

Service Summary

WINTER 2014 CHANGES – PLANNING DOCUMENT

Effective December 29, 2014



This document outlines winter 2014 routing and schedule changes for the Victoria Regional Transit System for implementation on December 29, 2014. See page 2 for more information on how service changes are developed.

Key Service Changes for Winter 2014

- **New service to Bear Mountain, Westhills and Happy Valley**
- **New 10 Royal Jubilee/Songhees routing**
- **Revised Westshore and Saanich Peninsula community bus schedules**

Winter 2014 – Service Change Highlights

Various	Minor schedule and trip adjustments will be included in the winter 2014/15 service change as needed to respond to any changes in service demand and significant issues arising from the September 2, 2014 service change.
10 Dockyard/Royal Jubilee	Restructured as the 10 Royal Jubilee/Songhees , this route will operate between Songhees area and Royal Jubilee Hospital in order to improve frequency on all service days. Passengers to/from Esquimalt will now transfer at Esquimalt at Catherine. → See service details section for more information.
25 Maplewood/Admirals Walk	Service in Songhees area (on Kimta and Tyee) will now be covered by 10 Royal Jubilee /Songhees. → See service details section for more information.
52 Colwood/Langford	Route extends to provide additional service to Millstream Rd. and new service to Bear Mountain. → See service details section for more information. Commuter trips that serve downtown now extend to growing residential neighbourhoods on Happy Valley Rd. and Latoria Rd. and become the separate route 48 Happy Valley/Downtown . → See service details section for more information.
53 Atkins 54 Metchosin / 55 Happy Valley 58 Langford Meadows	Schedules have been adjusted on these routes to best match service to demand, more evenly distribute service between Westshore neighbourhoods and ensure connections to area secondary schools. Route 58 will be renamed 58 Goldstream Meadows
56 Florence Lake/ 57 Millstream	Restructured routing and schedules to make service easier to understand, plus new extension of service to the Westhills area. Routes will be renamed the 56 Thetis Heights/Langford Exch and 57 Thetis Heights/Westhills . → See service details section for more information.
57x Downtown	Route is renumbered to become the 47 Goldstream Meadows/

Winter 2014 – Service Change Highlights

	Downtown to better distinguish it from local bus service.
59 Triangle Mountain / 60 Wishart	New schedule with extended evening service.
63 Otter Point	Extension of last trip to Whiffen Spit.
81 Butchart Gardens 83 Sidney/Royal Oak 85 North Saanich 88 Airport	New schedules to improve the spacing between trips, particularly to the Victoria International Airport and other major employers in the West Sidney area.
86 Deep Cove	Service cancelled due to low ridership and reallocated to other local Saanich Peninsula services.

How are Service Changes Developed?

Service changes are based on:

- The system's long term [Transit Future Plan](#), recent [Victoria Regional Service Review](#) and approved [2014/15 Annual Service Plan](#).
- Recent feedback from customers, front line staff, major employers and area local governments.
- Detailed route analysis and application of the system's service design standards and route performance guidelines¹ to best match service to customer demand.
- The majority of the service changes were done by reallocating services within the winter period, as well as allocating savings from the regular seasonal service adjustments in the spring and summer with no new vehicles and a modest increase of off peak service.²

For more Information

Need help planning a trip or questions or comments about these changes? Head to <http://www.bctransit.com/regions/vic/> or call busline at 250.382.6161.

¹ See Appendix A for an excerpt.

² This is in keeping with the 2014/15 Annual Service Plan, Budget and Taxation Regulation approved by the Victoria Regional Transit Commission.

ServiceChange Details

Route 10 Royal Jubilee/Songhees Route 25 Maplewood/Admirals Walk

PROPOSED WINTER 2014/15 CHANGE: Effective December 29, 2014



Change Overview:

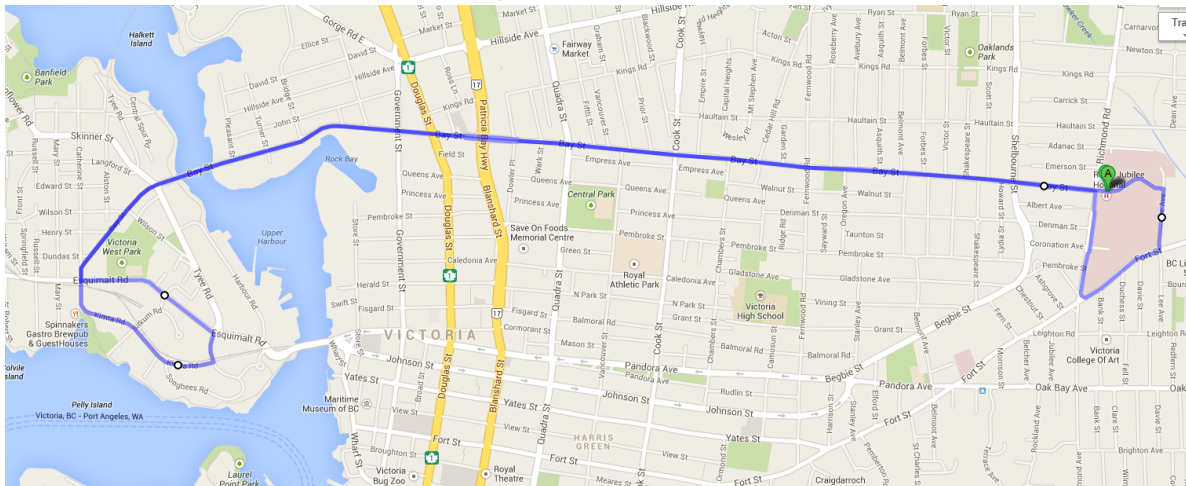
- This change shortens the existing 10 Dockyard/Royal Jubilee route in order to provide more service across all days of the week. The revised route would now operate between the Songhees/Westside Village area and Royal Jubilee Hospital, with passengers transferring to/from Esquimalt at Catherine and Esquimalt Rd.
- The new 10 Royal Jubilee/Songhees will now operate on Kimta Rd, replacing the route 25 Maplewood/Admirals Walk. The route 25 Maplewood/Admirals Walk will be changed to operate on Esquimalt Rd only to/from downtown Victoria.

Why We are Making the Change:

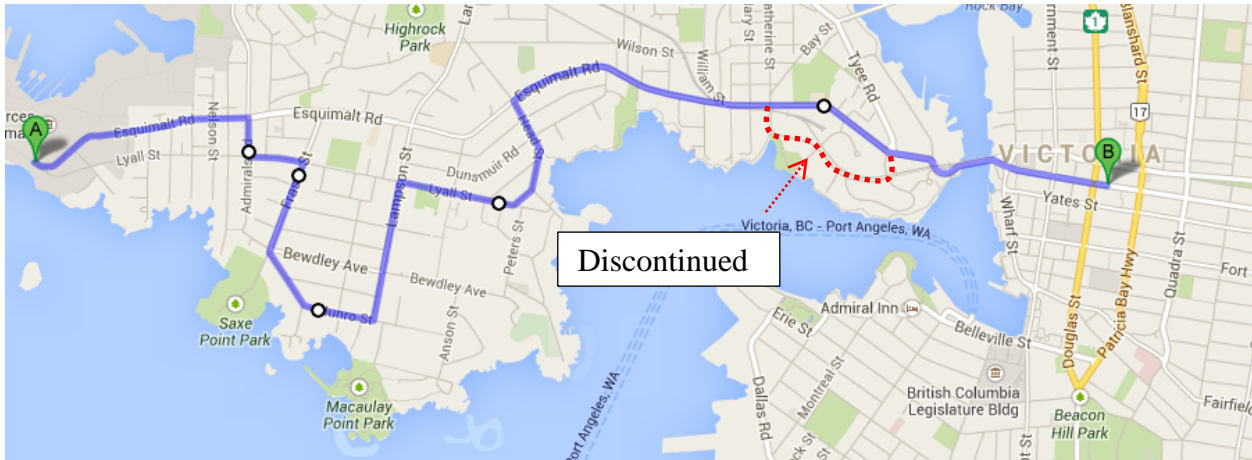
- The long term purpose of route 10 has been to create a route that provides east/west connections along Bay from many other routes on these corridors: Esquimalt, Tyee/Craigflower, Douglas, Quadra, Cook, Shelbourne and Richmond. Since the new 15x Esquimalt/UVic route now offers Esquimalt passengers an even more frequent no-transfer-required connection to the Royal Jubilee Hospital, shortening the route 10 allows us to reduce duplicated service on Esquimalt Rd. and invest it into more frequent service along Bay St.
- Taking the 25 Maplewood/Admirals Walk off of Kimta improves the directness of trips for the majority of customers. At the same time, it better enables residents in the Songhees area to access services at Westside Village.

Considerations:

- Service will be designed to allow transfers to service on Esquimalt Rd. at Catherine St.
- Service requires the closure of stops on one side of Kimta.



Esquimalt routing of the 25 Maplewood/Admirals Walk



Relation to Other Plans:

- These service changes support the development of the Local Transit Network identified in the Transit Future Plan. The changes were identified in the Victoria Regional Transit System 2013/14 Service Review.
- The frequency and routing proposed on Bay is in keeping with the transit system's approved Service Design Standards and Performance Guidelines.
- The route supports the increasing density in the vicinity of Kimta, Tyee and Westside Village, in keeping with the City of Victoria's Official Community Plan (OCP).

Longer Term Outlook:

- Over time, the transit system's service review proposed that the 14 Vic General/UVic would route to/from Downtown Victoria via Tyee rather than Bay/Douglas. This would provide more service to the increasingly dense residential neighbourhood on Tyee and Esquimalt. It also underlines the importance of restructuring and strengthening the 10 Royal Jubilee/Songhees as a crosstown connector serving the Bay St. corridor.

ServiceChange Details

Route 48 Happy Valley/Downtown

PROPOSED WINTER 2014/15 CHANGE: Effective December 29, 2014



Change Overview:

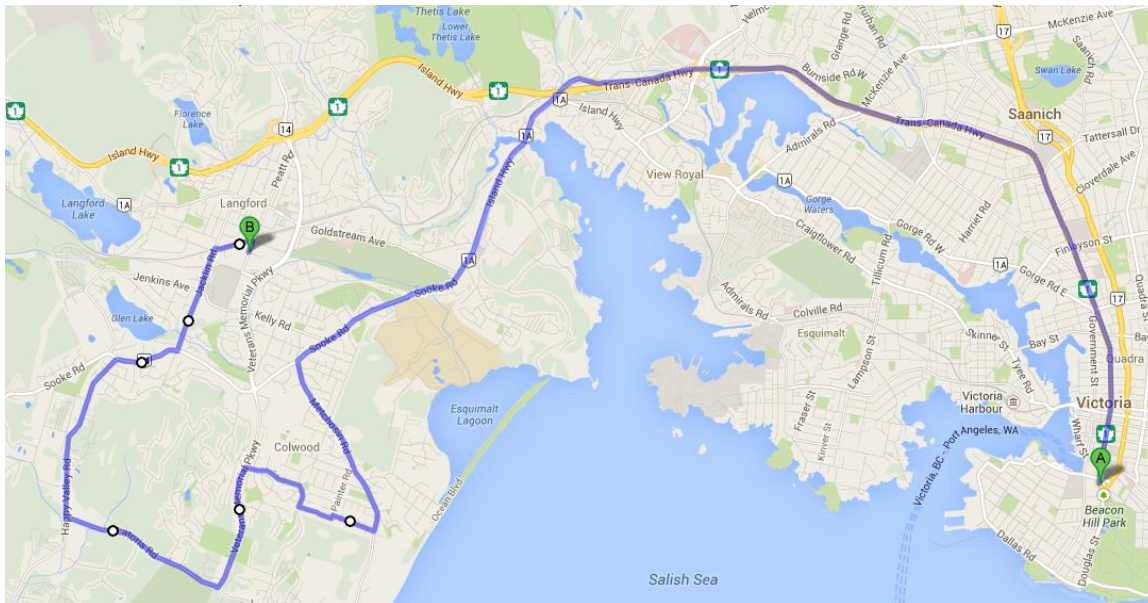
- Select morning and afternoon trips on the existing route 52 Colwood/Downtown already extend from the Westshore to downtown Victoria during peak commuter times. This change further extends those trips west to Latoria and Happy Valley Roads to provide a direct commuter-oriented route between these neighbourhoods and downtown Victoria.
- The new route will be renamed the route 48 Happy Valley/Downtown with two morning and two afternoon trips provided during peak travel times.

Why We are Making the Change:

- This change improves quality of service to new and growing residential areas on Latoria and Happy Valley Roads with a direct morning/afternoon connection to downtown Victoria.
- Providing a separate route number for this service from the regular 52 Colwood/Langford makes both schedules easier to understand for passengers.

Considerations:

- There are three existing morning trips and two afternoon trips. Three morning trips will be consolidated into two trips to better match service to the level of ridership and to fund this service change.



ServiceChange Details

Route 52 Colwood/Bear Mountain

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Change Overview:

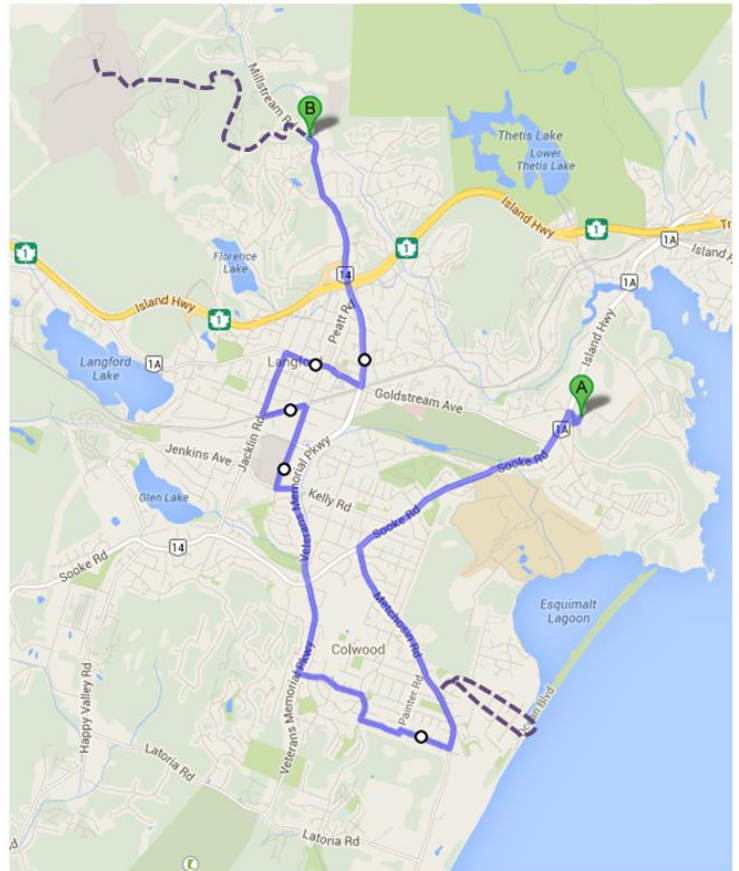
- The existing 52 Colwood route will be extended to the north end of Millstream with select trips to the Bear Mountain development and the Esquimalt Lagoon.
- Given the significant amount of commercial and residential development in these areas, service will exceed the service standard for local transit service with service frequency ranging from 30 minutes to 60 minutes. (See Appendix A: Excerpt - Victoria Regional Transit Service Standards and Performance Guidelines).

Why We are Making the Change:

- Provides new service to residents and businesses on Bear Mountain.
- Improves destination choices for residents of both Colwood and Langford with one route that services the Millstream Shopping Area, Westshore Centre, Royal Roads and the town centres of Langford and Colwood.
- Forms a spine transit service that connects key land use nodes in the Westshore that will evolve into a portion of the regional frequent transit network.
- Creates the foundation for later service improvements such as extending service to Royal Bay.

Considerations:

- Passengers will have the ability to connect to other local and regional routes at the Langford Exchange and the Western Exchange.



ServiceChange Details

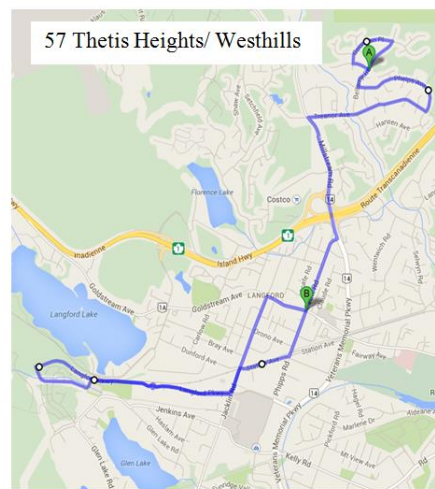
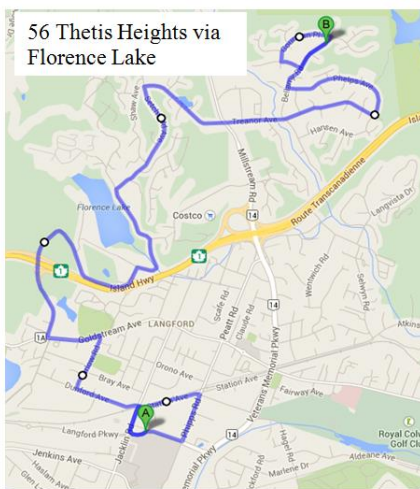
Routes 56 Thetis Heights/Langford Exchange and 57 Thetis Heights/Westhills

PROPOSED WINTER 2014/15 CHANGE: Effective December 29, 2014



Change Overview:

- Service will be extended to the Westhills neighborhood and restructured to try to make the routing more direct and easier to understand for passengers.
- The two bus routes are interlined meaning that a 56 trip leaving the Langford Exchange and traveling north to Thetis Heights will return south as a 57 trip traveling south to the Langford Exchange and vice versa.



- In conjunction with changes on the 52 Colwood/Bear Mountain (which is increasing service along the Millstream corridor), service will be slightly reduced in frequency to better match the level of ridership, ensure better consistency between the level of service provided to similar Westshore neighbourhoods and meet the service design standards (See Appendix A).

Key Benefits to Change:

- Introduces new service to the Westhills area
- Provides a connection to serve the new Belmont secondary school
- Improved alignment of transit service with land use
- Allows for a reallocation of service resources to other areas of the transit system to meet demand or improve service to meet the service design standards and address areas of growing residential and employment density.

Considerations:

- Service will be reduced in the Florence Lake and Thetis Heights neighbourhoods beyond walking distance to Millstream but will still meet the Victoria Regional Transit Service Standards and Performance Guidelines. There will be more frequent and direct on Millstream with the implementation of the route 52 Colwood/ Bear Mtn.

Appendix A

Excerpt - Victoria Regional Transit Service Standards and Performance Guidelines

Minimum Service Standard

Service frequency defines the minimum frequency at which a route operates, subject to meeting the Performance Guidelines. Investments to increase service levels will be considered to strategically develop the network or when route performance indicates the route is performing 25% above the target for the routes class.

Type	Minimum Service Frequency				Latest Arrival Time of First Transit Trip in Morning	Evening Service (Last Trip Leaving Route Terminus Outbound) Should be Provided at Least Until
	Day Type	Peak	Off-Peak (midday/evening)	Hours of Operation of Minimum Service Frequency		
Rapid Transit Network	Weekday	15	15	7:00am to 10:00pm	7:00am	Midnight
	Saturday	15	15	7:00am to 10:00pm	7:00am	Midnight
	Sunday	15	15	7:00am to 10:00pm	7:00am	Midnight
	With additional frequency based on demand					
Frequent Transit Network	Weekday	15	15	7:00am to 10:00pm	7:00am	Midnight
	Saturday	15	15	7:00am to 10:00pm	7:00am	Midnight
	Sunday	15	15	7:00am to 10:00pm	7:00am	11:00pm
	With additional frequency based on demand					
High Demand Local Transit Network	Weekday	30	60	7:00am to 7:00pm	7:00am	7:00pm
	Saturday	30	60	7:00am to 7:00pm	7:00am	7:00pm
	Sunday	60	60	7:00am to 7:00pm	7:00am	7:00pm
	With additional frequency based on demand					
Coverage Based Local Transit Network	Weekday	120		7:00am to 6:00pm	7:00am	7:00pm
	Saturday	120		8:00am to 6:00pm	8:00am	6:00pm
	Sunday	120		9:00am to 6:00pm	9:00am	5:00pm
	With additional frequency based on demand					With additional service depending on demand
Targeted Transit	Will vary depending on service required and market served					
Custom Transit	Weekday	N/A		7:00am to 10:00am		10:00pm (Midnight on Fridays)
	Saturday	N/A		8:00am to 10:00pm		Midnight
	Sunday	N/A		8:00am to 10:00pm		10:00pm

Span of service defines the operating hours for each service type. Extension to the span of service shall be considered when the first and last hour of service has productivity greater than the average productivity on the route.