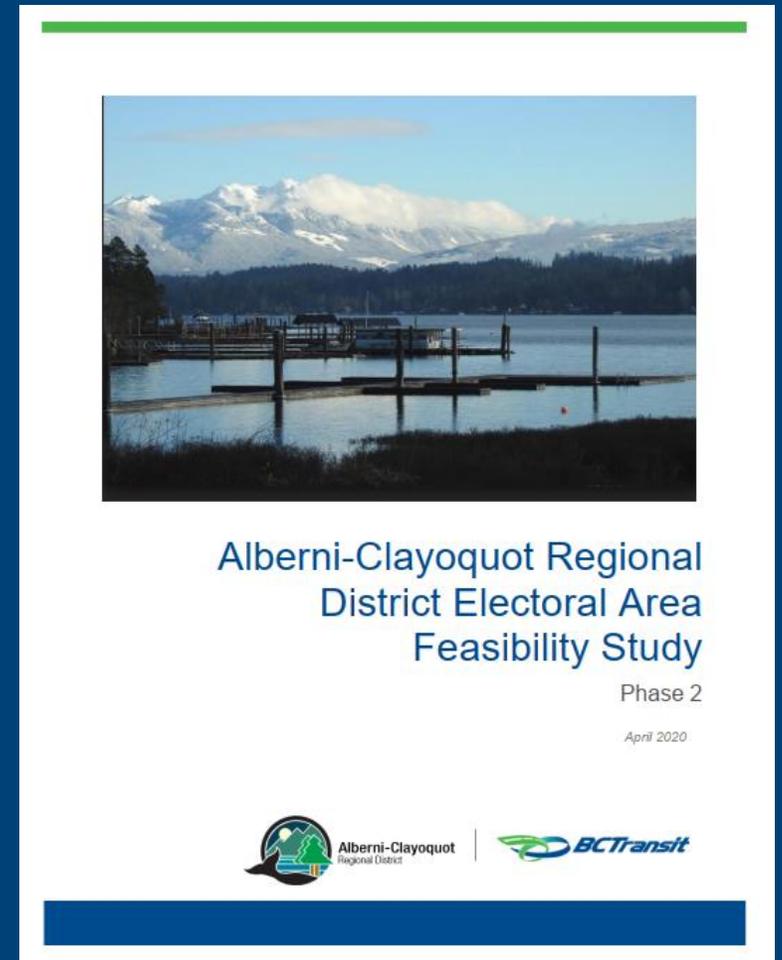


Figure 12: ACRD Sproat Lake Electoral Area Feasibility Study (2020)

# 07 Route 3 Service via Stamp Ave.

Early engagement and analysis of current services identified the opportunity to re-route a segment of the Route 3 (inbound/outbound) via Stamp Ave. Currently, Routes 2 and 3 both serve the same section of Roger and 10<sup>th</sup>, with the Stamp Ave. corridor (primary access to Paper Mill) without scheduled transit service.

While not initially raised via public survey responses, additional considerations for maintaining service via Roger/10<sup>th</sup> were noted, relating to:

- Recent stop-level ridership data along the Tenth Ave./Roger St. corridor (captured via on-board technology) noting low but consistent daily passenger usage.
- The routing change proposed eliminating direct access for riders travelling between the Beaver Creek Rd./Tseshaht First Nation/ River Rd. areas and ADSS and key community recreational facilities.

Based on ridership data, and ensuring community access to public facilities and institutions, the alteration of Route 3 is not recommended in the short-term as a priority within the 2025 Port Alberni Transit Future Service Plan.

Re-routing of the Route 3 and service inclusion on Stamp Ave. may be re-introduced for review as part of future North-South direct routing discussions.

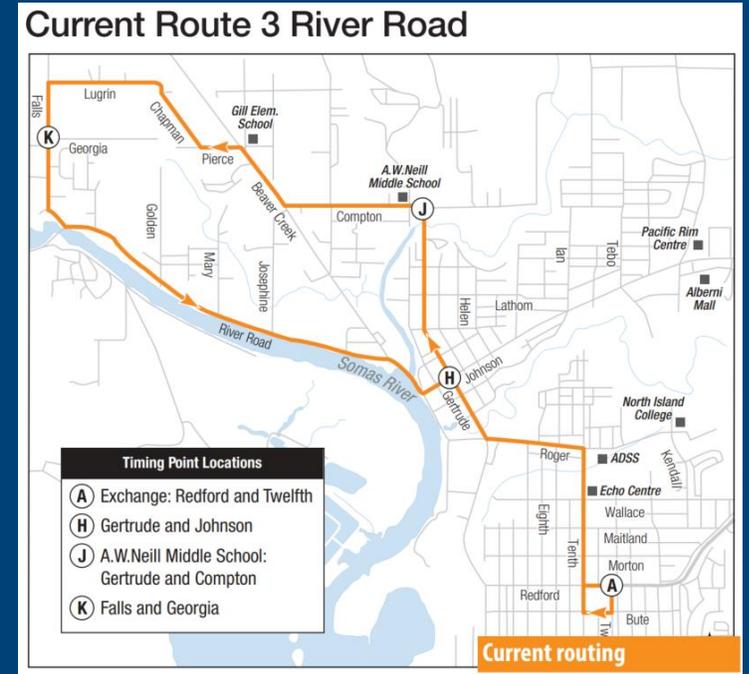


Figure 13: Current Route 3- River Road

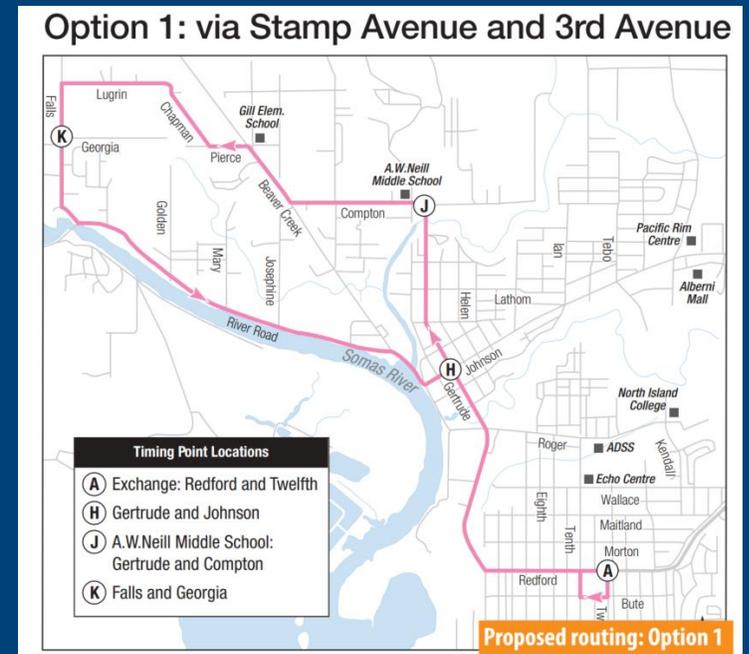


Figure 14: Alternative Proposed Routing for Route 3

# 08 Ongoing Engagement

## Voice of the Rider

In supporting a better understanding of our riders and local community needs, BC Transit believes we need to move a step closer to the community and make feedback and live experience a part of important business decisions. Our Voice of the Rider panel is an effort to drive community engagement on every project we undertake, understand the satisfaction levels of our riders, and take recommendations and suggestions to improve the overall transit experience.

## Engaging with Indigenous Communities

BC Transit is currently developing a strategy for increasing engagement with First Nations and supporting meaningful reconciliation. We recognize the need to engage with both urban and rural First Nations in ways that are appropriate for each local community. BC Transit and the Alberni-Clayoquot Regional District will continue to work with the First Nation communities within the Alberni Valley to understand how we can best serve their communities, and provide connections to important economic, employment, health, educational, and recreational centres.

**Do you have something to say  
about transit in your community?**

**VOICE**  
of the Rider



Learn more at [engage.bctransit.com/frequently-asked-questions](https://engage.bctransit.com/frequently-asked-questions)

# 09 Conventional Service Priorities 2025-2029

Priority	Description	Expansion Resources (Subject to change)
Improve Evening Service	Improving weekday and weekend evening service.	1,300 annual service hours.
Increase frequency on Route 2- Pacific Rim	Monitor ridership and increase frequency of service on Route 2 as needed during AM and PM peak periods (Connecting Pacific Rim Centre, Wal-Mart, Uptown core, NIC/ADSS/Echo Centre, and the Redford Exchange).	1,000 annual service hours, 1 vehicle
Investigate transit service to Tseshaht First Nation	Explore introducing an extension of Route 3 or dedicated service to the Tseshaht First Nation. Introducing service would be dependent on Tseshaht First Nation becoming a partner in the Port Alberni Transit- Local Government cost-share function.	900 annual service hours (Routing via Tseshaht Market) 350 annual service hours (Routing via Tsuma-as Dr.). 1 bus may be required via either service option.
Investigate interregional transit service between Port Alberni and the RDN	Conduct feasibility and service study for interregional service. Prospective introduction of limited weekday and weekend service between Port Alberni and Qualicum Beach (Regional District of Nanaimo).	2,400 annual service hours (Estimated Introductory Hours), 2 vehicles.

# 09 Conventional Service Priorities 2025-2029

Priority	Description	Expansion Resources (Subject to change)
Improve On-Time Performance of Existing Services	On-Time Performance adjustments as needed based on analysis of operational data.	Resources to be determined. BC Transit recommends assigning 0.5-1.0% of total annual service hours to on-time performance. Approx. 150 annual service hours.
Investigate direct north/south route(s) between major locations of ridership	A redesign of core service providing more efficient and competitive travel between key ridership locations (i.e. Uptown, Downtown, Redford Exchange, Pacific Rim Centre, Wal-Mart).	Service hrs. Reallocation & additional resources to be determined upon service study.

Note: Due to the pulse-scheduling set-up of the Port Alberni Transit System. Additional review from BC Transit Scheduling Dept. is needed to ensure proposed improvements can be facilitated from an operator-shift and fleet assignment perspective. Estimated service hours for expansion items in this document are subject to change.

# Improve Evening Service

Strong support for improving evening service on weekdays and weekends. Current span of transit service noted via public engagement feedback as being insufficient.

- Additional service on Route 4- Crosstown to approx. 11:00pm.

1,300

Estimated annual service hours

Note: Estimated service hours subject to changes based on calculations from BC Transit's Scheduling Dept.

1\*

Additional Vehicle (Subject to further operational analysis)

Note: Not including required spare/contingency vehicles.

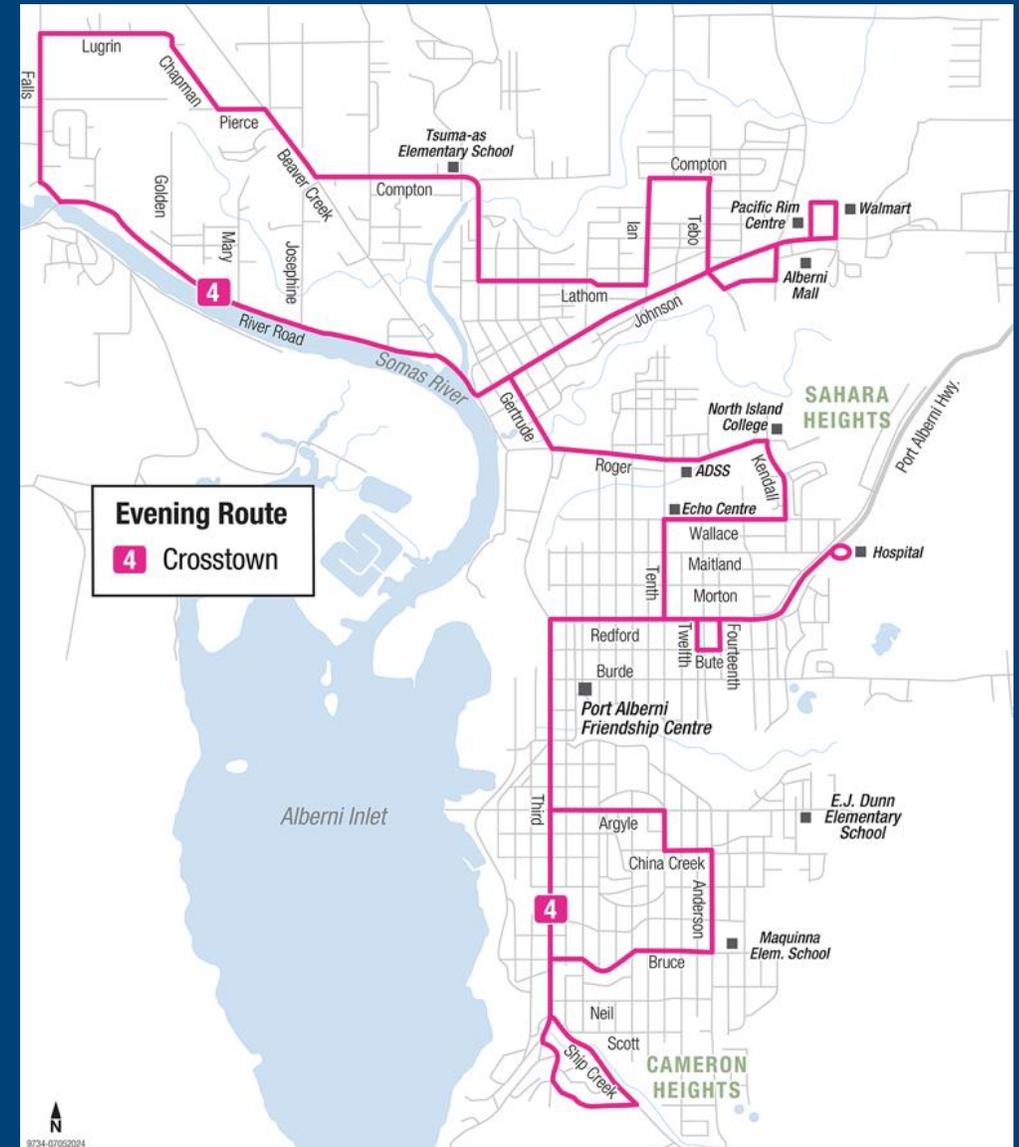


Figure 9: Route 4- Crosstown (Evening-Only/Sunday Service)

# Transit Service on Route 2: Pacific Rim

Increase frequency along Route 2 (Pacific Rim Centre/Wal-Mart) during peak AM and PM times.

Route 2 is the highest ridership route in the system, with notable ridership particular around school bell times. Current service appears sufficient, but as Port Alberni grows over the next few years, given the nature of this route, we are likely to see higher ridership and demand for more frequent and efficient service.

Note: Due to current pulse scheduling and interlining of routes, scheduling changes to the Route 2 would require the re-organization of operator shifts and timetables.

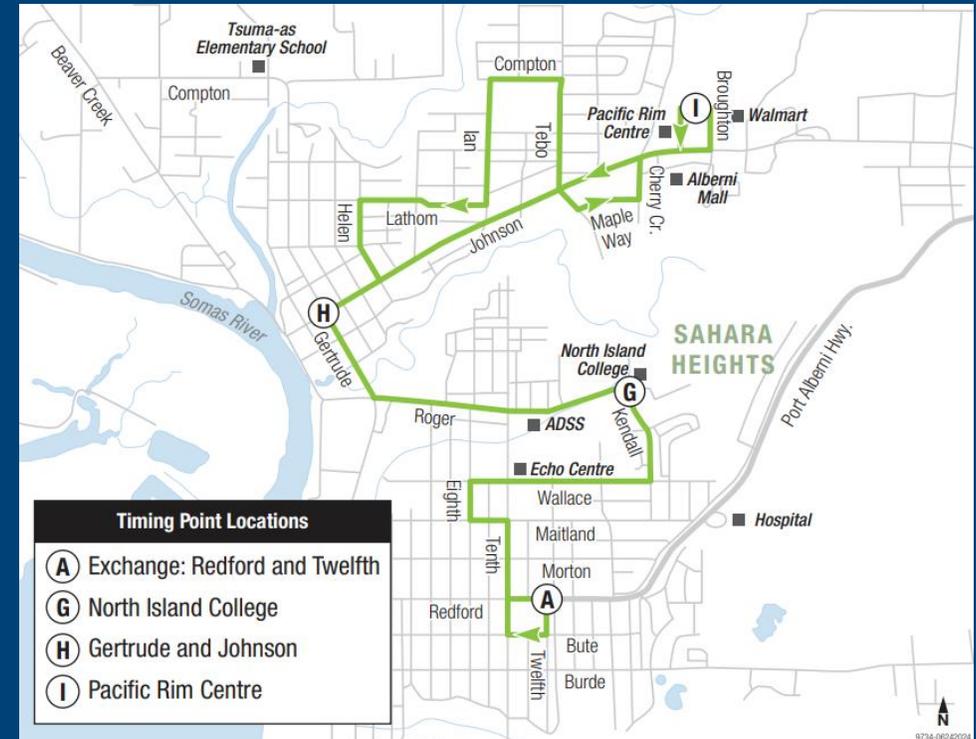


Figure 10: Route 2- Pacific Rim

1,000

Estimated annual service hours

Note: Estimated service hours subject to changes based on calculations from BC Transit's Scheduling Dept.

1\*

Additional Vehicle (Subject to further operational analysis)

Note: Not including required spare/contingency vehicles.

# Transit Service to Tseshaht First Nation

Provide service to the Tseshaht First Nation via Route 3 (or dedicated service) to Tseshaht Market or Tsuma-as Dr.

Early engagement and previous feasibility studies outlined opportunity for service extension to Sproat Lake Provincial Park, however service proposal received mixed reception for existing ridership and Port Alberni residents, and strong opposition from Sproat Lake residents (36% support across all respondents, 85% support amongst riders).

Consultation in previous transit plan engagement noted early support for the establishment of such a service.

Further operational and feasibility assessments required prior to formalization within the Transit Improvement Program (and implementation of service). Options to consider implementation without an additional bus to be explored in greater detail.

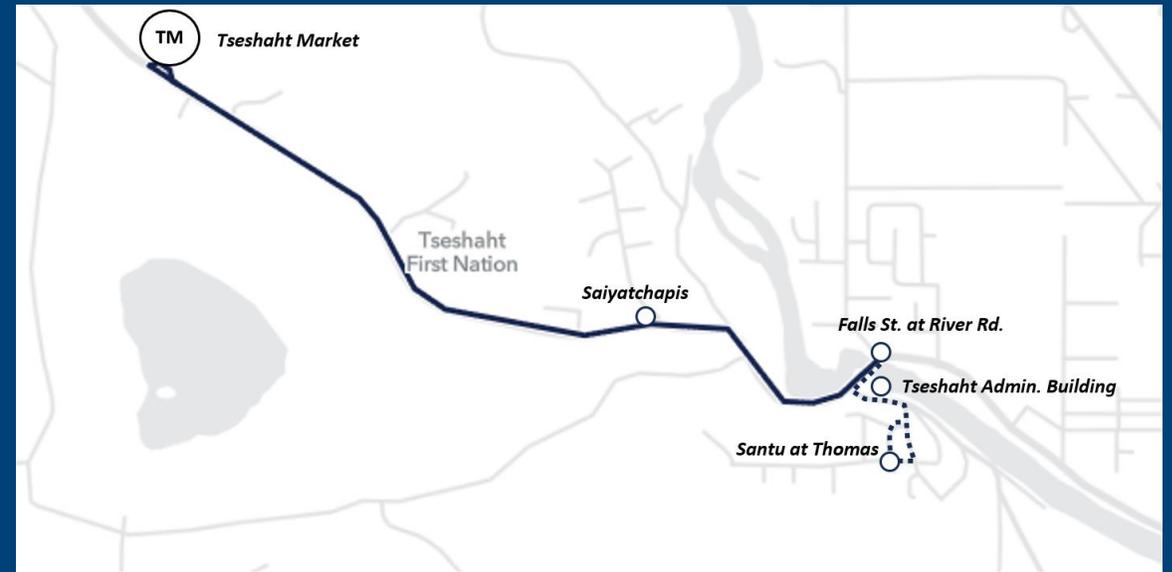


Figure 11: Concept Map: Transit Service to Tseshaht First Nation

**900**

**Estimated annual service hours**  
Introductory-level service extension to Tseshaht Market.

**1\***

**Additional Vehicle (Subject to further operational analysis)**

**350**

**Estimated annual service hours**  
Introductory-level service extension via Tsuma-as Dr.

**1\***

**Additional Vehicle (Subject to further operational analysis)**

Note: Estimated service hours subject to changes based on calculations from BC Transit's Scheduling Dept.

Note: Not including required spare/contingency vehicles.

# Interregional Transit Service: Port Alberni to RDN

- Produce feasibility study with intent to establish an interregional transit service between Port Alberni and the Regional District of Nanaimo (Qualicum Beach).
- Strong support from existing ridership and Port Alberni residents (93% support from transit users, 65% support amongst all respondents). Interest in year-round service to access to services and amenities not available in Port Alberni.
- Regional expansion would need to involve participation with the ACRD and would require additional discussion to modify the governance and funding structure of the transit system.

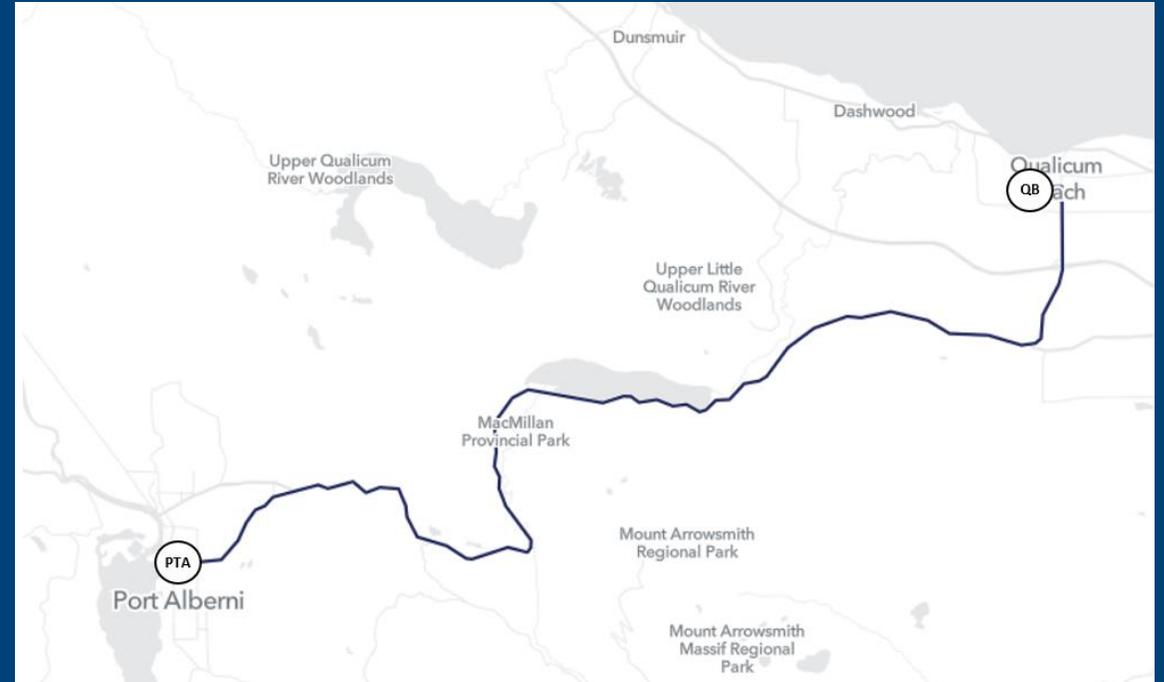


Figure 12: Concept Map: Interregional service to Regional District of Nanaimo

2,400

**Estimated annual service hours**  
Introductory-level service via Hwy 4.

Note: Estimated service hours subject to changes based on calculations from BC Transit's Scheduling Dept.

2\*

**Additional Vehicle (Subject to further operational analysis)**

Note: Not including required spare/contingency vehicles.

# Opportunities for On-Time Performance adjustments, and Service Reliability improvements.

The ability to make consistently reliable trips and timely connections is one of the top factors identified by the public that would encourage them use transit more.

As trip and route-level performance data (collected on-board by BC Transit) becomes more readily accessible beyond 2025, there may be reporting that suggests investments in the existing service is needed on specific routes, trips, etc.

Like other mid-sized communities in BC, as Port Alberni grows, traffic on key corridors is projected to increase, with transit needing additional scheduled time to travel to/from the route's terminus. These changes require more resources to just maintain the same level of service. It is recommended that the existing transit service be supported by cyclical future service hour investments to ensure service reliability and schedule consistency.

**150** Annual service hours

Note: Estimated service hours subject to changes based on calculations from BC Transit's Scheduling Dept.



# Considerations for Service to Tsawaayuus-Rainbow Gardens

Based on local community feedback, it was recommended to assess options to provide closer conventional transit access to the Tsawaayuus-Rainbow Gardens retirement community.

Options were reviewed by BCT Planning, however, service hrs. are limited to support changes, alternate routing is comparatively circuitous, and maintaining service on Falls St. is strongly recommended.

Falls at Pacific Rim is the most-used bus stop north of Johnston Rd./Alberni Hwy. Noted consistently as a key stop and connection for Tseshaht First Nation.

Currently and for the near-future, Custom Transit (handyDART) service is recommended as preferable due to its capabilities around door-to-door access.

This review and recommendation was presented to the ACRD'S Accessibility Committee in Fall 2025.

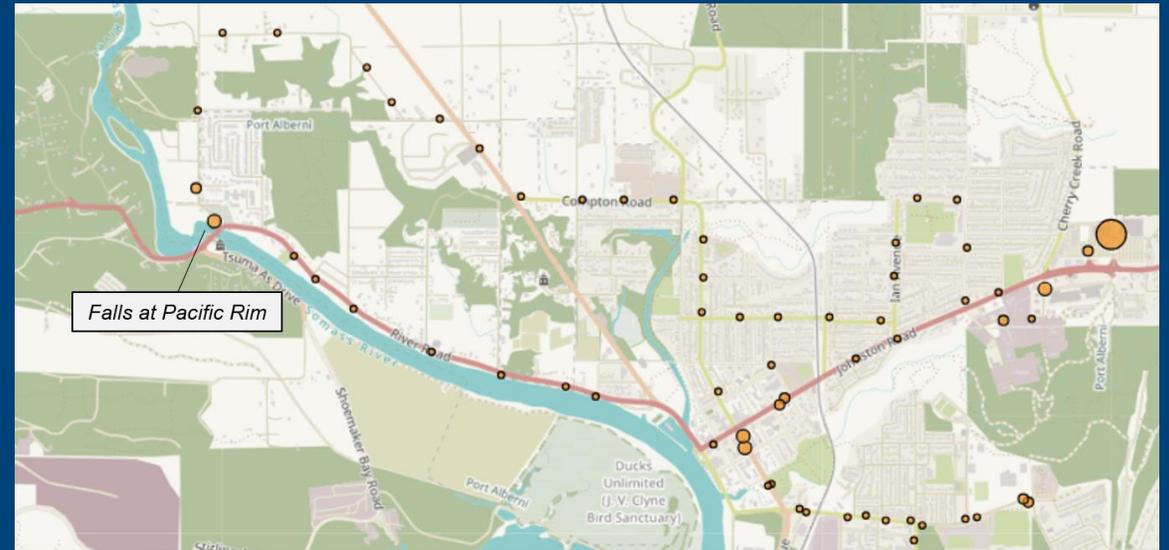


Figure 13: Stop-Level Ridership Map, Port Alberni Transit, 2025

# 10 Custom Service Priorities 2025-2029

Priority	Description	Expansion Resources (Subject to change)
Peak Service Improvements	Improving service during peak travel times and addressing availability challenges brought on by high subscription rates and reducing reliance on Taxi Supplement. With expansion into Tseshaht First Nation, increased capacity is needed to maintain a consistent service level.	3000 annual service hours, 1 vehicle.
Expand Weekend Service Span	Expanding weekend afternoon/early-evening service span to match hours of operation of weekday custom transit (to 5:00pm).	850 annual service hours
Expansion of Custom Service on Statutory Holidays	Expanding custom transit to offer base-level service on statutory holidays throughout the year (In-line with current conventional service).	150 annual service hours

Current Total Custom Transit Hours (Alberni-Clayoquot): Approx. 7,976 Hrs.

# 10 Custom Transit: Looking Ahead

As part of the Custom Transit Strategy, the introduction of the “Custom Transit Solution” is planned for phased implementation (targeted to begin in 2026). This program will focus on modernizing Custom Transit Service Delivery by increasing the availability, flexibility, and efficiency of the service.

The solution will include:

- A digital process for handyDART registration
- An online portal for customers to book trips, making it easier and faster to manage trips online
- A mobile app and web interface to provide push notifications and in-app messaging to inform customers about key service updates, including registration, trip booking, details and delays
- Tracking of key metrics to help guide vehicle and driver allocation for improved optimization of service
- New on-board display on handyDART vehicles to assist drivers with trip-mapping and route navigation, allowing real-time updates to drivers’ schedules to provide a more flexible service that meets customer needs
- Tracking of key metrics to help guide vehicle and driver allocation for improved optimization of service
- Access to new data that will help inform potential future service expansion and enhance service delivery
- The potential to introduce Electronic Fare Payment



# 11 Infrastructure Priorities 2025-2029

Priority	Description
Improve Transit Amenity Coverage and Investment in Bus Stop Infrastructure	Support Port Alberni Transit for improve coverage of bus shelters and benches for higher-ridership stops and key community locations. Seek investment through capital planning and funding opportunities such as: <ul style="list-style-type: none"><li>• <a href="#">Transit Shelter Program</a></li><li>• Transit Minor Betterments Funding</li></ul>
Operations & Maintenance	Explore options (via BC Transit Regional Operations) for a larger operations and maintenance facility to support transit system growth and accommodate additional fleet vehicles.

# 12 Investment Strategy & Moving Forward

## Funding the plan

To achieve the goals of this plan, capital and operating investments in the transit system will be required over the next five years and beyond. Any prospective infrastructure improvements will be incorporated into BC Transit's Capital Plan.

This plan calls for capital investments that include:

- Additional fleet vehicles to be added to the local transit system as part of the proposed year-over-year expansion requests.
- Working with contracted Transit Operating Company to support a higher-capacity Operations & Maintenance Facility to accommodate prospective fleet increases.
- Improvements to customer amenities and infrastructure at transit stops.

## Monitoring + Implementation

Performance of the transit system is monitored on an annual basis, which is typical for transit systems of this size. Performance may be monitored more closely after a significant service change to evaluate impacts to operations and user experience.

Service improvements will be integrated into the Three-Year Transit Improvement Process (TIPs), which is revised on an annual basis with updated costing, and with consideration to updated service hr. and fleet calculations via BC Transit's Scheduling Dept.

Prior to implementation of service changes, BC Transit planning staff will work with City of Port Alberni and ACRD staff to ensure service improvements appropriately reflect local needs. Additional targeted engagement may be conducted.

# 13 Acknowledgments

Thank you,

The development of this Transit Future Service Plan provides the planning overview for the development of the Port Alberni system. This plan was made possible by participation from provincial and local governments, key stakeholders and the public. BC Transit would like to thank staff and representatives from:

- City of Port Alberni
- Alberni-Clayoquot Regional District
- Tseshaht First Nation
- Hupacasath First Nation
- School District 70
- North Island College Student's Union
- Alberni Valley Transition Town Society



# 14 Next Steps

BC Transit seek resolution that the City of Port Alberni and Alberni-Clayoquot Regional District endorse the 2025 Port Alberni Transit Future Service Plan.

Priorities identified in the 2025 Port Alberni Transit Future Service Plan be integrated into the ongoing service planning (subject to minor operational requirement changes).

BC Transit will continue ongoing partnership with the City of Port Alberni and the ACRD to support annual service expansion analysis.

