

# Terrace Regional Transit

## Service Review



October 5, 2012

*Prepared by: Stantec Consulting*



**Stantec**

City of  
Terrace



## ACKNOWLEDGEMENTS

BC Transit and Stantec Consulting would like to thank those Terrace and area community members who provided input into this review. In particular, the elected officials and staff of the City of Prince Rupert, the staff of First Canada ULC, and all residents and organizations who provided feedback and information at open houses, through online surveys and through one-on-one interviews.

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# EXECUTIVE SUMMARY

The Terrace Regional Transit Service Review is a comprehensive review and analysis of transit in the Terrace Region. This study has been initiated by BC Transit in collaboration with local transit partners to identify opportunities for improvement to:

1. Increase transit ridership;
2. Find efficiencies and cost savings;
3. Enhance and build community partnerships;
4. Improve service delivery and customer focus; and,
5. Increase the satisfaction of customers with transit.

This work was undertaken between May and July of 2012 in conjunction with a review of the Skeena Regional Transit System to ensure the two systems continue to take advantage of common opportunities to produce increased efficiency and enhanced travel.

## Community Overview

The City of Terrace has a population of about 11,500 and is situated about 45 minutes away from Kitimat to the south and two hours from Prince Rupert to the west. The population of Thornhill--a community located just east of Terrace and also served by the Terrace Regional Transit System--was approximately 4,000 persons in the 2011 census. While the City of Terrace was negatively impacted by the closure of the Skeena Cellulose sawmill and the general decline of the logging industry, port expansion in Prince Rupert has increased rail traffic through the City. Workers also commute to Kitimat to work at the Rio Tinto Alcan aluminum plant. The Kitimat liquid natural gas (LNG) projects should also help to grow the local economy.

## Transit System Overview and Analysis

The Terrace Regional Transit System consists of two types of service: conventional transit and custom transit (also known as handyDART). The Terrace Regional Transit System covers the entire City of Terrace and Thornhill. It also provides some service in the Skeena Regional District, serving outlying areas such as New Remo, Kitselas, Gitau, and Queensway.

The handyDART buses cover the same area as the conventional Terrace and Thornhill services, and handyDART services are offered Monday through Friday between 8:45am and 4:20pm.

There are three conventional buses and two handyDART buses in the Terrace Regional Transit System fleet. Of the three conventional buses, one is considered a spare vehicle, and at any given time only one handyDART vehicle is used.

## Analysis of Ridership and Transit System Data

The Terrace Regional conventional transit service has relatively low ridership compared to some of its peer communities; there were approximately 185,000 boardings during the 2011/12 year. But, it ranks fairly high in terms of cost recovery and rides per hour, so it is a relatively efficient system. The handyDART system has an average level of ridership, and compared to its peer communities, ranks second best in terms of cost-recovery rate and rides per hour.

## System Infrastructure

There is no dedicated bus exchange in the Terrace Regional System, although all bus routes serve the Skeena Mall bus stop. First Canada ULC owns the operations and maintenance facility.

### Operational Considerations

In reviewing the Terrace Regional Transit System, several operational issues were identified:

- There are no seasonal or Friday variations in the schedules, which could potentially be contributing factors to the system having some reliability issues (especially in winter) and/or failing to attract as many passengers as possible;
- The routes also have relatively low frequencies due to the lack of buses and the large number of routes and large service area; this could potentially be contributing to lower ridership levels and reliability levels than what could be achieved in the community;
- The use of handyDART vehicles for conventional services may provide some cost efficiencies, but it may also be reducing the capacity of the handyDART system; and,
- The two- to three-hour gap between the second to last trip of the day and the last trip of the day means passengers have few choices for travel times in the evening.

### Consultation and Communication

A range of tools was used to maximize opportunities for public/stakeholder input within time and resource limitations. Engagement techniques included:

- “Structured” input, organized around key technical issues (e.g. driver survey and meetings with operating managers) and concerns from specific population segments (e.g. interviews with stakeholders); and,
- Open stakeholder sessions (i.e., open houses) and surveys (on-board and web surveys) to allow for free flowing opinions and suggestions on existing or proposed services.

The levels of participation and response for the open houses and surveys are summarized in the following table:

Consultation Method	Level of Participation / Response
Open houses	Skeena Mall – 30 people Farmer’s Market – 25 people
Onboard survey	138 responses, including residents of Terrace, Kitimat, and outlying communities
Online survey	18 responses, including residents of Terrace, Kitimat and outlying communities
Driver survey	10 responses from Terrace Regional bus drivers

## Proposed Service Change Options

In reviewing the Terrace Regional Transit System and the feedback collected from the consultation activities, a set of short- (2012/13-2013/14), medium- (2013/14 to 5 years from now), and long-term (5 to 10 years from now) service change options have been developed for the Terrace Regional system. The table below summarizes the service change options, as well as the advantages and disadvantages of each option.

Service Change Option	Advantages	Disadvantages
<b>Short Term (2012/13 – 2013/14)</b>		
1) Revise routes to provide more efficient, 2-way service and connect key locations.	<ul style="list-style-type: none"> <li>More direct service with less circuitous routes, improved connections between key locations, improved connections between the north and south side of Terrace, improved coverage of service, and potentially shorter round trip times, enabling frequency of service to be increased</li> </ul>	<ul style="list-style-type: none"> <li>Some residents currently living along transit routes may need to walk a bit further to access transit</li> <li>Could disrupt current passengers' travel patterns</li> </ul>
2) Add more time to the #99 Special	<ul style="list-style-type: none"> <li>Improved on-time performance for #99 Special and other subsequent trips interlined with the same bus</li> </ul>	
3) Extend yellow curb at the Medical Centre bus stop and paint it red.	<ul style="list-style-type: none"> <li>Bus operators would have an easier time pulling into and out of the bus stop</li> </ul>	<ul style="list-style-type: none"> <li>Number of on-street parking spaces would be reduced by one</li> </ul>
4) Introduce a new bus stop at Munthe and Anderson.	<ul style="list-style-type: none"> <li>Residents living nearby would have better access to transit</li> </ul>	<ul style="list-style-type: none"> <li>Travel time could be slightly longer than if there was no stop at this intersection</li> </ul>
5) Move the Canadian Tire bus stop to Brook St.	<ul style="list-style-type: none"> <li>Reduce travel time for buses</li> <li>Reduce risk of pedestrian and vehicular conflict with buses</li> </ul>	
6) Start the services to route #14 Queensway-Gitau earlier on weekdays	<ul style="list-style-type: none"> <li>Better on-time performance for the whole system</li> </ul>	<ul style="list-style-type: none"> <li>Increased operating costs</li> </ul>
<b>Medium Term (2013/14 to 5 years from now)</b>		
7) Extend handyDART hours on weekdays and introduce Saturday handyDART service	<ul style="list-style-type: none"> <li>Customers with mobility impairments can more easily get to medical appointments and treatments, and access other amenities</li> <li>More closely mirrors conventional service hours of operation</li> </ul>	<ul style="list-style-type: none"> <li>Increased operating costs</li> <li>Additional handyDART vehicle may need to be purchased to provide service</li> </ul>
8) Install more bus shelters	<ul style="list-style-type: none"> <li>More comfortable waiting conditions for the customers</li> </ul>	<ul style="list-style-type: none"> <li>Funding required to purchase and install the bus shelters</li> </ul>
<b>Long Term (5 to 10 years from now)</b>		
9) Extend Saturday service, introduce Sunday and Holiday service	<ul style="list-style-type: none"> <li>Customers can use the transit service for shopping, work, going to church, etc. on the weekends</li> </ul>	<ul style="list-style-type: none"> <li>Increased operating costs</li> <li>Additional vehicle(s) may need to be purchased to provide service</li> </ul>
10) Increase evening service on weekdays and Saturdays	<ul style="list-style-type: none"> <li>Customers could use the transit service for work, school, etc. in the evening</li> </ul>	<ul style="list-style-type: none"> <li>Increased operating costs</li> <li>Additional vehicle(s) may need to be purchased to provide service</li> </ul>

The following table summarizes the estimated impacts for all service options presented in the above table. All figures are annual and are based on 2012/13 Annual Operating Agreement budgets. These estimates that would require review based on actual date of implementation and confirmed service and operational details.

#### Service Option Summary: Estimated Additional Annual Impacts

Service Proposal	Buses	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per Hour
<b>Short Term (2012/13 – 2013/14)</b>								
1) Revise routes to provide more efficient, 2-way service and connect key locations.	Further public consultation is required before further analysis can be conducted. However, the goal of this option would be to work within existing resources.							
2) Add more time to the #99 Specials	0	42	600	\$700	\$3,000	\$900	\$1,400	10.0
3) Extend yellow curb at the Medical Centre bus stop.	n/a	n/a	n/a	n/a	nominal	100%	n/a	n/a
4) Introduce a new bus stop at Munthe and Anderson.	n/a	n/a	n/a	n/a	nominal	100%	n/a	n/a
5) Move the Canadian Tire bus stop	n/a	n/a	n/a	n/a	nominal	100%	n/a	n/a
6) Start the services to route #14 Queensway-Gitau earlier	0	43	500	\$600	\$3,100	\$1,100	\$1,400	10.0
<b>Medium Term (2013/14 to 5 years from now)</b>								
7) Extend handyDART hours on weekdays and introduce Saturday handyDART service	0	800	2,600	\$5,000	\$115,000 <sup>1</sup>	\$44,000	\$66,000	3.2
8) Install more bus shelters	n/a	n/a	n/a	n/a	\$18,000/shelter	100% <sup>2</sup>	n/a	n/a
<b>Long Term (5 to 10 years from now)</b>								
9) Extend Saturday service, introduce Sunday and Holiday service	0	700	7,800	\$9,000	\$60,000	\$23,000	\$28,000	11.1
10) Increase evening service on weekdays and Saturdays	0	1,300	14,400	\$17,000	\$98,000	\$35,000	\$46,000	11.1

#### Other Changes

In addition to the service changes listed above, other changes have been identified for the Terrace Regional Transit System, to be implemented in the short and longer term. These include:

<sup>1</sup> This option requires the purchase of a conventional bus as it would remove the handyDART bus from performing fixed route service; annual lease fees and insurance for the conventional bus have been included in this costing.

<sup>2</sup> Opportunity to cost share through the BC Transit Bus Stop Improvement program



- More timely snow removal along sidewalks, prioritizing those along transit routes and at bus stops
- Posting more conspicuous "No Smoking" signage at bus stops (see illustration below for the current "No Smoking" sign at the Skeena Mall bus stop;
- Painting the curb along the "No-stopping" zones that have been created for transit purposes (e.g. at bus stops) with red paint instead of yellow to provide motorists with a clearer warning signal;
- As benches are replaced, use materials that are not cold to the touch in the winter (e.g. wood, plastic, or a composite material).
- Providing more emphasis on education and outreach on how to use conventional transit service needed. Example: organize a tour of the city bus system to show seniors how to use the buses;
- Changing "No Parking" signs to a positive message that encourages transit use (e.g. a message that describes the benefits of transit);
- Allocating more funding for the Taxi Supplement program;
- Considering using an answering service or another method after 5pm on weekdays and on Saturdays to answer transit system calls; and
- It also important that in examining the fleet requirements over the long term that particular attention is paid to assigning appropriately sized buses to the Terrace Regional Transit System, especially when looking at conventional service.

## Conclusions

The evaluation results shown in the previous table indicate that all of the proposed service changes have significant advantages. There are, however, disadvantages or challenges to implementing some of the changes. To overcome some of these disadvantages, enhance customer satisfaction and improve operational efficiencies, the following actions are recommended:

- Allocate more capital and operating funding to the transit system as the population of Terrace Region grows. This will allow another vehicle to be purchased to improve service reliability (and the ability to respond more effectively to new service needs), bus shelters to be purchased, and the frequency, hours of service, and service reliability to be enhanced. Operating and maintenance performance standards should be included in operating contracts, as well as specific financial consequences (i.e., bonuses or penalties) when these standards are met or not met;
- Monitor the impact of the changes described above closely to see what the impact is on ridership and customer satisfaction; and,
- Conduct more regular service reviews in the future (e.g. every 5 years or when significant changes occur) so that changes in the population and needs of the customers can be accommodated in a more timely fashion.

## Implementation Considerations

### Opportunities for Staged Implementation

The report recommends implementing the service changes options in a staged approach. This will allow the most critical needs and cost-effective options to be implemented first. Once the population of Terrace Region has grown such that there is a larger tax base to support the transit system, more resource-intensive improvements can be implemented.

It is also recognized that service needs and/or local government capacity to fund transit improvements may change over time. Therefore, options for implementation that require expansion to service hours or vehicles will need to be confirmed on an annual basis for the subsequent year as part of the local budget approval.

Also, it is recognized that the implementation of any option requiring expansion is dependent on BC Transit's fiscal year budget, as well as the allocation of available provincial transit expansion funding between transit systems as determined through BC Transit's Transit Improvement Program (TIP).

Once local government has approved a service option or combination of options for implementation – and local and provincial funding has been approved, if required – an Implementation Agreement Memorandum of Understanding (MOU) will be developed for signature by the City and BC Transit. This MOU outlines the exact service changes to be developed for implementation and the roles and timeline for implementation.

### **Changes to transit infrastructure (bus stops, exchanges) and future capital investments**

More funding should be allocated to transit for the purpose of installing more bus shelters and making bus stops more accessible, and purchasing and operating an additional vehicle

## **Recommendations**

**It is recommended that the City of Terrace:**

- **Receive this report as information, provide comment and approve the draft report for presentation to the public for further review;**
- **Direct staff to work with BC Transit to undertake public consultation on the draft report, particularly on all service change proposals in order to prepare the final draft;**
- **Approve creation of local capital project action plans and budgets to address the bus stop and infrastructure priorities identified. BC Transit's Corporate and Capital Planning Division is available to provide assistance with this.**

# 1. INTRODUCTION

## SCOPE OF WORK

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The Terrace Regional Transit Service Review is a comprehensive analysis of transit in the Terrace region. As specified in the Master Operating Agreement, BC Transit reviews the efficiency and effectiveness of individual systems in order to make recommendations for improving system performance. This service review is especially timely given that system priorities, local economies, school enrolment and travel patterns have been changing over the past few years. All of these factors may influence the effectiveness of the transit system, thus requiring a comprehensive service review.

This study has been initiated by BC Transit in collaboration with local transit partners to review the transit system and identify opportunities for improvement to:

1. Increase transit ridership;
2. Find efficiencies and cost savings;
3. Enhance and build community partnerships;
4. Improve service delivery and customer focus; and,
5. Increase the satisfaction of customers with transit.

These objectives are being accomplished by:

- Building public awareness and support of transit services provided to/from and within the Terrace Region;
- Gathering feedback on potential routing, scheduling, capital infrastructure, and other changes, as well as input on other elements of the existing transit system;
- Analyzing, summarizing and reporting back on consultation outcomes to the City of Terrace and Regional District of Kitimat-Stikine and making recommendations to improve transit system efficiency and effectiveness for the consideration of local decision makers; and,
- Identifying potential efficiencies of partnering with other transportation providers or systems (e.g. Northern Health shuttle services).

This work was undertaken between May and July of 2012 in conjunction with a review of the Skeena Regional Transit System. Undertaking both reviews jointly ensures that the two systems continue to take advantage of opportunities to produce increased efficiency and enhanced travel by considering them in an integrated and holistic manner.

## SERVICE REVIEW PROCESS

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Stantec Consulting, the team conducting this review, has worked closely with BC Transit staff, the local government representatives and the transit operator, First Canada ULC, to provide a comprehensive service review. The following steps were taken:

- Travel several times to Terrace and surrounding communities to better understand the local context, meet with operations managers, transit staff and customers, municipal contacts and stakeholder groups, and conduct a review of the transit systems by riding the routes, examining bus stops, etc.;
- Research current and future demographic and economic trends, review planning documents to determine current and future land use and growth areas, and examine existing transportation options;
- Conduct a full review of the transit systems, including both system and route-by-route overviews, and conduct a detailed analysis of ridership, transit system and operational data, existing system infrastructure, and operational considerations;
- Organize and hold consultation events and activities, including open houses, stakeholder meetings, an on-board survey, and a web survey, and obtain and summarize feedback from these activities;
- Assess infrastructure and vehicle assets and determine existing conditions and future needs including better stop level information for customers; and
- Evaluate service and propose detailed service change options, transit monitoring actions, and short and longer term recommendations.

## Guiding Principles

There are an infinite number of ways in which a transit system can be improved or enhanced. To keep this review focused on what can be feasibly implemented as well as meet the critical needs of the community, the following guiding principles have been applied:

- Minimize inconveniences imposed on current customers;
- Place more emphasis on immediate needs;
- Place more emphasis on improvements that require minimal increase in operating and capital costs;
- Improve reliability and accessibility of the transit system; and,
- Improve lines of communication with customers.

These principles have provided an important foundation in the development and evaluation of the service change options.

## 2. COMMUNITY OVERVIEW

### DEMOGRAPHICS

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In 2011, the City of Terrace had a population of 11,486, which represents an increase in population of 1.5% from 2006. A large majority of residents (85%) had been living in the City for the past five years. The senior population in Terrace represents 13% of the population, the under 15 age group 20%, while the population between ages 15 and 64 made up the remaining 67%. The median age is 38.8 years, slightly lower than the provincial average of 41.9.

The population of Thornhill, located just east of Terrace, was 4,000 persons in the 2011 census which is consistent with five years earlier. The population density was 244.2 per sq. km in a land area of 16 sq. km. Of the population, 21% were under 15 years old, 9% was over 65, and the remaining 70% was between 15 and 65 years old. The aboriginal population represented 9% of the total.

The unemployment rate in Terrace was 9.3% in 2011, with the rate for the Terrace aboriginal population at 24.3%. The proportion of population on employment insurance in Terrace has stayed relatively constant over the past 5 years. In March 2007 the rate was 6.3% and it had edged up slightly to 6.8% by March 2012. The median income of all census families in Terrace in 2005 was \$60,200, with 15% of the population falling within the low income category before tax.

### LAND USE AND FUTURE GROWTH

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One of the City of Terrace's goals in the Official Community Plan (OCP) is to create an integrated and active transportation network, including increased transit ridership. Seniors, who tend to use transit at higher rates, were the fastest growing age group between 2006 and 2011, increasing by 21.4%. As well, the City has set greenhouse gas emission (GHG) reduction targets of 5% below 2007 levels by 2015 and 11% below 2007 levels by 2020, which can be met in part by increasing transit ridership, as well as the walking and cycling mode shares. However, the 2009 Active Transportation Plan identified transit as a constraint to combining other mode shares due to the infrequent service levels.

In 2011, most residents of Terrace lived in single-detached homes (67%), followed by moveable dwellings (7.8%), duplexes (4.5%) and row houses (5.6%). In its OCP, the City of Terrace has listed 517 acres of developed industrial land, 2,400 acres of vacant industrial land, 306 acres of developed commercial land, 303 acres of vacant commercial land, 39 acres of developed mixed use, and 2 acres of vacant mixed use. Terrace has one industrial area of 2,000 acres designated in its OCP, none of which is currently in use. Thornhill had a total of 1,680 private dwellings, of which 1,230 are single detached homes, 285 are moveable dwellings and 165 other dwellings (including semi-detached, row houses, and apartments).

The largest employers for residents of Terrace and Thornhill are the Northern Health Authority, with 650 employees, School District 82 (includes Hazelton, New Hazelton, and Kitimat), with 700 employees, Northwest Community College (190 employees), and the City of Terrace (140 employees). Rio Tinto Alcan, located 45 minutes away in Kitimat, is the largest employer in the

region with 1,500 employees. The median income for families in 2005 was slightly higher than Prince Rupert, at \$59,000 per year.

While the Terrace area was negatively impacted by the closure of the Skeena Cellulose sawmill and the general decline of the logging industry, port expansion in Prince Rupert has increased rail traffic through the City. Workers also commute to Kitimat to work at the Rio Tinto Alcan aluminum plant. The construction of the Kitimat liquid natural gas (LNG) projects will also help to growth the local economy.

Also positive for public transit is that the City of Terrace has the highest population density in the North Coast & Nechako region, at 273 persons per sq. kilometre. And in addition to the senior population, which represents one in 10 residents, there were 2,628 students enrolled in four-year higher education institutions in 2006.

## TRANSPORTATION OPTIONS

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In Terrace, according to the 2006 Census (2011 data not yet available), most of the employed population drove to work (74%), while most of the remainder either walked or biked (14%) or rode in a vehicle as a passenger (10%). Of the remaining 2%, 1% used public transit and 1% used other modes. BC Transit provides the transit service for the City on six routes as well as handyDART service. In Thornhill, 86% of the employed population drove to work, 9% were a passenger in a car, 3% walked or bicycled, 1% took public transit and 1% used other modes.

The Yellowhead Highway (Highway 16) connects Terrace with Prince Rupert and Haida Gwaii to the west and Smithers and Prince George to the east, following the route of the Canadian National Railway. The route west of Prince Rupert runs along Haida Gwaii, connected to the mainland by a ferry across Hecate Strait.

Greyhound operates the inter-city bus service eastbound to Prince Rupert and westbound to Prince George in the mornings and evenings. The trip to Prince Rupert takes 2 hours while the Prince George is 8 hours and 15 minutes away. Morning trips for Prince Rupert depart at 7:05am from Tuesday to Saturday and afternoon trips for Prince George depart at 12:15pm.

Northwest Regional Airport is located 9 km to the south of Terrace and services the communities of both Terrace and Kitimat. Air Canada and Hawkair have daily service to Vancouver. In addition, Central Mountain Air provides flights to Smithers and to Prince George.

Terrence is a stop on the Jasper-Prince Rupert train, which is operated by VIA Rail. The service runs on Wednesdays, Fridays and Sundays, departing at 10:20am travelling eastbound and 6pm westbound. The trip is a two-day journey with a stopover in Prince George, with connections in Jasper to Vancouver and Toronto with VIA Rail Canadian.

Local transportation options include a taxi service, Kalum Kabs Ltd., and Seaport Limousine Ltd.

# 3. TRANSIT SYSTEM OVERVIEW AND ANALYSIS

## SYSTEM OVERVIEW

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The Terrace Regional Transit System consists of two types of service: conventional transit and custom transit (also known as handyDART).

Conventional Transit provides regularly scheduled service to bus stops along designated routes. Vehicles are 30-35 feet in length and are accessible to people with disabilities using wheelchairs or scooters. The Terrace Regional Transit System consists of five conventional routes, one of which is special route that provides service during morning and afternoon school bell times.

handyDART provides door-to-door service for people with a disability who are unable to use the accessible conventional transit service. handyDART passengers must apply to the system to confirm eligibility. Once registered, passengers pre-book trips through the dispatch office. Trips may be either "subscription trips" which occur on a regular basis (such as weekly therapy appointments or travel to day programs, work or school) or may be booked as needed for individual medical appointments, social visits and shopping. handyDART vehicles are smaller than those used for conventional service and are equipped with a rear lift. BC Transit is in the process of transitioning handyDART vehicles to smaller low floor vehicles with side ramps.

Funding for the Terrace Regional Transit System is cost-shared among the City of Terrace, the Regional District of Kitimat-Stikine and BC Transit, and the service is delivered by the contracted operating company First Canada ULC.

## Service Span and Size

The Terrace Regional Transit System covers the entire City of Terrace and Thornhill, an outlying neighbourhood within the Regional District of Kitimat-Stikine. As well, the conventional buses provide service to some of the Regional District of Kitimat-Stikine, serving outlying areas such as Kitselas, Gitau, and Queensway.

The regular conventional services are offered Monday through Saturday, but with fewer trips offered on Saturdays. The special service (route #99) is available Monday to Friday for students and commuters. On weekdays, service starts at around 7:00am and ends at around 9:30pm, on Saturdays service starts at around 10:00am and generally ends by 5:30pm.

The handyDART buses cover the same area as the conventional Terrace and Thornhill services, and the handyDART services are offered Monday through Friday between 8:45am and 4:20pm.

There are three conventional buses and two handyDART buses in the Terrace Regional Transit System fleet. Of the three conventional buses, one is considered a spare vehicle, and at any given time, only one handyDART vehicle is used.

The Terrace handyDART service also has a Taxi Supplement program. When the handyDART vehicle is not available to provide a trip – due to being fully booked or occasionally to meet a special circumstance trip that is outside regular hours – the Taxi Supplement program enables the handyDART office to dispatch the trip to a taxi. Passengers who have their trip completed by taxi pay their handyDART fare to the taxi driver; the taxi company is reimbursed by the transit system for the total metered rate of the trip less the fare. Like handyDART, these taxi trips are still a shared-ride service, meaning that multiple passengers may have their travel coordinated on a single taxi trip.

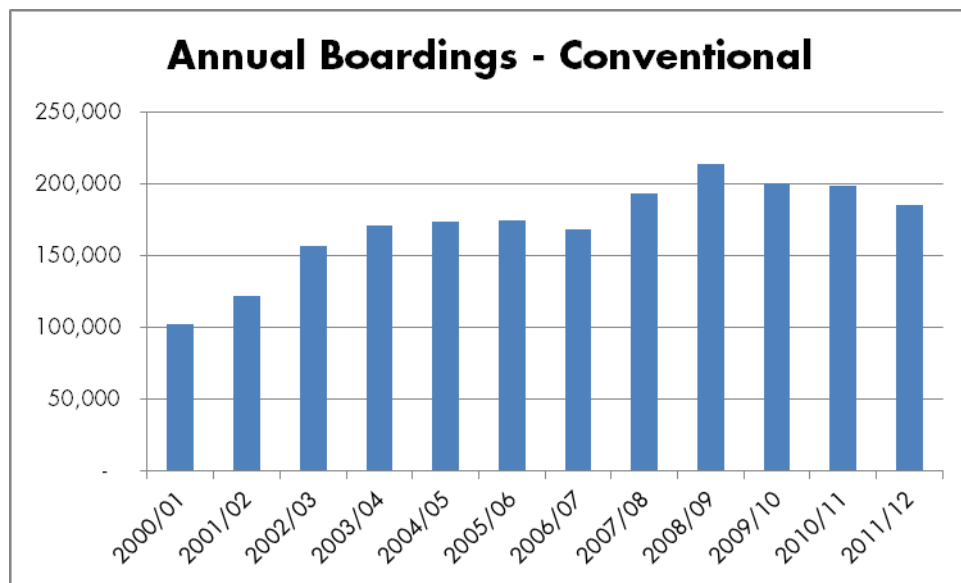
## SYSTEM HISTORY

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### Conventional Service

The conventional Terrace Regional Transit System began operation on August 18, 1980.<sup>3</sup> Ridership on the conventional system has grown over the past decade, although there was a small drop in ridership during the 2011/12 year, when there were approximately 185,000 boardings.

Service hours have remained constant over the last five years at approximately 8,400 annual service hours (a total of 8,392 service hours were offered in 2011/12).

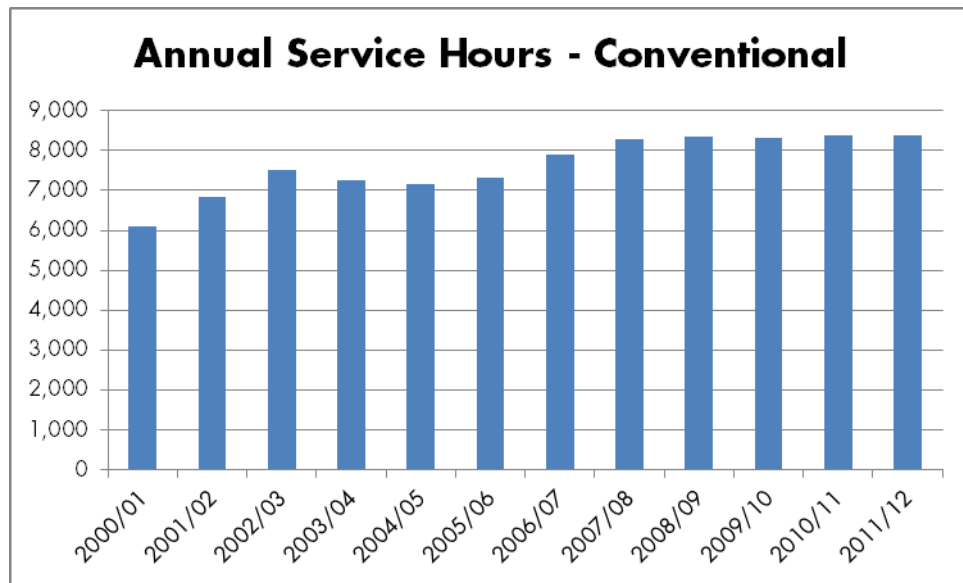


Source: BC Transit

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<sup>3</sup> BCT Facts – August 2011, BC Transit website: [http://www.bctransit.com/corporate/partnership/fast\\_facts.cfm](http://www.bctransit.com/corporate/partnership/fast_facts.cfm)





**Source: BC Transit**

## handyDART Service

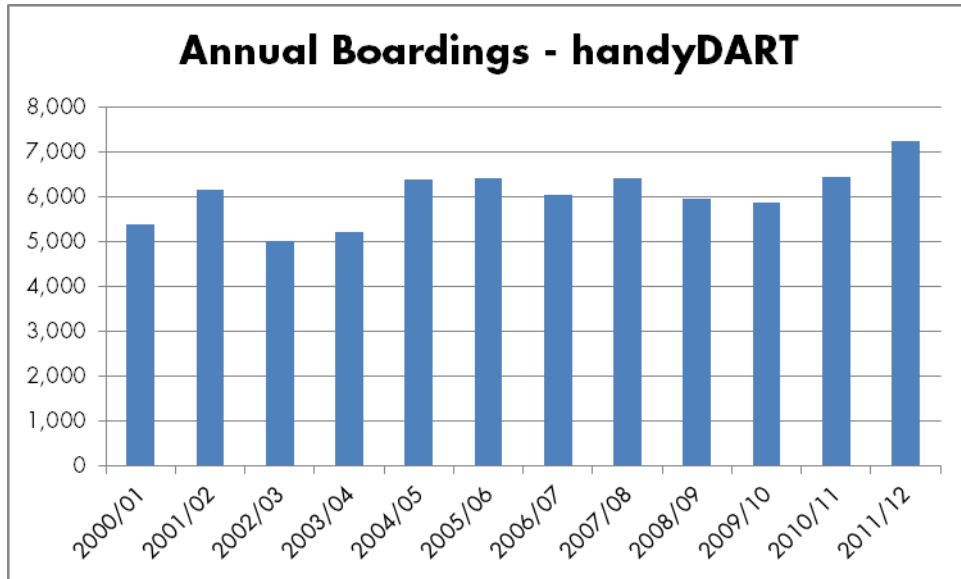
The Terrace Regional handyDART (custom) service began operation on July 3, 1990<sup>4</sup>. Ridership on the handyDART service has remained fairly constant over the past decade, and the highest ridership of the decade was experienced during the 2011/12 year (about 7,200 boardings).

Service hours have remained constant over recent years. A total of 1,832 service hours were offered in 2011/12, serving 113 registered users. 37% of handyDART trips are taken by people using a wheelchair or scooter, with the remaining 63% of ambulatory users having a cognitive disability or a mobility disability that may require another kind of mobility aid (cane, crutches, walker, etc.) On a monthly basis, there were no instances recorded when a handyDART client called to book a trip but was unable to do so due to lack of availability. On average, 543 people are carried by the handyDART vehicle each month with an additional 61 carried on trips dispatched to taxi using taxi supplement.

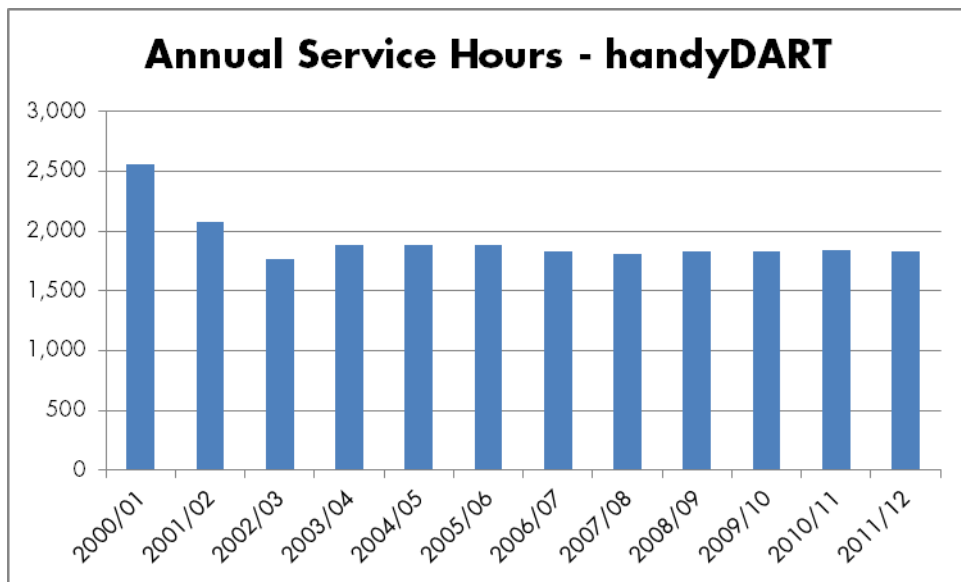


*handyDART vehicle*

<sup>4</sup> BCT Facts – August 2011, BC Transit website: [http://www.bctransit.com/corporate/partnership/fast\\_facts.cfm](http://www.bctransit.com/corporate/partnership/fast_facts.cfm)



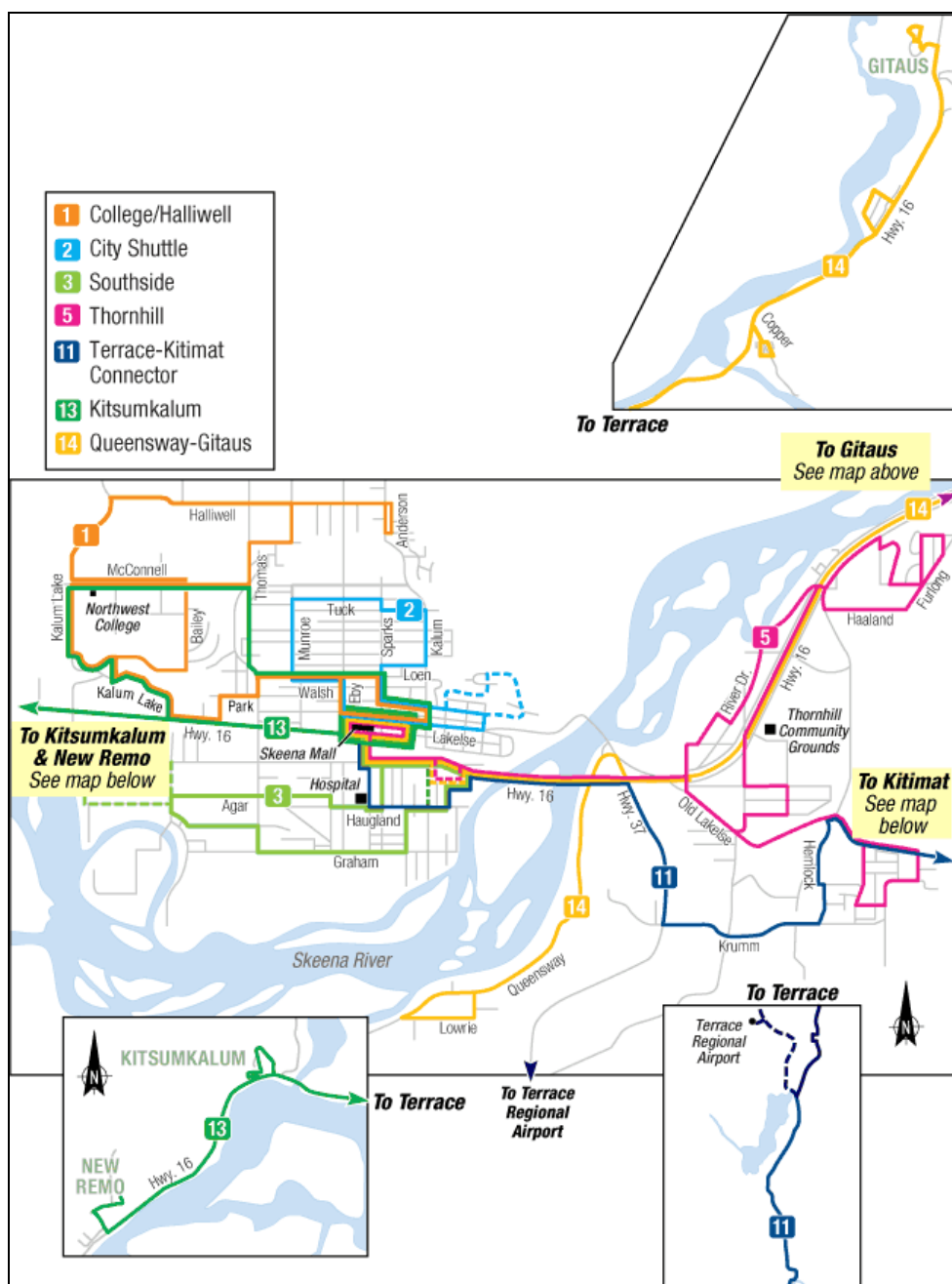
Source: BC Transit



Source: BC Transit

## CONVENTIONAL SYSTEM OVERVIEW

This map shows the current area coverage of the Terrace Regional Transit System (routes #11 and #13 are part of the Skeena Regional Transit System however serve Terrace residents as well):



The following table shows the distribution of passenger boardings as percent of total passengers by route for the Terrace Regional transit system. This data was collected by the GFI Farebox from July 2011 (when fare boxes were activated on buses) to April 2012.

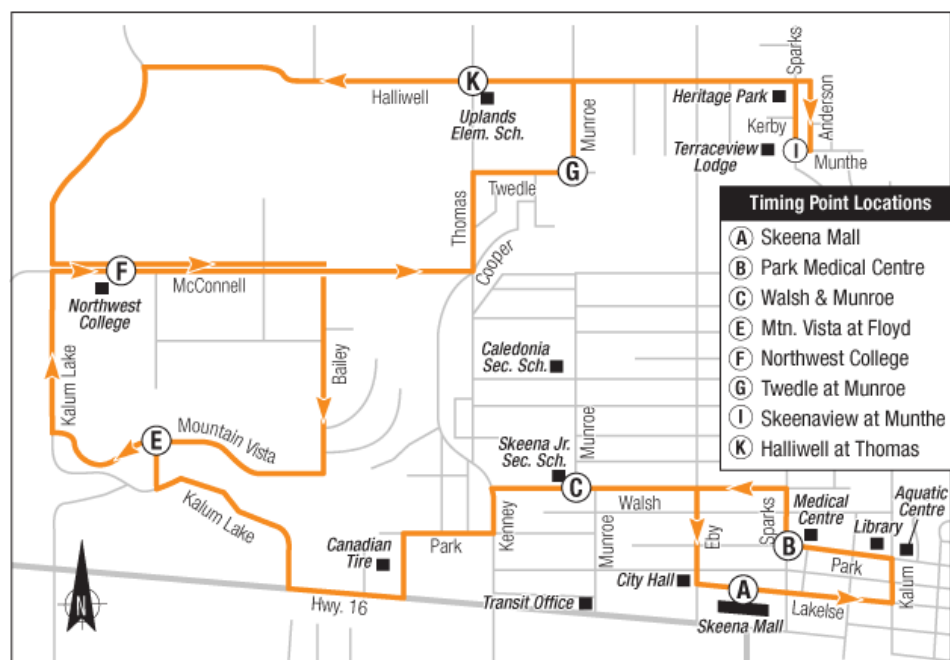
Terrace Regional Route Summary 2011/12	Route Boardings as % of Total
1 College/Halliwell	21.03%
2 City Shuttle	8.90%
3 Southside	32.19%
5 Thornhill	23.09%
13 Kitsumkalum	1.17%
14 Queensway-Gitau	6.17%
99 Special	2.83%
Other	2.58%
Unknown	2.06%
<b>Total</b>	<b>100%</b>

As this table shows that some routes perform substantially better than others, the lower performing routes may need to be adjusted to improve performance.

## Route-by-route overview

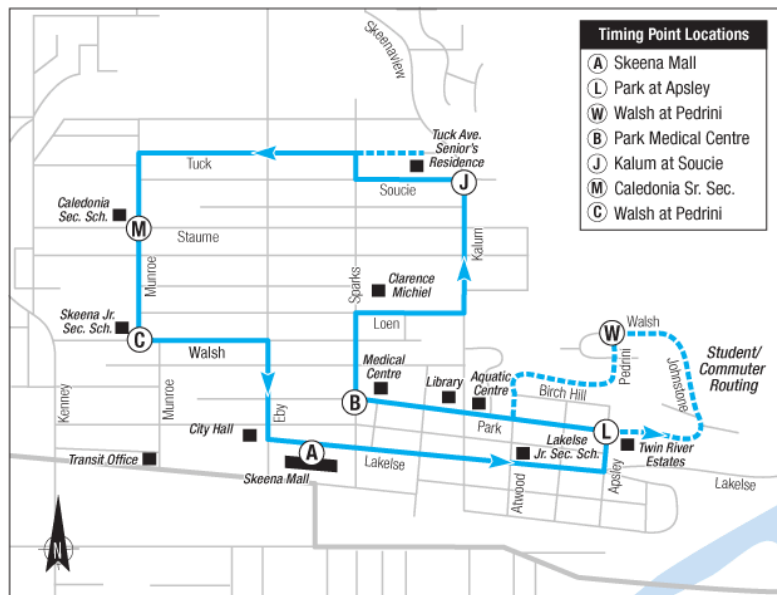
### Route #1 – College/Halliwell

This route provides coverage to Northwest Community College, Park Avenue Medical Centre, and various schools. It operates approximately 13 round trips per day, the first of which leaves Skeena Mall at 7:15am and the last one which leaves Skeena Mall at 9:23pm. Most trips leave from Skeena Mall. Service is generally hourly through the day, except for the first and second morning trips, which are about a half hour apart, and a three-hour gap between the 6:15pm departure and 9:23pm departure. There are eight round trips scheduled on Saturdays, the first departing at 10:10am and the last departing at 5:10pm. The services are hourly.



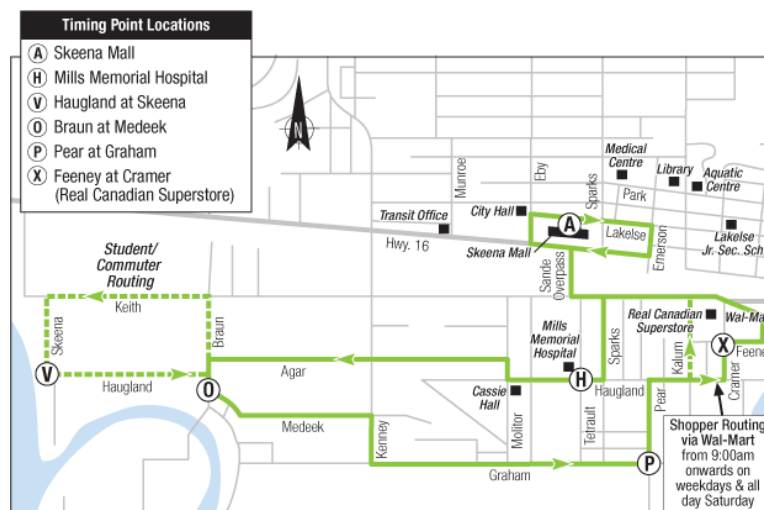
## Route #2 – City Shuttle

This route provides coverage to schools, Tuck Avenue Senior's Residence, and destinations such as the Park Avenue Medical Centre, aquatic centre, library, and City Hall. This route has about 12 round trips per day. The first departure is at 7:50am from Skeena Mall, and the last is at 9:10pm. Service is generally hourly through the day, except for the first and second morning trips, which about a half hour apart, and a three-hour gap between the 6:00pm departure and 9:10pm departure. There are eight round trips on Saturdays, with the first leaving Skeena Mall at 9:50am and the last trip leaving Skeena Mall at 4:50pm. The services are hourly.



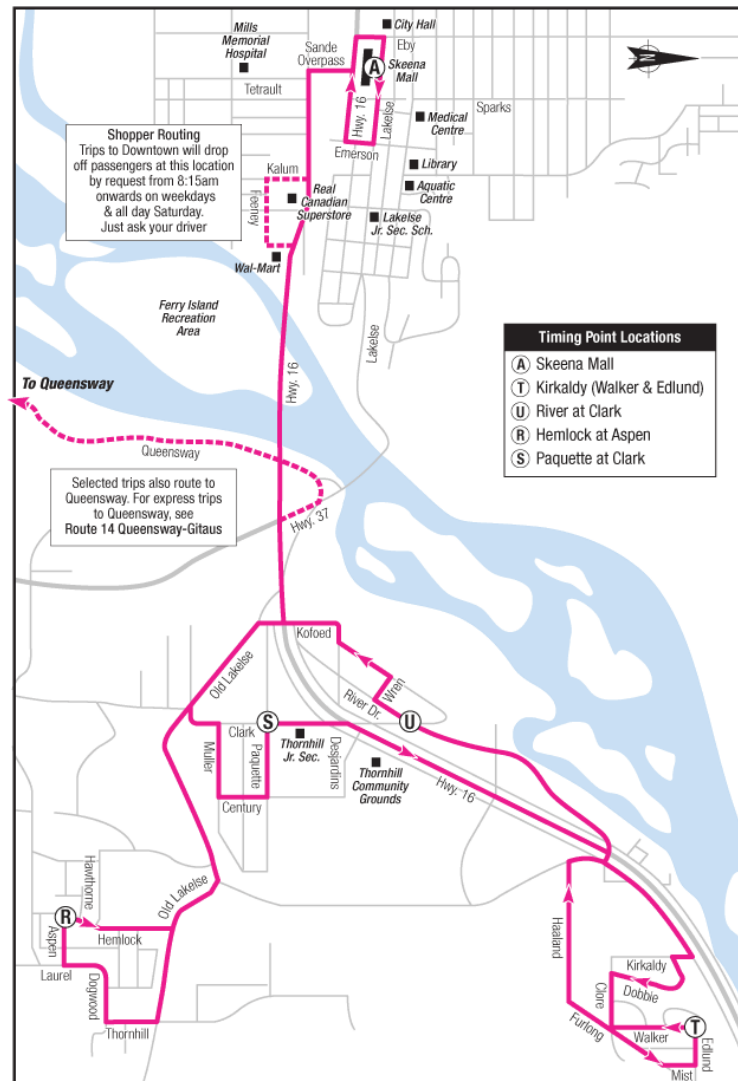
## Route #3 – Southside

This route provides coverage to destinations south of Highway 16 and the railroad tracks. Key destinations are Mills Memorial Hospital and Walmart. There are about 16 round trips offered on this route, with headways ranging from 25 to 95 minutes. There are nine round trips on Saturdays, starting at 9:30am with the last trip leaving Skeena Mall at 5:50pm. The services are generally hourly.



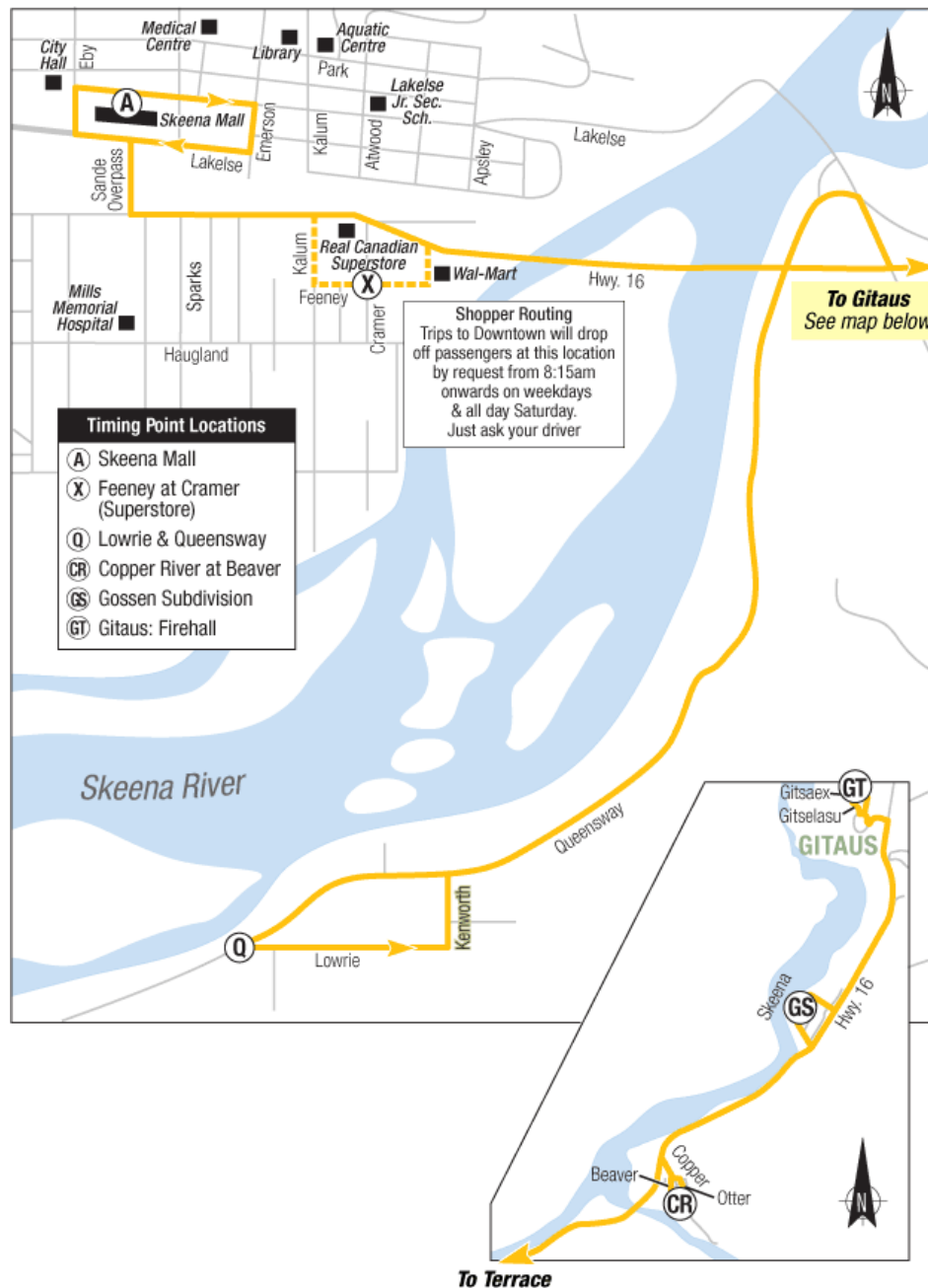
## Route #5 – Thornhill

This route provides coverage to the major communities in Thornhill. This route also stops at Walmart (trips heading downtown will drop off passengers at Walmart by request from 8:15am). There are nine round trips per day on this route, four of which also serve the Queensway area. Service starts in the morning from Skeena Mall at 7:05am and service during the day is generally hourly or every two hours. In the evening, there is a 6:20pm departure from Skeena Mall, then a later service that leaves at 10:10pm. Saturday service consists of five round trips from Skeena Mall and service frequency is about once every two hours. The first Saturday departure is at 9:55am and the last departure on Saturdays from Skeena Mall is at 6:10pm.



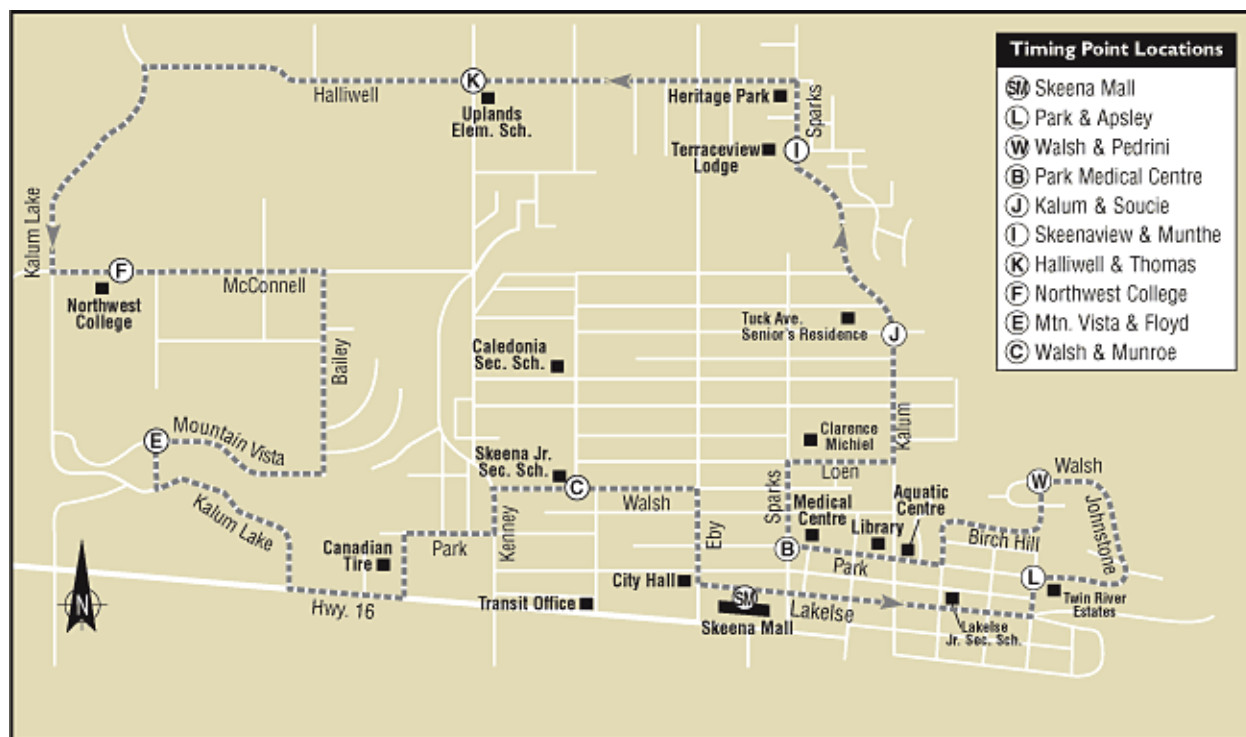
## Route #14 – Gitaus/Queensway

On weekdays this route stops at Queensway eight times each day (at 7:14am, 9:37am, 11:37am, 2:49pm, 4:55pm, 5:59pm, 6:59pm, and 10:49pm) and at Gitaus three times each day (at 6:47am, 12:35pm, and 5:22pm). One of these trips is provided by the Skeena Regional bus, while the others are provided by the Terrace Regional buses. Four of the trips to Queensway are also provided through the #5 Thornhill bus. On Saturdays there are four trips to Queensway (arrival times are at 10:07am, 1:37pm, 3:37pm, and 6:49pm), two of which are provided through the #5 Thornhill bus, and none to Gitaus.



## Route #99 – Special

There is a morning #99 special loop and an afternoon special route which serves area schools. The morning school special loop provides a single trip around the City that includes stops south of Highway 16. The afternoon school special loop provides a loop around the northern part of the city following much of Route #1.



The school bell schedule of the public schools within Terrace and Thornhill are as follows. Some of these are served by route #99.

School	Start Time	Dismissal Time
Caledonia Senior Secondary	8:45 AM	3:06 PM
Cassie Hall Elementary	9:00 AM	2:35 PM
Ecole Mountainview	9:00 AM	2:50 PM
Parkside Secondary	8:45 AM	3:00 PM
Skeena Junior Secondary	8:45 AM	3:06 PM
Suwilaawks	9:00 AM	2:50 PM
Thornhill Elementary	9:00 AM	2:50 PM
Thornhill Primary	9:00 AM	2:50 PM
Uplands Elementary	9:00 AM	2:50 PM



## ANALYSIS OF RIDERSHIP AND TRANSIT SYSTEM DATA

The Terrace Regional conventional transit service has relatively low ridership compared to some of its peer communities, but it ranks fairly high in terms of cost recovery and rides per hour, so it is a relatively efficient system. The handyDART system has an average level of ridership, and compared to its peer communities, ranks second in terms of high cost-recovery rate and rides per hour.

**2011/12 Conventional System Figures for Terrace Regional and Peer Communities**

Transit System	Licensed Vehicles (1)	Total Passengers	Rank	Total Revenue (\$) (2)	Rank	Cost Recovery	Rank	Rides / Hour	Rank	Operating Costs / Hour	Rank
Sunshine Coast ▲	8	510,412	1	750,826	1	39.3%	1	26.9	2	\$85.83	2
Prince Rupert	5	353,828	2	415,913	2	34.5%	2	35.4	1	\$96.83	5
Terrace Regional	3	185,475	9	206,449	8	24.8%	3	22.1	5	\$79.20	1
Nelson ▲	5	257,172	6	321,865	3	22.1%	4	22.5	4	\$100.58	6
Cranbrook	5	246,781	7	271,867	6	20.6%	5	20.4	7	\$86.24	3
Powell River ▲	5	227,615	4	256,675	7	19.8%	6	19.2	8	\$93.60	4
Port Alberni	5	314,706	3	315,461	4	17.6%	7	25.5	3	\$125.15	8
Kootenay Boundary	11	286,190	5	295,209	5	12.9%	8	22.0	6	\$125.63	9
Kitimat	5	135,890	10	151,795	10	12.6%	9	14.9	11	\$104.03	7
Squamish	5	203,814	8	189,899	9	11.7%	10	19.1	9	\$127.22	10
Dawson Creek	4	122,253	12	125,625	12	9.9%	11	17.2	10	\$151.59	12
Fort St. John	5	131,859	11	126,372	11	6.8%	12	11.8	12	\$142.65	11

**2011/12 Custom System Figures for Terrace Regional and Peer Communities**

Transit System	Licensed Vehicles (1)	Total Passengers	Rank	Total Revenue (\$) (2)	Rank	Cost Recovery	Rank	Rides / Hour	Rank	Operating Costs / Hour	Rank
Fort St. John	4	22,582	1	45,471	1	9.3%	1	3.7	1	\$61.51	3
Terrace Regional	2	7,242	5	13,988	6	7.3%	2	3.6	2	\$76.68	4
Alberni - Clayoquot	4	18,972	2	37,444	2	7.3%	2	3.5	3	\$78.13	6
Cranbrook	3	6,679	7	18,177	4	6.9%	3	1.6	8	\$54.46	2
Kootenay Boundary	2	5,286	8	10,999	7	5.3%	4	2.1	6	\$84.24	7
Prince Rupert	1	6,778	6	7,289	9	5.1%	5	3.6	2	\$54.15	1
Sunshine Coast ▲	4	8,149	4	16,463	5	5.0%	6	2.4	5	\$77.97	5
Squamish	2	5,160	9	8,551	8	2.9%	7	2.5	4	\$115.65	8

▲ Municipally run transit system. Information above only reflects those costs included in the Annual Operating Agreement.

(1) Includes in service and spare vehicles

(2) Includes advertising revenue

**Source: BC Transit**

## EXISTING SYSTEM INFRASTRUCTURE

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There is no dedicated bus exchange in the Terrace Regional System, although all bus routes serve the Skeena Mall bus stop (see illustration below). First Canada ULC owns the operations and maintenance facility.



*Skeena Mall Bus Stop*

## OPERATIONAL CONSIDERATIONS

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There are no seasonal or Friday variations in the schedules, which could potentially be a contributing factor to the system having some reliability issues--especially in winter--or not attracting as many passengers as it could. The routes also have relatively low frequencies due to the lack of buses and the large number of routes and large service area, and this could potentially be contributing to lower ridership levels and reliability levels that what could be achieved in the community.

Another unusual feature of the system is its use of a handyDART bus to fill conventional route trips during the morning and afternoon peak times. While this may provide some efficiency, it also reduces hours of service potentially available on the handyDART system.

The two- to three-hour gap during evenings between the second to last trip of the day and the last trip of the day is also unusual and is inconvenient for passengers who would like more choice in their travel times. While the last trip was added to provide college students with a ride home at the end of the day, going forward consideration should be made for the number of evening trips. The system's reliability is 93%.

## CONCLUSIONS / SUMMARY

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The services offered through the Terrace Regional Transit System are somewhat lean due to the pressure to provide coverage both within the City and to the outlying areas with just two active conventional buses. If the existing routing could be made more direct, then there may be some ability to provide improved service with the same number of vehicles. A fleet expansion would allow frequencies to increase and for service gaps to be filled.

# 4. CONSULTATION AND COMMUNICATION

## CONSULTATION ACTIVITIES AND LEVEL OF RESPONSE

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### Communication Tools

A key part of developing a more effective transit system is to effectively engage the community in their system's development. In the case of the Terrace Region, a range of tools was used to maximize opportunities for public/stakeholder input within time and resource limitations. Engagement techniques included both "structured" input, organized around key technical issues (e.g. driver survey and meetings with operating managers), and more open stakeholder sessions to allow for free flowing opinions and suggestions on existing or proposed services. Listed below are some of the types of tools used.

### STAKEHOLDER MEETINGS AND INTERVIEWS

Meetings were held with key stakeholders, including Cities of Terrace and Kitimat, the Regional District of Kitimat-Stikine and the Regional Manager of First Canada ULC. Many others were interviewed over the phone. A complete list of these organizations consulted can be found below and a summary of the issues and opportunities that they brought forward can be found in the Appendix.

#### **Community Stakeholders**

##### Local Government Partners

- City of Terrace – staff and council
- City of Kitimat – staff
- Regional District of Kitimat-Stikine – staff

##### First Nation Communities

- Kitsumkalum Band
- Kitselas Band
- Kitamaat Village

##### Transportation Providers

- First Canada ULC – manager and drivers
- Kalum Kabs

##### Educational Agencies

- University of Northern British Columbia
- Northwest Community College

##### Community Organizations / Committees

- Kermode Friendship Society
- Terrace Seniors Advisory Committee
- Northwest Training
- Terrace and District Community Services
- K'san House Society

##### Health Institutions

- Mills Memorial Hospital

##### Businesses and Commercial Developments

- Skeena Mall
- Walmart

##### Other

- Royal Canadian Mounted Police

## OPEN HOUSES

Public open houses were held at two key locations in Terrace – the Skeena Mall and the Saturday Farmer's Market – to capture as many current and potential future riders as possible. An open house was also held in Kitimaat Village and at Kitimat City Centre Mall. All four open houses featured interactive presentation boards that gave an overview of the current service and provided the opportunity to "vote" and offer feedback on suggested schedule, route, and bus stop changes, and other ideas to improve service.



*Open house at the Terrace Farmer's Market*

## ONBOARD SURVEY

A customer satisfaction survey was distributed by the drivers between June 19 and 23, 2012. The purpose of this survey was to receive passenger feedback and to gather information for the ongoing service review. Passengers were encouraged to fill in the survey while on the bus and then return their completed forms when exiting. The survey questions and detailed results can be found in Appendix A.

## ONLINE SURVEY

A web survey posted on BC Transit's *Transit Future* website provided another opportunity for customers and other residents to provide input to the study. The survey questions and detailed results can be found in Appendix B.

## DRIVER SURVEY

Since the drivers have an intimate knowledge of the technical aspects of the transit system, they were also asked to complete a survey. They provided feedback on some of the changes that have been suggested, and submitted their own recommendations for service improvements. The survey questions and detailed results can be found in Appendix C.

## PUBLIC ADVERTISEMENTS

To advertise the public consultation activities, event announcements were posted on the Terrace and Kitimat municipal websites, on BC Transit's *Transit Future* website, and on the radio. It was also advertised in the local newspapers in Terrace (Terrace Standard) and Kitimat (Kitimat Northern Sentinel). In addition, posters were placed at two major bus stops – Safeway and Skeena Mall in Terrace – and onboard buses.

## Level of Response

The level of participation and response for the open houses and surveys are summarized in the table below.

Consultation Method	Level of Participation / Response
Open houses	Skeena Mall – 30 people Farmer's Market – 25 people Kitimaat Village – 55 people Kitimat City Centre Mall – 20 people
Onboard survey	138 responses, including residents of Terrace, Kitimat, and outlying communities
Online survey	18 responses, including residents of Terrace, Kitimat and outlying communities
Driver survey	10 responses from Terrace Regional bus drivers and 3 responses from Skeena Regional bus drivers

One particular demographic group that could have potentially provided more valuable information is post-secondary students. Due to the consultation activities being held over the summer, it was difficult to engage this demographic group. Some feedback, however, was collected through conversations with school staff, and through the web survey. This group will also be engaged in the second round of consultations in fall 2012.

## SUMMARY OF KEY THEMES FROM PUBLIC CONSULTATION

The key themes that emerged from the onboard survey, web survey, open houses, stakeholder meetings, and interviews with passengers are summarized in the table below. These themes fall into four categories – scheduling, routing, capital infrastructure, and other issues. The concerns expressed about the Terrace Regional and Skeena Regional Transit Systems are included in the table below, as residents of the Terrace Region also had the opportunity to comment on the Skeena Regional system.

Scheduling Issues
<p>Terrace:</p> <ul style="list-style-type: none"><li>• Additional hours for handyDART (morning, evening, weekend)</li><li>• Reduction of transfer times between routes</li><li>• More weekend service requested, especially on Sundays and holidays, for conventional service</li><li>• More evening service on weekdays requested between 6:00pm and 9:00pm for conventional service</li><li>• More time for trips that often run late (e.g. routes #99 Special and #11 Terrace-Kitimat Connector), typically due to weather in the winter months</li><li>• More frequent service on weekdays (e.g. #5 Thornhill, and #14 Queensway/Gitau)</li></ul>

<p>Terrace and Skeena:</p> <ul style="list-style-type: none"> <li>Weekend and weekday evening service was requested for the Terrace-Kitimat Connector</li> </ul>
<b>Routing Issues</b>
<p>Terrace:</p> <ul style="list-style-type: none"> <li>Some key destinations are not being served by existing transit routes (e.g. UNBC)</li> <li>Many routes are very circuitous, resulting in indirect travel and long travel times</li> </ul> <p>Terrace and Skeena:</p> <ul style="list-style-type: none"> <li>Additional service to the Northwest Regional Airport was requested on several occasions, especially to meet airport departures (currently, there is only one trip to the airport from Terrace in the morning and one from the airport to Terrace in the afternoon, provided by the Terrace-Kitimat Connector).</li> </ul>
<b>Capital Infrastructure Issues</b>
<p>Terrace:</p> <ul style="list-style-type: none"> <li>Improved snow removal is required at bus stops</li> <li>More bus shelters needed</li> <li>Some bus stops are difficult to pull in and out of for conventional and handyDART buses, and to unload people using wheelchairs</li> <li>Some bus stops should be moved or introduced to serve locations where there is a high demand (e.g. a new bus stop at Munthe and Anderson)</li> </ul> <p>Terrace and Skeena:</p> <ul style="list-style-type: none"> <li>Cleanliness of buses and bus shelters is often an issue</li> <li>Buses often break down</li> </ul>
<b>Other Issues</b>
<p>Terrace:</p> <ul style="list-style-type: none"> <li>Bus route names need to be clearer and easier to understand</li> <li>More education and outreach is required on how to use transit and the benefits of transit</li> </ul> <p>Terrace and Skeena:</p> <ul style="list-style-type: none"> <li>Difficulty in contacting First Canada staff during lunch hours, in the evenings and on Saturdays, as there is no staff in the office (although there is an answering machine). Also, if customers call during business hours and the phone is busy, then they are required to call back.</li> </ul>

## ADDITIONAL CONSIDERATIONS

The Cities of Terrace and Kitimat, and the Regional District of Kitimat-Stikine, as well as First Canada and their drivers, also provided valuable feedback. They reiterated many of the key themes mentioned in the previous section, as well as the additional issues and opportunities described below:

- In the future, there will be industrial development at the Terrace – Kitimat Airport, which might create additional demand for transit service;
- Communication with riders needs to be improved (e.g. provide real-time arrival information, improve telephone answering services);
- It might be valuable to provide a connection to the Greyhound station on depending schedules;
- Additional time should be built in to routes #5 Thornhill and #3 Southside; and,

- The lack of luggage carrying capacity on buses makes it difficult to integrate the transit system with the Northern Health medical travel service, which goes to Prince Rupert, Prince George and Vancouver and pick up and drop off passengers at major health facilities.

## CONCLUSIONS

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The consultation activities described above enabled the project team to reach out to the majority of key stakeholders, including the primary users such as seniors and low-income individuals. Furthermore, the level of response and participation to the surveys and open houses were relatively high, given the population of the Terrace region.

Through these activities, the project team was able to successfully draw out the main opportunities and issues for the Terrace Regional system, and identify options for service changes. These options are described in the next section.



# 5. PROPOSED SERVICE CHANGE OPTIONS

In reviewing the Terrace Regional Transit System and the feedback collected from the consultation activities, a set of short- (2012/13 – 2013/14, depending on the completion of an implementation Memorandum of Understanding), medium- (2013/14 to 5 years from now), and long-term (5 to 10 years from now) service change options have been developed for the Terrace system. These options have been developed with the following assumptions/constraints in mind, and these assumptions/constraints have been informed by the input provided by BC Transit staff and the City of Terrace and the Regional District of Kitimat-Stikine.

## **Short-Term Assumptions / Constraints (2012/13 – 2013/14)**

- Some low-cost immediate actions can be taken
- There is no new funding from the City of Terrace
- The number of vehicles in the transit fleet will remain the same

## **Medium-Term Assumptions / Constraints (2013/14 to 5 years from now)**

- The population of the City of Terrace will remain stable
- There is no new funding from the City of Terrace
- There will be no turnover of the transit vehicle fleet and the number of vehicles in the transit fleet will remain the same

## **Long-Term Assumptions / Constraints (5 to 10 years from now)**

- The population of the City of Terrace and the Thornhill community will have grown
- There is additional funding from the City of Terrace
- There will be turnover of the transit vehicle fleet and there will be an opportunity to increase the number of vehicles in the transit fleet to provide more service

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## **Short-Term Service Change Options (2012/13 – 2013/14)**

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### **1) Revise routes to provide more efficient service and connect key locations.**

There are numerous ways in which the Terrace routes could be reconfigured. Two potential routing reconfigurations are illustrated in the following two pages. These proposed changes would transform the current route structure, which includes many circuitous one-way routes, into more of a radial system. They would also provide better connections between UNBC, NWCC, and Mills Memorial Hospital (where nursing students often do their practicums), provide more scheduled service to Walmart, and provide more direct service from different areas of the City to downtown.

Changes have been proposed for routes #1, #2, #3, #5, #11 and #13 (portions of routes within the City of Terrace boundaries). Route #14 could also stop at the Greyhound station on Keith Avenue, between Hall Street and Evergreen Street if the route schedule could accommodate the Greyhound schedule.



It is assumed that a cost-neutral option will be possible with either of these reconfigurations, and that hours of operation and number of drivers and vehicles required will be the same as they are currently.

Before further analysis is conducted, it is recommended that BC Transit conduct further public consultations to gather feedback on these options.

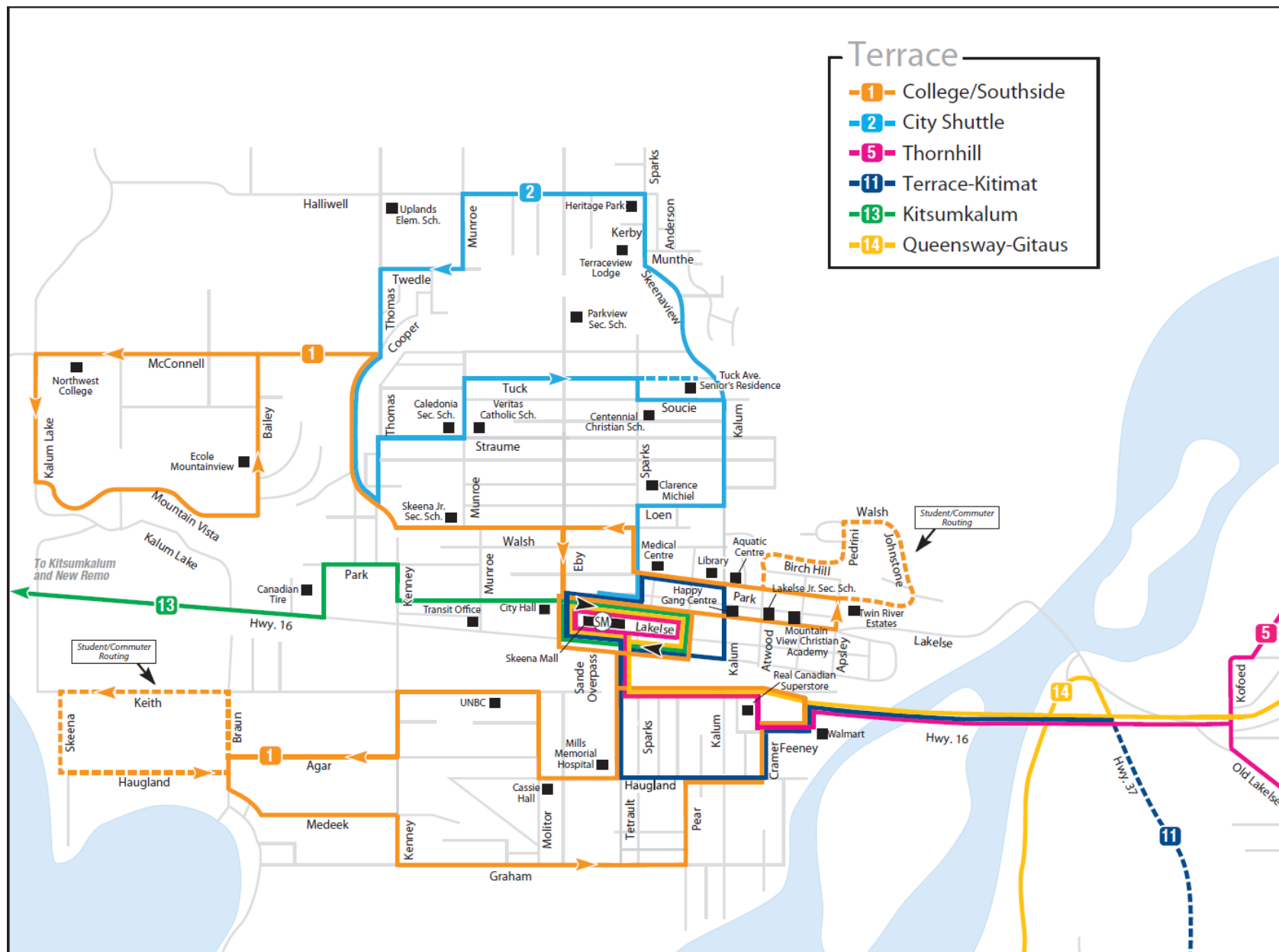
#### **Initial High Level Estimate – Additional Annual Impacts**

##### **Short Term Option: 1) Revise routes to provide more efficient service and connect key locations**

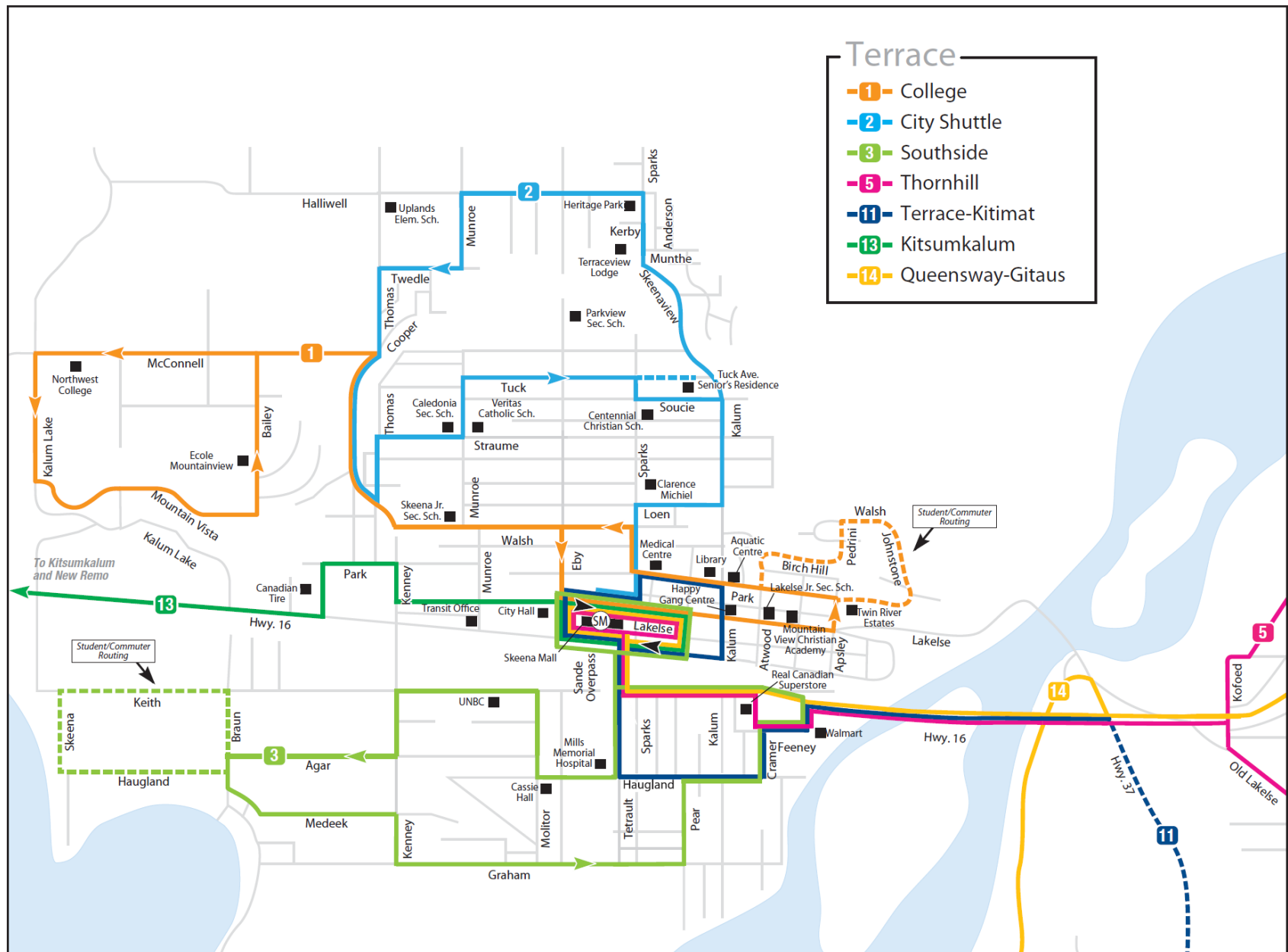
This option would look to revise routes and service within existing system resources, in other words with no additional hours of service and vehicles. It is likely that this change would create greater ridership and revenue. However, further consultation with the public and stakeholders is required to confirm route restructuring and therefore final estimated cost, revenue and ridership impacts.

The following maps present two possible reconfigurations of service. For the most part, Options 1A and 1B are identical except for how the Apsley/Birch Hill neighbourhoods are served and how the college area of the upper bench is connected to Terrace's Southside.

- **1A** the two areas are connected by a single route
- **1B** a more radial system is offered with connections possible between the two routes, much as it is today



Route Reconfiguration 1A



Route Reconfiguration 1B

**2) Add more time to the #99 Special (5 minutes) as it often runs late.**

This option would contribute to overall system reliability. Furthermore, as Thornhill Jr. Secondary has recently closed, there will be more students attending the schools that are being served by the #99 Special in fall 2012 which could lead to more congestion on the road during key pick-up and drop-off times.

**Initial High Level Estimate – Additional Annual Impacts**

**Short Term Option: 2) Add more time to the #99 Special (5 minutes) as it often runs late.**

Service Hours: 42

Annual Ridership: 600

Vehicles Required: 0

Passenger Revenue: \$700

Total Cost: \$3,000

Net Local Share of Costs: \$900

Provincial Share of Costs: \$1,400

**3) Extend yellow curb at the Medical Centre bus stop.**

The bus stop at the Medical Centre is difficult to access, as there are often vehicles parked immediately behind the bus stop. This creates problems for passengers (especially ones requiring mobility aids) to board and disembark the bus as the bus cannot pull parallel with curb.

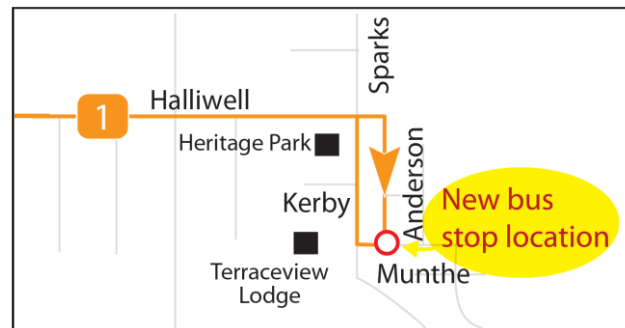
As illustrated in the figure below, the yellow curb could be extended by one car length to avoid this problem (the yellow curb should be changed to a red curb to provide a clearer warning signal to motorists). Wheelchair users would still have easy access to the wheelchair ramp leading to the Medical Centre and customers would not have to cross the parking lot driveway to get to the Medical Centre.



Minimal funding will required to extend the yellow curb. However, discussions with Shopper's Drug Mart and/or other nearby businesses may be required, as one on-street parking space would need to be removed.

**4) Introduce a new bus stop at Munthe and Anderson.**

Several drivers indicated there is demand for a stop here, including a wheelchair user who regularly takes the #1 route.



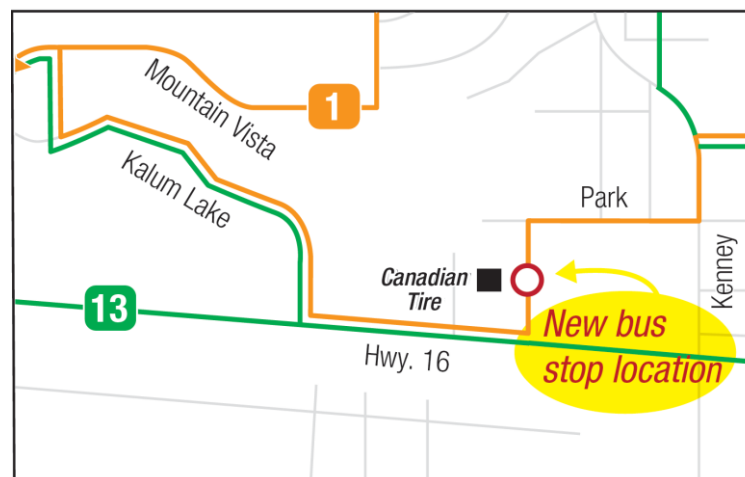
Note: Map shows current routing of buses

The installation of the new bus stop will require some capital infrastructure funding. Addition of the stop and/or the need for it may change depending on the results of route restructuring described in Option 1.

**5) Move the Canadian Tire bus stop.**

The bus stop should be moved from the store entrance to Brook Street to reduce travel time and the risk of pedestrian and vehicular conflict in the parking lot, which will improve service and safety.

This change would affect the original #1 College/Halliwell route. However, if the new routing in service option #1 is implemented, then this change impact route #13 Kitsumkalum.



Note: Map shows current routing of buses

Some capital funding will be required to relocate the bus stop.

**6) Start the services to route #14 Queensway-Gitau earlier on weekdays.**

This is to ensure that any delays on the route do not negatively impact services within town (this route currently also performs part of the route #3 Southside). For example, under this change, service could start 15 minutes earlier.

**Initial High Level Estimate – Additional Annual Impacts**

**Short Term Option: 6) Start the services to route #14 Queensway-Gitau 15 minutes earlier Monday to Friday**

Service Hours: 43

Annual Ridership: 500

Vehicles Required: 0

Passenger Revenue: \$600

Total Cost: \$3,100

Net Local Share of Costs: \$1,100

Provincial Share of Costs: \$1,400

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**Medium-Term Service Change Options (2013/14 to 5 years from now)**

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**7) Extend handyDART hours on weekdays and introduce Saturday handyDART service.**

Many of the seniors consulted requested an extension of the handyDART hours. Currently, many people are unable to get to their colonoscopy appointments in the morning, so early morning service may be more important than more afternoon service. Extending the hours would also allow each dialysis unit at the hospital to provide two sets of dialysis per day.

This option is based on the following additions to handyDART service:

- Taking the handyDART vehicle off all conventional service, which requires purchase of an additional conventional vehicle
- Adding 1.75 hours to each day for handyDART service, enabling service to operate from 7:30am to 4:30pm
- Adding 4 hours of service per Saturday to enable service from 10:00am to noon and from 1:00pm to 3:00pm (optimally, to be added in conjunction with increases to Saturday hours of operation on the Conventional system proposed in Option #9)
- Adding an additional 2.5 hours per week in flexible time to enable scheduling of evening trips for group excursions or to enable further flexibility to meet dialysis schedules.

**Initial High Level Estimate – Additional Annual Impacts**

**Longer Term Option: 7) Extend handyDART hours on weekdays and introduce Saturday handyDART service**

Service Hours: 800

Annual Ridership: 2,600

Vehicles Required: 1\*

Passenger Revenue: \$5,000

Total Cost: \$113,000

Net Local Share of Costs: \$43,000

Provincial Share of Costs: \$65,000

\* At present this option would require one conventional bus to be purchased so that the morning and afternoon conventional trips currently being served by the handyDART vehicle can continue. The cost of the additional vehicle cost shared at conventional rates is included in the cost estimates.

## 8) Install more bus shelters.

This option is to provide more comfortable waiting conditions for passengers. Suggested locations include the Medical Centre, the library, and dentist clinic on Park Ave.

The cost to install a BC Transit bus shelter, which accommodates wheelchairs, is about \$18,000. There may be an opportunity to cost share this amount through the BC Transit Bus Stop Improvement Program. There are also ongoing maintenance costs which would need to be determined by the local government staff.

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## Long-Term Service Change Options (5 to 10 years from now)

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### 9) Extend Saturday service, introduce Sunday and Holiday service.

Currently, it is difficult to use public transit on weekends, as there is reduced service on Saturday, and there is no conventional service on Sunday. In particular, seniors along with students and staff at NWCC have requested service on Sundays.

The proposal below is based on adding 4 more hours per Saturday to enable service to operate from 8am to 6pm. It also includes introductory level Sunday and holiday service from 10:00am to 6:00pm.

#### Initial High Level Estimate – Additional Annual Impacts

##### Longer Term Option: 9) Extend Saturday service, introduce Sunday and Holiday service

Service Hours: 700	Passenger Revenue: \$9,000
Annual Ridership: 7,800	Total Cost: \$60,000
Vehicles Required: 0*	Net Local Share of Costs: \$23,000
	Provincial Share of Costs: \$28,000

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

### 10) Increase evening service on weekdays and Saturdays.

Students and staff at NWCC have requested more frequent service until 9:00pm. There is currently a gap in service between 6:00pm and 9:00pm. Service would include an additional trip to Thornhill and Queensway as well as hourly service within the City. This option would also extend evening service to Saturdays.

#### Initial High Level Estimate – Additional Annual Impacts

##### Longer Term Option: 10) Increase evening service on weekdays and Saturdays

Service Hours: 1,300	Passenger Revenue: \$17,000
Annual Ridership: 14,400	Total Cost: \$98,000
Vehicles Required: 0*	Net Local Share of Costs: \$35,000
	Provincial Share of Costs: \$46,000

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

## SUMMARY OF SERVICE CHANGE OPTIONS

Service Change Option	Advantages	Disadvantages
<b>Short Term (2012/13 – 2013/14)</b>		
1) Revise routes to provide more efficient, 2-way service and connect key locations.	<ul style="list-style-type: none"> <li>More direct service with less circuitous routes, improved connections between key locations, improved connections between the north and south side of Terrace, improved coverage of service, and potentially shorter round trip times, enabling frequency of service to be increased</li> </ul>	<ul style="list-style-type: none"> <li>Some residents currently living along transit routes may need to walk a bit further to access transit</li> <li>Could disrupt current passengers' travel patterns</li> </ul>
2) Add more time to the #99 Special	<ul style="list-style-type: none"> <li>Improved on-time performance for #99 Special and other subsequent trips interlined with the same bus</li> </ul>	
3) Extend yellow curb at the Medical Centre bus stop and paint it red.	<ul style="list-style-type: none"> <li>Bus operators would have an easier time pulling into and out of the bus stop</li> </ul>	<ul style="list-style-type: none"> <li>Number of on-street parking spaces would be reduced by one</li> </ul>
4) Introduce a new bus stop at Munthe and Anderson.	<ul style="list-style-type: none"> <li>Residents living nearby would have better access to transit</li> </ul>	<ul style="list-style-type: none"> <li>Travel time could be slightly longer than if there was no stop at this intersection</li> </ul>
5) Move the Canadian Tire bus stop to Brook St.	<ul style="list-style-type: none"> <li>Reduce travel time for buses</li> <li>Reduce risk of pedestrian and vehicular conflict with buses</li> </ul>	
6) Start the services to route #14 Queensway-Gitau earlier on weekdays	<ul style="list-style-type: none"> <li>Better on-time performance for the whole system</li> </ul>	<ul style="list-style-type: none"> <li>Increased operating costs</li> </ul>
<b>Medium Term (2013/14 to 5 years from now)</b>		
7) Extend handyDART hours on weekdays and introduce Saturday handyDART service	<ul style="list-style-type: none"> <li>Customers with mobility impairments can more easily get to medical appointments and treatments, and access other amenities</li> <li>More closely mirrors conventional service hours of operation</li> </ul>	<ul style="list-style-type: none"> <li>Increased operating costs</li> <li>Additional handyDART vehicle may need to be purchased to provide service</li> </ul>
8) Install more bus shelters	<ul style="list-style-type: none"> <li>More comfortable waiting conditions for the customers</li> </ul>	<ul style="list-style-type: none"> <li>Funding required to purchase and install the bus shelters</li> </ul>
<b>Long Term (5 to 10 years from now)</b>		
9) Extend Saturday service, introduce Sunday and Holiday service	<ul style="list-style-type: none"> <li>Customers can use the transit service for shopping, work, going to church, etc. on the weekends</li> </ul>	<ul style="list-style-type: none"> <li>Increased operating costs</li> <li>Additional vehicle(s) may need to be purchased to provide service</li> </ul>
10) Increase evening service on weekdays and Saturdays	<ul style="list-style-type: none"> <li>Customers could use the transit service for work, school, etc. in the evening</li> </ul>	<ul style="list-style-type: none"> <li>Increased operating costs</li> <li>Additional vehicle(s) may need to be purchased to provide service</li> </ul>



The following table summarizes the estimated impacts for all service options presented in the above table. All figures are annual and are based on 2013/14 Annual Operating Agreement budgets. These estimates that would require review based on actual date of implementation and confirmed service and operational details.

**Service Option Summary: Estimated Additional Annual Impacts**

Service Proposal	Buses	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per Hour
<b>Short Term (2012/13 – 2013/14)</b>								
1) Revise routes to provide more efficient, 2-way service and connect key locations.	Further public consultation is required before further analysis can be conducted. However, the goal of this option would be to work within existing resources.							
2) Add more time to the #99 Specials	0	42	600	\$700	\$3,000	\$900	\$1,400	10.0
3) Extend yellow curb at the Medical Centre bus stop.	n/a	n/a	n/a	n/a	nominal	100%	n/a	n/a
4) Introduce a new bus stop at Munthe and Anderson.	n/a	n/a	n/a	n/a	nominal	100%	n/a	n/a
5) Move the Canadian Tire bus stop	n/a	n/a	n/a	n/a	nominal	100%	n/a	n/a
6) Start the services to route #14 Queensway-Gitau	0	43	500	\$600	\$3,100	\$1,100	\$1,400	10.0
<b>Medium Term (2013/14 to 5 years from now)</b>								
7) Extend handyDART hours on weekdays and introduce Saturday handyDART service	0	800	2,600	\$5,000	\$115,000 <sup>5</sup>	\$44,000	\$66,000	3.2
8) Install more bus shelters at high volume stops	n/a	n/a	n/a	n/a	\$18,000/shelter	100% <sup>6</sup>	n/a	n/a
<b>Long Term (5 to 10 years from now)</b>								
9) Extend Saturday service, introduce Sunday and Holiday service	0	700	7,800	\$9,000	\$60,000	\$23,000	\$28,000	11.1
10) Increase evening service on weekdays and Saturdays	0	1,300	14,400	\$17,000	\$98,000	\$35,000	\$46,000	11.1

<sup>5</sup> This option requires the purchase of a conventional bus, annual leases fees and insurance for the conventional bus have been included in this costing.

<sup>6</sup> Opportunity to cost share through the BC Transit Bus Stop Improvement program

## OTHER CHANGES

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While this section has focused mainly on service changes, there are also other changes that have been identified for the Terrace Regional Transit System. These include:

- More timely snow removal along sidewalks, prioritizing those along transit routes and at bus. This might require changes to the City's snow removal policy and practices. Areas of high priority could include the major destinations such as the Medical Centre, Mills Memorial Hospital, NWCC, UNBC, Skeena Mall, and the Safeway bus stop.
- Posting more conspicuous "No Smoking" signage at bus stops (see the following illustration for the current "No Smoking" sign at the Skeena Mall bus stop;



*Cigarette butts inside the Skeena Mall bus shelter and smoke-free sign on the same*

- Painting the curb along the "No-stopping" zones that have been created for transit purposes (e.g. at bus stops) with red paint instead of yellow to provide motorists with a clearer warning signal;
- As benches are replaced, use materials that are not cold to the touch in the winter (e.g. wood, plastic, or a composite material) (see illustration below of the metal bench at the Safeway bus stop);



*Bench and shelter at the Safeway bus*

- Providing more emphasis on education and outreach on how to use conventional transit service needed. Example: organize a tour of the city bus system to show seniors how to use the buses;

- Changing "No Parking" signs to a positive message that encourages transit use (e.g. a message that describes the benefits of transit);
- Allocating more funding for the Taxi Supplement program;
- Have service to answer customer calls during lunch, after 5pm on weekdays and on Saturdays to answer calls; and,
- Correcting the description of the timing points of route #14 on the BC Transit online PDF map.

## 6. CONCLUSIONS

The evaluation results shown in the table in Section 5 indicate that all of the proposed service changes have significant advantages. There are, however, some disadvantages or challenges. To overcome some of these disadvantages, and to enhance customer satisfaction and improve operational efficiencies, a number of actions are recommended.

The first recommendation is to allocate more capital and operating funding to transit service as the population of the Terrace Region grows. This will allow more vehicles to be purchased, more bus shelters to be installed, and the frequency and hours of service to be enhanced. This in turn will increase residents' mobility and access to jobs, education, and other important amenities, and improve customer satisfaction.

In addition, to provide reliable and high quality transit services, it is recommended that operating and maintenance performance standards should be included in operating contracts. This clarifies the standards that are expected of the operators in terms of service delivery (on-time performance, customer service, and safety issues), and vehicle standards (utilization, reliability, and condition).

As the service changes described in Section 5 are implemented, the changes implemented should also be monitored closely to see what the impact is on ridership and customer satisfaction.

Finally, it will be important to conduct more regular service reviews in the future (e.g. every 5 years or when significant changes occur) so that changes in the population and needs of the customers can be responded to more promptly.

# 7. IMPLEMENTATION CONSIDERATIONS

## OPPORTUNITIES FOR STAGED IMPLEMENTATION

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Section 5 provides an outline of how the proposed service changes could be implemented over several stages. This approach would allow the most critical needs and cost-effective options to be implemented first. Once the population of the Terrace Region has grown such that there is a larger tax base to support the transit system, more resource-intensive improvements could be implemented.

It should also be noted that the service change options and costs presented here are for the purpose of guiding transit development and investment in the Terrace Regional Transit System. It is recognized that service needs and/or local government capacity to fund transit improvements may change over time. Therefore, while this document is presented to guide service development over the longer term, options for implementation that require expansion to service hours or vehicles will need to be confirmed on an annual basis for the subsequent year as part of the City's budget approval (as well as budget approval process for the Regional District of Kitimat-Stikine for service options affecting Thornhill).

Similarly, provincial funding for transit is confirmed on an annual basis. Therefore, implementation of any option requiring expansion is dependent on BC Transit's fiscal year budget, normally confirmed in mid-February each year. Implementation of specific service options and packages are also dependent on allocation of available provincial transit expansion funding between transit systems as determined through BC Transit's Transit Improvement Program (TIP).

Once local government has approved a service option or combination of options for implementation – and local and provincial funding has been approved, if required – an Implementation Agreement Memorandum of Understanding (MOU) will be developed for signature by the City and BC Transit. This MOU outlines the exact service changes to be developed for implementation and the roles and timeline for implementation. Once signed, changes to scope of services in the implementation may change timelines. Detailed costing would be confirmed through implementation.

## CHANGES TO TRANSIT INFRASTRUCTURE (BUS STOPS, EXCHANGES) AND FUTURE CAPITAL INVESTMENTS

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As described in the previous sections, it is recommended that more funding be allocated to transit for the purpose of installing more bus shelters and making bus stops more accessible and purchasing and operating additional vehicles.

## MONITORING PLAN

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With respect to monitoring performance, it is recommended that BC Transit resume the process of conducting regular audits of the system. While the operator would continue to collect ridership and other data that requires on-going collection, BC Transit should objectively perform regular audits and collect information such as on-time performance, vehicle maintenance quality, safety, and customer satisfaction. This can be included as part of the conditions of the operator's contract.

## 8. RECOMMENDATIONS

**It is recommended that the City of Terrace:**

- **Receive this report as information, provide comment and approve the draft report for presentation to the public for further review;**
- **Direct staff to work with BC Transit to undertake public consultation on the draft report, particularly on all service change proposals in order to prepare the final draft;**
- **Approve creation of local capital project action plans and budgets to address the bus stop and infrastructure priorities identified. BC Transit's Corporate and Capital Planning Division is available to provide assistance with this.**

# APPENDICES



## APPENDIX A – MEETING, INTERVIEW, AND OPEN HOUSE SUMMARIES



## **Local Partners**

### **Regional District of Kitimat-Stikine**

A manager from the Regional District of Kitimat-Stikine (RDKS) was consulted. They noted the following opportunities and issues:

- It might sense to combine the local Kitimat Service with the Skeena Service (or at least the Kitamaat Village service and perhaps the connector). There wouldn't be a change in what the partners paid for, but there might be some benefits in terms of the service.
- Residents of Kitamaat Village are the biggest users. Residents from Kitsumkulum and Gitau also use the service. Residents of these communities pay RDKS for the connector service. They typically use the service for shopping, medical appointments, and sometimes school trips.
- There are some timing issues between the Northern Health and the connector service that should be examined.
- There is a luggage issue (no space specifically allocated for luggage so bringing luggage onto buses poses a safety hazard). The policy on the buses has been modified such that shopping bags are now accepted.
- There could be more service in the evening, and on Saturdays. Terrace and Thornhill already get service on Saturdays, so it would not be inconsistent with other parts of the system.
- The bus is sometimes too full.
- There are no issues with security at bus stops or a lack of lighting. However, sometimes there is a request for more bus shelters.

### **District of Kitimat**

A staff member of the District of Kitimat was consulted. The opportunities and issues raised included the following:

- The schedule of the connector is problematic in that it gives a person a very long day in Terrace if they arrive at 7:55am and don't leave until 5:15pm.
- Saturday service to Terrace is sometimes requested. There are small demands for recreational destinations.
- The Regional service is useful for medical check-ups, for visiting people in the hospital, and taking care of medical-related errands such as picking up glasses.
- The Cable Car Subdivision has about 130 residents and is served by the regional and school bus services.
- There is currently a shuttle service to the airport, but there are no Greyhound or ferry services in the Kitimat. There is a Haisla shuttle.
- Some people use the Connector in the winter when they don't want to drive themselves. However, there is not really a major change in seasonal demand.
- There have been no requests for additional bus stops or shelters.

## City of Terrace

The Director of Finance and the Finance Clerk provided the following feedback in terms of opportunities and issues:

- The UNBC campus is not served.
- Northwest College's class schedules may be creating demand for more weekend service and later trip times.
- There was recently a petition in the City of Terrace to increase service hours.
- Bus stops are sometimes donated by buses or bought by the Ministry of Transportation and Infrastructure, and they require a small amount of maintenance.
- There is an issue with snow removal around bus stops.
- The handyDART hours of service creates some issues for renal dialysis. Given that the renal dialysis requires a fair amount of time, people arrive all at once and create heavy demand on the equipment. If service started earlier in the day and ended later, the hospital could schedule dialysis appointments in the morning and afternoon.
- Currently there is Taxi Supplement service. It is proposed to consider taxi saver coupon program.
- There are a number of trips between the Medical Centre, where most clinics are located, and the Hospital – this takes up some capacity of the handyDART system.
- It would be desirable to right-size the vehicles for the demand. There is concern about empty buses. Acquiring smaller buses is a problem because the current fleet has not yet been paid for and because then those buses would have to be serviced for 18 years. Using the buses on the Kitimat system is not feasible, either, because they are not owned by BC Transit.
- There are no school buses within the City of Terrace, but a yellow school bus service is provided to students who live outside of the City limits.
- There is a local taxi company, and it has one handicap-accessible vehicle.
- A bus stop has been requested at Anderson and Munthe, and this likely makes sense. Another has been requested at the 5100 block of Keith for someone's daughter who is in a wheelchair.
- Thornhill Junior Secondary School will close in June.
- There will be industrial development at the airport in the future.

A meeting was also held with the Terrace City Council. The Councillors explained that they have heard that transit buses are not picking up seniors where it is convenient for them. This is sometimes due to snow removal issues on streets used by buses and on sidewalks near bus stops. Bus shelters also need to be more weather-proof and there needs to be more bus shelters.

The transit schedule at NWCC is also not coinciding with evening class times and there is not enough weekend service. In addition, there is a need to look at a bus route to the UNBC campus.

The transfer times between the Bench and the southside areas of the community are not convenient. A suggestion was made to have one bus cover the entire route to avoid riders having to change buses at the downtown exchange. BC Transit clarified that sometimes riders

do not have to get off at the downtown exchange, as the same bus will switch onto a different route at the exchange.

In terms of communication, there is a need for real-time arrival information so that riders know whether or not they have missed a bus. It would also be helpful to have an FAQ sheet posted on the City's website to provide answers commonly asked questions. This could help improve the public's perception about transit service in the community. For example, the FAQ sheet could provide information on the BC Bus Pass Program, which is available to low-income individuals.

There is limited bus service to the Terrace/Skeena Regional airport right now (1 trip in each direction per day). There may be industrial development by the airport in the future, so increasing bus service might be a good idea.

## **Operator**

### **First Canada UCL**

The Regional Manager was consulted and he raised the following points:

- There is not enough schedule time on the connector. One hour between Skeena Mall and Kitimat City Centre is not enough. There are frequent delays, especially in the winter.
- It is problematic that the connector cannot accommodate baggage even though it was meant in large part to serve long-distance medical trips that usually require an overnight stay. It also has limited value as a service to the airport if bags cannot be safely accommodated on the vehicles. Shopping bags are also sometimes a problem.
- There may be some justification in operating the connector service on Saturday service because the Terrace service operates on Saturdays, as does the local Kitimat service.
- They have gotten some funding in past years from MOTI for bus stops.
- Buses no longer pull off the road to stop at the hot springs/restaurant. There are other recreational points along the route that get some visitors during the year.
- Ideas for operational improvements:
  - Start the services to Gitau (Route 14) a bit earlier so that any delays on that route do not impact services within town.
  - Add more time to the connector route so that service to Kitsumkalum (Route 13) is not delayed.
  - Add a bus to provide the Kitamaat Village to Kitimat service so that delays on the connector are not felt on the shorter route.
- It may be worthwhile to completely redo the routes and schedules in Terrace.
- The classification of Terrace routes as paratransit is somewhat problematic.
- There are many strollers used on the system.
- Ridership in the Jack Pine Flats area is quite low.
- Many passes are used in Gitau.
- Terrace may need more hours for the handyDART service to serve the demand.
- First Bus receives very few complaints about the system.
- At the Terrace Hospital, conventional services go inside the parking lot, even though this is an operational issue. They did not like having to make people wait across the street in

the cold at an uncovered bus stop. People were waiting inside, anyway, and there was the risk of them missing the bus.

## **Drivers and Passengers**

Onboard buses, the consultant team received the following feedback from passengers and drivers:

Driver comments:

- The city does a relatively good job of clearing the hills on Park and Birch Hill, but when it gets really bad, drivers will just drop passengers at the bottom of the hill. There are students that get picked up here.
- One driver noted that the bus stop at Sparks and Halliwell should be moved to Munthe and Anderson, where there is more demand for transit service. However, another driver noted that Halliwell and Sparks should not be removed, as many people from the adjacent apartments use the stop. A new bus stop should be put in at Munthe and Anderson though.
- One driver felt that routing for #1 College / Halliwell should be changed, while another driver felt that the current routing should be kept as is, as it provides some two-way service. If it is changed, then maybe change the direction of travel every alternate trip.
- The #5 Thornhill route should operate the same route as the Kitimat-Terrace connector.
- For the #3 Southside route, every other trip should also operate in the opposite direction.
- A driver recommended making the bus route names clearer. Passengers often get confused by the bus names. E.g. The 99 Special route is the #1 route, just operating in the opposite direction, so why not use the same name?
- All Thornhill routes (#5) should go through Walmart in both directions. Right now, for some runs, passengers have to request a stop at Walmart.
- The bus stop at the Medical Centre is difficult to get into, as there are often vehicles parked right behind the bus stop. The bus stop should be moved further a few meters up or down the block.
- It is difficult to get out of the Canadian Tire parking lot, as there are many trucks. The bus stop should be moved from the store entrance to the main street so that the bus doesn't have to drive through the Canadian Tire parking lot.
- Benches should be moved a bit further away from bus stops (by 10 feet or so), as some people are only resting at the benches and not waiting for a bus, and bus drivers cannot tell right now and end up making unnecessary stops.
- Both bus stops on Floyd should be moved to the Floyd and Mountain Vista intersection so that they are on the main street.
- Should add 5 minutes to the #99 Special, as it always runs late.
- With Thornhill Jr. Secondary closing, the #99 will probably get even busier.
- While there are seasonal differences for regular transit (e.g. fewer students in the summer), the handyDART service has remained busy year-round for the last couple of years. Before, there were students who used the service, so that during the school

year the bus would be full and in the summer, there would be empty seats. Now, the students do not use the service.

- A driver noted that there is too much demand for handyDART for one bus to handle, but likely not enough for two buses. However, if there is more promotion, maybe it would justify more service (some seniors gave up on the service).
- Popular pick-up locations for handyDART include Terraceview Lodge at McConnell Estates, which is a senior's home. The group home also has 4 or 5 regular users. These users often go to the gym or Wal-mart. Other popular destinations for passengers include the hospital for appointments and renal dialysis, and downtown for shopping.
- HandyDART runs from 8:45am to 4:20pm. It used to run until 6pm, but medical clinics are typically closed by then, so there were not enough users. It also used to operate on Saturdays, but the physio clinic is closed that day, and medical clinics are only open half-day on Saturdays. There has also been request for services on Sunday for church.
- Onboard handyDART buses, First Canada now requires wheelchair straps to be put away each time a wheelchair user is unloaded, to avoid tripping hazards. However, this slows the drivers down by a few minutes each time. For the new handyDART bus, this is not a problem, but for the old bus, it is a problem.

#### Passenger comments:

- Several passengers said that the bus between Kitimat and Terrace often breaks down. The brake line breaks. It even caught on fire once. They felt that the bus is not meant for highway operation, especially during the winter time. There are too many potholes.
- Many passengers interviewed said that they would like to see weekend service. They can't work or work on weekends, or go to church on Sundays.
- Several passengers also noted that the buses and bus shelter are often dirty.
- All handyDART passengers interviewed noted that it is very difficult to schedule a pick-up on the same day. They usually have to schedule a pick-up at least 48 hours prior to pick-up. Passengers also complained that there was no service on the weekend or evening. One passenger also thought that they should not be charged every time they make a stop (sometimes they have to stop at the bank before going to their destination, and they would have to pay twice).

### **Other Stakeholders (including other Funding Partners)**

#### **Kitsumkalum Band**

The band manager's thoughts on the transit services are that they might not be as beneficial to the community as hoped. They are offered Monday through Friday three times per day. There is no service on weekends, but this may not be a big problem, as there are not that many people in the community. There are still quite a few young people who walk to town – this suggests that the schedules are not suitable to everyone. However, he does not believe that providing more service would necessarily result in more ridership. There is a small sidewalk / multi-use trail that leads into town, and this accommodates those people who walk. He has not heard any

complaints about the transit services, but he would suggest that the first run of the day leave earlier so that NWCC students can get to class.

He has observed that the users are mainly young families and teenagers. There are not very many elders who use the service, even though a large portion of the community of 300 is made up of elders. The elders generally rely on family members for transportation. This creates a somewhat awkward situation because the service is partially funded by Northern Health to provide people, such as elders, with access to health care.

### **Kitseles Band**

The band manager had only been in the position for three months, so may not be aware of all of the issues related to transit. However, he had heard some concerns about the bus schedules and had noted some requests for Saturday service. The noon departure is fairly well used; he can see the bus stop from his office window.

### **Kitamaat Village**

A stakeholder meeting was held at Kitamaat Village. Some of the issues and comments heard included the following:

- Drivers are not always kneeling the buses when requested
- There is a battle between wheelchair users and stroller users.
- Can there be more service to Kitimat without adding more service to Terrace?
- The #12 route should continue up the hill, where there about 10 people who would take the bus. The hill is sanded in the winter, and it would take about 3.5 minutes to do the loop. There is a place where the bus can turn around.
- Passengers can only bring a limited number of bags onto the bus. This is a problem for grocery trips.
- Sometimes passengers harass other people on the bus or they drink alcohol on the bus.
- The First Canada office closes at 4pm and this is a problem. Sometimes within office hours, they don't pick up the phone either.
- There should be service on weekends.

### **Walmart**

A manager from Walmart stated that the bus schedules cause some problems for some of the work shifts. There is a shift that ends at 10:30pm, which is after the last bus leaves, so some employees have had to leave their shift early to catch the bus. An early shift starts at 7am, so some employees are late for this shift if they are depending on transportation by bus.

The manager believed the bus stop was in a good location.

### **Kermode Friendship Society**

A staff member at the Kermode Friendship Society discussed several transit-related issues. The services from Gitau and Kitsumkalum leave very early, and someone coming into town has to wait quite a long time before being able to go back. As a result, many people walk back to their communities, and this is quite a distance.

The staff member also knows that people at Northwest Community College (NWCC) have difficulty accessing transit on the weekends. This is problematic because people live on campus, so they are stranded there on the weekends.

The Kermode Friendship Society operates in three buildings in Terrace. They are all centrally located and easily accessible by transit service.

### **Mills Memorial Hospital**

A staff member from the hemodialysis unit at Mills Memorial Hospital discussed the challenges involved in using handyDART service to get to dialysis appointments. The dialysis equipment is best used if each unit can provide two sets of dialysis per day. However, the handyDART services do not start early enough for people to get to the start of the first set and do not operate late enough to pick people up from the second set. Dialysis appointments can also be made on Saturdays, but handyDART does not operate on Saturdays. Only a small portion of patients arrive by handyDART for the dialysis appointments.

### **Terrace Seniors Advisory Committee**

A meeting was held with the Terrace Seniors Advisory Committee and prior to the meeting, a spokesperson of the Committee was interviewed. Several specific issues with the service were raised during this meeting and interview, including:

General issues/comments:

- Riders are very happy with the bus drivers.
- Many seniors use the handyDART service, and most are willing to use the conventional services. There was a discussion about organizing a tour of the city bus system to show seniors how to use the buses.
- Taxi service is available, but limited
- Weather is an issue, and a lack of infrastructure may be hindering people from using the services. Snowclearing at bus stops (sidewalks and roads) should be a priority in the downtown core
- The bus size may not be ideal
- The handyDART buses can only load from the back, and this is problematic in the Downtown where curb space may be limited.
- Education and outreach informing public of transit benefits
- Suggestion was made to change "No Parking" signs to a positive message that encourages transit use.

Schedule issues:

- handyDart hours need to be extended to before and after current hours. Many people are unable to get to their colonoscopy appointments in the morning, so more morning service more important than afternoon service
- City Shuttle and College route should run together to avoid large gaps in time.

- There is a schedule gap between the north and south side that should be addressed. Many people take the City Shuttle and have to wait downtown 45 minutes for the Southside bus to get to the hospital and Walmart.
- City shuttle should have an 8:50am stop. The 8:16am bus is too early.
- There should be more frequent service to Jack Pine Flats and other outlying areas including Copperside. The existing service is not enough, and there is a lack of a bus shelter.
- Bus service on Sundays for Church – around 11am - would be great.
- Transit hours expansion into the evening to meet end times for college and social events

#### Route issues:

- Some routes are not convenient and need to change.
- UNBC does not have a stop (request has been submitted)
- There is not a stop at the dentist
- Need a bus stop at senior residences on Tuck Avenue
- The new developments - Maple Estates on Kalum / Park Ave and Market Estates - should be served.
- It would be great to include the airport service as part of the transit system, and people are willing to pay more for it.

#### Bus stop issues:

- Location of bus stop at the Medical Centre should be moved across to the other side of the parking entrance and be extended. A shelter is also needed at the medical centre (request has been submitted) and signs should be erected to discourage parking.
- The library has no shelter
- Shelters should have wooden benches not metal due to the long cold seasons
- No smoking rules and smoke butt holders should be outside of any shelters
- Post schedules in shelters
- More shelters are needed

#### **Northwest Community College Staff**

A staff member at Northwest Community College discussed transit services to NWCC. She has an afternoon/evening shift and relies on bus service in the winter to get to work. There is an issue with the hours of service because her shift ends at 7:30pm, and the next bus after that is 9:30pm. She could wait two hours for that bus or walk home (that takes an hour). There is an issue with the days of service, because she works on Sundays, but there is no bus service on Sundays. She has heard complaints from students about the two hours break in service in the afternoon. Her requests are therefore to add Sunday service and provide regular service throughout the day until 9pm.



## **Terrace Youth Advisory Committee**

An adult supervisor of the Terrace Youth Advisory Committee passed along comments about local bus services gathered at a recent Youth Group meeting. The Youth Group members, who are between 13 and 19 years old, did not ride the bus very often, but they relayed some of the comments they had heard from their friends. They commented that the services did not come very often, that the departure times generally did not meet their travel needs, and that the services were often late.

## **Northwest Training, Ltd.**

A staff member from Northwest Training, Ltd discussed the service to Thornhill and Queensway. She passed along a request for more service throughout the day and service on Sunday. This would assist with people getting to work and completing other types of trips.

The new BC Bus Passes have been well received. They can now be swiped, whereas in the past, people had to show ID (and many people do not have valid ID). She has heard no complaints about drivers or the buses.

## **RCMP**

An inspector with the RCMP indicated that as far as his colleagues could tell, there were few issues with transit service from a security perspective. They had not even received many calls related to drunk passengers, although they often receive calls from the seniors group about problems with the loading and unloading of the handyDART buses. There was one bus accident, probably caused by some confusion about lanes. He brought up one suggestion for a service adjustment: on Monday evenings, there is an activity at the Air Cadet Building at the airport. Unfortunately, the only way for people to get there now is by car or cab.

## **Terrace and District Community Services**

A staff member of Terrace and District Community Services indicated that the majority of clients do not use transit, but that those who do often use it to get from Downtown to Northwest Community College (NWCC). She has also recommended that people use the Terrace-Kitimat Connector if they need transportation between Kitimat and Terrace. She has heard complaints from people who use the service a lot that weekend service is not frequent enough.

For those clients who use handyDART, she has heard that it can be difficult to get a booking. There are cabs available, but many people do not go through the trouble of using them.

Access to jobs is not always easy by transit, especially for people who live 10 km out of town and do not have car. Shopping trips are even difficult for these people because transit is inconvenient given the long turn-around times.

The college connector is a not a great option due to low frequencies and snow and darkness in the winter.

She thought on-line access to routes and schedules was good.

The connector route is good overall, but it is so weather dependent and is sometimes cancelled. She would actually prefer to use the bus, if possible, but it is not a realistic choice for her.

Some people move to Kitimat because of the housing choices but might continue to work in Terrace.

### **Kalum Kabs**

A staff member from Kalum Kabs was interviewed. This company participates in the local Taxi Saver Program, in which a passenger will pay \$2 of a fare and BC Transit will pay the rest. Such services are provided quite frequently, typically 3 of 4 times per day. Most trips occur between 9 am and 5pm, although service is available 24 hours per day. Service is generally in the Terrace and Thornhill area, but there are sometimes highway trips to Smithers.

Kalum Kabs has a fleet of 19 taxis, and one is a wheelchair accessible van. Trips are generally to the doctor's office, the dentist, the hospital, or even to the hairdresser.

### **K'san House Society**

A director at the K'san House Society stated that the cost of a transit trip is the biggest barrier for clients using transit. Often they have the choice of spending \$2 on groceries or \$2 on a transit trip. Sometimes they will compromise and walk to the store then spend the \$2 to take the bus back home when they are heavily laden with groceries. It is acknowledged that the services does not run very often given the size of the City and the overall demand. The Kitimat-Terrace Connector is viewed positively – Terrace did not always have that service, and it has allowed people to go visit their friends and relatives in Kitimat. This is viewed as a very useful service because there is no way anyone can walk that trip.

People generally use the services for real needs, such as grocery shopping and going to the medical centre. It is also useful for getting single parents out of the house. It is also used with seniors who also have to contend with canes and walkers. She thinks it could be used more – people end up walking in the rain or pushing their strollers through snow and slush when they could have been using transit if it was more affordable.

K'san House Society is discussing the possibility of making cooperative bus passes available in the community. These would be passes that someone could check out for the day. Maybe the shelter could have a couple of passes, or a youth group could have a couple of passes. These would be transit passes without a name associated with them, but usable by a group or organization.

### **UNBC – Terrace**

A staff member at UNBC in Terrace mentioned that UNBC has been advocating for bus service to the campus for several years now. UNBC has been at its current site for about six years, but previously it had been downtown. They have 110 to 140 students per year.

Currently, students use a variety of means for getting to classes. They might drive, carpool, or get dropped off. In better weather, they might cycle. Many students would likely opt for transit if it were available given that they are generally poor.

During the school year, the campus opens about 8:00am and closes around 9pm from Monday to Friday. On Saturday, there are shorter hours – from about 8:30am to 5pm. In the summer, the hours are from 9am to 5pm and there are fewer students (so service could be reduced in the summer). In the winter, the weather can get so bad that students coming from further out of town may stay the night in a motel or with friends/classmates. There are also shorter hours in the summer.

There is currently no bus service to the campus, although buses operate on a parallel street.

If services are brought to the campus by this fall, then UNBC should be notified so that there can be some publicity and students notified of the new service.

Typical start and end times during the Fall and Winter semester include:

8:30 – 9:30 am  
4:30 – 5:00 pm  
9:00 – 9:30 pm

However, classes can start at other times.

Locations where most of our students live (ranked highest to lowest):

1. Horseshoe
2. Bench
3. Thornhill

In addition to connecting UNBC to NWCC, it would also be valuable to connect UNBC to nursing homes, elementary schools, and the hospital, as students are often completing practicums at these locations.

The campus could potentially grow. They would probably stay on the same site, so that would mean they would have to build up.

UNBC might be willing to contribute towards funding a bus stop in front of the UNBC Terrace campus on Keith Avenue pending costs.

## **General Public**

### **Kitimat**

A public open house was held at the Kitimat City Centre Mall. The main issues heard included providing more airport service from Kitimat. Many people felt that the bus should just go to the airport instead of Jack Pine Flats. One gentleman suggested that all of the existing trips made by route #11 should stop at the airport. He had a list of all of the airline departures and arrivals, and indicated that potentially 9 flights could be served if the bus stops there every trip.

There was a request for more weekend service, especially to Gitau. A transit driver also suggested starting weekday service for the #11 route 20 minutes earlier to get people to work by 8am. Riders also requested that the Terrace Kitimat Connector stop at the Medical Centre.

## **Terrace**

Two open houses were held in Terrace – one at Skeena Mall and one at the Saturday Farmer's Market. Some of the issues heard included:

General issues/comments:

- There should be a handicapped taxi available for the same fare as the handyDART when the handyDART is not available
- There needs to be someone in the office after 5pm on weekdays and on Saturdays to answer calls.
- There should be another handyDART vehicle, especially in the winter.
- Buses need to be cleaned more regularly
- There should be more outlets to sell transit tickets and passes.

Schedule issues:

- The connection between College / Halliwell and Southside is not very good.
- The connection between Southside and City Shuttle is not very good either.
- There are also many people taking courses at UNBC in the evening, between 12pm and 8pm.
- There should be more frequent service.
- There is a big gap in service between 6pm and 9pm on many of the routes, e.g. Southside, College / Halliwell, Thornhill
- There is a big gap in service between 1:50pm and 3:50pm for the City Shuttle. The 3pm trip is a school run, so some stops are bypassed.
- There should be more service to Thornhill
- There should be full handyDART service on Saturdays
- Increasing weekday hours for handyDART from 8am to 6pm
- Sunday service should be introduced

Route issues:

- UNBC needs a stop closer to it. There is a stop on the road behind the University (the Southside route stops at Agar between Kenny and Molitor), but the walking distance is the same as being dropped off at the mall, which is about 30 minutes. In the winter time, students are often walking on the road because the sidewalk isn't plowed.

- The University and College should have a bus route connecting them. There are quite a few students that take courses at both institutions, as there are some shared programs.
- Southside should run in both directions. People have to ride the whole loop to get home.
- The Gitaus route should go to the new housing area in the community

Bus stop issues:

- A member of the Terrace Seniors Advisory Committee came by and showed the consultant team the problem at the Medical Centre bus stop. It appeared that instead of moving the bus stop to the other side of the entrance (which would require passengers to cross a driveway to get the building entrance and the bench to be moved), it would be safer and more convenient to extend the yellow curb at the current stop by one car length. There is no business that directly faces that curb right now. The Advisory Committee member agreed with this change. See image below.

## APPENDIX B –PUBLIC CONSULTATION DISPLAY BOARDS AND SUMMARY OF RESULTS

# Terrace Regional and Skeena Regional Services Maps

## Welcome!

In partnership with the City of Terrace and the Regional District of Kitimat-Stikine, BC Transit wants your input into how we can improve transit service in communities served by the Terrace Regional and Skeena Regional Transit systems, including the areas surrounding Terrace and Kitimat.

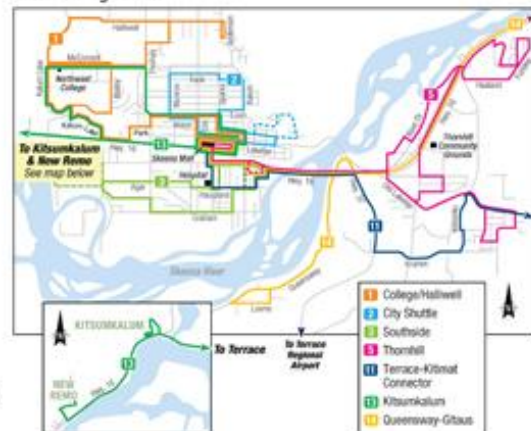
## Transit in Terrace Today

Terrace Regional Transit carries over 195,000 passengers per year on conventional buses. In addition, the Skeena Regional services connect Terrace to Kitimat, Kitimaat Village, Kitsumkalum, New Remo, Jack Pine Flats, Copper River Estates, and Gitaus and serves over 40,000 people per year. Approximately 6,400 people annually use the handyDART bus service in Terrace.

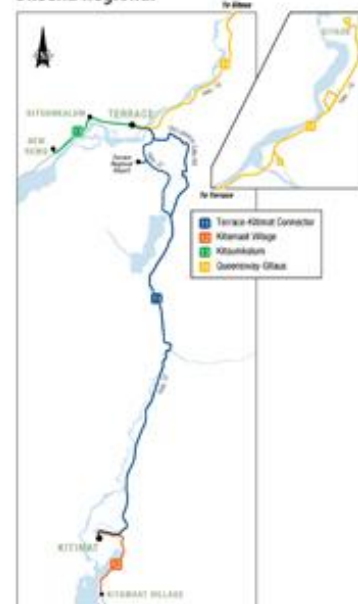
The Terrace Regional and Skeena Regional conventional and handyDART bus services are an important part of the community. They provide transportation options for everyone and help reduce the cost of getting around.

These displays describe some changes that have been suggested by community members. We would like your feedback on these suggestions, and your own recommendations for service improvements.

Terrace Regional



Skeena Regional



# What are your priorities for service improvements?

Use 3 sticky dots to vote

Routes	More direct routes	Better connections	More frequent peak period service (7-9am, 3-5pm)	More frequent midday service	Earlier weekday service	Later weekday service	More evening service	More Saturday service	Sunday and Holiday service	Other
1 College / Halliwell										
2 City Shuttle										
3 Southside										
5 Thornhill										
99 Special										
11 Terrace-Kitimat Connector										
12 Kitimaat Village										
13 Kitsumkalum										
14 Queensway-Gitau										
handyDART										

Tell us your comments

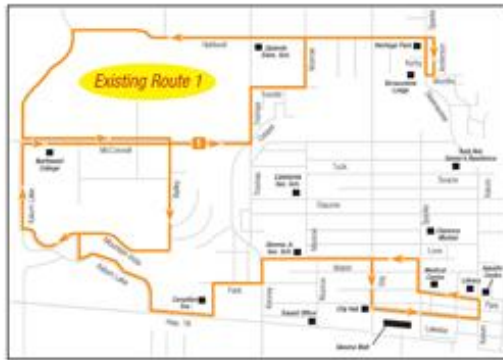
Tell us your priorities by June 30  
[www.bctransit.com](http://www.bctransit.com)  
 and click on Transit Future





# Potential Route Change

1 College / Halliwell – Existing Route



1 College / Halliwell – Potential Route



Use a  
sticky dot  
to vote

What do you think of this potential route change?

I support the suggested change	I have some concerns, but overall I support the suggested changes ▶ please tell us your concern	Makes no difference to me	I don't support the suggested change ▶ please tell us why below

Tell us  
your  
comments

Tell us your priorities by June 30  
[www.bctransit.com](http://www.bctransit.com)  
and click on Transit Future



# Potential Service Changes

## 5 Thornhill – Potential Bus Stop



Use a  
sticky dot  
to vote

What do you think of these potential changes?

	I support the suggested change	I have some concerns, but overall I support the suggested changes → please tell us your concern	Makes no difference to me	I don't support the suggested change → please tell us why below
5 Thornhill – make a permanent stop at Walmart in both directions rather than request a stop.				

Tell us  
your  
comments

## Potential Service – UNBC

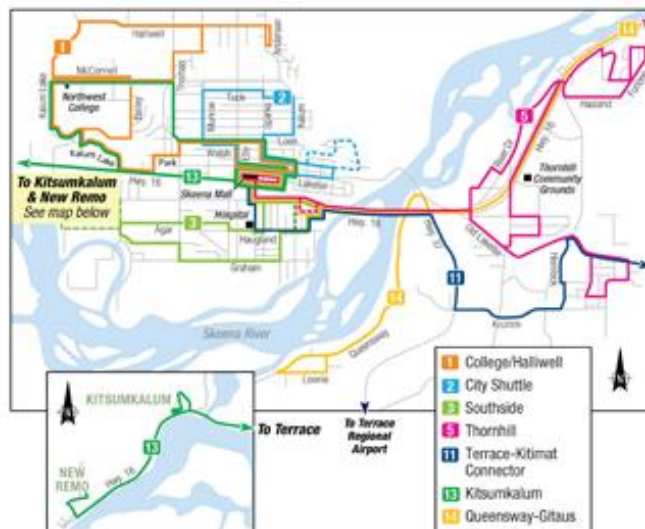
	I support the suggested change	I have some concerns, but overall I support the suggested changes → please tell us your concern	Makes no difference to me	I don't support the suggested change → please tell us why below
Serve UNBC				

Tell us your priorities by June 30  
[www.bctransit.com](http://www.bctransit.com)  
and click on Transit Future



# Potential Schedule Changes

Terrace Regional Service Map



Tell us  
your  
comments

What do you think of the following potential changes?

Use a sticky dot to vote for each suggestion

	The suggested change would encourage me to take transit more often	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below
Local Terrace routes – add Sunday service				
Local Terrace routes – add more weeknight service				
5 Thornhill – add more mid-day service				
handyDART – add Saturday service				
handyDART – add Sunday service				
handyDART – start service earlier and end later on weekdays				

Tell us your priorities by June 30  
[www.bctransit.com](http://www.bctransit.com)  
and click on Transit Future



# Potential Schedule Changes

## Skeena Regional Service Map



Tell us your comments

What do you think of the following potential schedule changes? Please provide as much detail in your feedback as possible.

	The suggested change would encourage me to take transit more often	I have some concerns, but overall I support the suggested changes please tell us your concern	Makes no difference to me	I don't support the suggested change please tell us why below
11 Terrace-Kitimat Connector and 12 Kitimaat Village – add Saturday service				
11 Terrace-Kitimat Connector and 12 Kitimaat Village – add Sunday service				
11 Terrace-Kitimat Connector – add evening service				
11 Terrace-Kitimat Connector – improve schedule reliability				
13 Kitsumkalum and 14 Queensway-Gitau – add more Saturday service				
13 Kitsumkalum and 14 Queensway-Gitau – add Sunday service				
13 Kitsumkalum – start the first trip to better serve key school times. Right now, the first bus leaves Kitsumkalum at 8:28am and gets to Northwest Community College at 8:35am.				
14 Queensway-Gitau – start service earlier so delays do not impact in-town services				

Tell us your priorities by June 30  
[www.bctransit.com](http://www.bctransit.com)  
 and click on Transit Future





# Potential Bus Stop Location Changes

## Potential Bus Stop – Floyd St.



**1 College / Halliwell and 13 Kitsumkalum** – move the bus stop on Floyd Street to the Floyd Street and Mountain Vista Drive intersection so it is on the main street.

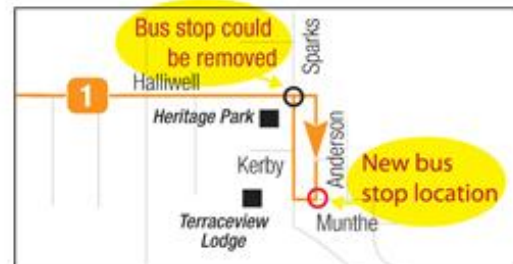
What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes → please tell us your concern	Makes no difference to me	I don't support the suggested change → please tell us why below

Tell us your comments

## Potential Bus Stop – Munthe Ave.



**1 College / Halliwell** - move the bus stop at Sparks Street and Halliwell Avenue to Munthe Avenue and Anderson Street where there is more demand for transit service.

What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes → please tell us your concern	Makes no difference to me	I don't support the suggested change → please tell us why below

## Potential Bus Shelter – Library

I support the suggested change	I have some concerns, but overall I support the suggested changes → please tell us your concern	Makes no difference to me	I don't support the suggested change → please tell us why below
Provide a bus stop shelter at the library bus stop.			



# Potential Bus Stop Location Changes

## Potential Bus Stop – Hospital emergency entrance



**11 Terrace-Kitimat Connector and 14 Queensway-Gitau**  
– move the Mills Memorial Hospital stop from the front entrance driveway to near the emergency entrance.

What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes → please tell us your concern	Makes no difference to me	I don't support the suggested change → please tell us why below

Tell us your comments

## Potential Bus Stop – Canadian Tire



**1 College / Halliwell** – move the Canadian Tire bus stop to the main street in front. Traffic makes it difficult to get out of the Canadian Tire parking lot.

What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes → please tell us your concern	Makes no difference to me	I don't support the suggested change → please tell us why below

Tell us your priorities by June 30  
[www.bctransit.com](http://www.bctransit.com)  
and click on Transit Future



# Thank you!

## Next Steps

Once the surveys are completed, we will summarize your comments and provide an update to the City of Terrace and Regional District of Kitimat-Stikine.

Your comments will be used to shape the final plan which will be shared with the public in fall 2012.

Watch the Transit Future website for more information on results and next steps.

## Do you have any other ideas to improve transit in your area?

Include suggestions that have not been mentioned on the other boards.

Thank you.



## Voting Results

The numbers in the following tables represent the number of times people voted for the option presented. The values are cumulative totals of all three open houses that were held in Prince Rupert and Port Edward.

### Service Improvement Priorities

ROUTES	More direct routes	Better connections	More frequent peak period (7-9am, 3-5pm) service	More frequent midday service	Earlier weekday service	Later weekday service	More evening service	More Saturday service	Sunday and Holiday service	Other
1 College/Halliwell			3				1	2	1	
2 City Shuttle		1	1		1	1	1	2	4	
3 Southside		2	2	1	1	1	1	2	4	
5 Thornhill	1		6	8		2	1	10	15	
99 Special								1	2	
11 Terrace-Kitimat Connector	1	1	4	8	5	4	8	21	14	1
12 Kitamaat Village	12	5	22	15	6	15	14	29	30	11
13 Kitsumkalum	1	2	3	2	2	2	3	6	6	2
14 Queensway-Gitau	1	1	1	1		1	5	8	8	1
handyDART			1	1	1	1	2	3	3	

### Service Changes

	I support the suggested change	I have some concerns, but overall I support the suggested changes	Make no difference to me	I don't support the suggested change
1 College/Halliwell	21	1		1
5 Thornhill – Walmart stop	33			1
5 Thornhill – UNBC service	6	1	3	



## Schedule Changes

	The suggested change would encourage me to take transit more often	I have some concerns, but overall, I support the suggested changes	Makes no difference to me	I don't support the suggested changes
Local Terrace routes – Sunday service	20	2		
Local Terrace routes – more weeknight service	19			
5 Thornhill – more midday service	8			
handyDART – Saturday service	8		1	
handyDART – Sunday service	2			
handyDART – extend service hours	7			
11 Terrace-Kitimat Connector and 12 Kitimaat Village – Saturday service	41			
11 Terrace-Kitimat Connector and 12 Kitimaat Village – Sunday service	30			
11 Terrace-Kitimat Connector – evening service	27			
11 Terrace-Kitimat Connector – reliability	14			
13 Kitsumkalum and 14 Queensway-Gitau – Saturday service	2			
13 Kitsumkalum and 14 Queensway-Gitau – Sunday service	3			
13 Kitsumkalum – earlier first trip	2			
14 Queensway-Gitau – earlier first trip	1			

## Bus Stop Location Changes

	I support the suggested change	I have some concerns, but overall I support the suggested changes	Make no difference to me	I don't support the suggested change
<b>Floyd St.</b>	14		2	
<b>Munthe Ave.</b>	13		1	
<b>Library bus shelter</b>	9			
<b>Hospital emergency entrance</b>	21	1		
<b>Canadian Tire</b>	13			

## Comments

The following specific comments were made during the open houses.

<b>Farmer's Market</b>
The Terrace to Kitimat service is good. But I believe that the service needs to have 2 parts Terrace to Kitimat and Terrace to Kitimaat
Use direct route for Kitimat connector all the time.
Buses are cold all the time - even in summer. Buses should be cleaner - drivers should pick up bottles.
Need to update the bus route to the new housing area in Gitau - VERY IMPORTANT in winter when little children are waiting outside.
Incorporate Krumm Ave into Thornhill route (maybe in or out of Thornhill)
Need more trips in Kitimat between 6:45 to 10:10; need buses on weekends *trips from Terrace to Kitimat to use their pool (family)
Have more outlets for day passes
<b>Kitamaat Village</b>
More bus service so that when its busy people do not have to stand between the Village & Kitimat. It's a long painful ride. Cleaner buses, it smells like urine & beer.
Go to Upper Bench
Please give transit tickets
Can only bring a limited number of bags - problem for grocery trips
First Canada's office closes at 4pm. Sometimes, within office hours, they don't pick up the phone.
Put Saturday service in Terrace routes.
Harassment & drinking on the bsu from Terrace to Kitimat
Have camera to catch the harasments and drunks so that they can be banned
Possibility for service up the hill? ~10 people would use the service, esp. for pension days; there is space for bus to turn around, adequate sanding in the winter

can buses run more regularly some elders can not stand and or sit to long. And the wait for the return bus can be very hard on them especially if it medical related.

### **City Centre Mall**

Very few passengers picked up in Jack Pine

Route #11 - Start weekday service 20 minutes earlier to get people to work by 8am.

More frequent stops to the Terrace Airport from downtown.

The connector should go to the medical clinic.

Add a bus stop between cable car subdivision & Kitimaat Village Rd (by the apartments).

Should put in bus stop between Sporks & Eby for Eastbound buses.

Not able to take on a electric wheelchair on connector

Free transfer to Terrace from Kitimat connector!

### **Skeena Mall**

Consider, Have service to Braun's Island

Southside #3 should run in both directions

Would have to walk up a hill to get to Emergency entrance. Good idea for #11 & #14 routes. Snow removal would be required.

Why run school service special all year round.

Snow needs to be removed on sidewalks. Downtown sidewalks should be cleared by businesses by 10am.

## APPENDIX C – SUMMARY OF ON-BOARD SURVEY QUESTIONS AND RESULTS

## ON-BOARD SURVEY CARDS

Below is an example of the survey cards that were distributed.

### CUSTOMER SATISFACTION SURVEY — BC TRANSIT SERVICES

1. What is the **main reason** for making this trip? Travel can be to or from any of these destinations. Select one.

<input type="checkbox"/> Work	<input type="checkbox"/> Shopping	<input type="checkbox"/> University/College	<input type="checkbox"/> High School	<input type="checkbox"/> Social/Recreational	<input type="checkbox"/>
<input type="checkbox"/> Medical/Dental	<input type="checkbox"/> Other: _____				

2. Where did you **start** this trip? Please note the **nearest intersection, neighbourhood or landmark**.

\_\_\_\_\_

3. When did you **start** this trip? \_\_\_\_\_

4. What is the **location** you are going to? \_\_\_\_\_

5. What route are you riding now? \_\_\_\_\_

6. How often do you ride BC Transit services? Select one.

<input type="checkbox"/> Everyday	<input type="checkbox"/> Every weekday	<input type="checkbox"/> 2-3 times per week	<input type="checkbox"/> 2-3 times per month	<input type="checkbox"/>
<input type="checkbox"/> Less than 2-3 times per month	<input type="checkbox"/> Never			

7. How often do you have access to a car as a driver? Select one.

<input type="checkbox"/> Always have access to a car	<input type="checkbox"/> Sometimes have access to a car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Never have access to a car	<input type="checkbox"/> Do not have driver's license			



One response per person. Please return to a bus driver by June 30.  
Thank you for your input!

How satisfied are you with the following aspects of your transit service? Select one box to the right of each aspect listed.

Attribute	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Frequency of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closeness of stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money (of fares)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to schedule information (eg. Telephone info-line, internet, Rider's Guide)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How could transit services be improved so that you or your friends and family would use it more often?

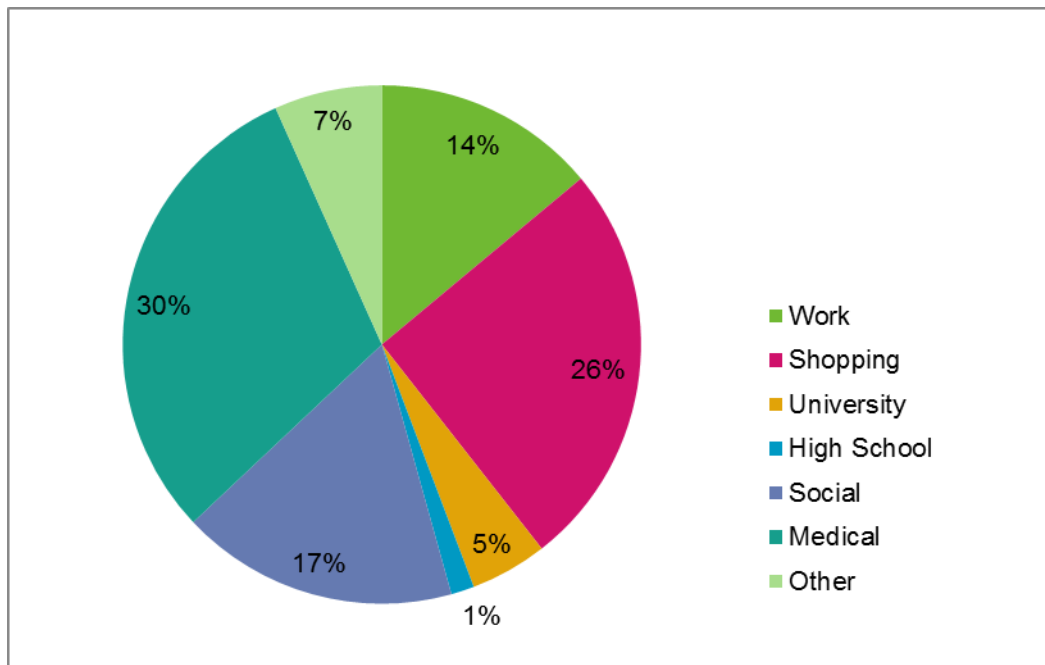
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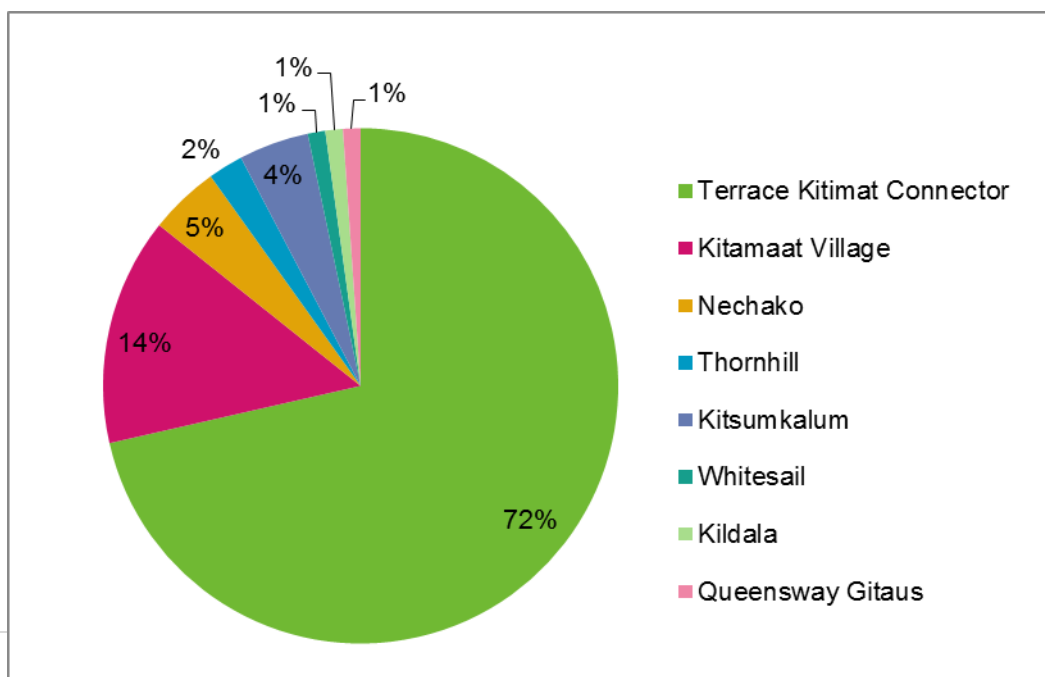
## Survey Results

### Question 1. What is the main reason for making this trip?



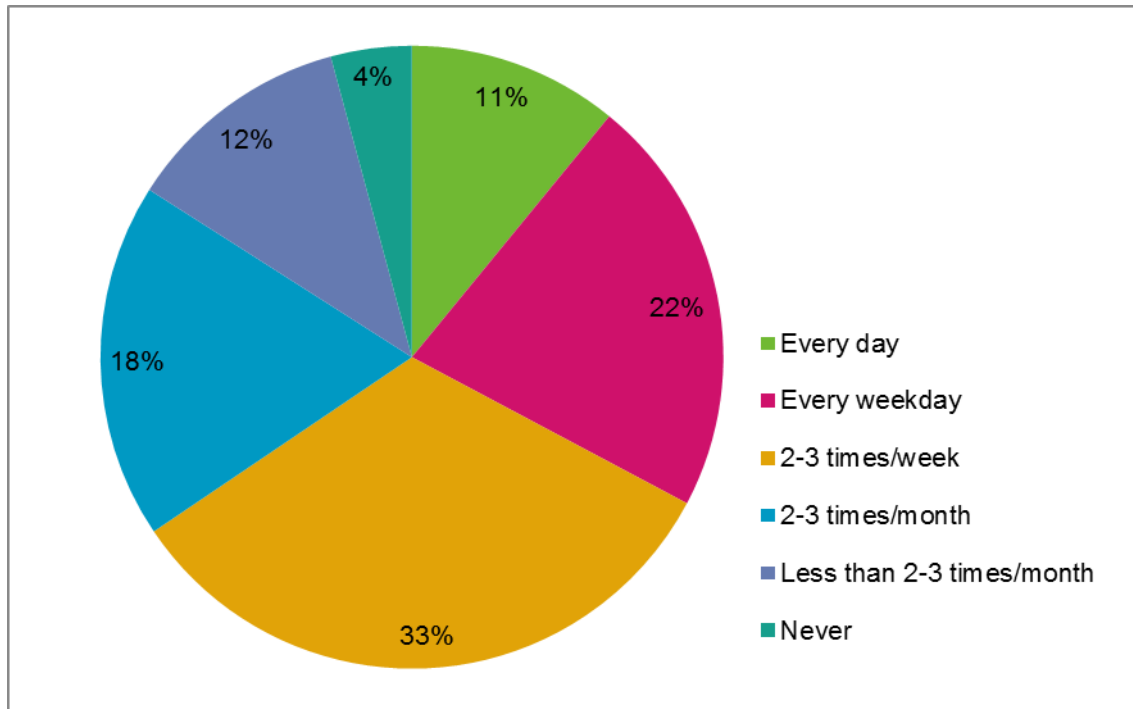
**Over half** of survey respondents cite either travelling to and from **medical/dental appointments** or **shopping** as their main trip purposes. **Less than a fifth** of respondents choose to **commute to and from work** using transit.

### Question 5. What route are you riding now?



The vast majority of survey respondents ride the **Terrace-Kitimat Connector** (11) route.

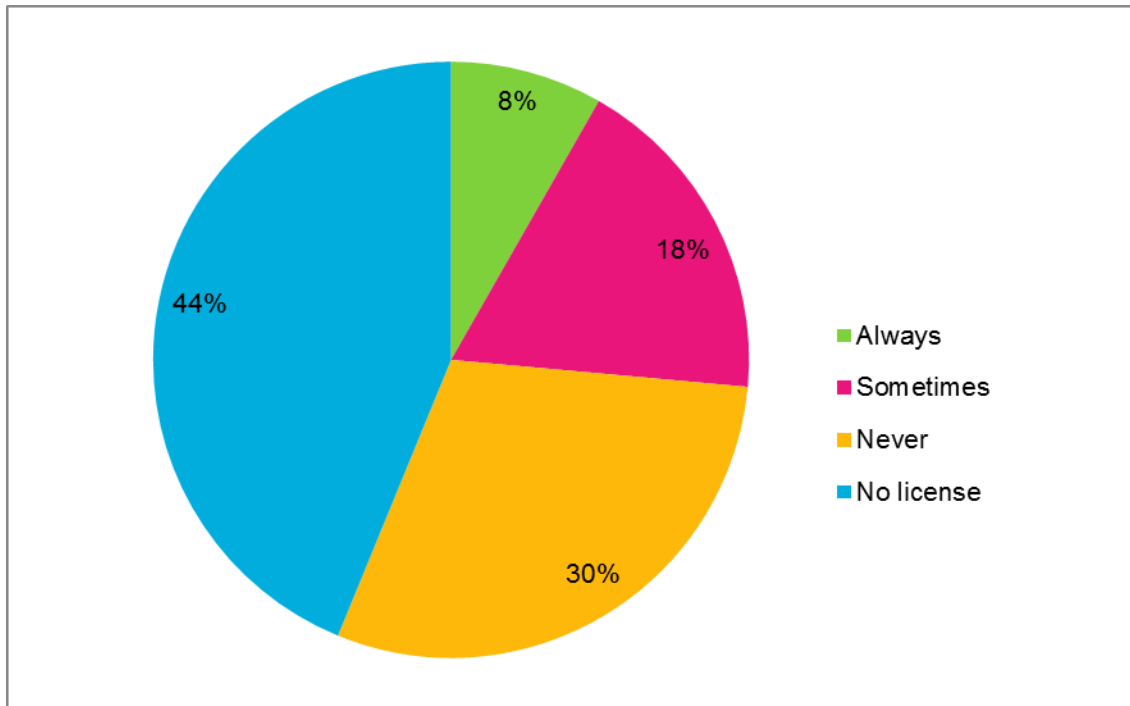
**Question 6. How often do you ride BC Transit services?**



Most survey respondents report riding BC Transit services 2 to 3 times a week, and **about two-thirds** of respondents report taking transit **at least 2 to 3 times a week**.

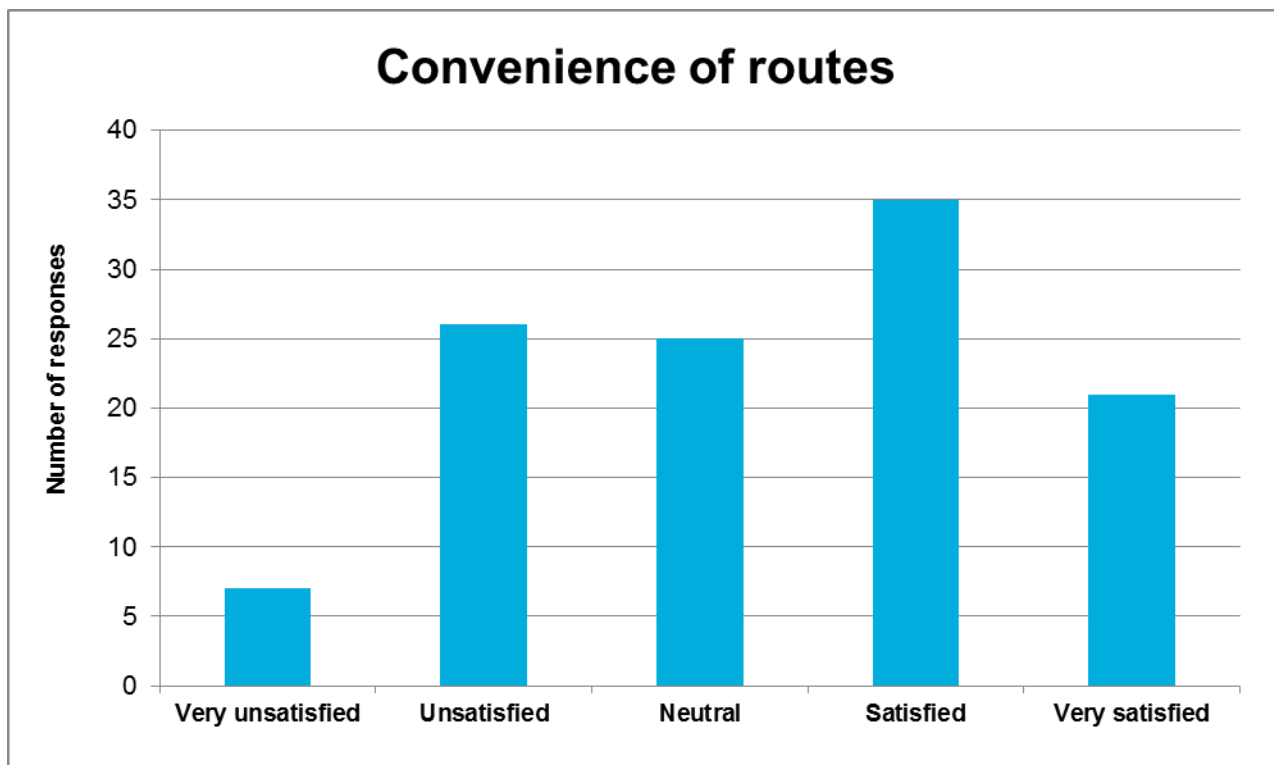
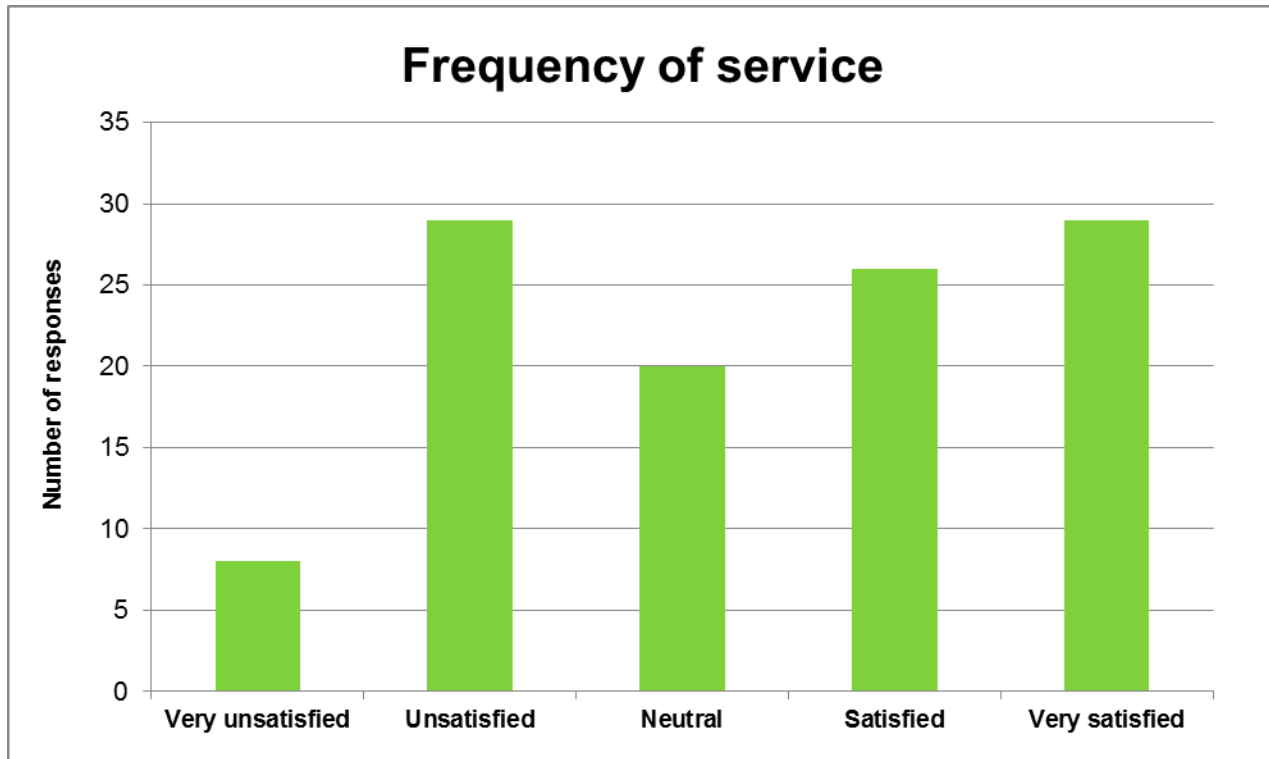


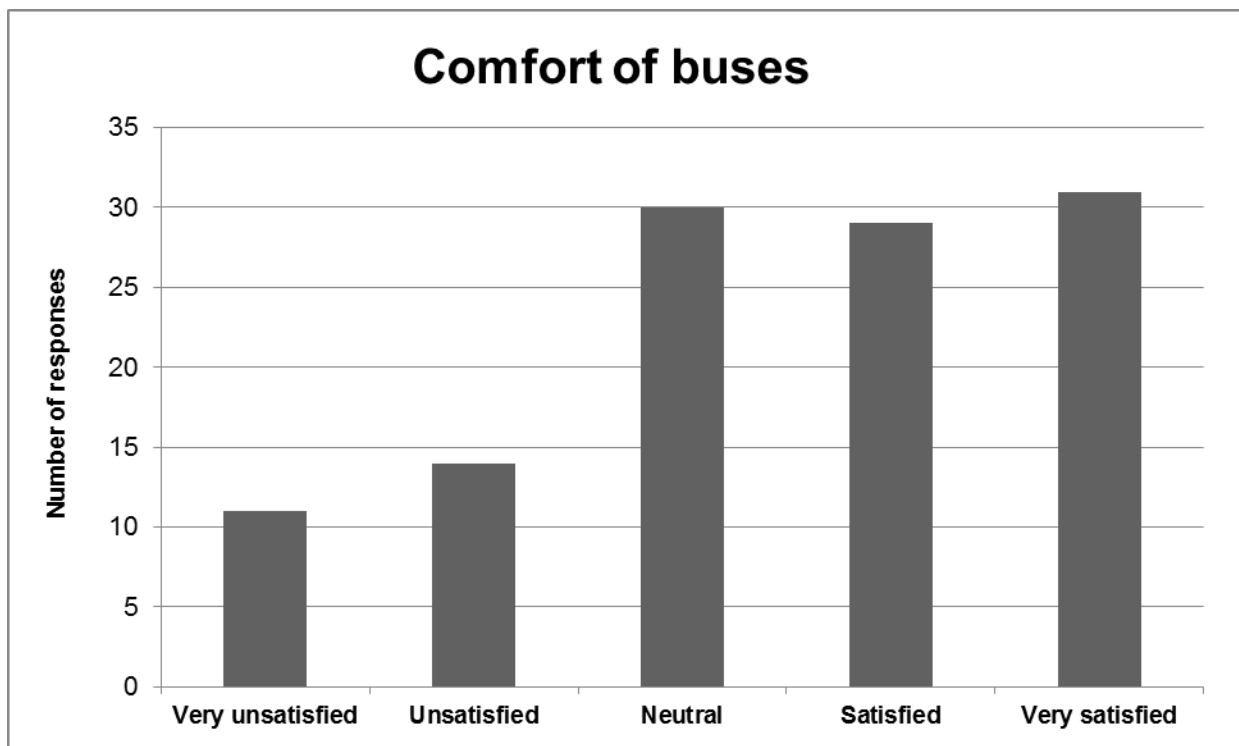
**Question 7. How often do you have access to a car as a driver?**

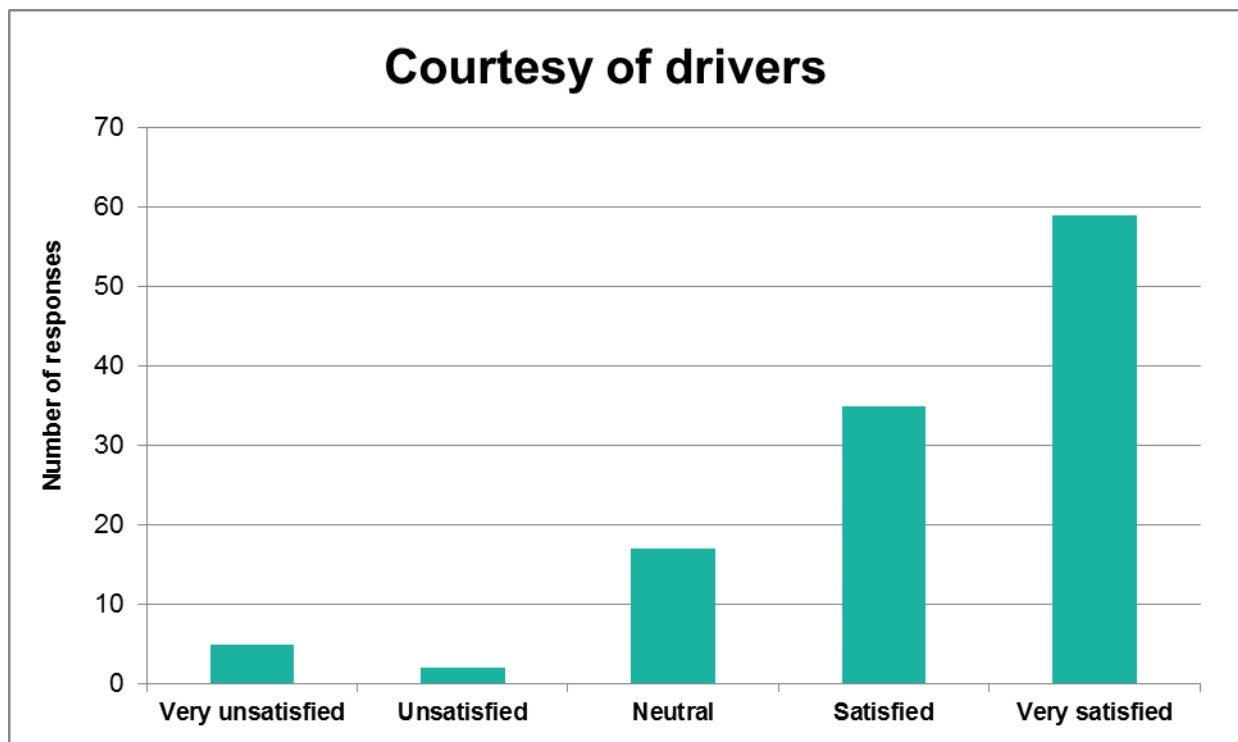
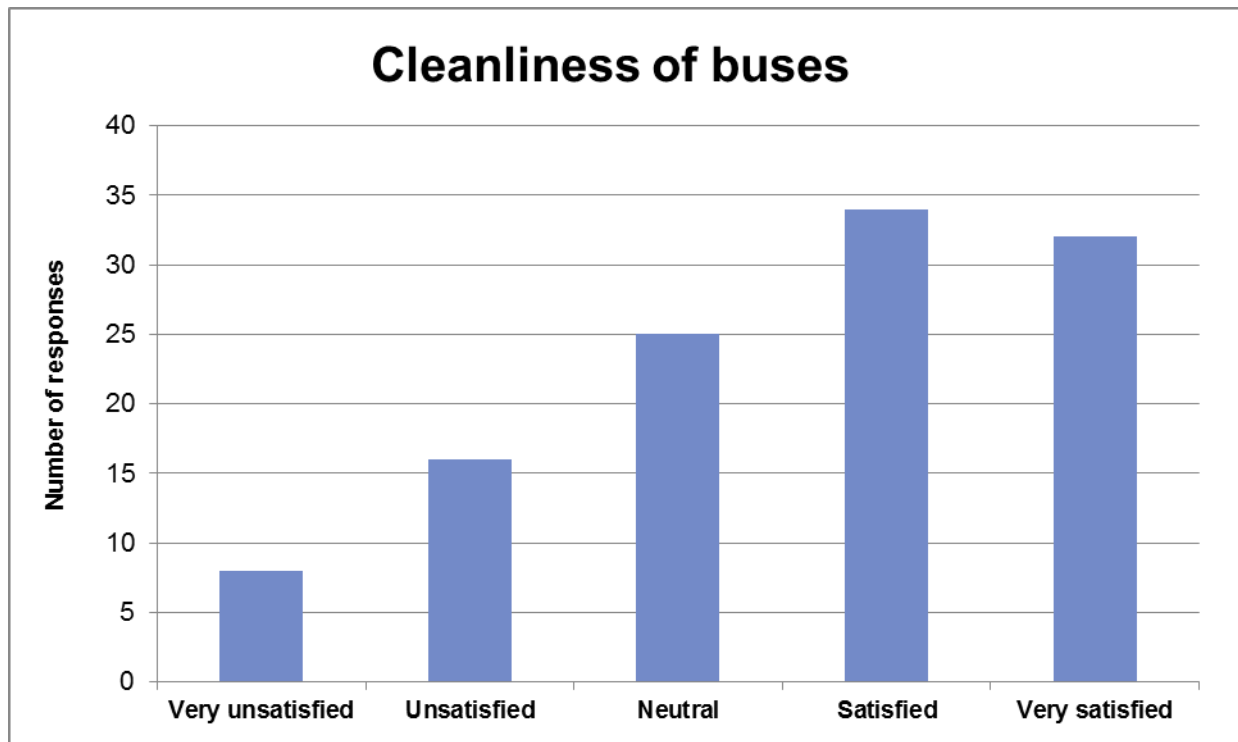


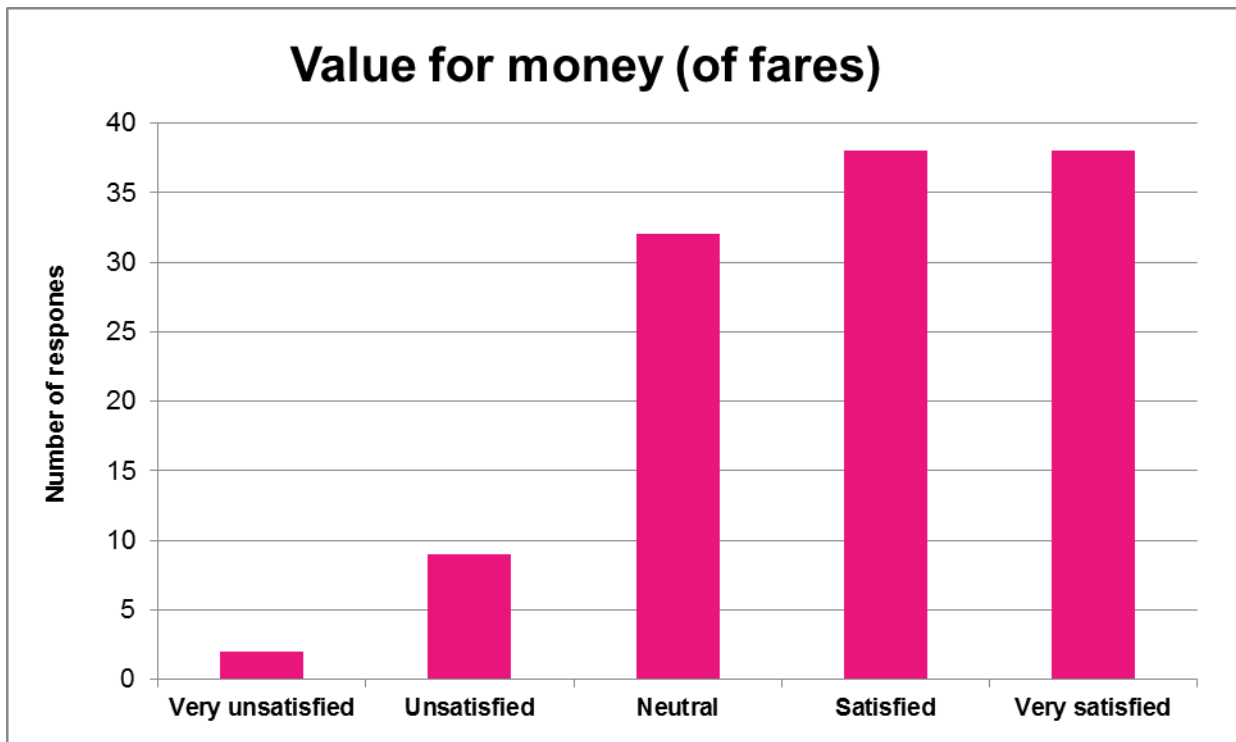
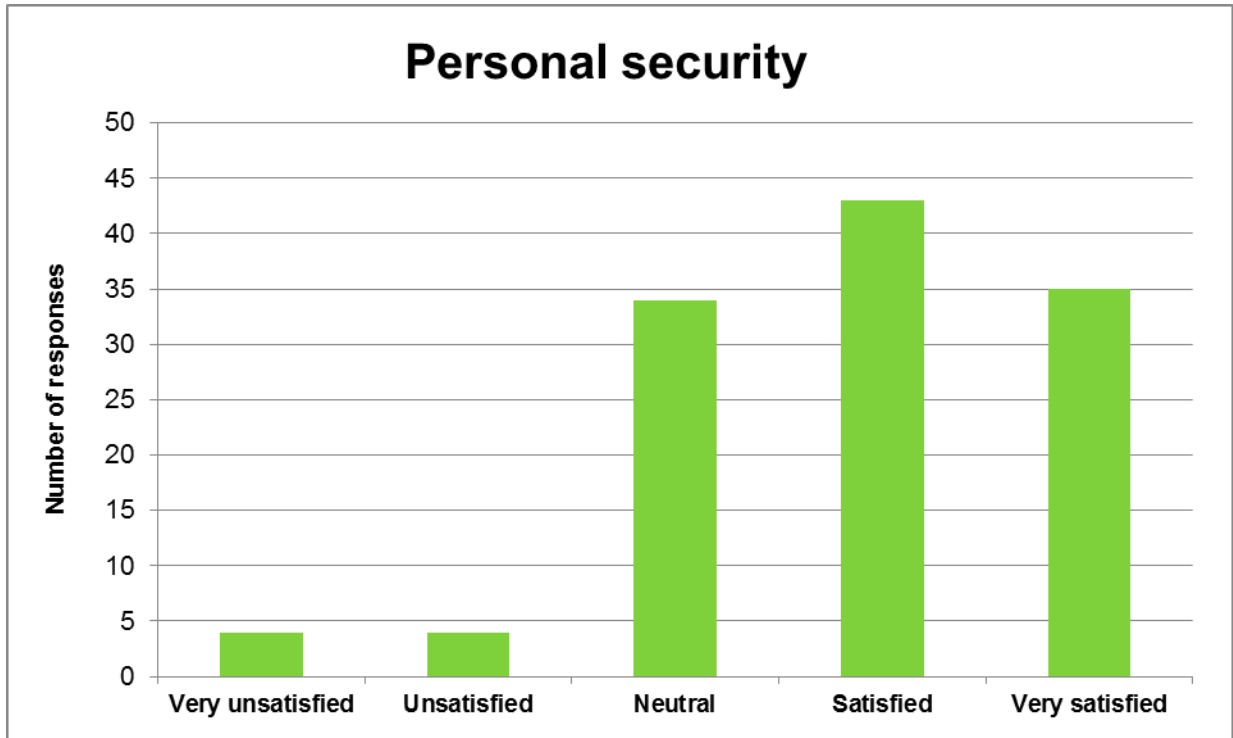
A combined **three-quarters** of survey respondents have **no access to a car as a driver**, with about two-fifths of respondents having no driver's license and around a third of respondents never having access to a vehicle.

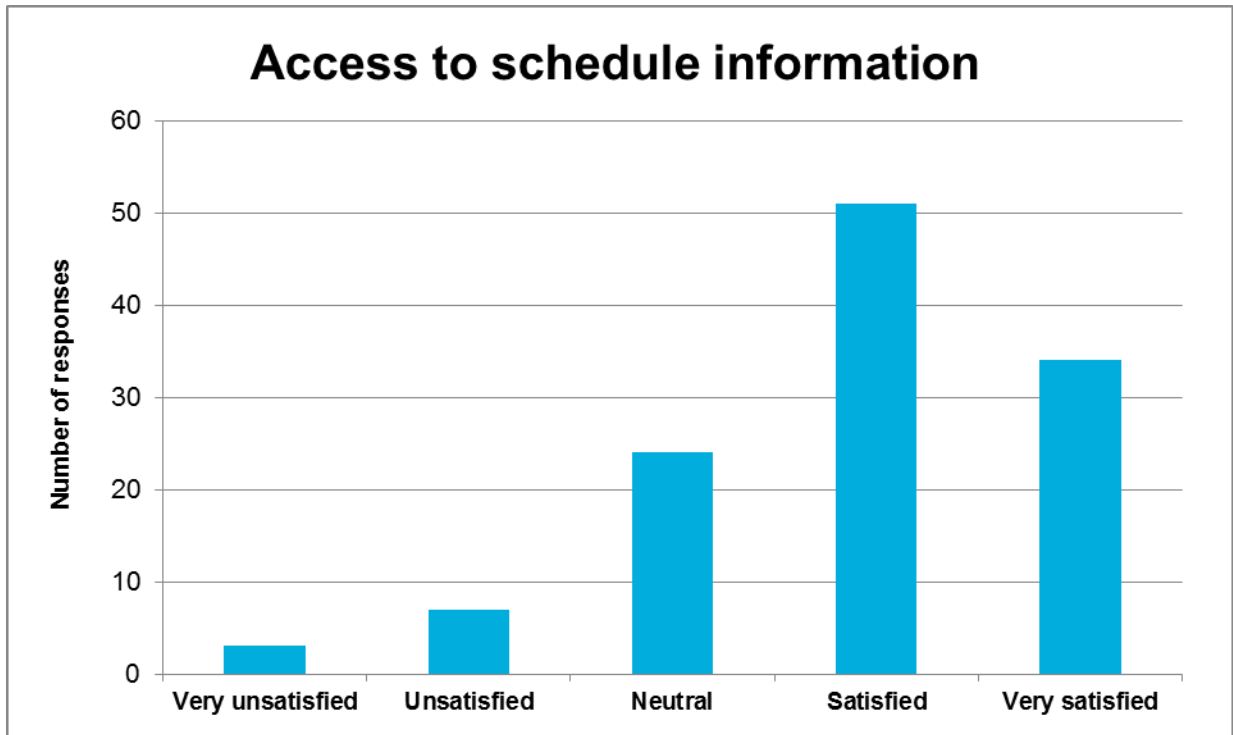
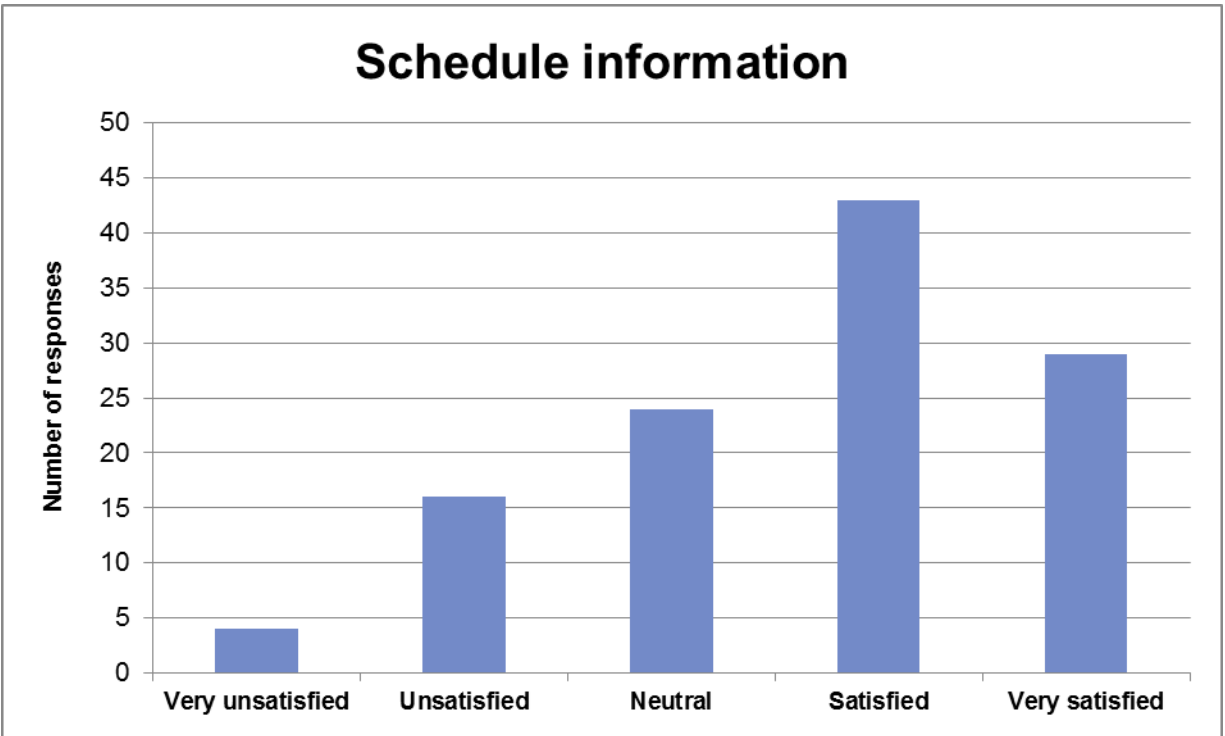
Question: How satisfied are you with the following aspects of your transit service?









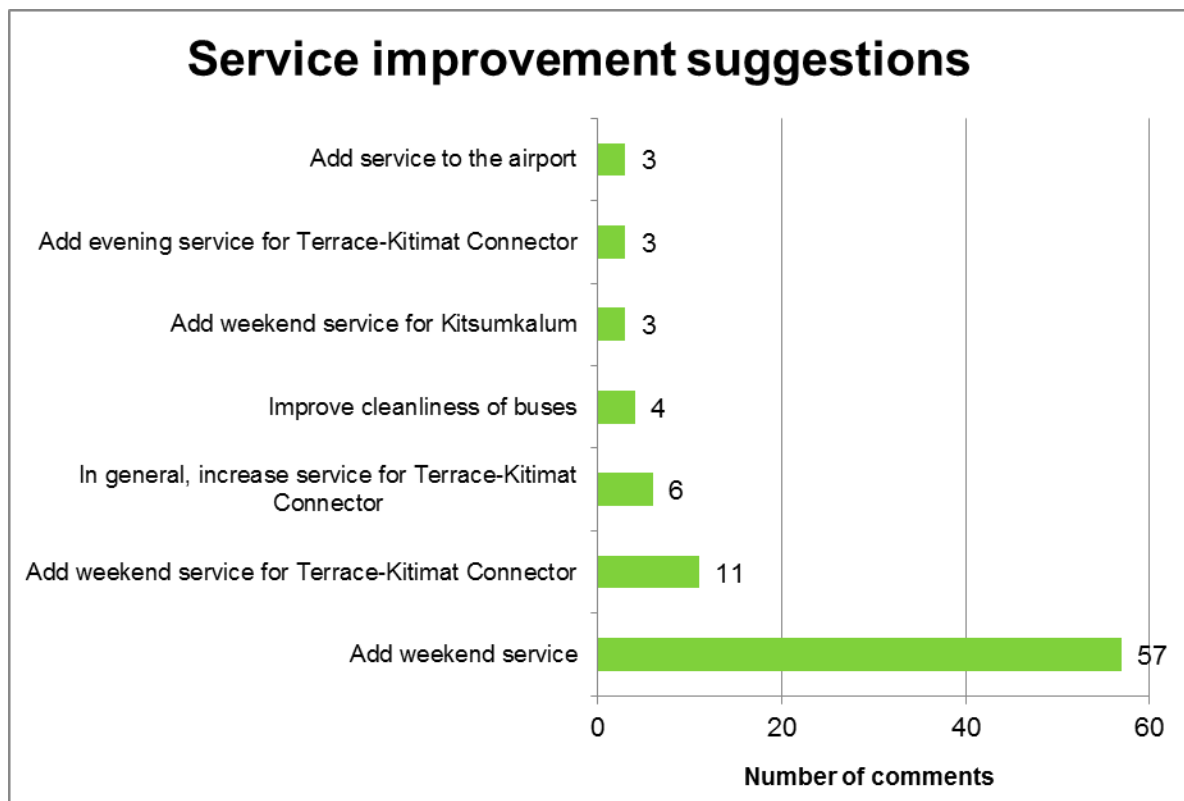


**Overall Typical Response With Regards to Satisfaction with Services**

Most survey respondents report **satisfaction with the current overall level of transit service offered**. Respondents report being very satisfied with the closeness of bus stops, comfort of buses and courtesy of bus drivers and satisfied with the convenience of routes, cleanliness of buses, personal security, value for money of fares, schedule information and access to schedule information. Level of satisfaction regarding the frequency of service offered varied among respondents, with as many respondents reporting being unsatisfied as being very satisfied; overall however, more respondents report being either satisfied or very satisfied than unsatisfied or very unsatisfied with service frequency.

<b>FREQUENCY OF SERVICE</b>	<b>UNSATISFIED/VERY SATISFIED</b>
<b>CONVENIENCE OF ROUTES</b>	<b>SATISFIED</b>
<b>CLOSENESS OF STOPS</b>	<b>SATISFIED/VERY SATISFIED</b>
<b>COMFORT OF BUSES</b>	<b>VERY SATISFIED</b>
<b>CLEANLINESS OF BUSES</b>	<b>SATISFIED</b>
<b>COURTESY OF DRIVERS</b>	<b>VERY SATISFIED</b>
<b>PERSONAL SECURITY</b>	<b>SATISFIED</b>
<b>VALUE FOR MONEY (OF FARES)</b>	<b>SATISFIED</b>
<b>SCHEDULE INFORMATION</b>	<b>SATISFIED</b>
<b>ACCESS TO SCHEDULE INFORMATION</b>	<b>SATISFIED</b>

**Question: How could transit services be improved so that you or your friends and family would use it more often?**



Introduction of **weekend service** was the most suggested service improvement, suggested in over half of all open comment responses.

### Overall Summary of Survey Results

The average survey respondent cites medical/dental appointments or shopping as main reasons for making a transit trip, rides the Terrace-Kitimat Connector bus, takes transit at least 2 to 3 times a week, has no car access, is satisfied with the overall service quality of transit offered and suggests the introduction of weekend service as a service improvement.

TRIP PURPOSE	MEDICAL/DENTAL & SHOPPING
ROUTE RIDDEN	TERRACE-KITIMAT CONNECTOR
RIDING FREQUENCY	AT LEAST 2-3 TIMES A WEEK
ACCESS TO CAR	NO ACCESS OR NO LICENSE
SERVICE QUALITY	SATISFIED
GENERAL SERVICE IMPROVEMENT	SCHEDULE CHANGE
SPECIFIC SERVICE IMPROVEMENT	WEEKEND SERVICE



## APPENDIX D – SUMMARY OF ON-LINE SURVEY QUESTIONS AND RESULTS

## Terrace-Skeena and Kitimat Transit Survey

BC Transit, in partnership with the City of Terrace and the Regional District of Kitimat-Stikine, is conducting a review of the transit services it offers in the communities of Terrace, Kitimat, New Remo, Thornhill, Gitaus, and Kitimaat Village.

The purpose of these reviews is to assess satisfaction among residents, employees and visitors with the existing services, identify strategies for increasing use of these services, and identify opportunities for making the services more efficient. Your feedback will greatly assist us in identifying strategies for improving transit services in your community.

Please respond to this survey by **June 30th** in order for your feedback to be collected.

Thank you!

### Question 1

In which community do you live in?

- ☐ Terrace - Upper bench area
- ☐ Terrace - Horseshoe area
- ☐ Terrace - Southside area
- ☐ Queensway/Gitaus
- ☐ Thornhill
- ☐ Kitsumkalum
- ☐ Kitimaat Village
- ☐ Kitimat - Whitesail area
- ☐ Kitimat - Nechako area
- ☐ Kitimat - Kildala area
- ☐ Other, please specify...

What is your nearest intersection? (Optional)

Street name:

Nearest cross street:

### Question 2

If you ride transit, what is typically the *main* purpose of your trips. Select one.

- ☐ Not applicable
- ☐ Work
- ☐ Shopping
- ☐ University/college
- ☐ High school
- ☐ Social/recreational
- ☐ Medical/dental
- ☐ Other, please specify...

**Question 3**

How often do you ride BC Transit services?

- ☐ Every day
- ☐ Every weekday
- ☐ 2-3 times a week
- ☐ 2-3 times a month
- ☐ Less than 2-3 times a month
- ☐ Never

**Question 4**

Which of the following transportation options have you used in the last year? Select all that apply.

- ☐ Greyhound bus service
- ☐ School bus service
- ☐ Taxi
- ☐ Hitchhiking
- ☐ Walking
- ☐ Cycling
- ☐ Other, please specify...

**Question 5**

How often do you have access to a car as a driver?

- ☐ Always have access to a car
- ☐ Sometimes have access to a car
- ☐ Never have access to a car
- ☐ Do not have a driver's license

**Question 6**

If you use BC Transit services, which routes do you use most often? Select all that apply.

- ☐ Route 1 - College/Halliwell
- ☐ Route 2 - City Shuttle
- ☐ Route 3 - Southside
- ☐ Route 5 - Thornhill
- ☐ Route 11 - Terrace-Kitimat Connector
- ☐ Route 12 - Kitamaat Village
- ☐ Route 13 - Kitsumkalum
- ☐ Route 14 - Queensway-Gitau
- ☐ Route 99 - School Special
- ☐ handyDART

### Question 7

What are the main destinations you travel to most often?

### Question 8

How satisfied are you with the following aspects of your transit service? Select one choice for each aspect of service.

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Unsatisfied</b>	<b>Very Unsatisfied</b>	<b>Don't know</b>
<b>Frequency of service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Convenience of routes</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Closeness of stop to your home</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Comfort of buses</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Cleanliness of buses</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Courtesy of drivers</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Personal security</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Value for money (of fares)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Schedule and route information at bus stops</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Access to schedule and route information</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Question 9

What is your *main* source of information about the transit service you most frequently use?

- ☐ BC Transit website
- ☐ Printed bus schedules (Rider's Guide)
- ☐ Newspapers
- ☐ "Transit info" phone number
- ☐ Other, please specify...

**Question 10**

How could information on these transit services be improved?

**Question 11**

If expansion were an option, where should we provide more service?







**Question 12**

How could transit services be improved so that you or your family and friends would use it more often?






**Any further comments or ideas on how we can improve or promote transit in your community?**

## Survey Results

### Question 1







Response	Chart	Frequency	Count
Terrace - Upper bench area		33%	6
Terrace - Horseshoe area		22%	4
Terrace - Southside area		11%	2
Queensway/Gitau		6%	1
Kitimat - Nechako area		11%	2
Other, please specify...		17%	3
Total responses: 18			

### Question 2

Response	Chart	Frequency	Count
Not applicable		22%	4
Work		39%	7
Shopping		11%	2
University/college		22%	4
High school		0%	0
Social/recreational		0%	0
Medical/dental		0%	0
Other, please specify...		6%	1
Total responses: 18			








[Details »](#)

### Question 3

Response	Chart	Frequency	Count
Every day		6%	1
Every weekday		6%	1
2-3 times a week		22%	4
2-3 times a month		6%	1
Less than 2-3 times a month		33%	6
Never		28%	5

Total responses: 18





### Question 4

Response	Chart	Frequency	Count
Greyhound bus service		21%	4
School bus service		5%	1
Taxi		53%	10
Hitchhiking		11%	2
Walking		89%	17
Cycling		47%	9
Other, please specify...		21%	4

[Details »](#)


Total responses: 19











### Question 5

Response	Chart	Frequency	Count
Always have access to a car		50%	9
Sometimes have access to a car		28%	5
Never have access to a car		0%	0
Do not have a driver's license		22%	4

Total responses: 18

## Question 6

 [Edit this item»](#)

Response	Chart	Fre	
Route 1 - College/Halliwel		38%	5
Route 2 - City Shuttle		23%	3
Route 3 - Southside		23%	3
Route 5 - Thornhill		8%	1
Route 11 - Terrace-Kitimat Connector		31%	4
Route 12 - Kitamaat Village		0%	0
Route 13 - Kitsumkalum		0%	0
Route 14 - Queensway-Gitau		15%	2
Route 99 - School Special		0%	0
handyDART		15%	2

Total responses: 13

## Question 8






Service aspect	Median
Frequency of service	2
Convenience of routes	2
Closeness of stop to your home	3
Comfort of buses	4
Cleanliness of buses	4
Courtesy of drivers	4
Personal security	4
Value for money (for fares)	4
Schedule and route information at bus stops	3.5
Access to schedule and route information	3



## Question 8

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Don't know	Total Responses
Frequency of service	0 (0%)	2 (11%)	3 (17%)	6 (33%)	4 (22%)	3 (17%)	18
Convenience of routes	0 (0%)	4 (24%)	3 (18%)	7 (41%)	2 (12%)	1 (6%)	17
Closeness of stop to your home	6 (32%)	1 (5%)	4 (21%)	3 (16%)	2 (11%)	3 (16%)	19
Comfort of buses	2 (12%)	6 (35%)	5 (29%)	1 (6%)	0 (0%)	3 (18%)	17
Cleanliness of buses	2 (12%)	6 (38%)	4 (25%)	0 (0%)	0 (0%)	4 (25%)	16
Courtesy of drivers	3 (19%)	6 (38%)	3 (19%)	0 (0%)	0 (0%)	4 (25%)	16
Personal security	3 (19%)	7 (44%)	2 (12%)	0 (0%)	0 (0%)	4 (25%)	16
Value for money (of fares)	2 (12%)	5 (31%)	4 (25%)	1 (6%)	0 (0%)	4 (25%)	16
Schedule and route information at bus stops	1 (6%)	5 (31%)	2 (12%)	3 (19%)	2 (12%)	3 (19%)	16
Access to schedule and route information	1 (6%)	6 (38%)	2 (12%)	3 (19%)	2 (12%)	2 (12%)	16

## Question 9

Response	Chart	Frequency	Count	
BC Transit website		44%	8	
Printed bus schedules (Rider's Guide)		50%	9	
Newspapers		0%	0	
"Transit info" phone number		0%	0	
Other, please specify...		6%	1	<a href="#">Details »</a>
<b>Total responses: 18</b>				

### Service improvement suggestions

1. Service to UNBC, with a bus stop on Keith Ave.
2. Increased service between UNBC and Northwest Community College
3. Operate smaller van-type vehicles (rather than buses) at higher frequency

## APPENDIX E – SUMMARY OF DRIVER SURVEY QUESTIONS AND RESULTS

June 12, 2012

## **Terrace Regional and Skeena Regional Transit Service Reviews**

### **Information to FirstCanada ULC Transit Operators**

A service review of the Terrace Regional and Skeena Regional Transit Systems is now underway to analyze the existing systems and create options for improvement. There are four key goals for this transit review:

- Build public awareness and support of Terrace Regional and Skeena Regional transit services provided and identify ways to grow transit ridership.
- Gather feedback on potential routing, scheduling, and bus stop changes, as well as feedback on other elements of the existing transit system.
- Analyze, summarize and report back on consultation outcomes to the City of Terrace and Regional District of Kitimat-Stikine, and make recommendations to improve transit system efficiency and effectiveness for the consideration of local decision makers.
- Increase customer satisfaction.

The service review will gather information on ridership from past surveys and collect information on stop usage and running times from driver feedback and GFI data. However, anecdotal ideas and comments from drivers, passengers, and residents will be the key input to this review.

This feedback will be collected as follows:

- Transit operator survey. See survey on page 3.
- Outreach to key stakeholders
  - Stakeholder meetings and interviews with elected officials, government staff, operating managers, operators, and community organizations.
- Open houses at the following times and locations. At these open houses, some of the suggested changes included in the attached operator survey

will be presented, and attendees will be asked for their feedback on these suggestions, as well as input on other ideas for improvement.

Thursday, June 21	6pm to 8pm	Haisla Recreation Centre	1538 Jassie Street Kitimaat Village, BC
Friday, June 22	9:30am to 12:30pm	Kitimat City Centre Mall	276 City Centre, Kitimat, BC
Friday, June 22	2:30pm to 5:30pm	Skeena Mall	4741 Lakelse Avenue Terrace, BC
Saturday, June 23	9am to 1pm	Skeena Valley Farmers' Market	Market Street opposite Library Park Terrace, BC

- An onboard survey, which is being distributed and collected by drivers.
- An online survey for passengers and the general public, which will be open until June 30<sup>th</sup>. The survey can found here:  
<http://fluidsurveys.com/surveys/transp-stantec/terrace-skeena-and-kitimat-transit-survey/>
- Written submissions via email, mail, fax, and forms on the transit website.

Once feedback has been received, an operations technical team will go through the initial work of sifting through suggestions and developing preliminary ideas and options. Currently this technical team is proposed to include Senior Regional Transit Manager Todd Dupuis, FirstCanada ULC Regional Manager Philip Malnis, the Stantec Consulting team hired by BC Transit for this study, and myself, Tania from BC Transit.

In turn, the technical team reports to the City of Terrace and Regional District of Kitimat-Stikine, with information for their consideration.

Depending on feedback, suggestions that can be implemented fairly easily and cost-effectively **will be considered for implementation for fall 2012**. The final report and options are scheduled to be presented to the City of Terrace and Regional District of Kitimat-Stikine in the fall. **If options presented in this report are approved, further transit system improvements could be implemented in early 2013.**

In summary, the timeline is as follows:

Date	Activity
May - June 2012	Data collection; public consultation
July 2012	Data analysis and service option development
August 2012	Final Transit Service Reviews

As a first step towards rethinking the Terrace Regional and Skeena Regional Transit Systems, we have attached a survey to help collect your thoughts and feedback. Please complete the survey and return it to Philip Malnis by June 30<sup>th</sup>.

Thank you for your time and we look forward to receiving your ideas and suggestions.

Sincerely, Tania Wegwitz

Transit Planner

BC Transit

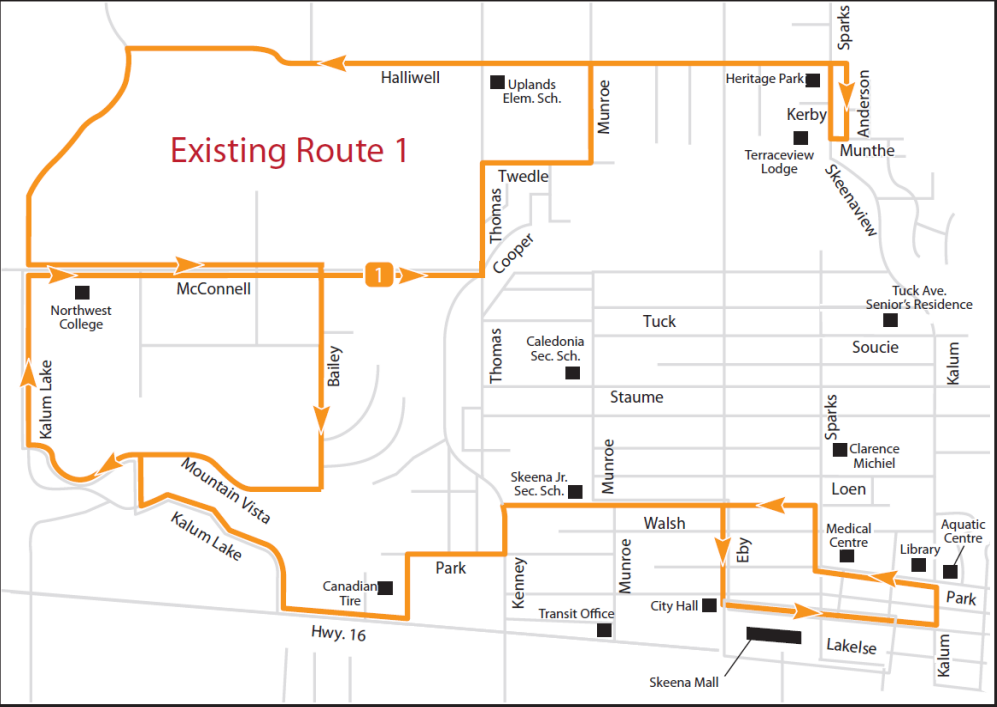
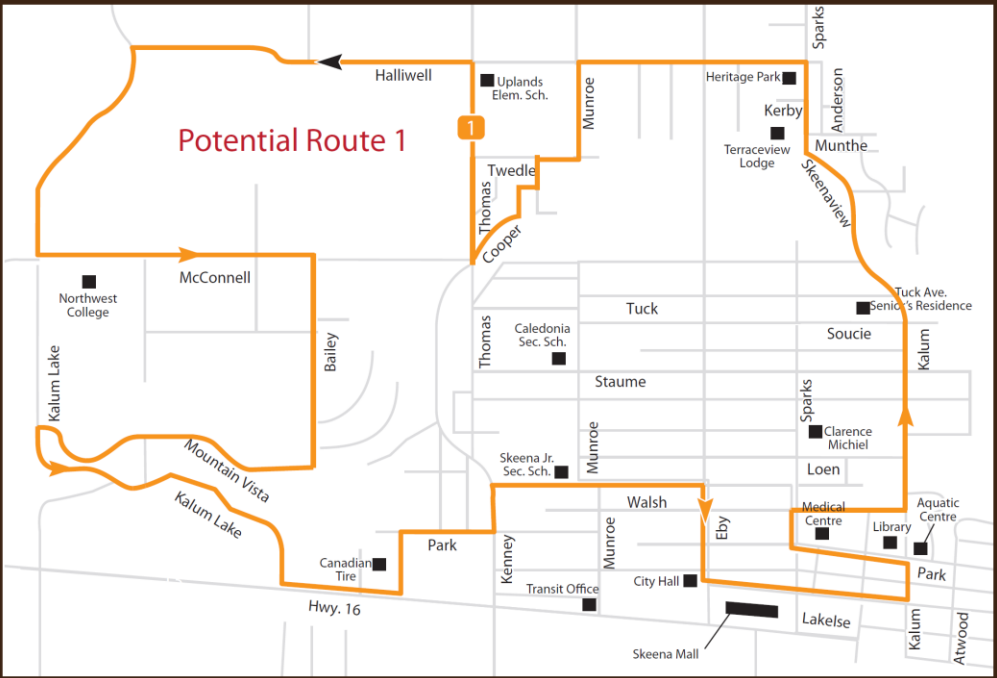
*cc: Todd Dupuis, Senior Regional Transit Manager, BC Transit*

Encl: Transit Review Questions for Transit Operators

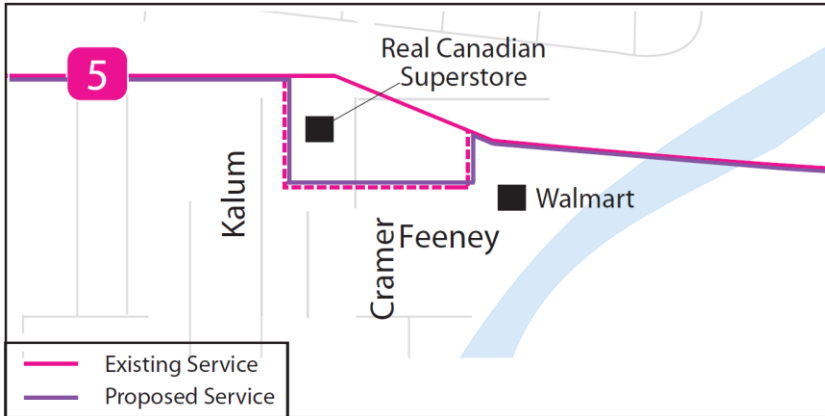
Transit Review Questions for Transit Operators

(This is only a starting point: feel free to add additional pages or information as you like).

Below are some suggestions that we have heard already. Please provide us with your thoughts on these changes in as much detail as possible.

Suggested Route Changes	Your Comments
Consider <b>changing the route structure of route #1 (College / Halliwell)</b> as in the maps below.	
<div><div><div>Existing Route 1</div>The map shows the existing route of Route 1 in an orange line. It starts at Halliwell, goes south on Munroe, then east on Twedle to Thomas, then south on Thomas to Cooper, then east on Cooper to McConnell, then south on Bailey to Kalum Lake, then east on Mountain Vista to Kalum Lake, then south on Canadian Tire to Park, then east on Park to Kenney, then south on Kenney to Transit Office, then east on Transit Office to City Hall, then south on City Hall to Skeena Mall, then east on Skeena Mall to Eby, then south on Eby to Walsh, then east on Walsh to Loen, then south on Loen to Medical Centre, then east on Medical Centre to Library, then south on Library to Aquatic Centre, then east on Aquatic Centre to Park, then south on Park to Kalum, then east on Kalum to Soucie, then south on Soucie to Tuck Ave. Senior's Residence, then east on Tuck Ave. to Sparks, then south on Sparks to Anderson, then east on Anderson to Munthe, then south on Munthe to Skeenaview, then east on Skeenaview to Heritage Park, then south on Heritage Park to Kerby, then east on Kerby to Terraceview Lodge, then south on Terraceview Lodge to Uplands Elem. Sch., then east on Uplands Elem. Sch. to Halliwell. The route is marked with a '1' in a circle at the intersection of Cooper and McConnell.</div><div><div>Potential Route 1</div>The map shows a potential new route for Route 1 in an orange line. It follows a similar path to the existing route but with some changes. It starts at Halliwell, goes south on Munroe, then east on Twedle to Thomas, then south on Thomas to Cooper, then east on Cooper to McConnell, then south on Bailey to Kalum Lake, then east on Mountain Vista to Kalum Lake, then south on Canadian Tire to Park, then east on Park to Kenney, then south on Kenney to Transit Office, then east on Transit Office to City Hall, then south on City Hall to Skeena Mall, then east on Skeena Mall to Eby, then south on Eby to Walsh, then east on Walsh to Loen, then south on Loen to Medical Centre, then east on Medical Centre to Library, then south on Library to Aquatic Centre, then east on Aquatic Centre to Park, then south on Park to Kalum, then east on Kalum to Soucie, then south on Soucie to Tuck Ave. Senior's Residence, then east on Tuck Ave. to Sparks, then south on Sparks to Anderson, then east on Anderson to Munthe, then south on Munthe to Skeenaview, then east on Skeenaview to Heritage Park, then south on Heritage Park to Kerby, then east on Kerby to Terraceview Lodge, then south on Terraceview Lodge to Uplands Elem. Sch., then east on Uplands Elem. Sch. to Halliwell. The route is marked with a '1' in a circle at the intersection of Cooper and McConnell.</div></div>	

Consider **adjusting the bus routes** so that there is a **direct connection between Walmart and Skeena Mall in both directions**. This could be done by making route #5 (Thornhill) trips heading Downtown stop at Walmart. Currently, for trips heading Downtown, passengers have to request a stop at Walmart.



Consider **making a route change** so that there is a **permanent bus stop at UNBC**. If you have any ideas on how this could be achieved, please include it in your comments.

#### Suggested Schedule Changes

#### Your Comments

Consider **adding Sunday service for local Terrace routes**

Consider **adding more weeknight service for local Terrace routes**

Consider **adding more mid-day service for route #5 (Thornhill)**



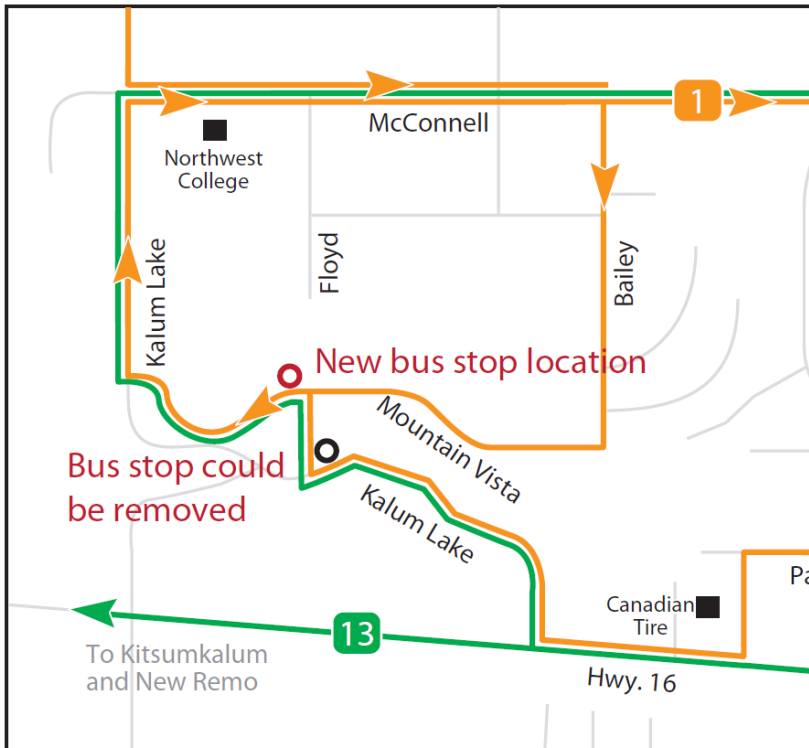
Consider <b>adding Saturday service for the handyDART</b>	
Consider <b>adding Sunday service for the handyDART</b>	
On weekdays, <b>consider starting handyDART service earlier and ending it later</b>	
Consider <b>adding Saturday service to route #11 (Terrace Kitimat Connector) and route #12 (Kitamaat Village)</b>	
Consider <b>adding Sunday service to route #11 (Terrace Kitimat Connector) and route #12 (Kitamaat Village)</b>	
Consider <b>adding evening service to route #11 (Terrace Kitimat Connector)</b>	

Consider <b>starting the services for route #14 (Queensway-Gitaus) earlier</b> so that any delays on that route do not impact services within town	
On <b>weekdays</b> , consider <b>adding more service to routes #13 (Kitsumkalum) and #14 (Queensway-Gitaus)</b>	
Consider <b>adding weekend service to routes #13 (Kitsumkalum) and #14 (Queensway-Gitaus)</b>	
Consider <b>starting the first trip for route #13 (Kitsumkalum) earlier</b> so that students can get to class on time. Right now, the first bus leaves Kitsumkalum at 8:28am and gets to Northwest Community College at 8:35am.	

Consider **improving the reliability of route #11 (Terrace-Kitimat Connector)**. If you have any ideas on how this could be achieved, please include it in your comments.

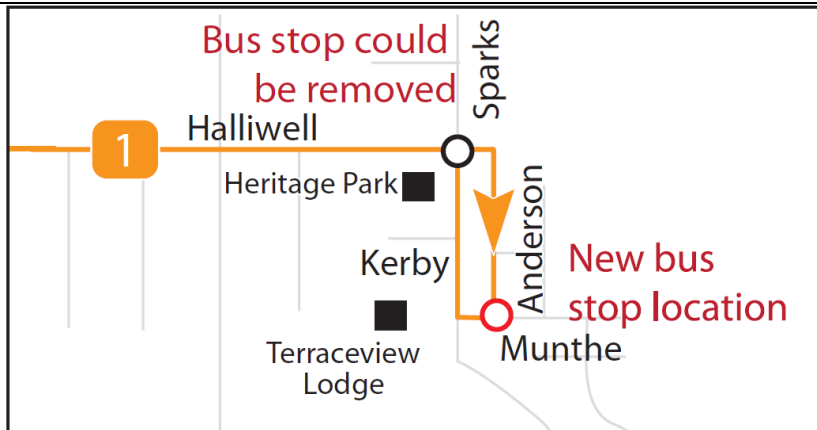
#### Suggested Bus Stop Location Changes

Consider **moving the bus stop on Floyd Street to the Floyd Street and Mountain Vista Drive intersection** so that they are on the main street



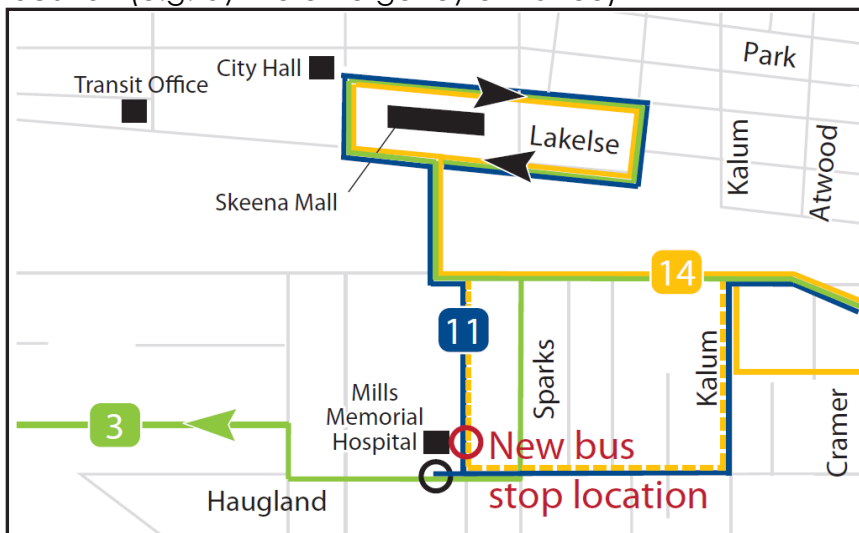
For **route #1 (College / Halliwell)**, consider **moving the bus stop at Sparks Street and Halliwell Avenue to Munthe Avenue and Anderson Street**, where there is more demand for transit service.

#### Your Comments

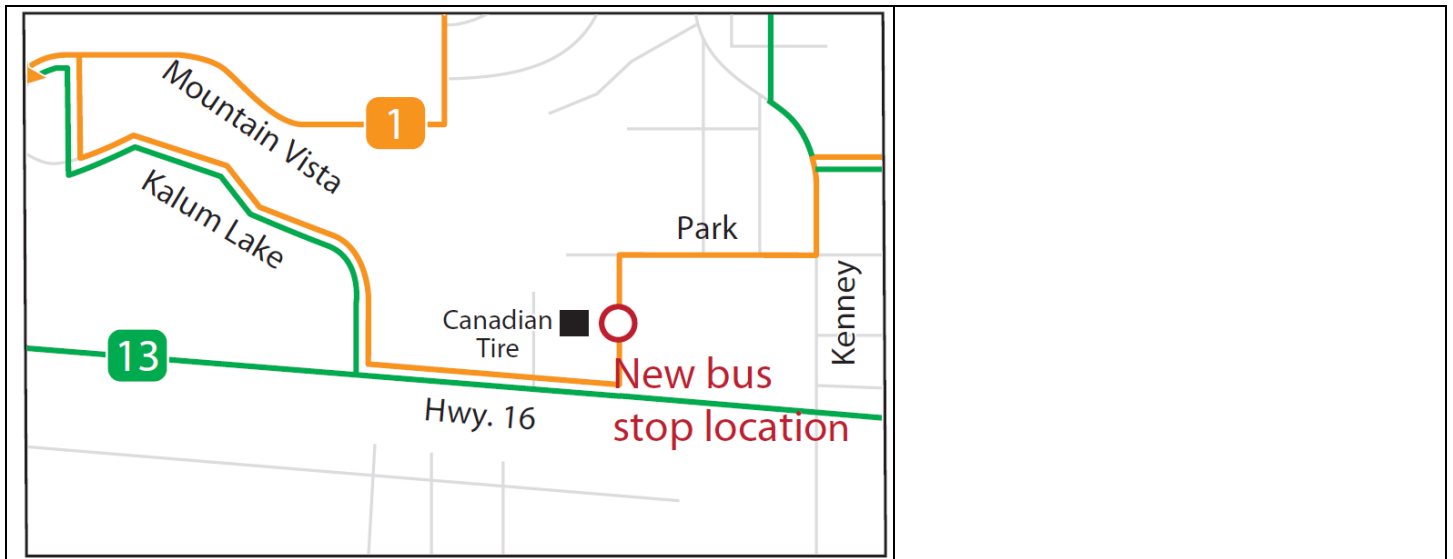


Consider **providing a bus stop shelter at the library bus stop.**

Consider **moving the Mills Memorial Hospital stop for route #11 (Terrace Kitimat Connector) and route #14 (Queensway-Gitau) from the front entrance driveway, which is quite small and difficult for a bus to drive through, to another location** (e.g. by the emergency entrance)



Consider **moving the Canadian Tire bus stop to the main street in front**, as it is difficult to get out of the Canadian Tire parking lot, where there are often many trucks.



In addition to the changes suggested above, please provide your thoughts regarding the questions below.

1. Are there other neighbourhoods that we don't yet serve that you think we should? (Neighbourhood or street names).
  
  
  
  
  
  
  
  
  
  
2. Of the neighbourhoods that we already serve, which other routes do you think need improved frequency and if so, what time of day?
  
  
  
  
  
  
  
  
  
  
3. Of the neighbourhoods that we already serve, which ones do you think are the highest priority to receive earlier or later service or service on Saturdays, Sundays and holidays?

4. Of the destinations (i.e., specific businesses or locations) that we don't yet serve, which other ones do you think are the highest priority to have service introduced? In other words, what are the places that passengers most frequently ask to get to but where we don't go yet? (Please include the destination name and nearest intersection).
  
  
  
  
  
  
  
  
  
  
5. Of the destinations that we do already serve, which ones do you think need improved frequency?
  
  
  
  
  
  
  
  
  
  
6. What are the transfer connections that most need improving? From where to where are those passengers trying to get to?
  
  
  
  
  
  
  
  
  
  
7. Thinking of all of the routes that you drive, which ones do you feel are the tightest for running time? In which route segments (between timing points) do you think the additional time is most required? Are there specific times of day where timing on these route segments is needed? Are

these delays due to traffic and passenger congestion or are there intersection delays that we could work with the municipalities to improve? (Add more pages if required)

8. What are the route, trip, or schedule inconsistencies that you get the most questions about from passengers? Do you have any ideas on how to improve them?
9. Is there any additional or different information or policies that we could put into the Rider's Guide that would reduce passenger questions, confusion or conflict?
10. Thinking about existing bus stops and routes, are there specific bus stops or route locations where it is difficult for bus maneuvering (e.g. locations where it is difficult to pull into or out of a bus stop, locations where bus stop poles are located too close to the road)?

11. Thinking about typical requested pick-up and drop-off locations for handyDART service, are there specific locations where it is difficult to load or unload passengers?
12. Do you have any other suggestions about improvements to specific bus stops?
13. Thinking about the other transportation services that are available in Terrace, Kitimat, and surrounding areas, are there any services that could be better integrated into the Terrace Regional or Skeena Regional Transit Systems (e.g. local Kitimat transit services)?
14. Do you have any other specific ideas about routing or schedule changes that we could make to improve the Terrace Regional and Skeena Regional Transit Systems? Attached is a map of the existing services. Feel free to draw out any routing suggestions.
15. Do you have any other ideas that have not been mentioned above?



Thank you very much for your time and your help.

## **TERRACE DRIVER RESPONSES (FROM 10 COMPLETED SURVEYS)**

### **Suggested route changes**

#### 1 College/Halliwell

- Some support for suggested change
- Some opposition for suggested change
  - Passengers from Coachmen Apartments (on Scott Ave off Kalum St), Anderson St and east Halliwell Ave will have to go downtown first before going home
  - Passengers will have to cross Davis Ave
  - If suggested is implemented, it should be modified to:
    - use Twedle Ave instead of Cooper Dr
    - alternate direction of route each run
    - have City Shuttle route use Davis St instead of Loen Ave to service senior residences

#### 5 Thornhill (Walmart)

- Some support for suggested change
- Concern that addition of extra stop will add extra delay – at least 5 minutes should be added to Thornhill runs
- In general, extra time should be added to Thornhill runs – 4 to 5 minutes to 8:20AM, 10:10AM, 12:10PM, 2:10PM and 4:15PM runs

#### UNBC bus stop

- Follow Kitimat route (south on overpass + west on Keith Ave., then south on Eby Ave.)
- Residential service is eliminated with an UNBC stop and there is little demand for such service
- Follow Southside route starting at Walmart, travel down Haugland St to Molitor, left on Keith Ave, left on Kenney, right on Agar then continue Southside route as usual; maybe going through W-Mart again
- Follow Southside route, turn right onto overpass to Skeena St., follow a reverse Southside route

### **Suggested schedule change**

#### Sunday service for local Terrace routes

- In support of suggested change

More weeknight service for local Terrace routes

- In support of suggested change

More midday service for 5 Thornhill

- In support of suggested change

Saturday service for the handyDART

- In support of suggested change
- Operate for 4 hours, from 11:00AM to 3:00PM
- Hire attendant to load and unload passengers
- Equip handyDART vehicles with monitors

Sunday service for the handyDART

- In support of suggested change
- Operate for 3 hours, from 10:00AM to 1:00PM
- Equip handyDART vehicles with monitors

Starting handyDART service earlier and ending it later

- In support of suggested change
- First trip at 8:30AM, last trip at 5:30PM
- Equip handyDART vehicles with monitors

Saturday service to route 11 Terrace-Kitimat Connector and route 12 Kitamaat Village

- In support of suggested change
- Consider introduction of this service using a month trial period

Sunday service to route 11 Terrace-Kitimat Connector and route 12 Kitamaat Village

- In support of suggested change

Evening service to route 11 Terrace-Kitimat Connector

- In support of suggested change
- Consider scheduling a run at 7:30pm
- Consider scheduling runs to coincide with plane arrivals

Starting services for route 14 Queensway-Gitau earlier

- Some support for suggested change

- Delays are a result of foul weather and vehicle breakdowns – events difficult to control – best strategy is to keep roads properly maintained throughout the year

More weekday service to route 13 Kitsumkalum and route 14 Queensway-Gitau

- In support of suggested change
- Consider introducing a 7:30PM Queensway-Gitau run
- Consider introduction evening service to Gitau, but not Queensway

Weekend service to route 13 Kitsumkalum and route 14 Queensway-Gitau

- In support of suggested change
- Consider introducing Saturday service for route 14 Queensway-Gitau, perhaps 2 Saturday trips

Starting the first trip for route 13 Kitsumkalum earlier

- In support of suggested change

Improving reliability of route 11 Terrace-Kitimat Connector

- Add 10 minutes to route 11 Terrace-Kitimat Connector runs
- Operate new, more reliable vehicles
- Ensure that all buses are equipped with radios
- Keep roads properly maintained year round – snow removal in winter months
- Improve visibility at bus stops along the 11 Terrace-Kitimat Connector route as it can be easy to miss passengers at night – install street lights
- Improve Rider's Guide

### **Suggested bus stop location changes**

Floyd St to Floyd St & Mountain Vista Dr

- In support of suggested change

Sparks & Halliwell to Munthe & Anderson

- In support of new stop addition and

Bus shelter at library

- In support of suggested change, though some concern regarding potential bus shelter vandalism

Mills Memorial Hospital stop for route 11 and route 14

- In support of suggested change

Canadian Tire stop

- In support of suggested change

## Questions

Q1. Are there other neighbourhoods that we don't yet serve that you think we should? (Neighbourhood or street names).

- NO COMMENT

Q2. Of the neighbourhoods that we already serve, which other routes do you think need improved frequency and if so, what time of day?

- 5 Thornhill, afternoons
- Saturday service should be introduced

Q3. Of the neighbourhoods that we already serve, which ones do you think are the highest priority to receive earlier or later service or service on Saturdays, Sundays and holidays?

- 5 Thornhill
- 3 Southside

Q4. Of the destinations (i.e., specific businesses or locations) that we don't yet serve, which other ones do you think are the highest priority to have service introduced? In other words, what are the places that passengers most frequently ask to get to but where we don't go yet? (Please include the destination name and nearest intersection).

- Greyhound bus depot
- Keith Avenue Mall
- Chances Gaming Centre

Q5. Of the destinations that we do already serve, which ones do you think need improved frequency?

- Southside
- Thornhill
- Walmart

Q6. What are the transfer connections that most need improving? From where to where are those passengers trying to get to?

- Thornhill to Southside
- Thornhill to City Shuttle

Q7. Thinking of all of the routes that you drive, which ones do you feel are the tightest for running time? In which route segments (between timing points) do you think the additional time is most required? Are there specific times of day where timing on these route segments is needed? Are these delays due to traffic and passenger congestion or are there intersection delays that we could work with the municipalities to improve? (Add more pages if required)

- Thornhill
- Southside
- Time lost to loading/unloading strollers and buggies

Q8. What are the route, trip, or schedule inconsistencies that you get the most questions about from passengers? Do you have any ideas on how to improve them?

- Signage inconsistencies in the destinations of a run (ex. Certain Queensway runs do not go to Gitaus and vice versa)
- Route inconsistencies regarding whether the Southside route travels directly from Walmart to the Braun St. area
- Route inconsistencies regarding whether a specific Thornhill run travels to Queensway
- Requests for increased service along the Thornhill route

Q9. Is there any additional or different information or policies that we could put into the Rider's Guide that would reduce passenger questions, confusion or conflict?

- Rider's Guide as is is difficult to understand
- Information regarding which routes stop and do not stop at Safeway (ex. School Special does not stop at Safeway, certain City Shuttle and Southside runs do not stop at Safeway)

Q10. Thinking about existing bus stops and routes, are there specific bus stops or route locations where it is difficult for bus maneuvering (e.g. locations where it is difficult to pull into or out of a bus stop, locations where bus stop poles are located too close to the road)?

- Park Medical Centre stop
- Terraceview Lodge bus stop – unsafe for pedestrian crossings
- Library bus stop
- Meat store bus stop

- Kalum Kabs stop
- Add a bus stop at Sunny Hill Trailer Park

Q11. Thinking about typical requested pick-up and drop-off locations for handyDART service, are there specific locations where it is difficult to load or unload passengers?

- Scotiabank
- Choices
- Skeena Diversity Mall
- Service Canada

Q12. Do you have any other suggestions about improvements to specific bus stops?

- Add bus stop on Keith Ave by the Greyhound Depot
- Move bus stop sign further away from curb at Salvation Army stop
- Increase size of the bus shelter or add another bus shelter at Skeena Mall
- Increase size of the bus shelter or add another bus shelter at Safeway
- Properly mark bus stop area at pool (with painted yellow line)
- Properly mark bus stop area at library (extend existing painted line)
- Consider use of more durable materials in bus shelters to discourage vandalism

Q13. Thinking about the other transportation services that are available in Terrace, Kitimat, and surrounding areas, are there any services that could be better integrated into the Terrace Regional or Skeena Regional Transit Systems (e.g. local Kitimat transit services)?

- Greyhound Bus
- Northwest Regional Airport

Q14. Do you have any other specific ideas about routing or schedule changes that we could make to improve the Terrace Regional and Skeena Regional Transit Systems? Attached is a map of the existing services. Feel free to draw out any routing suggestions.

- Route Thornhill and Queensway past Mills Memorial Hospital on runs heading out of town
- Alternate direction of each Southside run
- Ensure that all drivers have radio for more effective communication

Q15. Do you have any other ideas that have not been mentioned above?

- Add a bus stop between Kenney St. and Beach St.
- Operate a third full time bus

- Operate newer vehicles
- Introduce a phone delay notification service starting at 7:30AM in the winter

## **TERRACE DRIVER RESPONSES (FROM 3 COMPLETED SURVEYS)**

### **Suggested route changes**

1 College/Halliwell

- NO COMMENT

5 Thornhill (Walmart)

- NO COMMENT

UNBC bus stop

- NO COMMENT

### **Suggested schedule change**

Sunday service for local Terrace routes

- NO COMMENT

More weeknight service for local Terrace routes

- NO COMMENT

More midday service for 5 Thornhill

- NO COMMENT

Saturday service for the handyDART

- NO COMMENT

Sunday service for the handyDART

- NO COMMENT

Starting handyDART service earlier and ending it later

- NO COMMENT



Saturday service to route 11 Terrace-Kitimat Connector and route 12 Kitamaat Village

- Some support for suggested change
- Some concern that such a service would be used as a “party bus”

Sunday service to route 11 Terrace-Kitimat Connector and route 12 Kitamaat Village

- Some support for suggested change
- Some concern regarding the feasibility of such service

Evening service to route 11 Terrace-Kitimat Connector

- Some support for suggested change
- Some opposition to suggested change
- Some concern that such a service would be used as a “party bus”

Starting services for route 14 Queensway-Gitau earlier

- Some support for suggested change

More weekday service to route 13 Kitsumkalum and route 14 Queensway-Gitau

- Some support for suggested change

Weekend service to route 13 Kitsumkalum and route 14 Queensway-Gitau

- Some support for suggested change

Starting the first trip for route 13 Kitsumkalum earlier

- Some support for suggested change

Improving reliability of route 11 Terrace-Kitimat Connector

- Add extra time to route 11 Terrace-Kitimat Connector runs
- Operate new, more reliable vehicles
- Introduce a social media delay notification service (use Twitter)

### **Suggested bus stop location changes**

Floyd St to Floyd St & Mountain Vista Dr

- NO COMMENT

Sparks & Halliwell to Munthe & Anderson

- NO COMMENT

Bus shelter at library

- NO COMMENT

Mills Memorial Hospital stop for route 11 and route 14

- Some support for suggested change
- Some opposition to suggested change
  - Continue use of existing bus stop on Haugland Ave
  - Turning left onto Haugland Ave may be difficult and time consuming during rush hour

Canadian Tire stop

- NO COMMENT

## Questions

Q1. Are there other neighbourhoods that we don't yet serve that you think we should? (Neighbourhood or street names).

- Kitimat Service Centre

Q2. Of the neighbourhoods that we already serve, which other routes do you think need improved frequency and if so, what time of day?

- NO COMMENT

Q3. Of the neighbourhoods that we already serve, which ones do you think are the highest priority to receive earlier or later service or service on Saturdays, Sundays and holidays?

- NO COMMENT

Q4. Of the destinations (i.e., specific businesses or locations) that we don't yet serve, which other ones do you think are the highest priority to have service introduced? In other words, what are the places that passengers most frequently ask to get to but where we don't go yet? (Please include the destination name and nearest intersection).

- Kitimat Service Centre
- Rio Tinto Alcan plant

Q5. Of the destinations that we do already serve, which ones do you think need improved frequency?

- All villages served by the 11 Terrace-Kitimat Connector

Q6. What are the transfer connections that most need improving? From where to where are those passengers trying to get to?

- NO COMMENT

Q7. Thinking of all of the routes that you drive, which ones do you feel are the tightest for running time? In which route segments (between timing points) do you think the additional time is most required? Are there specific times of day where timing on these route segments is needed? Are these delays due to traffic and passenger congestion or are there intersection delays that we could work with the municipalities to improve? (Add more pages if required)

- Terrace-Kitimat Connector – delays a result of bad weather and road conditions

Q8. What are the route, trip, or schedule inconsistencies that you get the most questions about from passengers? Do you have any ideas on how to improve them?

- NO COMMENT

Q9. Is there any additional or different information or policies that we could put into the Rider's Guide that would reduce passenger questions, confusion or conflict?

- Use larger font in Guide for better readability

Q10. Thinking about existing bus stops and routes, are there specific bus stops or route locations where it is difficult for bus maneuvering (e.g. locations where it is difficult to pull into or out of a bus stop, locations where bus stop poles are located too close to the road)?

- NO COMMENT

Q11. Thinking about typical requested pick-up and drop-off locations for handyDART service, are there specific locations where it is difficult to load or unload passengers?

- NO COMMENT

Q12. Do you have any other suggestions about improvements to specific bus stops?

- NO COMMENT

Q13. Thinking about the other transportation services that are available in Terrace, Kitimat, and surrounding areas, are there any services that could be better integrated into the Terrace Regional or Skeena Regional Transit Systems (e.g. local Kitimat transit services)?

- NO COMMENT

Q14. Do you have any other specific ideas about routing or schedule changes that we could make to improve the Terrace Regional and Skeena Regional Transit Systems? Attached is a map of the existing services. Feel free to draw out any routing suggestions.

- NO COMMENT

Q15. Do you have any other ideas that have not been mentioned above?

- Add more bus stops in Gitaus and Kitamaat Village as many passengers flag down buses, causing delays
- Verbal, face-to-face consultation with drivers could be useful